

Vital Signs

Blue Ridge Regional Hospital Newsletter



January 2011

New Year's Baby

The Labor and Delivery department welcomed the first baby of 2011 on Monday January 3, 2011 at 10:06 am. Diego Ortiz Leyva weighed 8 pounds, and 3 ounces and was welcomed by proud parents Maria Teresa Leyva and Santiago Ortiz. RNs Heather Jenkins and Laura Ball assisted Dr. North in the delivery. Grandparents of the New Year's Baby were Santiago and Irma Ortiz and Gilberto Leyva and Elvia Duran.



The family received over \$2,000 in baby care items, gift certificates and toys, all donated from local businesses.

New Year, New You!

The third session of **Lighten Up 4 Life** began on January 4, 2011 just in time to help with everyone's New Years resolutions!

The LU4L website has been updated and includes new healthy living tools. These tools feature a BMI calculator, fat counter, and calorie counter to help you track your success! The new site has new web videos of exercise tips and demonstrations. There is also a new LU4L available for your Iphone or Blackberry.

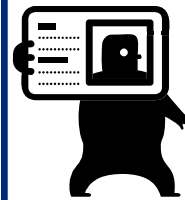
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ID Badge Reminder

Are you wearing your ID badge? Remember that **ALL** staff members must wear their ID badges with their name and picture visible for the safety of our staff and patients and as a Joint Commission requirement.



Remember that badges must be displayed above the waist and cannot be attached to your belt or hip pocket.



All vendors and contracted employees must wear badges as well. If you see someone in the hallway or in your department without their badge on please remind them to wear it.

Thank you for helping ensure the safety of our patients and staff by wearing your name badge correctly.

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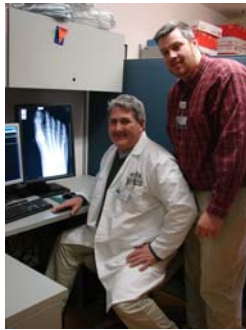
BRRH Welcomes New Doctor



Blue Ridge Regional Hospital is pleased to welcome Dr. Michael Zilles to Blue Ridge Medical Center – Orthopaedics. Dr. Zilles joins us from Duke University where he was an

Assistant Clinical Professor in the Department of Orthopaedic Surgery. Dr. Zilles will join Blue Ridge Medical Center – Orthopaedics located at 78 Broad Street in Spruce Pine on January 10, 2011. A graduate of Duke University and the George Washington School of Medicine, Dr. Zilles is an experienced Orthopaedic Surgeon who is Fellowship trained in Sports Medicine. Dr. Zilles enjoys many activities including skiing, golfing, and running. He and his family are looking forward to living in Western North Carolina.

“Dr. Zilles brings new surgical skills with him and will help us expand the range of Surgical Services that our organization can offer”, says Dr. Russell Flint. “His presence will be a great asset to the organization and to the community.” Dr. Zilles will be working closely with Dr. Flint as he prepares to leave Blue Ridge Orthopaedics and return to his home in Georgia. “It has been an honor and a privilege to serve the people of this region for the past 18 years”, says Dr. Flint. “I plan to continue my work here for another two months, while Dr.



Zilles meets our patients and establishes himself in the practice.” Dr. Flint has served as the Chief of Surgery for 15 years and has been a dedicated team leader in providing high quality care to the patients of our community. The many contributions he has made to our organization have assisted in providing an avenue for

continued growth. Dr. Flint is highly respected and his services to BRRH and the surrounding counties are greatly appreciated. We would like to take this opportunity to say “We wish you the very best, thank you and you will be sorely missed”.

Kudos Corner

“I’d like to send a “kudos” to the registration staff and the Medicaid Assistance Counselors for working hard on meeting or exceeding many departmental and revenue cycle goals. They have worked diligently on improving accuracies and reducing errors to put us over the 95% benchmark. They have made several process improvements, are impacting revenue coming into the hospital, and 29% of the staff have met state accreditation for CHAA certification. This is a fine group of professionals and it is a pleasure and honor to work with them all.”

—Marla Robinson

“I would like to brag on Doris Grindstaff and the dietary staff for achieving a 101.0 sanitation score in the kitchen on December 30, as well as congratulations to Doris for recently achieving the SafeServe certification.”

—Susan Stevenson

“I would like to send a special “Thank You” to the C.S. Department, and Materials Management Department for all your support and prayers during my mom’s recent illness and death. You are all a great bunch of people. Bless you all!”

—Teresa Stafford

“Kudos to the hard-working housekeeping staff. The floors in our department look great!”

—Sharon Edwards

**Want to send someone a
“Kudo”? Contact Allison
Grindstaff at
828-766-1752 or at
allison.grindstaff@msj.org**

Board Report

Straight from the Hospital Board; keep up with the happenings of BRRH through the BRRH Board Report .

Keith Holtsclaw will receive many well deserved accolades over the coming months. At this point it is sufficient to say that, when he retires in July, he will leave mighty big shoes to fill.

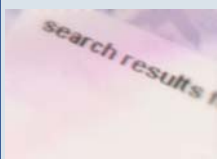


Your Board of Trustees has considered various options in our search for a new CEO. In December, we decided that we should engage the services of a professional search firm to help us with the process.

We have now talked with 5 potential search firms and will have on site interviews with 3 of them. Our intention is to have our search firm partner in place by mid-January.

We will then begin the process of developing a profile of the person we think would be the best fit for BRRH. That process will involve discussions with members of our hospital staff as well as other community leaders.

We intend to have our profile developed by the middle of March and to start interviewing qualified candidates in early April.



Our search process will be more effective if we share input from all interested parties. The names of our Search Committee members are listed elsewhere. Please do

not hesitate to contact any of us. Margie has our email addresses and telephone numbers.

Your Board recognizes that selection of a new CEO may be the most important decision we will ever make. We promise a diligent effort to find the right fit for BRRH and for our community.

Courtney Mauzy, Chairman, Board of Trustees
Search Committee Members:

Jane Edwards
Dr. David Hoepfner
Bob Jones
Courtney Mauzy
Richard Montague
Byron Phillips
Kay Royer
Dr. Chad Smoker

Tobacco Policy Reminder

A new year, and a new policy on employee tobacco use has begun. Please remember that **tobacco use of ANY kind is NOT**

permitted on hospital campus or owned clinic campus. Also, employees may not use their 15 minute breaks to walk off

campus to smoke or use tobacco. Employees have to clock out for their lunch break, and leave campus to use tobacco products. Employees cannot return to work smelling of cigarette smoke or any kind of tobacco products.

Employees that return to work smelling of tobacco may be asked to leave work for the day without pay.

Thank you for creating a HEALTHIER environment for our staff and patients.



Staff Challenge

1. **Q: True or False: Medication containers should be labeled when performing procedures outside of the operating room.**
2. **Q: True or False: It is safe to store non-sterile patient care equipment under sinks.**

Answers on page 6...



HIPAA Corner

Q: When is Adult Protective Services (APS) entitled to copies of patient's medical record without signed authorization? An adult patient was transferred from a hospital to our skilled nursing facility for long term care. Prior to transfer, the hospital social worker called APS with a concern that family members were neglecting the patient and using the patient's money for their own benefit. APS then came to our facility asking to review the patient's medical record.



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Lighten Up 4 Life continued from page 1...

The third session kick off of LU4L was celebrated by congratulating the second session winners!

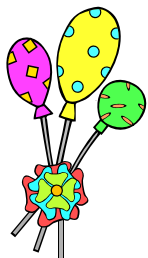


Congratulations to the Jelly Bellies from State Employees Credit Union for being the top team to lose the highest percentage of weight during the second session.

Congratulations to the winning teams from BRRH! The BRRH LEAN Team and the Tubby Buddies came in third and fourth during the second session. Team members from the



LEAN team were Melissa Smith, Laura Ball, Brooke Winters, and Jonathan Smith. Tubby Buddies team members were Carla Cook, Bonnie Ledbetter, Ami Wilson and Mary Anne Johnson.



Congratulations to the highest individual losers from the second session: Scott Clark from SECU, Jonathan Smith, Bonnie Ledbetter, and Kim Gouge from SECU.

Congratulations to all of our winners, and keep up the good work!

Volunteer Vitals

A special "Thank You" goes to our Ed Kozakiewicz, our volunteer that greets patients in the Main Lobby every Wednesday. Ed interacts with many patients that come through our hospital, and has become acquainted with many of them. Ed went the extra mile and gave a patient and her daughter with three red roses during the week of Christmas. These patients are frequent visitors of our hospital and really appreciate the Volunteers, "He just made our day" said the patient and their family.



A special "Thank You" also goes to Judith Caplano, a Volunteer at Yancey Campus, and her friend Eva Howell. These ladies provide large red stockings to our Christmas newborns to have their picture made in. This is the third year that they have provided these

stockings.

Our volunteers go above and beyond to help our patients, so if you see them please tell them "Thank You" for all their hard work.



The Volunteers would like to thank everyone for shopping in the Gift Shop during the Holiday Season!

Candy Grams

Valentine's Day will be here before you know it, and the Foundation is selling Candy Grams again this year. Pre-order your candy gram to be delivered on Monday February 14, 2011. Deliveries will also be made to hospital owned clinics. Candy Grams are \$3 each and all proceeds benefit the BRRH Foundation. Send a note to a co-worker or Friend! Call Allison Grindstaff at 828-766-1752 or email her at allison.grindstaff@msj.org to order a candy gram today!



Pharmacy Help to Quit Smoking

Having trouble keeping your New Year's resolution to quit smoking? Having trouble with the new smoking policy? The Pharmacy at BRRH can help. They can provide smoking and tobacco cessation products at a discount to employees. Stop by the pharmacy for more information.



LEAN Update

The Medical Surgical Unit conducted their first Lean Rapid Improvement Event December 6th through 9th. The team consisted of Georgann Mathis, Deborah Huddleston, and Lala McKinney from Med Surg, Sara Cooper from the ED, and Leslie Gross and Chris Day from Pharmacy, who worked to improve timely delivery of medications and scanning of the medications through Med Verify. Before the event, only 66% of all medications were given on time, which is defined as between 30 minutes before or after the scheduled time. Of these that were late, 75% occurred at the daily morning/evening medication passes between 8:30 and 9:30. Also, only 44% of all medications



given were scanned through Med Verify. This process involves first scanning the patient's armband and then scanning all of their medications to improve patient safety. The team worked together to develop creative solutions to solve

both problems. First, the team had Med Surg staff experiment with dividing the medication delivery between the Assessment Nurse and Medication Nurse on each nursing team during the medication pass so they would be delivered on time. Usually, only the medication nurse delivered, which made it difficult to be done on time if there was a large patient or medication load. Patients that have difficulty swallowing or a large number of meds should be saved to last, so all meds can be scanned on time with plenty of time to help the patient take them. Routine medications (excluding all stat) received in the morning will be scheduled for 10:00, so nursing staff have time to finish their daily medication pass before processing new orders.

Pharmacy and Med Surg will also notify the other department when stat orders are received or ordered, so these orders can be carried out timely.



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HIPAA Corner continued from page 3...

A: APS and Child Protective Services have authority under state law to obtain the information they need to investigate cases under their jurisdiction. Because APS has an open investigation in this case, the caseworker has legal authority to review the patient's medical record or obtain copies without authorization from the patient or the patient's legal representative.

Q: Our nursing staff continues to tape patient intake and output sheets outside of patients rooms in our hospital. I have spoken to the director of nursing several times about this situation to no avail. Since only the back side of the form is visible and the forms don't contain patient identification, she believes this is not a HIPAA violation. Also, the nurses put stickers with "high fall risk," "NPO," "NPO for surgery," etc., on the outside of the patient doors. Are these practices acceptable?

A: Yes, these practices are acceptable. In the first case, the intake and output records are de-identified since they do not contain patient names or other identification. For a patient in a private room, an observer could certainly assume the form belongs to the patient in the room, but this information does not tell anything about the patient's diagnosis. Stickers with basic information, such as "high fall risk" are also appropriate since they contain the minimum amount of information needed for patient care/safety.

If you have a question related to HIPAA please contact Carla Cook at 828-766-1804.

Older Driver Safety Awareness

December 6-10, 2010 was designated Older Driver Safety Awareness Week by the American Occupational Therapy Association. (AOTA).



Katherine Luvaga, BRRH's occupational therapist, sought to raise awareness by hosting a community outreach table in the main lobby of the hospital. Driving is an integral part of life in a rural area, and it is important to ensure that your loved ones are safe when they are on the road, as well as aware of biological changes that occur with aging. Information was provided to the community about these changes, along with tips for enhancing an older driver's safety. Also available was information on how to talk to an older driver about their driving habits, and a self assessment that an older driver could use to assess driving performance.

Staff Challenge Answers

1. True
2. False



LEAN Update continued from page 4...

Several issues prevented all medications from being scanned through Med Verify, like short scanner cords that can't reach patients when they're not in bed, no place to place meds to help nurses scan without twisting or juggling, or meds that will not scan. Longer scanner cords have been ordered and have started being installed in 2nd floor rooms, while demos for a small shelf attached to the patient room computer are being looked at. Nurses can also go through the Medication List after scanning a patient armband if the medication barcode will not scan, so records still show that the patient was identified and medications verified before they're given.

During the week, 100% of all meds were given on time and scanned through Med Verify on Wednesday while 96% were delivered on time and 95% scanned through Med Verify on Thursday. These metrics continue to be tracked and can be viewed in the employee lounges on both the Med Surg and CCU sides. The next Rapid Improvement Event will take place next week, January 10th through the 13th, working to improve shift change report and implement walking rounds.

Vital Sign Classifieds

For Sale: Baby items for a girl including clothing, a pack and play and a wipe warmer. Also for sale Princess House Heritage Collection items. Contact Jessica Autrey at jessica.autrey@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.



January Birthdays

Shasta Condrey	Jan. 2
Laura Nebel	Jan.3
James Haaga	Jan. 5
Louis Taujenis	Jan. 5
Donna Kearns	Jan. 5
Olivia Dover	Jan. 5
Pamela Anglin	Jan. 6
Denise Burckley-Collier	Jan. 8
Mary Wagstaff	Jan. 9
Sara Cooper	Jan. 9
Polly Jones	Jan. 11
Opal Young	Jan. 11
Ellen Morgan	Jan. 14
Erica McGovney	Jan. 14
Grace Buchanan	Jan. 14
Sam McKinney	Jan. 16
Aimee Roberts	Jan. 18
Michelle Wheeler	Jan. 18
Tonya Woody	Jan.18
Misty Ledford	Jan. 20
Daniel Wyatt	Jan. 21
Amber Dillinger	Jan. 27
Aubrey Stewart	Jan. 27
Teresa Bellington	Jan. 27
Shehla G. Khan	Jan. 28
Lisa Bennett	Jan. 28
Victoria Hensley	Jan. 29
Kenan Hoffpauir	Jan. 30
Sheila Pitman	Jan. 31
Aleisha Silvers	Jan. 31
Cynthia Brown	Jan. 31

