

# Bartlett Buzz



**April 27, 2015**

## Chuck's Corner

*By Chuck Bill, CEO*

Hi everyone! I am excited to announce that we will be kicking off this year's employee culture survey today.

This is a very important process for Bartlett and shows us not only how well we are doing in meeting your needs and expectations, but also where we can improve. I believe you can see how we responded to last year's feedback, and we promise to do so again this year.

Last year we had great participation with over 80% of us completing the survey. I hope we can beat that this year.

Thanks for helping us become the best place to work in SE Alaska.

## HR Notes

### Announcing the BRH 2015 Organization Culture Survey

You are invited to participate in the 2015 Organization Culture Survey. Last year we heard from 80.3% of the Bartlett workforce. This year we'd love to hear from 100%! Please consider offering us your thoughts and opinions about BRH, and remember: **your responses to the questions are completely confidential.**

We will be conducting the employee culture survey from 12:01 a.m. on

Monday, April 27<sup>th</sup> through 8:00 a.m. on Monday, May 11<sup>th</sup>. As you may remember from last year, the survey includes questions about teamwork, morale, employee involvement, information flow, supervision, meetings, customer service and quality. Your honest and direct feedback is encouraged and welcomed. Work time and access to a computer will be provided so you can participate in the survey. Paper surveys will also be available for those employees who are more comfortable participating in that manner. It should take about 15 minutes to complete the survey.

When employees feel a heightened connection to the organizations they work for, including a strong connection to mission, work, and team, organizations excel in key areas: profitability, productivity, innovation, customer satisfaction, and employee retention. At the same time there is a significant reduction in absenteeism, workplace injuries and lost, stolen or damaged inventory.

On an individual level, engaged workforces create environments where it is fun to come to work, where employees feel valued as individuals and have a high degree of satisfaction about the work

they are able to accomplish. This sense of heightened connection is referred to as "Employee Engagement." A high level of employee engagement is good for individual employees and good from a business operations standpoint. Everyone wins!

This survey is designed to measure levels of employee engagement. Working together, we can use those results to define opportunities to improve our organization culture and increase the level of engaged culture at BRH.

The survey data will be gathered through survey monkey and reported out in an aggregate form. Once the survey data is collected, reports will be run and provided to the entire hospital so everyone can see how BRH as a whole fared in the survey. Specific reports will also be run by department and division so you can assess how your individual work areas and teams view yourselves. Teams will once again be asked to



**This year's group of UAA nursing students**  
**First row left to right:** Justine Muench faculty, Kirsten Elstad, Elizabeth McKay, Allison Kane, Jenny Farley, Wynette Hanna  
**Back row left to right:** Troy Sharp, Anne Nelson, Lena Logan, Elli Braaten



discuss the data and identify those areas that are strengths that can be built on – moving from good to excellent, and those areas that need a little more work. Teams will be encouraged to pick 2-3 areas they want to work on improving. Next year, we'll run the survey again and see how we fared.

While the survey period is running, we hope to have Survey Champions in each major work area to remind people to participate. If you would like to be a Survey Champion for your area, please contact the Human Resources Office.

If you have questions or concerns please contact Mila Cosgrove in the HR office. You can reach her at 796-8677 or via e-mail: [mcosgrove@bartletthospital.org](mailto:mcosgrove@bartletthospital.org).

**New Employees**  
**Lurline Alik**, PAS Representative  
**Lena Anderson**, Social Work Case Manager  
**Ashley Bolyard**, HIM Administrative Clerk  
**Larry Cooper**, Mental Health Assistant  
**Rachelle Cummins**, Occupational Therapist  
**Chanda Lawless**, Residential Aide  
**Erin Maloney**, Substance Abuse Counselor  
**Andrea Nguyen**, PRN Level I M/S  
**April See**, PAS Representative  
**Moni Taylor**, Clinical Nurse III OB  
**Tyson Voyles**, Residential Aide



**May 10th through May 16th is National Hospital Week Congratulations and thank you for your service!**

**Sunday, May 10th – Saturday, May 16th**

**Hospital Week Gift Pick-Up**

A variety of colorful reusable water bottles!  
 Watch for signs for pick-up times.

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**Healing Touch in Med/Surg**

Contact Mary Szczepanski at [mszczepanski@bartletthospital.org](mailto:mszczepanski@bartletthospital.org) to reserve a time.

**Monday, May 11th**

**Hospital Week Gift Delivery to Departments**

SLT will be delivering gifts directly to the departments throughout the day.

**Tuesday, May 12th**

**2pm & 10pm Gallery**

**Florence Nightingale Day**

Cake celebration for the Excellence in Nursing Award presentation from the BRH Medical Staff and we will have BRH Nurse Hats available for everyone.

**Wednesday, May 13th**

**2pm OB/Bartlett Beginnings**

**Lactation Lounge Celebration**

Celebrate our new Lactation Lounge with cookies and fruit!

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**Special Hospital Week Bartlett Buzz**

**Thursday, May 14th**

**Cafeteria**

**Free Employee Meal - Breakfast, Lunch or Dinner**

Employees may choose **ONE** of the following free meals:

Breakfast Special 0700-0830, Luau Lunch 1100-1300, or Polynesian Dinner 1700-1800.

*For family members and the general public, breakfast will be \$7.00 and lunch and dinner will be \$9.00.*

**Friday, May 15th**

**2pm Cafeteria**

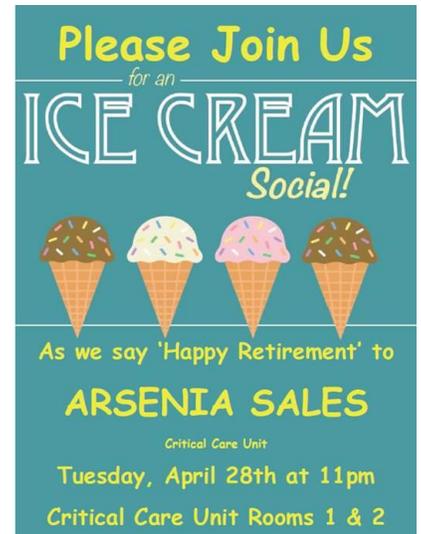
**Karaoke & Root Beer Floats**

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**10pm Department Delivery**

**Root Beer Floats**

Come to the cafeteria for Karaoke and root beer floats at 2pm. At 10pm we will be delivering root beer floats to the departments.



**Bartlett Regional Hospital's Denim Diva's**

**Are bringing together a "Denim Day"**

**for**

**RELAY For Life!**

**Get Casual For A Cause**



**Denim Day for Relay For Life** is an opportunity for employee's here at Bartlett to wear blue jeans during the month of May on Fridays in support of the American Cancer Society's Relay For Life of Juneau.

We are asking for employees to donate \$5 per Friday or \$20.00 for all five Fridays to the American Cancer Society.

In exchange for your donation, you will receive a Purple Relay for Life Bracelet for one Friday or a Relay for Life Button for all five Fridays that will allow you to dress in blue jeans on Fridays during May.

Stickers or buttons will be available in the SEPS billing office & HR.

For more information about this fund raiser or to support/join Bartlett Regional Hospital Denim Diva's Relay for Life Team:



Rachel Fitzhugh, Captain of the 2015 team – ext 8924.

We also will have receipts available for a charitable tax deduction if requested.

## Compliance Corner

By Sara Parker

I would like to announce the arrival of a new locked and secure box located on the outside of the Compliance office.



The Compliance office is located on the second floor of the administration building.

The purpose of this lock box is to provide another modality in which employees, patients, and visitors can confidentially notify the compliance officer of issues that may arise.

**Compliance Hotline 796-8618**

## MRI Team Receives ACR Accreditation

By Robyn Free

*Editor's note: In the last issue of the Buzz, a preliminary article on the MRI accreditation was published. This is the story that should have run. We regret the error.*

Bartlett Regional Hospital's MRI unit has just been granted renewed accreditation by the American

College of Radiology (ACR). The renewal is good for three years.

Accreditation by the ACR means that our equipment is performing at the highest possible standards. To gain accreditation and be reaccredited, the MRI unit must be inspected by a physicist annually and pass a series of quality measures. When we are notified that our accreditation renewal is due, we begin the process of updating records with the ACR regarding personnel, interpreting physicians and any changes to the system. We also submit images and protocols to be sure that we are meeting the ACR standards for Quality.

Bartlett's Mammography program is also accredited by the ACR and goes through the same process every three years.

This year's accreditation team was Brooke Gunstrom, RT (R)(M)(CT)(MR), Israel Ginn, RT (R)(CT)(MR), and Annette Link, RT (R)(CT)(MR). These three individuals put in the time for the reaccreditation requirements in addition to handling their usual patient load—and working on the Meditech project for DI!

Many thanks to these individuals for their hard work, and congratulations on their success.

## Lab Notes

By John Fortin

The Laboratory and Histology department wanted to let staff know that the week of April 19 was the



Nobody likes to go to the Emergency Department, but thanks to some positive energy, and some help from Facilities, the rooms are a little more inviting.

official Laboratory Professional Week. This year we did some small internal celebrations, as the main focus is the continued training and building of Meditech. Hope you got a chance to stop by the departments and say thank you for a job well done.

There are many new faces that have joined the laboratory in the last six months. We have had a total of 8 new or returning employees. Here are some new faces that will be seen around the facility:

**Princess (Cess) Buenaventura** joined us in December as a Clinical Laboratory Scientist. She previously had worked in the Philippines. She is a great addition to our professional staff and is transitioning to her new home in America. We welcome her.

**Thomas Scott Davis** will be transitioning from a casual Clinical Laboratory Scientist, to a full time employee starting in June. Scott has been working in some fashion at Bartlett Regional Hospital since 1998. He joined us from SEARHC. He has close to 25 years experience in the Laboratory.

**Peter Pisani** joined us from the great state of Washington as a Clinical Laboratory Scientist. He had worked at Bartlett Regional Hospital back in 2000 under a traveler contract. With



a recent open position, he has decided to return to Juneau and join our team. Peter also has 25-plus years of experience.

**Analiza Lopez** has waited 20 years to come to the United States, to be with her family that lives in Juneau. She had been working in Ireland as a nurse before she joined our Laboratory team. With a recent opening for a laboratory aide, Analiza was hired and moved with her husband and children to be closer to her parents. She is another great asset to a great team.

**Litiana Tuiqalau** joined us this winter as a Laboratory Aide. She has a Medical Assistant certificate and great experience with phlebotomy. Litiana is a team player and a great addition to the Bartlett Regional Hospital Laboratory team.

**Sheryl Quiere** joined the laboratory this spring as a Laboratory Aide. She was working at SEARHC as a medical assistant before coming to Bartlett Regional Hospital. Sheryl has a bachelor's in education, but has been in the medical field for close to 10 years. She had moved from Washington, where she worked with pediatric patients.

**Linda Johnson** is currently under a traveler contract as a Clinical Laboratory Scientist. Linda has been all over the United States, with recent experience in Alaska. She has been traveling for 15-plus years and has been in many different laboratory settings. She is assisting with coverage while senior lab staff builds the new Meditech system.

**Angela Wright** will be the newest member of our Laboratory/Histology team. She will be taking a position as a casual Pathology Secretary. She

grew up in Juneau and we hope to have her start in May for training. This list accounts for more than 40% of the needed staff just for coverage. The departments have been a little busy with the additional training and the huge project of building four modules for Meditech. If you get a chance, please welcome all the new employees.

## What's All That Noise?

By BRH Patient Safety Committee

Alarms are built into equipment to alert users that something is out of line and needs our attention. We use a wide variety of equipment to help us more accurately monitor our patients as well as keep staff informed of potential dangers (fire alarms, for example).

In 2014, Bartlett began surveying staff on the types and levels of alarm noise they perceived in their work areas. The Joint Commission now has standards that require that facilities look at alarms and identify the most important alarms to manage based on input from staff, safety risk to patients or others and best practices.

The National Patient Safety Goal on Alarm Management is important.



### Bartlett Supports Southeast Region EMS Symposium

Southeast Region Emergency Medical Services Council, office located in Sitka, held their April, 2015 Symposium in Juneau. Bartlett provided classrooms, support and staff for Pre-Symposium classes. Physicians, nurses, EMT's and paramedics attended sessions on assessment, use of ultrasound and instructor training.

Nationally, patient harm occurs regularly due to adverse alarm events. Clinical alarm fatigue is defined as the condition when staff may be overwhelmed or desensitized to alarms and then alarms are either missed or there is a delayed response.

Our efforts at BRH are focused on improving patient safety by identifying those alarms which, while consequential, are often "false readings" or do not require action based on the parameters that have been entered into the alarm. We will be asking for your help in managing the noise on the units and we are open to suggestions. Contact Marlowe Dunker or Dianne Bigge if you would like to know more or help out with our Alarm Management project.

