Thank you for continuing to provide compassionate care to our patients each and every day. Our employees are the heart and soul of St. John.

Summer is here, along with the new nursing graduates. Our Magnet Journey continues and we are currently working on Forces 6 and 7. The Magnet Champions are doing a super job on promoting and documenting our Magnet Journey, and we received a “go” from our consultant, Julia Aucoin. We are changing our professional practice environment!

Administration, nursing leadership and the recruitment retention council have been working to improve our staffing. Those staffing initiatives are paying off. This will be a record year for new graduates. Please do what we do best … welcome the new graduates and make them feel like they are part of the St. John family.

Administration is building Centers of Excellence to secure our future. Currently work is being done on the Neurosurgical Center, the Center for Women’s Health and the Heart Institute. Additional 24 intensive care beds are being added, along with 30 monitored beds for a total of 54 new beds. This will help our through-put from the emergency center and improvement of our capacity to accept more transfers from our other hospitals. These are all part of our hospital’s strategic plan, which again secures our future. The challenge is to provide nursing staff to the above areas, which is where I need your help. As you welcome the new staff, you provide a working environment that is filled with positive energy. Remember, nursing work is important work!

As always, it is a pleasure and honor to be your vice president of nursing.

Jessie Dragoo, MS, RN, CNAA-BC
Vice President of Nursing
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In This Issue

Nursing at St. John is published quarterly. Comments or written contributions should be submitted to: Angie Norman, RN, MSN, Staff Development Coordinator, x16842, anorman@sjmc.org

On the cover
Deborah Keel, RN, CNOR participated in the spring television commercial shoot.
Certification validates your nursing specialty knowledge. It also builds confidence as a professional nurse, demonstrating that you meet nationally recognized standards in your area of specialty. In addition, national certification is a testimonial to your commitment and dedication to nursing, bringing greater accountability to the profession.

For some nurses, certification is required. For others, it is voluntary. Whatever your motivation, certification may provide you with career advancement opportunities in your current position, a higher salary, and other benefits, including reimbursement for certification expenses and yearly cash bonuses.

St. John Medical Center nurses have earned a variety of certifications, including:

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| RN, C        | For associate/diploma RN  
  - Cardiac/vascular nurse  
  - Gerontological nurse  
  - Medical-surgical nurse |
| RN, BC       | For baccalaureate RN, board certified  
  - Cardiac/vascular nurse  
  - Gerontological nurse  
  - Medical-surgical nurse  
  - Nursing professional development  
  - Psychiatric and mental health nurse |
| RN, C        | Others  
  - Pain management |
| CEN          | Certified emergency nurse |
| RN, CNA, BC  | Registered nurse, certified in nursing administration, board certified |
| RN, CNA, BC  | Registered nurse, certified in nursing administration, advanced, board certified |
Daily Bed Management Meeting

Pete Honeywell, RN

Evidence for Force #14 PROFESSIONAL DEVELOPMENT

St. John nursing identified the need to reduce emergency department and recovery holding times, and problems that arise in patient flow when the census hits capacity or near capacity on a frequent basis.

To counteract this problem, daily bed management meetings were established. Meetings occur at 0900 and 1600 for about 15 minutes in the nursing administration conference room. Managers or charge nurses from certain areas or clusters are involved in these meetings. Each representative discusses activity in their area, including their census, possible discharges and staffing.

St. John has experienced several positive outcomes from daily bed management meetings. First, there has been an improved flow of patients. St. John has enjoyed improved communication and stronger staff relationships between areas by utilizing daily face-to-face communication. Representatives from many nursing areas are able to see the big picture of what is going on house-wide and communicate that message to their staff. Finally, input from frontline workers is encouraged to ensure patients are placed in the most effective manner.

Newborn Nursery Hosts Scavenger Hunt

Evidence for Force #7 QUALITY IMPROVEMENT

Many infants spend their first days in the St. John Newborn Nursery under the care of a select and dedicated team of nurses. New hires assigned to the unit can expect the same level of nurturing from their tenured colleagues.

Orientation and team building is a large focus for newborn nursery staff. The newborn nursery staff created a city-wide scavenger hunt last fall to engage unit members and build stronger relationships between tenured nurses and new hires.

Approximately 20 nurses participated in the scavenger hunt. Nurses were divided into four teams, and pursued clues throughout Tulsa. The event concluded with a dinner at the home of Heidi Epble, RN. Those nurses who were unable to participate in the scavenger hunt were invited to attend a wrap-up dinner. During the meal, nurses watched video footage from the scavenger hunt.

“The dinner and video were a great way to include those nurses who weren’t able to participate in the hunt,” says Epble.

The newborn nursery staff plans to hold another scavenger hunt this fall. Nurses who were unable to leave the floor for the scavenger hunt last fall will be given the first opportunity to participate this year.
St. John celebrated National Nurse Appreciation Week, May 5-11, with a variety of activities and promotional efforts.

Snack baskets were delivered to nursing units throughout the hospital. Baskets included appreciation notes coupled with healthy and special indulgence treats. Baskets were prepared by members of the R&R council and the Nurse Appreciation Day subcommittee.

“We wanted to honor our fellow nurses throughout the week,” said Amber Tienda, co-chair. “The baskets were a way to reach most of our nursing staff because food could be shared through all shifts. We appreciate Jessie Dragoo’s support of the project and the generous monetary donation from the medical staff office, which made the baskets possible.”

In addition to the baskets, appreciation booklets were distributed. Nurses, physicians, staff, patients and their family members submitted thank you notes for the annual appreciation book. Reaching almost 100 pages, the book included submissions that varied from short quips to lengthy and heartwarming stories.

On Friday, the annual nurse appreciation picnic was held in the Annex Room of the Mary K. Chapman Health Plaza. Volunteers from nursing as well as St. John administration and staff served a picnic lunch.

“This event has become a great tradition at St. John,” said event co-chair Heidi Epple. “Nurses have an opportunity to attend the picnic throughout the day. Volunteers also took orders of food to the floors for nurses who couldn’t leave their patients.”

Baskets and other prizes were raffled throughout the day. Gifts included spa packages, artwork, luggage, apparel and pampering sets.

For the first time, newly hired nurses were also invited to attend the event. New nurses received a white ribbon so that current staff members could introduce themselves and welcome their newest colleagues. New hires also received St. John water bottles, name badge holders and bandage scissors.

Center nurses, Brian Nave, Tamara Kite and Shelisa Scott-Combs, were featured in the Tulsa World’s special appreciation issue. St. John nursing director Madonna Sanders penned an article for the Oklahoma Nursing Times, “Looking Towards the Future,” which focused on the benefits of a foundation in medical/surgical nursing. Lindsay Stremme was interviewed for a Tulsa World article about new nurses and what they experience as they begin a career in healthcare.

Committee members included co-chairs Heidi Epple and Amber Tienda, Dee BeDell, Marilyn Martin, Meg Walter, Leah Ashbaugh, Loretta Ribak, Michelle Hastings, Linda Salisbury, Dana Johns, Erin Bettis and Paul Vlanich.
Celebrations

St. John Hospice nurse Stephanie Bates, RN, BSN, was inducted into Sigma Theta Tau, the International Honor Society of Nursing, on April 20.

Julie Mitchell has been appointed as an official trainer for the Oncology Nursing Society cancer chemotherapy and biotherapy course, a comprehensive review for nurses who administer chemotherapy.

Dixie Banner was selected to participate in a five-day course in moulage, the art of injury simulation. Dixie says moulage is a vital part of any medical or disaster training exercise because it creates a realistic scenario that challenges medical providers. The goal of the training course is to bring moulage skills for large disaster drills to the community level. Dixie hopes to bring more realistic trauma training to St. John.

Certifications

Congratulations to nurses recently certified in their specialty.

Linda Cassetty, RN, CAPA – certified ambulatory peri-anesthesia
Mary Scott, RN–BC, MHR – psychiatric mental health nursing
Sammye Valenzuela, BSN, RN, BC – case management
Suzanne Estrada, BSN, RN, BC – case management
Rachel Thompson, RN, BC – case management
Jane Ann Brock, RN, BC – case management

Congratulations to nurses who recently earned a BSN degree.

Eric Arnett, BSN, RN
Sharon Bennett, BSN, RN
Laura Dobbins, BSN, RN
Tiffany Tobey, BSN, RN
Julie Adams, BSN, RN, CPAN
Linda DeJear, BSN, RN
LaTonya Mason-Wilson, BSN, RN, CPAN
I hope many of you were able to attend the open session on May 24 as Julia Aucoin, the Magnet consultant, presented her recommendations to us. The “bottom line” we all were looking for was the answer to the question, “Are we beginning to look and feel like a Magnet hospital?” Or as Paul Vlanich put it, “If you had to bet money on SJMC becoming a Magnet hospital, would you?”

I hope those of you who were interviewed by Julia will share your take-away experience with others. Here are some of mine:

- Always question. Do it while demonstrating our core value of Human Dignity, but strive to understand and ensure patient safety and quality outcomes.
- Learn to brag. The work of patient care is remarkable work. Brag about it.
- Share your “excellence” with others: other nurses, other departments, etc. If it works for you, chances are it has value for others as well.
- We are more alike than we are different! This one was repeated over and over as she moved throughout the hospital. We all work in a hospital, which exists to provide patient care.

I equated the two-day experience to working with a personal trainer - at times not so fun, but you know it is really necessary for the outcomes you seek. As Julia stated, there was evidence of overwhelming excellence in all parts of the hospital and areas that are still struggling but are on the winning side of that struggle. When all was said and done, Julia’s findings confirmed what we thought was true: SJMC is truly on the road to becoming a Magnet facility and, yes, we can do it in the next nine months. (Oh, I hear a labor and delivery analogy coming on!)

Julia finished the Thursday session by stating that using the road map to becoming a Magnet hospital is truly the achievement, not receiving a “trophy” at the end. We are changing the professional practice environment. Another Magnet Milestone reached!

St. John Awarded Transforming Care at the Bedside Grant

St. John Medical Center received a Transforming Care at the Bedside grant from the Robert Wood Johnson Foundation and the Institute for Healthcare Improvement.

Through the grant, medical/surgical units are encouraged to evaluate evidenced-based care and implement procedures that will improve patient outcomes. In addition, staff turnover should be reduced.

Through the grant, medical/surgical units at St. John will promote collaboration between nurses, physicians and other staff to evaluate patient care processes. The ultimate goal is to provide more time for nurses at the bedside, thereby improving patient care, as well as patient and staff satisfaction.
Nursing is a blend of scientific expertise, competency, commitment, caring and creativity actualized through patient advocacy.

St. John Medical Center (SJMC) nurses witness the healing mission of Jesus Christ.

SJMC nurses believe in a holistic healing process which integrates medical excellence with compassionate care.

We believe human life is to be respected, supported, and protected.

We believe health is a basic human value and strive to maintain and restore the physical, spiritual, social and emotional well-being of those serving and those being served.

We strive for healthy interpersonal relationships with all members of the patient care team as evidenced by mutual respect, trust, open and honest communication and consistent and visible support.

St. John nurses contribute to a person’s health through the nursing process and collaborative care by promoting wellness, quality of life and the preservation of dignity from the beginning to the end of life.

Nursing is a blend of scientific expertise, competency, commitment, caring and creativity actualized through patient advocacy.

We collaborate in policy decisions, improving care delivery, development of all care providers and judicious use of resources. SJMC nurses are committed to an environment which fosters scientific inquiry, evidenced-based practice, critical thinking and adoption of innovations that enhance practice.

To ensure these processes, SJMC nursing uses a participatory leadership model referred to as shared leadership. This model maximizes the participation of qualified staff in the decision-making process, promotes/creates collegial relationships, and aims to generate consensus in professional practice matters. It offers the opportunity and responsibility of leadership to nursing professionals in planning, implementing, evaluating and revising nursing practice using a proactive process. This leadership model will be reviewed and ratified annually hereafter.

Professional nurses within the SJMC system are an essential component of the interdisciplinary team. We actively participate in the advancement of the nursing profession through continuous learning, performance improvement, research, peer review and mentoring. We are accountable for our actions and for outcomes, always striving for excellence in the practice of nursing.
Continuing Education

Educational Opportunities

To register: Enrollment begins 60 days prior to class date. Call the St. John PulseLine at 744-0123 to enroll and check availability. Nurses are required to register in person at PulseLine, located J.A. Chapman (North) Tower, across from the Physicians Buffet.

- **CPR for Nurses Provider**
  - **0900-1500, one-day course**
  - July 2, 3, 5, 6
  - August 1, 2, 6, 7
  - September 4, 5, 11

- **CPR for Nurses Renewal**
  - **0900-1500, one-day course**
  - June 7, 8, 15, 20
  - July 23, 4, 25, 31
  - August 22, 23, 27, 29
  - September 18, 24, 25

- **ACLS Provider**
  - **0800-1700, two-day course**
  - June 26 and 27
  - July 19 and 20
  - August 9 and 10
  - September 6 and 7

- **ACLS Renewal**
  - **0800-1700, one-day course**
  - June 19, 25
  - July 27, 30
  - August 24, 31
  - September 12, 21

- **BLS or ACLS Registration Information**
  RNs and LPNs must enroll in-person at the PulseLine office, located on the second floor of Chapman Tower across from the physician’s buffet. A deposit is required via signature on a payroll deduct form.
  - $35 for BLS Provider
  - $25 for BLS Renewal
  - $85 for ACLS Provider
  - $50 ACLS Renewal

- If you complete the class, you will not be charged. However, if you do not attend class or do not call ahead to cancel/reschedule, you will be charged the amount shown on the payroll deduct form. Emergency cancellations will be reviewed on an individual basis.

- To enroll in a BLS renewal class, your card must be current. For ACLS renewal, both your BLS and ACLS cards must be current. If your card has expired, you will be required to enroll in a full provider class. There is no grace period.

- Books and materials are available in the PulseLine office and will be handed out once the enrollment process is completed.

- Classes fill quickly, so please enroll early.
Ready to Take Your Nursing Career to a New Level?
Contact the following program advisors to learn more about the LPN-RN programs offered at St. John:

**University of Oklahoma**
LPN- BSN
ADN-BSN
Dawn Johnson
dawn-johnson@ouhsc.edu
660-3950

**Tulsa Community College**
LPN-ADN
Renee Harrison, RN, MS
rharriso@tulsacc.edu
595-7204

For more information about scholarships, please contact Shannon Carter, St. John Human Resources, at 744-2980.

Nurses as Teachers: Upcoming Mentor and Preceptor Classes

Nurse Mentoring:
How to Encourage, Engage and Empower Nurses

- **Evidence for Force #11**
- **NURSES AS TEACHERS**

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<td>November 28</td>
<td>Newman Room</td>
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For questions and class registration, please contact Ebony Fultz at x16569.

**Nurse Preceptor Workshop**

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<td>Health Plaza Annex</td>
<td>0800-1200</td>
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<td>November 15</td>
<td>Newman Room, Health Plaza</td>
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To attend the nurse preceptor workshop, pre-register by calling Ebony Fultz at x16569.
Paid meeting time may require approval from your unit manager.
St. John honored the first graduates from the University of Oklahoma-St. John ADN to BSN program on April 30 with a luncheon in the LaFortune Room of the Mary K. Chapman Health Plaza.

Jessie Dragoo, vice president of nursing, congratulated the graduates on their accomplishment: Eric Arnett, Sharon Bennett, Laura Dobbins, Tiffany Tobey, Julie Adams, Linda DeJear and LaTonya Mason-Wilson.

“St. John believes that an educated nursing staff is critical to quality patient care. We want to provide nurses with every opportunity to continue their education and expand their nursing practice. This program is one example of our ongoing commitment to scholarship,” said Dragoo.

Also in attendance were St. John vice president Butch Peterson, Dr. Geraldine Ellison, assistant dean of nursing atOU-Schusterman, OU advisor and professor Allen Nottingham, and professor Bev Ruskjeter, along with nurse managers and directors from the medical center.

During the luncheon, OU professor Allen Nottingham recapped the nurses’ nine-month program and detailed the breadth of knowledge gained from the program.

Sharon Bennett offered remarks on behalf of her classmates, thanking St. John for its commitment to scholarship and tuition reimbursement and professor Nottingham for his dedication to the program.

The class met for eight hours one Saturday a month in the Williams Medical Plaza on the St. John campus. In addition, on the corresponding Friday, students attended clinical nursing classes on the Schusterman campus. Nurses were required to perform 180 clinical hours in the first semester. Sixty-four of those hours had to be physical hours, performed off-site. The other hours could consist of project time.

Class work included a variety of projects. Students were required to write one legislator regarding a healthcare bill. On Nursing Legislative Day at the Capitol, class members were able to meet two legislators, including Senator Judy McEntyre. For the leadership final, students presented at the OU Evidence-Based Symposium held at St. John. Topics included SCDs vs. Injectable Anticoagulant Prevention of DVTs, and Glycemic Control Post Surgery Related to Sternal Infections in CABG Patients.

OU and St. John are currently enrolling students for the fall and spring ADN to BSN program. Classes begin in August. For more information, contact Dawn M. Johnson, University of Oklahoma-Schusterman Center at 918-660-3950 or by e-mail at dawn-johnson@ouhsc.

Pursuing the BSN Degree

I wanted to be a baccalaureate-prepared nurse because of the opportunities being a BSN would afford me. BSN nurses have greater opportunities in terms of nursing career choices, such as pursuing an advanced practice nursing degree or management opportunities. The nursing profession has such a wide variety of specialty areas, that any additional education, such as BSN, serves to increase available opportunities.

The OU-St. John program was very challenging. It helped open my eyes a little more to the personal and professional responsibilities of being a nurse. During the program’s course, I gained a clearer picture of what being a nurse is all about. It’s about being an asset to your community by volunteering your services. It’s about keeping current on practice standards through current research (evidence-based practice). It’s also about knowing your community’s resources and how to use them to provide better patient care.
“The definition of insanity is doing the same thing over and over and expecting different results.” – Benjamin Franklin

Many hospitals, like St. John Medical Center, are experiencing problems with nursing turnover. The effects of high turnover include increased recruitment costs, agency fees and overtime. The direct costs of replacing a nurse who leaves can exceed $25,000. The cost can be enormous for a hospital turning over large numbers of nurses each year. In addition to the direct costs of replacing nurses, there are the indirect costs of high turnover—giving up personal/family time to work overtime, carrying heavier patient loads and working with temporary nurses. These can lead to low morale, productivity losses and possibly decreased patient safety.

As of June 4, nursing at St. John will make a big change in hopes of achieving some different results. The Nurse Residency Program will expand from the medical-surgical, telemetry, and emergency areas to include all nursing units. All new graduates will participate in the Nurse Residency Program. As each new graduate begins her or his employment at St. John, he/she will begin five weeks of field observation experiences and orientation classes.

Field observation experiences are designed to help the new graduate employee learn about St. John Medical Center and the various departments with which they will need to collaborate to provide exceptional nursing care. For 10 weeks, they will orient with a staff nurse preceptor on the day shift. During this time they will not be responsible for a patient care team and will not be counted in the nursing matrix. Upon completion of the orientation days, they will spend four weeks orienting with a staff nurse preceptor on their assigned shift and taking a partial team assignment. Patient assignments will gradually increase over time with a full patient work load for the new graduate reached at six months.

Additional opportunities for new graduates will be weekly peer support meetings for the first year and social activities on the units and clusters, along with hospital-wide events. Residents will attend special orientation topics each week related to being a new graduate nurse at St. John.

Preceptors will assist residents in acquiring skills necessary for the job and mentors will coach and guide the new graduates as they build a foundation for their nursing careers. Nurse managers will be asked to provide ongoing data to evaluate retention outcomes of the program. The residents will need the support of the entire staff as they transition from being a student and “grow” into their nursing role.
ARU  Linda Lorenz, RN

The angioplasty recovery unit (ARU) is a 18-bed unit connected to the heart cath lab on the second floor of the Heyman Building. ARU staff specialize in the care of patients undergoing invasive cardiovascular procedures such as cardiac, carotid and peripheral arteriograms and stenting; electrophysiological studies, ablation and pacemaker insertions; and ASD closure devices. Nursing staff also administers moderate sedation to patients having a cardioversion or transesophageal echocardiogram.

Two registered nurses staff the pre-admission side of ARU and focus on education and pre-procedural testing.

The ARU is staffed by 14 full-time RNs, one ECB RN, two unit secretaries and five tech assistants. The tech assistants are also required to provide on-call staffing for the heart cath lab. All registered nurses are required to maintain advanced cardiac life support (ACLS) competency. One thing that sets ARU apart is the years of experience that staff has acquired. ARU staff combined has 385 years of patient care experience. St. John has reaped the benefit of 239 years of that patient care experience.

Quality patient care is a major driving force in ARU. Recently, combined with cath lab staff, ARU staff implemented a hospitality program, developed by the heart team council, which is the departmental version of our Magnet councils. Knowing that decreasing patient wait times was a challenging issue, the staff directed its focus towards implementing measures to keep patients and families more informed and comfortable, and providing diversional activities.

ARU staff are truly dedicated to the mission of the Sisters of the Sorrowful Mother and the motto of the St. John Heart Institute, “Your Heart is in the Right Place.”

HEART CATH LAB  Ruth Kemper, RN

It is 4 a.m. You awaken to crushing chest pain. You are diaphoretic and nauseated. You are transported to St. John Medical Center Emergency Center (EC) and your ECG shows you are having an ST-elevation acute myocardial infarction (STEMI). The minute you hit the door, the clock starts ticking and the “door-to-balloon” protocol begins. The heart cath lab (HCL) call team is paged and has 30 minutes to arrive and prepare the cath lab for you. You are then transported from the EC to the cath lab, where an arteriogram is performed and, if needed, a
percutaneous coronary intervention (PCI) is performed. The door-to-balloon protocol means we have a maximum of 90 minutes from the minute you come into the EC until the time an intervention is performed on your blockage. The cath lab has five procedure rooms; three are designated for cardiac diagnostic and interventional procedures, one room is for peripheral cases and one is a biplane room for implants and electrophysiology studies. Our staff consists of six registered nurses (RNAs), six scrub technologists (STs) and seven monitor technologists (MTs). Four of the MTs are radiology technologists (RTs) that perform in different roles as MT/ST and one is the HCL team leader. We also have four technologist assistants (TAs) that we share with the angioplasty recovery unit.

We see approximately 335 patients per month and perform in the range of 585 to 740 procedures. We perform the following procedures:

- Diagnostic coronary angiography
- Right heart studies
- Percutaneous coronary interventional procedures, including stents, rotablator, angiojet, and the cutting balloon
- Coronary intravascular ultrasound studies (IVUS)
- Intra-aortic balloon pump (IABP) insertion
- Percardiocentesis
- Patent foramen ovale (PFO) closure
- Diagnostic peripheral angiography
- Percutaneous transluminal interventional procedures (peripheral)
- Peripheral laser atherectomy
- Electrophysiology studies (EPS)
- Intra-cardiac defibrillator (ICD) insertion (including biventricular)
- Permanent pacemaker insertion (PPM)
- Temporary pacemaker insertion
- Carotid diagnostic and interventional procedures

The HCL is staffed Monday through Friday from 0615 until 1800 or until the last case is completed. Staff has staggered shifts starting at 0615, 0630, 0715, 0730 and 0900. We have three staff members in each case: an RN, ST and MT. All of the HCL staff takes a call rotation consisting of one RN, one ST, one MT and one TA. There is a team on call every weekday and weekend; the call begins on the weekday at the end of the last case until 0600 the next morning.

Although we come from many different medical backgrounds, we all work well together as a team. All of our staff is BLS and ACLS certified. All of the HCL nursing staff is made up of critical care nurses, and all are NIH stroke scale certified and competent in conscious sedation protocol and procedures. They rely on their critical care skills to assess and manage our cardiac patients. In addition to working as an integral team member, the HCL nurse works with a lot of autonomy.
Nursing Profiles

TINA MARTINEAU, RN

“We have a great group of staff that works well together for better patient outcomes.”

Nursing school attended and year of graduation:
Hutchinson Community College, 1995. Currently obtaining bachelors degree at Northeastern State University.

Area(s) of nursing specialty:
ER and cardiac

List any family or personal information you would like to share:
My husband, Mitch and I have a blended family of six girls between us. We have a lot of drama at home!

What’s your favorite aspect of nursing?
The people. I have met and talked with some very interesting people. Also, knowing that you’ve made a difference for a patient and for their employees.

Tell us a fun fact about yourself or if you have a hobby:
I like to scuba dive and love the beach!

BEVERLY MILLER, RN

Nursing school attended and year of graduation:
Tulsa Junior College, 1976

Area(s) of nursing specialty:
Angioplasty recovery

List any family or personal information you would like to share:
Married 42 years to a very special man who has always been my biggest supporter. We live in Owasso have two children and two granddaughters.

What’s your favorite aspect of nursing?
Nursing is a huge responsibility to provide the best possible care and to provide emotional support to the patient and their families. It’s the special empathy and caring each nurse brings to work that is at the heart of nursing.

What are you the most proud of in your unit?
I’m proud of our technology, equipment, and staff of talented doctors, nurses and technicians, that through our hard work improves or lengthens so many lives.

How do you feel St. John is different from other hospitals?
The people at St. John make it special. I feel a real camaraderie here with my coworkers. I have never wanted to work anywhere else.
Tell us a fun fact about yourself or if you have a hobby:
I love to travel to new places and revisit some old favorites.

DAVID GOINS, RN

Nursing school attended and year of graduation:
University of Oklahoma, 1992

Area(s) of specialty:
ICCU, 12 years; cath lab, three years.

List any family or personal information you would like to share:
I have three dogs and three cats

What’s your favorite aspect of nursing?
My favorite aspect of nursing is the ability to comfort patients in a stressful situation.

What are you the most proud of in your unit?
I am the most proud of the unity and teamwork in the cath lab.

How do you feel St. John is different from other hospitals?
I feel that St. John is a family-oriented hospital. I am also proud of St. John’s long-standing good reputation.

Tell us a fun fact about yourself or if you have a hobby.
I play competitive team tennis.

JEANNIE BARNETT, RN

Nursing school attended and year of graduation:
University of Tulsa, 1983

Area(s) of specialty:
Cardiac-telemetry, ICCU, cath lab, nuclear stress lab, and treadmill.

List any family or personal information you would like to share:
Married to Brad for 25 years; one daughter, Andrea, 21 and one son, Steven, 18.

What’s your favorite aspect of nursing?
My favorite aspect of nursing is bringing a smile to a customer’s face and make things less scary for them.

What are you the most proud of in your unit?
The level of care given to our customers. I feel we in the heart cath lab are the cream of the crop.

How do you feel St. John is different from other hospitals?
Our mission statement says it all: To continue the healing ministry of Jesus Christ by providing quality health care, being sensitive to the dignity and needs of the sick, poor, and the powerless.

Tell us a fun fact about yourself:
I am an avid TU fan. If I buy something, (and) if it comes in blue and yellow, that’s the color I buy. I have a TU blue 2007 Mustang GT and I even have a TU tattoo on my right ankle. I love NASCAR and root for Dale Earnhart Jr. I also love sunshine and live for the hot weather and being able to be outside in the summer.

“… bring a smile to a customer’s face and make things less scary for them…”
Pediatric nurses are compassionate, giving, loving individuals who help people through tough times in their lives. We give parts of ourselves to others when life seems unkind and heartless. A pediatric nurse is a special person with special talents and knowledge of the human body and its deep ties to our inner heart.

This past year has been a challenging time for the staff in PICU and 7 West. We have endured the loss of a co-worker who was a part of our family, and held a memorial service to honor her memory. This was a time of sharing and symbolism to help us cope with this great loss. We released balloons and two white birds to the song “Angels.” The birds circled the church during the song until the balloons drifted out of sight. As the song came to an end, the white birds flew off into the horizon, taking that piece of our hearts with them. We stood together, amazed at the unity and closeness that we all felt.

A short time after the loss of our friend, a 4-year-old child passed away on the unit. We had cared for this child off and on since she was born. No family was at her bedside with her passing. We filled this role, giving another piece of our souls.

Death seemed to be visiting us on a regular basis. We received information that a 21-year-old man we had cared for since he was born was critically ill. We prayed that God would give us some time to deal with the previous deaths before taking this young man.

While he was a patient, a resident physician was amazed at our compassion as some of the nurses came in on their day off to bathe him and care for the man and his family. A few weeks after we learned he was ill, death came to this young man. After his death, we cried with his family during this time, remembering the good and sad times. A small group attended his service and lingered with the family, reminiscing about special memories of this young man’s life.

Nursing has some unwritten statistics that have been proven over time. One of these is that bad things come in threes. We thought that we had reached that pinnacle. To our dismay and sadness there were four more deaths of patients who had touched each of our lives on the pediatric/PICU areas. We were asked to be honorary pallbearers with one of these passings. Dr. John Kramer was recognized as a hero to the deceased. Once again, we had lost one of our little sisters.

Some think that a pediatric nurse has an easy job. Caring for babies and their families, how hard can that be? We give pieces of ourselves to each of our little patients. Our expertise not only includes caring for the sick and helpless, but it involves sharing our lives with our extended families. The nurses on peds and PICU are awesome individuals. I want everyone to know about these special people and the love they share every day.
To: Chief St. John Administrator  
Re: Appreciation and commendation for outstanding professional services

During my stay at the Joint Replacement Center, I was attended by everyone on all shifts and at all levels, for all purposes, by caring, competent, lovely personnel. The entire program, with all its diverse components, exceeded my expectations. Three lovely ladies deserve special mention because of their unfailing professionalism and expedition of nursing and personal care, as well as the unremitting graciousness of their manner and attitude. They are Nurse Katie, Tech Pooney and Nurse Velma.

The combined efforts of each and every St. John employee that prepared for me and cared for me resulted in an exceptionally gratifying hospital stay. I hope these professional people who dispense superior care will be duly recognized and acknowledged by the entire administrative staff of the hospital … they really raise the standard!

Gratefully,

*name and hospital dates removed to comply with HIPAA standards*

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Dear 12 E Staff,

I want to thank you for the wonderful care I received while being a patient on the joint replacement unit. The nurses and nurse assistants that took care of me the most were awesome! Days – Laura and Stacy; Evenings – Cissy and Stephanie; Nights – Beth and Crystal.

Each of you did your best to help keep my pain under control (and I know that was a real challenge!). You encouraged me to do what I needed to do and were kind at the same time. You tried to meet all of my needs to the best of your ability. You made my stay as pleasant as a hospital stay can be.

The therapists all helped to make Joint Camp “fun” while making sure we did the exercises and walking we needed to do. You provided the encouragement I needed. It’s good to do therapy in a group and be encouraged by each other.

The Joint Replacement program is a wonderful service offered by St. John. All of you keep up the great work!

Again, thanks for all of your great care!

Sincerely,

*name and hospital dates removed to comply with HIPAA standards*
Nursing is an art: and if it is to be made an art, it requires an exclusive devotion as hard a preparation, as any painter’s or sculptor’s work; for what is the having to do with dead canvas or dead marble, compared with having to do with the living body, the temple of God’s spirit? It is one of the Fine Arts: I had almost said, the finest of Fine Arts.

– Florence Nightingale