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S.O.A.P. NOTES

Volume 36

May, 2007

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

May 21

June 18

July 16

August 7

September 17

October 15

November 19

December 17

**Special Note regarding
CPR:**

All classes will be in Carnegie 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.

Mandatory Employee TB Screening

TB screening is a State of Maryland requirement for all employees in patient care or who enter patient care areas. Dates for testing the Hope Forest Lobby (near CMSC elevators) are as follows:

Monday, April 30, 2007 / 7:30am - 4pm

Tuesday, May 1, 2007 / 7:30—4pm

Wednesday, May 2, 2007 / 7:30—4pm

Thursday, May 3, 2007 / 7:30—4pm

Friday, May 4, 2007 / 7:30—4pm

TB testing will also be performed Monday—Friday in Phipps 351, 8:00am—4:00pm and at the Church Professional Building, 98 North Broadway Suite 421, 7:30—2:00pm.

Please be sure to forward your clearance to the Intrastaff Office. Occupational Health Services can be reached at 410-955-6211 for more information.

New Faces at Intrastaff

Shilece Talley, Intrastaff's Payroll and Benefits Coordinator, is on a 6-month military leave effective 4/23/07. **Beth Pennepacker** is acting in that position during Shilece's absence. Beth can be reached at ext. 5.

Michael Beayon, Intrastaff's new Billing & Financial Analyst, joined Intrastaff on 4/16/07. Michael has extensive experience in finance and comes to Intrastaff from JH International.

Norvein Hunter, is temporarily covering the front desk during LaShana Griffin's maternity leave. Norvein will be in this position through May. You may have talked to him on the phone. *Please join us in welcoming them to Intrastaff.*



Happy Nurse Week and Administrative Professionals Week

Intrastaff greatly appreciates the dedication of all its employees and at this time, we want to take the opportunity to thank our Nurses and our Administrative Professionals for your professionalism and commitment to your jobs and your patients.

National Nurses Week is May 6—12, 2007. It begins each year on May 6th and ends on May 12th which is Florence Nightingale's birthday.

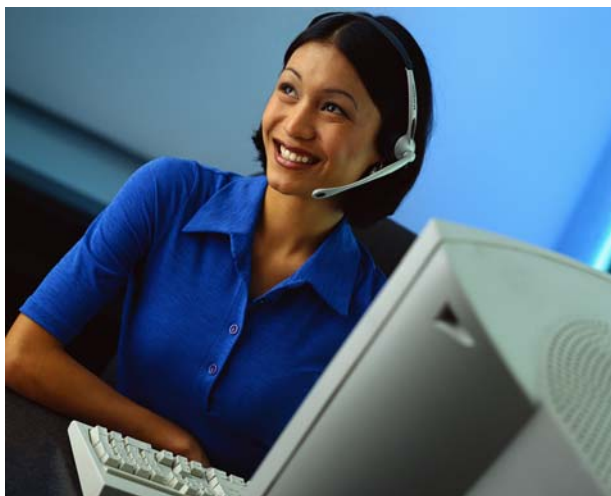
Administrative Professionals Week is April 23—27, 2007 and recognizes all administrative support positions and has been an annual tradition since 1952.

We thank you for all you do!

Strategies for Advancement

Many times employees will ask what they can do to increase their chances of getting higher level assignment offerings. Some strategies to keep in mind that can only increase your chances of advancement are:

- * Maintain an excellent attendance record
- * Keep learning—take advantage of classes and/or computer training classes to advance your skills
- * Meet deadlines
- * Listen carefully and follow instructions
- * Be cooperative
- * Keep an open mind
- * Do whatever it takes to get the job done
- * Fit the clothes to meet the occasion. Ensure your attire presents a professional image which is suitable for your position
- * Look good and sound good



Tutorial Programs Available

Intrastaff is pleased to offer tutorials in software programs to current employees. Please call Sue at (410) 583-2950 ext. 1, 2 for availability. The tutorials include: Microsoft Word, Microsoft Excel, Microsoft Access, among others.

Kudos Corner

Samantha Davis, an Intrastaff CNA, was commended by a patient's family member for her extreme professionalism and her quietly kind, gentle and attentiveness. Thank you Samantha.

Sue Ciotola, Yaneke Duffus, Tara Henley, and Mary Wippel, all Intrastaff Nurses, were praised for their expert professionalism, excellent med/surg skills, and "pleasant to be around personalities" by an NCIII at Johns Hopkins. Thank you all for setting such wonderful examples of Service Excellence.

Intrastaff received an email from a Nurse Manager at JHH indicating how "fantastic" **Karen Daniels, Diane Iverson, Cindy Knezich, and Chep Maritim** (all Intrastaff Nurses) are. Thank you to all of you!

A patient at JHH took the time to express how impressed he was with **Maray Brandon**, an Intrastaff Phlebotomist. He said that Maray was remarkably bright and provided conscientious service. Great job Maray!

Sharon Baylis, an Intrastaff RN, was one of this year's Martin Luther King Jr. Award recipients for Community Service. Sharon is very active in the Baltimore Community, helping to administer flu shots to seniors, teaches safe-sitter classes, conducts CPR classes to train non-health care workers, and the list goes on. Sharon is an inspiration to others and we are proud to have her on our team.

Terron Watkins, an Intrastaff CNA, received a letter of appreciation from a Nurse Manager at JHH. One of the patients' family members that Terron was covering greatly appreciated the "incredibly proficient" and "wonderful" care they received. Thank you for doing such a great job, Terron.

Cherlyne Miller, an Intrastaff CNA, was praised for her outstanding observation skills when it came to one of her patients. Cherlyne's attentiveness is responsible for saving a patient's life. Way to go Cherlyne!

Intrastaff received words of praise regarding **Carol Robinson-Felder, Gloria Knight, Roni Matthews, and Jamieson Brown**, all Intrastaff administrative employees. Their performance has been "outstanding!!!" Thank you everyone for doing such a great job.

On a personal note...

Stacy Shilling had a baby boy this past December... Both **Marquette Johns** and **Kelly Kuehn** gave birth to baby boys in February... **LaShana Griffin** and **April Rufus** had baby boys in March... and **Lee Gorschboth** gave birth in March as well....

Susan Avillo got engaged and is graduating in May from GNP/ONC program at UMD... **Beth Domino** got engaged this past December and **Felicia Johnson** is getting married on June 30th.

Congratulations to all of you!



2007 Annual Updates

Annual Updates were due no later than April 16, 2007. 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

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*Serving our customers with
quality*

Spring-time Reminders

Everyone has a list of chores a mile long when the calendar turns to Spring. Below is a brief list of reminders of things you may have forgotten about that are just as important as cleaning out your closet and washing your windows...

- * Organize and update your resume
- * Schedule that doctor's appointment you've been putting off
- * Change the batteries in your smoke detectors
- * Unclutter your desk
- * Clean out your briefcase and/or workbag
- * Update your list of personal and career goals



**Happy Memorial
Day to you from
Intrastaff!**