



PULSE

**April 28, 2016
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NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Congratulations to Wendy Davis, RN, our April Employee of the Month! Wendy was hired as a Charge Nurse on Med/Surg in April of 2015. She was nominated for Employee of the Month by a co-worker that said, "Wendy is 100% always smiling, willing to jump in as needed. She is always in a good mood, and never ever has she made a complaint about an assignment." They went on to say, "She is truly worthy of being EOM. Everyone on Med/Surg loves working with her because she has such a hands on approach and attitude." Wendy was a 1992 graduate of Sweetwater High School, and also a graduate of both Texas State Technical College and Cisco Junior College. Congratulations Wendy! We are proud of you!

SPECIAL DAYS



April 27: Administrative Professional's Day
May 4: Nurse's Breakfast
May 6: Nurse's Breakfast
May 8: Mother's Day!
May 8: National Hospital Week
May 11: Hospital Employee Luncheon "Mile High Nachos"
May 12: Employee Service Awards
May 24: Scrub Show
May 30: Memorial Day

NEW EMPLOYEES



WELCOME!!!

Lab: Laura Landa
RHC: Holli Helm
Toxicology Lab: Samantha Rodriguez
Rx Assistance: Barbara Baker
Nursing: Kendra Morales, CNA & Diane Calcote, RN

HENRIETTA



THE HIPAA HIPPO

APRIL: PRIVACY AND SECURITY MONTH

Although April is usually named Privacy and Security Month each year, privacy and security are topics that we need to keep in mind each and every day. Not only do our patients expect and deserve their information to be kept confidential, it has been mandated by State and Federal law as well as accrediting agencies for several years.

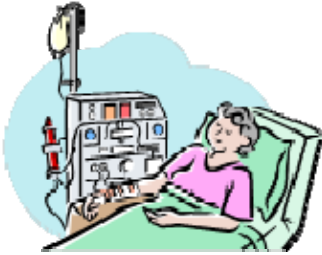
Federal laws include the Health Insurance Portability and Accountability Act – HIPAA – which required compliance in April 2003 includes the Privacy Rule as well as the Security Rule. These Rules require health care providers to ensure the privacy and security of patient records and health information. The HITECH Act of March 2013 strengthened the privacy and security provisions for health information. The Privacy rule gives patients rights over their health information and sets limits on who can have access to that information. The Security Rule protects health information in electronic form and requires health care providers to maintain safeguards to ensure that electronic protected health information is secure. The Breach Notification Rule requires health care providers to notify the patient and the HHS in the event of a breach. Additionally, the Centers for Medicare and Medicaid Services – CMS – Conditions for Participation also require that medical records and patient information be kept private and secure.

The Texas Medical Records Privacy Act provides additional protection and is broader in scope than HIPAA in that it applies to businesses and organizations and their employees if they create, receive, obtain, use or transmit protected health information.

Accrediting agencies such as the Joint Commission and DNV – our accrediting agency – also have standards regarding privacy and security. On the local level, Rolling Plains Memorial Hospital has policies and procedures concerning privacy and security. Our Medical Staff Rules and Regulations also concerns requirements for privacy and security of protected health information and medical records.

Our responsibility to our patients to maintain and safeguard the privacy and security of their medical records and protected health information is not only a moral and ethical responsibility but is also a legal responsibility. Failure to protect this information can lead to legal problems not only for the hospital but also for the individual employee.

PATIENT OPINION POLL



"Arnettia Jennings is a wonderful person and she did so much for me. I appreciated her very much!"

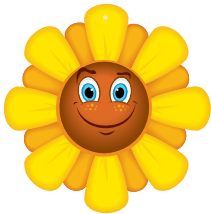
"All the staff was very kind and helpful. Danyel Culwell is awesome! She is a natural caregiver and made me feel comfortable. Dr. Smola has been wonderful! We appreciate him!"

"Erica Cashiola was totally fabulous! I have a needle phobia. She kept me calm and is the only phlebotomist that did not hurt me during the stick so super kind to her."

"Amanda Gonzales was so amazing and she made it so easier on me. I was so nervous about having a baby and she made me feel better."

"Thanks to all the ER staff for all you did for my wife. I can't thank each of you enough for the care you gave her!"

SPECIAL MENTIONS



Amanda Gonzales
Barbara Upchurch
Dr. Smola
Jacklyn Brasuell
Mary Smith
Renee Gaskin

Arnettia Jennings
Danyel Culwell
Erica Cashiola
Laura Landa
Rachel Sharp



RPMH Hospital Week May 8th

Mayor Jim McKenzie signs the Proclamation for National Hospital Week

Pictured left to Right Standing are: Paul Romero, Jewel Parker, Sherma Barham, Tana Fomby, Janie Juarez, Jodi Kingston

Seated are: Steve Clark, Pat Saenz, Mayor Jim McKenzie and Helena Beltran

10 Most Common Patient Complaints, Grievances with Hospitals

By: Becker's Hospital Review



1. Sleep deprivation from clinicians coming to do tests and draw blood in the middle of the night.
2. Noisy nurses' stations that can interfere with sleep.
3. Personal belongings being lost.
4. Staff not knocking before entering the room, which can be interpreted as a sign of disrespect.
5. Not keeping whiteboards updated. Updated whiteboards allow patients to know who is caring for them. Patients would also appreciate a notebook where they can keep important information and take notes.
6. Lack of clear communications and not updating the patient or family members if the patient's condition changes.
7. Messy rooms where surfaces aren't wiped down, or the bathroom smells.
8. Feeling unengaged in their care or like they are not being listened to.
9. Lack of orientation to the room and hospital. Patients would like to know how to work the television and how to order food.
10. Lack of professionalism from hospital staff, especially when they are on break. "While you may be on your break, you are still a hospital employee and a reflection of the hospital," the article reads.

**Administrative
Professionals Day!!!**

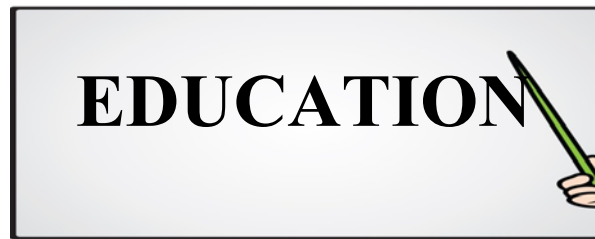


**LORI JONES makes my world easier. You are wonderful and kind!
Thanks for all you do.
Maxine**



Congratulations to Lori Jones winner of the Sweetwater Reporter Administrative Professional giveaway!!! She won a trip to NRH20 Water Park!

PROFESSOR ED



[Online Education:](#) health.edu, growing up with us.com, txhealthsteps.com

[RPMH Forms Education:](#) Growing Up with Us Newsletter

[Healthcare Provider BLS:](#) May 24th at 1 p.m., Cardiac Wellness Classroom

[Re-Certification ACLS:](#) May 17th or 19th, Cardiac Wellness Classroom

[Basic EKG class:](#) June 3rd at 9 a.m., Cardiac Wellness Classroom

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

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

HOSPITAL DISASTER REVIEW INFORMATION: WHAT IS MY JOB?



When any disaster code is called or anticipated do you know your function is to make the disaster operations and anticipated recovery a success? Our hospital has an Emergency Management Plan. In order for that plan to work in the event of a disaster and for our facility to recover it will take every one of us to know our duties. You may be looking around right now saying, "I don't have a duty" but each of you do.

In event of a disaster every person makes a piece of the puzzle and if one piece is lacking the puzzle is not complete and it allows for a hole. That hole may allow many things to happen that worsens the event or allows for another to occur internally. This simple example should help identify your importance. You are in a hallway during a disaster and someone you don't recognize is in the hall introduce yourself and make them identify. Make sure they have the proper identification and call security. That person may be here to take advantage of the chaotic environments that frequently surround a disaster by stealing from the patients, employees or facility, or they may be here do cause harm or introduce capabilities for harm to the patients or facility. Disaster type events (active shooters, kidnapping, workplace violence, and weather related emergencies) can happen anywhere in our world today at any given time, and it might be your astuteness that prevents it from escalating.



There will be pieces of information coming that to us that will be broken down for each type of hazard that has been identified both by our hospital as well as county and regional resources. This information will contain the 5W's for success in an incident in our facility (who, what, where, why and when). It will identify preparation steps that we should all be familiar with in the event of an impending disaster or for the unexpected event.

In the coming months the facility disaster plan will be reviewed, information will be forth coming to make sure that we all know what our piece in the puzzle is. Learn how you can help plug the hole that makes our facility more functional, safe and makes for an easier, more organized recovery for those around us.

