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Year
of The
Nurse

2020 Annual Report for
Vanderbilt Psychiatric Hospital

VANDERBILT  UNIVERSITY
MEDICAL CENTER

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Introduction



*Please click on the above video for an introduction from Avni Cirpili, DNP, RN,
Chief Nursing Officer, Vanderbilt Psychiatric Hospital*



Vanderbilt Psychiatric Hospital Responds to COVID-19 Pandemic

When Nashville's first COVID-19-positive patient was identified in March, Vanderbilt Psychiatric Hospital (VPH) was ready. VPH nurse leaders were part of multiple workgroups comprising leaders throughout Vanderbilt University Medical Center. These groups were closely monitoring and preparing for the coronavirus since December.

As a result, the patient intake process and programming underwent major changes. In the patient assessment process, stringent health protocols were introduced – including temperature checks, a health screening and a mask requirement. All incoming patients were immediately offered a COVID-19 test.

“We’ve worked extensively with The Vanderbilt Clinic lab to have all of our COVID-19 tests expedited,” said Kenneth W. Harris III, MSN, RN-BC, manager of Patient Care Services for Vanderbilt Behavioral Health. “We’re getting results back usually within an hour or less. It’s very fast at this point, which has been great for efficiency and flow, and for patient safety, of course.”

Staff are required to mask up when on VPH property, and more extensive PPE is available, such as face shields and gowns, for treating patients with potential COVID-19 symptoms.

When the pandemic struck, the intensive outpatient program quickly pivoted from traditional group therapy to telehealth visits, held virtually. The separate programs for co-occurring (mental illness and substance abuse) and Young Adult (ages 18-26) became all-virtual overnight.

“There was lots of flexibility involved,” said Susan Crawford, BSN, RN, who helps lead the groups, along with two social workers. “Getting to support and communicate was pretty key. I’m really grateful for the team.”





Transformational Leadership

Renovating the Sensory Room

Patients at Vanderbilt Psychiatric Hospital (VPH) are benefiting from the renovation of the hospital's sensory room, a place where they can de-escalate and relax in a nonclinical setting.

The sensory room is designed to address behaviors that may lead to an episode of agitation or emotional instability, which could result in injury to patients or caregivers. Traditionally, agitated patients have been secluded, but research has shown that better outcomes can be achieved by stimulating some patients' senses instead of depriving them. VPH strives to reduce seclusion of patients.

A nurse at VPH created the sensory room after attending the American Psychiatric Nurses Convention in 2011. Over time, the room became worn from use.

Emily Kidd, BSN, RN2 on the Adult 1 unit, working with her Clinical Staff Leader, Robin Elmore, BSN, RN-BC, gave the room a whole new look. New soft-touch flooring replaced worn carpets. A new colorful mural was added to the wall, and the rest of the walls received fresh paint. A ligature-free rocking chair was added.

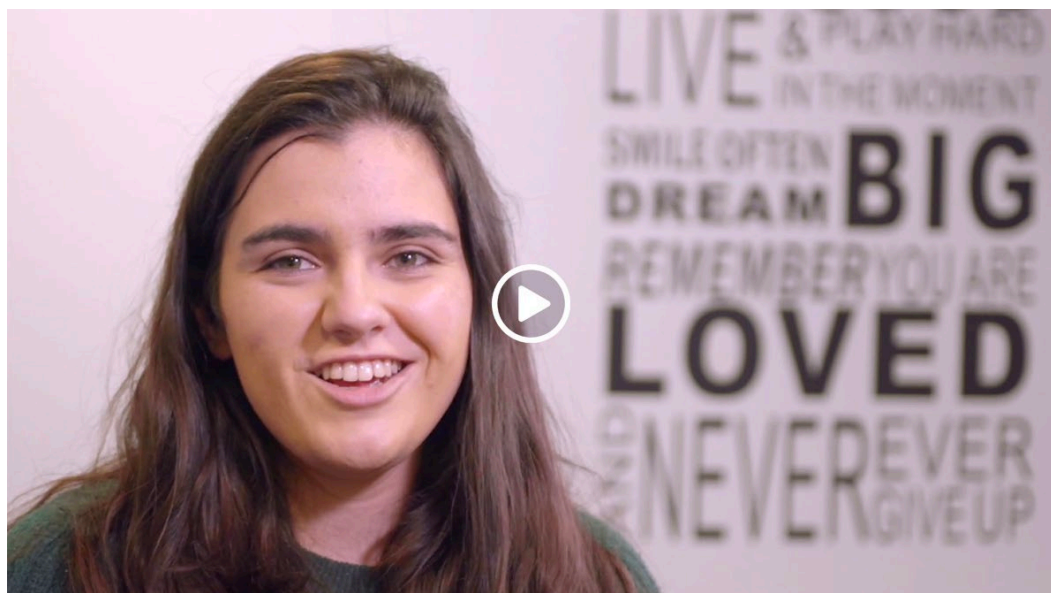
A new beanbag-style crash pad was brought in and

several tactile items such as stress balls and lavender-scented putty were added to round out the sensory experience. As before, the lighting can be adjusted per the patient's choice.

Perhaps the most popular change is a new sound system that allows patients to listen to the music of their choice as long as it's soothing and appropriate.

"It has definitely been effective in managing all types of different patient behavior. For example, we frequently have several self-injure patients listen to music and go in the sensory room. Even though they don't really require restraints as much, it helps them refrain from self-injurious behavior. It can help in many different circumstances. It has definitely improved the care that we're able to offer." – Emily Kidd, BSN, RN2, Adult 1 unit

"If you can de-escalate a patient before they get to that tipping point where they're beyond verbal de-escalation, they're not thinking clearly – then not only are you keeping that patient themselves safe, you're also providing for the safety of the staff and also providing for the safety of other potential patients that could get harmed if we were to have a violent event." – Robin Elmore, BSN, RN-BC, Clinical Staff Leader at the time on Adult 1 unit



New Knowledge, Innovation and Improvements

Headphones soothe patients awaiting ECT



Many patients have anxiety about receiving electroconvulsive therapy, or ECT, especially in the moments before they receive the treatment. Nurses at Vanderbilt Psychiatric Hospital (VPH) have discovered that providing patients with noise-canceling Bluetooth headphones, playing the music of their choice, has decreased anxiety and improved patient outcomes.

Janet Elrod, MSN, RN, Clinical Staff Leader on Adult Team A said the original idea for the headphones came from ECT nurse Ali Wittenberg, BSN, RN-BC, who attended a Magnet conference. VPH nurses thought the idea would translate well to the ECT patient population at Vanderbilt.

ECT patients typically wait for the procedure in one room divided by curtains. They may hear other patients having the procedure, which can increase their anxiety. Using the headphones helps them

relax before undergoing general anesthesia and receiving ECT.

Janet said nurses have tried other methods to calm patients before the procedure, such as games or adult coloring books. But those have been less effective because some patients perceive them as juvenile. The headphones have been more effective than any of the prior methods and are particularly effective in patients receiving ECT for the first time, Elrod said.

“ECT is an anxiety-provoking procedure with stigma attached to it. All the media representations tend to not be grounded in the reality of the procedure. General anesthesia can also be scary. Using headphones is the technique that we can provide to the greatest number of people. It has a higher rate of adoption than other methods, and is more likely to be tolerated for repeat use.” – Janet Elrod, MSN, RN, Clinical Staff Leader, VPH Adult Team A

Structural Empowerment

Vanderbilt Psychiatric Hospital in the community

Community outreach is an essential part of what it means to be a behavioral health hospital. Patient populations don't just come to Vanderbilt Psychiatric Hospital (VPH); increasingly, VPH goes to them.

On at least a monthly basis, clinical nurses at VPH volunteer in the community to align with population health initiatives, particularly addressing the homeless community and vulnerable women.

Hadassah Hampton, BSN, RN, community outreach program co-chair, said the program arose in recent years from a former nurse who held a foot clinic, washing the feet of homeless people. After that nurse left, Hampton decided to expand the outreach to other organizations.

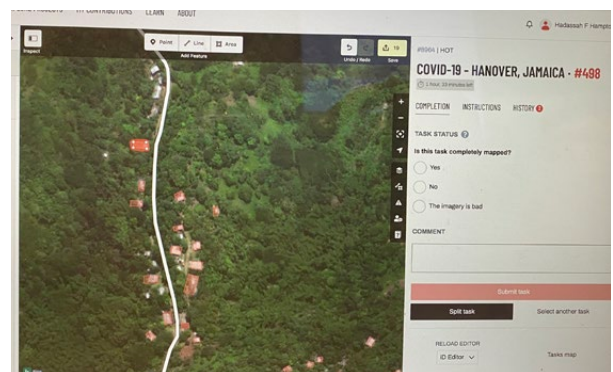
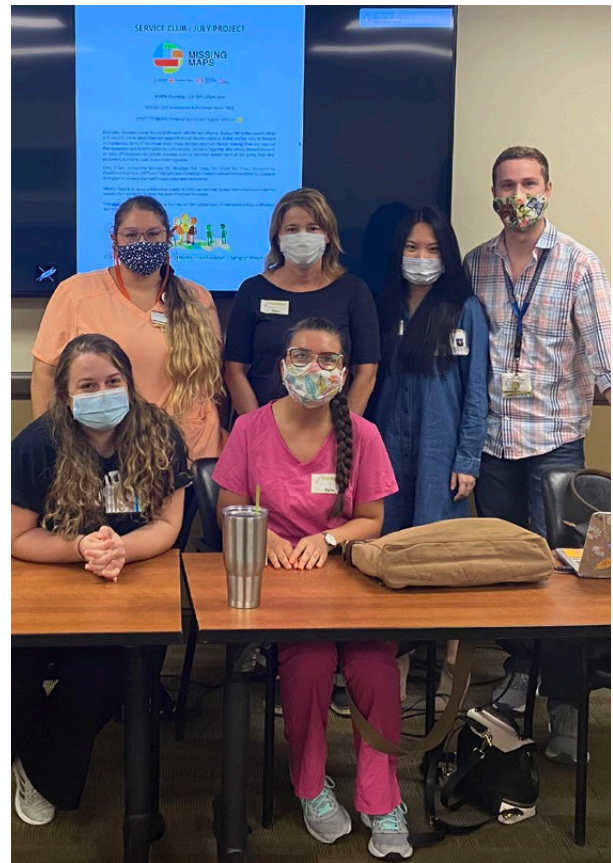
VPH currently partners with six locations in Nashville and visits them on a rotating basis. Nurses got creative to volunteer in socially-distanced situations during the COVID-19 pandemic.

In July 2020, nurses volunteered with the American Red Cross on a "missing maps" project, creating maps for a section of the country of Jamaica that didn't have physical mapping of streets by using aerial view pictures. The maps assist humanitarian organizations in relief efforts.

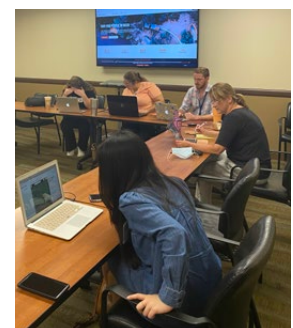
The next month, they completed a food drive for Park Center, a homeless outreach program. Also, in August, VPH volunteers expanded a clothing closet at VPH — gathering new or gently used clothing to give to patients who come with next to nothing.

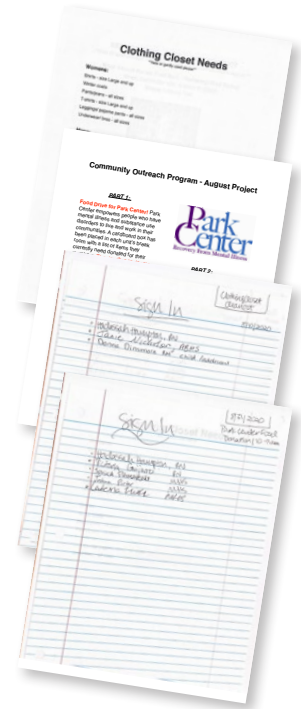
September's project was sorting through over 5,000 pounds of food at Second Harvest Food Bank in Nashville.

Hampton said the volunteer work has fostered empathy for their patient populations.



American Red Cross
"missing maps"
project





Park Center
food drive

"I think it's opened my eyes to how the pandemic specifically has affected people in vulnerable populations. A lot of the projects that we've done are specific to things that vulnerable people need in this time. Also, many programs have been canceled because of COVID. The services that they would normally get, that they need, they're not getting anymore and they're already in a vulnerable position." - Hadassah Hampton, BSN, RN, community outreach program co-chair



“Community Service has always been a big part of who I am. With the impact that COVID-19 has played in our community here in Nashville, our program is honored to serve in any way we can to help meet the needs of our community. I am so proud of our hospital staff who have unselfishly given their time, talents and donations to help the people here in Davidson County.” – Donna Dinsmore, RN, community outreach program co-chair

Second Harvest Food Bank





Exemplary Professional Practice

New techniques serve seniors with cognitive disorders

A grassroots nursing project to provide new, non-pharmacological techniques to provide care for senior patients with cognitive disorders has led to improved patient satisfaction and a decrease in falls.

Alyssa Grieshaber, BSN, RN, was working as a clinical nurse on the Adult 3 unit, which includes geriatric

patients. Grieshaber, who is now a senior quality and patient advisor, identified a need for more education for nurses working with the population to ensure appropriate medication management. Her research led her to the Teepa Snow techniques to support this need.

Grieshaber worked with Lori Harris, BSN, RN-BC,



Question	Pre-Teepa Snow Workshop	Post -Teepa Snow Workshop
Nurses' prompt response to requests	75.0	91.7
Helpfulness of the nurses	85.0	94.6
Helpfulness of contact with staff	75.0	83.3
Sensitive to emotional needs	63.9	91.1
Felt safe on the unit	72.2	96.4
Amount of attention to personal needs	69.4	93.8
Staff worked together to care for you	84.4	92.9
Included in decisions related to care	75.0	91.1
Likelihood of recommending	77.8	91.9

who was the manager of the unit. They applied for and received a grant to provide caregiver education for patients with dementia. They brought the Teepa Snow team of four trainers to Vanderbilt Psychiatric Hospital for four days. Front-line staff were trained to be coaches. The trained coaches, in turn, serve as role models and educate others on the unit.

The Teepa Snow training focuses on positively supporting patients — focusing on their abilities, not their inabilities. It starts with the way nurses greet patients in the morning. For example, rather than rushing to turn the room lights up, assisting with personal hygiene and dressing before bringing the patient to breakfast, the training encourages nurses to softly enter the patient's visual field upon meeting — ensuring their hands are seen before making eye contact.

This training and subsequent change in patient care resulted in several improvements, including patient satisfaction and a significant decrease in falls with harm.

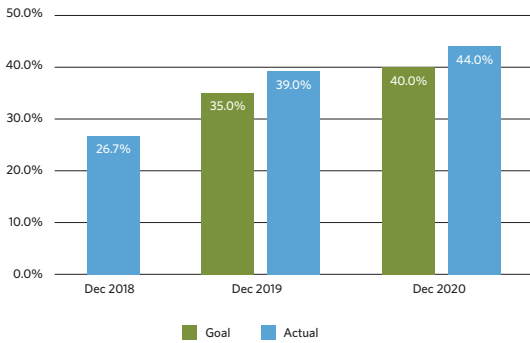
The number of falls decreased 66%, from 47 between July and December 2018, to 16 during the same months in 2019. Also, the number of falls with harm decreased 80%, from five such falls between July and December 2018 to only one during the same period in 2019.

“I think our nurses really felt empowered and were happy to see that our patients were doing better, our outcomes were doing better and they seemed happier.”
 – Alyssa Grieshaber, BSN, RN, senior quality and patient advisor.

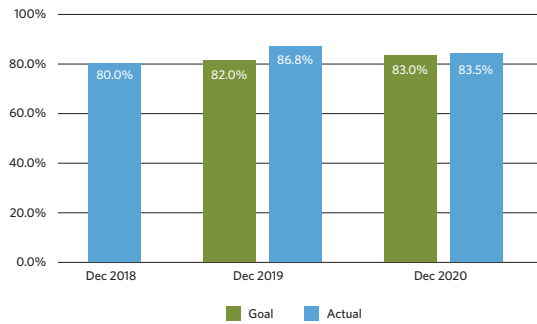
“We gave nurses the tools to treat patients in a compassionate way. When you have these patients that can be difficult, you sometimes don't know how to intervene in a way that they feel good and the staff feel good. I think the result of the training was our nursing colleagues were able to treat the patients with the compassion that they wanted to deliver. It alleviated staffing anxiety as well as had better outcomes for the patients.” – Lori Harris, BSN, RN-BC, manager, Inpatient Programs.

2020 Recognitions and Achievements

Vanderbilt Psychiatric Hospital RN Professional Certifications



Percentage of Nurses with BSN or Higher Nursing Degree



20.8%

reduction in staff injuries

CY2020 compared to CY2019

21.7%

reduction in restraints and seclusions

CY2020 compared to CY2019

22.3%

reduction in the number of falls

CY2020 compared to CY2019

2020 DAISY Award Recipient for Vanderbilt Psychiatric Hospital



Claudia Davis, MSN, RN, Adult 3

Staff Nurse of The Year



Savannah Young, BSN, RN-BC, Adult CSL Team C

