



SERENAGROUP NEWSLETTER

BUILDING THE NATION'S LEADING WOUND CARE TEAM

ISSUE 60 • FEBRUARY 2023

PRODUCTIVITY = VALUE-ADD



JILL SCHRODER,
SENIOR VP OPERATIONS

At SerenaGroup®, we continue to strive to make our centers operate efficiently. A wound care productivity tool has been a missing resource for SerenaGroup as well as the wound care industry. Advanced wound care is a specialty that treats a variety of high acuity patients who are treated with multiple advanced modalities.

The question that our hospital partners need answered is, "What is the appropriate staffing matrix with this type of patient population?"

SerenaGroup® has created a tool that eliminates the uncertainty for our directors and ensures that our centers are running adequately and safely for both staff and patients. This measure is now a "best practice" that is posted on the SerenaGroup® Quality Metric Dashboard and is reported out monthly to our hospital partners. SerenaGroup® has developed a daily tool as well as a monthly tool to help guide our directors to ensure the centers are managed appropriately.

What is the secret sauce? Our team pulled together a committee to evaluate all visit types and spent time dissecting the purpose of each visit, the time commitment before, during, and after the visits, and actual hours spent clinically assisting patients in the centers. Through months of trial-and-error, working with select centers, the birth of the SerenaGroup® Productivity Tool was developed and will be operational in our centers effective January 2023. Our directors are expected to report daily and monthly numbers, along with the quality metrics for each of their centers.

Over the past two years, SerenaGroup® has developed the first Wound Care Productivity Tool that reveals an accurate staffing metric vs. patient volume with enough data to prove its accuracy. Our hospital partners have adopted this tool into their hospital reporting metrics, and it has proven to be another value-add provided by SerenaGroup®.

In 2022, the average productivity was 96%. Due to our extensive research prior to launching the SerenaGroup® Productivity Tool, the accuracy of the tool has proven to be exceptional. This tool will continue to guide best practices, stewardship, and safety for our centers. And while we understand that productivity is a piece of the operational puzzle to ensure quality of output, we are pleased to have created this puzzle piece to ensure safety, quality, and value, while focusing on healing the chronic wounds of our patients who enter our centers daily.

SERENA GROUP MONTHLY NEWSLETTER

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SCLERODERMA: A RARE DISEASE AFFECTING THE SKIN

BY EMILY METZGER, RN



RARE DISEASE DAY
FEBRUARY 28

There are several rare medical diseases that directly affect the skin.

One of them, scleroderma (sklair-oh-DUR-mu, an auto-immune disorder affecting the connective tissue of the body. In this disease, the immune system overproduces collagen causing thickening and inflammation of the skin. Early signs and symptoms may include itchiness, swelling and a shiny appearance of the skin, specifically over joints. Later signs of scleroderma may be noted by open ulcerations on the body. Scleroderma is typically diagnosed by a doctor through an extensive physical exam and blood testing.

There are two major forms of scleroderma: localized and systemic. A localized form of scleroderma is much more common and usually only affects the skin in a few places. It can appear as waxy, streaked patches of the skin. These areas may be very painful, due to increased tissue. In contrast, systemic scleroderma affects internal organs, hindering digestive and respiratory functions of the body. Systemic scleroderma can also severely affect kidney function in some patients.

In a typical wound setting, patients will present with a localized form of scleroderma. These wounds may be found on the hands, elbows, ankles, feet or toes. Occasionally, ulcers may present on the lower legs and thighs. Delayed wound healing is a well-recognized complication of this chronic disease. Scleroderma wounds will vary from patient to patient and visit to visit. Because of the etiology of scleroderma, these patients may develop new wounds between wound care visits.

Skin ulcers as a result from Scleroderma can range from mild to severe. With regard to those seeking wound care, special care must be taken for this patient population. After a thorough assessment, each wound treatment plan may include debridement, topical ointments and/or the use of a collagen based product to heal the wound. Advanced wound care for Scleroderma ulcers should be utilized in conjunction with the patient's regularly prescribed medications to ensure overall wound healing.

Although there is no cure for scleroderma, treatment of this chronic disease should be a team approach.

THIS MONTH'S EDUCATION TOPICS & IMPORTANT DATES

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RARE DISEASE DAY
Heart Month
National Caregivers Day

Monthly Education Topic:
Grading, Staging and Measuring

HBO Safety Topic:
When Things Go Wrong

Community Education Area of Focus:
Podiatry

February Dates to Remember

Heart Month

Patient Recognition Week: 2/1-2/7

Random Acts of Kindness Week: 2/13-2/19

National Caregivers Day: 2/17

Rare Disease Day: 2/28

THE SCIENCE OF KINDNESS

BY KIM SKERL, PROGRAM DIRECTOR



During the month of February we celebrate Random Acts of Kindness Week, Patient Appreciation Week and National Caregivers Day. Spreading kindness not only helps others feel better about themselves – it can also boost the giver's health and happiness, according to research. It's a win-win for all.

"Small acts of kindness are an essential and often overlooked component of health," says Kelli Harding, MD, MPH, an assistant clinical professor of psychiatry at Columbia University Irving Medical Center. Both kindness toward others and kindness toward yourself benefits your health and well-being. Here are some of the various ways.

Kindness can reduce stress. "On an individual level, kindness buffers stress. It lowers cortisol and blood pressure, reduces pain, anxiety, depression, and boosts our immune system."

Kindness may improve Heart Health. Having a positive outlook, which can be affected by kindness, may encourage good health habits, buffer the effects of stress, and improve metabolic health, all of which protect your heart. "Kindness creates positive social connection, which is known to lower blood pressure, cortisol, and stress," Harding adds.

Kindness can help with Diabetes Management. According to research done by American Diabetes Association, people with type 1 or type 2 diabetes who practiced self-compassion for eight weeks had reduced depression scores and distress associated with their diseases – and they also decreased their A1C scores (a measure of blood sugar control over a three month period). Self-kindness may decrease stress hormones, which can otherwise elevate blood sugar, and soothe your nervous system, which may affect blood sugar.

Kindness Suggestions:

Now that you have read all about the benefits, why not make Random Acts of Kindness Week your way to show appreciation for not only your patients but the other caregivers you work with?

- Give patients a thank you card with a quick message of thanks for putting their trust in you
- Do a coffee run for your caregivers as a thanks for all their hard work
- Acknowledge your patients birthdays with a quick message wishing them a happy birthday
- Free snacks. Have healthy snacks or bottles of water available for patients and caregivers
- Ask someone about their day, slow down and connect through conversation
- Have a door prize for all the patients that show up for appointment or caregivers that are working



SerenaGroup Blue Star Winner



Ashley Abrams, RMA, CHWS
Henry Ford Health

Ashley uses best practices with every interaction with our patients, providers, and team. She assures everyone is supported and educated on every step of the process. Ashley advocates for patient care from identification through the continuum of treatments in wound care and hyperbaric medicine. She is a team player and essential to providing advanced care at Henry Ford Health.



UPCOMING 40hr Intro to HBO Courses

Mar 23-26, 2023 | West Palm Beach FL

Aug 17-20, 2023 | West Palm Beach FL

Nov 9-12, 2023 | West Palm Beach FL

To register for an upcoming course please go to serenagroupinc.com and click on courses.



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