

Walking in Their Shoes: How My Story Shapes My Care



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Jack

Old

Faithful

Loyal

Playful

“Bull in the China Shop”





Snowmageddon

2019







**Thaw
has
begun**









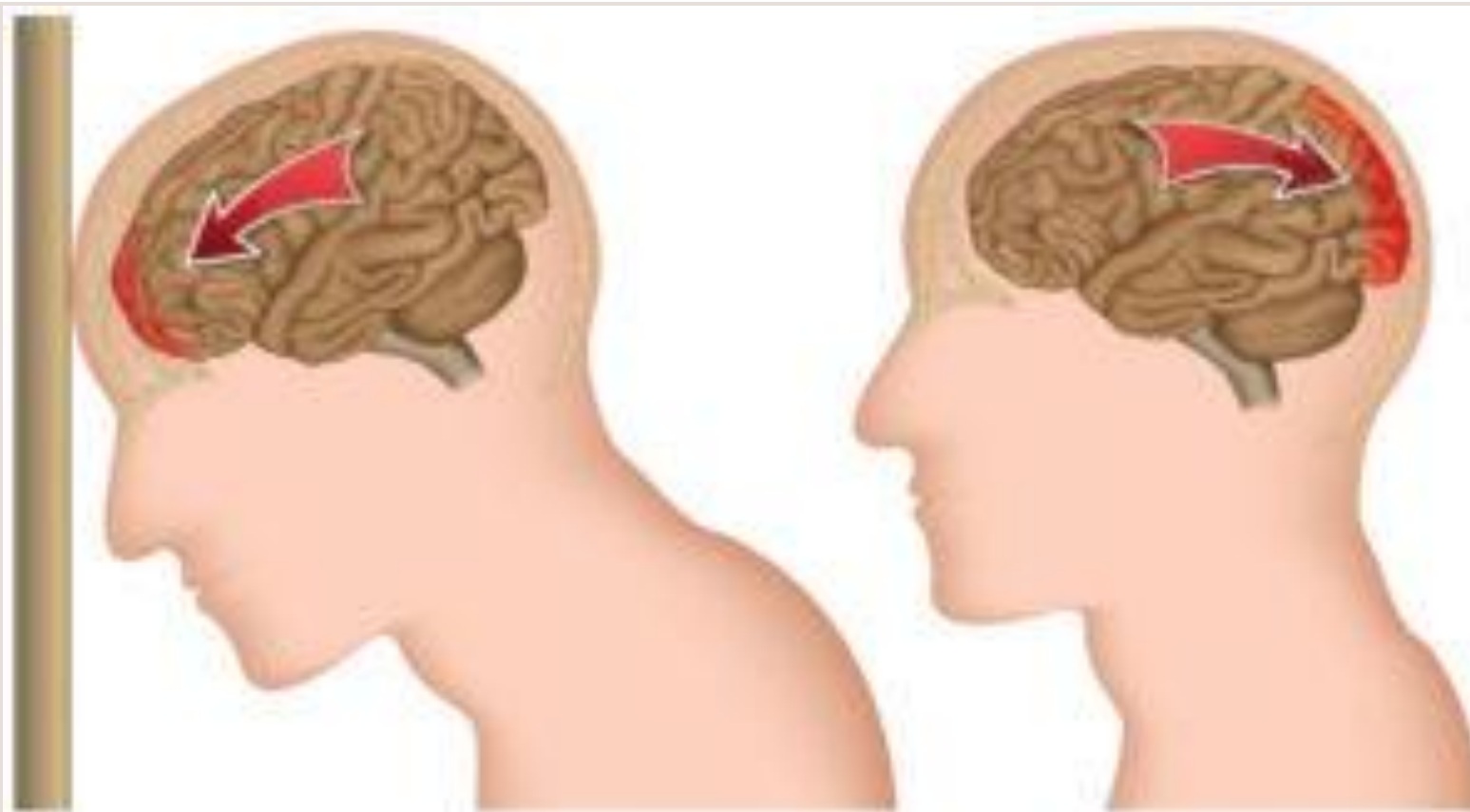


Safety of Home

Where
Everything is
Muscle Memory







1. Primary Impact - Coup
The brain strikes the skull on the side of impact.

2. Secondary Impact - Contrecoup
Impact posterior area of skull.

Coup Contrecoup

TBI -
Traumatic
Brain Injury





Survival Mode

Lack of Judgement

Impulsive

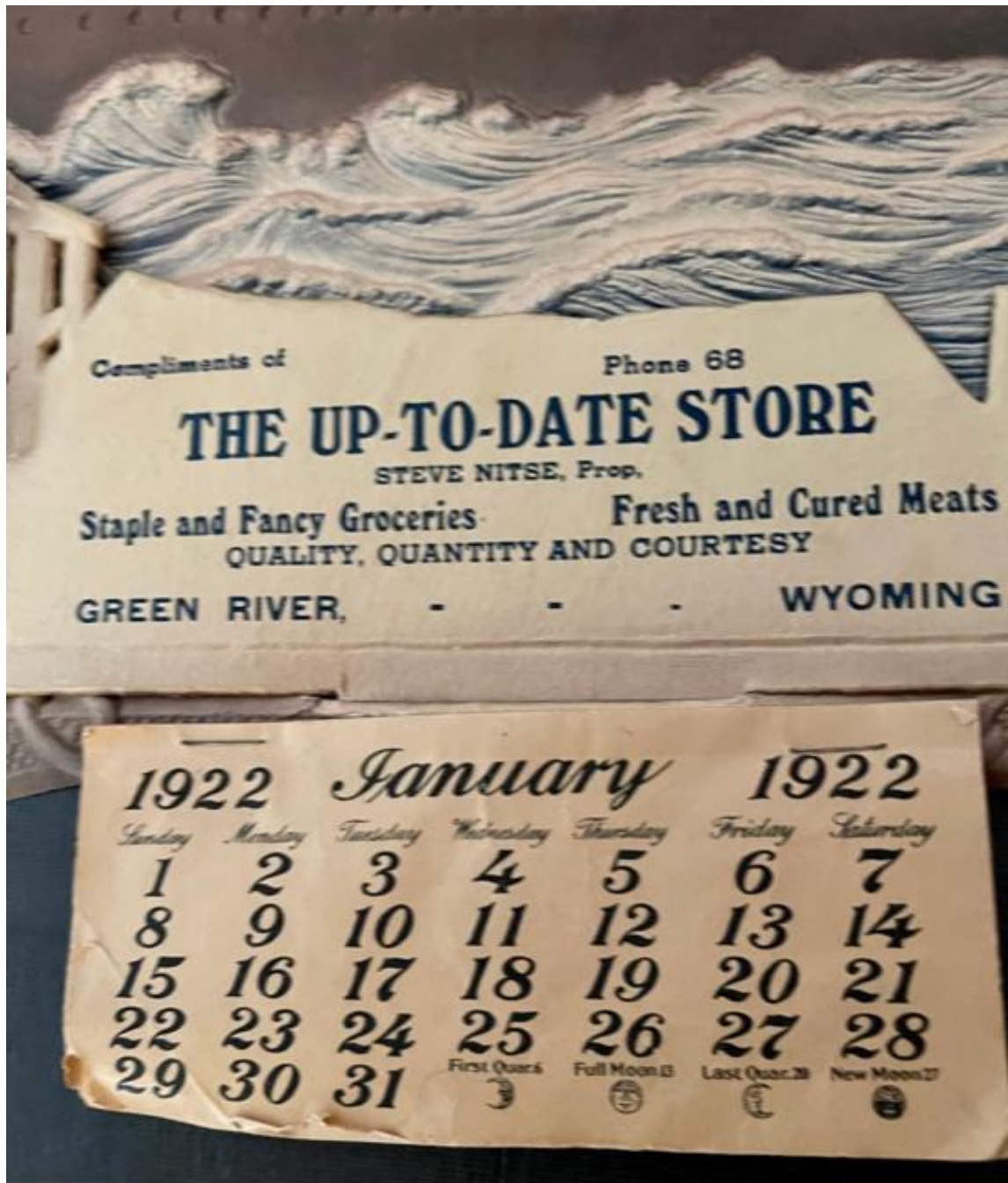
Non-compliant

Denial

Fear

Need Familiarity and Family





What Year is it?

Simple question, right?

You are just sure you told them the right date, they just didn't hear you correctly.

Sometimes you can't remember so you try and cover up the fact that you do not know.









**Will I ever be
a Nurse
again?**





CAUTION!
FALL RISK



CAUTION!
FALL RISK





HARNEY COUNTY HEALTH DISTRICT

TRUE NORTH VISION:

To be the healthcare partner of choice for our community.

VALUES:

Compassion: Treating others with sensitivity and empathy provides for a healing environment and shows respect for the emotional, spiritual, and physical needs of others. We value team members who care about people and demonstrate this through their words and actions.

Integrity: Integrity demonstrates our moral and ethical principles and is the foundation where we build our relationships. We value team members who follow through on their commitments and adhere to high moral principles and professional standards of honesty, confidentiality, trust, respect, and transparency.

Quality: We take great pride in continually seeking excellence in our performance and the services we provide. We value team members who are willing to embrace change and adopt best practices.

Safety: Safety is rooted in our culture because our work involves caring for people who lay their trust in us when they are at their most vulnerable. We value team members who are committed to safety, expect it of their colleagues, and apply safe practices without taking shortcuts.

Teamwork: Strong teams embrace the unique talents of every member, including patients and families. They hold each other accountable and are built on trust, assertive communication, and a focus on results. We value team members who care more about the success of their team than their own individual success.

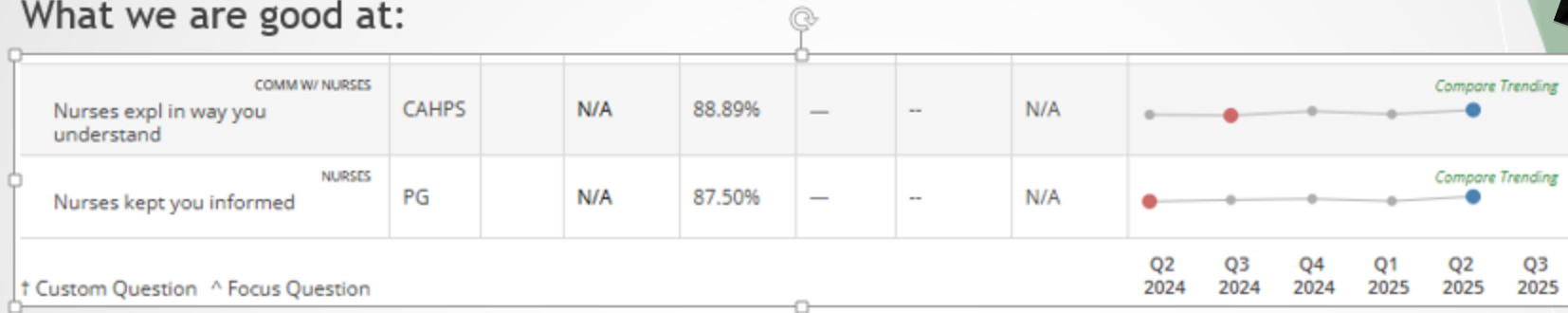
MISSION:

Enriching lives through better health.



Service: Patient Satisfaction

► What we are good at:



Highest scores were in Q2 2025: Explain = 88.9% (97th percentile), Informed = 87.5% (98th percentile)

Q2 2025: Comm w/ nurses = 92.6% (98th), Response of Hosp Staff (79.5% (95th), Communication about meds = 75% (97th)

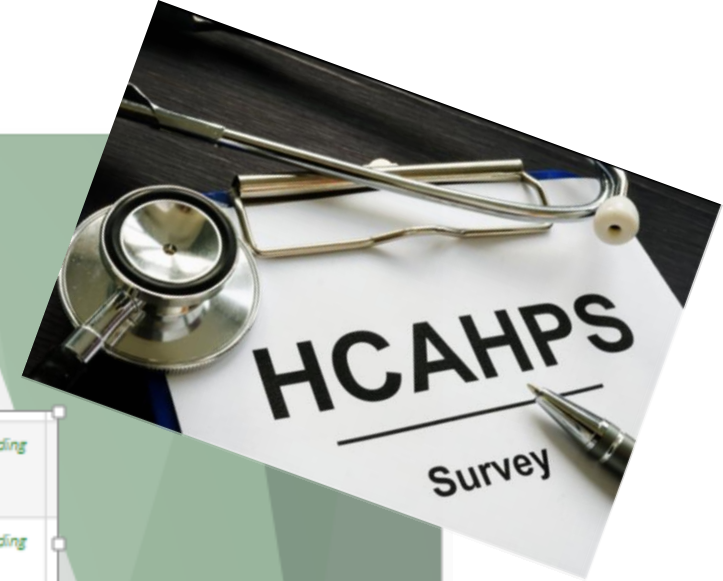
Pain Medication Reassessment (84% compliance rate in December 2024, improved from 50% in Aug 2024)

► What we are working on:

► Bedside shift report with specific focus points

- 1) Describe what the patient is admitted for (Diagnosis in layman terms)
- 2) What new meds they are on (to treat their diagnosis)
- 3) What do they need to do during their hospital stay to get home (discharge milestones)

Purposeful Hourly Rounding





Thank you