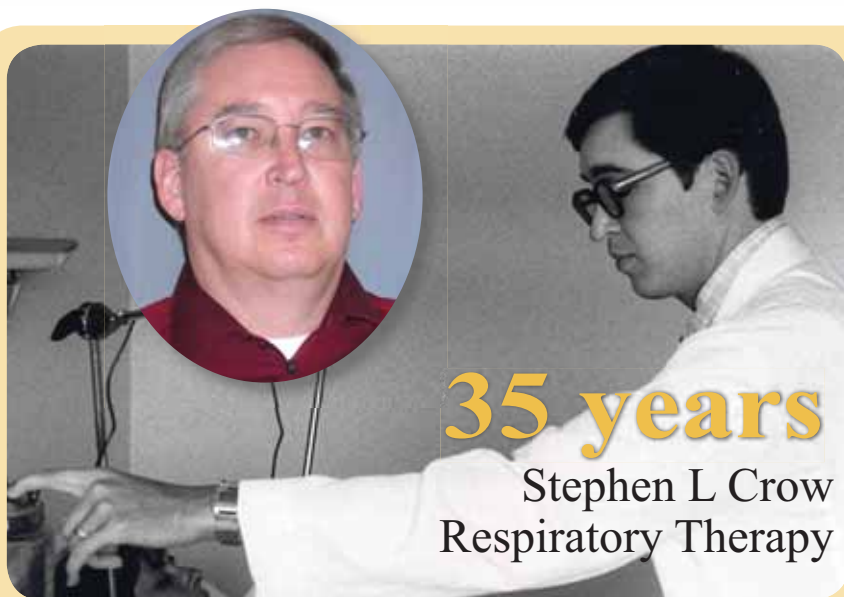


Community Hospital Just the News

January 2010
Volume 4
Issue 1

Years of Service Recognition - 2009



35 years
Stephen L Crow
Respiratory Therapy

Q: When did you start your career at Community Hospital?

A: I was hired as a staff therapist in 1974, creating a department of two. In 1976, the department director moved and I took over his position. Before that, while in high school, I worked for a contract service that provided respiratory therapy services to area hospitals. I was one of the youngest certified respiratory therapists at age 19.

Q: What are some differences between then and now?

A: The biggest change is regulation; then the only documentation of therapy was an initialed MAR and reimbursement was 80 percent of billed charges.

Q: What are your most memorable experiences at Community Hospital?

A: Meeting, dating, and marriage to Linda my wife of 37 years, the birth of both my children and grandchildren at Community Hospital, and a life time of friendships, many of which continue today.

Q: When did you start your career at Community Hospital?

A: In February 1979 as a part-time lab tech. Over the years I've been responsible for many different areas of the lab including hematology, quality control, micro, send outs, and Meditech. Now I am a lab supervisor.

Q: What are some differences between then and now?

A: When I started, most of the lab tests were done manually and took much longer; for instance basic metabolic panel took at least 45 minutes whereas today our automated analyzers do the same testing in about 7 minutes. The one thing that has remained constant at Community Hospital over the last 30 years is the dedication and commitment to providing excellent compassionate care to all our patients.

Q: What is your most memorable experience at Community Hospital?

A: When I was awarded the Employee of the Year in 1994.



30 years
Janet A Kelley
Lab

**20
Years**



Karin H Lohle
First Choice



Jerrold A Morton
Facilities Management

15 Years



Charlene R Anderson
Respiratory Therapy



Grace C Aragon
Environmental Services



Gwendolyn Kahler
Lab



Beverly K Stephens
Volunteer Services

10 Years



Vickie Balerio
Surgery



Sheryl R Kleven
East Wing



Jeanette M Durham
Nutrition Education



Daniel C Meister
Therapy Works



C Ann Fryberger
Surgery



Dale Edward Miller
Radiology



Niccole D Harmon
East Wing



Emily M Nolan
East Wing

5 Years



Pamela C Adler
Lab



Penny A Carter
East Wing



Patricia A Goetz
Environmental Services



Amy Hughes
Lab



Davina G Brower
Revenue Cycle



Lucas M Clayton
Radiology



Kristin M Gundt
Home Health



Christy J Knapp
Administration



Meagan J Bruno
Lab



Cynthia M Dann
Food Services



Lisa M Hadley
First Choice



Marilyn D Kroft
Lab



Amber S Carter
HRIS



Michelle French
Radiology



Ryan N Howard
Surgery



Tinnell L Loggains
Radiology

5 Years



Connie J Mack
Professional Relations



Mary Jane Peralta
Environmental Services



Juli Spitznogle
Respiratory Therapy



Angie Woodring
Home Health

No Photo
Available

Kathleen B Mccoy
Revenue Cycle



Matthew A Price
ICU



Michelle C Taylor
Lab

Thanks
to all of
you for
your
years of
service!



Christina L Moore
Home Health



Linda J Richmond
Radiology



Deborah M Trump
Radiology



Kari S Murphy
Revenue Cycle



Andrea J Sellers
Quality Mgmt



Kathleen M Wilson
Procedure Center



Clinical Corner

Infection Control: Visitor Restrictions for Flu Season 2009-2010

Influenza surveillance indicates that 2009 H1N1 Influenza activity is decreasing. However, co-circulation of seasonal influenza strains along with 2009 H1N1 influenza is likely to increase in the months to come.

In order to reduce the spread of influenza, visitor restrictions will continue during the flu season 2009-2010. Visitor restriction signs (English and Spanish versions) are posted throughout Community Hospital. The doors to East Wing are to remain closed, except for entry and exit.

Please note the following visitor restrictions:

- Please no more than two visitors at a time.
- No visitors under the age of 12 years.
- Individuals with flu-like symptoms, (fever, cough or sore throat) please refrain from visiting.
- Please speak to the nursing staff if you have a special visitation situation.

Thank you for your support in helping to protect our patients, visitors and employees from 2009 H1N1 Influenza and seasonal influenza.

For more information, please refer to the following CDC websites:

- www.cdc.gov/h1n1flu/
- www.flu.gov/

Behind the Headlines

By Steve Rauch, medical librarian

One news story I looked at recently claimed that a vegetarian diet, just above malnutrition levels, could add 25 years to one's life. The actual research was done only with fruit flies, but the news story extrapolated those findings to humans.

Thankfully, a web site from the National Health Service of England helps readers make sense of scientific research. The site, Behind the Headlines - Your guide to the Science that Makes the News. Even though this site and the media sources are from England, the research usually appears in our news as well. The NHS takes recent studies that have been covered in the English press and are examined to show:

- who did the research,
- what kind of research was performed,
- what the researchers found, and
- what the experts examining the story for NHS concluded.

As far as the fruit fly research, the NHS concluded that the study, "...cannot tell us whether a vegetarian diet can increase lifespan in humans, as the newspaper reports have suggested."

If you find yourself struggling to make sense of health studies covered in the media, you might check to see if the story has been tackled by Behind the Headlines at www.nhs.uk/news/Pages/NewsIndex.aspx.

Culture of Safety

A Culture of Safety is the shared commitment of Community Hospital's management and employees to ensure the safety of the work environment. The safety of patients and employees is paramount. We must focus on effective systems and teamwork to accomplish the mutual goal of safe, high-quality performance. Our focus is on what, rather than who, is the problem.

This organization, with its culture of safety, encourages acknowledgement of error and actively attributes such, primarily to process/system failures. Lessons learned from analysis of errors are shared as the best known methods to mitigate or prevent future errors. Community Hospital remembers that our primary reason for existence is to take care of patients, and we will keep them as safe and healthy as possible.

Next month: *Just Culture or Culture of Accountability.*



Psychological Services/EAP Has Moved

In between providing support groups, presenting at employer's breakfasts, and giving stress management workshops at Mesa State College, the psychological services/EAP department found time to move to a more spacious location at 1300 N. 7th Street, Ste. 4.

If you would like to schedule an appointment, please call (970) 242-9026.



Got news?

Contact Marketing Manager Cathy Nordine at (970) 256-6135 or cnordine@gjhosp.org.

Tracking Volunteer Hours for Magnet: *Not Just for Nurses*

The Magnet Recruitment and Retention Council tracks volunteer hours for the hospital's Magnet application; however, the council would like to extend this inquiry beyond nursing and offer our appreciation to all of our employees who graciously serve our community.

The deadline for submission for 2008 through 2009 is January 31, 2010. We will begin collecting 2010 information in February.

If you have any questions or problems, you may contact Misty Russell at x-6124, Misty Young at x-6288, or Sheryl Hopper at x-6349.

To enter your hours go to the K drive\Shared\Community Service\communityservice.xls.

Note: If the document says it is read-only, someone else is currently using it and it will NOT record your data. Exit and go back in later.



HR Updates - Survey Action Plans

In January 2009, Community Hospital sponsored an employee opinion survey to gain insight into the employees' impressions of their employment experience. Ninety five percent of all employees (including PRN) participated in this survey.

The survey revealed many global as well as departmental issues that were brought to the attention of the department directors. Those issues included having more recognition of staff, more communication within and between departments, stronger teams, and better communication of benefits and educational opportunities.

The department directors were asked to include employees in developing action plans that would resolve any issues within their departments. Administrative departments such as HR, Education, IT and Materials Management were asked to develop action plans for the entire hospital. HR organized the action plans and communicated these to senior leaders who gave each director the results for their department.

Since the conclusion of the survey, all departments continue to work on their action plans. Some specific examples from the plans include:

- **Environmental Services** is fully staffed and trained:
 - Adam Brown was hired as director during this quarter.
 - The staff was recognized during National Environmental Services week.
 - Training was given by EAP regarding communicating with the team.

- A presentation was given on Magnet emphasizing ES involvement and necessary contributions.
- **The unit council in ICU** implemented the following to increase the recognition given to the staff:
 - Gift certificates are given for going above and beyond.
 - A plaque was hung for those nurses who receive their CCRN
 - Discussions in IDM's for solutions to unit concerns.
 - Developed a folder in the computer for communications.
- **East Wing employees** were concerned with the equipment on the floor and recognition of staff and did the following:
 - Each of the staff was asked what they would do if they had \$100 to spend on the unit and what they would buy if they had \$1000. Based on their input, two new thermometers, two bedside commodes and a small refrigerator for the break room were purchased.
 - Formed a management team who will co-lead the department. With this comes a new sense of responsibility and pride. As we move forward, more staff will be engaged in the process to keep the fire burning.

A complete and detailed action plan follow up is available on the Community Hospital intranet under *Information for Employees/Human Resource/Employee Survey Action Plans*.

Future surveys will include an online survey regarding the Best Places to Work in Colorado in April 2010 and another Press Ganey survey in the fall of 2010.

