

Bartlett Buzz



January 8, 2014



Notes from Human Resources

By Emma House

Airlift Northwest Changes

CBJ sent us this communication to clear up questions about Airlift Northwest:

Dear CBJ/Bartlett Employee,

Recently Airlift Northwest announced that they will no longer be providing their AirCare membership program to Alaska residents. This caused concern among some members since air ambulance services are limited in Southeast Alaska.

The program being cancelled is Airlift Northwest's membership program. They will still be providing air ambulance services to and from Juneau and other Southeast Alaska communities.

It is important for all members to be aware that our employee health benefits through Premera Blue Cross Blue Shield of Alaska do cover air ambulance emergency services at the in-network benefit level. The charges are covered at 80%, like most other services covered by in-network providers.

Currently, there are two in-network air ambulance providers that serve Southeast Alaska. These are Airlift Northwest (with a base in Juneau) and LifeMed Alaska (based in Anchorage, but able to serve SE Alaska if Airlift NW is unavailable). Bartlett Hospital is aware of this, and will continue to make their first calls to in-network medevacs.

If you have questions regarding your employment related benefits, please contact Natasha Peterson at 586-0321 or via e-mail at Natasha_Peterson@ci.juneau.ak.us.

State of Alaska Background Screening – Fingerprint location has moved to Human Resources

As of January 1, 2014, please come to Human Resources to complete fingerprinting for the State of Alaska background screening.

New Employees

Patti Bollaert

Lab Aide

Jack Grummett

Dietary Aide

Charlotte Bennett

OB Clinical Nurse

Tracey Hysong

Pharmacist

Christa Hall

Respiratory Therapist

The 2014 Payroll Calendar

Go to W: drive Human Resources folder or to the Microsoft Outlook Public Folders Human Resources.

Worker's Compensation Claims Adjuster

As of January 1, 2014 we have a new company managing our Worker's Compensation (WC) claims. The new third-party adjuster is Northern Adjusters, Inc. When filing a report of occupational injury, please make sure you are using the correct form.

Any claims prior to January 1, 2014 will continue to be managed by Seabright Insurance Company. If you have any questions about a claim and are not sure which adjuster is managing it, please contact Human Resources and we will be able to assist you.

Yes, There Can Be More Than One Winner!

By Jim Strader

You may have noticed that the "new" name for the newsletter sounds very familiar. The *Bartlett Buzz* was the clear winner in the voting.

Since we didn't change the name after all, we felt the only fair thing to do was to award a gift card to everyone who offered a suggestion.

So...the winners are:

Jamie Paulk, Edwin Ebona, Michael Dziuba, Zara Sykes, Terry Bristow, Takeshi Nakachi, Dianne Bigge, Gail Morehead, Toni Petrie, Israel Ginn, Darcy Lockhart, Cynthia Nickerson, Laveda Loose, Kelvin Shubert, and Madeleine Westfall.

Thanks for offering some great ideas! Please stop by Human Resources to pick up your gift card.



JEANS DAY

- ✦ **WHEN:** January 24th
- ✦ **CAUSE:** Breast Cancer Research
- ✦ **DONATION:** \$5.00 to wear your jeans to work
- ✦ **DETAILS:** Make checks payable to (BCRF) Breast Cancer Research Foundation

This jeans Day is being held in honor of working together to find a cure.

Everyone is encouraged to participate. We are asking for employees to donate \$5 to Breast Cancer Research Foundation. In exchange for your donation at either Blue Heron Gift shop or the HR Department you will receive a pink breast cancer ribbon that will allow you to dress in blue jeans for this Friday.



CEO's Corner



By Jeff Egbert

Wins are an important part of life at Bartlett. Did you know that the management team meetings begin with every manager sharing their department's wins since we last met? It's amazing to hear all of the good news we have to share.

You can help make sure more good stories make their way into the *Buzz* in 2014. We want to share in your successes. Keep your managers "plugged in" to the positive stories in the areas of quality improvements, ways to achieve greater efficiency, and positive patient stories worth sharing.

Here are a few examples of the kinds of "wins" we've seen lately:

- Juneau's first baby of the New Year was Jeshua Raymond Moreno, born here on January 2, 2014 at 8:20 a.m. He weighed 9 pounds, 1 1/2 ounces and was 21 3/4 inches long. He's the third child for Elizabeth and John Moreno.
- Security is at 100% staffing.
- Staff Development reported 100% completion on our Safety Reviews.

We are continuing to offer information on flu prevention provided by our Infection Control Coordinator, Kim Vermedal. Considering the huge increase in cases of flu we're seeing, everyone should protect themselves and our vulnerable patients to the best of their ability.



Welcome our newest member of the Bartlett Regional Hospital Board of Directors, **Mark Johnson**. Mark replaces **Reed Reynolds** who served the hospital for three, three-year terms.

Kristen Bomengen will serve as this year's BRH Board President. **Bob Storer** will serve as Vice-President, and **Nancy Davis** will serve as Secretary.

Lisa Corcoran joins the Bartlett Regional Hospital Foundation Board beginning this year. Please join me in welcoming her.

We would like to thank **John Wray** for his 26 years of service. Many of you know him from the Compliance Program at BRH which he oversaw from its inception. He informed administration of his intent to retire last summer and that he wanted to ease out quietly. He plans to stay in Juneau and coach swimming which has long been a passion of his. So if you see him in the community, be sure to wish him well.

I still want to answer your questions in the *Buzz*. Write me at jegbert@bartlethospital.org and I'll be glad to share your question and my answer with the whole BRH team.

The Patient/Visitor parking lot between the Administration Building and the Hospital is closed daily from 10:00 PM until 6:00 AM for snow removal.

Please help us assure the safety of our Patients and Visitors this winter by not obstructing snow removal efforts.

Bartlett Beginnings Demonstrates Process Improvement Improves Outcomes!

By Karen White

In 2011, OB began doing postpartum discharge calls.

The goals established by the Breastfeeding Process Improvement Team were:

- Better clinical outcomes
- Identification of process improvement needs
- Elevated perception of care
- Increased opportunity to provide real time reward and recognition to staff

We developed a scripted follow-up call sheet focusing on infant feeding, postpartum depression, healing, and referrals (medical, lactation, community).

We wanted to:

- Demonstrate empathy and ensure discharge instructions were understood and being followed
- Assess infant feeding and patient healing
- Ask about perception of care and for recognition of caregivers who gave excellent care
- Provide referrals as needed

The OB staff has been making discharge calls for two years now. This year we delivered **389** babies. OB staff called every mother who consented to receiving a follow-up call (**307**) and contacted **229** (**59%**) mothers. We were able to refer patients to their providers for medical issues, manage and refer lactation problems, and refer clients for community services. We have also been able to work on quality issues that were identified.

And finally, this process has been a great tool for reaping staff rewards and successes and managing up OB staff by reporting to each other the great comments received from the families they cared for.

Best of all our clients feel cared for and supported through the days following their discharge home with their new baby!
Win, Win, Win!



Thanks!

By Betty Stidolph

Case Management would like to thank all of the kind Bartlett Employees who donated goods and cash to the annual food drive. We would also like to thank the Facilities staff and Tanya from Dietary for helping with the delivery of food to Helping Hands.

Your kindness is truly appreciated.



January 1	Bartlett Regional Hospital Administrative and Business Offices will be closed in observance of New Year's Day.
January 1-31	National Birth Defects Prevention Awareness Month
January 1-31	National Blood Donor Month
January 1-31	Cervical Cancer Screening Month
January 1-31	Cervical Health Awareness Month
January 1-31	National Glaucoma Awareness Month
January 19-25	Healthy Weight Week
January 20	Bartlett Regional Hospital Administrative and Business Offices will be closed in observance of Martin Luther King Day.
January 23	Women's Healthy Weight Day
January 25	National IV Nurse Day

Lab Notes



By John Fortin

We just completed our 2013 EVAL and will be having new updated swarnn (group) questions with focus on disposal of medications and disposal of batteries.

Andrew Migel from CBJ safety attended our December meeting, and advised the committee on requirements for swarms. He provided information concerning the MSDS (material safety data sheets), as the terminology is changing to SDS (safety data sheets). This new system goes into effect June 1, 2015, with the main change being the removal of the "diamond" with replacement with pictograms.

As the Laboratory and Histology departments prepare for the upcoming CAP inspection, preparation and completion of checklists have been top priority.

Major projects which have been addressed and no longer need discussion for Quality include maintaining department meeting, Quality

Management reporting, Occurrence reporting, Schedule stabilization and updating Safety Manual to include Chemical Hygiene Plan.

Work continues with restructuring of the laboratory. Main emphasis is on consistency with all aspects for pre-analytical, analytical, and post-analytical.

Major Projects:

1. Manager was able to complete 2013 Evaluations.
2. Education for staff concerning Quality Control was placed for staff review. QA supervisor working on updates for policy.
3. CAP pre-inspection submitted. All paperwork was approved by CAP and departments were provided new inspection checklist.
4. Document control continues to be worked on.
5. Creation of department specific process flows as indicated as a need by new staff with initial interviews in Aug 2013.
6. Nurse Manual is being reviewed, with the current version identified as outdated. A project from 2012 will be re-initiated to eventually have an online version.
7. A new system has been started to compile training forms for each system, department. These forms will have initial, 6 month and year reviews.
8. Respiratory Therapy will be added for 2014 for reporting for Quality purposes.

Bartlett's Safe Sitter® Classes get National Notice

We're celebrating our third anniversary of offering Safe Sitter® classes to local teens, preparing them to be great babysitters.

[Click here for a link to the National Story.](#)

Medical-Surgical Nursing

by Liz Bishop, RN

Medical-surgical nursing is the foundation of all nursing practice. Not so long ago, all nurses practiced the art of nursing on wards; everyone was either a medical or surgical nurse. This is where all nursing started.

Medical-surgical nursing has evolved from an entry-level position to a distinct specialty. It is no longer viewed as a stepping-stone, but is the rock and backbone of every institution.

Medical-surgical nurses are the largest group of practicing professionals, and it is one of the most demanding nursing specialties. Who but medical-surgical nurses can manage five to seven patients, plus the ones they have admitted and discharged throughout the day? They make assessments and administer care, treatments; give medications, teach and document. The list goes on.

Medical-surgical nursing is now recognized as a nursing specialty through the Academy of Medical-Surgical Nurses (AMS/N). Certification in the medical-surgical nursing specialty shows that these nurses have taken extra steps to validate their knowledge and skills, and shows commitment to excellence to our patients.

Bartlett Regional Hospital has a few certified Medical-surgical nurses and we continue to grow. Congratulations to **Jandi Love, CMSRN**, who is our newest Certified Nurse.

Free Pre-Diabetes Class

January 31, 2014 3:00pm-4:30pm

Location: Robert F Valliant

Administration Center Classrooms

This 90 minutes class is aimed at people diagnosed with Pre-Diabetes, a condition which occurs in almost everyone before developing Type 2 Diabetes. Information about Pre-Diabetes and Type 2 Diabetes, and the strategies for preventing or delaying Type 2 Diabetes is presented by a Certified Diabetes Educator and Registered Dietitian. **Cost is free.**



Gratitude Board a Big Success!

By Annette Coyle, RD, LD, LDE



Thanks to everyone who participated in the gratitude bulletin board in the hospital cafeteria.

It was interesting that the majority of notes posted were in appreciation of people – family, friends, co-workers.

We know that it is healthy relationships and connections that contribute to our overall wellbeing – mental and physical.

As we enter this New Year, it is my hope that we continue to cultivate a gentle spirit of gratitude and appreciation for the people in our lives. May our Bartlett Family thrive.



Flu is Widespread in Juneau

By Kim Vermedal, RN, MSN



We are seeing widespread flu activity in Juneau. We are also seeing many other respiratory illnesses and gastrointestinal illnesses.

It is critical that employees not come to work while ill especially while they are running a fever. Employees should not return to work until being fever free for 24 hours without the use of fever reducing medications.

I am concerned about these illnesses over-running our employees if they are exposed from co-workers.

Employees with gastrointestinal illnesses should not return to work until symptoms have resolved for 24 hours.

If employees return to work and are still coughing, but feel that they are well enough to work, they should wear a mask until those symptoms resolve.

If you have any questions please feel free to contact me at extension 8413.

Employee Vaccination Rates

By Bethany Rogers, RN

Of note, our flu incidence through the ED has *quadrupled* in the past two weeks (about 11 cases per week, versus the 2-3 cases per week average we saw through October and November). Most cases are H1N1 (covered by this year's vaccine, and a strain that younger people seem to be more susceptible to). Additionally, we recently had a doctor's office send a patient with known flu to our facility for further testing, *without a mask*. We have notified the employees who were exposed, but unfortunately only some of the exposed employees had protected themselves with a flu shot.

We had 12 departments increase their vaccination rates in the last few days!

- Human Resources (congratulations on getting to 100%!)
- Case Management
- Rainforest Recovery Center
- Critical Care Unit
- Diagnostic Imaging
- Emergency Department
- Facilities
- Food & Nutrition
- Health Information Management
- Lab
- Mental Health Unit
- Medical-Surgical

Thanks to everyone for continuing to encourage your staff to protect our patients and themselves.

2013 Employee Flu Vaccination Rates

