

Corp News

We have rounded the calendar into 2008 with a good outlook for the upcoming year. Our well earned reputation with the patient community continues to flourish under customized care. We continue to grow methodically and seek new service lines to serve the Northern New Mexico Market. I want to express appreciation to our staff for consistently going beyond expectation to serve patients and family members when the opportunity avails. We are an organization of over achievers in a market that is calling out for us to provide better health service. Please continue to provide us with the effort and ideas to improve efficacy and efficiency.

-Lloyd Scarrow, CEO

Did you know

With flu season upon us, it is time to take a look at this persistent virus. In this article we will look at two flu myths, treatments for flu symptoms and a home survival kit.

Flu myth #1: The flu vaccine can give you the flu.

You cannot contract the flu from the vaccine. The injected flu vaccine only contains dead virus, which is D-E-A-D, dead! It can't infect you. Even the live nasal virus flu vaccine (FluMist) has the virus engineered to remove the parts of the virus that make you sick.

Flu myth #2: There is no treatment for the flu. If you can get to the doctor quickly-within 48 hours of contracting the flu-there are antiviral medicines that can help. The antivirals, such as Tamiflu & Relenza, won't cure the flu, but they can reduce the amount of time you're sick by one or two days, make you less contagious to others.

Just in case your number is up this year, consider assembling a simple home care kit for help surviving the flu. Here's a short list of what you may need to treat the most common flu symptoms: fever, headache, cough, muscle aches, sore throat, and runny or stuffy nose.

Fever & pain relievers, e.g. Ibuprofen, Tylenol (alternate between the two)

Cough syrups and drops

Nasal sprays

Decongestants

Thermometer

Fluids

Tissues

From Paula's desk

Hard to believe it is 2008! I wanted to thank each and every one of you for your dedication and participation in making Physicians Medical Center a huge success. The New Year brings new challenges... like applying for Joint Commission Accreditation. The open door policy is ever present at my office and in fact I want very much to hear what you have to say and appreciate your suggestions and ideas on how to improve our facility.

Communication is a high priority with me, whether it is with a patient, family, staff or physician. My New Years resolution is to keep all of you informed of what is happening in my neck of the woods and I ask you to keep me informed of what is happening in your neighborhood. The monthly entries to follow will be more specific and informative regarding specific goals and issues related to PMC. Please submit any announcements or memos that you want published in our newsletter to Melinda or me. I start every morning reading this quote "Three things in human life are important. The first is to be kind. The second is to be kind. And the third is to be kind."

Quote for the month

Aristotle once said, "Excellence is not an act, but a habit."

Security Corner

Paul Maes

An update to all staff at PHMC Santa Fe. We are now going to have staff 24 hours a day on weekdays and 7 PM to 7 AM on weekends. The staff will be doing several roles within our hospital: maintenance, security, and housekeeping. Hope everyone had a safe holiday.

Happy New Year!!!!

Patients Thoughts

Here are a few comments from patients I wanted to share:

"I was more comfortable knowing Manny was there."

"Took the time to talk to me and explain things to me."

"Please keep doing a good job, so Santa Feans have an alternative place to go."

"From the time I arrived to the time I left, I was treated like royalty."

Web Information

You can access our PMC web site at www.pmcatsf.com

Here you will find information about our facility, job applications, links to other sites, physician information and coming soon information about events at our facility.

How we doing

This area of the news letter is primarily dedicated to keeping you informed about ongoing Process improvement projects at PMC. I'll also be keeping you up to date about HealthStream and JCAHO issues. Take a look at the JCAHO Challenge area to ***WIN COOL PRIZES!!!*** [Ray Jette, RRT](#).

Medication Reconciliation: This Improvement initiative was started because of the importance of proper Medication Reconciliation in Patient Safety. The PI Committee selected this project as our Failure, Mode, Effect and Critical Analysis (FMECA) Project for 2007. Through your hard work, help with changing the MR form, and continued attention to this issue, we went from 21% compliance in September, to 88% in October. We did slip to 84% compliance in November. While this is still a pretty good number, JCAHO Mandates that our benchmark for Medication Reconciliation is 100% compliance. A couple of issues that are keeping these numbers in the 80's include the [Medication Route, Source Information, and Continuing Medication After Surgery](#) areas of the form are not always completed. Thanks for your help in getting these issues resolved.

100% Chart Audit: First let me say that I cannot thank you guys enough for putting up with this PI initiative. As difficult as this is, it has identified some key areas that need to be improved in our charting. With your input, several of these issues should be remedied through revised forms and attention to specific areas of the chart. Reports of charting issues that were found are available by clicking on this hyperlink: [Chart Audit Survey Results 2007](#). These will be updated each month. OR and PACU Staff are currently revising the Anesthesia Record, the Perioperative Record, and the PACU record to facilitate more accurate charting. **Remember that our charting should reflect the quality of care we deliver.**

Infection control: *As of November 31st 2007 we have done 1,277 surgery cases with a 0% infection rate!! For all of your efforts to keep our patients safe, and delivering the best outcomes possible I Thank You!!*

Did You know there are Free Nursing CEUs offered on HealthStream?? If you would like more information contact me at rjette@nshinc or just stop by and see me.

JCAHO Challenge Question: The first 5 people to email rjette@nshinc with the correct answers to these two questions wins a prize!!

- 1.) What are the three primary steps that keep our patients safe using the JCAHO "Universal Protocol"?
- 2.) What is the proper process that is used for confirming Telephone / Verbal orders, and Critical values (Lab, X-ray, EKG)? **Good luck!!**

HR Corner

I am sure that you are all as excited as I am about having BCBS as our insurance provider, although it would be easier for most of us to use the plan if we had our insurance cards. I emailed the instructions on how to have BCBS mail the medical cards to you. If you are having trouble getting the cards even after this contact me.

Everyone in the building has an email account. We would like for everyone to check their email at least once a shift. If you don't know how to access your email contact me and I will show you how.

For all employees that have been working here for 90 days or longer your new hire competency spreadsheet is due in January. If you need help completing this, contact your manager and they will get you through the process as quickly as possible.

-Katharine Allison

PMC Events and Class Schedule

January Events:

Friday January 11th PALS COURSE: 8:00-5:00

Upstairs conference room

Contact Rita Myers-Wieringa for details or to RSVP

Saturday January 12th PALS COURSE: 7:45-3:00

Upstairs conference room

Contact Rita Myers-Wieringa for details or to RSVP

Tuesday January 15th Fire Extinguisher Training 8:00

Decontamination training 12:00

Upstairs Conference room

Contact Paul Maes at ex. 5449 for information

Friday January 25th Orientation for new employees 8:30-

4:30 Upstairs conference room

If you have an event or meeting you would like scheduled please call Melinda at ex.5495 or e-mail her at mlopez@nshinc.com