

Learning opportunities benefit patient care at OU Medical Center Edmond



Shaun Horton, RN, vice president of nursing at OU Medical Center Edmond knows the value of accepting opportunities in life.

by James Coburn, Staff Writer

Each day is blessed with opportunities for Shaun Horton to develop new leadership skills in her new role as the vice president of nursing at OU Medical Center Edmond.

"I'm learning new service lines. So that's really exciting to me," Horton said.

Horton is not a stranger to OU Medical Center, having been a registered nurse dedicated to patient care at the downtown Oklahoma City campus starting in 2001. She served in director roles at OU Medical Center from 2008 until last December when she was chosen to lead the nursing staff in Edmond.

Horton's wealth of knowledge is a culmination of well seasoned experiences gained since she first embarked on her See HORTON Page 5

Micah Puckett, RN enjoys working with teenagers at the Pediatric Medical Rehabilitation Unit at the Children's Center Rehabilitation Hospital in Bethany, OK.

by Vickie Jenkins

Micah Puckett, RN is the team leader In the Pediatric Medical Rehabilitation Unit at the Children's Center Rehabilitation Hospital. The goal is to maximize independence, return to home environment, getting patients back to the community and school. "This is the only

inpatient rehab in Oklahoma," Puckett comments.

Asking Puckett why he became a nurse, he replies, "Well, I don't really have a very flattering story about how I became a nurse," he says with a laugh. "I actually had a job in tire production in Costa Rico for a while and decided that I wanted to get into the medical field. I

went to Nursing school and came here for clinical and fell in love with this place. There were no pressure sores, no funny smells and everyone acted like they actually wanted to be at work. It was such a positive atmosphere. That was something that I hadn't seen anywhere else when I had my clinicals. I knew this was the perfect place for me to work."

photo by Vickie Jenkens

"How long have you been a nurse?" I ask Puckett. "I've been a nurse for almost 7 years. I started out as a Nurse Tech, then LPN for 3 years while I finished my RN. I went to LPN school at Canadian

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Valley Vo-tech in El Reno and RN school at OSUOKC and I plan on working on my Bachelor's Degree this fall." Asking Puckett what he considers to be a good nurse, he replies, "A good nurse has to care about what they do. The smartest person in the world can do a crummy job but someone that really cares about what they do and is invested in what they are doing, that is the single greatest attribute."

"What are your best qualities?" I ask Puckett. "I think one of my best qualities is the fact that I am driven to make sure things function to as well as possible. It can make a difference in the way I interact with others. I try to stay focused on what needs to be done, making sure I have a positive attitude. "The most rewarding part of Puckett's job is the fact that he gets to see miracles. "I get to embrace the kids and see them doing things that were beyond what we thought they could do; running up the hallway to give hugs, rolling a ball back and forth, hearing a child's voice for the first time. It is amazing how the kids

progress beyond a certain point, turning those moments into miracles. I get to see these miracles happen. That is by far the greatest reward."

"How would others describe you?" I ask. Joe Marbell, one of the nurses that works with Puckett offers to give his opinion on Puckett. "Micah is a good guy. He is witty, fun-loving, always focused when he needs to be, team driven, and flexible. Overall, he really cares about the kids." Joe says. Puckett is definitely an outdoorsman, enjoying doing things outside. Puckett likes hiking, camping, fishing and hunting.

"What inspires you every day?" I ask Puckett. "Seeing the dramatic improvement that the kids make every single day. I enjoy waking up every morning and coming to work. I get to work with kids all day and I get to watch miracles happen all the time. How many people can say that about their job? Yes, these kids inspire me!"

Asking Puckett what advice he would give to someone going into the medical field, he replies, "the first thing I would tell them is to learn to be a nurse when you are a nurse. Work in a place that you



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love. Be passive about what you are doing and last but not least, work somewhere that matters to you."

"How would you describe yourself in 3 words?" I ask Puckett. "I would say, diligent, invested, and fun-loving. At least I hope I'm fun-loving, he says with a smile." Asking Puckett one last tough question of what he thought was his biggest accomplishment in life, he replies, "I know this is a basic and vague answer but I have become the person that I wanted to be in every aspect."

While I was at the Pediatric unit, I was fortunate enough the see Micah Puckett and Joe Marbell interact with the kids. Karaoke, air hockey, high-fives and hugs were shared. The smiles were endless. What a positive atmosphere when there are such caring nurses. I know that I believe in miracles. Do you?





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CAREERS IN NURSING A SENSE OF HIGHER LEARNING: NURSE PRACTITIONER THRIVES IN NEW REHAB

by James Coburn - Writer/Photographer

Alison Boyd has been practicing for four months as a nurse practitioner at Baptist Village of Oklahoma City. She is the first nurse practitioner to serve there. But she has a much deeper history with residents of the campus.

"That has been the biggest gift of all of this that I would not have expected," she said.

Boyd began her service at Baptist Village as a licensed practical nurse eight years ago performing Medicare assessments for all of the residents.

"Today, it's home," Boyd said. "When you come in some place brand new, it takes a little while and wonder if this is for me. I immediately fell in love with it."

She continued school to earn a Bachelor of Science of Nursing degree at Southern Nazarene University. Then she attended South University in Georgia for her Advanced Practice in Nursing. All of her clinical components to become a nurse practitioner were performed in Oklahoma City.

"Basically we have a medical

director that I work very closely with," Boyd said. "But I am here at Baptist Village every day. I manage anything that comes up during the day that needs to be seen immediately."

Boyd manages all the follow-up lab work and diagnostic testing, she said. She tries to prevent any unnecessary hospital visits among the residents.

"That's probably the No. 1 focus that I have here," Boyd said. "It enables us to provide a higher level of nursing care here in the skilled unit and the long-term care health center by me being here able to assess and write orders immediately."

When she finished school as an LPN, she knew immediately she wanted to be a nurse practitioner. She worked closely with a nurse practitioner and physician assistants at a women's health clinic.

"I wanted to keep going," she said. "Pretty much I had been in school that whole time. So this has been my ultimate goal," she said.

Boyd fell in love with the geriatric

population and wanted to make the biggest difference she could make in their lives. The way she achieved that was to go as far as she could with her education.

"It's been a blessing for me to be able to live out my dream and still be here where this is home," Boyd said.

She has known many of the residents for several years. She is now in more of a provider role for many of the residents she got to know when doing MDS assessments.

"And so I've known them from years back." she said. "And now I'm able to manage the chronic conditions that they have."

She has grown with Baptist Village as the facility itself has evolved. A new addition has taken place at Baptist Village with it's 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 of 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."

Baptist Village partners with them to help them meet their goals. And Boyd is one team member of an extended team of caring professionals who create success stories.

"It's that team approach that is so beneficial to the residents," she said. Boyd enjoys her ability to educate

Continued on next page



As a Cheyenne-Arapaho and an Oklahoman, I have a great respect and love for life and the outdoors. I spent much of my early life in construction and working for the U.S. Forest Service in the Northwest, but a heart condition made me so weak that I couldn't continue. I had a mitral valve in my heart replaced with a pig valve, and then a mechanical valve, but the doctor said I would need a heart transplant. I got very sick and came close to dying before the heart came, but it did and I'm alive and well thanks to my donor. What a wonderful gift!

I'll never be able to thank them enough.

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career in 1983. Her education primed her for an upward spiral of leadership. Horton earned a Bachelor of Science in Nursing degree at Oklahoma University and then received Masters of Business Administration at Colorado Technical University.

Her first assignment as a nurse came in the surgery department of Veterans Hospital. Her career includes serving in the ICU, outpatient surgery and interventional radiology

Horton had last served as director of Adult Perioperative Services at the Oklahoma City campus. She enjoyed the quick pace, but was looking for a fresh challenge to take her skills to the next level.

"I felt like I had done some good things with patient satisfaction at the downtown campus, so I was just ready to expand that," she said.

She loves the community spirit at the Edmond hospital. Everyone knows everybody, she said, and the community is very involved.

"It's very friendly. The service provided is just awesome. Our patient satisfaction scores have traditionally been very good. Our quality scores have been very good in comparison with other hospitals."

About 75 percent of OU Medical Center Edmond's 450 employees are nurses. Horton said she hopes to build on the quality framework by continuing a learning environment that inspires nurses to excellence.

A benefit for OU Medical Center Edmond is its partnership with the Oklahoma City campus, she said. The team of nurses want to do high quality work because they care about their patients and each other.

The parent health care organization, HCA, is all about quality and does a great job of providing those resources, she continued.

"That makes my job really easy because I have access to all HCA tools to keep the nurses updated," Horton said. "As a leadership team, the company has ongoing projects. I feel like we're on the cutting edge of a lot of initiatives. Some of that is due to the downtown campus being an academic center." Always improve, she said. "I'm going to learn. That's the other thing I love about this job. I feel so blessed to have this opportunity."

OU Medical Center has amazing physicians working on both campuses, she said.

Something that is new to her new leadership role is that she also has non-nursing staff reporting to her. This includes pharmacy, the senior clinic and the lab.

Horton makes her daily rounds in the hospital to make herself visible on the units. She is getting to know the nursing staff better each day in order to understand what they need to take better care of patients.

"I feel my role is supporting the caregiver at the bedside, so they can offer the best service," Horton said.

Throughout her career, Horton has remained inspired by knowing she is contributing to the greater good of humanity. She did not grow up aspiring to become a nurse. But she likes to feel needed.

"I always feel that sense of fulfillment, that I helped somebody," Horton said. "Even at this level, I still get to interact with patients because I'm out on the floor. I love that."

She was a pharmaceutical representative before becoming a nurse, but she found it didn't give her the same fulfillment. She is involved in people's lives during some of their most critical, intimate moments, Horton explained.

"You can really make a difference on how they perceive that and the outcome of whatever their situation is," she said. "I like being able to do that and to help people."

Horton also makes sure that she has a well-rounded life. She plays tennis, cooks, practices yoga and sails at Lake Hefner.

"Anything outdoors I'm all about," she said.

Nursing is a great career path with a myriad of opportunities and career paths, she said.

"You're never bored," she said. "There's always something new happening. Change -- I love the change."

Every patient is different and unique, she said.

"To interact with them at that level is wonderful," Horton said.

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The residents at Baptist Village of Oklahoma City are the greatest gift in the career of Alison Boyd, APRN, nurse practitioner at Baptist Village of Oklahoma City, she says.

the nursing staff to a higher degree of learning. She appreciates their willingness to accept what she has learned that can add a greater depth of knowledge to their careers. Leadership is more than issuing orders, she said.

"I meet with them on a one-onone basis," she said. "We also meet in groups. That's a very rewarding piece of the job, to know I am making a difference in the nurses as well."

Nursing is a holistic value that looks at the whole person's mind, body and spirit. And as a nurse, Boyd understands the value of spending quality time with her family.

"I would say my grandbabies are probably my greatest gifts in life. I have four grandbabies under the age of 5," she said. "So my husband and I have been married for 30 years and that's what we like to do, spend time with them.





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Before

After

Degge Joins Mercy Clinic in OKC

Growing up on a ranch in rural Oklahoma, Jennifer Degge always assumed she would become a veterinarian until her grandmother's medical experiences changed her career path.

"After visiting the hospital while my grandma suffered from COPD (chronic obstructive pulmonary disorder), the nurses inspired me and God called me to health care instead," she said. Degge joins Mercy Clinic's Northwest Family primary care office as a nurse practitioner. In that role, she is excited to deliver compassionate care with a holistic approach focusing on mind, body and soul. "I chose to become a family nurse practitioner because I know it's my calling," she said. "I am now able to fulfill my passion and use my love of people, medicine and ministry to provide the best health care to my patients. I'm passionate about living a Jennifer healthy lifestyle and encouraging others to do the same."

Degge received her bachelor's degree in nursing from the University of Central Oklahoma in Edmond, Oklahoma, and her master's degree

in nursing through the Family Nurse Practitioner Program at the University of South Alabama in Mobile. In her spare time, she enjoys spending time outside and playing sports. She is a member of LifeChurch and works with children through the LifeKids program.

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INTEGRIS Medical Group is recognized by VHA Inc., a national health care network, as a leading performer in improving the patient experience.

To be selected as a top performer, VHA applies industry-standard criteria in the analysis of leading practice indicators to determine if the hospital or health care group meets the guidelines for a leading practice.

A team of VHA experts recently visited INTEGRIS to study and document the organization's processes. INTEGRIS Medical Group collaborated with VHA's knowledge transfer team to develop a Leading Practice Blueprint® that mapped out each step in the process. The blueprint showcases not only the processes, but also the cultural factors and social patterns that influence performance to ensure the most success in transferring the knowledge for other hospitals to implement.

"The sharing of leading practices is one of the keys to improving health care across the nation. As a top performer, the willingness of INTEGRIS to share their knowledge

and processes is helping other hospitals move along the path to higher levels of patient experience, outcomes and lower cost of care," said Steve Miff, Ph.D., senior vice president, clinical care delivery solutions. "This type of knowledge transfer gives member hospitals an advantage in adopting the kind of quality and cost improvements that are now required in the rapidly changing health care environment."

Degge,

Clinic's Northwest Family

primary care office.

at

practitioner

nurse

Mercv

"I am proud of our INTEGRIS Medical Group physicians and team members," says Bruce Lawrence, president and chief executive officer of INTEGRIS. "Their committed focus to ensure that we provide a remarkable patient and family experience every time is evidenced through outstanding patient satisfaction scores, and we are honored to be recognized by VHA as a leading practice provider for improving the patient experience."

VHA's Leading Practice Blueprint library can be assessed through VHA IMPERATIV®, which merges analytics about performance with the leading practices recommended for improvement.

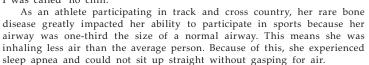
Where Science Meets Art: **One Patient Reflects on Life**altering Jaw Surgery at Mercy

For 22-year-old Emily Wyman, a complex jaw joint replacement surgery at Mercy saved her life.

When Wyman was about 12. she began to notice her chin receding. She was diagnosed with progressive condylar resorption, a rare degenerative jaw bone disorder most often seen in adolescent girls.

As Wyman went through puberty, the condition got progressively worse, resulting in a smaller chin, a difficult time breathing and biting into foods, and a lot of bullying at school.

"Around ages 16 to 20 is when the bullying got worse because the outside look of my face was completely different than when I was younger," said Wyman, of Green Bay, Wisconsin. "It was hard because I was called 'no chin."



Emily Wyman before and after.

Her oral surgeon in Green Bay recommended she see Dr. Steven Sullivan, an oral and maxillofacial surgeon in Oklahoma City, since he is among a small group of oral surgeons in the country that specializes in complex jaw joint replacement surgeries.

After a long process involving braces to align her teeth in the right position; a three-dimensional scan of her jaw; and the creation of custommade jaw joints, Wyman underwent an eight-hour surgery at Mercy Hospital Oklahoma City in October 2013 to replace the jaw joints and reposition the upper jaw and chin.

The results were remarkable.

"I absolutely love it," she said. "I am so grateful. I love the look to the human eye, but everything has changed. I can finally bite into food I've never been able to eat, such as steak, pizza and burgers. And I can sit up straight without gasping for air because my airway is so open now. It was a crazy up and down, up and down, but now I am so emotionally stable. It feels great."

Science, Art and Lots of Skill

Each year, Sullivan sees about eight to 10 cases like Wyman's. In addition to progressive condylar resorption, he also performs a similar jaw joint replacement surgery for more common conditions, including routine degenerative joint disease, which is normal wear-and-tear on the jaw joint as people age, and tumors on or near the jaw joints.

"It's a little bit of art and a little bit of science," said Sullivan. "It's science from the standpoint that we use technology to help with a treatment plan. And art from the standpoint of looking at an individual

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and being able to say where we want things to be from an aesthetic standpoint."

Whether it's art, science or a combination of both, Wyman said the experience changed her life for

the better.

Each surgery also has a profound impact on Sullivan's life.

"It's remarkable what we are able to do for some of these kids," he said. "It's been a really rewarding experience all the way around. I do it because I love it. I do around 190 corrective jaw surgeries each year and I learn from every single case."

Faith Community Nurses' Conference

The conference will be held March 6, 2015 at Crossings Community Center, 10255 N Pennsylvania, Oklahoma City, OK 73120 and is hosted by Faith Community Nurses Association (FCNA OK.)

FCNA OK is approved as a provider of continuing nursing education by the Kansas State Board of Nursing. This course offering is approved for 6.0 contact hours applicable for RN, LPN, or LMHT relicensure. Kansas State Board of Nursing Provider Number pending.

For registration information, contact Marilyn Seiler, 405-340-0691, ext 197 or email at parishnurse@stjohn-catholic.org or see the FCNA website: www.fcnaok.org for a brochure and registration form.

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Q. I have a friend who was recently diagnosed with cancer. She is very private and does not share her feelings with many people. In her family of origin feelings were not to be displayed. She learned to hide, deny or act them out in a destructive manner. How do I encourage her to vent her feelings?

A. Just hearing the word "Cancer" is overwhelming. For people who are comfortable sharing their feelings it is hard to put into words what is being felt. For those who have learned not to express their thoughts and feelings it puts more of a strain on their body.

You can't make your friend share is she doesn't want to but you can create an environment where she might feel safer and more comfortable. Learn to be peaceful with silence. Sometimes people need time to think about what they are experiencing before they can express it.

Here are some tips for comforting someone who is feeling powerless over their situation:

1. Listen to them without interrupting or offering advice. Give them your full attention.

2. Avoid sharing your own experience unless it really fits (if it can provide comfort).

3. Don't make this about you. Sometimes when we don't know what to say our anxiety makes us talk about our own experiences.

4. Offer to take them to appointments.

Encourage them to continue connecting with their close friends. The support of loving and concerned friends is priceless.
Hugs are also good medicine. Take your cue from them. Not

all people warm up to hugs but I think most people do.

If people have been "taught" that feelings should not be made public, it is very difficult for them to suddenly start sharing. Even when they are in counseling and start to trust the therapist, it may be several sessions before they can express what they are feeling.

Many of us have learned to intellectualize our emotions. Have you ever noticed someone who said they were doing good but their face and body language did not match? We have learned to say that we are "fine" when we are dying inside. Getting real with ourselves makes us vulnerable. We try not to feel vulnerable, even with people we love. The belief that we have to always be strong and in control keeps feelings tucked away or buried.

We can all relate to fear and pain in some way. Being present for your friend may challenge you with some of your own issues. Let her move through this process and continue being there for her.

INTEGRIS Southwest Medical Center Names Dialysis Unit After Longtime Physician

ANTHONY W. CZERWINSKI, M.D. DIALYSIS UNIT



A LOVING TRIBUTE DEDICATED IN HONOR OF, AND IN GRATEFUL APPRECIATION FOR, FAITHFUL SERVICE AS A MEMBER OF THE INTEGRIS SOUTHWEST MEDICAL CENTER MEDICAL STAFF. HIS INTEGRITY AND MORAL STANDARDS HAVE SERVED AS BOTH AN INSPIRATION AND STRENGTH TO MANY. HIS UNSELFISH DEVOTION AND CARE FOR HIS PATIENTS WILL LIVE IN THE HEARTS OF THOSE WHO LOVED HIM FOR GENERATIONS TO COME

FEBRUARY, 1934-NOVEMBER, 2014

The dialysis unit at INTEGRIS Southwest Medical Center is named in honor of a longtime member of the hospital's medical staff. The unit was dedicated in memory of Anthony W. Czerwinski, M.D., on Feb. 10. That date was specifically chosen because it would have been his 81st birthday.

The Anthony W. Czerwinski, M.D., Dialysis Unit, as it is now called, is a fitting tribute to a man who committed his life to medicine.

Czerwinski was born Feb. 10, 1934. He began practicing internal medicine and nephrology at INTEGRIS Southwest Medical Center in August 1982. He would remain with the hospital for 32 years. He was still practicing medicine at the time of his passing last November.

Czerwinski, who was lovingly known as "Dr. C," served as the hospital's chief of staff for seven years. He held many leadership roles throughout his tenure, serving on the board of directors from 1995 to 2005, as chairman of the medicine department from 2002 to 2007, and on the medical executive committee from 1987 to1993 and then again from 2002 to 2007.

Czerwinski touched many lives and his presence is greatly missed, but his memory will live on forever in the hearts of everyone who knew and loved him.

Coping with Vision Loss

Based on data from the 2004 National Health Interview Survey, approximately 19 million Americans (8.8 percent) age 18 and older, report having trouble seeing, even when wearing glasses or contact lenses

INTEGRIS Third Age Life Center will host an educational seminar about coping with vision loss. Staff from Oklahoma ABLE Tech will discuss vision loss and how to create an environment by utilizing assistive technology to continue to live independently.

Included in the presentation will be a demonstration of assistive devices for enhanced daily living, technological advances in vision-related issues, community resources that will include an overview of ABLE Tech resources available statewide, and consumer information. A variety of assistive devices will be on display. ABLE Tech staff will be available to answer your individual questions following the presentation.





You and thousands of others contributed an incredible \$21,574,097 to our 2014 campaign. Your kindness and compassion will continue to help United Way of Central Oklahoma create lasting change in our community. We are extremely grateful for you!

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