



“I think from a patient experience perspective, this is huge.”
-Matthew, Nurse Manager, UH Cleveland

Matthew Eckinger,

RN, BSN, has worked as a nurse at University Hospitals Cleveland Medical Center (UHCMC) for over 10 years. He started as a bedside nurse in 2007 and is now a nurse manager on their cardiac and vascular surgery floor.

Nursing is a tough field and Matthew is quick to acknowledge that it's taxing from nearly every perspective: physically, mentally and even emotionally. He always knew he wanted to work in healthcare, and while studying biology in college he discovered nursing.

“I realized I wanted something more hands-on, more interactions with the patients themselves,” Matthew said. “It's a very tough job but it's so rewarding.”

As manager, Matthew is not only responsible for making sure all of the patients on his floor are receiving quality care and having a positive experience, but also that members of his staff are growing and developing in their roles. Nursing satisfaction is very important to him.

UHCMC has a professional governance structure which Matthew said empowers nurses at the bedside to have a voice in enhancing nursing practice. Nurses

have the opportunity to share ideas around innovation and come up with plans to make change and improve patient care.

In his previous role as assistant nurse manager, Matthew was able to help lead an evaluation for the PIVO needle-free blood draw device. He found it to be a great tool that staff can use to improve overall quality of care. Today, the medical center has adopted the device hospital-wide.

“As a nurse you're looking for tools and resources that help you provide better care. One of the hardest things, especially when you're a new nurse and you're still learning, is performing blood draws because it really is just a skill that requires practice.”

PIVO utilizes a patient's existing peripheral IV for venous access, aiming to eliminate the need for a needlestick. He said his team's initial success rates with PIVO, even during the evaluation phase, were really high.

Matthew has cared for heart failure patients for much of his career, and said many of them are difficult stick patients because they are edematous or swollen and their veins are hard to find. Patients that are chronically ill have often been

stuck so many times that they're bruised, making subsequent blood draws that much more painful.

“As a nurse it's very hard when you see your patient suffering and you know you need to get this blood because you know the physician needs it to determine the treatment plan,” Matthew said.

He said having PIVO on their unit will improve nursing satisfaction because his staff won't need to spend as much time dealing with difficult stick patients.

“To have PIVO as a tool that you can use to help obtain that blood sample is wonderful. And I think from a patient experience perspective, this is huge.”

88% 
of nurses believe
BLOOD COLLECTION
STICKS, FISHING,
AND RE-STICKS
NEGATIVELY IMPACT
patient experience

8 ^{out of} **10**
NURSES
are concerned
about **NEEDLE**
SAFETY

1 IN 3 PATIENTS
are presenting as "TOUGH STICKS"

