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# S.O.A.P. NOTES

Volume 31

Jan-Feb, 2006

## CPR UPDATES for RNs & LPNs

Available 2006 CPR Classes:

- February 10
- March 10
- April 7
- May 5
- June 9

July, August, September CPR classes are NOT open to Intrastaff employees.

- October 6
- November 10
- December 8

**Please be advised that you may not work without a current CPR card!**

**No exceptions**

## Oncology Competency Classes

- February 6
- March 17
- April 13
- May 1
- June 6
- July 24
- August 9
- Sept 22
- Oct 12
- November 2
- No class in December!

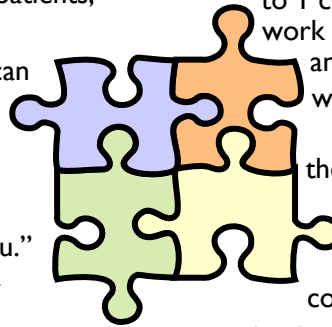
8:30 am—12:30 pm in the Weinberg 3rd floor conf. room.

## Service Excellence Best Practices

There are many different pieces to delivering Service Excellence on the job. Each piece must fit in order for all the pieces to come together to create a "picture of success." Most importantly, YOU're the piece that makes it all fit.

Consider adding the following phrases to your communications with patients, visitors, and your co-workers:

- "Is there anything more I can do for you?"
- "Consider it done."
- "We care."
- "We've been expecting you."
- "I'm pulling this curtain for your privacy."
- "You're in good hands."



Explain things to patients. You know what's going to happen and why, but most patients don't. One of the biggest complaints of patients is that they aren't kept well informed.

Remember that service recovery is

everyone's responsibility. If someone complains to you, you now own the complaint. You need to be provided with the resources to fulfill resolving this complaint.

Remember the impact of a compliment. It takes 3 compliments to 1 critique for a really positive work environment. Recognize and compliment others where due.

Say "hello" to people in the hallways. When patients see staff smiling and greeting others, the environment seems less cold and more friendly.

Implement a "no negativity day". The impact of that may surprise you.

For more information about managing Service Excellence, visit the website: <http://www.hopkinsmedicine.org/service>.

## Attention CNAs!

Have you received your scrub jacket yet?

Call Mary Li to see how you can qualify to receive your Intrastaff scrub jacket.



# Successful Workers have Attitudes

Did you ever wonder why some people seem to be more successful? You might think it's because they have more talent or more education. One thing for certain that they do have is ATTITUDE. A study by Dr. Martin Seligman, an authority on optimism, discovered that attitude was a better predictor of success than I.Q., education and most other factors. He found that positive people stay healthier, have better relationships and go further in their careers. He even found that people with positive attitudes make more money.

Anyone can have the right attitude and it can make a difference in your career. Try adopting some of these attitudes of successful workers:

**Anything is possible.** Think that there is no way you will ever be promoted or offered that regular position? Then you definitely won't. Remember The Little Engine That Could—"I think I can."

## No task is too small to do well.

You never know when you are going to be noticed. Take pride in your work—all your work, no matter how minor the task.

## Everyone is a potential key contact.

Do you think it's unimportant to establish a good rapport with your boss's secretary? Remember, you may need to squeeze time in on their calendar someday and you'll need their assistance. Be courteous to those around you for you never know when your past contacts will play a role in your future.

## I was made to do this job... and the one above me.

If you spend your workdays feeling like you are not in the job you feel is right for you, your performance will suffer. Your job may not be the perfect fit but successful workers act like they are in their dream job, no matter where they are.

## Opportunity always awaits me.

There will always be days when you are just happy with the status quo but remember that successful workers are always on the lookout for opportunities to improve. Keep your ears, eyes, and your mind open to new opportunities—you never know when you will discover the one that will change the course of your career.

## It's not just what I know, but who I know.

Temporary jobs are beneficial because it gives you an opportunity to work in different areas—to network and establish professional contacts. Do your part to establish a positive networking path for your future.

*Excerpts taken from Kate Lorenz, careerbuilder.com editor*

## Adult Trauma RN Continuing Education

If working with adult trauma patients > 16 hours per week, you must attend a trauma class!

### Adult Trauma Continuing Education class

- March 1
- April 27  
(one day class)

Call Kristin Merritt at  
410-583-2950 to register!

### Adult Trauma Orientation class

- March 30 and 31
- Aug 31 and Sept 1  
(2 day class)

## Peds Trauma Education

If working with pediatric trauma patients > 16 hours per week, you must attend a trauma class!



## Advanced Ped. Assessment and Ped Arrest Prevention/Management Workshop

- April 4 & 5 in CMSC 101

# Habla español?

Are you bilingual? If you are able to speak another language, please call your Staffing Coordinator and let them know. Intrastaff has been receiving requests for employees who have the ability to speak Spanish, Arabic, Korean, and other languages.

## Mind Your [Phone] Manners

Everyone knows of at least one person they've worked with who makes a habit of using the speakerphone over a headset because it's "more convenient" than a headset. While this may be "convenient" for the user, it's bothersome to their coworkers who are forced to hear every word of the conversation, and makes it difficult for them to concentrate. Lax office phone etiquette can be distracting, disrespectful and utterly annoying to coworkers. Below are some tips on minding YOUR phone manners in a work environment:

**Use the speakerphone sparingly.** Speakerphones should only be used when several people are sitting in on the call—not every time you want your hands free. If

you do not have a headset or must use the speakerphone, try to find an empty office or conference room.

**Watch your volume.** If your coworkers know every detail of your personal and professional life, they're not necessarily eavesdropping—you're probably just too loud on the phone. Try to speak as softly as is comfortable for both you and your listener.

**Turn off your cell phone while at work.** You might love your ringer if you've chosen a catchy tune to play every time your phone rings, but after your phone rings relentlessly at work, your cutesy ringer sounds like a siren to your office mates. While at work, cell phones should not be on unless you are on break, away from your work area.

**Be considerate of others and their space.** The phrase "do unto others as you want done unto you" applies in the office world. By using good phone manners and being considerate of your coworkers' space, you ensure a better working relationship with your coworkers.



*Excerpts taken from Laura Morsch, writer for CareerBuilder.com*



Did you know that **192 million** Valentine's Day cards are exchanged annually, making Valentine's Day the second-most popular greeting giving occasion? **3,523** is the number of confectionery and nut stores in the

## Valentine's Day Trivia

U.S. in 2003. They are the best sources of sweets for Valentine's Day. The per capita consumption of candy by Americans is **4.7 pounds**. Candy consumption has actually declined over the last few years; in 1997, each American savored **27 pounds** of candy a year! Valentine greetings were popular as far back as the Middle Ages (written Valentine's didn't begin to appear until **1400**), and the oldest known Valentine card is on display at the British Museum.




The first commercial Valentine

greeting cards produced in the U.S. were created in the **1840s** by Esther A. Howland, known as the Mother of the Valentine, made elaborate creations with real lace, ribbons, and colorful pictures known as "scrap."



# CHLORAPREP—Which one do I use?

(Be sure to use the most cost effective product for the clinical use.)

ChloraPrep Product	Amount	Type of Applicator	Use
<p><b>SEPP</b></p> <p>Cost = \$</p> <p>(least expensive of the three)</p>	0.67 ml	<p>Ampule Style</p> 	Peripheral IV starts
<p><b>FREPP</b></p> <p>Cost = \$\$</p>	1.5 ml	<p>Rectangular Sponge pad with winged handle</p> 	<p>Blood Culture</p> <p>Small biopsy site prep</p>
<p><b>Applicator</b></p> <p>Cost = \$\$\$</p> <p>(most expensive of the three)</p>	3 ml	<p>Small swab handle with wings</p> 	Central line & PICC insertions

## **Reminders:**

- ChloraPrep products **are not** indicated for:
  - \* Use on patients under the age of 2 months.
  - \* Lumber puncture procedures or other procedures that come in contact with the meninges.
  - \* Use on open skin wounds.

## **Directions:**

- Release antiseptic from applicator and press applicator to skin until liquid is visible on the treatment area of the skin.
- Use repeated back-and-forth strokes for approximately 30 seconds.
- Allow treatment area to dry for 30 seconds. Do not blot or wipe away.
- For moist areas (i.e., inguinal folds), clean for 2 minutes and allow to dry for 1 minute.

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*Serving our customers with quality*

# Annual Update Reminder!

A notice to all employees that Annual Update 2006 will be available within the next month. Please watch the Intrastaff web-site for information. Annual updates are required for continued employment for **all** positions. If you have any questions regarding this requirement, please call your Staffing Coordinator. Thank you!

## KUDO'S CORNER

On January 11th, **Wendy Gookin**, an Intrastaff Nurse, gave birth to a baby boy. Colin and Mom are doing well. Congratulations to Wendy and her family.

**Matt Morris**, an Intrastaff Nurse, was recently complimented on the extraordinary level of personal care he gave to a patient. Matt made a snowman on his break, took a picture of it with his camera phone, and brought the picture to his patient. It made their day! Thank you, Matt, for being such an attentive nurse.

**Melissa Janis**, an Intrastaff Respiratory Tech, received a Kudos Award in her department for "going above and beyond". Melissa's efforts unified her department and helped to promote her team. Great job Melissa!

**Lisa Wolf**, an Intrastaff Nurse, is currently working as a consultant to the Center for Global Health Education at Hopkins. She's written and prepared an 8 week telemedicine course to train physicians in India how to take care of AIDS patients. That's amazing Lisa!

**Angela Vaughn**, an Intrastaff CNA, was recently commended for her outstanding performance during her shift. The doctors and staff were all impressed with her performance, saying she went "above and beyond their expectations." Congratulations on a job well done!



Happy Valentine's Day from  
Intrastaff