May 22, 2017

**Middle School Poet Defines and Passes on Kindness**

TODAY at 4 p.m., Floyd Dryden student Leora Murray will present a box of activity gift bags for patients to the 3rd Floor Medical-Surgical department at Bartlett Regional Hospital. And YOU are invited!

Leora’s school counselor will be present as well as representatives from the Year of Kindness and hospital leadership.

Eleven year old Leora won a national kindness writing contest and was awarded $250 to spend on a community need. She chose to provide gifts for BRH patients.

“Floyd Dryden has had a kindness theme for each month of this school year, in which students participated in very intentional acts of kindness at school, home and the community,” said school counselor Kelly Hansen.

Last winter Hansen asked students to define "What is Kindness" as part of a Think Kindness campaign. The organization, Think Kindness, gave the cash award to the student who had the most creative definition. Twenty students from Floyd Dryden submitted definitions of kindness and three students were in the top five.

Leora’s “What is Kindness” poem won over 75 other schools throughout the nation.

Copies of the poem will be handed out at today’s event.

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**MEDITECH Minute**

May 23rd, we are upgrading our current Meditech version to 6.15. We’ll have a planned downtime starting at 2am, and lasting approximately 4 hours. Please exit the system 15 minutes prior to downtime. Do not attempt to access Meditech until it has been communicated out that it’s safe to do so.

This is a version upgrade, so there are not a lot of changes you will notice. Behr Pauses have been distributed to staff, but if you missed it, call us and we’ll get one out to you!

Joyce Chambers and Kirsten Kincaid (KK) are Nurse Informaticists supporting clinical users of Meditech, and Martha Palicka is the Senior Manager of Clinical Informatics. All can be reached during business hours by calling the Clinical Team at extension x8400. Questions of a technical nature (pin reset, WOW’s not responding, etc) should continue to be directed to the IT Help Desk at x8480.

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**Bartlett honors nurse for going beyond call of duty**

(Editors note-The Juneau Empire published a very nice story on our 2017 Excellence in Nursing award recipient. In case you missed it, the story is reprinted here.)

Salud Elizarde proves key in breaking down barriers
What started as a dream in the Philippines for Salud Elizarde has taken her all over the world, ending up at Bartlett Regional Hospital in Juneau.

Elizarde, who always wanted to be a nurse, began her nursing career when she was 20 years old in the Philippines, before moving to Bahrain and then to Juneau in 1996. Within a few years, she was working at Bartlett, and 15 years later, Elizarde earned the 2017 Excellence in Nursing Award from the hospital.
She accepted the honor Friday afternoon at the hospital’s art gallery, and smiled as she spoke to the crowd of a couple dozen, many of them wearing nurses hats in her honor.

“This award is for all of us, and I would like to share this with you all,” Elizarde said. “I believe everybody working in our field deserves an award. This award serves as inspiration and motivation for us to be more dedicated, committed and to continue the best, excellent, safe quality patient care.”

A plaque with her picture on it, along with the names of the previous two winners, will hang near the hospital’s gift shop so that it’s as visible as possible for visitors. Elizarde also received a check, and the Juneau Medical Society provided both the funds and the plaque.

Elizarde has spent a great deal of her time in the Medical-Surgical Unit (usually shortened to Med-Surg), helping care for stable patients who are recovering from surgery. Elizarde’s care goes beyond what’s required, Dr. Nandi Than said during Friday’s ceremony.

“One of our duties in the care of patients,” Than said, “is to break down those walls and barriers that prevent access to health care. ... Salud endeavors to break down those barriers.”

Than, who works at Family Practice Physicians, Inc., explained that Elizarde has helped in bridging the language gap between doctors and patients, especially with Filipino patients. One anonymous patient was quoted during the ceremony as saying that Elizarde showed a great deal of personality and was not a “robo-nurse.”

The presentation of the award Friday completed Bartlett’s National Nurses and Hospital Week, and Elizarde finished her short speech with a reference to the celebration.

“This is something I’ll cherish and remember for the rest of my life,” Elizarde said. “Happy Hospital Week, everyone.”

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• Contact reporter Alex McCarthy at alex.mccarthy@juneaumayor.com or 523-2271.

**Portland MAT Expert Visit May 8-10**

By Janell Meade, RRC

We were fortunate to have Doctor Solotaroff come to Juneau. Her May 8th presentation on Medication Assisted Opioid Treatment to the public at the KTOO studio was a success. It was informative, well attended and appreciated. Her knowledge, experience and willingness to share were invaluable to the development of our MAT program and in increasing public knowledge and awareness. Doctor Hiestand represented RRC at the presentation, she fielded questions and educated the public on RRC’s OBOT program.

The Community Providers presentation was also well attended. Agencies took the opportunity to sign up for presentations by RRC staff. Doctor Solotaroff helped clarify the purpose and scope of Medication Assisted Therapy and fielded questions. In addition, she worked with the MAT team and provided CEUs to physicians.
Angie Plaggemeyer RD, Cynthia Nickerson RN CDE, and Beth Bolander RN are shown here participating in the Haines Health Fair May 6, 2017. About 80 Haines community members attended the event. Bartlett staff shared information in their areas of expertise in nutrition, diabetes and general health. This is one of the ways Bartlett reaches out to neighboring communities in the northern southeast region.

-Laura Stats RN
Wellness Outreach

**Representing in Haines**

**Patient Comments**

(First Quarter)

MHU and RRC

Awesome unit, staff is amazing and it really shows through their attitudes that they genuinely care.

Minimized my anxiety in groups. Very understanding and made me feel as safe as possible under any circumstances.

Very exceptional for the amount of knowledge *Dr. Maxwell has. She is friendly and informative and makes you feel safe, and informed.

Always asked if I wanted visitors or phone calls, was always very professional and friendly.

Made me feel comfortable and took into consideration my own thoughts and feelings throughout the process for discharging. Very pleased with it all.

Again great staff, my hat is off to them all!

Staff wore gloves if they ever needed to touch me. Felt very save and secure!

Still a lot of after care needed for my condition to be 100% but that's to be expected. I had a great time throughout my recovery here and am very thankful for the staff and this unit for being here or else I might not have been here today!

Extremely respectful.

My experience here was excellent. I can't complain.

Excellent.

Staff are pretty nice and can handle a bad situation in a proper way.

Staff are on point with rules if talk to them they will work with you.

Very respectful.

Explained where I need to go, what time I need to be there, and whom to expect there.

They always asked me if I wanted to attend groups.

The program is improved, I feel.

Great staff from kitchen and staff.

Fun and positive activities.

Everything I needed to address was taken care of same day.

All needs were met.

Staff was on-top and above for all situations I was in.

The staff was always ready and willing to help me small or large.
EXEMPLARY!

*Barb was an awesome lady. Did a great job cleaning.

I loved RRC & all the staff!

Tk. my counselor gave me my life.

Everybody has been very kind and unjudgmental it helps a lot since I’m ashamed of myself.

The doc spoke of a new medication for me to try, so I’m a reluctant but she gave a thorough explanation about the medicine.

Even though my stomach pain wasn’t the ER’s doc pains biggest concern they still asked me about. I appreciate that because that was the reason I went to ER. The anxiety from detoxing til after that, so I appreciate addressing everything.

I’ll definitely recommend the hospital anybody in need. A lot of the education I received I feel be very helpful and help making the right appointments I think most important when dealing with an issue.

*Barbara (lady who cleans the unit) is wonderful & her work is amazing! What a great asset she is for Bartlett!!

The staff here is really nice & friendly.

Thank you for helping me when I needed the help.

Very nice overall.

Always great - smiling and helpful.

I did not know how much I needed to be on meds. But now I do. Really liked ALL my doctors thank you.

Rec. therapists are the backbone of MHU, they are great!

Everyone treated me w/respect.

*Karen was awesome.

Rec therapist was awesome.

All good experiences.

*Karen John is great.

It was a good experience, you guys & gals were super cool.

Found recreational staff friendly and interesting.

One bright spot *Dr. Garuba.


Thanks you girls.

Best ever thank you.

*David is best and *Dr. Solberg.

Remember, if you do not complete the paperwork by May 26, 2017, you will default into the Economy Employee plan. So, if you have family coverage and would like to keep it, please get your paperwork completed! This is also your chance to sign up for the Flexible Spending Plan, Aflac Voluntary Benefits and Optional Life Insurance.

Paperwork can be picked up in the HR office. I will also send a schedule next week with times I will be in the Cafeteria.

-Natasha Peterson, MPH
Risk Management Specialist
Benefits Administrator
907-796-8419-Bartlett phone
(Thursday & Friday)
907-586-0321-CBJ phone (Monday-Wednesday)

Shout OUT

Jose Castaneda went above and beyond by dropping what he was doing (even though it was almost time for him to clock out) to dig through the mound of dirty laundry and locate a wallet than an unfortunate ED patient misplaced.

Thanks for allowing us to give credit where it’s most due.

-Casey Ploof, RN, MSN, FNP-C
Lead House Supervisor

As of May 19th, only 50% of benefited employees have picked up and returned their benefit enrollment paperwork. There is only one week left to complete this paperwork.

Important Reminder
HR UPDATE

Over the past five months, John Donnelly has directed the operations of Bartlett’s Materials Management as an interim director. I have appreciated John’s leadership of MM to ensure Bartlett has the supplies and equipment needed to meet the organization’s needs. Please join me in expressing our thanks and best wishes to John.

While saying good-bye to John, I want to welcome Lloyd Bullock who joined Bartlett as permanent Director of Materials Management. Lloyd has a very strong background in acute care materials management and the related computer software.

Although Lloyd made the trek from Florida to Juneau by car and ferry, he came to Bartlett with high energy! He has already met with representatives with Cardinal and Intalare representatives.

Please join me in welcoming Lloyd to Bartlett and the Juneau community!
-Alan C Ulrich, Chief Financial Officer

The surgery department welcomes Lori Edens RN as the new CAM. Lori comes from Florida and brings several years of operating room experience. Lori has been a clinical coordinator for Neuro surgery and Charge Nurse in a Level 1 trauma center. Lori is also Trauma Certified. Please welcome Lori.

-Sherri O’Connor RN, CNOR Director of surgical Services

Mark Your Calendars!

Retirement Party for Physical Therapist Paula McMeen celebrating 16 years of service.

Wed, May 31, 10am to 11am in the Gallery by the gift shop

NEW EMPLOYEES

May 22, 2017
Laurie Bell – PAS Representative, Patient Access Services
Curtis Herberg – Security Officer, Security
Jennifer Lee – Unit Clerk/CNA, Critical Care Unit
Brenda Studebaker – Ultrasound Tech III, Diagnostic Imaging
Qian Waters – PAS Representative, Patient Access Services

Hospital Week Gift Pick Up
If you haven’t received your 2017 Hospital Week gift yet, stop by HR to pick yours up. The gift this year is a stadium blanket, with a black water resistant shell and royal blue fleece lining.

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.
Community Relations Corner

In coordination with Human Resources, we will be making a series of short video, audio, and print testimonials featuring YOU, our amazing providers and staff. The goal is to promote Bartlett Regional Hospital as a great place to work and as an asset to the Southeast community. If you are interested in participating in this initiative, please contact me, Katie Bausler at kbausler3@bartletthospital.org or Jason Bushman at jbushman@bartletthospital.org Thank YOU!

Our office sponsors several community non-profits and sports teams. One of the latest BRH sponsorships is of the JDHS Girls Softball Team 2017-18 seasons. In exchange for our contribution, a banner displaying our logo and the message: Physical Fitness is the Best Medicine will be displayed along the playing field.

Just over six hundred Juneau residents, including 155 nurses working at Bartlett Regional Hospital are invested in caring from the heart every day. Thanks to each of you, who give your all always—with respect, compassion and kindness. From providing medical care to running programs and services that are vital to our region, we are committed to supporting health, well-being and above all quality in community health care.

Here are some photos from this year’s Hospital Week!

National Hospital Week
May 7-13, 2017

The Healing Heart of Healthcare

Bartlett Regional Hospital