

THE PULSE

RIVERSIDE COUNTY REGIONAL MEDICAL CENTER

MESSAGE FROM THE CEO

Free Dental Screenings for Children

I am pleased to announce a new RCRMC dental screening service for young children in Riverside County. The program is aimed at helping families and children from birth through age five to develop a strong foundation for success in school and throughout their lives. RCRMC will be conducting health fairs throughout the County, as well as visiting various schools to provide free dental health screenings.

This program is made possible through grant funding by the Riverside County Children and Families Commission, also known as First 5 of Riverside, in conjunction with Proposition 10. The program will run from February 1, 2007, through June 30, 2008.

If you would like more information on this program, please call toll free, (888) 486-6960.

CULTURAL COMPETENCE AND PATIENT SAFETY

Understanding the cultures and diversity of individuals

Adapted from Tips: Techniques to Improve Patient Safety, Second Edition, Joint Commission Resources

Patient demographics are more diverse than ever and health care providers need to provide care in a way that is culturally and linguistically appropriate to their patients. Some cultures focus on the spiritual or nutritional aspects of care; others rely on traditional remedies. Some cultures prohibit the mixing of sexes so that only same-gender individuals may provide care. These beliefs directly affect the patient's willingness to be treated and follow treatment programs.

RCRMC has employees on staff who have practiced and are familiar with the values, beliefs, traditions, customs, and cultures presented in our hospital's community.

Staff need to use appropriately trained medical interpreters and translators. Family members and friends of the patient should not translate if at all possible as they are not familiar with medical terminology, may withhold information during the translation process, or may change the meaning of what is said by the patient or health care provider.

Staff should listen carefully and respect beliefs about illness and traditional cures. These beliefs can help practitioners develop care plans and treatment programs that the patient is more likely to follow. Staff should ask the patient what he or she thinks caused the problem, how it is affecting him or her, and what type of treatment the patient thinks he or she should receive.

To make sure that a patient understands instructions, staff should ask for a return demonstration of what was explained. This step lets staff gauge the patient's level of understanding and gives the patient an opportunity to ask questions.

Finally, do not assume that a general description of a cultural group applies to each individual member of that group. General culture tools provide basic information about belief practices, nutritional preferences, and communication issues. They are a good starting point in understanding and identifying appropriate cultural issues and practices. But, remember that there is a great diversity of individuals within each cultural group.

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PARKING LOT SAFETY TIPS

The following are tips you should follow to ensure parking lot safety:

- Try to walk to your vehicle with a friend or co-worker. Give your escort a ride back to the main entrance or their vehicle, so they do not have to walk back alone.
- Use the main building entrance and avoid rear or secluded exits.
- Keep your valuables, including purses and recent purchases, out of sight. Always lock them in the trunk if you have to leave them in the car.
- Do not leave any electronic device (cell phones, laptop computers, portable GPS devices) in plain view. If you can not take the device(s) with you, place the device(s) in the glove box or trunk.
- When approaching your car, you should:
 - ✓ Be observant of any activity occurring around vehicle. If you are suspicious, walk away.
 - ✓ Have your keys ready to unlock the vehicle.
 - ✓ Have a whistle or other personal alarm.
- Have a plan ahead of time. Know where you can go for safety and how to call for help.
- Lock the doors and roll up windows once you are in the vehicle.
- Do not occupy more than one space. You may get parking citations.
- Do not hide a spare key in or on your car, it can be found.
- Never leave an I.D. tag on your key ring. If you lose your keys or they are stolen, an I.D. tag can help a thief find you, your car and your house.
- Always drive with your doors locked.
- A car alarm, steering wheel bar, or ignition kill switch are effective tools against car theft.
- Be suspicious of anyone approaching your vehicle. Whether they are passing out leaflets or asking for donations, quickly leave the situation.

Watch for pedestrians.

- Do not cut through empty spaces and lanes. Be watchful of other motorists who may do this.
- Obey pavement directional arrows, crosswalk markings, posted speed limits and “stop” signs.
- Drive slowly and use your turn signal. Drivers must yield to pedestrians in crosswalks. Drivers must wait until pedestrians have cleared the entire crosswalk before proceeding.

If you have any concerns or comments on parking lot safety please contact Hospital Security at X65334.

~EVENTS FOR APRIL~

AUXILIARY April 4 & 17 - Prepaid Legal Services (ID Theft), 9:00 a.m. - 2:00 p.m., Location: Cafeteria Alcove; **April 11** - Art Sale, Medical Mall, 9:00 a.m. - 4:00 p.m.; **April 12**, Uniform Sale, Medical Mall, 8: 00 a.m. - 4:00 p.m.; **April 24**, Watch Sales, Medical Mall, 9:00 a.m. - 4:00 p.m.

COMMUNITY OUTREACH April 23 - Blood Drive, Conf. Rm.: A1019/A1020, 2:00 p.m. - 8:00 p.m.; **April 24** - RCC Health Fair, Norco Campus, 10:00 a.m. - 3:00 p.m.; **April 28** - Race for Humanity, Mt. San Jacinto College-Menifee Campus, 6:00 a.m. - 1:00 p.m.

FOUNDATION April 23 - KB HOME Golf Classic, Victoria Country Club, 10:30 a.m. - 7:30 p.m.

LIVE WELL April 3 - Tuesday Morning Walking Club, meet at the flagpole @ 9:30 am; **April 25** - Wear your sneakers and take the stairs day!



POLICY CORNER UPDATES

Since the last Department Manager's meeting, email notifications regarding the following policies have been sent:

Date	Policy No.	Policy Title	Description
January 30	103.1	Compliance and Integrity Programs, effective 01/01/07	new
	600.1	Pediatric Patient Admission revised 09/28/06	revised
	810	Automated Medication Dispensing (Pyxis) Management, revised 07/25/06	revised
March 12	106	Administrator On-Call, Supersedes No. 106, 01/01/81, revised 02/24/05	revised
	118	Parking and Emergency Hospital Access, Supersedes No. 118, 02/28/85, revised 03/20/00	revised

Please review and discuss these policies with your staff at your next staff meeting as relevant and reflect the discussion in the minutes. Remember, to print new Alphabetic and Numeric Tables of Contents for the On-Line Policies. All of these policies are available on-line at <http://158.61.1.60/op/welcome.asp> .

RCRMC FOUNDATION

KB HOME Golf Classic

The first annual KB HOME Golf Classic benefiting the Riverside County Regional Medical Center Foundation will be held on April 23, 2007 at the Victoria Club in Riverside. The day's activities will include 18 holes of golf with a "shotgun start", a barbecue lunch, a post tournament reception and awards banquet. Players may also take part in contests including Closest to Pin, Long Drive, Hole in One, Putting Contest and Red Ball. The historic Victoria Club provides the perfect course and setting for a fun, challenging day of golf while raising funds for a very worthwhile cause. If you would like more information, or would like to volunteer, please call the Foundation Office at (951)486-4461.

The Riverside Division of KB HOME is committed to raising \$1,000,000 for the RCRMC Foundation within the next 15 years through this annual event. Proceeds from the KB HOME Golf Classic will be utilized for programs & equipment that focus on the health care of patients at RCRMC. The RCRMC Foundation is honored to have KB HOME as a major supporter of the Foundation's mission and goals.

Spring Garden Tour

The RCRMC Foundation's Spring Garden Tour features five beautiful and unique private Riverside gardens. Now in its 12th year, this tour has become one of the favorite events of its kind for gardening enthusiasts. The tour includes a delicious lunch served in one of the featured gardens. UC Master Gardeners will be in each garden to answer questions.

Tickets for the Spring Garden Tour go on sale April 2nd and may be purchased on campus at the Carol Sparks Memorial Gift Shop, Foundation Office and outside the Cafeteria during lunch hours for the month of April. Tour ticket prices are \$12 "pre-sale", \$15 day of event. Participants provide their own transportation and may visit the gardens in any order. Addresses and maps to the gardens are printed on the tickets.

Opportunity Drawing Tickets are \$5 each, or five tickets for \$20 and may be purchased in any of the featured gardens on the day of the tour. The Grand Prize is a trip for two to beautiful Buchart Gardens in Victoria, B.C.



APRIL - SEXUAL ASSAULT & CHILD ABUSE AWARENESS MONTH

Riverside County Board of Supervisors in conjunction with the RCRMC, Center of Excellence for Abuse Services, Riverside County District Attorney, Department of Public Social Services and Riverside County Sheriff are endorsing April as Sexual Assault Awareness Month & Child Abuse and Neglect Awareness Month, and April 18th as “Wear Denim Day”. The focus is to raise awareness about sexual violence and child abuse and neglect throughout Riverside County.

The Denim Day campaign began in 1999 with the California Coalition Against Sexual Assault and the Los Angeles Commission on Assaults Against Women as part of an international protest of an Italian Supreme Court decision to overturn a rape conviction because the victim was wearing jeans. The Italian Supreme Court dismissed the charges against a 45 year-old rape suspect because his 18 year-old victim was wearing jeans at the time of the attack. The Court stated in its decision, that it is common knowledge...that jeans cannot even be partly removed without the effective assistance of the person wearing them...and it is impossible if the victim is struggling with all her might. The judgment sparked a worldwide outcry from those who understand coercion threats and violence go along with the act of rape. The unpopular verdict became an international symbol of myth-based injustice for sexual assault victims.

During this month, the Center of Excellence for Abuse Services will be sponsoring a number of events:

- April 1st through April 30th - Clothesline Project at RCRMC - A visual display of clothing decorated by survivors of sexual assault and abuse. The shirts include personal thoughts/feelings of the victims.
- April 1st through April 30th – Table Tents on Cafeteria Dining Room tables - Food & Nutrition Services will display table tents which will provide awareness to the customers, patients and staff of the background about Sexual Assault Awareness Month, resources on getting help and how tools on how to prevent such a crime.
- April 1st through April 30th – Toy Drive – Throughout the month of April there will be toy boxes at several locations throughout the hospital and other county agencies to collect toys for the RCAT patients (We would like to request one unwrapped, new toy for ages 0- 12yrs)
- April 2nd through the 30th – Promotion and ticket sales - Help with the promotion of the RCRMC Foundation’s Spring Garden Tour. (Proceeds to benefit the RCRMC Child Abuse & Neglect Unit) Distribute Sexual Assault/Abuse Awareness materials at ticket sales locations.
- April 3rd - Proclamation of Sexual Assault and Child Abuse & Neglect Awareness Month by the Board of Supervisors, and in support of April 18th as “Wear Denim Day”.
- **April 18th – Wear Denim Day** - The day is in recognition of efforts to dispel myths and injustices regarding sexual assault. Staff are encouraged to wear denim jeans for the day, ensuring that they stay within dress code guidelines.

With leadership and commitment, we believe that we can work together with others to create short and long term solutions to an endemic problem of sexual violence, including unhealthy and unsafe relationships.

For more information on any of these events or services offered, contact the RCRMC Center of Excellence for Abuse Services at 951-486-4345.