

December 4, 2013



Something New in the Air!

By Jim Strader



Or more accurately... something new in your mailbox. Welcome to your new employee newsletter!

Many of you will remember the *Bartlett*

Buzz, last published in 2008. You will find many similarities here, but you'll also find an opportunity to get yourself and your department involved in every publication. Let your department managers know about your successes, life events, and challenges you would like to share with your co-workers throughout the hospital.

One of the first things we need is help with a new name. As an incentive, HR will offer two Subway gift cards for the winning entry. Entering is simple: just send your name suggestion to me at jstrader@bartletthospital.org. One entry per person, please!

Our plan is to publish twice a month, so we really need lots of interesting content. There will, of course, be important information from HR on calendars and policies, and lists of new employees. You'll see updates from many departments, and we will share patient comments with the entire staff. Much of the news that has historically appeared in e-mail blasts will be shared in this publication.

Bartlett Receives Press Ganey 2013 Success Story Award®

Bartlett Regional Hospital is pleased to announce it has been recognized as a 2013 Success Story Award® recipient by Press Ganey Associates, Inc. The Success Story Award recognizes health care providers who have demonstrated leadership, implemented organizational change and improved performance.

Bartlett Regional Hospital

The Press Ganey Success Story Award® is a highly regarded symbol of achievement in the health care industry. Bartlett Regional Hospital is one of fifteen organizations to receive this honor in 2013. Press Ganey partners with more than 10,000 health care facilities, including more than half of all U.S. hospitals, to measure and improve the patient experience.

"We are proud to partner with Bartlett Regional Hospital," said Patrick T. Ryan, CEO of Press Ganey. "Bartlett's innovative approach to improving patient experience through increased clinical quality benefits patients and helps to advance the quality of health care in Juneau and Southeast Alaska."

Bethany Rogers, RN, CPHQ, Bartlett Regional Hospital Director of Quality and Process Improvement, noted that Bartlett is receiving this award for its work in preventing blood clots among hospitalized patients. Complications of blood clots following hospitalization are the cause of 100,000 deaths annually in the United States. "This award represents an important recognition from the industry's leader in measuring, understanding and improving the patient experience. I am pleased the staff's focus on high quality, patient-centered care is being recognized by Press Ganey at the national level."

Bartlett Regional Hospital is an enterprise fund of the City and Borough of Juneau, and provides its community with quality, patient-centered care in a sustainable manner. Bartlett is licensed for a total of 57 inpatient beds and 16 residential substance abuse treatment facility beds in the Rainforest Recovery Center. Bartlett serves a 15,000 square-mile region in the northern part of southeast Alaska.

Press Ganey partners with more than 10,000 health care organizations worldwide to create and sustain high-performing organizations, and, ultimately, improve the overall health care experience. The company offers a comprehensive portfolio of solutions to help clients operate efficiently, improve quality, increase market share and optimize reimbursement. Press Ganey works with clients from across the continuum of care – hospitals, medical practices, home care agencies and other providers – including 50 percent of all U.S. hospitals. For more information, visit www.pressganey.com.

December Healthcare Observances

MONTH-LONG OBSERVANCES

Safe Toys and Celebrations Month

Safe Toys and Gifts Month

WEEK-LONG OBSERVANCES

2-6 National Older Driver Safety

Awareness Week

RECOGNITION DAYS | EVENTS

1 World AIDS Day

Emergency Department: An Example of Collaboration

By Rose Lawhorne, RN, CEN, CPEN



Bartlett's 12-bed Emergency Department (ED) delivers a broad array of services to Juneau and the surrounding communities. Nearly 15,000 patients each

year present to the ED for medical care. Our team strives to provide quality, patient-centered care to every patient who enters our doors. We treat patients with trauma, cardiac, neurologic, pulmonary, psychiatric, and orthopedic conditions, as well as a myriad of other issues. By collaborating with other providers in our community and with specialists in larger medical centers, we ensure that patients receive the care that they need.

Juneau Emergency Medical Associates (JEMA) provides the ED with physicians, nurse practitioners and physicians' assistants. The JEMA doctors and mid-levels direct outstanding care for our patients. Working closely with the providers, our nursing staff assist patients through the experience, offering education and support as they deliver care. The ED nurses are well-trained, and more than half have received professional certifications through the Emergency Nurses Association. The final, crucial group of ED staff members are the unit clerks. The clerks in the ED are invaluable, facilitating efficient patient flow through the ED.

The ED staff and providers are a close-knit team. The physicians, mid-levels,

nurses, and clerks collaborated to write a mission statement that drives the care we deliver. Our strong relationships, forged through daily challenges, help us fulfill our mission statement:

The Bartlett Regional Hospital Emergency Department is a team of highly-skilled, compassionate healthcare professionals who are committed to providing excellent emergency medical care to Southeast Alaska.

We are committed to:

- Respectful communication with our patients, colleagues, and staff.
- Facilitating the health and wellbeing of our patients through informed decision-making.
- Accountability for the delivery of quality services with integrity and empathy.
- Effectively coordinating regional resources to meet our patients' healthcare needs.

Employee Forums Coming!

Wednesday, Dec. 11th 7:45 p.m.
Med/Surg Conference Room

Thursday, Dec. 12th 7:30 a.m.
Cafeteria

Thursday, Dec. 12th 2:00 p.m.
Boardroom

See You There!

Lab Update

By John Fortin



The month of October was a busy month for the laboratory department as we were involved with the CBJ health fair. This is a great benefit for all CBJ employees and the lab processed almost 600. This is by far the busiest CBJ Health fair which this lab has seen. There were only compliments of how organized we were. Good Job!

Work has continued on restructuring of processes for compliance purposes. Emphasis on these compliance issues has been a top priority as the departments will be entering a College of American Pathologist inspection window the spring of 2014. Major projects include:

- Document control
- Maintaining of department meeting
- Quality Management reporting
- Stabilize the schedule
- Occurrence reporting
- Training
- Process Flow
- Nursing manual.
- Chemical Hygiene and Safety manual.
- Respiratory Therapy
- SLT

Pharmacy Hours to Change for Christmas and New Years

By Ursula Iha

The Bartlett pharmacy is staffed from 07:00 to 22:00 on weekdays and from 08:00 to 18:30 on weekends.

On Christmas and New Years Day, the pharmacy will be open weekend hours so more of our staff can be home with their families.

As always, when the pharmacy is closed, the Nursing Supervisors can reach the pharmacist on call if needed.

Facilities Management Spirit of Safety

By Marc Walker



Hello all, it's the time of year when we are all are getting into the spirit of the season.

Giving, festivities and decorations are all part of the magic that comes around this time of year. I would like to take this opportunity to remind everyone that patient safety is paramount and all of our responsibility during this festive time.

Please make yourself familiar with the Seasonal Decorations policy and take a quick look around your work area to assure we are keeping it safe.

Congratulations to the Winners of this Month's Flu Button Raffle

RX Expresso Coffee Card:
Maie Undurraga-Med/Surg

2014 Gastineau Humane Society Pets of Juneau Calendar:
Annette Coyle-Dietician

Free Lunch at BRH:
Laura Ralston-Med/Surg
Josie Minsch- MHU
Lisa Gable-PACU
Julie Orsi-HIM
Theresa Robinson-DI
Carissa Frisbie-CCU
Jeff Torres-RT



The next drawing will be held **December 23rd**. So keep wearing those buttons. **If you have not received your flu shot it is not too late!**

Don't Forget!

It's time to renew your contributions to the **Bartlett Regional Hospital Foundation** and/or the **United Way**. Forms are available outside Jim Strader's office (305 Admin) or in the Payroll Office. Just stop by and fill them out and Tracy will do the rest. It's a great way to help those who really need it.

Case Management has placed their brightly-wrapped boxes around the hospital to collect food for Helping Hands.



Notes from Human Resources

By Emma House

New Employees:

- **Jan Enele**, Lab Aide
- **Heather Grant**, CN III
- **Elise Chamberlain**, CN III
- **Steven Leddick**, CN III
- **Kim Swift**, CN II
- **Bryan Graham**, CSR Tech
- **Melissa McCormick**, Admin Clerk II
- **Margaret Hinkley**, Lab Med Tech I

2013 Observed Holidays

- Christmas Day December 25 Wednesday

2014 Observed Holidays

- New Year's Day January 1 Wednesday
- Martin Luther King Day January 20 Monday
- Presidents' Day February 17 Monday
- Memorial Day May 26 Monday
- Independence Day July 4 Friday
- Labor Day September 1 Monday
- Alaska Day October 17* Friday
- Veterans' Day November 11 Tuesday
- Thanksgiving Day November 27 Thursday
- Day after Thanksgiving November 28 Friday
- Christmas Day December 25 Thursday

Certification Pay

Per Contract Section 11.13

Certification Pay is available to eligible employees annually, on the first pay period in February.

Provide copies to HR and enter your Certifications into your HR Portal:

Certification Pay Requirements:

- Any employee who has worked 312 or more hours within the previous calendar year (excluding temporary employees

- Examination by the certifying body of a nationally recognized job related specialty organization
- Certification expenses are borne by individual
- Certification is not required by current job description
- Certification as a result of basic education for the job does not qualify
- Changes in certification pay eligibility will be affected by Federal & State law and regulatory agencies
- The certification must be periodically renewed

Each year new certifications and those which have changed status will be considered by the panel of five members. Employee shall provide a copy of certification and/or update their HR Portal certification section prior to January 1st of the first year holding such certification and then only after renewals. This annual certification shall be paid to the employee for the respective length of certification.

First Certification \$400.00
 Second Certification \$350.00
 Third Certification \$250.00

Personal Appearance Policy #9400.206

Applies to ALL BRH Staff

It's always a good idea to review this policy because it deals with presenting ourselves to our patients and each other in a professional manner. Of particular note this time of year would be section 206, which deals with our hospital maintaining a fragrance-free environment.

All policies are available through PolicyTech under Favorites in your Internet Explorer browser.



Juneau Photography Group Decks the Halls!

By Laveda Loose



Some photographers of the 700 member Facebook group, Juneau Photo Group, have volunteered their time, talent (and money) to enhance the walls of Bartlett Regional Hospital with their Alaska themed images.

The participating members have been busy getting their images printed and framed with the help of Bobbi Epperly of The Art Dept in Juneau, who has graciously donated her time and the matting material as well as given the group a huge discount on the frames that will be used for the project.

This project is a collaborative effort of many photo hobbyists, most of whom are from this area as well as some hospital personnel. The group wanted to offer images that would make people stop and look at the beauty Alaska has to offer as well as put a smile on the faces of our patients and visitors. Pictures will start appearing early in December and will be hung throughout the common areas that have the most visibility.

CEO's Corner

By Jeff Egbert



Good communication is critical in every organization. It's no secret that we need to do a better job here at Bartlett. This newsletter is one example of how we are going to

proactively communicate with one another. It won't just be "the company line" or directives from management. It will also be your best way to communicate your wins and accomplishments to your fellow employees.

We're making an investment in communicating with you because you are worth it. Please take the opportunity to make this newsletter the best it can be...and make it your own.

I would like to answer your questions using this publication. Please send your questions to me at

jegbert@bartletthospital.org. If you sign it and give me your permission to use the question, I'll be happy to share my answer with the entire staff.

We are also going to work to make more efficient use of our e-mail communication within the hospital. We use email extensively in healthcare, but it can become troublesome for those who need it for critical communication when we fill up each other's mailboxes with unnecessary or repetitive messages which may not apply to the person receiving them.

I asked Jim Strader to do some research on e-mail etiquette and he found these tips worth reviewing:

E-mail 101

Excerpts from "12 Tips for Better E-mail Etiquette"

By Laura Stack, MBA, CSP

Don't you wish that every person who received a new e-mail account had to agree to follow certain rules to use it? There are certain professional standards expected for e-mail use.

1. **Be informal, not sloppy.**
2. **Keep messages brief and to the point.**
3. **Use sentence case. USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING.**
4. **Use the blind copy and courtesy copy appropriately.**
5. **Don't use e-mail as an excuse to avoid personal contact.**
6. **Remember that e-mail isn't private.**
7. **Be sparing with group all e-mail. Ask yourself if you really need to share your thoughts with 500 people.**
8. **Use the subject field to indicate content and purpose.**
9. **Don't send chain letters, virus warnings, or junk mail.**
10. **Remember that your tone can't be heard in e-mail.**
11. **Use a signature that includes contact information.**
12. **Summarize long discussions**

Bartlett Beginnings Needs Your Help!

By Debi Ballam, RN,IBCLC

Bartlett Beginnings is working to become a designated Baby Friendly Hospital, and we need your help. The Baby Friendly Hospital Initiative (BFHI) is a Process Improvement Program of the World Health Organization (WHO) and is endorsed by the National Institute of Health (NIH), the Centers for Disease Control (CDC), the American Academy of Pediatrics (AAP), most health care professional organizations, and the U.S. Surgeon General. This program improves hospital-wide practices to better enable families to initiate and continue breastfeeding their babies. Breastfeeding has life-long health benefits for the entire family. There are 10 evidence-based steps to the Baby Friendly Hospital Initiative. They are:

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in the skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within one hour of birth.
5. Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
6. Give infants no food or drink other than breast-milk, unless medically indicated.
7. Practice rooming in - allow mothers and infants to remain together 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

Breastfeeding is the GOLD STANDARD of infant nutrition. It is recommended that babies exclusively breastfeed for 6 months, and then continue breastfeeding with gradual introduction of solid food, for at least 1-2 years.

This is an organization-wide initiative. All departments that serve mothers and babies need to support breastfeeding. How can you help? Here are some examples:

- Our Lab shows their support by offering mothers privacy and placing a "nursing mother" sign on the closed curtain whenever needed.
- Anytime you care for a breastfeeding couplet, helping the mother to feed her baby or remove her milk, will not only help her continue breastfeeding, it shows your support of breastfeeding.
- If the mother is ill, there are usually medication choices that are compatible with breastfeeding; explore these with prescribing providers and research alternative versus simply advising the mother to "pump and dump" her milk.
- Many contrast dyes for MRIs are approved by the American College of Radiology (ACR) for use by breastfeeding mothers; you can research professional organizations' recommendations versus manufacturers' recommendations.
- If you care for a pregnant woman, refer her to our Prenatal Classes which include a Breastfeeding Success and Newborn Care class.

Bartlett Beginnings has knowledgeable nurses and three International Board Certified Lactation Consultants who can serve as resources to assist you in helping your patients continue breastfeeding. Bartlett has a parenting support group, Baby Parent Time that meets weekly, Thursday Noon-1:30 where you can refer your patients for support as well.

If the family has made an informed choice to formula feed, the BFHI includes language that supports safe formula feeding as well.

Please join us in increasing the health of our community by increasing our breastfeeding support in our organization and our community. Our goal for 2014 is to be designated as a Baby Friendly Hospital denoting the highest standard of care for mothers and babies, by having the Baby Friendly USA reviewers come to BRH and review our policies and practices. Please help us achieve this goal by supporting breastfeeding in your department. Thank you for all you do.