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Thinking big Kramer School of Nursing improves processes with the LEAN



photo by James Coburn

Kramer School of Nursing LEAN team members seated from left to right include Gina Crawford, DNP, MS, APRN-CNP; Lauren Riney, BS. Standing are Sara Manning, MSN, RN, CNE; and Staci Swim, MSN, RN, CNE.

by James Coburn
Staff Writer

Kramer School of Nursing has invested time and talent in the quality improvement, said Staci Swim, faculty at Kramer School of Nursing at Oklahoma City University. The LEAN program at Kramer is an across-the-

board process that Kramer adopted from INTEGRIS Baptist Medical Center as an improvement model.

Lean health care methodology is a strategy for better clinical outcome within an organization. It makes healthier, more efficient and high performing

organizations, Swim said.

Dr. Carol Mannahan and Kramer faculty member Swim were invited to go for two days of training at INTEGRIS Baptist Medical Center to become LEAN certified leaders, Swim said. The LEAN program endeavors to find all of the waste in a process such as down time, over handling and confusion.

Kramer School of Nursing LEAN team members include Gina Crawford, DNP, MS,

Follow God and serve Him in everything you do



Amy Milton, BSN, RN, CPN, Nurse Liaison at the Children's Center Rehabilitation Hospital is inspired by her faith.

story and photo by Vickie Jenkins

Meet Amy Milton, BSN, RN, CPN, Nurse Liaison, works at the Children's Center Rehabilitation Hospital. After graduating from Oklahoma Baptist University, Milton started working as a nurse where she has been for five years. She has held the position of Nurse Liaison for the past two years. Playing an important role, Milton is the one that evaluates the child that is in acute-care hospitals beginning with the pre-admission process, following through until their release. She is with the child from the beginning to the end, keeping the communication open.

When Milton was a little girl, she always wanted to be a nurse. Growing up with her mom being a nurse, her mom had a great influence on her life. Now, Milton's mom works as the main OR supervisor at OSU Medical Hospital in Tulsa, OK. Milton always knew that her mom loved

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KRAMER

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APRN-CNP; Lauren Riney, BS.; Sara Manning, MSN, RN, CNE; and Staci Swim, MSN, RN, CNE.

"Anything like that to get it down to the bare minimum to help that process go smoothly," she explained. "The maiden voyage was to find the low-hanging fruit in our environment that really needs some help. So what we had identified as a team is that our students in the clinical preparation of vaccination, CPR and other paper work that need to be done is our low-hanging fruit that we chose."

INTEGRIS Baptist Medical Center provided a representative to Kramer to help start the program. Faculty examined the entire process from admission to the first day that students began their clinical work and identified areas that needed improvement, Swim said.

Each step of the process is drawn on a map by a collaborative team that included Student Health, she said. Three areas were noted on the step-by-step map.

Lauren Riney, administrative assistant to the dean, said the program is extremely beneficial.

"I have stepped in to help with the clinical requirements because of the absence of someone in that position," she said. "It's hard. There were a lot of gaps in the process and we're trying to fix it."

One of the gaps identified the need for a set deadline for immunizations, she said. And, not all of the students have recognized the importance of the immunization deadline, Riney said.

"It's a big deal. It's communications," she explained.

Swim said the problems they identified apply to all schools of nursing as a common theme.

"Eventually, we've talked about taking it to NESAs," Swim said. "That's where all the schools and hospitals come together to try to find clinical sites, and talk to the hospitals about what the hospitals may require, because at this point, everyone requires something different from the students," Swim said.

Swim can envision a collaborative process that Kramer can work with all the city hospitals to either adopt the strictest criteria, or something in-between of what is required of the students.

"Through that, hopefully we

can have a well-oiled machine that gets students in clinical, in the proper time frame," she said. "We're thinking big."

Part of the discussion about students getting their immunizations in a set time frame could involve the first week of classes, Swim said.

"Could they come here and get their immunizations?," she said.

Most of the Kramer students come from out of state and do not immediately have care providers for their health. So simplifying the process for the students to earn their clinical requirements would also make it easier for the school itself, Swim said.

"Same with CPR. Can we do a CPR class here?" Swim said. "Can we do a one-stop shopping and keep up with it?"

The process will continue indefinitely and be refined as needed. Kramer plans to take on a LEAN project once a year and complete it by the time the school year concludes, Swim said.

"In this meeting today, we're hoping to get some questions answered about what are the ramifications. How would it affect the school, student health, How

does it affect us because it is a collaborative project? Change is going to affect everyone involved. We want to make sure that it's the best change that we can make and be informed about the ramifications."

Swim said the process is demanding and overwhelming. But the effort will produce greater efficiencies for the university and hospitals.

"The rewards are that our students will have clinical spots," Swim said.

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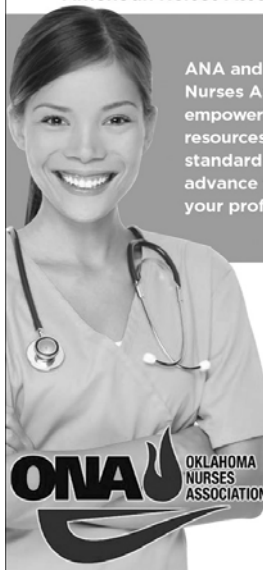
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CAREERS IN NURSING SOLUTIONS IN CARE: LPN IS PART OF VIBRANT COMMUNITY

by James Coburn - Writer/Photographer

Tina Burkhalter is likely to be one of the first persons a patient or family member will meet when choosing skilled nursing at Baptist Village of Oklahoma City. Burkhalter, a licensed practical nurse, is the admissions and marketing nurse at Baptist Village.

"We take pride in what we do. We take care of the patients very well. You don't have to wait very long when you turn the call light on," she said.

Twenty years ago after graduating from Metrotech, Burkhalter began her nursing career and was hired at Baptist Village 16 years ago and works in the skilled nursing part of the village.

"I started out as a CNA and graduated up to a CMA here at Baptist Village," Burkhalter said. "Twenty-five years ago I worked here as a CNA, worked here for two years, quit and did something else, then went to nursing school."

A lot has kept her dedicated to patient care in the community through the years.

"We're doing the culture change. We're trying to make it feel more like home," she said. "We treat people the way we want to be treated and make it feel more like home than an institution or a spa."

She receives referrals from physicians who send patients for rehabilitation in her admissions role.

"I go out and do assessments at the hospital, meet with family members and answer any questions," she said. "I'll verify Medicare and insurance benefits."

She gets to know some of the families very well. Some patients have come for skilled nursing as far away as Texas and Tulsa, she said.

A new addition has taken place at Baptist Village with its new state-of-the-art rehabilitation building.

The rehab center has 50 beds for post-acute patients who have been

hospitalized but are not quite ready to return home. The total bed count at Baptist Village is 120.

So the new rehab enables the care center to reach out to a younger population of patients who may have had orthopedic surgeries and other procedures. Skilled nursing involves short-term stays at Baptist Village.

"Their goal is therapy and rehab with the goal to go home," said Michelle Billings, RN, administrator. The health care center is the home where the residents have chosen to live.

"We are a part of their family in their home," Boyd continued. "In the rehab side, they have specific goals in mind. They don't want to make us their home. They want to get to their home wherever that is."

It is Burkhalter who will do all the paper work when a patient arrives at Baptist Village. She will place all the orders for their medications. Burkhalter will notify the patient's

physician that there is an admission, she said, and update the floor nurse that she has a new patient that day.


Her LPN career at Baptist Village began as a floor nurse on the long-term care side of the spacious community. From there she entered the realm of wound care nursing. She was a skilled nursing coordinator, and handled the minimum data set requirements for each patient.

She said changes in federal law regulations for skilled nursing have caused hospitals to discharge patients too soon. Some patients will enter skilled nursing and a day or two later will have to go back to the hospital for further care, she said.

All of her experience through the years has culminated into her high individual performance standard she adheres to each day.

"What inspired me was watching my grandmother take care of my grandfather," Burkhalter said. "He

Continued on next page



My son, Tony, has faced difficult health challenges. Before he was born we found out that his kidneys were filled with cysts, and his lungs hadn't fully developed. Tony's life has been hard. When one form of dialysis would fail, they would start him on another. On my 23rd birthday, Tony was in the hospital on hemodialysis and getting an antibiotic for a staph infection. My family prayed for him and performed an American Indian ceremony.

Two days later Tony got his kidney transplant. There have been some bumps in the road, but my 10-year-old has learned to walk, climb up a rock wall and is able to attend elementary school. I will continue to thank God and Ted's family for the generous donation that saved Tony's life.

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Tina Burkhalter combines years of experience in her role as the admissions and marketing nurse at Baptist Village in Oklahoma City.

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was really sick after he retired. And then I just wanted to be a nurse and take care of sick people. I have all my prerequisites done for my RN requirements. I just have to go back and finish."

Baptist Village tries to keep familiar staff members in a neighborhood so the patients and the staff form a bond, she said. This makes it easier for the nursing staff to notice changes in a patient's health that could indicate a health problem, she continued.

"I like taking care of people that need healthcare," Burkhalter said.

Nobody has to live at Baptist Village in order to enter its rehab facility. Baptist Village sets an age requirement of 55 or older, and for the skilled nursing unit, Medicare Part A or private insurance that the village networks with must be in place, she said.

"They come here for rehab. Therapy is Monday through Friday between 8 a.m. and 5 p.m.," Burkhalter explained. "We get a lot of stroke patients after knee replacements, hip replacements and shoulder surgery. You name it, we do it."

They can stay up to 100 days in skilled nursing. Medicare pays 100 percent of the cost for the first 20

days of admission. Medicare will pay for 80 percent of the cost for the remaining 80 days, she explained.

"Depending on what kind of Medicare supplement they have, most of them pick up the other 20 percent," she said. "And then we take Medicaid, too. Medicaid pays for skilled."

Outside of work, Burkhalter has a 5-year-old son at home. They play ball together outside.

"I like to read science fiction. I like to do crafts."

Burkhalter said she takes pride in the nursing staff for their listening skills. Nurses visit and at times will eat their meals with their patients.

She has witnessed a lot of positive outcomes as a nurse.

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MILTON

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her job and loved helping people so Milton followed in her mom's footsteps. "My mom was my mentor when I was going through school because I always went to her if I had a medical question," she said with a laugh. "She was the one with the most knowledge and experience. I've always admired my mom for everything she has done for me, and all of the things that she continues to do. Because of that, it made the two of us closer in a special way," she adds.

Asking Milton what her greatest asset is, she replies, "I think it is compassion. I have so much compassion for the children and I love seeing the children get better. I have a lot of hope for the children and it is exciting when it all comes together and the children get to go home to be with their parents."

For someone going into the medical field, Milton offers this advice. "If someone is interested in a job in the medical field, pursue it. Yes, it is going to be hard and frustrating at times, and emotionally draining when you least expect it, and you might even wonder what you have gotten yourself into but stick with it. Nursing school was hard and other jobs in the medical field are even harder but set a goal and reach that goal. Believe me, in the long run, it is well worth it."

"How would you describe yourself?" I ask Milton. "I am a quiet person and reserved a big part of the time. Being compassionate is a real plus for me and the children here are a big part of my life. I love helping the children and it is a blessing to see them get better. I am a hard worker and put my all into everything I always get

the job done." "What inspires you to keep going?" I ask Milton. Without hesitation, she replies, "Oh, it is definitely my faith. My faith inspires me and keeps me going." Milton tells me that the most important thing in her life is faith, God, and family. "I love my life and I thank God for everything. I feel very blessed." Asking Milton what the last book she read was, she replies, "The Bible."

"What makes a good team-player?" I ask Milton. "I think a good team-player needs to be someone that will listen to everything, no matter what. A team-player needs to do their job and go beyond what they are expected to do, never expecting anything in return. They should set some goals and strive to reach those goals. They need to remember to do what is best for the child. Everyone on the team should continue on. That is success."

Milton's hobbies include, volleyball, running, spending time with her family and cooking. "I used to play volleyball so much but now, I don't really have the time. I have always enjoyed spending time with my family." "Do you have a favorite childhood memory?" I ask Milton. "Oh, I would have to say it was, camping with my family. We would go camping, fishing and canoeing. It was such a great time."

"If you were going to give someone some words to live by, what would they be?" I ask Milton. "It would be, 'Follow God and serve Him in everything you do.'"



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204 REGISTERED NURSE

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Mercy Hospital Ardmore Top Hospital for Nurses

*American Nurses Credentialing Center's
'Pathway to Excellence' award is first in state*

In recognition of the high level of nursing care provided at Mercy Hospital Ardmore, the American Nurses Credentialing Center has awarded it Oklahoma's first "Pathway to Excellence" designation.

The designation underscores the quality, engagement and satisfaction of nurses at Mercy Hospital Ardmore and identifies it as one of the best places to work, with a supportive environment that engages bedside nurses in decision-making and provides opportunities to grow professionally.

"Pathway is our way of showing our commitment to the community that nursing as a profession is highly valued here and to set the expectation for the high quality of care we strive to provide to every patient we serve," said Daryle Voss, president of Mercy Hospital Ardmore.

Only two hospitals in Oklahoma

are Pathway-designated. To obtain the designation, hospitals must demonstrate their commitment to excellent nursing care through training, continuing education, compensation, empowering bedside nurses to make decisions and a focus on nurses' overall well-being and engagement. Nurses verify the information through a confidential online survey.

"For our patients, having an environment in an organization that is supportive of nursing ensures we can have quality at the bedside," said Debbie Pender, vice president of nursing for the hospital. "The patient is the winner in all of this."

Mercy Hospital Ardmore was already doing most of the things required for the designation, such as conducting salary surveys and holding town halls, Pender noted.

"We already felt we met the criteria. We just had to demonstrate how we do it," she said. But, she said, "I think the journey makes you more knowledgeable."

As a result of the application process, the hospital revamped its orientation for new employees and developed a charge nurse education class. The details of the two-year journey make up a 767-page application packet.

Mercy submitted testimonials about what it has done to help nurses grow. Several described educational and professional development opportunities. Wound care nurse Jamie Spence's testimonial was one of them.

Spence is studying to become a clinical nurse specialist, something that wouldn't have been possible without a scholarship from Mercy and a supportive environment for working students. She will complete the three-year program at the University of Oklahoma Health Sciences Center in a year.

Hospital Stay Cements Nursing Plans for Megan Spradlin

Advanced practice nurse joins Mercy Clinic Primary Care Edmond Memorial

Megan Spradlin always suspected medicine would be a good career fit, but a hospital stay 12 years ago confirmed her suspicions.

"During that confusing, frightening time, there were nurses on staff who answered my questions, assuaged my fears and partnered in my care," she said. "I thought, 'How fulfilling that must be to be able to provide such care and comfort to a person in need.'"

The following semester, Spradlin enrolled in the nursing program at the University of Central Oklahoma, graduating in 2009. She obtained a doctorate of nursing practice, with an emphasis on family medicine, from Oklahoma City University in 2014.

She began working as an advanced practice registered nurse at Mercy Clinic Primary Care Edmond Memorial May 11.

Spradlin said she chose family medicine because it allows her to care for people throughout their lives, holistically. She wants to offer her patients "comfort, reassurance and hope."

"I would like to show that I take the time to consider the many different factors that influence the overall health and well-being of a patient," she said. "My wish is to have patients reach their goals, and having the ability and training to help them get there is a wonderful blessing to me."



Megan Spradlin, Advanced practice nurse.

Spradlin knows many of her patients may not understand the role of an advanced practice nurse, particularly one with a doctorate.

"It is a different path from becoming a physician, which is why we are able to complement each other in the health care setting," she said.

To schedule an appointment with Megan Spradlin, call Mercy Clinic Primary Care Edmond Memorial at 405-341-7009.

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St. Anthony Welcomes Vikas Jain, M.D., FAASM, CCSH to St. Anthony Physicians Group

St. Anthony Hospital is pleased to welcome Vikas Jain, M.D., FAASM, CCSH to St. Anthony Physicians Group.

Dr. Jain is board certified in sleep medicine. He completed his fellowship in sleep medicine at Stanford University. He remains involved at Stanford University's Sleep Medicine program as an Adjunct Clinical Instructor, and is also a Clinical Assistant Professor at the University of Oklahoma Health Sciences Center.

As a leader in sleep medicine, Dr. Jain currently serves on the board of directors for the Board of Registered Polysomnographic Technologists as well as committees for the American Academy of Sleep Medicine. His practice provides comprehensive evaluation and management of both adult and pediatric sleep disorders including sleep apnea, insomnia, restless legs syndrome, parasomnias, narcolepsy, and circadian rhythm disorders, and is committed to helping patients achieve optimal sleep health.

Dr. Jain's office is located at St. Anthony Healthplex South, 13500 S Tulsa Drive, in Oklahoma City. To schedule an appointment please call 405-713-2699.

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Allevie Hospice: 405-605-7787

Autumn Bridge Hospice:
405-440-2440

Autumn Light Hospice:
580-252-1266

Carter Healthcare & Hospice:
OKC - Adam Colvin, Vol. Coordinator,
405-947-7705, ext. 134; Tulsa - Mike
Gregory, Vol. Coordinator,
918-425-4000, ext. 114

Centennial Hospice:
Becky Johnson, Bereavement
Coordinator 405-562-1211

Chisholm Trail Hospice:
Tiffany Thorne, Vol. Coordinator,
580-251-8764

Choice Home Health & Hospice:
405-879-3470

City Hospice:
Beth Huntley, Vol. Coordinator,
405-942-8999

Comforting Hands Hospice:
Bartlesville: 918-331-0003

Companion Hospice:
Steve Hickey, Vol. Coordinator, Guthrie:
405-282-3980; Edmond: 405-341-9751

Compassionate Care Hospice:
Amy Legare, Bereavement/Vol.
Coordinator, 405-948-4357

Cornerstone Hospice:

Vicky Herrington, Vol. Coordinator,
918-641-5192

Hometown Hospice:
Robin Boatman, Com. Relations, Broken
Arrow: 918-251-6441; Muskogee:
918-681-4440.

Crossroads Hospice:
Elizabeth Horn, Vol. Coordinator,
405-632-9631

Cross Timbers Hospice:
Ardmore-800-498-0655
Davis-580-369-5335 Volunteer
Coordinator-Shelly Murray

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405-631-0521

Faith Hospice of OKC:
Charlene Kilgore, Vol. Coordinator,
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Freedom Hospice:
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918-343-0493; Tollfree: 866-476-7425

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OKC OK 73108 405-943-0903

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Tulsa 918-744-7223

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73107 405-949-1200

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Humanity Hospice:
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InFinity Care of Tulsa:
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918-392-0800

**Indian Territory Home Health &
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Interim Healthcare Hospice:

405-848-3555

Image HealthCare :

6116 S. Memorial Tulsa, Ok. 74133
(918) 622-4799

LifeSpring In-Home Care Network:

Terry Boston, Volunteer and
Bereavement Coordinator 405-801-3768

LifeLine Hospice:

April Moon, RN Clinical Coordinator
405-222-2051

Mays Hospice Care, Inc.

OKC Metro, 405-631-3577; Shawnee,
405-273-1940

McCortney Family Hospice OKC/Norman metro

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Ada, 580-332-6900 Staci Elder Hensley,
volunteer coordinator

Mercy Hospice:

Steve Pallesen, Vol. Coordinator,
405-486-8600

Mission Hospice L.L.C.:
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OKC, OK 73112 405-848-3779

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405-936-9433

Professional Home Hospice:
Sallisaw: 877-418-1815; Muskogee:
866-683-9400; Poteau: 888-647-1378

PromiseCare Hospice:

Angela Shelton, LPN - Hospice
Coordinator, Lawton: (580) 248-1405

Quality Life Hospice:

405 486-1357

RoseRock Healthcare:

Audrey McCraw, Admin. 918-236-4866

Ross Health Care:

Glenn LeBlanc, Norman, Chickasha;
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580-213-3333

Russell Murray Hospice:

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Coordinator, 918-774-1171

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Free: 888.901.6334

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580-254-9275 Cathy Poe, RN Director



**Vicki L Mayfield, M.Ed., R.N.,
LMFT Marriage and Family
Therapy Oklahoma City**

*If you would like to send a
question to Vicki, email us at
news@okcnursingtimes.com*

My 28 year old daughter suffers from crippling anxiety and panic attacks. As her mother, a therapist and RN, I have traveled this journey with her, held her hand and breathed for her. Today she has developed some healthy coping skills because anxiety never seems to be too far away. Here is her story.

Meet my friend - her name is Anxiety.

Chest starts to tighten.
The breaths become shorter.
The ripple of tension begins at the toes, sweeps over the entire body, stopping in the middle of the throat.
Thoughts start melting together.
The world becomes slightly out of focus.
Open space....must find open space.
People talk....no....stop....I need open space. You can't....I can't....not right now.
It's raining....har....too much water....not enough space.
Room with the vending machines....yes....I can make it. It's close....
I press my body against the cold steel, away from the door - hidden.
I slowly slide down....begin to count....focus on the number....on the breathin....
One....two....inhale....exhale....

Panic attacks are defined by the Anxiety and Depression Association of America (ADAA) as the abrupt onset of intense fear or discomfort that reaches a peak within minutes. They are the most common mental illness in America - affecting around 40 million people.

My daughter started getting intense anxiety during my divorce from her father. He created intense distress with frequent raging, property destruction and threats to harm me. She began having nightmares, the panic attacks soon followed.

"I don't remember the last time I had a panic attack. These days I have a routine - routine helps. I try to get more sleep. I don't drink much caffeine. I drink hard liquor infrequently and I drink a lot of water. I practice yoga, read books. I try to be aware if I feel anxiety coming on and try to change my environment."

"I'm not 'cured' of anxiety, I'm not cured of panic attacks. However, I am better equipped to handle them. I have taught myself how to take care of myself.

Meet my acquaintance, her name is Anxiety.

Understanding Obesity in American Indian Children in Oklahoma

When it comes to measuring obesity in American Indian youth in Oklahoma, the numbers are in and they show work still needs to be done.

That's the conclusion of recently published findings by researchers at the University of Oklahoma Health Sciences Center in collaboration with the Native Youth Preventing Diabetes Coalition.

Researchers found that 63 percent of the American Indian children surveyed met criteria for overweight or obese. That's twice the national average.

"We wanted to know why they were obese," said researcher Michelle Dennison-Farris, L.D. "What behaviors are contributing to this trend? And how can we change it?"

The findings are based on a study including 124 American Indian children, between the ages of 7 and 13, in Oklahoma. It uncovered some behaviors that might be at least part of the problem, among those was the consumption of sugar-sweetened beverages.

"We found that these kids consume about 309 calories per day of sugar-sweetened beverages, which offer little nutrition and extra calories. That is significantly higher than the national average of 178 calories per day of these beverages," said Dennison-Farris.

In addition to the increased consumption of sugar-sweetened drinks, the study revealed the amount of exercise in which the children engaged also had room for improvement. It is recommended that children get 60 minutes of moderate to vigorous physical activity each day. The majority of the children in the study, though, fell far short of that number.

They were getting only about four and a half hours a week of moderate to vigorous physical activity; and only 32 of the children surveyed - that's about



Michelle Dennison-Farris, L.D.

one in four - were meeting the physical activity guideline of 60 minutes per day," said fellow researcher Susan B. Sisson, Ph.D. of the OU College of Allied Health.

"We were surprised by the outcomes, not only the amount of calories consumed by sugar-sweetened beverages, but the variety of beverages involved. These children consumed high amounts of fruit drinks, sports drinks, sweetened tea and soda" said Dennison."

Sisson added the survey brings important insights into some of the reasons why American Indian children are at increased risk for certain diseases, particularly obesity and diabetes.

"Knowing the facts is just the start," said Sisson, adding that more research is needed to evaluate other circumstances that may impact health behaviors in these children, such as emotional or psychological factors and peer pressure.

The research is published in the online edition of the Journal of Community Health.

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If you could travel anywhere, where would it be and why? Deaconess Hospital OKC

"I would travel to Yellowstone in an RV with the family. I went there as a child and have some good memories of it."



Tony Sword, RN
ER Manager

"I would go to California. I love the warm weather and beaches. I would love to drive up the coast, experimenting the beautiful scenery."



Shella Gettings, RN

Each week we visit with health care professionals throughout the Metro



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"I've always wanted to go to Greece. Why? It looks beautiful."



Meg McMurry, RN,
ICU

"I would go to Ireland. It looks beautiful."



Angie Roughley, RN,
ICU

High-Ranking Physician from Africa Tours INTEGRIS Baptist Medical Center



Kisela in surgery suite

A high-ranking physician from Africa toured INTEGRIS Baptist Medical Center Monday. Michael Kisela, M.D. is a general surgeon in his home country responsible for treating all ailments and conditions from the very minor to the most severe. He was interested in seeing the inner workings of a highly advanced and comprehensive American hospital. Kisela took a tour of the emergency room, surgery and operating rooms and intensive care units of the hospital. He visited with Hospital

President Tim Johnsen, Chief of Staff Sudhir Khanna, M.D. and Hospitalist Ali Mohamed, M.D., among several others.

He took a particular interest in the hospital system's "Lean" methodologies. The use of the term Lean, describes a philosophy that incorporates a collection of tools and techniques into the business processes to optimize time, human resources, assets, and productivity, while improving the quality level of products and services to their customers.

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