



PULSE

April 29, 2015
VOL. 26 NO. 4

NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Renee Gaskin, is our April Employee of the Month. Renee began working in the Lab as our evening Medical Technologist in March 2014. Mentioned on a Customer Comment Card, Renee was said to be "a hard worker that motivates everyone to do their best." The co-worker went on to say that she makes coming to work fun and enjoyable. She is "a tremendous person to work with" and greatly appreciated. Renee attended high school in Georgia and then went on to attend the University of Oklahoma. She served in the United States Army at Ft. Sam Houston from 1980-1986 where she attended Medical Laboratory School from 1980-1981. Renee brings over 30 years' experience as a Registered Medical Technologist to our hospital. Congratulations to Renee, our April Employee of the Month!

SPECIAL DAYS



- May 6-12- National Nurse's Week
- May 6- Nurse's Breakfast
- May 8- Nurse's Breakfast
- May 10- Mother's Day
- May 10-16- National Hospital Week
- May 11- Ice Cream Sundaes
- May 12- Mile High Nacho Meal!!!
- May 13- Ice Cream Sundaes
- May 15- Hospital Week Service Awards 2pm
- May 25- Memorial Day

NEW EMPLOYEES



WELCOME!!!

Admissions

Cari Aguilar

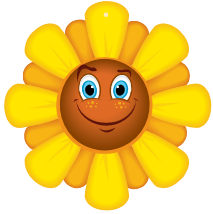
Dietary

Beth Oldgies, Registered Dietician

OB Agency Nurse

Kelly Gebur, RN

SPECIAL MENTIONS



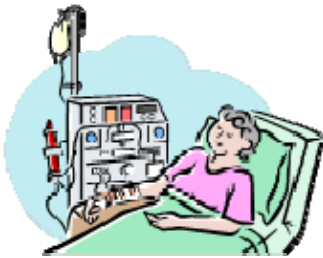
Amber Hope
David Figueroa
Dorthey Blueford
Hydie Stewart
Kayrene Ham
Lisa Baldivia
Rachel Cuellar
Sharon Jones
Susan Almanza

April Forbes
Deann Randel
Dr. Marvel
Irene Garcia
John Fite
Mary Smith
Robin Rainey
Stephanie Smith
Christina Cave

Arnettia Saddler
Destiny Castillo
Ginger Summerlin
Jacklyn Brasuell
Kim Watson
Matt Weaver
Rosa Galvan
Sue White
Vicky Hanes

Congratulations to Irene Garcia, Jacklyn Brasuell and Susan Almanza for receiving five mentions. They each received a \$5.00 Wal-Mart Gift Card.

PATIENT OPINION POLL



"All the surgery staff was wonderful. Sue White was especially sweet. Thank you all for what you do and being so patient with us."

"I would like to thank Amber Hope, Dorthey Blueford, Matt Weaver and Dr. Marvel for doing a great job. Sue White and Vicky Hanes were so good to me before and after surgery. I am so thankful to David Figueroa on Med-Surg for a great IV start, also thanks to Mary Smith and Kim Watson. I was so blessed to have such kind attention and care from Hydie Stewart and Rosa Galvan; they went above and beyond to provide excellent care. Thanks to Sharon Jones, Robin Rainey and Arnettia Saddler for their care and smiles. The food was great and always everything was clean and fresh! RPMH did great!!!"

"Everything was lovely. I was treated with much respect. RPMH has a very great staff!"

"Thanks to Lisa Baldivia and Nellie McGinley for great customer service."

"Please know that I would rather be admitted to RPMH as a patient than to most hospitals, and I would relish each meal. I have consulted in over 30 facilities, and the Dietary Department at RPMH is the best dietary department I have ever been associated with. Brenda Hollis is an excellent manager and you should be very proud to have such an employee as Brenda in a managerial position. The fact that most of her staff has worked with her for 10+ years also speaks volumes." Sincerely, Sheila Jones, Consulting Dietitian

HENRIETTA



THE HIPAA HIPPO

HENRIETTA THE HIPAA HIPPO: INTERNET AND EMAIL DOs and DON'Ts and more DON'Ts



Rolling Plains Memorial Hospital provides internet and email on a limited basis. Generally these features are only provided to individuals needing them to perform their duties. The Hospital does try to make sure every department has at least on PC with internet access.

Some important things to remember when using email or the internet:



DO NOT:

- Express opinions or personal views that could be misconstrued as being those of the company
- Transmit obscene, harassing, offensive, or unprofessional messages;
- Access any site that is sexually or racially offensive or discriminatory;
- Access any gambling, shopping, or dating website;
- Display or download any sexually explicit material;
- Transmit any of RPMH's confidential information, including customer data, or other materials covered by RPMH's confidentiality policy;
- Establish personal e-mail addresses on a hospital computer. Only e-mail addresses with the "rpmh.net" extension are permissible.
- Install and play computer games
- Use online music stations (this uses much too much bandwidth)



NEVER download software without the knowledge and permission of IT staff. IT staff should be the only individuals who add new software to a PC.



If you email patient information to an address outside our network, it MUST be encrypted. RPMH has an encryption program. If you don't have it, or unsure how to use it, please contact the IT department.



Remember the content of your PC can be looked at by the IT staff or your supervisor anytime. Do not access anything or send/receive email that you would not want others looking at. With our new firewall, IT Staff can also better monitor websites that are being accessed and are doing so on a regular basis.



Users found violating any of these policies will be disciplined, which could include loss of access, written warning, or termination.



Please remember we have these policies in place to protect our PCs and our network, and most importantly, to ensure the confidentiality of our patient information.



HIPAA FAQ: Are dates of admission protected health information?

Yes. HIPAA defines dates related to the individual as individually identifiable health information.

Disclosure of dates to callers or requestors is permitted only for treatment, payment, healthcare operations, by authorization or by law. The requestor's or caller's identity must be verified and the patient must not have a restriction on file preventing the disclosure, i.e. to the insurer.

By law, the patient may receive the information. If the patient's identity can be confirmed in a phone call, it is permitted to disclose dates of admission to the patient.

WAY TO GO LADIES!!!



CDI TEAM!!!!



Members of the Clinical Documentation improvement (CDI) team were invited to speak at CPSI's National User Conference on April 14th. The team, along with Peggy Hansen (the Trubridge CDI consultant) talked about the "RPMH Success Story" with clinical documentation improvement. We started with identifying our need: a higher quality medical record through improved documentation.

CDI TEAM!!!!

Our 50 chart audit showed many opportunities for improvement! We illustrated our entire implementation process which included introducing the project to our medical staff, the creation of the CDI team, the training of the team, other staff and most importantly the physician training and buy-in that followed.

We discussed our process at length, especially the team approach that was taken with the physicians, which was the key to our success. The relationship and trust that was built between the medical staff and CDI team members was crucial, and also the bridge that was gapped with the UR and HIM departments was something that we highlighted for the audience and cannot be overstated as a huge part in the incredible results that we had in the first four months of the project.

The room was completely full and nerves were abundant but Peggy and our CDI team did an incredible job showing how we were able to take ordinary people and create extraordinary results (no additional staff were added)! We would have loved to have taken one of our physicians to help discuss the process, but who knows, maybe we will be invited back to talk about our 1 year results at the next NUC conference and will have a physician volunteer to spend a little time in Destin with their CDI team and Peggy!

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