

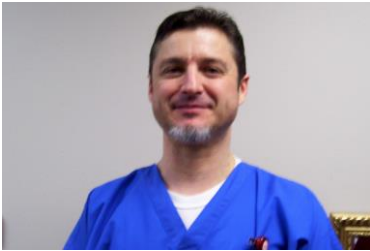


PULSE

May 31, 2017
VOL. 28 NO. 5

NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Congratulations to Dallas Hickman, RN, our May Employee of the Month! Dallas is a Charge Nurse on the Medical/Surgical Unit and has been with RPMH since June 2016. A co-worker nominated Dallas saying he "is a great nurse! He knows how to put the patients at ease. He is a professional, but also has a smile and can make his patients smile too." They went on to say that Dallas is always "on top of his game." A graduate of Stamford High School, Dallas continued his education at TSTC Sweetwater, Cisco Jr College in Abilene, and received his RN license in 2003. Dallas has two daughters, Kelsey and Braleigh. Congratulations to Dallas, our May Employee of the Month!

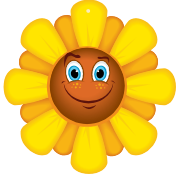
SPECIAL DAYS



June is National Men's Health Month
June 15 – Nursing Assistants Day
June 18 – Happy Father's Day!
June 21 – First Day of Summer!

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

SPECIAL MENTIONS



Amanda Gonzales
Angela Soles
Beth Harbour
Diane Calcote
Dr. Eaker

Kalie Simpson
Linda Vera
Misty Whoolery-Pratt
Ranai Foster
Dr. Enard

NEW EMPLOYEES

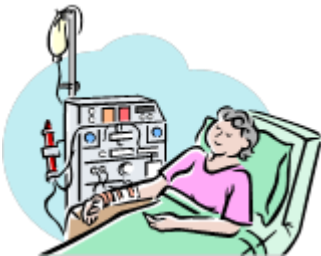


WELCOME!!!

Welcome New RPMH Employees:

Dietary – Rebecca Moore
Doctor's Office – Joanie Figueroa, GN
ER – Guy Workman, RN & Carrie Stanek, RN
Human Resources – Emrick Wilson
Med/Surg – Kenzey Digby, GN
Occupational Therapy – Heather Headington, COTA
PRN Pool – Kyle Falkner, RN
RHC – Susie Zapata, LVN
Utilization Review – Kailee Hall

PATIENT OPINION POLL



"Dr. Eaker is a kind and wonderful doctor. He took great care of me. "

"Everyone from Dr. Marvel, all the nurses, aides, P.T., dietary and the house keeping department was very nice which made my stay as comfortable as possible. Great small town hospital!!!"

"Everyone was so great at what they do. The patient care is wonderful it makes you feel at home. Please keep up the great job! The nursing staff goes out of their way to make you comfortable."

"Everyone "Shined"! It was my first time at RPMH and I'm impressed! The entire staff is very courteous and obviously well trained."

"The room was great, but most of all the kindness and generosity given to me was amazing!"

"Linda Vera was very helpful in the ER about getting my medical records updated and getting the medical care I needed."

"Our OB department is amazing! Diane Calcote, Beth Harbour, Kaylie Simpson, Misty Whoolery Pratt, Angella Soles, Ranai Foster, Amanda Gonzales took great care of me while I was a patient. I was in a lot of pain and they did everything they could to make me as comfortable as possible. Thank you ladies!"

PROFESSOR ED



EDUCATION



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

Healthcare Provider BLS: June 23rd at 1 p.m., Cardiac Wellness
Classroom

PALS: June 20th at 10 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 WEEK



PROCLAMATION



Hospital Week Proclamation

HENRIETTA



THE HIPAA HIPPO

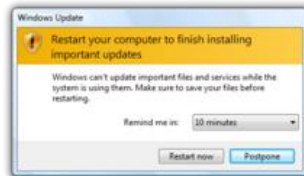
HENRIETTA THE HIPAA HIPPO—RANSOMWARE: A REAL THREAT PROTECTION OF OUR DATA IS PRIORITY



As you may or may not be aware, a significant international cybersecurity incident is occurring that is specifically targeting healthcare organizations. A ransomware threat known as "Wannacry" is exploiting a known Windows vulnerability and has affected tens of thousands of organizations in 74 countries so far.

Closer to home, this ransomware attack did attack a local hospital's network. **Their patient accounts were "held hostage"** as the attackers demanded money to release them. The Hospital was **without access to their patient records for 4 days**. Luckily, they did not pay any money and were able to get them back online, but 4 days of downtime is not something that any Hospital wants to experience.

THE FIX for this attack is a **patch through Windows Update**. Our recent policy allowed each PC user to perform the Windows Updates manually. There were many PCs that had not done updates in several months, and so were vulnerable to have received this ransomware. IT changed the policy so that this **update was forced out** and PCs were forced to update Windows. Now that all PCs have been updated, the policy will be to push updates out and to send the user that the PC will need to be rebooted-the notification will allow 10 minutes for you to notice it, and will give you the option to reboot now, or postpone 4 hours, 8 hours etc.



We are allowing for this as we do not want users to lose information by the PC automatically rebooting, but you **MUST** reboot the PC as soon as possible when you receive a notification. IT does its best to make the system work for users with minimal downtime which is why the policy was set as it was before. These continued and very serious threats have made it imperative to be more strict on our policies.



Along those lines, you may have also seen more restrictions on what can be accessed on the internet. This is again related to the need to keep our network, and especially our patients accounts, protected from cybersecurity attacks. If there is a restriction that is truly work related, call IT and speak with them. They will do what they can to accommodate work related issues. Calls and complaints related to personal restrictions should be not be occurring. Remember, IT's most important job is to protection of our network and all users cooperation ensures their ability to do just that.

What Next? After the event.

The worst day of your life is over- you experienced and witnessed things that no one should have to endure. You are going on with your life but things are changed and you question-What Next?

After any traumatic event individuals may respond differently to that event based upon their life experiences and their individual make up. What may be life shattering to one may not be disturbing at all to someone else and vice versa. So how do you know what is abnormal, when do you seek help? First it is important to realize what causes the reactions that we have and that is stress. Stress is the overwhelming NORMAL REACTION to an EVENT THAT IS ABNORMAL and it is how you manage it that makes the difference. The first couple of days following the event there may be a abundance of talk, discussion or media coverage surrounding the event, Everywhere you turn you are seeing pictures or hearing the very things that you so wanted to forget. How much is too much when do you need to seek help, and where do I go to get help?

The first 12 to 24 hours after an event are shown to be the most important in dealing with stress and how a individual recovers from that stress. Immediately after a large event when you feel like things are just not "OK" and maybe you team isn't either, call the nursing supervisor. The nursing supervisor can open the pathway for help in coping by using the DPS Critical Incident Response Team(CIRT). The Critical Incident Response Team is a multidisciplinary team trained in incident response not to fix the problem but to help you use appropriate coping mechanisms and helping you understand that some reactions are alright but others may need some type of intervention. They will have the ability to work with a group or individual and use outside resources to get counseling in cases where needed. These types of interventions have proven to help many people walk through the event and emerge from the event as functioning individuals able to maintain the career that they once felt was complete or from suffering the long term effects.

You are now several weeks out and you may still hear statements that cause a startle reaction, you may having difficulty sleeping due to recurrent nightmares. You may have periods of labile emotional responses that you cannot explain, smells immediately place you back into the event, you may not be able to eat: these are all signs that you may need some help getting through this time. The CIRT team will most likely around this time be visiting with everyone again to see how you are doing and these are things they need to know when you visit with them. By having been introduced initially to the CIRT team after the event, when these symptoms are still there they may recommend in-depth interventions to expand. It is important to know that this process is completely anonymous and protected. No one but you and those YOU choose to tell will know that you are receiving help or what is discussed within the group or in individual interventions.

**WORKPLACE
VIOLENCE**



**WORKPLACE
VIOLENCE**



WORKPLACE VOILENCE



Why is it important that we participate and cooperate with the CIRT team? Number one they are here to help. In addition the process is completely contained within the individuals that participated in the event and all interactions are completely confidential. Over the last several hundred years and in many different wars there was a recognition that many times soldiers came back from wars "different" than before. It was a common knowledge and it has been given many names of those years such as: war nostalgia, shell shock, battle shock, war neurosis among a few. It wasn't until early 1980 that the term Post Traumatic Stress Disorder was recognized in the DSMIII. When the term PTSD first was recognized it was used to describe soldiers returning from war it wasn't until the mid 1980's that the term came to be used in civilian populations. This occurred in response to many first responders, healthcare personnel, law enforcement and even general citizens being recognized as having the same actions and reactions to stresses that they were exposed to day in and day out. In 1974 the term Burn Out Syndrome came to be and was described as an emotional situation suffered by nursing personnel and characterized by depression, exhaustion and decline in performance. Even the small things we see day in and day out that we think do not affect us really do because of the repetition, it only takes the one time that it happens when your just not able to cope anymore. A recent study of 810 nurses in Baltimore Maryland revealed that 86% of all nurses met clinical criteria for burn out syndrome and untreated or recognized 18% of those nurses would develop PTSD. (AJN3/05)

Caring for one another after a traumatic event and remaining supportive of one another is of the utmost importance. Knowing your team mates and recognizing when something is wrong after a traumatic event may be the difference in keeping that team mate or the loss of them. Be alert and recognize a change and activate through the nursing supervisor, get help and SURVIVE.

CONGRATULATIONS



ANDRA

Please congratulate Andra Barton on her recent graduation form Diagnostic Medical Sonography of Midland College. It is an 18 month program for learning all Ultrasound procedures including Abdomen, OB/GYN, Pelvic, Thyroid examinations. She has currently passed her physics registry and is currently scheduling her OB/GYN registry tro become ARDMS registered. Andra and her husband, Brian and her two daughters live in Abilene.

CONGRATULATIONS ANDRA...JOB WELL DONE!!!!



