

We're on the web
http://
www.hopkinsmedicine.org/Intrastaff

S.O.A.P. NOTES

Volume 30

November, 2005

CPR Dates for Nurses

January 13
February 10
March 10
April 7
May 5
June 9

*To schedule an appointment,
please call Dolly Kappel at (410)
955-9343*

Adult Trauma Orientation

December 1 & 2

*Trauma education is mandated by
the State of Maryland each year if
you work 16 hours a week or more
with trauma patients. Please call
Kristin Merritt to register!*

Nurses, did you know—



Per the new
Blood and Blood
Product
Transfusion

protocol, blood products must
be completely transfused within
4 hours of issue from the Blood
Bank. The 4 hours begins when
the blood is released from the
bank. Please look for the
stamped time out on the slip
attached to the blood or blood
product. To review this
protocol, please go to
www.insidehopkinsmedicine.org
JHH Nursing Website.

Intrastaff Employee Appreciation

Intrastaff wishes to honor its employees for the hard work and dedication you put into your jobs.

On Thursday, December 1st, we will be at the following locations:

JHH, Billings Administration Room 212, from 8 am—4:15pm

JHBMC, 5300 Alpha Commons, 3rd floor, Conf. Room 328, from 10 am—2 pm

If you are not able to join us during the times above, you are welcome to visit our office in the Foxleigh Building, Suite 395, on the Green Spring Station campus, during the hours of 8:00 am—4:30 pm, Monday through Friday.

Please come to receive your gift. We will also have light refreshments available. Our supply is limited, so please come early.

Our sincere thanks to all of you!

THANK YOU

Important Weather Emergency Information

Winter weather will soon be upon us. The Johns Hopkins Medicine (JHM) hospitals and clinical areas of JHM maintain patient care responsibilities and **DO NOT CLOSE** during a weather emergency. Unless it is announced by JHM that outpatient clinics will close, all School of Medicine clinics will remain open,

and all administrative offices need to support these clinic areas remain open and that supporting services are available.

All inclement weather guidelines are in the JHH Corporate and Administrative manual, which is available online at:
www.insidehopkinsmedicine.org/operations_integration.



Intrastaff Employee of the Month

Robert Busch, an administrative Intrastaff employee, has been chosen as the “Employee of the Month.” Robert has been an Intrastaff employee since April, 2001 and is the friendly face you see in Pavilion I lobby at Green Spring Station. Robert’s smile is contagious. Please be sure to say hello the next time you’re in the lobby of Pavilion I!

Making our Patients and Guests Comfortable

Making a great first impression is an essential part of our effort to deliver excellent service to our patients and guests. It is very important that we make good use of the public space and waiting areas so that we may best accommodate patients, their families and other visitors.

It has been observed at JHH that employees are taking their break in these public waiting areas, specifically late morning and early afternoon hours.

While all employees are welcome to take a break as time permits, doing so in these waiting areas can interrupt our guests' ability to rest and relax during what can be an anxious time for them. Also, it does not convey the image of professionalism expected of all Hopkins employees. Any employees found using the public waiting areas for their breaks will be reminded to move to a designated break area.

If you would like more

information about how to make a great first impression and deliver excellent service, visit the Johns Hopkins Medicine Service Excellent Website at www.hopkinsmedicine.org/service.



Excerpts taken from Renee Demski

If It's Been One of Those Days....

From time to time, everyone has a day when nothing seems to go right. How you handle those bad days is important for your well-being. Here are a few suggestions on what to do to help take off some of the stress:

Take a deep breath—increasing the oxygen in your body will help calm your nerves. It's something easy you can do on the way home from work on the bus or while you're driving.

Exercise—one of the best ways to

shed stress is to exercise. Take the dog for a walk, ride a bike, do whatever activity you enjoy... just move. Not only will you burn some calories, you'll feel better afterward.

Laugh—sometimes all you can do is laugh about a day that's gone sour. Laughter is the best medicine and can do wonders to alleviate your mood.

Don't rehash it—avoid going over the details of your

day with your loved ones. It may refuel your frustration, and you may end up not get the empathy you were looking for anyway.

Escape—lose yourself in a good movie or book. Nothing sweeps you away like your imagination.

Always remember that tomorrow is a brand new day. Try to have a positive outlook.

Excerpts taken from Kate Lorenz, Career-Builder.com Editor

Health Stream for Nurses

Please check Healthstream at www.cmecourses.com/johnshopkins for newly assigned courses.

All due on 12/30/05

Trach Care Protocol Update (*Peds nurses do not have to take this course*)

Peds nurses:

Please complete the following:

1. Pediatric Rapid Response Team (*PICU nurses do not take this course*)

2. MAC 1200 EKG Machines
3. Pediatric-Burns in Children I
4. Pediatric-PICC lines (*PICU nurses do not take this course*)

If you have not completed the other courses that have been assigned to you, please do so ASAP.

Required courses for ALL Intrastaff Nurses:

- Cultural Competence

- Patients with Special Needs
- Patient Safety Net
- Impaired Healthcare Professional
- IVP Meds
- Alaris Medley Medication Safety System with Pump Module
- Annual Updates 2005

Annual Updates and Regulatory Compliance

Ongoing educational updates are requirements for continued employment for all positions. Intrastaff routinely distributes to its employees updates, handbooks and post-tests, Health Stream courses, as required under JCAHO standards (Joint Committee on Accreditation of Healthcare Organizations) for completion.

All updates must be completed and returned within an established deadline to the Intrastaff Office. Should any employee's file not be 100% compliant with regulatory information or valid required certification (as



applicable), the employee will not be eligible to work through Intrastaff until it is compliant.

If you are not sure if your information is current, please contact your Staffing Coordinator at (410) 583-2950.

SPECIAL NOTE: If you have a new email address, please make sure to let Intrastaff know. Please stay current so that we can notify you of upcoming classes, and other important information that may be useful to you. Thanks!

Timesheet Tips

Below are some tips to ensure your time sheet is processed timely:

1. Make sure you print clearly
2. Your DATES and hours worked are on the form
3. Ensure it's signed by your supervisor
4. Turned in by the deadline (before 8:30 am Mondays)
5. Use one of the 3 drop boxes if working on the JHH campus
6. Call during regular business hours (M-F 8-5) to confirm receipt, if having to fax because of working off JHH-

campus
If you encounter any problems, please do not hesitate to call the Intrastaff Office. Please call BEFORE the Monday deadline for assistance. *Thank you!*

INTRASTAFF TIME SHEET

1230 W. Apple Road * Forehigh Building, Suite 200 * Lutherville, MD 21104
Phone: (410) 583-2950 * Fax: (410) 583-2950 * Email: intrastaff@jhh.org

PLEASE PRINT

EMPLOYEE NUMBER: 01234510
 NAME: John Doe
 POSITION: Mail Clerk
 SOCIAL SECURITY NUMBER: 312000000
 DEPARTMENT: General Services
 SIGNATURE: John Doe

DAY (DATE)	TIME IN	TIME OUT	TOTAL HOURS WORKED
7/1/08 8:30	8:30	5:00	8
7/1/08 8:30	8:30	5:00	8
7/1/08 8:30	8:30	5:00	8
7/1/08 8:30	8:30	5:00	8
7/1/08 8:00	8:00	4:30	8

TOTAL HOURS REPORTED MUST BE THE SAME AS ACTUALLY WORKED: 40

FOR SUPERVISOR ADMINISTRATION ONLY

SUPERVISOR SIGNATURE (PLEASE PRINT NAME UNDER SIGNATURE)
 I certify the hours, accuracy and authorize payment.

Signature: [Handwritten Signature]

Sample

THANK YOU FOR WORKING WITH INTRASTAFF
 Time sheets must be turned in BEFORE 8:30 AM on Monday
 TIME SHEETS OVER 30 DAYS OLD WILL NOT BE PROCESSED
 FAILURE TO COMPLETE ACCURATELY MAY CAUSE DELAY OF PROCESSING

FOR INTRASTAFF

PLEASE INDICATE IN THE BOX TO THE RIGHT THE FACILITY WHERE YOU ARE WORKING IN ADDITION TO YOUR INTRASTAFF hours as a Johns Hopkins Health System employee, and which facility below

INTRASTAFF

A subsidiary of
Johns Hopkins Health System

2330 W. Joppa Road
Foxleigh Building, Suite 395
Lutherville, MD 21093

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Fax: 410-847-3659
Email: intrastaff@jhmi.edu

WE'RE ON THE WEB
HTTP://
WWW.HOPKINSMEDICINE.ORG/
INTRASTAFF

*Serving our customers with
quality*

Kudos Corner

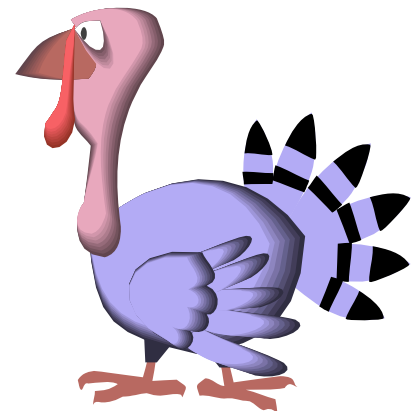
Intrastaff received complimentary comments regarding **Clara Jacobs'**, an Intrastaff Certified Nursing Assistant. According to the nurse on the unit, Clara went beyond the expectations of her position and impressed her co-workers. Thank you Clara for doing a great job!

Pam Wheeler, an Intrastaff nurse, was commended by a Hopkins unit for having a positive attitude and for helping during a difficult time on the unit. Pam's hard work is greatly appreciated by her unit and by Intrastaff. Thank you Pam!
A patient's family member

wrote in to express their appreciation for **Michele Dressman**, an Intrastaff nurse. Michele was "so kind, patient, caring, calm, understanding, sensitive, giving, heart warming, extremely considerate, motherly." "Nurses like this make it very easy to say Johns Hopkins is really #1!" Michele, thank you for being an exemplary example of quality Intrastaff nursing.

Clara, Pam, and Michele, all of us at Intrastaff thank you for jobs well done!

Happy Holidays!



from everyone at Intrastaff