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S.O.A.P. NOTES

Volume 27

March, 2005

CPR UPDATES for RNs & LPNs

- Available 2005 CPR Classes:
 - April 8
 - May 6
 - June 10
 - July, August, September
- 2005 CPR classes are NOT open to Intrastaff employees.
- October 7
 - November 11
 - December 9
- Please be advised that you may not work without a current CPR card!**

Advanced Pediatric Assessment/Arrest Prevention & Management Skills

A two-day workshop for pediatric nurses at the Johns Hopkins Children's Center

April 19 & 20

OR

November 8 & 9

7:45 am—4:30 pm

Attendance both days is required

Please pre-register through your Nurse Manager. Call Doris in the Nursing Office (5-6451) to sign up.

Intrastaff's Refer-A-Nurse program

Guidelines:

- Any active* Intrastaff employee may participate in the program by referring an RN or LPN (*active is defined as having received a paycheck from Intrastaff since 6/1/04.)
- The name of the Intrastaff employee who refers the RN/LPN must be written on the application at the time the application is submitted to Intrastaff.
- The RN/LPN who is referred to Intrastaff must successfully complete 10 shifts. A shift is defined as any 8 or 12 hour shift.
- When the new RN/LPN, who was referred, is hired and completes the required 10 shifts, the Intrastaff employee who referred the RN/LPN will receive a **\$200** bonus in his/her paycheck.
- Intrastaff employees may refer as many RNs/LPNs to Intrastaff as they wish.
- Referral bonuses will not be paid when referring any JHHS RN/LPN to Intrastaff (JHHS RN/LPN include: JHH, JHBMC, HCGH, JHHCG, JHCP).

Questions?

*Call the Intrastaff Career Specialist or
Staffing Coordinator for details
(410) 583-2950*



Mark Your Calendar! Patient Safety Dinner and Lecture

On Wednesday, April 27, 2005, Intrastaff will be offering a Patient Safety Dinner and Lecture in the Women's Board Conference Room on the Green Spring Station campus. Lori Paine, who currently serves as the Patient Safety Coordinator for The Johns Hopkins Hospital, will be presenting on the topic of Patient Safety.

Intrastaff's Employee of the Month

Donna Lea, has been with Intrastaff for close to two years. She came to Intrastaff after retiring from JHU with 30 years of service (WOW!). Donna has represented Intrastaff with a very positive and professional attitude. Donna's performances on assignments have been nothing but excellent. Thank you Donna for your hard work and dedication. A spa therapy gift set is waiting for her at the Intrastaff Office.

Free Trauma Orientation and Continuing Education

Target Audience: The **orientation** is a mandatory 16 hour workshop that is to be completed within the first year of employment for nurses who will be taking care of ADULT trauma patients. RNs in the Departments of Emergency Medicine, Neurosurgery, Surgery, and Ophthalmology will be given priority registration (maximum class size 70).

Dates/Locations/Time: March 31—April 1, 2005 in Phipps 340 at JHH, 8:00 am—4:45 pm (registration begins at 7:30 am)

Course Coordinator: Kathy Robertson, RN, MS, Nurse Educator, Surgery

Topics:

- Maryland State Trauma System
- Mechanism of injury
- Primary and secondary surveys
- Management of substance withdrawal
- Nutrition management
- The rehabilitation process

For information about PEDIATRIC trauma courses, contact Carol Matlin,

cmatlin@jhmi.edu, x5-6332. Registration form on JHH Nursing Administration website under Staff Education and Core Courses

Target Audience: The **continuing education** is for RNs in the Departments of Emergency Medicine, Neurosurgery, Surgery, and Ophthalmology will be given priority registration (maximum class size 70).

8 hours for critical care areas

4 hours for non-critical care areas

Dates/Locations:

- March 16, 2005 in Phipps 340
- April 28, 2005 in Phipps 340

Time: 8:00 am—4:30 pm (registration begins at 7:30 am)

Course Coordinator: Kathy Robertson, RN, MS

General Scheduling and Email Communications

In order to continually increase our efficiency, we ask all of our employees to forward us any shifts that have been “self-scheduled” with the units.

Intrastaff currently has over 650 active employees working at various Hopkins facilities and it is our job to ensure that the needs

and expectations of both our customers and our employees are met. At Intrastaff, we pride ourselves in being readily available to all of our employees and customers. We have staffing coordinators and career specialists working hard to ensure accurate schedules and availability of our employees. Thank you.

Please forward all schedules to your Staffing Coordinator, either by phone, by fax, or by email. If you need to update your email address with us, please do so.

Phone: (410) 583-2950

Fax: (410) 847-3659

Email: Intrastaff@jhmi.edu

ACLS Renewal

Reminder: Intrastaff makes ACLS certification renewal available to all of our employees.

Criteria for FREE ACLS

Certification are as follows:

- Employee must work an average of 24 hours/week over a 12 week period in the following specialties:

- ED
- ICU
- PACU
- Stepdown/IMC
- Telemetry

Employee must not be currently in disciplinary probation. Employees who do not meet criteria for FREE



ACLS certification may take advantage of our Interactive Learning System at the reduced rate.

For more information, please call the Intrastaff Office at (410) 583-2950.

Intrastaff reserves the right to determine eligibility for FREE ACLS certification.

Be a Part of the CARE-ing Organization

Courtesy Appearance Respect Empowerment

Patients around the country—and probably around the world—have similar needs. When they come to you for their healthcare, they know you are going to **care for** them. They know the clinicians will be well-trained and competent. They have confidence that they're going to receive the right treatment at the right time for the right reason.

Patients and other customers want to know that you **care about** them. They want to know if you're interested in their likes and dislikes, where they've come from and where they're going. They want to

know that you'll recognize when they're upset or anxious and will offer kind words and support and that you will celebrate their successes with them.

Here's how we show we CARE

- Use helpful words and phrases like **Please, Thank you** and **May I help you**.
- Remember the 3 concepts of what make a first impression—it's what you say, it's how you say it, and it's what they see.
- Show respect by maintaining confidentiality and preserving privacy.

- Be courteous. Allow patients and other customers to enter elevators first. Do not rush by people on the escalators. Use a reasonable speed when walking the hallways.

Future editions of SOAP Notes will continue more on this topic. Check back!



Simple Ways to Improve Your Diet

Spring is right around the corner and for many people, that means the chore of spring cleaning. Why not start with cleaning your diet? Here are some suggestions for cleaning out your diet and getting on a healthier path:

- **Keep a food diary**—many of us underestimate how much we eat. Keep a food diary for at least a week, record everything you eat, when you eat, and even the emotion you feel when you eat. This process can be eye-opening and can also make you aware of patterns you may want to change.
- **Eat more fruits and vegetables**—Adding a wide variety of fruits and vegetables, whole grains, and legumes to your diet can provide you with ample amounts of protective, disease-preventing compounds called phytochemicals. These food items are high in fiber and water content and create a feeling of fullness.



- **You can't eat it if it's not there**—If you can't resist chips, dips, cookies, cakes, candies, or whatever your vice is, don't keep them around. If you love to snack (and many of us do), keep a supply of healthy snacks on hand such as yogurt, chopped fruits and vegetables with a low fat dip, or a low fat vegetable soup. Sometimes a little planning goes a long way.
- **Stick with it!** - Don't expect to be able to change all your habits over night. Persistence is key. If you find yourself falling off the healthy-eating wagon, it's not the end of the world. Accepting the slide and getting back on is the best method to making a long term commitment to healthier eating. To be successful, you must be willing to face challenges and be able to overcome them.

- **Seek Support**—don't expect to do it alone. Ask for support from family members, friends, and co-workers. They can help keep you on track and may stand to gain better habits from watching you. Who knows... maybe they'll even learn a thing or two. Your success will be contagious and others will want to catch what you're doing.

5 Food Types to Absolutely Avoid

1. Doughnuts—fried, high in sugar
2. Soda—high in sugar and caffeine
3. French Fries—high in trans fat and free radicals
4. Chips—high in trans fat
5. Fried Non-Fish Seafood—high in trans fat and mercury



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[HTTP://INSIDEHOPKINSMEDICINE.ORG/](http://insidehopkinsmedicine.org/intrastaff)
INTRASTAFF

Serving our customers with quality

Sunday CNA's

If you're an Intrastaff Certified Nursing Assistant currently working 2 Sundays a month, please call Mary at (410) 583-2950, option 3, to see what benefit you have waiting for you.... If you are interested in working 2 Sundays a month for Intrastaff, please call to see how it can benefit you.

KUDO'S CORNER

Catrica Chambers, an Intrastaff Certified Nursing Assistant, received great praise after working a shift at JHH last month. Catrica impressed the unit so much, they called the Intrastaff Office to make sure they could have her back. "She is the epitome of a compassionate care giver...." Intrastaff is very pleased to have Catrica as a part of our team. Due to the high praise she received, Catrica was given a \$5 coupon to use at the JHH Cafeteria. Nice job Catrica! Thank you for a job well done.



Happy St. Patrick's Day!

Erin Go Brough