

Bartlett Buzz



April 17, 2017

Employee Service Awards Ceremony

Saturday, April 22 at the Mt. Roberts Tram restaurant is the annual Employee Service Awards. Fifty recipients who as of 2016 have worked at Bartlett Regional Hospital for at least five years will receive an award. On either end of the list is Activity Program Director Heather Gilchrist at 5 years and Obstetrics Nurse Ellen Rogers at 35 years. The event includes hors d'oeuvres, dinner, a slideshow and the distribution of awards by supervisors.

The event is organized by the Employee Engagement Committee, which is putting together a booklet of supervisor comments on awardees. Master of Ceremonies will be Grant Writer/Coordinator Darcy Lockhart. **The tram will start bringing guests up at 5 p.m. Dinner is at 6 p.m., followed by the service awards ceremony. The last tram ride down is at 9 p.m.**



Buffet Line at 2016 Awards Event

Compliance Corner

Compliance and Lines of Communication

- Open communication is essential to maintaining an effective compliance program
- Multiple lines of communication increases the organization's ability to identify and respond to compliance problems
- BRH strives to have open, effective lines of communication:
 - Employees who suspect compliance violations are required to report their suspicions
 - Confidentiality and anonymity of reporters will be protected
 - Reports of suspected non-compliance may be made by telephone, in writing or in person

-Denise Plano MHA MSN RN,
Director of Quality, Compliance Officer

Bartlett Hospital Compliance
Hotline: 796-8618

Patient Satisfaction Surveys (March 2017) Emergency Department

Lots of sympathy & concern.

Attentive & explained what to expect.

Hospital had my info on computer.

Everyone was kind, thorough, and concerned.

Very professional - facilitated a follow up next day with my physician.

The doctor was great. Listened carefully. *Cori Sedgewick was outstanding.

Made sure my wife was comfortable.

A respiratory therapist spent time with us and gave good information. I've never seen the ER so busy! It was nice to know those with higher needs were being seen first. In addition, the computers went down during my visit. It was amazing how hard everyone was working & how smoothly everything was going.

It was a quiet time. Privacy was not an issue.

*Dr. Jones made us feel welcome



Radiology attendant was fantastic & should be commended, my daughter was very thankful for her care.

All good for dad & brother to be a part of the process.

(nurse) She was amazing!

(doctor) He was wonderful!

I was very impressed. It may have been because he was having trouble breathing. I've never been through the ER so quickly and efficiently.

Highly stressed when arriving... stress gone quickly. Put at ease in short order. Other than being sick, great experience. Thank you to doctor and whole staff.

I liked the idea to allow music.

Appreciated follow up call after radiologist reviewed X rays to confirm broken bone doctor missed and to change follow up care instructions.

Insurance already on file. Very nice of staff to fill out admitting forms for me since I broke my writing hand.

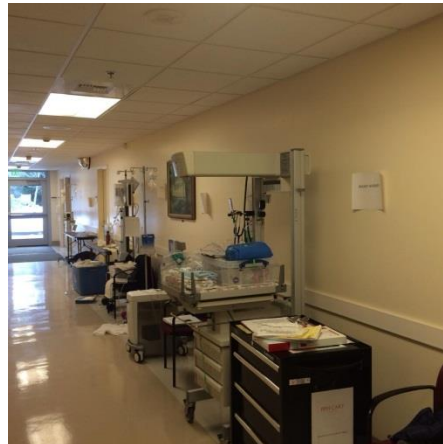
Med student from UDub or Westcon was great.

Nurse(s) were great. Explained it could be a while since they were very busy when we got their and my injury was non-life threatening.

Dr. M_____ was great! The ER was very busy the night I went.

ER receptionist brought me an ice pack, thought that was extra nice.

BEEF 2017



The B.E.E.F is the **Bartlett Emergency Equipment Fair**. The B.E.E.F is held by the Emergency Department every year and consists of a fun hands on learning approach of equipment used in the Emergency Department. B.E.E.F is open to all providers and nursing staff. The following is a list of what was included in the B.E.E.F, March 17, 2017:

- ~Infant Warmer
 - ~CVP monitoring
 - ~Level 1
 - ~Hot Line
 - ~Arterial line
 - ~Zoll warming/cooling
 - ~Urosil
 - ~Post-Partum hemorrhage kit
 - ~ Pelvic sheeting
 - ~Needle decompression of chest
 - ~Chest tube
- Kimberly McDowell, E.D. Manager**



**National Hospital Week
May 7-13, 2017**



The Healing Heart of Healthcare

www.nationalhospitalweek.com

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Employee Health/Infection Prevention Update

Historically at Bartlett Regional Hospital, Employee Health was not separated out from Infection Control, and the Infection Preventionist (IP) RN provided all the needed employee services in addition to the facility's infection control surveillance and associated duties. As of late November 2016, a separate position was developed to provide 16 hours a week devoted to Employee Health needs.

What is Employee Health and what services are provided?

- Review of immunization records and TB screenings for:
 - new hires



- contract workers
- job shadows
- students,
- and interim workers, etc., as well as
- existing employees

- Provision of employee immunizations when needed
- Annual employee Tuberculosis screening
- Annual N95 fit testing
- Screening and support after Blood borne Pathogen Exposure
- Maintenance of employee health records
- Resources for staff
- Working in tandem with Infection Control, and providing back up when the IP cannot be in the office.

Hours of business:

Mondays and Wednesdays from 0700-1530 Leslie Vianne, RN works in the Employee Health portion of the office, and **Monday-Friday**, Charlee Gribbon, RN is available. Call for availability due to meetings and classes.

Making appointments is very helpful and while the office is open all week, needs that are strictly an Employee Health matter can be better serviced if we know you are coming and if you can make an appointment on Monday or Wednesday with Leslie.
-Leslie Vianne



Infection Preventionist Charlee Gribbon



Laboratory Professionals GET RESULTS
 Medical Laboratory Professionals Week
 APRIL 23-29, 2017 • #LABWEEK

Kudos Anjela!

Congratulations to Anjela Johnston, RNC-OB for her success in achieving OB/Inpatient Certification! Certification is an evaluative process that provides the opportunity for nurses in a specialty practice to demonstrate publicly what they know and to be recognized for the special knowledge they possess. Certification is associated with improved patient outcomes. For a comprehensive look at the body of knowledge needed to pass, consider visiting <https://www.nccwebsite.org>
 Great job Anjela!!

-Karen White

HR UPDATE

Bartlett Regional Hospital is live on Facebook and LinkedIn, and we are spotlighting recruitment opportunities weekly on both sites.

Follow us to catch all the updates, and like and share the posts to help spread the word. If an applicant provides your name as a referral for a hard to fill position and is hired, you could receive up to \$5000.00. For additional details, please see policy 9400.914 Employee Recruitment Incentive Program on PolicyTech.

NEW EMPLOYEES!

April 10, 2017

Noel Algabre – EVS Technician, Environmental Services

Terry Baker – Patient Observer, Nursing Admin

Krystle Castaneda – EVS Technician, Environmental Services

Travis Hotch – Food Service Assistant, Food & Nutrition Services

Kate Lukshin – Admin Clinical Assistant II, Emergency

Suzette Sangster – Inventory Clerk, Material Management

Andrea Schlosser – RN II, Mental Health Unit

Craig Smith – Lead Behavioral Clinical Therapist, Rainforest Recovery Center

Jewel Tucker – Laboratory Assistant, Laboratory



