October 25, 2017

Feedback Feature

“If you had to get sick in Alaska this was the best place. Thank you, all you lovely Alaskan people.”

The 2017 cruises ship season is behind us, but the positive feedback we get from passengers who needed medical attention while in Juneau is rolling in. Here’s (paraphrased) a very nice letter we received from an Australian visitor:

I would sincerely like to thank the Fire Rescue/Paramedics and Bartlett Regional Hospital for the excellent attention and service we received on a Friday stopover in Juneau. My wife collapsed outside a gift shop and was attended by CCFR and taken to the BRH Emergency Department where the attention she received from the doctors and nurses was of an exceptionally high standard.

She was then transferred to the CCU and later to Med Surg before being discharged Sunday. All the staff in the CCU and Med Surg were just as kind and caring. If you had to get sick in Alaska this was the best place. I would also like to thank you for allowing my sons and I to stay in the Bartlett accommodation. We rate it 10/10, very comfortable. Our whole experience in Juneau was filled with the warmth and personality of everyone, including those in the cafeteria. Thank you also to case managers Erin and Holly for the excellent service and all the clerical staff in the ED!

Joseph Walker, Australia

AND– from another pleased Australian in the BRH Facebook Comments

Totally agree with Mr. Walker’s comments, just exceptional Team of People at Bartlett Hospital.

I would like to thank all the Doctors and Nursing staff who cared for my Wife in a professional and importantly sincere manor. Also all the case managers for the efficiency and understanding, very well done. Sincerely,

Larry and Denise, Australia

Bartlett Big Read Presentation

October 26

Just in time for flu season, Infection Preventionist, Charlee Gribbon, RN will be the featured speaker at the final group discussion of Station Eleven, Thursday, October 26, 5:30 p.m. in the large meeting room at the downtown library. BRH is one of several community entities who joined Juneau Public Libraries this month for the National Endowment for the Arts Big Read, a community wide reading of the National Book Award nominated novel by Emily St. John Mandel.

In this post-apocalyptic story about the power of art and relationships, a violent prophet threatens a band of traveling actors after a devastating flu pandemic wipes out civilization.

At the event, something we might miss after an apocalypse, Coppa sweet cream ice cream, will be served along with something we might keep, Eaglecrest foraged blueberries.

The talk will be a short informational session extrapolating on some questions and themes that come up in the book such as:

What is a pandemic? Could a pandemic like in the book actually happen? What is the flu? What brings disease to Juneau? How is disease spread? How can you protect yourself?

Librarians Andi Hirsh and Beth Weigel with Charlee Gribbon
People of BRH

#PeopleofBRH is modeled after a similar initiative at the City and Borough of Juneau to introduce members of our Bartlett Regional Hospital employee community to the greater public.

In recognition of Health Care Quality Week, October 15-21, Quality Systems Coordinator Tamiko Duncan, #PeopleofBRH

"Each day presents a new learning opportunity for me. People hold quality to a high standard everywhere from airlines to hotels; and healthcare shouldn’t even be a question. Quality is our patients highest expectation and we work to ensure it daily. I’ve enjoyed working at Bartlett Regional Hospital and admire the knowledge and dedication each person contributes to the Bartlett community. But I’m most grateful for the relationships I’ve gained working in my department. Our team rocks!

-Tamiko Duncan

In recognition of National Respiratory Care Week, October 22-28, Respiratory Therapist Ceira Moses, #PeopleofBRH

“Every five to six seconds we have to take a breath. We take care of people of all ages with cardio pulmonary and respiratory issues. We help them to breathe. We intubate them. We give them their breath. We have to make sure that we are giving the right volume and pressure for the lungs. When we have people on ventilators we are breathing for them. We are there for them. And that’s amazing.

I love and enjoy being part of the respiratory team here. I like the value that the rest of the clinicians give us, the respect that they give us. They know we have the knowledge, they need us there because we know what needs to be done. I like not being fixed in one spot. I could be with a baby one minute and with a patient in ED in the next, and that is exciting.

If you’d like to recommend a colleague or be a “person of BRH” please contact Katie Bausler-kbausler3@bartletthospital.org

Compliance Corner

REPORTING

Report suspected fraud, waste or abuse violations to:
-Your supervisor
-Compliance Hotline: 907-796-8618
-Compliance Officer, Denise Plano: 907-796-8695

Report suspected violations or questionable privacy or security practices or patient complaints to:
-Your Privacy and Security Officer

Report suspected violations of non-retaliation policy to:
-Compliance Officer, Denise Plano: 907-796-8695
-Bartlett Hospital Compliance Hotline: 796-8618

Patient Feedback

Ambulatory/SDS

-Outpatient nurses are friendly, but a nurse by the name of *BRENDA is ACCOMMODATING by using alternative methods to capture my vein and is outstanding.

-*Brenda was amazing!
Our nurse *Brenda was stellar and very appreciated!

-*Laura, the pre op nurse did a very good job informing us.

-*Joan was an excellent nurse.
-Always was told not to have any surgery done in Juneau out of convenience, I opted to do so. Wonderful experience and would recommend *Dr. Miller to any who asked.
-*Joan was very professional during pre-op and *Dana was my saving grace during surgery. Please thank *Dana for her suggested cocktail of a shot glass of milk of magnesia and a 8 ounce chaser of prune juice. Did the job!

-*Michelle was awesome!
- Outstanding job!
- Good experience.
- The nurse we had was excellent!
- Nurse *Dana awesome!
- Nurses were very pleasant and put your mind to ease.
- Both nurses & physician had great personality.
- Both *Dr. Roth and nurse _____ were the best. A real credit to Bartlett.
- There is nothing I could or would ask for to make my stay better!
- Your people are very busy but all the personnel that treated me had all the time for me that I asked for -Well done!
- This was the 5th time I experienced Same Day Surgery and I never had a bad experience. Nice facility and staff.
- *Dr. Roth is an expert & very considerate & caring.
- Your nurse in your SDSC *Michelle is the best nurse you have.
- Much better this time! Thank you.
- Loved my nurses that were sisters, very sweet & attentive.
- Excellent information provided and all questions were answered. Very professional.
- Everything went very smoothly.
- Nurses were very professional and concerned about my comfort.
- Nurses and doctor explained everything.
- No complaints, no pain.

NEW EMPLOYEES!
October 23, 2017

Rick Butcher – House Supervisor, Nursing Administration

Claire Geldhof – RN Case Manager, Case Management

Annalyn Gozun – Registered Nurse II, Medical & Surgical

Susan Hargis – Diabetes Prevention Program Educator, Staff Development

Jason Newcomer – Director, Information Systems

Welcome Jason Newcomer, IS Director

Jason joins us from Fred Hutchinson Cancer Research Center in Seattle, WA. He is married to his wife of 22 years – Danielle. They have three children ages 21, 18, and 14 as well as too many dogs to count. Jason has held leadership and engineering roles at REI, Google, AREVA, and IBM. He received his Bachelor of Science in Computer Science from the University of Virginia.

Please Note!

Performance Evaluation Time!
2017 Performance Evaluations are updated and assigned in Taleo with a completion due date no later than November 30th.

Use that Personal Leave!
Have you been a full or part time employee since January 1st? If so, do you plan on using at least 120 hours (pro-rated for part time) of personal leave by December 31st? Make your plans now or talk to your supervisor!

FOR SALE AT THE HR OFFICE!

We have a variety of sizes still available: XS, L, XL, 2XL, and 3XL.
And Stadium Blankets!

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.

20,000 Miles Winner!

I cannot thank all of my Bartlett Colleagues for being so supportive and receptive to this first ever mandatory flu shot year. And a special thanks to Bartlett Senior Leadership. We reached close to the goal of 95% of Healthcare Workers vaccinated!

Congratulations goes to Beth Bolander!!

She wins 20,000 Alaska Airlines Miles in the flu shot recipient drawing!
And also congrats to Trish Whitman and Laura Ralston!
2nd and 3rd names drawn out of the hat get gift certificates to Shoefly!

This flu shot season has shown me that we all lead the way giving quality healthcare to our community and to ourselves.
-Charlee

Emergency Room Doctor Update

Effective August 28, 2017, the Juneau Emergency Medical Association (JEMA) is back in the Premera network.

If you have any questions, please contact Natasha Peterson at 586-0321 or 796-8419

Bartlett Regional Hospital’s Denim Diva’s Denim Day is a Breast Cancer Month Awareness opportunity for Bartlett employees to wear blue jeans on Fridays during the month of October in support of the American Cancer Society’s Relay for Life in Juneau AK.

We are asking for Bartlett employee’s to donate $5.00 for 1 Friday or $20.00 for all 4 Friday’s to the American Cancer Society. In exchange for your donation you will receive a sticker for 1 Friday or pin 4 Fridays.

You can also do this All YEAR through payroll deduction.

Pins & Stickers Available In the SEPS Billing Office & HR Office.

For more information about this fundraiser or to support/join Bartlett Regional Hospital’s Denim Diva’s Relay For Life team: Rachel Wasserman – 2017 Team Captain - ext. 8924
PAS 1 and 2 Chilicious Cook Off

The choice was between Slammer Chili and The Wild Bunch and The Good Burn. The competition was fierce, but in the end Slammer Chili and the Wild Bunch took the winning ribbon. Judges selected the best chili based on: Color/Aroma/Texture/Flavor/& Heat

PAS I-took the Blue Ribbon
Congrats to Angelita Rivera, and thank you Sheila Bradford, for the tasty runner-up!

Special thanks to our judges:
Dr. Jim Thompson
Mireya Ramirez
Brett-BRH guest

- Bonnie Gee, Organizer

Don’t Miss it!

You are invited to the 21st annual Cancer Connection Health Forum. This year’s keynote is on Lifestyle Considerations for Cancer Prevention and Management, with integrative medicine physician, Dr. Mark Pettus.

He’s the author of It’s All in Your Head; Change your Mind, Change Your Health and hosts the podcast, The Health Edge. Dr. Pettus will give his presentation while you enjoy a free, healthy lunch.

Saturday, November 4th, Noon to 2:00 p.m. at Centennial Hall. Doors open at 11 a.m.

This week: ED Kindness Drive

The ED will be doing a food drive and a sock drive for our week of kindness. If you would like to donate items please bring them to my office and I will deliver them on Friday.

Thanks,
Kim McDowell, ED Director
Halloween Events

COSTUME CONTEST
Choose a theme as a department, and dress up on Tuesday, October 31st. Be on hand 10:00 – 12:00 for the engagement committee to stop by with treats and a camera! Please remember to use good taste in planning your costumes (professionally appropriate), be sensitive to patient care and HAVE FUN!!

PUMPKIN CARVING CONTEST
Presented by Food & Nutrition Services
Pick up your department pumpkin from the cafeteria on Thursday, October 26th

Teams in Costume
12:00-12:30 pm
Stop by the Gallery for judging by Senior Leadership Team panel. If unable to attend, photos accepted to kbausler3@bartletthospital.org or kmercer@bartletthospital.org by Noon on November 1st.

TRICK OR TREAT!
Trick-or-treat around the hospital, celebrate with your team members and be on the look-out for the Engagement Committee’s cart of treats making the rounds.
-Your Employee Engagement Committee

Return your finished creation on Tuesday, October 31st by 10 am
All Employees – come and judge during lunch between 11 am-1 pm
Top 3 winners will be announced at 2:00 pm