

PULSE

March 26, 2015
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NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Jaci Callan, is our March Employee of the Month. Jaci began working in our new Wellness Center as an Exercise Specialist in July 2014. She was nominated for EOM by a co-worker that commented "Jaci has not been at RPMH very long, but she has jumped right in and made herself part of the team." Since her arrival, Jaci has started teaching different exercise classes including Boot Camp. In addition to her regular duties, she was also in charge of our very successful 24 Hour Treadmill Walk-A-Thon in February. "Jaci is very caring with her clients, whether it is an elderly person needing exercise steps or a young person needing direction with an exercise machine." "We are very lucky to have her fitness experience and sweet, smiling fact in our Wellness Center." Jaci was a 2009 graduate of Animas High School in New Mexico as well as a 2014 graduate of New Mexico State University graduate. She and her husband, Cameron Callan, live in Roby. Congratulations to Jaci, our February Employee of the Month!

SPECIAL DAYS



- April- National Occupational Therapy Month
- April 5- Easter Sunday
- April 12-18- National Volunteer Week
- April 22- Administrative Professional's Day
- May 10-16- National Hospital Week

NEW EMPLOYEES



WELCOME!!!

Med/Surg
 Elaine Freeman, RN
 Lisa Bustamante, RN

Home Health
 Michelle Romero, LVN

Agency Nurses
 Kathy Seay, RN
 Patricia Johnson, RN

Wellness Center
 Vicky Perez

SPECIAL MENTIONS

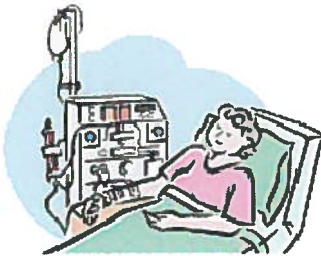


Adrianna Ashley
Arnettia Saddler
Carla Wilkinson
Crystal Cornutt
Dr. Lawson
Kristi Gragg
Matt Weaver
Robin Rainey
Tracy Villanueva
Destiny Castillo
Sue White

Allison Hope
Blace Garcia
Carmen Reed
Danyel Culwell
Dr. Moses
Marsha Davis
Misty Austermann
Rosa Galvan
Vicky Hanes
Susan Almanza

Amanda Gonzales
Brenda Shaddon
Christina Hulme
Dorthey Blueford
Jenny Daniel
Mary Smith
Mitzi Gunn
Stephanie Smith
Wendy Figueroa
Irene Garcia

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."

"Irene Garcia and Susan Almanza from the Lab, Tracy Villanueva from Admissions were wonderful helping my 10 year old in the pre-op process. The Lab person smiled during the lab work and that made my son feel comfortable!"

"Everyone's caring and friendliness made my stay much easier. I pray that those who come into these rooms are blessed as I have been. May God bless all of you for your hard work! "

"Nurse Vicky Hanes was very nice and compassionate. The OR staff was very kind and professional and Dr. Moses was awesome!"

SAM THE PENQUIN



TeamSTEPS – WHY TEAMWORK?

- Reduce clinical errors
- Improve patient outcomes
- Improve process outcomes
- Increase patient satisfaction & experience
- Increase staff satisfaction

As our journey with DNV for accreditation continues you will be hearing more about processes and process outcomes. All of our job duties are part of processes within our hospital.

Sam the Penguin has been in the Admissions department – one employee said that everyone who comes into the hospital loves Sam and she did not want to give him up! However, his journey has now taken him to the front of the hospital to the Auxiliary Volunteers in celebration of their contributions to our Hospital and being valued team members.

HENRIETTA



THE HIPAA HIPPO

DISCUSSIONS WITH FRIENDS AND FAMILY

The HIPAA Privacy Rule permits hospitals and physicians to discuss patient information with friends and family to the extent that the friend or family member is involved in the patient's care or payment for health care. This information may be discussed if the patient agrees or does not object when given the opportunity. This information may be discussed if the hospital or physician can reasonably infer that based on professional judgment that the patient does not object or it is determined that it would be in the best interest of the patient. In any case, the hospital or physician may only discuss information that the friend or family member needs to know about the patient's care or payment for care. Some examples are:

- A doctor may give information about a patient's mobility limitations to a friend driving the patient home from the hospital.
- A hospital may discuss a patient's payment options with her adult daughter.
- A doctor may instruct a patient's health aide about proper medication dosage when she comes to pick up the patient from the hospital.
- An emergency room physician may discuss a patient's treatment in the presence of a friend when the patient brings the friend into the treatment room.
- A physician may inform the patient's spouse who accompanied her husband to the emergency room that the patient has suffered a heart attack and may provide periodic updates on the patient's progress and prognosis.
- A doctor may discuss an incapacitated patient's condition with a family member over the telephone.
- A nurse may discuss a patient's health status with a family member – UNLESS the patient objects and states she does not want her family to know about her condition.

Remember – if the patient objects, do not discuss patient care or payment for care with friends or family. If you are unsure if the patient objects, ask the patient if you can discuss care or payment for care with friends or family. The choice is the patient's.

BOATRIGHT'S BLOG



Progress is positive, but sometimes painful!

Everywhere you look around the RPMH campus these days you can see dirt moving, concrete being poured and steel going up! We are making headway on our building projects and soon we will have new spaces and services to offer our patients. But on the way there are inconveniences that are unavoidable. Starting next week, April 1, the front entrance to the hospital will be closed as we improve the access to the hospital, parking for the handicapped, enlarged dietary department and IT room. The Gift Shop will remain open until sometime this summer before being relocated and may be accessed from inside the hospital. Due to this closure, parking is going to be relocated for visitors and some staff. Staff that park in front of Cardiac Rehab and PT may still park there and should use all available spaces in the new area closest to the Mesquite Tree. Staff will enter the hospital at the door between Business Office and Med/Surg by the time clock. Please do not use the PT or Cardiac Rehab entrances. Patients and Wellness Center patrons will still be parking in the spaces in front of those departments.

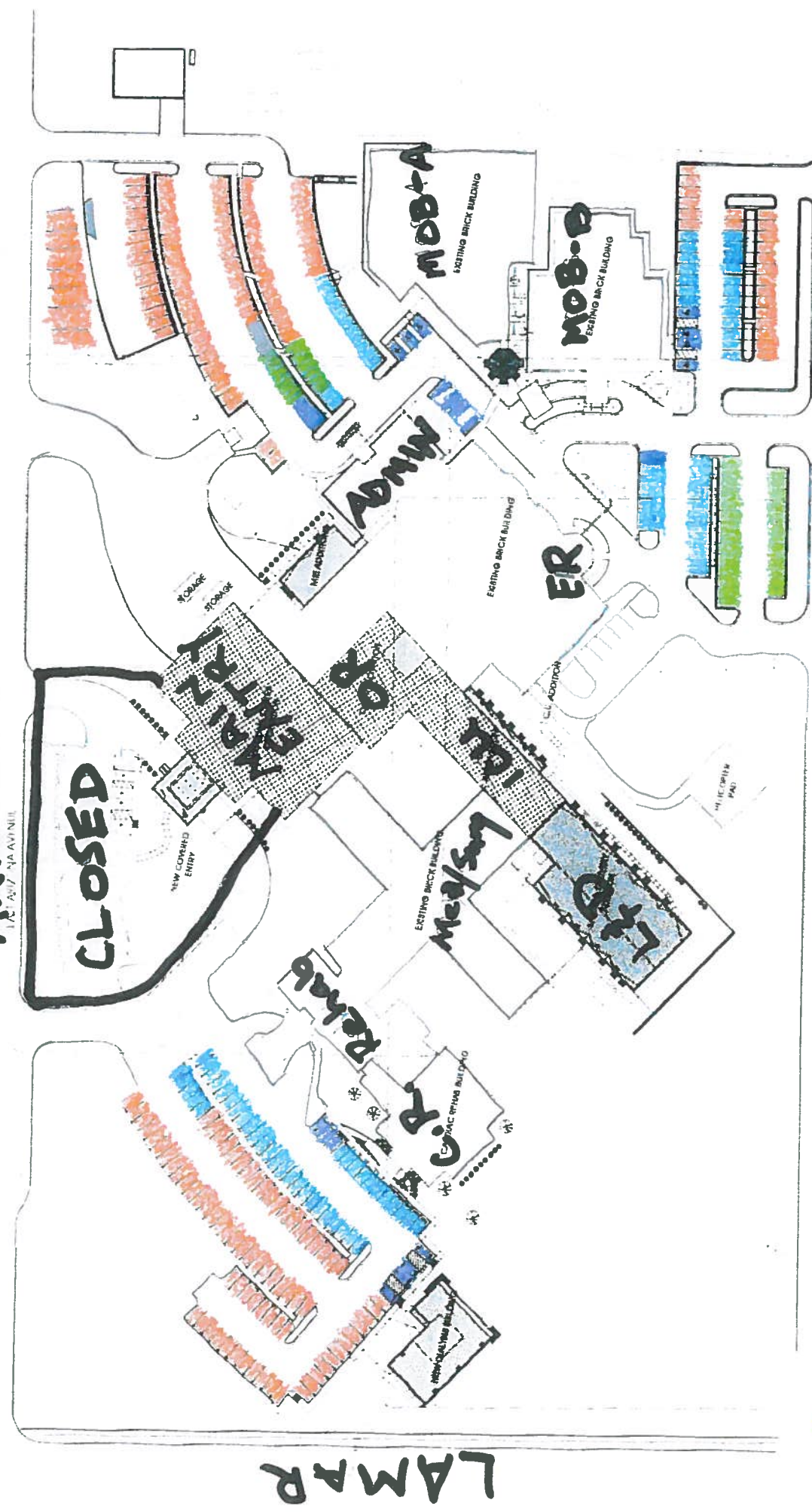
Visitor parking is being moved to the Admissions area parking and the first spaces after handicapped in the Administration parking areas (see map). We will be arranging other parking for staff that regularly uses these spots. This may require a little more walking and some patience during this time, but it is necessary to reroute our parking so that the public will have adequate spaces. All areas will be marked with signage to remind everyone where to park and we will be advertising this in the local papers and on social media and radio. We are trying to provide enough off street parking so that your vehicles are not on the streets for safety reasons. Please review the map and plan and let me or Justin Tomlin know if you have any questions. I appreciate your patience during this exciting time and look forward to the completion of our projects.

RPMH Entry and Parking Changes

Effective Wednesday, April 1, 2015, the main entrance to the hospital on Arizona St. will be closed due to construction. This closure includes the Visitor Parking off of Arizona St. Visitor parking has been relocated to the Administration Parking area off of Arizona St. and to the Emergency Department parking area off of Jenny George Lane. All VISITOR parking will be indicated with GREEN curb paint and there will be signs directing visitors at the entrances to these areas. Visitors will use the Outpatient Entrance in the Emergency Care Center. There is Handicap Accessible Parking in the Administrative Parking area, the Medical Office Building areas and the Emergency Department parking areas.

We apologize for any inconvenience and look forward to the completion of the construction in the front entrance area in 6 to 8 months. The Volunteer Gift Shop, Voluntarily Yours, will remain open and accessible from inside the hospital for the time being. Please contact Administration or Security if you have any questions or concerns.

ARIZONA



JENNY GEORGE

- Patient + Parking
- Handicap Parking
- Visitor Parking
- Employee Parking

Kind

GOOD DEEDS AT RPMH!!!!



Some ladies in the Lab Department have been busy at work making precious baby blankets for all new babies born at RPMH. They express what an amazing feeling it is to be able to do something for the community, as a team outside of work. They have had fun making the blankets and hope that everyone that receives ones will enjoy it as much as they have enjoyed making them. Their goal for the future is to make blankets for the new Dialysis Center.

Pictured left to right are: Irene Garcia-Lab Assistant, Susan Almanza-Lab Assistant, Jacklyn Brasuell-Lab Assistant, Saundra Rivers-OB Nurse Manager, Renee Gaskin-Med Tech and Dody Barnes-Director, Infection Prevention

HIPAA FAQ

May the hospital notify a patient's family member or other person that the patient is at the hospital?

The HIPAA Privacy Rule permits hospitals to notify or assist in the notification of family or other persons responsible for the care of the patient of the patient's location, general condition or death. If the patient can agree or does not object when given the opportunity, the hospital or physician may:

- Call the patient's relative to notify them that the patient was in an accident and is being treated in the emergency room for injuries.
- Contact a pregnant patient's husband to tell him that his wife has arrived at the hospital in labor and is about to give birth.
- Contact the patient's friend to let him know that the patient fell, broke his leg, has had surgery and is in the recovery room.

If the patient is incapacitated, the hospital or physician may notify someone if in their professional judgment, it is in the best interest of the patient to do so.

