

IT Updates: New Printers and CPSI Login Information *by Rusty Dicker*

Phase 2 of the hospital's new printer and copier deployment is nearly complete. In this phase, we replaced all of the large Xerox copiers in several departments of the hospital. After this major installation, most of the printers in our hospital will have been converted to Ricoh models. This helps us to save money by being able to standardize our toners, so we don't have to keep several different toners in stock. We have a maintenance agreement with Ikon Office Solutions to make repairs and replace machines as needed. If you have any issues with your printer or copier, contact the Help Desk by submitting a ticket on the intranet or dialing extension 300.

In May, we will be converting to User Based Logins which will change the way that we log in to CPSI. This is necessary as we move toward version 18 of CPSI and Meaningful Use. Users will still log in to the system using their employee number as their username, but each employee will be setting a new password to log in. The details of the password requirements are still being finalized, but the requirements for your login password will have stricter rules for its length, such as requiring letters and numbers, having a minimum length, and combining upper and lowercase letters. All the details will be released in the near future, such as the date of the conversion and how to set your new passwords. If you have any questions, please call the PVH Help Desk at extension 300.



Fire Drills Familiarize Staff with the New Fire Plan



Staff members in many departments have participated in practice drills of the new fire plan. Pete Merritt and Scott Warner have been instrumental in leading the training sessions, allowing staff to walk through a mock fire drill. Staff are learning where the rally points, nexus points, and fire extinguishers are located within their departments.

When there is a fire in your department, the first person to report to the rally point will take command of the situation and appoint others to be stationed at the nexus points with a fire extinguisher. Staff should remain at their stations until the "all clear" announcement is given, or until the fire department is able to take over command.

If you have not had an opportunity to participate in a walk through of the fire response plan, the documents are located on the Intranet under the "Safety & Disaster" icon on the Dashboard, then click "Fire Response Plan." You should also have a posted copy of your "In Case of Fire" sign posted in your area.

Staff Sets Records With Flu Vaccinations

This flu season, staff members at PVH were very conscientious about getting their vaccination against the flu. PVH Infection Prevention Officer Sherry McCafferty reports, "I am pleased to announce that 93% of employees received a flu vaccination this year!"

Each year, the Maine Bureau of Health Immunization Program requires all healthcare facilities in the state to report vaccination levels. They especially want to know the percentage of direct patient care employees that have been vaccinated against the flu.

McCafferty further explains, "This year, we have vaccinated 94% of the direct patient care employees at PVH. These are some of the highest numbers I've seen! Thank you to everyone who contributed to this year's efforts and especially to the employees who committed to keeping themselves, their patients, and their families healthy."



Spring 2011

Vascular Laboratory Services Available at PVH



PVH began offering Vascular Laboratory services this past fall through a partnership with Navix Diagnostix. Vascular Laboratory testing utilizes special ultrasound equipment to assess the veins and arteries that deliver blood throughout the body. It is an effective tool for evaluating blood vessel diseases such as plaque and aneurysms.

Physicians use vascular ultrasound services for the early detection of stroke risk and also for early detection of aneurysms. People with frequent headaches, visual disturbances, dizziness, facial drooping, slurred speech, or bouts of passing out can have their carotid or neck arteries examined through vascular ultrasound. People suffering from leg or arm pain, poor circulation, numbness in their limbs, discoloration, and cold hands or feet can have arteries and veins in their arms and legs examined. And lastly, vascular ultrasound can test abdominal arteries and veins in patients complaining of lower back pain, pulsatile abdomen, high blood pressure with an unknown cause, or leg pain while walking.

Many patients will benefit from this new service provided at PVH. Patients requiring Vascular Laboratory services no longer need to travel long distances to have these specific procedures performed. They will also have minimal wait time to have these necessary procedures conducted. PVH is very excited to offer this new service in our community.

New Patient Beds Arrive

In February, the first round of new patient beds arrived at PVH. The money raised through the 2010 Annual Fund allowed us to purchase 8 beds, with hopes to raise enough money to replace all 23 patient beds by the end of 2011.

In March, PVH held an Open House for local media, businesses and the public to come view the beds. Melissa Pelkey and Monica Vanadestine demonstrated some of the important features of these new beds, including:

1. Ultra-low bed height
2. Less patient repositioning due to guide for initial patient placement and articulation of bed frame
3. Bed scale so patient does not have to get out of bed to be weighed
4. Ergonomic hand grips to assist patients to standing position
5. Bed controls located on each side of the bed and storage compartment for patient's personal items
6. Digital head of bed angle display with locking capability for patients at risk for aspiration
7. Patient exit alarm to notify care providers when a patient that should have assistance is getting out of bed
8. Visual safety reminders for care providers verifying top side rails in proper position, bed exit is set, brake is on, and bed is in the lowest position
9. Bed connected to the nurse call bell system

All of our 2010 and 2011 fundraising efforts will be going toward the new beds. The hospital is also promoting a new Adopt-A-Bed program through which we will ask local and national businesses as well as individuals to donate half or the full cost of one of these new beds to prevent patient falls.

PVH is proud to announce that the Auxiliary is our first full Adopt-A-Bed sponsor and will soon have a plaque on a patient bed honoring their generous contribution.



Do you have something for the PVH Employee Heartbeat? E-mail Kristie Libby at klibby@pvhme.org.

CEO's Corner



To Our PVH Family,

The Board approved the new Mission, Vision, and Values. PVH is now "Committed to Patients First." You may notice that it is slightly different than the one we initially sent out to department heads and their staff members. These changes were the result of your suggestions. We will officially roll out the new Mission, Vision, and Values in the near future.

Thank you to everyone that reviewed the MVV; it was truly a team effort which will help guide us in our decisions for years to come.

PVH is continuing the process of recruiting for a physician for the Rural Health Clinic to work with Bill Head, a Hospitalist, a General Surgeon, and an Orthopedic Surgeon. This past month we've spoken to several physicians and are hoping to have a few site visits soon. I will keep you updated with our recruiting progress.

The hospital has contracted with Neurology Associates to provide a sleep center here at PVH. It will be in the old clinic space on the second floor. We expect the equipment to begin arriving soon.

We have started to hold joint meetings with Health Access Network to jointly discuss our local health care issues. The committees are made up of Board Members, Senior Leaders, and a Physician.

PVH has also started the Strategic Planning process. We expect to have a plan for 2012 through 2015 within the next 5 or 6 months. Dr. Keith Hornberger from QHR was here in March and had preliminary meetings with Board Members, Physicians, and a couple of Community Business Leaders. We'll keep you up to date as things progress.

Dave

Patient Safety Week by Laurie LaFlamme

The QI department would like to thank everyone that participated in the activities during Patient Safety Week. The week included a Safety Fair held on Thursday, March 10 and three presentations offered to staff with subjects related to safety including Time Out's by the OR crew, Cockpit Resource Management by Dr. Turnquist, and Informed Consents by Nancy Brandow, Senior Risk Manager at Medical Mutual of Maine.

Nancy's presentation provided an educational power point on "The Informed Consent Process." She expanded on elements required in an informed consent as well as what should be included in the discussion with the patient when completing the consent. Ms. Brandow provided legal and risk management elements and emphasized the need to expand patient understanding about the procedure for which the consent is signed.

New Hires

Annelie Duenas – RN
Sabrina Fogg – Environ Services Tech
Jeannette Cote – Cook
Scott Archer – Unit Coordinator
Jescey Emery – CNA
Katherine Estey – RN
Jeannine Gardner – Unit Coordinator
Bryan Norton – RN
Amanda Mathis – RN
Kaitlin Cookson – RN
Erica Corbin – Patient Registration Rep
Renee McNally – RN
Alicia Theriault – RN
Laci Berg – Cook's Assistant
Jessica Krapf – Cook's Assistant

Congratulations on your new positions!

PVH would also like to congratulate Janice Anderson on her BS from the University of Cincinnati and for passing the American Society of Clinical Pathology certification to become a Medical Laboratory Scientist!



Employee Activities Committee Is Recruiting

Staff members who are interested in planning events for their fellow employees are encouraged to join the Employee Activities Committee (EAC). The group is holding a recruiting party on Wednesday, April 27 from 2:30 pm to 3:00 pm in the PVH Cafeteria. Stop by for a free snack!

The group will have a meeting following the recruiting party at 3:00 pm in Conference Room A. Plans are currently underway to host a softball tournament in June. The EAC is hoping to have a couple of teams including staff and spouses that will go up against other teams in our community. If you have an interest in the softball tournament or any other event put on by the EAC, please consider joining!



April Observances

Month-long observances

National Alcohol Awareness Month
National Autism Awareness Month
National Child Abuse Prevention Month
National Donate Life Month
National Occupational Therapy Month
National STDs/Family Planning Awareness Month

Weekly/Daily observances

April 4 – 10 National Public Health Week
April 4 World Health Day
April 10 – 16 National Health Information Privacy & Security Week
April 10 – 16 Patient Advocacy Week
April 23 – 30 National Infant Immunization Week
April 24-30 Healthcare Administrative Professionals Week
April 24-30 - National Medical Laboratory Professionals Week

QI Corner

New Patient Packets for Surgical Patients by Tammy Elliott, MA

In Dr. Sbayi's office, our Quality Improvement project was in regards to medication lists for our patients. Before starting the project, we had found that patients were not remembering to bring in current medication or allergy lists, and on occasion, couldn't remember any of their medications.

To standardize care in the physician practices, we implemented the following:

All new patients are sent a new patient packet (welcome letter, Profile Data Sheet, and Medical Hx Sheet). The welcome letter specifically states that medication lists must be brought to their appointments. When a reminder call is placed to the patient for the appointment, it is mentioned to them by the receptionist as well. That counts as two times the patient is being reminded of the importance of bringing his/her current medication list.

Once the patient arrives and turns in his/her paperwork, it is reviewed by the receptionist. The nurse, while rooming the patient, also reviews the medication and allergy lists with the patient.

For those few and far between cases where patients forget their paperwork or the name of that new medication they are on, we will then place a call to their pharmacy and/or PCP for verification. We then update the current medication list for our records.

For returning established patients, the nurse will review their medication and allergy list with them upon rooming them for the provider. A call to their pharmacy or PCP is required on occasion if a new medication was added between the time of the referral and the time of the appointment.

If Dr. Sbayi adds a medication for the patient, it is recorded in the chart document by the nurse or receptionist to include the new medications added and refills given. It is also listed in the office note dictated by Dr. Sbayi and a copy of that note goes to the PCP upon transcription to alert them of that new medication prescribed.

We also have a category of patients that are exceptions. These are patients whether new to our practice, or established ones returning, that are not on any medications, therefore, a medication list does not need to be reviewed. However, their allergy list is updated at every visit.

Our success rate is at approximately 95% for medication lists and accuracy, and our goal began at 70% for the first six months we have been doing this. We are very pleased at this success rate.



Letter to the Editor, 3/17 Lincoln News:

"On Wednesday, March 2, PVH held an open house to view the new patient beds and see other patient safety initiatives. I want to congratulate the administration, board of directors and the staff for their dedication to these initiatives. As citizens of this area, we can be proud of this hospital! The beds are the top of the line offering many valuable features that will provide a safer environment for both patients and staff. Also, improved safety transfer equipment such as a ceiling lift system will be arriving this month. The pharmacy/medication area is another impressive program which helps to control medication errors and promotes efficiency. If you missed this open house, I am sure the staff would be happy to show you what their commitment for safety has accomplished."