

Bartlett Buzz

July 8, 2015

Chuck's Corner

By Chuck Bill, CEO

It is always gratifying to hear from satisfied patients. Recently, I received a beautiful hand-written note from a patient living in one of our neighboring communities. This reminded me how vital Bartlett Regional Hospital is to all of Southeast Alaska.

The patient wrote, "On June 17th, I was medevacuated from Yakutat to your facility and remained there until Sunday, June 21st."

"I am 86 years old and have been in hospitals from Fairbanks to Yuma, Arizona. Never have I felt so safe as in Bartlett Regional. I had oxygen problems, COPD from 60 years of smoking, and was in room 4 on the third floor.

"I will not even try to list the names of my caregivers...they were all outstanding.

"And the food! Everyone knows how bland hospital food is, but NOT AT BARTLETT! The meals were as fine as one could get at any first class restaurant. Enough to eat? Plenty!

"I would appreciate your passing the word along to all the staff on the 3rd floor, therapists, the chefs, and everyone else as to how appreciative I am of their care."

Nice Job, Everyone!

More Help to Keep Germs Out

By Cynthia Nickerson

Nurses and CNA's ...are you taking care of patients in isolation rooms who need their blood glucose checked?

Our hospital recently acquired protective plastic sleeves that fit over the Nova Biomedical blood glucose meter. The meter is covered with the sleeve in the ante room and removed after a blood glucose check.

These bags will help stop pathogens from being transmitted to other patients.

The meter will still need to be cleaned with a bleach wipe after use but offers another line of defense in keeping our patients and staff safe!

Managing Pharmacy Waste Responsibly

By Dianne Bigge

Every year, hospitals and nursing homes generate more than 84,000 tons of pharmaceutical waste. That is equal to the weight of one of the more moderate-sized cruise ships sitting down at the dock!

Because we create so much waste, we want to prevent it from going into the ground and ending up in our ocean. Legally and ethically, we can

be more responsible in how we dispose of our waste.

Controlled substances are now disposed of in "Cactus Sinks" and not put down the drain or in the sharps boxes.

Next, starting this month, you will see three **new** containers on the nursing units.



One larger black container will be used to discard all hazardous, toxic and/or flammable drugs. Drugs in this group include partially filled medication IV bags, unused tablets or capsules, and certain ointments, to list a few.



A second smaller container will be clear with a black lid. This container is for P-Listed drugs (a special category of pharmaceutical waste). These drugs include nicotine, warfarin and arsenic.





A third container will be found in the Emergency Department and on Bartlett Beginnings to dispose of ammonia inhalants, silver nitrate and ethylene chloride. This will be a “jug” shaped black container with a white lid and will be labeled “Lab Pack.”

If this seems confusing, our pharmacy staff can help you sort through any questions you have about how to dispose of specific drugs. Look for lists with names of medications for each container on your nursing unit. The lists will help you decide “what goes where.”

Compliance Corner

By Sara Parker

Cruise season is upon us. Bartlett is very busy with the increase in census due to the cruise ship season.

Please remember to document well, so that when the patients return to their personal Primary Care Provider (PCP), their PCP can get a clear picture of what has occurred. Prior to discharge, request that the patient sign a Release of Information (ROI) so that we can facilitate record transfer upon request.

If you have additional questions, please call Sara Parker at 796-8718 or Bethany Rogers at 796-8695.

Thank you all for your hard work!

Compliance Hotline: 796-8618

Shout Out!

By Bethany Rogers, Quality Director

As a source of encouragement and an expression of gratitude, I have proposed that we initiate a regularly-appearing “Shout Out” section in the *Bartlett Buzz* to recognize individuals, groups, or departments in the organization that have been helpful, have gone above and beyond the call of duty, have done something noteworthy, or are otherwise deserving of our gratitude, recognition, or praise.

Please send your (concise) Shout Outs to Jim Strader, and he’ll include them in the next *Buzz*.

Just to get us started...

Shout Out to...

- **Kirsten Kincaid, Joyce Chambers, Angela Lessard, Kasia Spengler, Jeremy Ludeman, Britt Watters, Mimi Benjamin, Marlowe Dunker, Martha Palicka, Max Salassi, Alan Ulrich, and Lisa Wallace** for working with me to proactively identify patient safety risks in the Meditech implementation process!
- **Facilities and IT staff**, for moving a million offices around in the admin building on 6/26!
- **Kathy Callahan, Marc Walker, Kathy Coghil, Robyn Free, Jeff Torres, John Fortin, and Charlee Gribbon** for presenting their departments’ improvement projects to the Board on 6/23!
- **Jeannette Lacey Dunn** for taking on a leadership role in improving patients’ experiences with hospital discharge!

- **Angelita Rivera and Sheryl Love** for taking on leadership roles in improving patients’ experiences with hospital arrival!
- **Marc Walker, Kelvin Schubert, John Fortin, Mike Lopez, Debbie Kesselring, Chuck Bill, Ursula Iha, Sara Parker, Mary Veale, Dianne Bigge, Kelly Mercer, and Billy Gardner** for helping us prepare for the Joint Commission survey system tracers!
- **Mim Jensen**, for taking on the interim leadership role in RRC!

HR Notes

Health Benefits Update

Now that our Annual Benefit Enrollment is complete, there are a couple of updates:

- **Premera Benefits**—Remember, as of July 1, your Medical, Dental and Pharmacy deductibles reset, so don’t be surprised when you have a higher than usual prescription or medical bill. Your Out-of-Pocket limits will reset as well.
- **Flex Spending Plan**—For those of you participating in the flexible spending plan, your first deduction will come out of the 7/10/15 pay check and will continue for 26 pay periods. You are required to re-enroll every open enrollment for the Flex Spending Plan.
- **457 Deferred Comp Plan**—For anyone who is new to participating in the 457 Deferred Comp Plan through ICMA, your first deduction will come out of the 7/10/15 pay check. The 457 Deferred Comp Plan is an optional benefit and enrollment is available anytime throughout the



year along with the option to change your contributions.

For any questions related to benefits or for additional information, please contact Human Resources at x8418.

Hospital Week Water Bottles

You're not too late if you didn't pick-up your Hospital Week Employee Gift. We still have reusable water bottles available and we've also ordered additional water bottles which are now for sale. You may buy an additional water bottle for \$13.00 each in Human Resources...cash or checks accepted...payable to BRH. We have **BLUE**, **PINK**, **CLEAR**, and **RED** to choose from.

New Employees

Karen John, Substance Abuse Counselor

Courtney Jones, CNA I / Unit Clerk ED

Savannah Dindinger-Hill, EMT RRC

Alba Iturbe, Environmental Services Tech

Mary Brogdon, Insurance Verification Specialist

Did You Know?

By Jim Strader

- 1. Bartlett's web site offers our visitors free health-focused newsletters that can be customized for their specific needs.**

<http://www.bartletthospital.org/resouces-classes/e-newsletters.aspx> will take you and your patients directly to the page where they can choose among three different areas of

interest. Easy-to-follow navigation on the web site gets you there, too.

Here are the details:

Keeping Well e-newsletter

Our free *Keeping Well* health e-newsletter with up-to-date health information and the latest news from our hospital can arrive in patients' email every month. They can choose from a variety of health categories, which they can change at any time.

[Sign up for the Keeping Well e-newsletter \(direct link\)](#)

Pregnancy e-newsletter

This e-newsletter follows mothers through the various stages of pregnancy, offering timely tips, articles and practical interactive tools that can help take some of the worry out of this time in their lives.

[Sign up for the Pregnancy e-newsletter \(direct link\)](#)

New Parent e-newsletter

This e-newsletter is designed especially for new parents. Once a month, they will receive timely information related to the growth of their new baby. *New Parent* provides information for parents of newborns and children up to 3 years of age.

[Sign up for the New Parent e-newsletter \(direct link\)](#)

Please check these out and let your patients and friends know, today!

- 2. Overall satisfaction with care at Bartlett continues to be high.**

In a recent survey conducted by the McDowell Group, Juneau respondents who had used Bartlett in the past five years were overwhelmingly satisfied with their care, with 89 percent either very

satisfied or satisfied, and only 8 percent dissatisfied.

Other Southeast residents were also overwhelmingly satisfied at 96 percent, although a much smaller portion had actually used Bartlett.

Juneau residents' dissatisfaction rate declined for the second year in a row, from 12 percent in 2010, to 10 percent in 2012, to only 8 percent in 2015.

- 3. There are 117 days until Meditech Implementation!**



- 4. The next issue of the Buzz will be July 29, 2015**

Bartlett Foundation Awards Six Scholarships

(From BRH Foundation's press release)

On June 26, 2015 Bartlett Regional Hospital Foundation awarded six scholarships to Southeast Alaska students.

The scholarship, titled the "Grace and Phil Edelman Health Sciences Scholarship," was created to support the education and development of Southeast Alaskan students pursuing degrees in any field of medical science, and to encourage their return to this region of Alaska. Scholarships are awarded to students who demonstrate outstanding academic performance and leadership among peers in the community, with preference for graduate-level and professional degree candidates



intending to return to Southeast upon completion of their degree.

The BRHF scholarship committee received 42 scholarship applications for the 2015-2016 academic year. The committee selected six students, awarding a total of \$30,000 this year, and bringing the total scholarship award amount to \$107,500. The scholarship program, now in its sixth year, is made possible through the Grace and Phil Edelman Scholarship Fund.

“We are thrilled to award this significant scholarship to this year’s six recipients. They were selected among an outstanding group of students,” Maria Uchtyl, BRHF executive director, said. “The Grace and Phil Edelman Scholarship was created to assist students seeking health sciences careers, and who have a strong desire to return to our region upon graduation and we were impressed by the remarkable credentials of this year’s applicants.”

Karissa Jackson and Sarah McDermott, of Juneau, were both selected to continue to receive \$5,000 in academic scholarships. Jackson is a student attending Pacific Lutheran University, completing a Bachelor of Science degree in nursing. McDermott is a student at Seattle Pacific University completing a Bachelor of Science in Nursing, with Minor in Psychology.

Kristoff Dietz, of Juneau, was selected to continue to receive a \$2,500 academic scholarship. Dietz received a Licensed Practical Nurse certificate from AVTEC in the spring

of 2015 and will continue at the University of Alaska Anchorage to complete courses toward becoming a Registered Nurse.

Sarah Sjostedt, of Juneau, was selected to receive a \$5,000 academic scholarship. Sjostedt is a student attending University of Alaska Anchorage and is working toward completing a Masters in Nursing, along the Family Nurse Practitioner track.

Melina Mack, of Juneau, was selected to receive a \$5,000 academic scholarship. Mack will be attending the University of Alaska Anchorage

and is pursuing a Bachelor of Science in Nursing.

Kirsten Jorgensen, of Juneau, was selected to receive a \$5,000 academic scholarship. Jorgensen is a student attending the University of Washington School of Medicine and is completing a Medical Doctor degree.

Edward Hurtte, of Juneau, was selected to receive a \$2,500 academic scholarship. Hurtte will begin studies at the Medical College of Wisconsin and is seeking a Medical Doctor degree.

