

PBRMC NURSES UTILIZE NEW SAFE SCAN TECHNOLOGY



Beginning on July 19, PBRMC began utilizing one of the newest technologies on the market to continue our everyday mission of offering the best and safest care.

Safe Scan™, operating on Apple's iPod touch®, delivers clinically rich medication administration, clinical

documentation, and communication features in an elegant, functional handheld solution. Safe Scan connects care teams to each other, to their patients, and to core hospital information systems in real-time — eliminating critical information delays, facilitating communication and collaboration between team members, while seamlessly updating back-end information systems.

Safe Scan is an integral part of the care team, linking people and processes in real-time to improve performance and key quality metrics. Safe Scan closes critical information gaps, helping front line caregivers reduce costs and to do the right thing at the right time for their patients, right at the point of care. Real-time, clinically-rich information at the point of care delivers cost savings and peace of mind.

Features include:

- Medication Administration
- Nursing Interventions
- Clinical Documentation
- Communications
- Device Integration



OUR MIRACLE PATIENT

Aortic Dissection is one of the most feared medical conditions, but Della Crook not only survived....

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HUMAN RESOURCES UPDATE

FYI! New hire orientation is now one full day and one half day. AIDET training has been incorporated into this program and....

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STARS OF THE MONTH August 2011

The following were recognized at the Quality Awards Banquet, July 7 in the cafeteria....

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MESSAGE FROM CEO



Greg Carda
CHIEF EXECUTIVE OFFICER

As we continue to focus on our mission of Getting 2 Great, I just want to reiterate the importance of the G2G program. There are lots of exciting things happening at PBRMC and the Getting 2 Great program will be a steadfast and consistent cornerstone for our organization for a long time to come.

The G2G program is here to stay and is a great resource for every employee to utilize in your mission to be the best you can be. Our G2G teams continue to be committed to developing and implementing new programs and activities to help all of us in our mission of Getting 2 Great.

I can't say thank you enough to all of you who continue to dedicate your time to serve on the G2G teams. I would ask every employee to keep our mission of Getting 2 Great in mind each day because it takes all of us working together to reach our goals. Thank you for your continued dedication to Poplar Bluff Regional Medical Center.

OUR MIRACLE PATIENT

AORTIC DISSECTION IS ONE OF THE MOST FEARED MEDICAL CONDITIONS, BUT DELLA CROOK NOT ONLY SURVIVED, SHE MADE A FULL COMEBACK WITH THE HELP OF PBRMC

One day after lifting some heavy furniture, Mrs. Della Crook felt sick, tired and had chest pain. She came to our hospital for help. Tests showed she wasn't having a heart attack but something was very wrong. Doctors suspected she had a tear in her aorta and ordered a chest CAT scan. Around midnight, this X-ray test showed she had developed an Ascending Aortic Dissection, which had ruptured in her pericardial sack and was causing pericardial tamponade. This meant the great blood vessel coming out of her heart had torn, and part of the tear had ruptured into the sack around the heart and blood was squeezing her heart flat.

The Cardiac Surgery Team and Dr. Ziomek were immediately called. Mrs. Crook was taken to surgery, where the blood around the heart was removed and the aortic tear was repaired. Two weeks later, she was discharged to Dr. Austin Tinsley for rehabilitation. One month later she was able to go home, as good as new. She now looks forward this summer to working in the yard and taking care of her loving husband who never left her side throughout her hospitalization.

Aortic Dissection is one of the most feared conditions in medicine. It causes sudden death from bleeding, similar to a ruptured Abdominal Aortic Aneurysm, but it is harder to repair. It is caused most commonly by high blood pressure ripping the lining of the blood vessel and then tearing the vessel (aorta) from the heart to the legs. Many famous people have died of this condition. John Ritter of the TV show "Three's Company" died after surgery for Aortic Dissection in Los Angeles, and Ambassador Holbrooke died following surgery for this in Washington D.C. The mortality of Aortic Dissection

[read more on pg 3](#)

AIDET...DO YOU KNOW WHAT IT MEANS?

Submit the answer to this question and at least one sentence of why you believe AIDET is important to our organization. Send entries to the Marketing Office by August 26th. All entries will be put into a drawing for one lucky winner to win a free BBQ Meal from Mike & Zach's BBQ for your family's Labor Day celebration!

OUR MIRACLE PATIENT

(continued from page 2)

is 100% without surgery, and death despite surgery is still very high ranging from 50 to 90%. At PBRMC over the last three years, four patients have been operated on for Aortic Dissection; three survived, discharged in good shape.

It is patients and families like Della Crook that make the Poplar Bluff community great. The nurses, doctors, technicians and hospital leaders at PBRMC are grateful we can help in such difficult emergencies when time is so critical.



MESSAGE FROM CHARLENE WARREN, CNO

With our efforts to improve Patient Satisfaction (HCAHPS) scores, we are seeing movement in the right direction. This tells us that there is improvement in our patients' perceptions about the care we give; and that all your hard work really does get noticed by your patients and everyone around you. In addition to Hourly Rounding, Bedside Reporting and all other strategies we are focusing on, we are implementing AIDET training (Acknowledge, Introduce, Duration, Explanation, Thank You). As you all know, when we treat our patients, their families and each other with courtesy and respect, it becomes the environment in which we all want to work. Please remember that it **only takes one** to make a positive difference. **Thank you for choosing to serve our patients and their families.**

You do make a difference each and every day!

HUMAN RESOURCES – HUMAN RESOURCE: ORIENTATION EXTENDED

FYI! New hire orientation is now one full day and one half day. AIDET training has been incorporated into this program and will be rolled out to all associates soon!

POINTS OF PRIDE PHOTO CONTEST WINNERS

The PBRMC Grassroots Team held a Poster Contest during the month of July. Several great posters were submitted and the Grassroots Team is so grateful for your involvement in helping to continue 'Building Pride for Our Future'. The winners of the contest were the Pharmacy Department and Piedmont Family Clinic. These groups will receive a pizza party for being selected as the winners! Thank you to all those who participated!



FINISH THE FIGHT-2ND ANNUAL PARC FITNESS & REHAB 5K RUN AND 1 MILE WALK

All proceeds to benefit Arthritis Foundation

September 17, 2011

The PARC is teaming up with Ozark Rheumatology and Dr. Komatireddy for this year's Annual Run. Pick up your entry form today at the PARC!

WOMEN'S CENTER UPDATE

The Women's Center had their 2nd largest number of deliveries in the month of June, reaching 152. Thank you to everyone who worked so hard during this time to help bring into the world more beautiful and healthy babies

COUPON



10% off
your food purchase at
Buffalo Wild Wings
during the month of August
for hospital employees.

You must present your badge to receive the discount.
Alcohol drinks not included.

HOSPITAL FACTS

Patient Safety Survey

We want your opinion about patient safety at Poplar Bluff Regional Medical Center!

Please take 10 to 15 minutes to complete this patient safety survey, which asks your opinion about patient safety issues, medical errors, and event reporting at Poplar Bluff Regional Medical Center. The survey is completely anonymous. If you do not wish to answer a question, or if a question does not apply to you, you may leave your answer blank.

It is important for ALL employees to complete this survey. Your opinion is important to us!

To access the survey from the hospital:

- Open Internet Explorer from any hospital computer with internet access
- Click 'Favorites' at the top of the page
- Click on 'PBRMC-Safety Survey'
- Choose 'Poplar Bluff Regional' from the drop down menu
- Enter the password: surv3y-886 and click on 'Take Survey'
- Complete the survey

To access the survey from home:

- Open a web browser
- Enter the URL: <http://hmasafetysurvey.com>
- Choose 'Poplar Bluff Regional' from the drop down menu
- Enter the password: surv3y-886 and click on 'Take Survey'

★ STARS OF THE MONTH ★

The following were recognized at the Quality Awards Banquet, July 7 in the cafeteria.



Donna Kendrick
(2nd Quarter, Nurse)

Bob Appleby
(2nd Quarter, Leader)



Chris Lamb
(1st Quarter, Associate)

Regina Chatman
(1st Quarter, Nurse)



Suzanne Thurman
(1st Quarter, Leader)

Stacy Tucker
(2nd Quarter, Associate)





GETTING²
GREAT

UPDATE

HOW MUCH DO YOU KNOW ABOUT HCAHPS?

IMPROVING CARE WITH HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS & SYSTEMS

What is HCAHPS? A Centers for Medicare/Medicaid Services (CMS) driven initiative to complement the data hospitals currently collect to support improvements in internal customer services and quality related activities.

Purpose: To provide a standardized survey instrument and data collection methodology for measuring patients' perspective on hospital care.

Goals:

- 1) Produce comparable data on the patient's perspective of care that allows objective and meaningful comparisons between hospitals on domains that are important to consumers.
- 2) Public reporting of the survey results is designed to create incentives for hospitals to improve their quality of care – www.hospitalcompare.hhs.gov
- 3) Enhance public accountability in health care by increasing the transparency of the quality of hospital care provided in return for public investment.

Take a few minutes to review the questions that your patients are asked when they are surveyed. It is imperative that each and every one of us are dedicated to improving our HCAHPS scores because it only takes one person to create a negative experience and negative scores!

JULY G2G ICE CREAM SOCIAL



AUGUST ANNIVERSARIES

THANK YOU FOR YOUR YEARS OF SERVICE!

37 Years of Service

Kathy Howard, Director of
Cardiopulmonary for Cardiopulmonary

32 Years of Service

Sherry D. Rush, RN for Recovery Room

31 Years of Service

George Toombs, Operator Teleco for PBX
Operators

Myra F. Smith, RRT for Cardiopulmonary

29 Years of Service

Irene R. Hamm, Volunteer

27 Years of Service

Alice J. Noall, RN in Cath Lab for
Radiology

Evelyn Holloway, LVN/LPN for Nursery

25 Years of Service

Alice F. Crites, Case Manager for Case
Management

Sheila D. Terrell, Coder-O/P Non-Certified
for Admitting

24 Years of Service

David L. Crabtree, Coordinator - Point of
Care for Lab

Fonda J. Durrow, RN for ICU

22 Years of Service

Ted Robinson, Supervisor for Security

21 Years of Service

Debra Lowe, Tech-CNET SVCS for Central
Sterile

19 Years of Service

Tina A. Boyer, RN for 2nd Wing

Anthony Little, RN for Emergency Room

18 Years of Service

Carol L. Baker, MT for Lab

Shanna Miller, MLT for Lab Support

17 Years of Service

Charles L. Hendrix, Tech-Central Service
for Nursing Administration

Jill M. Harmon, CNA for Rehab

16 Years of Service

Tina D. Daughhete, RN for Post Partum

14 Years of Service

Wenona S. Wilder, RN for Labor &
Delivery

13 Years of Service

Deanna J. Burns, Tech-OB for Labor and
Delivery

Carol A. Cook, Secretary-Unit for Case
Management

12 Years of Service

Frederick E. Landwersiek, Security Guard
for Security

11 Years of Service

Cynthia K. Blurton, CAN for 2nd Wing

Amy Asberry, Registered Dietician for
FANS

10 Years of Service

Rosaleta S. Hawkins, CAN for 2nd Wing

Stacey N. Barker, Coord-CPM for PARC

Jamie L. Smith, RN for Cath Lab

9 Years of Service

Edward Soriano, PTA for Rehab Care

Melissa Christian, RN-Nurse Practitioner for
Emergency Care

Sandra Livingston, Clerk-Reception for
Radiology

Sally Kennedy, RN for Radiology

8 Years of Service

Jodi L. Murphy, Buyer for Materials
Management

7 Years of Service

Earnest D. Hornback, LVN/LPN for 2nd Wing

6 Years of Service

William Varnadore, CNA for Behavioral
Health

Michael Redwine, Medical Staff Credentialer
for Ozark Medical Management

Carla Latourette, RN/FNP for Ozark Medical
Management

Kathy Dortch, Clerk-Reception for Ozark
Medical Management

4 Years of Service

Beth A. Wilson, FANS

Jaqueline Wells, Secretary-Unit for 3rd Wing

Brandi Moore, RN for Surgery

James B. Bates, Tech-Interventional

Radiology for Radiology

Tiffany Jenkins, Director for Marketing

Marlena Nobles, RN for Behavioral Health

Peter W. Somers, Physician for Puxico

3 Years of Service

Jeriann Wallace, RN for 3rd Wing

Stephanie Hill, Clerk-Reception for Ozark
Medical Management

Peggy G. Shelton, LPN for Bloomfield
Medical Center

Kelly Wontor, Clerk-Reception for Piedmont
Medical Center

Ryan Mcquiston, FANS

Stacey A. Adams, Tech-Surgical I for Surgery

Austin Harris, FANS

Ryan S. Shaw, FANS

Sharri D. Mahurin, Tech for Pharmacy

2 Years of Service

Judy King, RN for Rehab

Debra F. Neal, MLT for Malden Medical Center

Anthony Livingston, FANS

Rebecca Pullum, LPN for Malden Medical
Center

Charles D. Faughn, Security Guard for
Security

1 Year of Service

Raghuveer Kura, Ozark Medical
Management

Tara Hatley, RN for ICU

Kristy Davis, RN for 3rd Wing

Candy Spear, RN for ICU

Jonathan Shepard, RN for ICU

Heath Hall, RN for 3rd Wing

Joseph Deken, RN for 2nd Wing

Andrew Cisne, RN for ICU

Brian Fouts, EVS

William Tharp, RN for Cath Lab

Amanda L. Byrd, LPN for Ozark Medical
Management

Tiffany Winters

Tonia Young, EVS

Tammy Wills, EVS

Bobbie J. Currie, EVS

Myra L. Rodgers, LPN for Ozark Medical
Management

John Owen, EVS

Robb Paulk, RN/Nurse Manager for
Behavioral Health

Emily Harper, Registered Dietician for
FANS

Justin Ward, Tech for Pharmacy

Rhonda Martin, RN for Surgery

Brian Winfree, EVS

VOLUNTEER MESSAGE



It's Back-To-School time, and that means Scholarship deadlines are approaching. The Auxiliary of PBRMC offers a Scholarship Tuition Reimbursement program to hospital associates or their children. Applicants must pursue a career in the health care field or seek to upgrade their education within the hospital to a more advanced position of which the applicant has a reasonable expectation of achieving. Applicants must be a full-time or part-time hospital associate, a contract associate of EVS, FANS, Rehab Care or a volunteer, and have completed at least 6 months of continuous service or be the child of an employee or child/grandchild of a volunteer who meets these requirements.

Applications are located in the Gift Shop or through the Volunteer Office. Scholarship deadline for fall term is August 30. Forms should be returned to the Gift Shop or Caroline Brodell, x2719.

NEW EMPLOYEES in July

Mandy Pickens, *Health Information Management*

Jessica Mondy, *MLT for FANS*

Kyle Smith, *Health Information Management*

Julie Jamisch, *Physician for FANS*

Misty Wilson, *Tech in Health Information Management*

Kristy Bailey, *Tech in Health Information Management*

Urooj Mansoor, *Physician for FANS*

James Goins, *FANS*

Shandelle Hathaway, *EVS*

Deborah Martinez, *EVS*

Glenda Allen, *EVS*

Brenda S. Burks, *EVS*

Shelbie Hessling, *FANS*

Katrina Fox, *EVS*

Yvette Baca, *EVS*

Sloan Paxton, *EVS*

Dwayne Givens, *EVS*

Christopher Emerson, *EVA*

David Nelson, *EVS*

Welcome to PBRMC!

WELCOME! It is a pleasure to have you aboard and we extend best wishes for continued success in your career path here at **Poplar Bluff Regional Medical Center**. We have no doubt you will be a true asset in helping us meet our mission of providing compassionate, **QUALITY-FOCUSED** patient care. Every employee here shares an important part of our continued success in **Getting 2 Great**. We are sincerely proud to have you as an employee!