



PULSE

July 31, 2017
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NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Congratulations to Todd Smith, our July Employee of the Month! Todd is a Radiology Tech and has been with RPMH since May 23, 2016. A patient nominated Todd saying he "is just an all-around wonderful person! When I was an in-patient and had to have some radiology procedures completed, he was very nice and made sure to ask how I was doing and made sure I felt comfortable." In 1995 Todd graduated from Blackwell High School as class Salutatorian. He continued his education at Angelo State University earning a Bachelor of Science in 1999 as a Biology Major with a minor in Chemistry. Todd and his wife, Maribel, live in Blackwell and have 2 children: Moriah and Michael. Congratulations to Todd, our July Employee of the Month!

SPECIAL DAYS



August 10 – 8 AM OB Department featured on KXOX Radio Program
August 11-13 Tax Free Holiday for Back to School Shopping in Texas

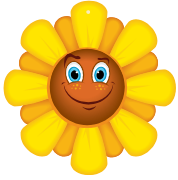


Volunteer News

Mark your calendar for these upcoming events!
September 14 – Book Sale

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

SPECIAL MENTIONS



April Craighead
Dr. Martin
Arnettia Jennings
Helena Beltran
Jodi Kingston
Kagan Benham
Dallas Hickman
Kendra Morales

Merry Johnson
Sue Baucom
Vicky Hanes
Tasha Soto
Beth Harbour
Diane Calcote
Wendy Davis
Dr. Onwuchuruba

NEW EMPLOYEES



WELCOME!!!

Welcome New RPMH Employees:

OB/GYN Office – Kristi Hendrix

Emergency Department – Carrie Stanek, RN, Christie Wislicenus, RN, Josh Atchison, RN

Environmental Services – Rachel Ralston

Physical Therapy – Josh Andrade, DPT

PATIENT OPINION POLL



“Awesome! Thank you so much for what you do!”

“So happy to have the staff I had today! Dr. Moore was awesome!”

“I can’t say enough about the wonderful nursing staff, compassionate and caring! I know I was a pain sometimes, but I was always treated with kindness. I so appreciated the dietary people. I’m a vegetarian and they did everything they could to make sure my food was healthy and within my dietary limits. Also, housekeeping was friendly and thorough. Dr. Marvel, without a doubt was amazing. The surgical team constantly reassured me and so did the anesthesiologist.”

“We enjoyed all the staff on every staff; Arnettia Jennings, Merry Johnson, Wendy Davis, Jodi Kingston, Kendra Morales, Kagan Benham and Dallas Hickman. This is a wonderful place to be if you have to be in hospital.”

“The ER nurses are excellent. They have a caring attitude and are very professional. We are lucky to have a positive, caring ER nurses and staff, they are keepers!”

PROFESSOR ED



EDUCATION



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

Healthcare Provider BLS: August 15th at 1 p.m., Cardiac Wellness Classroom

ACLS: August 22nd at 10 am, Cardiac Wellness Classroom

August 22nd at 10 am, Cardiac Wellness Classroom

PALS: September 5th at 10 am, Cardiac Wellness Classroom

September 26th at 10 am, Cardiac Wellness Classroom

State Board Requirement for Nursing Education

- A nurse is required to retain continuing competency records for three licensure renewal cycles at a minimum. 20 hours of CNE's is required every 2 years.
- LVN's and RN's are required to complete at least two contact hours of CNE in nursing jurisprudence and ethics prior to the end of each third two-year licensure renewal cycle. You may complete this at health.edu Course #31215.
- LVN's and RN's whose practice includes the older adult or geriatric population is required to complete at least two contact hours each renewal cycle. You may complete this at health.edu Course #35815.
- ER nursing staff needs to complete a one-time Forensic Evidence Collection. You may complete this at health.edu Course # 311614.

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

Jewel Parker, R.N.

Staff Educator

Ext. 306

HENRIETTA



THE HIPAA HIPPO



ENSURING INFO IS SAFE REQUIRES A GOOD BACKUP PLAN

HIPAA, as you know, requires us to have policies and procedures in place to protect the privacy of our Patient Information. One very important aspect of protecting information is making sure it is never lost or destroyed. Having a good back plan is essential. Do you know how our backups work?

The Evident system is backed up daily. The backup takes place at 2am every morning, in the background. A hard boot is performed once a week on Wednesday mornings at 2am. If you work at night, you are aware of this process. RPMH IT keeps a rotation of 31 tapes and change the tapes daily. The latest backup is put in a fireproof safe. This ensures our patient information is protected even if a fire or weather related event takes place. Once a month a tape is sent to CPSI headquarters. The purpose of this is two-fold. First, it provides off site storage, so in the event our safe was somehow destroyed, we have not lost more than one month worth of date. The 2nd reason is to verify the backup is valid. CPSI checks the tape and ensures it has good current data on it. It does no good to perform a backup if the backup tape has no data on it.

For further protection, RPMH also has an offsite "cloud" backup. Our data backs up twice daily to 2 offsite servers in other states. If our server were to crash or was destroyed, we can quickly connect to the offsite servers via VPN, as long as an internet connection's is available.



IT has servers that house our email and our documents—i.e. Word and Excel documents. These servers are also backed up daily. So, if you experience a computer crash on your personal PC, you will not have lost your most important data—your email, or your documents. Please note this will work only for documents you store in the "My Documents" folder. If you store on another folder on your hard drive, there is no backup. Keep this in mind as you save documents.

SO WHAT DID WE LEARN????

WORKPLACE VIOLENCE



On June 16th the Rolling Plains Memorial Hospital campus conducted a full scale exercise involving all entities of the organization. The exercise was evaluated by three outside resources including Texas Department of Emergency Management District Disaster Coordinator, State of Texas Incident Management Team and subject matter specialist in active shooter exercises for the state.

What was supposed to happen? An angry armed husband looking for his estranged wife unsure of where in the organization his wife worked would enter all facilities of the Rolling Plains organization until apprehended attempting to find his wife and kill her. He would make his intentions clear that he was going to kill his wife and anyone in the way of accomplishing that.(Success) It was anticipated that notification by the entity first entered not only to Rolling Plains Security and 911 would then cause an immediate lockdown of ALL Rolling Plains facilities in order that no one would be injured.(Improvement needed)

What happened? Both internal and external evaluators noted a lack of engagement of staff in all facilities. Why was it important for everyone to participate as if this was a real situation? Time and time again statistics have shown with exercises, drills and practice, the way you practice while "at play" will be the way you play when all movements count. How does this translate to us? If we do not know who to contact, how to activate or how to react when at practice when the real event occurs: you will not know who to contact, how to activate or how to react, which in this scenario could have meant 87 deaths of friends, colleagues and patients. Although stress may cause different reactions (laughing and giggling) every incident is serious and should be treated as such. If you did not know how to react or activate during this exercise I hope you have reviewed the plan or questioned someone to now know the proper response.

WORKPLACE VIOLENCE



The good things that did happen 911 was notified 9 times by participants. When lockdown was established (42 minutes from entry time) most everyone did go into run/ hide and fight mode.

The things we need to improve on NOTIFICATION, ACTIVATION and COMMUNICATION. When in doubt ACTIVATE- over reaction is more acceptable than not activating and having lives lost. While NOTIFYING 911 is important we need to remember to NOTIFYING SECURITY and that NOTIFICATION BEING CALLED OVERHEAD appropriately is imperative. If it happens in a clinic NOTIFY and ACTIVATE – that person will leave there and go somewhere else. If they are unable to attain entry because of lockdown you win and no additional lives may be threatened.

**WORKPLACE
VOILENCE**



So What Did We Learn? Hopefully and most importantly I hope that we realized the scenario we played could happen any day of the week ANYWHERE in our organization. If it had happened there could have been many injured or killed. We learned that the overhead Code system in the time of a stressful incident is cumbersome and may require taking time to identify the problem before reacting. We are working to simplify this system for simple language that will identify the problem immediately allowing for correct reaction and notification. We learned that on the old telephone system when the security office was notified if there was no one available to answer the phone in the office it did not transfer to the cell phone. This has been corrected with the new phone system. If no one is available to answer the phone it will forward to the cell phone which security carries with them. We learned that our external partners have no emergent means for notifying anyone that they are in danger, discussions were opened to addressing this as well. We learned that there will need to be further evaluation of the processes that we tested and we will be retraining and retesting areas of our plan where we identified missed opportunities.

"PRACTICE DOES NOT MAKE PERFECT, IT MAKES PERMANENT"

UNKNOWN

