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# S.O.A.P. NOTES

**Volume 35**

**January, 2007**

## **CPR Dates for Nurses** 9am-1pm, Carnegie Rm 264

January 22

February 19

March 14

April 30

May 21

June 18

July 16

August 7

September 17

October 15

November 19

December 17

See last page for details

### **Adult Trauma RN Education**

(2-day trauma course)

Dates: March 29-30, 2007

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

Location: Phipps 340

### **Adult Trauma Continuing Education Class**

(1-day trauma class)

Date: March 26, 2007

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

Location: Turner G01 and G03

Date: April 19, 2007

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

Location: Phipps 340

Please email or call Kristin at  
410-583-2950 to register!

*Call to find out if you're eligible  
for reimbursement!*

## **New Year and Better Health**

Everyone knows that eating right, exercising and getting plenty of rest are the keys to good health but what you may not know is that it doesn't take a major time commitment to achieve some improvement in your health. Health experts say that 30 seconds here or there can improve your health. Below are some tips on ways to easily do just that:

- Watch a funny TV show. Researchers found that by simply watching a funny show, depression, anger, fatigue and tension were reduced by as much as 50%.
- Do a 1-minute exercise such as crunches, lunges, push ups, etc. Do 10-12 reps and do something different every day. Focusing on a different exercise everyday will strengthen different muscle groups and you may find you want to incorporate more exercises into your day.
- Loosen your grip when brushing your teeth. Applying too heavy pressure can cause gums to recede and can erode tooth enamel. Think "massage" rather than "brush".
- Add sunscreen to your daily regimen. Also adding Rit Sun Guard to your washing machine in your laundry coats your clothing with an invisible screen of SPF (sun protection factor) 30 and can last through more than 20 wash cycles.
- Sprinkle whole oats and/or berries to your cereal. Doing so will add disease-fighting fiber to your morning meal and helps you feel full faster and longer, according to the American Dietetic Association.

By incorporating some or all of these tips into your daily routine, you could have a happier and healthier 2007!

## **Important Weather Emergency Information**

Winter is 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](http://www.insidehopkinsmedicine.org/operations_integration).



## **New Intrastaff Employee**

Please welcome **Shilece Talley**, Intrastaff's new Payroll and Benefits Coordinator. Shilece comes to Intrastaff with human resources and staffing experience and is a welcomed addition to our staff here. For payroll and benefits questions, Shilece can be reached at extension 5. Thank you!

## JCAHO is visiting in 2007!

To ensure you are prepared for the unannounced visit, please review the National Patient Safety Goals below.

**National Patient Safety Goals:** JCAHO surveys are heavily focused on the Patient Safety Goals. You will find information about each goal, the related policies, and what Intrastaff employees' need to be doing to assure compliance.

### 2007 Goal: Improve Accuracy of Identifying Patients Correctly

- Use at least two patient identifiers (name and history number) before administering medications or blood products; obtaining blood samples and other specimens for clinical testing, or providing any other treatments, services, or procedures.
- Prior to the start of any invasive procedure, conduct a final verification process to confirm the correct patient, procedure, site, and availability of appropriate documents. This verification process uses active—not passive communication techniques.

Please note: **The patient's room # may not be used as a patient identifier.**

### 2007 Goal: Improve the Effectiveness of Communication among Caregivers

- For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order record (**write down**) or test result “read back” the complete order or test result.
  - Standardize a list of abbreviations, acronyms, and symbols that are not to be used throughout the organization. (Please see Prohibited Abbreviation List for Medical Orders)
  - Take appropriate action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver of critical test results and values.
  - All values defined as critical by the laboratory are reported to a responsible licensed caregiver within time frames established by the laboratory. If the patient's responsible caregiver is not available within the time frames, there is a mechanism to report the critical information to an alternative responsible caregiver.
- Implement a standardized approach to “hand off” communications, including an opportunity to ask and respond to questions.

### 2007 Goal: Improve the Safety of Using Medications

- Standardize and limit the number of drug concentrations available in the organization.
  - Identify and display a list of medications that have look-alike or sound-alike names to promote hospital staff awareness of the differences in the medications and the potential for confusion.
- Label all medications, medication containers (e.g. syringes, medicine cups, basins), or solutions on and off the sterile field in perioperative and other procedural settings.

### 2007 Goal: Reduce the risk of health care-associated infections

- Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines to prevent hospital-acquired infections.
- Nail enhancements are prohibited for those employees in contact with patients.
- Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care associated infection.

### 2007 Goal: Accurately and completely reconcile medications across the continuum of care

- Implement a process for obtaining and documenting a complete list of patient's current medications upon the patient's admission to the organization and with the involvement of the patient. This process includes a comparison of the medications the organization provides to those on the list.
- A complete list of the patient's medications is communicated to the next provider of service when it refers or transfers a patient to another setting, service, practitioner or level of care within or outside the organization. (Please ask the unit about their Medication Reconciliation Form)

**New JCAHO standard is a complete list of medications is also provided to patient at time of discharge.**

**2007 Goal: Reduce the risk of patient harm resulting from falls.**

- Implement a fall reduction program and evaluate the effectiveness of the program

○ Fall Protocol

- ✦ Low Fall Risk (0-5)
- ✦ Moderate Fall Risk (6-13)
- ✦ High Fall Risk (>13)
- ✦ Fall Prevention devices
- ✦ Non-slip Slippers
- ✦ Gait Transfer Belt
- ✦ Carroll “Low” Belt
- ✦ Posey Restraint

Enclosed Bed (requires MD order)

**New Goal for 2007: Encourage patients active involvement in their own care as a patient safety strategy**

- Encourage patient/ family to be involved in rounds
- Encourage family to use the nursing/ physician chain of command for safety/patient related issues
- Provide ICU booklet “Your Guide through Intensive Care.”
- New JCAHO standard called “Universal Protocol” intended to prevent wrong site, wrong procedure, and wrong person surgery. Included in this protocol are 3 requirements: pre-operative verification process, marking the operative site, and a “time-out” immediately before starting the procedure.

Every patient receives a copy of the Patient Bill of Rights on admission.

**New Goal for 2007: The organization identifies safety risks inherent in its patient population**

- Identify patients risk for suicide including identification of specific factors and features that may increase or decrease risk for suicide.
- Provide information such as crisis hotline to individuals and their families for crisis situations

Encouraged employees to use Patient Safety Net (PSN) for reporting an incident (JHH) or completing a incident report (JHBMC or HCGH)

## **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!**

INTRASTAFF

A subsidiary of  
Johns Hopkins Health System

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

Phone: 410-583-2950 or toll-free 1-800-937-1323  
Fax: 410-847-3659  
Email: intrastaff@jhmi.edu

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*Serving our customers with  
quality*

## Kudos Corner

Intrastaff received glowing comments regarding **Iman Jones**, CNA, for her “fantastic” attitude, energy and helpfulness. Doctors and staff both comments on how impressed they are with Iman and how she interacts with patients. Iman also received compliments from a patient’s family that they liked her so much, they want her back “as often as possible.” Way to go Iman! Thank you for doing such a great job.

**Milena Gatto**, an Intrastaff Nurse, has recently opened her Italian specialty dessert business in Pasadena, called Dolce Mia. Feel free to visit her website or her location to “sweeten” up your day. Congratulations Milena, we wish you success.

**Joseph Vargas** and **Matt Morris**, both Intrastaff Nurses, have passed their CCRN exam. Please join us in congratulating Joseph and Matt on this wonderful accomplishment!

### Special Note regarding CPR:

All classes will be in Carnegi 264 from 9am-1pm. All participants are required to attend the entire class session. Please note that late arrivals will not be accommodated and there will be no walk-in registrations. For registration, course fee and further information, please contact Sheryl Campson at 410-955-9343.

### Snow/Weather Policy

If Baltimore City or Baltimore County public schools are closed or opening late due to the weather, the class is cancelled. It will not be rescheduled.



Everyone at  
Intrastaff wishes  
you and your's a  
very happy and  
healthy 2007.