

# MSMHC Brilliant at the Basics: Nursing Annual Training

**Date:** 10/2/2023 – 12/22/2023

**Speaker(s) Name/Title:** Donna Barton; Tina Donaldson; Sharday Farrell; Taneeria Miller; Laura Ogle; Nickcole Price; Brittaney Trent; Kristin Wright

**Speaker(s) Disclosure Information:** No relevant financial relationships to report.

## Learning Objectives:

- Identify and define HCAHPS Scores and impact on hospital operations.
- Identify strategies to enhance customer service experience.
- Model behaviors to increase patient experience and HCAHPS scores.
- Identify the proper escalation and chain of command channels.
- Differentiate the chain of command during off-hours.
- Compare and contrast the various oxygen delivery methods.
- Discuss safety precautions while on oxygen therapy.
- Demonstrate functions and use of AED Zoll (BLS team) and Manual Zoll (ACLS team) Modes.
- Explore contents of Crash Cart using Scavenger Checklist.
- Demonstrate a successful BLS mock code.
- Describe skin assessment requirements at MSMHC.
- Classify various pressure injury stages and when to consult wound care.
- Discuss alternate support surfaces.
- Demonstrate proper care of each pressure injury with available supplies.

- Demonstrate proper documentation of skin abnormalities.
- Demonstrate proper documentation of pressure injury prevention strategies.
- Discuss CAUTI Prevention CPG.
- Identify common errors that can lead to a CAUTI.
- Implement alternatives to indwelling catheter placement.
- Discuss proper techniques for female and male external catheters.

**No commercial support has been provided.**

**The following Planning Committee Members have no relevant financial relationships with ineligible companies to disclose:**

Kristin Wright, MSN

## Accreditation



In support of improving patient care, MedStar Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

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