March 31, 2017

Bartlett Regional Hospital’s Diabetes Self-Management Education Program would like to thank everyone who attended the film presentation, “Fed Up” at the Goldtown Theatre March 20-25.

Thanks to your generosity, $258.00 and 60 cans of food were donated to the Southeast Alaska Food bank. The Diabetes program extends its gratitude to Collette Costa, owner of the Gold Town Nickelodeon Theater for showing the documentary, collecting donations, and distributing materials about National Diabetes Awareness Day (March 28, 2017) and diabetes prevention programs at Bartlett Regional Hospital.

Thank you,
Cynthia Gordon-Nickerson RN, CDE, CMC
Diabetes Self-Management Education Program

Bartlett Regional Hospital's Year of Kindness surge kick off week buoyed both staff and patients.

Food and Nutrition Services left inspirational notes on patient trays. Lucky departments were the recipients of surprise platters of fresh veggie slices with beet hummus.

Nutrition and Dietetic technician Theresa Reynolds and young Abigail baked up some beet cupcakes with avocado icing at Zach Gordon youth center.

Bartlett Regional Hospital staff welcomed health care providers to the day and night shifts with goodies, scatter kindness forms, and new book marks celebrating our CARE (Courtesy, Accountability, Respect and Excellence) values.

BRH departments including Rainforest Recovery, Critical Care Unit, Mental Health Unit, and the Emergency Department will be participating in 17 YOK with kindness surges scheduled throughout the year.
If you or your department is interested in participating in the YOK, please contact Community Relations Director Katie Bausler at x8567 or kbausler3@bartletthospital.org.

Cardboard Recycling Update

The March 10 Bartlett Buzz mentioned Bartlett’s cardboard recycling program, and how successful it has become already.

We are now sending our survey to find out from you, the employee, what you know about recycling, and how we can improve what we do.

Please take a few minutes to complete the survey: https://www.surveymonkey.com/r/BRH-RecyclingSurvey

The survey will be open through Friday, April 21.

Local Recycling Information:
http://www.juneau.org/pubworks/r-rec.php
http://www.wmnorthwest.com/landfill/capitol.htm

Thank you!
Lisa Carlson
907-796-8889

Bartlett Hospital Compliance Hotline: 796-8618

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

RRC Shout Outs!

“A patient I serve had a relapse this past weekend. It was of great distress to the patient, and embarrassment after. The patient reports that she was treated with tremendous respect by the EMTs during the response, in sleep off then to the ED. The EMTs are Connor Hoyt and Conor Kincaid. I think they are both to be commended for their response to this most fragile person, fighting so hard against their addiction to alcohol.” -From our outpatient counselor

- Thanks to TK Kahn for obtaining permission from The Linehan Institute for BRH employees to have access to the training DVDs included in the From Chaos to Freedom set in which Marsha Linehan, the developer of DBT (Dialectical Behavior Therapy) guides learners through essential DBT skills. Thanks to Gail for adding these to SWANK and to RRC counselors for developing the evaluation questions. Please take advantage of this opportunity to learn proven skills to better serve our patients.

- Janell Meade, BSN, RN-BC Clinical Assistant Manager Rainforest Recovery Center
Quality Shout Outs

Greg Sullivan, CCU
-for Safe Storage

Comments from our Patient Satisfaction Surveys
(January – February 2017)

YOU........MAKE A DIFFERENCE!

We are very fortunate to have Bartlett here in SE.

Excellent nursing care by *Joan.

*Lori Higgins was very thorough and helpful & friendly.

*Joan J____ made me comfortable before surgery.

My surgery was on time. *Dr. Hanah explained my procedure & made me feel at ease.

*Diana Colbert was excellent in Recovery. I felt very comfortable & relaxed.

Everyone was very professional & caring. *Jeanine R____ gave excellent care in the OR.

*Joan James made me comfortable after surgery.

The nurses nearest me offered her hand to squeeze when I felt pain. That was comforting!

An excellent experience. I was confident and quite at ease.

The nurse we had was very nice and good with kids!

Same very good and helpful plus certified service.

Very good. Nice & helpful service. It was my first time ever surgery and the team made me feel relaxed & calm.

Awesome, nice, helpful and friendly customer service.

The staff very nice helpful and friendly. Health care team plus patient’s primary awesome job.

The nurses made me feel like I was in a resort not a hospital. #1-2. Extra special.

They all deserve a raise in pay. Especially the young lady form Hawaii - above & beyond regular duty in kindness!

Eaten the first "breakfast" at hospital was excellent, because I need coffee & got it, plus a smooth muffin.

Professional staff "very grateful".

I am pleased with all & everything. Thank you guys. God may bless you always.

The nurses were wonderful.

Everyone I spoke with was very helpful and courteous.

*Dr. Newbury was wonderful, as was my nurse *Lorie (Star).

Safe Table Winner

The Quality Department would like to announce the winner of the “Safe Table” contest that was held during the Patient Safety Education event. Round Trip Tickets and an overnight stay in Seattle are awarded to Ariel Thorsteinson.

Ariel submitted an entry describing a health care visit through the eyes of a mental health patient. The submission is posted below with hope that everyone can be touched by the story as much as we were. Ariel will be traveling to Seattle for the Partnership for Patient “Safe Table” in June. The event is sponsored by Washington State Hospital Association and Alaska State Hospital and Nursing Home Association.

Congratulations Ariel!

Ariel’s Story

This is a fictitious story based on what it’s like to experience Mental Illness and what can happen. –Writer’s Note

Dear Diary,

Today I went to the ER because I was really worried about the infection in my arm. I had been
watching it closely and putting salve on it for the last several days but the infection was just getting worse. I think it was getting ready to spread to my whole body. I sat in the waiting room and then met with a nurse who looked at my arm and seemed to be worried about my arm as well. The doctor met with me and examined me and then they said that they were going to have someone come talk with me from JAHMI. Honestly, I didn’t know what that meant. I was just hoping that they would treat my infection. I was really getting worried about my arm at this point. Did they understand that I could be killed by this? The nurse offered me some medicine to calm down but I didn’t want that. I wanted them to take care of my arm. At least they were running some bloodwork that might tell them something about what was going on.

The JAHMI person arrived and talked to me about how I was feeling and I was quite upset that they asked me the same questions again. Didn’t they get that my arm was practically falling off? They asked me if I wanted to be admitted and I told them no, of course. Couldn’t they see that I just needed someone like a surgeon or doctor to take care of this infection? At this point I was yelling and pointing at my arm. They weren’t getting it! Their security guard showed up and that JAHMI person said they were filing paperwork on me for some sort of ex-party so that I could be sent to the Mental Health Unit. What??? I didn’t need to go to the Mental Health Unit! I exploded with anger and threw their clipboard with paperwork across the room. The clipboard crashed into the wall and knocked over a small metal table. I heard the intercom call some Doctor named Strong to the ER and suddenly a bunch of people rushed in the room at me.

Holy Moly! I was terrified. I didn’t get what was going on. I backed into a corner and yelled at them, “What the hell is happening? I just want my arm taken care of!” I was plastered against the wall screaming for help and crying. Why were they doing this to me? Diary, at this point, I made a bad decision. I panicked and made for a run for the door. Suddenly if felt like a thousand different strange hands were gripping me painfully and I began to fight them off. The hands got tighter and there was a lot of loud talking. I couldn’t move. The voices were saying things like, “I’ve got her leg” and “put her on the bed face down.” I felt an air draft as my pants were pulled down and a cold sting in my butt as they injected something into me???? I screamed at them as I fought against those firm hands, “All I wanted was my arm infection taken care!!!!”

Honestly, I don’t remember much after that. I remember the feeling of being held firmly for a while then a really cold draft and I think I fell asleep. I woke up in a bed I don’t recognize in hospital clothes with nothing in the room but some papers and a big plastic cup. I didn’t know what time it is or what happened. I lifted my arm to look at it and sighed with disappointment as I saw that the infection was still there. They hadn’t even fixed it. I would ask the hospital people if they had any bleach so I could make salve for it like I had been doing at home. If they weren’t going to take care of the infection then I would.

How can we help our Mentally Ill?
-Ariel Thorsteinson, BSN, RN

Web Alert!
The menu for the Bartlett Cafeteria can now be found on the Bartlett website. Look under the Patients & Visitor tab. Please be sure to spread the word. As always, thank you for your patronage!
Parking Lot Safety at Bartlett Regional Hospital

While the snow begins to melt and signs of spring begin to tempt us in anticipation of warmer weather, we are reminded to be aware of safety in campus parking lots. BRH employees and visitors should be aware of recent events, including:

- A visitor and Staff slipping on patches of ice in the parking lot and sustaining injury
- Needles and IV drug paraphernalia being exposed in grassy areas surrounding the parking lot as the snow melts
- Unlocked cars being rummaged through by petty thieves

While maintenance follows a demanding schedule to keep the BRH campus free of snow and ice, Mother Nature is a powerful force in Southeast Alaska. Please be mindful of snow and ice patches as you carefully walk to your vehicle. If you are interested in purchasing spikes for your shoes, please contact CBJ Safety Officer Andy Migel at 586-0322.

The current opioid epidemic in Juneau affects our community in many ways. The BRH campus is not immune to this epidemic. IV Drug Users might be drawn to the perceived safety of the hospital parking lot to use drugs, dumping used needles and other paraphernalia in the parking lot as they leave. Please be alert for these hazards when walking in the parking lot or if letting your dog stretch its legs in the grassy areas around campus. If a needle is discovered, DO NOT attempt to throw it away. Please contact security and they will ensure that it is disposed of properly.

Lastly, take a moment to lock your parked car. Most petty thieves are looking for loose change and items they can grab quickly for resale. A locked car is the number one deterrent for this type of crime. Do your part and lock it up. **We all have a role in parking lot safety. By being aware of hazards, staying mindful of our surroundings, and taking action to keep property protected, we can avoid unwanted outcomes. Thank you for your effort.**

-Greta Wade

Health Fair Thank YOU!

A huge thank you to all who participated in the Juneau Community Health Fair, March 18 at beautiful Thunder Mountain High School.

This was an opportunity for Bartlett to give back to our community through our sponsorship. We had about 60 volunteers and 35 exhibitors, including Airlift Northwest, Erin Maloney from Rainforest Recovery and Cynthia Nickerson representing Diabetes Education.
Your volunteerism helped about 300 Juneau community members receive health information, blood pressures, height and weight, vision testing, blood draws, and clerical support. fair even more robust and exciting. Could there possibly be a health fair without participants waiting in line? No promises but let's see what happens! Thanks again to all the volunteers, hope to see you there again next year!

-Laura Stats RN
Wellness Outreach Coordinator Site Coordinator for the Juneau Community Health Fair

And it created another friendly “Juneau experience” where friends, neighbors and family bump into one another in the spirit of community, exchanging “hellos” and “how are yous.” The goal is to make the health fair "more than just a blood draw." Four mini-classes were offered this year and the instructors expressed an increase in attendance from last year. There are already plans in motion to make next year’s Spring health

RNs Extraordinaire! Erika Bengston and Laura Stats

Spread the Word!

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!

March 27, 2017
Parker Anders – EMT, Rainforest Recovery Center
Amanda Chambers – RN III, Infusion
Stephanie DeRoo – CNA I, Medical/Surgical
Erin Kusek – Social Work Case Manager, Case Management
Diane Silvis – MHU Access Coordinator, Mental Health Unit
Marsha Vogel – RN III, Obstetrics – Bartlett Beginnings
Dawn Voss – EMT, Rainforest Recovery Center

HR UPDATE

Fleece Vests – HR has cozy bright blue vests for only $10 each. We have a variety of sizes still available: XS, L, XL, 2XL, and 3XL.
Marie Mellott is joining me as an Infection Preventionist RN traveler for a brief period of time from March 20th through June 12th.

Marie comes to us with 13 years of experience working in Infection Prevention, and 25 years of experience as an RN. She has worked in many different areas of the US and AK, namely Ketchikan, Anchorage, Florida, and North Carolina. She brings a different perspective and critical eye (as in Joint Commission eye) to Bartlett and to Infection Prevention. She has prior working experience in VA hospitals, small community hospitals, and diverse geographic areas of the US.

The world of infection prevention is complex and vast. Marie will help me hone my skills and provide a good foundation from which I can grow. We will share all kinds of information with you and we welcome all of your questions and concerns.

Thanks for welcoming her and being open to learn with me.

-Charlee Gribbon, RN, BSN, Infection Prevention/Employee Health

On behalf of the Employee Engagement Committee...

Please mark your calendar and “Save the Date”, Saturday, April 22nd for the “Employee Service Awards”.

We will be celebrating your service year milestone during the calendar year 2016 (5, 10, 15, 20, 25+ years of service) at the Mount Roberts Tramway with an awards dinner.

Please be sure to RSVP by Friday, April 7th to Suzette Vu at svu@bartletthospital.org

Supervisors: Please submit your “words of appreciation” (please try to keep it to 100 words) to Suzette Vu by April 7th, to allow Alaska Litho Printing enough time to create the programs for this event.

And please note, we are collecting and taking photos of awardees in advance of the big event. To get your picture taken, or to submit photos of yourself or your colleagues, please contact Community Relations Director Katie Bausler at Kbausler3@bartletthospital.org

THANKS!

Coming Soon to the Pharmacy

The pharmacy will be open daily from 0700 to 2200 beginning 4/2/17.