



PULSE

February 26, 2015
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NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Robin Rainey, is our February Employee of the Month. Robin came to us straight out of school from TSTC in December 2002 when she began her nursing career. Robin was nominated for EOM by a co-worker that commented "Robin is an employee you can count on and she is willing to step out of her specific job duties to help orient our new LVNs. She is patient and kind with them even though her patient load may already be very heavy for that day". She went on to mention that Robin is very caring and helpful with all of her patients and that she does a great job every day. Robin attended Sweetwater High School and TSTC West Texas where she graduated as a Vocational Nurse. She and her husband, Rodney, live in Sweetwater. Between the two of them, they have five children, Shaun, Shelton, Sabrina, Stephanie and Stacy, and 5 grandchildren, Teague, Laynie, Kaysen, JJ and Nolan. Congratulations to Robin, our February Employee of the Month!

SPECIAL DAYS



Saturday, February 28 at 7:30 p.m. annie Franklin, CNA will be featured in the Applause Music Series "Lift Every Voice". Tickets will be available at the Sweetwater Municipal Auditorium 400 Locust Street that evening. \$10 for adults and \$5 for children.

Sunday, March 8 Daylight Savings Time Begins!!!!
Tuesday, March 10 New Employee Orientation
March 17 St. Patrick's Day-Wear your green!
March 22-28 Health Information Management Week
March 30 Doctor's Day

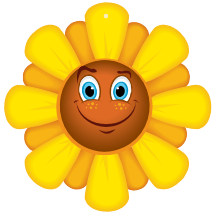
NEW EMPLOYEES



WELCOME!!!

Emergency Room: Margarita Lee, RN & Georgia Porter, RN
Environmental Services: Eddie Garza, Davis Garcia & Maurice Rosas
Nursing Education: Samantha Mrazek, RN
Laboratory: Nikkii Lewis
Med/Surg: Brittany Brackett, CNA; Hydie Stewart, LVN & Mirella Solis, RN
OB: Paula Herrera, RN
Security: Richard Perez
Occupational Therapy: Kaitlyn Dunn, OT

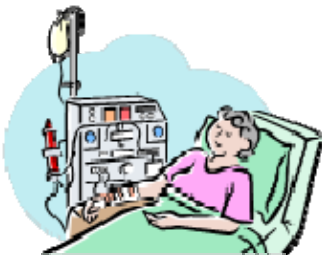
SPECIAL MENTIONS



Ashly Cosby
David Figueroa
Dr. Bueso
Dr. Moses
Dr. Smola
Susan Almanza

Jacklyn Brasuell
Jeree Hendley
Kirsten Willman
Robin Rainey
Rosa Galvan
Tasha Soto

PATIENT OPINION POLL



"I have been so lucky to be treated so well by all the staff here at the hospital. I could not have better nurses anywhere. They are all so concerned in my health and stop to answer any questions I ask. I think that kind of treatment is as big a part of the healing process as the medicine that they give you. Housekeeping and the dietary departments were all so nice."

"Dr. Bueso was very courteous and explained everything in a way we could understand. We were very pleased with the way he treated us."

"Susan Almanza from the Lab is awesome! One stick and she was done!"

"Misty Brogan was very helpful, informative and nice. I really appreciated her help!"



TeamSTEPPS – FEEDBACK

What is feedback? Feedback is the giving, seeking and receiving of performance related information among the members of a team.

Types of Feedback:

- Formal or informal
- Constructive feedback

Is considerate, task specific and focuses attention on performance and away from the individual staff member. This type of feedback is provided by all team members.

- Evaluative feedback

Helps the individual staff member by comparing behavior to standards or to the person's own past performance

Good Feedback is:

- Timely
- Respectful
- Specific
- Directed toward improvement – Helps prevent the same problem from happening in the future

- Considerate

BOLO for Sam the Penguin...His journey starts soon.

HENRIETTA



THE HIPAA HIPPO

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 Rippy, 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.

BOATRIGHT'S BLOG



RPMH LAB ROCKS!!!!

A big thank you to Renee Gaskin, Irene Garcia, Jacklyn Brasuell, and Susan Almanza for volunteering in the ATEMS (Academy of Technology, Engineering, Math and Science) 2015 Experts Flex Day program. These ladies spoke to about 60 high school students about working in laboratories and hospitals. Great job ladies for promoting health careers, particularly in the lab technology area! You are excellent representatives of RPMH and your field of expertise.



2015 TREADMILL WALK-A-THON



Another Successful Walk-a-Thon

Rolling Plains Memorial Hospital Wellness Center once again hosted the 24-Hour Treadmill Walk-a-Thon with the kick-off beginning at 2:00 pm on Friday, February 20th. This event was a great success having 115 participants, 12 of those being students from our local schools. The purpose of the event was to help raise awareness for heart disease as a benefit for the American Heart Association. Thanks to the participants, as well as members of the community, the event raised \$1700.00 in donations.

The concept of the event is to have at least one participant walking on one of the Wellness Center's treadmills throughout a period of 24 hours. Thanks to our dedicated community, we reached our goal and had participants walking even through the long hours of the night. Recognition was given to a few different individuals including the youngest female participant, MaKenna Thurman; youngest male participant, Hunter McCann; oldest female participant, Jessica Messersmith; and oldest male participant, Frank Wright. Recognition was also given to the individual that walked the longest on the treadmill which was received by RPMH's own, Angela Soles.



MaKenna Thurman-youngest walker



Frank Wright-oldest male walker



Jessica Messersmith-oldest female walker



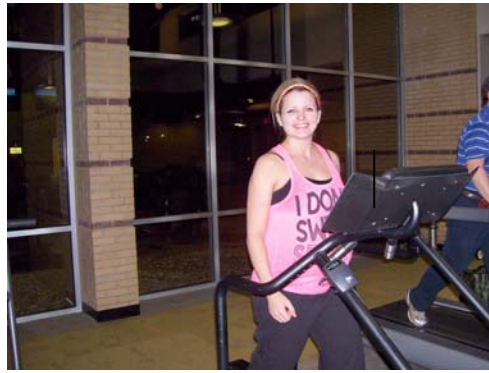


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Wes Stafford and Jaci Callan presented Janis McDowell with the American Cancer Association with a check for \$1700

HIPAA FAQ



HIPAA FAQ (frequently asked questions) is a new feature of the Pulse. Hospital staff are encouraged to submit HIPAA privacy questions to the Privacy Officer, Martha Rippy. I will research your questions and respond in the Pulse. This can be done anonymously or you can indicate your name or department. You can submit your questions via email to mrippy@rpmh.net, CPSI mail, place in the HIM mail box in the Business Office, in person or over the phone at extension 265. I am looking forward to your questions!

Our first question is:

What are Privacy Rule provisions that need to be stressed in a small, rural facility?
Small, rural facilities have unique challenges for Privacy Rule compliance. Chances are a hospital employee is a relative, friend, or neighbor of a patient. A hospital employee may be well known in the community and function in many private and public roles. The community itself, because of the desire to support other residents in times of crisis, appears to set a lower expectation of privacy for the residents than those found in more urban areas. However, Privacy Rule standards are the same for all covered entities, so compliance with the standards is just as important in a rural community.

One key standard is the disclosure of protected health information to family and friends involved in the care of the patient. Even if a treatment relationship is well established, it is good practice to periodically seek the patient's verbal confirmation that a friend or relative is still actively involved in assisting with the patient's care or with payment of their care so that sufficient protected health information can be disclosed to friends or family.

Appropriate boundaries for work roles must also be observed. Since employees may be friends or relatives of a patient, they need to act in their healthcare role while at work, not in their role as friend or relative. A patient may ask to be a "no information" patient in the hospital directory but it defeats the purpose of the standard if employees who are not involved in the care of the patient wander in to visit, or even worse, review the patient's record to see how they are doing. If an employee does wish to visit with a friend or relative, they need to act in the role of a visitor, and ask if the patient is on the hospital directory before visiting.

Finally, since a healthcare provider is often well known in the community, the public may be prone to approaching the healthcare provider in other settings outside the hospital to ask about patients. The difficulty for the healthcare provider is that anything they may say, even if it is common knowledge, could be perceived as disclosure of protected health information. The best option is a standard response such as, "I know you are only asking because you care, but since I work for the hospital, I am not allowed to say anything about the patients that we treat. Why don't you give the family a call or call the hospital. They may be able to give you some information about the patient." Of course, the information the hospital can give would be directory information and a condition statement such as good, fair, poor unless, of course, the patient is a no information patient.

Reference: HIPAA By Example by Mary C. Thompson, RHIA, CHPS, CISSP

