

Bartlett Buzz

January 6, 2016

Bartlett Beginnings Delivers First Alaskan Baby of 2016!



Carter Daugherty, born to Sarah and Tim Daugherty on January 1, 2016 at 12:57am. Carter weighed in at 8 pounds, 6 ounces, and was 21 inches long. Congratulations to Sarah and Tim!

Shout Outs!

From Heidi Kantola, RN:
Would just like to recognize **Abby Cook** in HIM. Super pleasant to talk to and follows through every time! She makes my day infinitely better.

From Teresa Robinson:
Thank you all very much for supporting our Pajama Party in Diagnostic Imaging. We ended up collecting 83 pairs!

We have given away 39 so far, and will make sure they all get good homes before Christmas.

Your generosity is always above and beyond!

From Kelvin Schubert:
A big thanks goes out to **Brian Graves** for all of his hard work in providing extra color and holiday cheer by putting up Christmas lights again this year.

From Jeanine Miller, RN:
Kudos to **Janell Meade, CNII, MHU**, who attended the American Psychiatric Nurses Association Annual Conference in Lake Buena Vista, FL from 10/28/15-10/31/2015 and while she was there, tested for her PMHN certification. Congratulations, Janell, on your success!!!!

On behalf of the staff and patients, I would like to send a BIG THANK YOU to **Dr. Hiestand** and **her husband** for supplying the patients with all of the necessary ingredients to build Gingerbread Houses on Christmas Day. The patients had a great time and the staff was able to join in the fun. I would have sent a picture, but the reward of making a gingerbread house is in eating it!

My thanks also to the Christmas Day MHU staff (**Annie Nelson, RN; Thomas Imboden, RN; Jerald McBride, CNA; and David Phelps, MHA**) for making the day pleasant for those who had to be away from home during the holidays. I've said it before and I'll say it again: WE HAVE THE BEST TEAM EVER!

From Jenna Hiestand:
Thank you to all of the **MHU staff** who worked extra hours over the past few months—as well as **security** and staff throughout the hospital for their assistance.

United Way Campaign A HUGE Success!

By Jim Strader



This year's BRH United Way Campaign resulted in 27 Bartlett employees pledging \$9464 annually through payroll deductions. This is well in excess of our best year ever, and I want to thank each and every one of you who participated!

Once again, you have demonstrated your compassion and commitment to helping those in our community who need it most.



Congratulations to **Leanne Griffin**, the winner in this year's drawing for the \$500 Home Depot gift card.

Welcome New Board Members

Please welcome **Dr. Cate Buley** and **Marshal Kendziorek** as the newest members of the Bartlett Regional Hospital Board of Directors.





Dr. Buley brings rich medical experience to the Board, serving as Medical Director for SEARHC as well as continuing a full-spectrum family

practice clinic that includes obstetrics and inpatient hospital duties. She is a member of the American Academy of Family Practice, the Alaska Academy of Family Practice, and the American College of Physician Executives.



Marshal Kendziorek previously served as the Director of Information Technology and Director of Administration and Technology for the

Alaska Permanent Fund Corporation. He has served on the Board of the Juneau Jazz and Classics Society, served on the CBJ Planning Commission, and currently serves as a board member to Senior Citizens Support Services.

CEO's Corner

By Chuck Bill

Hi, everyone!

As we wrap up 2015 and embark on an exciting 2016, it is a great time to remember the highlights we accomplished this past year.

First, and most importantly, I want to congratulate you all for the great job you did staying focused on why we are here, to provide great patient care to our friends and neighbors in and visitors to, Juneau and the surrounding area. Despite significant opportunities for distraction, you did a wonderful job of keeping this in focus and I applaud you. At the end

of this note is our C.A.R.E. statement as a reminder.

During the year, we accomplished the vast majority of our strategic goals and made tremendous progress on the others.

Specifically, we:

- Implemented Meditech 6x. This was, and remains, a huge undertaking and affected all of us, even those that were not directly involved with the project. Our physicians have been wonderful and, for the most part, extremely patient partners in the endeavor. We still have quite a bit of work to do and will be focused on optimizing its function forever but I like Dr. Heine's characterization that for the most part we are past the fixing stage and moving into the optimization stage.
- Successfully implemented ICD 10.
- Successfully received a full three year accreditation from the Joint Commission as well as being recognized for Quality Care in the Region.
- Stabilized the Senior Leadership team.
- With the support of the Board of Directors, found ways to celebrate our employees and our successes.
- With support from the Bartlett Hospital Foundation, successfully implemented the "Baby Box" program, in addition to our OB services being nationally recognized for excellence.
- Finished FY15 with a positive bottom line.
- We saw **Kristen Bomengen's** and **Dr. Alex Malter's** time on the Board come to an end. We thank them profusely for their dedication and service and

welcome new members **Dr. Cate Buley** and **Marshal Kendziorek**.

- We thank Dr. Carl Heine for his service as Chief of Staff and welcome Dr. Sharon Fisher to that role.

But the most important thing, and what all of the above actions and accomplishments are focused on, is providing great patient care. Thank You.

C.A.R.E Values and Teamwork

At BRH we care about providing quality, patient-centered care to our friends and neighbors in the community and region. We also care about the teams we work with to accomplish this important mission. As we go about performing our work, we do so with the C.A.R.E. values in mind: Courtesy, Accountability, Respect and Excellence.

We are introduced to the C.A.R.E. values when hired, and we see evidence of those values in our hospital operations on a daily basis. I thought it appropriate to touch on those core values here as a reminder of the commitments we've made to each other and what each of us can do to help build a strong and supported team throughout the hospital.

Courtesy: We act in a positive, professional and considerate manner, recognizing the impact of our actions on the care of our patients and the creation of a supportive work environment.

We accomplish this through:

- Treating co-workers with kindness and compassion.
- Asking how we can help when we see a co-worker overburdened.



- Refraining from gossip about others.

Accountability: We take responsibility for our actions and their collective outcomes; working as an effective, committed and cooperative team.

We accomplish this through:

- Stepping up when we see what needs to be done instead of waiting to be asked.
- Looking for ways to improve our own communication skills.
- Learning from our mistakes and sharing lessons learned with others.

Respect: We treat everyone with fairness and dignity by honoring diversity and promoting an atmosphere of trust and cooperation. We listen to others, valuing their skills, ideas and opinions.

We accomplish this through:

- Valuing what each individual brings to the team.
- Managing our own personal energy so we don't overreact with others.
- Assuming co-workers have a positive intent behind their actions.

Excellence: We choose to do our best and work with a commitment to continuous improvement. We provide high quality professional healthcare to meet the changing needs of our community and region.

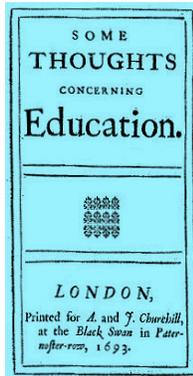
We accomplish this through:

- Keeping our own professional development at the forefront.
- Taking the time to pass along our knowledge and skills to those who are developing.
- Actively engaging with others to improve the quality and

efficiency of the work we all share.

Kudos to Bartlett Staff for Their Continuing Education Efforts

By Staff Development



Staying up to date in the field of healthcare requires constant effort. End of year stats from our learning management system, affectionately known as “Swank,” show that our staff

completed **over 6100** courses in 2015. That includes everything we track or offer on the system: online competencies, safety reviews, required updates, Meditech modules and classroom courses. This does not include all the individual efforts staff made to attend conferences, workshops or complete online modules of special interest which were not on the SwankHealth.com site.

From the Staff Development Department: a big thanks to everyone for all the effort to keep learning as a priority. SwankHealth now offers courses for 20 different disciplines under Health.edu (CE/CME). Don't forget - 2016 is a renewal year for many discipline licenses including Pharmacy (30 CE's required for renewal), Social Workers (45 CE's), Nurses (30 CE's) and CNA's (20 CE's). Track your continuing education in Swank under “My Completed Courses” and yes, MORE is better!

HR Notes

NEW EMPLOYEES!

Edward Mkrtchyan, Biomed Tech
Mitzi Privett, Substance Abuse Counselor II
Ariel Thorsteinson, CN II
Blessie Eshnaur, Surgery Services Scheduler
Peter Fergin, Financial Analyst
Michael Garcia, Patient Observer
Blanca Perez, Patient Observer
Nicole Brown, EMT
Erin Fagel, Speech Language Pathologist
Cassandra Adkins, Pharmacy Tech I
Kevin Wise, Pharmacy Tech II (Medication History)
Nathan Overson, Process Improvement Coordinator
Charles Oliphant, Lead Nuclear Med Tech
Michael Cole, PAS Representative

Welcome Pete Fergin to Accounting!

By Karen Taug

Pete Fergin joined Bartlett's Accounting team as Financial Analyst on December 14, 2015.



He recently worked as an accountant for the State of Alaska for three years. He's keen to learn about hospital finances, and feels it's good to join our team as an upgraded accounting software system is being implemented.

Please stop in and welcome him to Bartlett if you have an opportunity.



Big Changes for Bartlett Pharmacy during 2015

By Ursula Iha

2015 started with Meditech training, and preparation for The Joint Commission survey. We began the year reviewing hundreds of Zynx order sets for Meditech, using the purchased content, and incorporating our own best practices, to build a functional foundation for the new Electronic Medical Record.

We said farewell to **Mike Pagano** who retired and “went casual” on February 25th. We were excited to have **Chris Sperry** start work in July at the completion of his hospital residency program in Montana. It is fortuitous that his residency project was on Discharge Medication Reconciliation.

A program for handling pharmaceutical waste throughout the hospital was initiated in 2015. Cactus Smart Sinks were installed throughout the hospital to safely inactivate controlled substance waste, and bins for toxic waste were distributed to collect non-returnable medication waste. All this will help to reduce the amount of toxins that that end up in our sewers and landfill.

July was a very busy month. We implemented new Omnicell Safety Stock scanners to improve the reliability of restocking the dispensing cabinets. We also transitioned to an automated process to track controlled substances with the Omnicell Controlled Substance Manager. The Joint Commission came to survey the hospital, and recommended changes in the review process for Post Anesthesia Care order sets, and therapeutic duplications.

In August, we achieved the goal to provide 24-hour pharmaceutical care by adding a remote pharmacist service to Bartlett. Medication Review is an independent business from Spokane, Washington that provides nighttime order verification for over 40 hospitals throughout Alaska and the Pacific Northwest.

As time drew close to Go Live with Meditech 6, it became clear that the old method of collecting medication histories for patients didn’t fit with the new system and medication reconciliation could be done better using the new methods and technology available to us. With our new system, the best way to manage the process is to enter the patient’s home medications in Meditech while they are in the Emergency Department. That way, the physicians can reconcile them as they enter admission orders. To reduce the possibility of over-burdening the Emergency Department, a new position was created for Medication History Pharmacy Technicians. They will access information and interview patients to achieve the best possible medication history. They work 12 hour shifts on weekdays from 9:30AM to 10:00PM, and from 8:00AM to 6:30PM on weekends. Please help me welcome **Sally Miller** and **Kevin Wise** to this new position, as well as **Cassie Adkins**, a new addition to the pharmacy staff. All of the pharmacy staff have jumped in to incorporate this new service into our daily processes while orienting our new staff and adapting to the new Meditech.

Thank you to everyone who is continuously adapting to make the transition to an Electronic Medical Record successful.

Happy New Year and Best Wishes for a happy and healthy 2016.

From the Employee Engagement Committee:

Holiday Employee Gift Cards – are still available to be picked up from Human Resources.

Thanksgiving Turkeys – Thank you “shout-out” to those who answered the call for help and were able to donate turkeys to the Glory Hole during Thanksgiving!

Meditech Go Live – the Engagement committee labeled over 800 items with B.E.H.R. CARE stickers – we hope you enjoyed the snacks and stayed refreshed! ☺ Keep up the great work!

Adopt-a-Family – The giving spirit was very alive as we adopted three families from Salvation Army and three families from Saint Vincent de Paul. With a total of six families including 23 children ranging in age from newborn to 17 years old, there were 112 individual items needed or wanted including meal boxes. We successfully fulfilled over 80 items, plus some duplicates of their needs and many of their wants. We were also able to provide four complete meal boxes, and donated over \$900 in gift cards to those families and other families who were not adopted.



GREAT JOB! WELL DONE BRH STAFF! Feel proud of how much you’ve given back to support your community.

