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S.O.A.P. NOTES

Volume 28

May, 2005

CPR for RNs

June 10th, Cooley Center
7:30 am – 9 am and
12:00 noon—1:30 pm

Bring your ID badge with you

Please **REMEMBER**, that
*Intrastaff RN's cannot participate
in the CPR courses offered at JHH
during July, August, September. If
you are due one of these months,
please make alternate
arrangements to get certified, or go
to the June class.*

P.O.E. Nurse Training Classes

The training schedule has been
released for July, 2005. Please
call Susan Brittain or Michele
Knott for details!

Points of Interest:

- RN Annual Updates 2005 are
now past due! Please log-on
to the Health Stream website
and take your course today
and turn in your certificate to
the Intrastaff Office.

Health Stream Web-Site Address

www.cmecourses.com/johnshopkins

(all lower case letters)

- HIPAA Security Awareness
Acknowledgment Forms are also
now past due. Please make
sure you sign and return your
form ASAP. If you need
another copy, please call the
Intrastaff Office at (410) 583-
2950. Thank you.

Nurse Week and Administrative Professionals Day!

Intrastaff would like to
thank all of our
dedicated employees.
You have all
contributed to another
successful year in
serving the Johns
Hopkins Health System
and its affiliates. We
appreciate your
professionalism and
commitment to your
jobs and to your
patients! Your
devotion helps make
Intrastaff what it is
today.

National Nurses Week
begins each year on May
6th and ends on May
12th, Florence
Nightingale's birthday.

In February, 1982, the
American Nurses
Association (ANA) Board
of Directors formally
acknowledged May 6th as
"National Nurses Day."
The action affirmed a
joint resolution of the
United States Congress
designating the holiday.
In 1990, The ANA Board
of Directors expanded
the recognition of nurses
to a week-long
celebration, declaring
May 6-12 as National
Nurses Week.

**Administrative
Professionals Day** is
celebrated the last
Wednesday in April
every year. This year
the day was observed

on April 27th. The
holiday began in 1952
when Harry K. Klemfuss
of Young and Rubicam,
recognized the
importance and value of
the position to a
business. His goal was to
encourage more people
to become secretaries.
Through Mr. Klemfuss'
work in public relations,
he promoted the values
and importance of the
job. In doing so, he also
created the holiday in
recognition of the
importance of secretarial
positions.



Thanks

Occupational Health Announces Phipps Clinic Hours

Occupational Health
will begin instituting
limited hours at the
Phipps Building location
in Room 351. The
following services will
be offered at this
location:

- Annual TB screening
(including PPD skin tests
and/or requisitions)
- Hepatitis-B vaccinations
- Employee health and illness
evaluations

Please note that all return to duty
clearances will continue to be
handled at 98 N. Broadway.

Phipps 351 Clinic Hours:
Beginning week of 5/3/05
Tuesdays from 8am—12pm
Thursdays from 12pm—4pm

*Please call (410) 955-6211 for
more information.*

Tips for Dressing for Success at Work

A polished wardrobe not only makes you look good, it also says a lot about you. It's a direct reflection of the way in which you conduct yourself. Your appearance tells the world whether you are neat, competent and professional, or sloppy, inappropriate and inexperienced.

Check out the following 5 wardrobe essentials that every closet could use. The key is finding pieces that are universal and interchangeable, especially if you're on a budget.

1. **Basic suit.** Navy, gray, or black are classic colors that work well in a wide variety of situations.
2. **Business casual.** For most areas, business casual means khaki's, polo shirt or dress shirt. Business casual does not

mean sweat pants or jeans or athletic shoes. When in doubt, ask your Intrastaff staffing coordinator or supervisor.

3. **Crisp white shirt/blouse.** A simple, white blouse or skirt always looks appropriate. Pair it with a suit, as part of a business casual ensemble or with any other parts of your wardrobe... the possibilities are endless.
4. **Simple accessories.** Ties for men—steer clear of intricate patterns and wild colors, you'll have no problem matching them to most of your wardrobe. Scarves for women—a quick way to add a splash of color. If scarves aren't for you, a simple necklace with a pendant makes a great addition. A reversible black/brown belt will work

with any pair of pants you have. A sleek watch works for any occasion.

5. **Versatile shoes.** For women, black pumps of medium height are like the white blouse, you can't go wrong with them. For men, a pair of lace-up shoes



with a thin sole in both black and brown is a sure way to match all of your work attire.

Cost doesn't have to be a factor in building a career clothing collection, and no matter what

position you hold, presenting a professional image is always important.

Information taken from an article written by Kate Lorenz, an advice editor for CareerBuilder.com, and others.

Calling all shifts...

THANK YOU goes out to all nurses from the Staffing Coordinators for calling in your scheduled shifts. Your assistance and cooperation are greatly appreciated!

Intrastaff's Employee of the Month

Lathisa Daye, one of Intrastaff's Certified Nursing Assistants, has been selected as Employee of the Month. Lathisa has been with Intrastaff since September, 2001 and has worked in all areas of JHH. She is always willing to take on any task she is given and shows great pride in her work. She is a pleasure to work with!



Attention all Oncology Nurses!

Please make sure that you pay special attention to document all patient teaching related to pain. Also, please document the 24 hour average pain score at 2000. A recent audit shows that agency nurses are not compliant with documenting this pain score. Thank you!

Don't Wait to Renew

When renewing your nursing license, CNA certification or CPR, make sure you allow enough time to complete your renewal process. For nursing licensure and CNA certification, you need to complete your renewal process at least **5**



business days for online/ internet renewal or 14 business days for mail renewal before your expiration date (28th of the month). The Maryland Board of Nursing needs that time to process and

post your license/certification so you will be in compliance with the policy.

Also, please don't forget to provide a copy of your new card to the Intrastaff Office. Thank you!

Be a Part of the CARE-ing Organization

Courtesy Appearance Respect Empowerment

What do patients and other customers care about?

Patients and customers care how well staff work together to care for them and how sensitive staff is to inconvenience that health problems and hospitalization cause.

Other areas of concern also include the response to their concerns/complaints during their stay and how well the nurses keep them informed. Your attitude toward your visitors is an area of importance, your attention to their confidentiality and the overall cheerfulness of the hospital in which they're staying.

Here's how we show we CARE

Be Present

- Put your patients and other customers in the "center of the universe"
- Avoid distractions. Give your patients and customers your undivided attention.
- Use active listening to demonstrate that you understand what your patients and other customer is saying.

- Provide information about what's going on, what to expect, about delays.
- Acknowledge your patients and other customers with eye contact or a simple gesture if you're not able to interact with them right away.



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

Patient Safety Dinner and Lecture

Thank you to **Lori Paine**, who gave a wonderful presentation on "Patient Safety" on Wednesday, April 27th in the Women's Board Conference Room. Lori, who currently serves as the Patient Safety Coordinator for The Johns Hopkins Hospital, presented the latest information on the important issue of Patient Safety. Afterward, everyone enjoyed dinner catered by a local restaurant and a good time was had by all. Stay tuned for future dinner and lecture series topics!

History of Memorial Day

Memorial Day means different things to different people: a long weekend, the official start of summer, the closings of schools and many businesses, and cook outs, but originally, Memorial Day was known as Decoration Day. It was first widely observed on May 30, 1868 as a time set aside to honor the nation's Civil War dead by decorating their graves. During the first celebration of Decoration Day, General James Garfield made a speech at Arlington National Cemetery, after which 5,000 participants helped to decorate the graves of the more than 20,000 Union

and Confederate soldiers buried in the cemetery.

In 1966, the federal government, under the direction of President Lyndon Johnson, Waterloo, New York, the official birthplace of Memorial Day. Waterloo was chosen because the town had made Memorial Day an annual, community-wide event during which businesses closed and residents decorated the graves



of soldiers with flowers and flags.

By the late 1800s, many communities across the country had begun to celebrate Memorial Day and in 1971, Congress declared Memorial Day a national holiday to be celebrated the last Monday in May.

"Days are like suitcases—the same size, but some people are able to pack more into them than others."
- Unknown

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*Serving our customers with
quality*

KUDO'S CORNER

Lathisa Daye, Intrastaff's current Employee of the Month, was recently commended in a letter Intrastaff received from the family of a private duty patient. Lathisa's kindness and excellent patient care were praised and greatly appreciated by the family. In addition to her patient care skills, Lathisa's sincerity and concern for her patient made a difficult situation easier for the patient and their family. Thank you Lathisa! Intrastaff has also received an email complimenting **Brandy Harris**, a Clinical Associate, on the "wonderful" job she did on a recent assignment. The unit was very pleased to have someone who "is part of the team" and "who wants to do what is best for the patients". Thank you Brandy for the excellent patient care and team work!

Natasha Moseley, an Intrastaff Substitute Teacher, recently completed an assignment in the Martin Luther King, Jr. Early Head Start Program and received high praise from the department for the "highest quality service to the children and families of MLK...." Natasha's sense of team enthusiasm are commendable. Thank you Natasha!

Kari Horne, an Intrastaff RN, was also recently praised on her dedication to her patients, as well as her kindness, efficiency and punctuality. A patient said that "Kari represents what makes this hospital great." Great job Kari! Lathisa, Brandy, Natasha, and Kari exemplify what it means to be an Intrastaff employee. We thank you for jobs well done.



*Have a safe and
Happy
Memorial Day !*

*Plan ahead... Turn in
your timesheets before
Monday, May 30th at
8:30 am.*