

We're on the web  
<http://www.hopkinsmedicine.org/intrastaff>

# S.O.A.P. NOTES

Volume 33

June-July, 2006

## CPR for RNs

July 28  
August 18  
September 29  
October 13  
November 21  
December TBD



Times and locations TBD, to register or for more information, call Annette at 410-583-2950, ext. 0.

## Oncology Competency Class

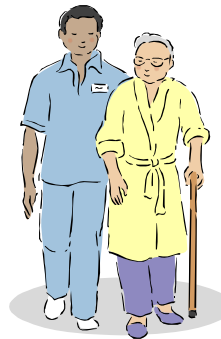
- July 24
- August 9
- September 22
- October 12
- November 2
- No class in December

8:30 am - 12:30 pm in Weinberg 3rd floor classroom (rear of the patient waiting room)

To register, contact Annette at 410-583-2950, ext. 0

## Six Essential Tips for Great Customer Service\*

- 1. Maintain an Attitude of Service Excellence**
  - Speak well of the organization
  - Respond quickly and cheerfully to all customers
  - Reprioritize work when customer needs arise
- 2. Identifying Customer Needs**
  - Ask customers probing questions
  - Recognize all customer needs and respond with respect
  - Identify customer needs expressed verbally and non-verbally
- 3. Use Customer-Friendly Body Language and Words**
  - Greet all customers with a smile
  - Use a cheerful and enthusiastic tone of voice
  - Practice open and friendly body language and eye contact
- 4. Practice Excellent Service at Every Customer Contact Point**
  - Be cheerful at every customer contact point
  - Keep all customer areas clean and neat
  - Address problems on the spot before customer becomes dissatisfied
- 5. Handle Difficult Customers with Care**
  - Allow angry customers to vent by listening carefully
  - Use problem-solving skills to resolve issues before they escalate
  - Don't take a customer's anger personally
- 6. Exceed Customers Expectations**
  - Anticipate needs and special requests
  - Act quickly to delight customers
  - Shock your customers with great service they don't expect



\*taken from <http://www.customerservicetraining.net>

## Annette Anderson, RN, BSN Intrastaff's NEW Nurse Educator

Intrastaff is pleased to announce that Annette Anderson has joined the Intrastaff team as a Nurse Educator.

Annette is originally from Florida and began her nursing career in Panama City. Prior to moving to Baltimore, Annette worked for several

hospitals throughout the U.S. as a travel nurse. She has 10 years nursing experience in the critical care and oncology units (Weinberg 5) and has been working as an Intrastaff RN since 2001 at JHH.

If you have any questions about HealthStream, CPR, ACLS, computer training (i.e. Eclipsys,

POE etc.) trauma education for adult or pediatrics, oncology competency class, or any other education questions, please contact Annette at (410) 583-2950 ext. 0 or email her at [aander14@jhmi.edu](mailto:aander14@jhmi.edu) or [intrastaffstaffing@jhmi.edu](mailto:intrastaffstaffing@jhmi.edu).

Please join us in welcoming Annette to Intrastaff.

# Adult Trauma RN Continuing Education

The State of Maryland requires an RN working with adult trauma patients ≥ 16 hours per week, must attend an annual trauma class. JHH offers free trauma courses!

**Adult Trauma Orientation Class:** August 31 and September 1 (basic 2-day trauma class)  
 November 30 and December 1  
 Time: 7:30 am—4:00 pm (registration begins at 7:00 am)  
 Location: Phipps 340

**Adult Trauma Continuing Educ.:** October 19, 2006 (1-day trauma class)  
 November 16, 2006  
 Time: 8:00 am—4:30 pm  
 Location: Bayview Asthma & Allergy Auditorium

\$\$\$\$\$\$\$ *Intrastaff is now reimbursing for trauma courses. Call to find out if you meet the criteria! (We do not reimburse for courses taken outside of JHHS.)* \$\$\$\$\$\$

## PALS Dates and Locations (times 7:30 am—5:00 pm)

August 19-20	(Saturday/Sunday)	Provider	Mt. Washington Pediatric Hospital
September 23-24	(Saturday/Sunday)	Provider	The Johns Hopkins Hospital
October 20	(Friday)	Renewal	Good Samaritan Hospital
November 18-19	(Saturday/Sunday)	Provider	Franklin Square Hospital
December 4-5	(Monday/Tuesday)	Provider	Harbor Hospital Center

If you need to take PALS to fulfill your yearly Pediatric trauma education, please contact Annette about eligibility for compensation. For a registration form or additional information, please contact Annette at (410) 583-2950, ext. 0

When attending a renewal course, you must bring a copy of your current provider card. If your card has expired, you will be required to take the two-day provider class.

**PALS renewal fee \$150**  
 (Intrastaff does NOT reimburse for PALS courses)

## RN Reminders

- Please check your Healthstream!!!! Epidural and PCA courses have been assigned to the appropriate nurses requiring this education. Psychiatric-Restraints/Seclusion and Psychiatric-Adolescents courses have been assigned to certain nurses caring for these select patient populations. If you have questions, please call Annette at (410) 583-2950, ext. 0.
- Do not let your ACLS card expire!!! Intrastaff offers ACLS via computer in the office. Call Annette about the details and how to register. *(This version is for nurses re-certifying only.)* Bring driver's license and CPR card only with you when signing in.
- Effective September 2006, new blood transfusion forms will be implemented. The new forms will have a section

where the patient's initial set of vital signs are to be recorded. If you have any questions, please call Annette at (410) 583-2950, ext. 0.



## Kudos Corner

Congratulations go out to **Melissa Janis** for receiving TWO recognitions by the Department of Respiratory Care. Melissa was commended on her expertise in codes as well as her teamwork. (You may notice that Melissa also received kudos in the last SOAP Notes.) Great job Melissa!

Thanks to **Mary Haaser** who stayed and worked an additional 8 hours when a staff nurse didn't show up.

A patient's parent raved to Intrastaff that **Kari Horne** was "just wonderful," "a perfect match" and the "right nurse for my daughter." She spent time explaining everything and gave excellent care! Thank you Kari! In addition to that, both Kari and **Melissa Clark** were recently complimented by a JHH Nurse Manager that they are "great to work with! They are clinically strong and kind and caring with patients." Thank you both for being such wonderful representatives of Intrastaff nurses.

**Mary Carole Fortunato**, an Intrastaff Nurse, was nominated in April, 2006 for the JHH Clinical Excellence Award! Congratulations Mary Carole!

**Shawn Dwight**, an Intrastaff Weekend CNA, was complimented by

a JHH Nurse and the JHH Medical Coordinator for his quick response and attentiveness to his patient during a critical situation. "Hopkins is lucky to have him working for us." Thank you Shawn!

**Keesia Booze**, an Intrastaff CNA, was praised for her work by the MPCU staff at JHH. "Keesia is self-directed, motivated, and assists with care without having to be asked to do so.... She is an asset to our team." Great work Keesia and thank you!

Intrastaff received wonderful comments about **Brian Fowler**, Intrastaff nurse, from his work in Medical Oncology. Not only was Brian complimented for "always doing a great job" but also for responding quickly, for showing great care to his patient, but also for keeping other staff and physicians aware of the patient's status. Thank you Brian!

**Toy Johnson's**, an Intrastaff Administrative employee's, smile could be heard over the phone when a customer called. Toy was "extremely efficient and professional" and sounded like a "lovely person." Thank you for doing such a great job in customer service Toy!

**And on the personal side:**  
We wish **Richard Jones** a speedy

recovery from his recent surgery...

**Lisa Bowers** gave birth to a baby boy on 7/7/06... **Jen Maher** gave birth to a baby boy on 6/22/06... **Craig Zylka** and his wife had a baby boy on 4/12/06... **Eunice Santiago** is engaged and is planning an April, 2007 wedding... **Felicia Johnson** has received an offer to work with Shock Trauma and their soft tissue surgery service... **Gordon Young** is the proud father of a baby boy born on 4/30/06...

**Liz Tabi** is working on her Masters In Public Health and will be working as a presidential management fellow in the Secretary's Office of Health and Human Services... **Lavonne Sewell** was seen on Channel 11 news on Mother's Day for a phone call from her daughter stationed in Iraq.... **Sergeant Michael Walker**, an Intrastaff Clinical Associate, is a trombonist with the 229th Maryland Army National Guard Band. In addition, Michael serves as the leader of "The Swinging Minutemen" which is their official Jazz Orchestra, as well as the Musical Director of the Baltimore-based "Shades of Blue" Big Band. The Shades of Blue Orchestra performs a variety of musical styles and selections in an effort to promote and re-create the Big Band sound—applying that sound to popular music from the 30's to the present. They perform at social, fraternal, civic, and business functions throughout the Mid-Atlantic area.

## Thank You and Farewell...

It is with regret that Intrastaff announces that Michele Millner, our RN Staffing Coordinator, will be leaving Intrastaff at the end of August. Michele has been with Intrastaff staffing nurses as well as teaching Oncology Competencies since 2004. Please join me in wishing Michele well in her future endeavors. We will all miss you, Michele. Thank you for everything you've meant to everyone a part of the Intrastaff family.

## Eight Essential Tips for Great Customer Service on the Phone

1. **Check Your Attitude!**
2. **Answer the phone by the 3rd ring**
3. **Check your tone of voice** for warmth, clarify, enthusiasm, inflection, confidence, sincerity, volume, enunciation, pace
4. **Manage the call**—greet the caller with "good morning" or "good afternoon", give your name, offer to help, take notes, use the caller's name, solve the caller's problem, thank the caller
5. **Give the caller control**—explain the next steps, ask permission to put the caller on hold, wait for a response
6. **Transfer with Care!** Ask permission to transfer the caller, explain why the transfer is necessary, make sure someone is available to receive the transfer, tell the receiver of the transfer the caller's situation
7. **Identify the problem!** Listen for facts, reflect with words of understanding, probe for information, determine potential solutions, provide options to the caller
8. **Bring the call to a polite close!** Thank the caller

Using these tips ensures that your caller will have the most pleasant phone encounter possible.



# AHA 2005 CPR Updates for Healthcare Providers

- CPR guidelines for children now apply to victims' ages 1 year to the onset of puberty.
- In unresponsive trauma victims with a suspected injury to cervical spine, rescuers should use the head-tilt maneuver to open the airway, if a jaw thrust without head extension is ineffective.
- Before attempting rescue breaths, check for "adequate" breathing in adults and the presence or absence of breathing in infants and children. Be prepared to provide oxygenation and ventilation to all victims with inadequate breathing.
- For infant and child victims, several attempts may be required to re-open the airway to provide effective breaths (i.e., breaths that cause chest to rise).
- All rescuers should deliver rescue breaths over 1 second. The volume given should be adequate to produce the chest to rise. Avoid excessive ventilation (too many breaths and large volumes) which may cause injury to the victim.
- If victim has pulse but is not breathing, provide rescue breathing without chest compressions. Rescuers should provide 10-12 breaths/minute for adults and 12-20 breaths/minute for infants and children.
- Effective chest compressions are essential to providing blood flow during CPR. Consider pushing harder and faster, allow complete release of chest wall after each compression, minimize compression interruptions, and continue compressions until AED is fully charged and ready to go.
- One universal compression ratio for 1-rescuer is 30:2 (compressions to breath ratio) for infants, children and adults. Rescuers providing 2-rescuer CPR to infants and children (age 1 to puberty) should use a 15:2 ratio.
- Rescuers providing 2-rescuer CPR should switch compressor roles every 2 minutes or 5 cycles to minimize rescuer fatigue. The switch should take approximately 5 seconds or less and should not interrupt chest compressions.
- In providing chest compressions to a child, rescuers may use the heel of 1 or 2 hands, compressing on the sternum at the nipple line. In infants, compress on the sternum slightly below the nipple line.
- Provide chest compressions to the infant or child with a heart rate less than 60 beats per minute and has signs of decreased perfusion although adequately oxygenated and ventilated.
- For 2-rescuer CPR in infants, use the 2 thumb-encircling hands technique (provides thoracic squeeze).
- For all victims (infants, children, and adults) during 2-rescuer CPR where there is *no* advanced airway in place, rescuers should provide cycles of compressions and ventilations. Once an advanced airway is in place, CPR should be performed uninterrupted. The rescuer providing compressions should deliver 100 compressions per minute without pausing for ventilation. The rescuer providing ventilation should deliver 8-10 breaths per minute without excess to all victims (infants, children, and adults).
- During a witnessed *adult* cardiac arrest, immediate defibrillation is preferred when an AED is available. For 2 rescuers, one person should initiate CPR while another rescuer obtains the AED machine. CPR should continue until the AED machine is turned on, leads are placed and the AED is ready to analyze rhythm.
- When witnessing a *child* collapse, the rescuer should activate the emergency medical response team, retrieve the AED, begin CPR immediately and use AED. For an unresponsive child whose collapse was not witnessed, victim should receive 5 cycles of CPR (2 minutes) before use of AED.
- For the cardiac arrest in the child or adult in an out-of-hospital setting, the rescuer should call 911, retrieve the AED if available, return to the victim to begin CPR and use AED. AEDs should be used as soon as they are available.
- AED is recommended for use in children 1 year of age and older. Use AED after 5 cycles of CPR first. Rescuers should use pediatric-dosed AED, if available.
- Following each defibrillation CPR should be resumed immediately (beginning with compressions). Check victim's rhythm after 5 cycles (2 minutes). This can be modified in-hospital setting where continuous monitoring may be in place.

## **Out of Hospital Arrest (1-rescuer)**

Call for help first, get the AED, return to victim and begin CPR. Use the AED for all adults and any child who collapses in an out of hospital setting. In unresponsive infants and children provide CPR (5 cycles or 2 minutes) first before phoning for help, except in witnessed collapse and victims of hypoxic arrest (e.g. injury, drug overdoses and drowning).



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](mailto:Intrastaff@jhmi.edu)  
For Staffing Availability: [IntrastaffStaffing@jhmi.edu](mailto:IntrastaffStaffing@jhmi.edu)

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

*Serving our customers with  
quality*



## Happy Nurses' Week 2006!

Intrastaff celebrated Nurses' Week 2006 by visiting our RNs and LPNs in the field, and delivering gifts to show our appreciation—CD holders and lanyards. We appreciate the hard work and dedication you provide to your patients! If you have not received your nurses' week gift, please stop by the office.



**HAVE A GREAT SUMMER  
-STAY COOL!**

