

# St. Jude Parents

AUGUST 2016

## Join our St. Jude CEO for coffee

The president and chief executive officer of St. Jude would like to talk with you about your experience as a patient family.

**Coffee with the CEO**, hosted by James R. Downing, MD, is an informal chat open to all St. Jude parents and patients. The events are scheduled for about an hour in the lobby of the Marlo Thomas Center for Global Education and Collaboration with free Starbucks drinks and desserts. Caregivers can arrive and leave as needed to fit their schedules.

As stated in the 2016–2021 Strategic Plan, Downing's vision for St. Jude is to increase the number of children treated at the hospital as well as to set the gold standard for pediatric hospital care.

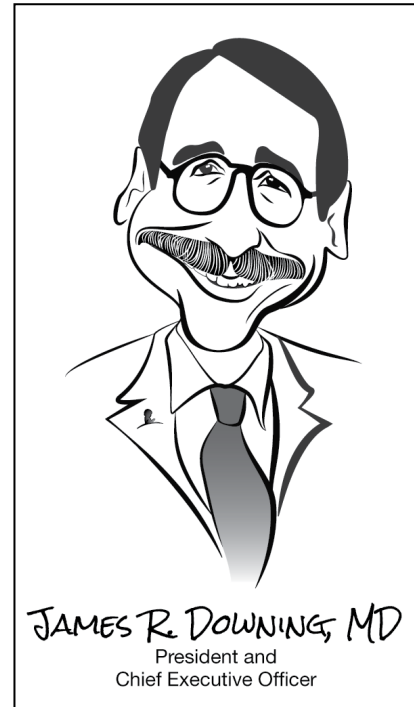
As St. Jude grows, it is important to hear firsthand from families about what is needed to make their experi-

ences the best they can be.

"Our patients love St. Jude," Downing said. "But we want to enhance the patient and family experience to make it even better—from their first contact with the hospital to their arrival, housing and transportation."

Talking with Downing at one of these **Coffee with the CEO** events is just one way to share your thoughts about St. Jude. You can also speak to any staff member, including your child's doctor, nurse, nurse manager and social worker. At times, you will also be asked to fill out patient satisfaction surveys. Please take time to share your experiences and ideas for improvements.

Look for signs around the hospital about the next **Coffee with the CEO** event. Dr. Downing looks forward to meeting you.



## ACU triage nurses offer guidance for new patient families

The St. Jude Ambulatory Care Unit has two ACU triage nurses – Jeanna Davidson and Hollye Waddell. They recently created a helpful handout for outpatient families, called "Do You Know... Outpatient Fast Facts." It offers tips for when your child is treated at St. Jude but does not stay in the hospital overnight.

The new handout covers everything from parking and shuttle buses to meal cards and mail. You can get more details on these subjects in the St. Jude Patient Family Reference Resource, but Davidson and Waddell wanted to provide a short handout that answers the questions families ask them most often.

Although Davidson and Waddell are called triage nurses, they do not work in Assessment and Triage. They spend some time there, but their role is to help new families navigate the patient experience.

"Our primary service is to greet the families upon their arrival to St. Jude and to basically walk through their first day or two with them," Waddell said. These are some of the services the triage nurses provide for patient families:

- Orient them to the hospital and to the services that St. Jude provides for families.
- Show them how to get to their appointments.
- Show them how to do basic things like check in to the clinic, obtain a schedule for the next day, and get a meal card and use it in the cafeteria.
- Assist their primary clinic nurse with new patient education.
- Assess the patient continually for physical issues or needs.
- Advocate for the patient and family if they feel the patient needs to be seen earlier by Social Work, Child Life, or other services.
- Reschedule appointments if they feel the family has had enough for one day.

"The first days at St. Jude can be overwhelming and challenging for patient families," Davidson said. "Hollye and I try to make that time easier by walking beside them. We help guide them and serve as patient advocates."

"We try to answer as many of their questions as possible and offer emotional support and most of all hope,"

Waddell said.

"As a new family arriving at St. Jude, parents often talk about walking around in a fog," said patient parent Katie Witsoe. "Families truly benefit from having the support of Hollye and Jeanna. They help families through some of the most difficult and scary initial days at St. Jude."

The ACU triage nurses are in the hospital Monday through Friday from 8 a.m. until 4:30 p.m. After hours and on weekends, the ACU coordinator handles the triage duties.

"I've been a nurse for 20 years, and this is the most rewarding job I have had," Davidson said. "I love meeting new families from all over the world. We help families realize that St. Jude is like no other place. There is always hope for their child here."

"Jeanna and I are here for families even after they have been at St. Jude for months or years," Waddell said. "All they have to do is stop us and ask for help or have someone page us. We are a resource for them no matter what. We both say we plan to have this job until we retire because it so rewarding and we love it!"

## New Kafe Express opened in July

The Kay Kafe opened a new area called the Kafe Express at the end of July. It offers:

- Fresh, healthy food options to grab and go,
- Less time waiting in line in the high-traffic areas, and
- A more efficient outpatient ordering system.

The Food Services staff appreciated everyone's patience during the renovations. It's an exciting time for Food Services and for everyone who uses the Kay Kafe. Come check out the new Kafe Express.



## Talking about Medicines

### Watch out for poison ivy

By Shane Cross, PharmD, Pharmaceutical Services

While staying in Memphis, watch out for poison ivy. It is a climbing vine that often is found on fence rows and in backyards throughout the central and eastern United States.

A poison ivy rash is caused when a person comes in contact with an oil that is in the plant's roots, stems and leaves. The oil is almost colorless at first but later turns a brownish-black color when exposed to air. The oil can stick to garden tools, the fur of animals and other objects, so direct contact with the plant is not always needed to get the rash.

The rash usually occurs within 12 to 48 hours after contact. It first appears as lines or streaks on the skin. Redness, itching and swelling will then occur, followed by blisters. The symptoms can be mild or severe depending on the person. The rash does not spread but often looks like it is "spreading" because the oil absorbs more slowly in thicker skin, such as hands, forearms and legs. It may take two or three weeks to heal from beginning to end.

The best way to prevent a poison ivy outbreak is to avoid the plant and its oil. If the oil touches your skin, wash the exposed areas well with soap and water. Also be sure to wash any clothing that might have touched the oil. Remember to wash the skin as soon as you can because skin can absorb the oil in less than 5–10 minutes. For more details, talk to your doctor, nurse or pharmacist.



## Fun Neon Night planned for August

Patients, siblings and guests ages 10–14 will enjoy a Neon Night of Fun with a *Star Wars* twist Tuesday, August 9, from 5–7 p.m. in the Kay Kafe Rotunda. Each patient can bring one guest between the ages of 10 and 14. Siblings in that age range are also invited, but siblings may not bring guests for this event.

Activities will include a neon dance with an awesome DJ, neon face painting and other fun neon games. The famous chefs of St. Jude will cater the event with *Star Wars*-themed food that is sure to make your child glow.

Pre-registration is required for guests. A legal guardian of each guest must sign a consent form that can be turned in on the night of event. To get consent forms, please call Shawn Brasher of Child Life at 901-595-4665.

Since this event is for pre-teens only, the St. Jude Family Advisory Council will host a reception for parents (caregivers) to get to know other parents and members of the council. To learn more about family-centered care at St. Jude, visit [www.stjude.org/familycenteredcare](http://www.stjude.org/familycenteredcare).



## St. Jude Children's Research Hospital

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*St. Jude Parents* is published on the first of each month by Family-Centered Care Services and Biomedical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter or to learn more about *St. Jude Parents*, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter).

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