



# PULSE

December 29, 2016  
VOL. 27 NO. 12

## NEWS OF INTEREST TO RPMH EMPLOYEES

### EMPLOYEE OF THE YEAR



Congratulations to Debbie Roberts, LVN, our 2016 Employee of the Year! Debbie has been an LVN for many years. She began her career at RPMH in 1980 where she continued through 1989. She then worked with Dr. George Lindsey until the formation of the Rural Health Clinic in 1994 and remained there through February 1, 2016 when she came full circle back to RPMH as the LVN Supervisor. Debbie was a candidate for Employee of the Year along with eleven others and was voted Employee of the Year by her co-workers at the Clinic and hospital. She demonstrates our core value of Excellence on a daily basis. Congratulations Debbie!

### EMPLOYEE OF THE MONTH



Congratulations to Bonnie Garcia, RN, our December Employee of the Month!

Bonnie is an RN that has served in many capacities and departments of RPMH throughout the years. She currently is a staff nurse in the Emergency Department. Bonnie was nominated by a coworker that said, "I want to nominate Bonnie for her willingness to be flexible with her work schedule and work days/nights, ER/ICU and always without hesitation." They went on to say that "She is a great nurse and her positivity shines through in her personality." Bonnie is a 1989 graduate of Sweetwater High School and a 1994 graduate of Methodist School of Nursing in Lubbock. Congratulations Bonnie!

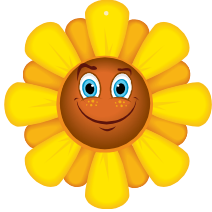
### Volunteer News:

Thanks to all that supported our Gift Shop with your Christmas purchases! Those deductions will begin coming out on Friday, January 20<sup>th</sup> and end on Friday, February 17<sup>th</sup>.



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

## SPECIAL MENTIONS



Cody Paty  
David Green  
Matt Weaver  
Nancy Rodriguez  
Sonya Morales

Dallas Hickman  
Kendra Morales  
Nancy Rodriguez  
Sarah Jones

We had a wonderful year for employees being mentioned on customer comment cards or patient satisfaction surveys. A total of 90 employees were mentioned. Four employees had five or more mentions. Three employees were recognized more than twenty times!

This just shows what an amazing team we have here at RPMH!

## NEW EMPLOYEES

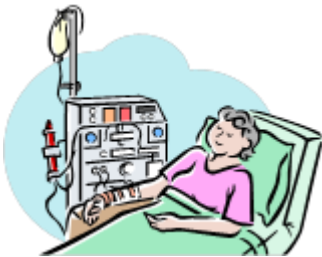


**WELCOME!!!**

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

Nursing: Beth Harbour, GN  
RHC: Tracy Boone, LVN

## PATIENT OPINION POLL



"The nursing staff went above and beyond to advocate for me as a patient as well as my baby. You have a great team here at RPMH; you have done well with your staff and resources on breastfeeding and caring for patients. Ranai, Diane, Marcella Williams, Becky Bohall and Amanda were all so professional and willing to help. They went above and beyond! Dr. Liedtke is an asset to your team as well and a blessing! Thank you all for your patience and care!"

"The ER staff was very responsive and respectful. They were fast and quick with the process of helping my child."

"Everyone was very nice and caring. They were very informative on my care."

"The young lady named Rosa was just a perfectionist in every way. She took care of me in a splendid way! Each time I called she was right there and so willing to answer my many questions. She just had so much compassion."

## PROFESSOR ED



# EDUCATION



Online Education: [health.edu](http://health.edu), [growing up with us.com](http://growingupwithus.com)  
(newsletter staff login: 435617), [txhealthsteps.com](http://txhealthsteps.com)

Healthcare Provider BLS: January 12<sup>th</sup> at 1 p.m., Cardiac  
Wellness Classroom

ACLS: January 10<sup>th</sup> at 10 a.m. or January 31<sup>st</sup> at 10a.m. Cardiac  
Wellness Classroom

PALS: January 25<sup>th</sup> at 10 a.m. or February 2<sup>nd</sup> at 10a.m.  
Cardiac Wellness Classroom

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

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

## SPECIAL DAYS



January 1 – Happy New Year!  
January 16 – Martin Luther King, Jr. Day

## HENRIETTA



## THE HIPAA HIPPO

### SECURITY INCIDENTS: REPORTING, INVESTIGATING, SANCTIONS

Do you know the steps you should take when you are aware of a security or privacy incident?

When an employee is aware of a security or privacy violation, they are obligated to report it. It should be reported to their immediate supervisor, or the HIPAA Privacy Officer or Security Officer (Martha Rippey, Rhonda Guelker) if they are not comfortable reporting to their supervisor.



Examples of security incidents include:

- a) Downloading malicious software
- b) Downloading games or any unauthorized software from the internet
- c) Sharing network profiles with outside sources
- d) Violation of Login Attempt (Using or attempting to guess another users log in and/or password)
- e) Sharing of passwords
- f) Inappropriate access to the internet
- g) Improper network activity
- h) Improper Email Activity (internet and email policies for types of improper activity)
- i) Inappropriate access by customer, client, patient, contractor or business associate

Once a suspected violation is reported, an investigation is initiated by the Privacy or Security Officer, depending on what type of violation it is. The investigation could involve audit trails, interviews with involved parties, monitoring of a computer, especially its' internet, and email activity. If a violation is found, the incident is reported to the proper parties including those affected by the breach, depending on the severity of the breach, especially as related to privacy. This could involve notifying patients, vendors, employees, and even governmental agencies.

Proactive monitoring for breaches it also performed continuously by the Privacy Officer, Security Officer, and IT Personnel. This is done through running audit trails, and with our updated firewall, preventing spam, and monitoring internet activity, which can now be determined to which PC suspicious internet activity is occurring from. You are encouraged to be diligent and responsible for the content of your internet and email activity.

If an employee is found guilty of a privacy or security breach, there are sanctions, depending on the level of the breach. The graph on the next page shows each level of breach, examples, and the sanction.



|