

Bartlett Buzz

February 25, 2015

Northern Lights over Juneau

Bartlett's own Laveda Loose was featured recently in the Seattle Times for her photo of the aurora borealis painting the Alaskan sky.

She got some nice kudos from the photography staff of the Times as well:

"The northern lights is one of those wonders that blows my mind and is definitely on my bucket list to photograph. In this frame, the photographer very nicely captures this wonder and the beauty of Alaska. The slow shutter (13 seconds) captures the movement within this photograph: from the slow river in the foreground to the glow of the dwelling nestled in the trees and then the snow blowing off the gorgeous peaks (and of course the northern lights). Lovely photo."

Katie G. Cotterill, Seattle Times photo staff

Compliance Corner

By Sara Parker

Requests for information about patients/clients over the phone:

Please remember that we have an obligation to verify the identity of individuals requesting information about patients/clients, even when the



information is requested over the phone or in person. Anyone is able to call or come to the facility and claim to be a concerned mother, child, spouse, boyfriend, etc., but our obligation to maintain patient confidentiality still applies.

Patients with "Confidential" status:

- May not have any information given out over the phone
- May not have their presence in the facility confirmed or denied ("I am not able to provide that information")
- May only have information supplied to individuals for whom a **properly-executed written Release of Information (ROI)** is in place

- All patients receiving drug / alcohol treatment are in "Confidential" status

Patients included in the Hospital Directory (i.e., not in "Confidential" status) may have information supplied over the phone in the following ways:

- You may verify presence or non-presence in the facility ("yes, (s)he is here" or "no, (s)he is not here")
- You may provide a general status description (i.e., stable condition, critical condition)
- You may transfer the call to the patient's room and have the caller talk to the patient or other person in the room



- You may transfer the call to the patient's room, have the patient verify the caller by voice recognition, then get the patient's **verbal Release (ROI)** to discuss their care with that caller that one time over the phone
- You may ask the caller to call the patient directly (e.g. on their cell phone)
- You may have the patient establish a single family spokesperson (obtain a **verbal release [ROI]**) and a password for verifying identity over the phone, then you may provide information to that person on an ongoing basis after they supply the password

When discussing care with patients or visitors directly, obtain a **verbal Release (ROI)** from the patient before discussing care or treatment in front of visitors. Invite visitors to leave the room, ask the patient if they would like for you to discuss their care with visitors present or not, and if the patient is amenable to this, invite the visitors back in. **ALL** verbal Releases of Information (ROI) must be documented clearly in the medical record, including name, relationship to patient, date, and time.

Compliance Hotline 796-8618

HR Notes

Save the Dates!

The Annual Service Awards banquet has been set for April 4, 2015. We will be celebrating the employees who reached 5, 10, 15, 20, 25, and 30 year milestones during 2014 at the Westmark Baranof Hotel.

Hospital Week will be May 10 to May 16. Look for more information in coming issues of the *Bartlett Buzz!*

Annual Open Enrollment for employee benefits will be May 18 through June 5. Look for more information in coming issues of the *Bartlett Buzz!*

Mass Casualty Exercise

By Mike Lopez

Bartlett Regional Hospital will be conducting its mass casualty exercise on April 9, 2015.

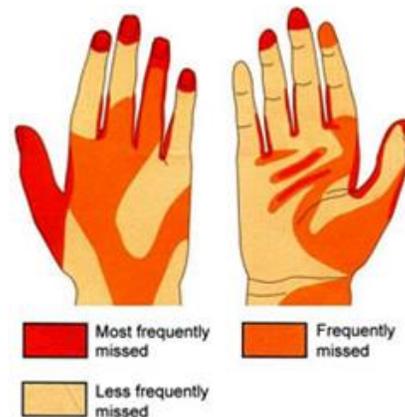


This exercise will test the Hospital's preparedness in the event of an incident that would result in many injured people coming to the Hospital.



More information to come.

Where Is Hand Hygiene Missed the Most??



Want to Write for the Buzz?

By Jim Strader

You can! Every couple of weeks I send a note to all BRH managers and supervisors, soliciting articles, pictures and stories for the next issue of the *Buzz*.

If you would like to be a part of the *Buzz* team, just let your department manager know you are interested.

Start by asking your fellow staff members for ideas to share with the BRH team. After all, it's your *Buzz!*

