



# PULSE

March 30, 2017  
VOL. 28 NO. 3

## NEWS OF INTEREST TO RPMH EMPLOYEES

### EMPLOYEE OF THE MONTH



Congratulations to Erma Lopez, our March Employee of the Month! Erma is our payroll and data processing clerk and has worked in our Business Office since February 1985 when she was originally hired as a cashier. A co-worker nominated Erma saying "Erma always goes above and beyond to help. It doesn't matter if she is right in the middle of something, she steps up to help." Erma is a graduate of Sweetwater High School and she and her husband Rudy, live in Sweetwater. Congratulations Erma! We are grateful for all you do to make RPMH a great place!

### SPECIAL DAYS



- April 1 – April Fool's Day!
- April 16 – Easter Sunday
- April 17 – Tax Day
- April 23-29 – National Volunteer Week
- April 23-19 – National Laboratory Professionals Week
- April 26 – Administrative Professionals Day

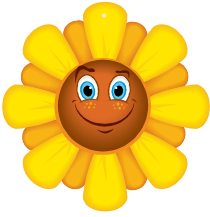
### VOLUNTEER NEWS



Gift Shop Closed April 3-5 due to Construction  
National Volunteer Week April 23-29

**Can you name the Core Values of RPMH? They are Excellence, Accountability, Stewardship, Compassion and Others First.**

## SPECIAL MENTIONS



Sue Baucom  
Crystal Cornutt  
Vicky Hanes  
Shawna Ham  
Kendra Crosson

## NEW EMPLOYEES



**WELCOME!!!**

### **Welcome New RPMH Employees:**

**ER** – Jennifer Sanders  
**Radiology** – Lisa Spencer  
**Environmental Services** – Victor Taylor  
**Information Technology** – Kenny Green

## PATIENT OPINION POLL



"I would like to thank Shawna Ham for taking such great care of me in the ER. She helped calm my nerves and made sure I was ok before I left. It was so awesome to see her in ICU when I got out of surgery. She is an amazing nurse and I appreciate her being so nice and caring to me."

"Many thanks to Sue Baucom and Vicky Hanes for the wonderful care they gave my husband. I would also like to thank Crystal Cornutt for all she did."

"Thank you for all the kindness and care in making my stay a little more enjoyable."

"Kendra Crosson was very nice and courteous and the nurses were very helpful. The rooms were clean."

"Thanks for the card and all your good wishes. I'm doing very well! Wow, what a trip! You all know me, I can't stay away-be back as soon as possible! You are a great group!" Dr. Lindsey

"We wish you could know how very much touched and appreciative we are of your kindness and support. May God bless you!"

## PROFESSOR ED



# EDUCATION



Online Education: health.edu, growing up with us.com (newsletter staff login: 435617), txhealthsteps.com, netce.com

Healthcare Provider BLS: April 20th at 1 p.m., Cardiac Wellness Classroom

Remember to check bulletin boards and RPMH calendar for upcoming education!

Jewel Parker, R.N.  
Staff Educator  
Ext. 306

## HENRIETTA



## THE HIPAA HIPPO



### LOGGING OFF TO PROTECT **YOU!!**

Employees are reminded continuously to log out of CPSI when not using the system. This task of logging on and logging off continuously throughout the day can get mundane, but do you know why? Of course, one reason is to protect the privacy of our patients, but it is also for YOUR own protection as an employee. CPSI keeps a log of all employee accesses and what was specifically accessed on a patient account. If you were to stay logged in, any employee could jump on your session and access information and the system will log that it was you who accessed it. We check these logs on a continuous basis and if the logs show that you accessed something inappropriately, you will face the consequences of that access. Another tidbit for your protection—if you access an account in error, please notify the HIPAA Security Officer, Rhonda Guelker (phone at ext. 6238 or email through the CPSI system), and she will put a note on the account indicating this.

## WORKPLACE VIOLENCE—WHAT NEXT?

### WORKPLACE VIOLENCE



So have you ever had one of those days? You know the one that make you want to scream or in extreme throw something? Okay we all have, but when does that behavior become something else? The behavior becomes workplace violence when it becomes disruptive, intimidating or threatening.

Workplace violence is quickly becoming a problem that impacts healthcare daily. In 2016 6.2 million people became victims of workplace violence, and workplace violence was responsible for 17% of all workplace deaths. 61% of all healthcare workers have been exposed to workplace violence at some point in their career (OSHA2016). The levels to which each person is exposed may vary from disruptive behavior including: Bullying, Harassment, Personal threats, Stalking and even physical assaults. The most serious of these escalating levels is murder. In 2016 there were 4679 deaths in healthcare that resulted from some form of work place violence that escalated uncontrolled or recognized.

Early recognition is the key intervention in preventing workplace violence. Intervention and reporting are the keys to prevention of workplace violence. Although no one can recognize every individuals potential for violence there are factors that are recognized prior to escalation, some of these follow. Intimidation which may begin as subtle disrespect, verbal aggression or being generally uncooperative with everyone is listed as a level one type of behavior. Although the behavior is not physical the effects may still affect those exposed to it. The second level of disruptive behaviors may include frequent arguments, constant disciplinary problems, sabotaging of equipment, stalking behaviors and the perpetrator making themselves, the victim. The third and final level of disruptive behavior is the most dangerous it includes, suicidal and homicidal threats, physical altercations, snapping emotions, displays of anger or rage and displaying or use of weapons. Any action from the above descriptions should be reported to your immediate supervisor. In the event that the person is your immediate supervisor the next supervisor in the chain of command should receive the report.

### WORKPLACE VIOLENCE



Regardless of the type of violence exhibited the quicker the recognition and action to stop the better the outcome for all persons involved. Rapid de-escalation of the behaviors is the best intervention. What happens when intervention is not enough?

### WHAT NEXT?

You are at you normal workstation when you hear yelling, screaming and sound that sound like gunshots! WHAT NEXT? Do you know the closest and most accessible exit? Someone shouts that there is someone shooting! WHAT NEXT?



