

Vital Signs

Blue Ridge Regional Hospital Newsletter



December 2010

Message from the CEO

As 2010 comes to a close I want to thank everyone for all their hard work and dedication throughout 2010. With your help, this year we were named a Cleverley and Associates Community Value 5 Star hospital for the fourth time, and we had positive operating revenue of 1.2 percent. This was achieved through all your efforts to reduce costs and by paying attention to detail. I can tell you that very few rural hospitals, in our comparison group, were able to achieve a positive operating income.



As we look towards 2011 we will be making changes to our existing tobacco free policy. As of January 1, 2011 the employee portion will reflect the following changes:

- Employees will **NOT** be permitted to use tobacco products during paid working time.
- This means employees will no longer be able to take their 10 minute break and walk off campus for the purpose of tobacco use.
- Employees will have to clock out for their 30 minute lunch break if they wish to leave the campus and use tobacco products.
- Employees cannot return to work displaying evidence of tobacco use.
- Employees should not come to work with clothes or uniforms smelling like smoke, or smokeless tobacco.
- Any employee coming to work that smells of smoke or tobacco products can be asked to change, or leave for the day without pay.



These changes in BRRH's policy reflect the same policy currently in place at Mission. Tobacco cessation products are available at a discount through our pharmacy, and tobacco cessation programs are available for employees through Mission.

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Talking to the Media

What do you do if someone from the news, newspaper or radio asks you about the Hospital or the clinics?



Sometimes reporters from the newspapers, TV, or even radio will contact BRRH staff members to ask questions about patients or an event that took place related to BRRH or the clinics. Sometimes reporters just call asking for general information about the hospital.



If you receive a phone call from any member of the media asking questions about the hospital or a patient, even if they are your personal friend, refer them to the Communications Department immediately. They can call

828-766-1752.

It is our responsibility to protect our patients privacy and make sure that any information released from the hospital is compliant with all regulations. If you or anyone in your department has any questions please contact the Communications Department at 766-1752.

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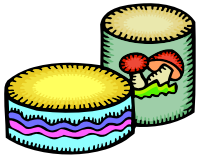
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Angel Trees

As you are preparing for Christmas take the time to think of others less fortunate this holiday season.



If you or your department is interested in an angel from the Angel Tree or an elderly angel please contact Allison Grindstaff at ext. 1752 or at allison.grindstaff@msj.org.

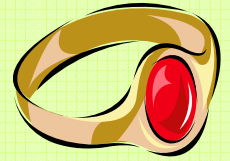


BRRH will also be participating in a food drive to help the local Sheppard Staff organizations. Food Drive donation boxes will be located in the coffee shop. Food will be collected through December 16, 2010.

You and your department can help make sure that everyone has a great holiday season!

Volunteer Vitals

The Blue Ridge Regional Hospital Volunteers would like to thank all the employees for their support during the \$5 Jewelry Sale!



Remember to stop by the Gift Shop and check out the special and unique gifts items for everyone on your Christmas list!

Gift shop hours may vary depending on bad weather.



The Gift Shop has received more Nativity Sets. If you have one on hold please contact Barbara Hasty at ext. 1770.

The BRRH Volunteers would like to wish everyone a Merry Christmas and a Happy and Healthy New Year!

Kudos Corner

"A special thanks goes to Casie in Dietary for cleaning and organizing the stock room. It was a tough project to undertake and she did a brilliant job!"

---Dietary Dept.

"Marla Robinson is an "Awesome Possum" in the Registration/MAC dept. We love her and we enjoy the opportunity of working with her everyday. She's a "Super" supervisor!"

--Lynn Pate & Christy Fisher

**Want to send someone a Kudo?
Contact Allison Grindstaff at
766-1752 or at
allison.grindstaff@msj.org**

Did You Know?



Ever wonder why an MRI costs so much? Or what it takes to operate an Emergency Room?

The Did You Know section of the newsletter will answer those questions. Be sure to look for this section beginning in the January edition of *Vital Signs*.

If you have a suggestion for the Did you Know section, contact Allison Grindstaff at 828-766-1752 or at allison.grindstaff@msj.org.

LEAN Update

In September, the hospital re-evaluated their Transformation Plan of Care (TPOC) regarding Lean implementation.



After the successes achieved during work within Revenue Cycle, the hospital was ready to move into clinical areas to improve quality as part of Mission and IHI's goals of no preventable harm, improving teamwork between departments, and becoming a meaningful user of an EHR. Based on these goals, the Medical Surgical Unit and the OR will be the new focus of Lean, as work in these departments will make the biggest impact towards achieving the goals.



Both Med Surg and the OR have finished their Value Stream Analysis (VSA) – a planning event to determine which processes in the departments should be worked on and the

schedule of these events and projects. Med Surg's first Rapid Improvement Event (RIE) will be in December with a focus on improving medication delivery. An RIE will be conducted each month afterwards working on nursing and CNA workflow, shift change report, ER and direct admits, and discharge planning. Med/Surg will concentrate on improving medicines given on time, all inpatient core measures, staff teamwork, time to give shift change report, and discharge planning and instructions.

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Message from the CEO continued from page 1....

Thank you for helping us make 2011 a happier and **healthier** new year for our patients and each other. If you have any questions regarding the changes to this policy please contact your Department Director.

I want to personally thank each of you for your efforts to make BRRH a bright star in the communities we serve. In these trying times it is sometimes easy to become hardened, however you continue to show empathy and truly care for our patients and their families.



Off Site News

All Hospital Owned Practices will be closed on December 24th and 25th and December 31st and January 1st.

The Blue Ridge Medical Center—Yancey Campus will be open on Sunday December 26th and Sunday January 2nd.

The Blue Ridge Fitness and Rehab Center will have shortened hours on Friday December 24th and Friday December 31st.

The Fitness Center will be closed on Saturday December 25th 2010 and Saturday January 1st.



OR's first RIE will be held in January working with our hospital owned clinics so that patients scheduled for surgery will have all required information and be prepared for their surgery.



One RIE per month will be scheduled until July working on registration and the pre-op interview, surgery pre-op, patients from 2nd floor and ER scheduled for surgery, room set-up and turn-around time, and discharges to the floor or home. The OR will concentrate on improving patient, surgeon, and staff satisfaction and will use the OR dashboard to track progress.

Rob Grenell, Med Surg RN, will be working with the Lean Coordinator, Melissa Smith, part time prepping, conducting, and sustaining events.

With this addition, the Lean department will be able to conduct two events per month for the hospital. **Our next RIE's will take place December 6th through 9th - Medication Delivery for Med Surg and ABN/Medical**



Necessity, our last scheduled event from Revenue Cycle.

Both team report-outs will take place on Thursday afternoon with more details to follow. Plan to attend and support your fellow BRRH employees!

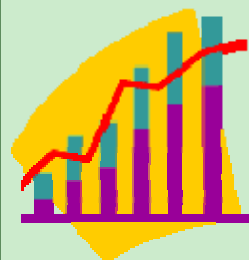
Staff Challenge Questions



1.) True or False: HIPAA is the law that protects patient privacy.

2.) True or False: It is important to educate care givers on the risks of coagulation therapy, potential drug or food interactions, and the importance of proper monitoring and follow up.

3.) True or False: In the event of a fire, windows and doors are to be shut.



4.) True or False: It is not necessary to use statistical tools (graphs, charts, sampling methods, etc.) and techniques to analyze and display your performance improvement data.

5.) True or False: It is important to evaluate the effectiveness of your improvement actions to know whether they have given you the desired result.

How did you do?
Check your answers on page 5!

Staff Challenge Answers

1. True
2. True
3. True
4. True
5. True



Vital Signs Classifieds

For Sale: Hanna Montana bed room set. Includes sheet set, comforter, topper and curtains. MAKE AN OFFER! Sheets fit twin size bed.

Contact Tonya Silvers at 766-1531

Have something for the Classifieds? Contact Allison Grindstaff at 828-766-1752 or at allison.grindstaff@msj.org.

Vital Signs is a monthly publication for the staff, physicians, and volunteers of Blue Ridge Regional Hospital.

This publication is produced by the Communications and Marketing Department at Blue Ridge Regional Hospital.



Any newsletter ideas? Contact Allison Grindstaff at ext. 1752 or allison.grindstaff@msj.org.



December Birthdays

Beth Joyner	Dec. 2nd
Elaine Hall	Dec. 2nd
Brenda Hedrick	Dec. 3rd
Casie Welsh	Dec. 4th
Michelle Long	Dec. 4th
Della Miller	Dec. 4th
Deborah Verla	Dec. 5th
Keith Johnson	Dec. 6th
Randall Hall	Dec. 6th
Georgann Mathis	Dec. 8th
Gloria Chism	Dec. 9th
Carla Cook	Dec. 10th
Aaron Whitson	Dec. 11th
Linda Dempsey	Dec. 13th
Susan MacLean	Dec. 14th
Mark Tipton	Dec. 14th
Lee Long	Dec. 14th
Richard Greene	Dec. 15th
Kathy Tipton	Dec. 15th
Marie Thomas	Dec. 16th
Jamie Henson	Dec. 17th
Patricia Millen	Dec. 17th
Janice Briggs	Dec. 18th
Meta Gouge	Dec. 19th
Betty Silver	Dec. 19th
Larry Peterson	Dec. 20th
Sheila Miller	Dec. 22nd
Tammy Buchanan	Dec. 23rd
Amanda Ikard	Dec. 26th
Marla Robinson	Dec. 26th
Margaret Burleson	Dec. 28th
William Goodwin	Dec. 29th
Gary Shuford	Dec. 31st