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## Leadership

### Effective Leadership in Nursing

When one thinks of the career of nursing, we often think of those caring and responsible people who help others, often at very critical times in their lives.

A nurse may not be as educated as a doctor may be, but their job is just as important. In Nursing, effective management leadership skills are required of those nurses who assume the management and charge roles.

Nursing is a very demanding profession that may take up many hours of dedicated work each day, but for the nurses who pursue this career for many years; this is their life, their purpose and their ambition.

In the career of nursing, one may study further to receive a Master's of Science in nursing degree. Upon such a qualification and having worked in this sector of the healthcare industry, one may apply for a position such as the role of management.

Effective Leadership requires skills that are both taught and practically learnt. In order to assume management roles there are many nurses that attend workshops and seminars to improve their skills and to learn effective leadership qualities.

**Effective leadership in Nursing** is not a career that is suitable for everyone or for every nurse.

Leadership positions not only require additional sacrifices on your behalf, but it also requires someone who is a critical thinker, in other words, somebody who can work effectively under pressure and who is able to resolve problems within the workplace quickly and efficiently and without conflict.

Nurses who assume leadership and management roles also need to be creative thinkers. Not only is their work demanding of them, but they too have to oversee that everyone else is fulfilling their duties and that patient care is of the best.

Within a position of leadership, one should be a role model and a positive influence on the nurses within the hospital as well as on the image of the hospital as a whole. Therefore, effective management leadership does not mean just barely surviving the job, it actually means taking it

**Effective management leadership** is not about following instructions about how you should behave and how things must be done; it goes about taking the rules, regulations and skills given to you and incorporating them into your personality. Bringing out the best in you will happen, when you are allowed to spread your wings and present your skills to everyone, this is what happens when undertakes a position in leadership. All force and making it flourishes!

Marie-Rose Abou Khalil, CNO

#### In this newsletter you can expect:

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Importance of Nursing Leadership

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Developing Leadership Skills

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Challenges of Leadership Roles

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Personalizing Leadership

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Inspirational Stories and Tips

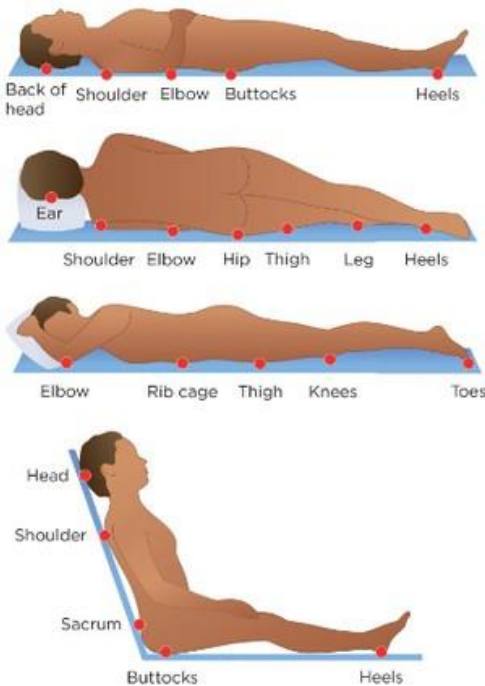
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## Evidence Based Practice Pressure Ulcer Prevention

Health care professionals routinely engage in interventions to reduce the effects of impaired mobility on the healing of pressure ulcers.

The optimal frequency for this to occur in terms of patient benefit and use of resources, however, is not clear. Due to the lack of evidence the following recommendations are consensus-based.



Pressure Ulcer Prevention is generally considered the most effective way to confront the issue of pressure sore:

- The first step in preventing pressure related damage is to use a risk assessment scale (RAS) to identify people at 'risk'. The Braden Scale assessment which we are using in our hospital indicate optimal validation tool. It should be performed on admission to hospital and twice a day, until discharge.
- Positioning and repositioning should aim to avoid direct pressure on bony prominences or surfaces of the body.
- Patients with pressure ulcers should actively mobilize change their position independently or be positioned frequently.
- Frequency of repositioning should be determined as per the hospital policies and the following factors should be considered, general health status of the patient, general skin assessment and acceptability to the patient.
- Air Mattresses may reduce the incidence of pressure ulcers in people at risk compared to standard hospital mattresses.
- The administration of 2 oral nutritional supplements daily may benefit elderly people recovering from acute illness in reducing the incidence of pressure ulcers

Marie-Rose Abou Khalil, CNO

### In this newsletter you can expect:

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Overview of  
Pressure Ulcer  
Prevention

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Guidelines for  
Patient Care

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Equipment and  
Nutritional Support

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Evidence and  
Consensus-Based  
Recommendations

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## Patient Safety

### Control of Potassium Chloride

One of the most important patient safety goals is to ensure the safe use of high-risk medications, specially concentrated electrolytes solutions for injections, e.g. potassium chloride.

The inadvertent administration of concentrated potassium chloride (KCl) through intravenous routes has caused several client deaths reported from all over the world (WHO). Vials of KCl closely resemble vials of normal saline and sterile water and may be used unintentionally to reconstitute a medication or flush an IV line.

The following strategies should be considered in our facility to ensure that NDUH LHM has system and processes in place wherein:

- The promotion of safe practices with potassium chloride and other concentrated electrolyte solutions is a priority and where effective organization risk assessments address these solutions.
- Potassium chloride is treated as a controlled substance, including requirements that restrict ordering and establish storage and documentation requirements.
- Ideally, removal of concentrated electrolyte solutions from the nursing units is accomplished, and these solutions are only stored in specialized pharmacy preparation areas and in the high risk areas in a locked cabinets.
- Potassium vials, if stored in a specialized patient area, must be High alert labeled individually with a visible florescent warning label that states MUST BE DILUTED..

- When a pharmacist or pharmacy preparation area is not available to store and prepare these solutions, only a trained and qualified individual (physician, nurse, pharmacy technician) prepares the solutions.
- After solution preparation, there is independent verification of the electrolyte solution by a second trained and qualified individual. The items should include concentration calculations, infusion pump rates, and correct line attachments. The prepared solution is labeled with a HIGH Alert label prior to administration.
- An infusion pump is used to administer concentrated solutions. If an infusion pump is not available, other infusion devices, such as soluset administration tubing (tubing with an inline receptacle that limits the volume that will flow into the patient), may be considered for use, but infusions of concentrated solutions must be monitored frequently.
- An organizational safety infrastructure supports the training of qualified individuals through policies, procedures, best practices, competency tests and annual trainings.
- Physician orders should include the rates of infusion for these solutions.

Marie-Rose Abou Khalil, CNO

### In this newsletter you can expect:

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Importance of Safe Use of Concentrated Electrolytes

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Risk Assessment and Safe Practice Promotion

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Control Measures for Potassium Chloride

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Removal and Storage Guidelines

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Labeling and Identification

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Preparation, Verification and Labeling

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Administration Using Infusion Devices

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Infusion rates in physician orders

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## Patient Education Diet in Pregnancy

Good nutrition and well-balanced diet during pregnancy is very important to ensure healthy growth and development of your baby. Pregnant woman should consume around 300 to 500 more calories per day than she did before pregnancy.

### What to teach the pregnant clients?

- Eat a variety of food to ensure all nutrients are consumed. Have a daily intake of 6 to 8 ounces of bread and grains, 2 cups of fruit, 2.5 to 3 cups of vegetables, 3 cups of dairy products (to ensure 1000- 1300mg of calcium intake), and 5.5 to 6.5 ounces of protein food (meat, poultry, fish, egg or nuts).
- Choose foods rich in fiber (whole grain breads, cereals, pasta rice, fruits, vegetables etc.). Seafood is part of a healthy diet. Omega-3 fats in seafood can have important health benefits for both mother and baby. Salmon, sardines, and trout are some choices higher in omega-3 fats and lower in contaminants such as mercury.

- Eat at least 8 and up to 12 ounces of a variety of seafood each week from choices that are lower in mercury.
- Eat all types of tuna, but limit white (albacore) tuna to 6 ounces each week.
- Do not eat tilefish, shark, swordfish, and king mackerel since they are highest in mercury. Avoid unpasteurized milk; cheese like feta cheese, Brie, blue veined and Mexican style cheese, camembert, consumption of these can cause Listeria infection.
- No need to avoid processed cheese, cottage cheese, hard cheese, cream cheese or yogurt. Eat 3 servings of iron rich food to ensure 27mg of iron intake daily. Take at least 1 good source of vitamin C (oranges, grapefruits, strawberries, broccoli, green peppers, cauliflower etc. to ensure 70mg of Vit. C daily.)
- Choose one good source of Folic Acid every day, (like dark green leafy vegetables, chickpeas, black beans, lima beans). Pregnant woman needs 0.4mg of Folic acid/ day to prevent neural tube defects.
- Have at least one good source of Vit. every other day (carrots, pumpkin, spinach, apricots, cantaloupe, sweet potatoes). Excessive Vit A (greater than 10,000IU/ day) intake can cause fetal malformation.
- Use prenatal vitamin supplement as prescribed by the doctor. Also drink plenty of fluids in between the meals. Avoid alcohol, and limit caffeine to not more than 300mg/ day.

Source: Based on the Dietary Guidelines for Americans and <http://www.fns.usda.gov/wic/guidance>



Marie-Rose Abou Khalil, CNO

### In this newsletter you can expect:

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Importance of  
Good Nutrition  
During Pregnancy

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Comprehensive  
Dietary Guidelines

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Fiber-Rich Foods

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Iron and Vitamin C  
Intake

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Folic Acid for  
Neural Tube  
Defects Prevention

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Vitamin A Intake  
and Prenatal  
Vitamins

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Hydration and  
Beverage  
Guidelines

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Fat and Cholesterol  
Intake and Food  
Safety Precautions

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## Latest News in Medicine

### Warning about sulfonylureas

The Use of sulfonylurea drugs such as Amaryl® - widely prescribed oral antidiabetic agents- may be linked an increase in mortality. long – term study of 5,795 people with diabetes, Canadian researchers found that those taking a sulfonylurea had a greater risk of death from cardiovascular events than those taking glyburide or metformin (the risk for individuals taking glyburide was also higher than for those taking metformin).

The study, published in the January 17, 2006, issues of the Canadian Medical Association Journal, seems to reinforce observation made over the past 30 years that sulfonylureas can increase mortality.

The researchers concluded that "clinicians should carefully assess the need for sulfonylurea therapy in subjects' risk of cardiovascular events".

Source: Simpson SH, et al Dose – response relation between sulfonylurea drugs

### Antiviral a nonstarter for flu seasons

The Centers for Disease Control and prevention (CDC) is warning clinicians not to prescribe amantadine and rimantadine, two common antivirals for treating or preventing influenza during 2005 -2006 flu season. Lab testing by CDC on the predominant strain of influenza (h3n2) currently makes the rounds in the United States shows that it's resistant to both drugs. Instead, the CDC recommends' prescribing oseltamivir (Tamiflu) and Zanamvi (Relenza) to patient who need an antiviral to treat or prevent the flu.

Source: centers for Disease Control and Prevention

### Warning for eczema drugs Boxed

The Food and Drug Administration has approved updated for topical eczema treatments, pimecrolimus (Elide cream) and tacrolimus (protopic ointment). The boxed warnings alert prescribes and patients to a possible risk of cancer. The labeling further clarifies that these drugs are recommended as second –line treatments. Their use in children under age 2 years isn't recommended.

Marie-Rose Abou Khalil, CNO

In this newsletter  
you can expect:

Warning About  
Sulfonylurea Drugs

Antiviral Treatment  
Guidelines for  
Influenza

Boxed Warnings for  
Eczema Drugs

Conclusion and  
Resources

## Briefing on the Accreditation Preparation Sessions

NDUH wishes to be re-accredited by MOH Lebanese Accreditation.

An Accreditation NDUH Consultant assesses our organization's compliance with the MOH Standards and their intent statements.

### Assessment Methods

The survey or consultant evaluates the organization's compliance based on:

- Interviews with staff, heads, patients, and other verbal information.
- On-site Observations of patient care processes by the consultant.
- Application of the Tracer Methodology assessment method.
- Policies, Procedures, and other Documents provided by the organization.
- The Results of the Self-Assessment are part of the accreditation process.

### On-Site Audit

The on-site audit process, as well as continued self-assessment help our organization, identify, correct problems and improve the quality of care and services.

In addition to evaluating compliance with standards and their intent statements.

The consultant spends time providing education in support of the organization's quality improvement activities.

### In this newsletter you can expect:

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Assessment Methods

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Self-Assessment and On-Site Audit

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Quality Improvement Support

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Preparation Tips

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Marie-Rose Abou Khalil, CNO



## Communication during Hand Over

### Statement of problem and impact

During an episode of disease or period of care, a patient can potentially be treated by a number of health-care specialists in multiple settings, including primary, specialized outpatient, emergency, surgical, and intensive care, and rehabilitation.

Additionally, patients will often move between areas of diagnosis, treatment, and care and encounter two shifts of staff each day introducing a safety risk to the patient at each interval.

Breakdown in communication was the leading root cause of sentinel events. Hand-over communication technique relates to the process of passing patient-specific information from one caregiver to another, from one team of caregivers to the next, or from caregiver to the patient and family for the purpose of ensuring patient care continuity and safety.

Hand-over communication also relates to the transfer of information from one type of health-care organization to the patient's home. Information shared usually consists of the patient's current condition, recent changes in condition, ongoing treatment and possible changes or complication that might occur.

Patient care hand-over occur in many settings, including admission from primary care, physician sign-out to a covering physician, report on patient transfer between units, emergency department communication with staff at a receiving facility during a patient's transfer, and discharge of the patient.

### We are looking forward to implement the following in our hospital:

- Methods that can improve hand-over effectiveness, such as electronic medical records, electronic prescribing systems.

### Opportunities for patient and family involvement:

- Provide information to patients about their medical conditions and treatment care plan in an understandable way.
- Make patient aware of their prescribed medications and doses.
- Inform patients who the responsible provider of care is and who to contact if they have a concern about the safety or quality of care.
- Create opportunities for patients and family members to address any medical care questions or concerns with their health care providers.
- Inform patients and family members of the next steps in their care, so they could communicate this to the care provider on the next shift, or so they are prepared to be transferred from one setting to the next, or to their home.
- Involve patients and family members in decisions about their care.

Source: WHO Collaborating Center for Patient Safety Solutions-Volume 1, solution 3/May 2017

### In this newsletter you can expect:

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Overview of the Hand Over impact

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Hospital Initiatives and Strategies

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Patient and Family Engagement

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Communication and Safety

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Marie-Rose Abou Khalil, CNO

# Nursing Newsletter

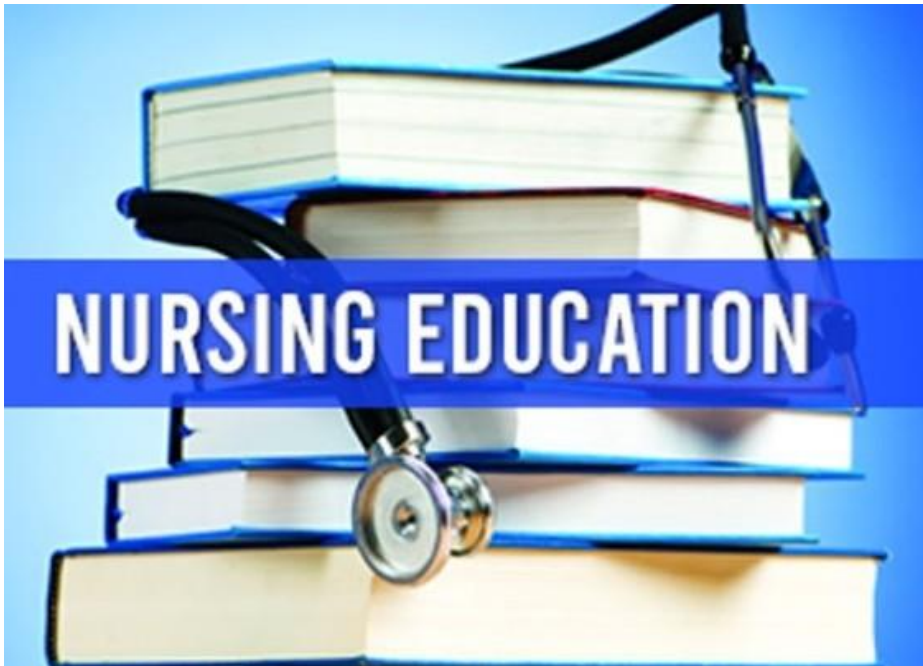
August 2024



## Nursing Staff Development Unit

### What Nurses were learning Over past Months?

- Leadership Course.
- Completion of Critical Care course.
- Orientation competency Inventory for staff.
- Orientation program.
- Preceptorship course.
- Unit lectures for 2024.
- Mandatory courses(BLS, ACLS, Triage, PALS).



### In this newsletter you can expect:

Educational and professional development initiatives that have taken place

Marie-Rose Abou Khalil, CNO



## Management Lessons Loving Complaining Patients

Complaining patients can be a great asset to build a business. Up until now, you may have looked upon complaining patients as a complete nuisance. If that sounds like you, then lose the attitude! To build a successful and profitable business, you must come to appreciate complaints.

Complaining patients tell you where you're going wrong. Seeking out and identifying patient complaints is one of the most profitable activities in which a business can engage. When patients complain, they're actually giving you an opportunity to keep the business you'd otherwise have lost, since they will do business with you again if you resolve the complaint in their favor on the spot.

That's the beauty of complaints: if you deal with them properly, then word quickly travels. Patients will soon feel more comfortable about making complaints, which gives you the opportunity to reduce the number of dissatisfied patients, keep their business, and strengthen the relationship.

### Fixing it Quick

Providing a swift resolution to complaints can have the wonderful effect of increasing patient loyalty. Why? The patient remembers that extra touch that you provided to resolve the situation quickly.

The patients might be asking themselves:

- "Will I get good value?"
- "Will he run off with my deposit?"
- "Will she give me what I want?"

Remember, the more complaints you hear about, the more complaints you can effectively address.

A complaint means you have the chance to generate more business from these patients that you wouldn't have otherwise received.

The more complaints you hear about and deal with, the fewer dissatisfied patients you'll have talking to friends and colleagues about their bad experience with your business. Don't think of what it will cost to fix a complaint, think of what it will cost if you don't fix it.

### Dealing with Complaints

Now, you might feel defensive, maybe even hurt, when a patient you like complains. You'll probably feel that the complaint is an unjustified slight on you personally. Get over it! They have a problem; you have to fix it. Don't belittle it or treat it as inconsequential: treat the complaint and the complainant as they deserve. The fact that your feelings are hurt doesn't matter.

These are aggrieved patients, whether or not you agree with them is irrelevant. What you need to do to ensure your business survival is to deal with the complaint quickly and in the very best of humor.

After all, they're giving you a chance to rectify the situation and presenting you with a tool for the continuous improvement of your business!

**Dr Fadi Saad, CEO**

### In this newsletter you can expect:

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Reframing  
Complaints as  
Opportunities

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The Power of Quick  
Resolutions

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The Importance of  
Patient Feedback

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Handling  
Complaints with  
the Right Attitude

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Long-Term Benefits  
of Complaint  
Management

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# Nursing Newsletter

August 2024



## Medical and Nursing Sites

Stay up to date. Check these sites to get all the information needed in all the nursing fields.

### News & Reference

- NurseZone: [www.nursezone.com](http://www.nursezone.com) Get access to features, journals, and loads of resources through NurseZone.
- Nurse.com [www.nurse.com](http://www.nurse.com) This site has everything, from education to community.
- Nursing World: [www.nursingworld.org](http://www.nursingworld.org) this website for the American Nurses Association offers lots of up to date news on the world of nursing.
- Medical News Today: [www.medicalnewstoday.com/sections/nursing](http://www.medicalnewstoday.com/sections/nursing) Check out this site for up to date news and information for nurses.
- Internurse: [www.internurse.com](http://www.internurse.com) this site has an incredible archive of nursing articles.
- Nursing Times: [www.nursingtimes.net](http://www.nursingtimes.net) Check out news, features, jobs, and a lot more on this site.
- RN Journal: [www.rnjournal.com](http://www.rnjournal.com) this site indexes news and information in the healthcare world and nursing.
- NurseWeek: [www.nursesweek.com](http://www.nursesweek.com) Go to NurseWeek for news, community, and job postings.

### Organizations

- AORN: [www.aorn.org](http://www.aorn.org) The Association of periOperative Registered Nurses provides its members with education, networking and standards.
- Canadian Nurses Association: [www.cna-aiic.ca/cna](http://www.cna-aiic.ca/cna) Join this association, and you'll help support advocates for Canadian nurses.
- American Academy of Nurse Practitioners: [www.aanp.org](http://www.aanp.org) Check out research, legislation, and issues related to nurse practitioners.
- International Council of Nurses: [www.icn.ch](http://www.icn.ch) this organization supports nurses worldwide.
- American Association of Neuroscience Nurses: [www.aann.org](http://www.aann.org) this organization supports neuroscience nurses with continuing education, a journal, and lots more.

### Nursing History

- American Association for the History of Nursing: [www.aahn.org/index](http://www.aahn.org/index) This organization has a historical calendar and lots more.
- Country Joe McDonald's Florence Nightingale Tribute: [www.countryjoe.com](http://www.countryjoe.com) Learn more about the woman who created the profession of nursing on this site.

Marie-Rose Abou Khalil, CNO

### In this newsletter you can expect:

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News & Reference

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Organizations references

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Nursing history references

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# Nursing Newsletter

August 2024



## Medical and Nursing Sites

Stay up to date. Check these sites to get all the information needed in all the nursing fields.

### Care

- Care Plans: [www.careplans.com](http://www.careplans.com) Get a good look at the nursing care planning process with this site that has a library and discussion community.
- Nursing Ethics: [www.nursingethics.ca](http://www.nursingethics.ca) Learn all about codes of ethics and beyond on this site.
- RxList: [www.rxlist.com](http://www.rxlist.com) Check out this index to get look at the most popular drugs on the market.
- CenterWatch: [www.centerwatch.com](http://www.centerwatch.com) Visit this clinical trials listing service to stay up to date on new drug therapies approved by the FDA.
- Nursing Calculators: [www.manuelsweb.com/nrs\\_calculators](http://www.manuelsweb.com/nrs_calculators) these calculators offer info. on dosages, infusion, IV, and more.
- Clinical Calculators: [www.intmed.mcw.edu/clinicalc](http://www.intmed.mcw.edu/clinicalc) This site has a number of calculation tools, including a Bayesian calculator, pregnancy due date calculator, and measurement converter.
- Medical Practice Guidelines: [www.health.ucsd.edu/clinicalresources](http://www.health.ucsd.edu/clinicalresources) this resource offers a wide array of practice guidelines for specific conditions.
- Virtual Hospital: [www.uihealthcare.com/vh](http://www.uihealthcare.com/vh) here you'll get information on a wide variety of conditions and treatments.
- Facts and Comparisons: [www.drugfacts.com](http://www.drugfacts.com) Take a look at drug information on this site.

### Entertainment

- NursingFun: [www.nursingfun.com](http://www.nursingfun.com) Find jokes, games and more fun stuff related to nursing on this site.
- Nurstoon: [www.nurstoon.com](http://www.nurstoon.com) Visit this site to peruse loads of funny nurse comic strips.
- The Nurse Friendly: [www.nursinghumor.com](http://www.nursinghumor.com) Find nursing jokes and funny stories on this site

Marie-Rose Abou Khalil, CNO

### In this newsletter you can expect:

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Care references

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Entertainment references

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