

# THE PULSE

RIVERSIDE COUNTY REGIONAL MEDICAL CENTER

## MESSAGE FROM THE CEO

### *RCRMC Pride*

We're all fortunate to be able to work in the newest hospital facility in Riverside County. I hope you've noticed the array of new, up-to-date equipment that has been arriving the past two years. While state-of-the-art equipment is certainly important for our patients, so are other things, including ease of use and aesthetic attractiveness of our facilities and services.

We have begun a campaign to improve both the appearance of our facility and its "friendliness" of use by our patients. New, coordinated signage is being developed to provide better information, better directions and better appearance. Paper signs will no longer be used, nor taped to doors and walls. New seating for some patient areas is being acquired. We're also examining how to make various services more convenient.

As part of this campaign, administrative representatives are making rounds on all floors every week. If you have ideas or see needs to be addressed, please tell them.

I know each of you is proud of where you work. I'd like to enlist your help in this campaign. As you're walking the halls, do you see papers on the floor? Pick them up. Are there numerous flyers and papers taped up on windows, halls and doors? Take them down. Are we supporting customer service expectations by posting signs so we can avoid having to say something repetitive to our patients? Let's remove those.

I'd like to challenge everyone to look around with a fresh perspective. Our reputation in the community for our excellent patient care is growing. We have the potential to put RCRMC "on the map" as an outstanding healthcare facility, and one way of doing that is by taking pride in our facility's appearance. Let's all work together to make RCRMC the best it can be.

## COUNTY OF RIVERSIDE POLICY

### *Policy Change - County Smoking Policy, Ordinance 866*



Effective June 1, 2007, County Ordinance 866 has changed the rules about smoking on County property. The Ordinance reads in part: "Smoking on County Property is prohibited by Riverside County Ordinance No. 866, except in designated and posted areas. Any violation is punishable by a fine of \$25.00 for the first offense."

RCRMC's non-smoking area and smoking area signage has recently been re-painted and enhanced. Lets all pay attention and ensure that our staff, patients and visitors are smoking only in designated areas.

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## ENVIRONMENT OF CARE - MRI SAFETY

Magnetic resonance imaging (MRI) is a diagnostic tool for healthcare providers to obtain detailed images of organs and tissues. The MRI achieves the detailed image through the use of a powerful magnetic field. This magnetic field can create a hazardous situation for both patients and healthcare if proper procedures are not followed. The following accidents were attributed to the power of the MRI's magnet:

- In 2001, a 6 year old boy was killed while undergoing an MRI when an oxygen tank flew out of the hands of an anesthesiologist toward the machine, hitting the child in the head.
- In 2003, a New Mexico woman sued a hospital, claiming the magnetic pull of an MRI caused an oxygen tank to hit her in the back.
- In 1992, a 74-year-old woman hemorrhaged and died after an aneurysm clip in her brain shifted while she was on a table preparing for an MRI.

The magnetic field generated by an MRI will attract ferromagnetic objects with considerable force. Objects that have been involved in MRI incidents include the following:

- Oxygen cylinders
- Helium cylinder
- Laundry cart
- Floor buffer
- Scissors
- IV poles
- Mop bucket
- Chair
- Traction weights
- Ladder

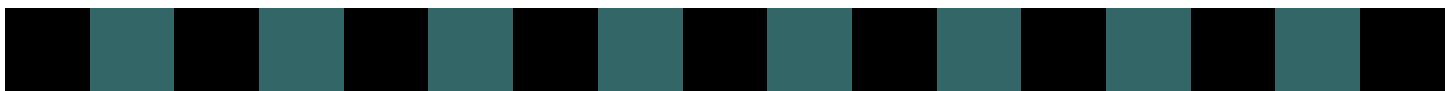
Always consult with MRI staff first, prior to entering the MRI environment! Always assume the magnetic field is present. Never assume devices or equipment are MRI safe. If you have a concern or question regarding MRI safety please contact Diagnostic Imaging at 6-4054 or Hospital Safety at 6-4689.

## EMERGENCY DEPARTMENT SATELLITE LABORATORY

Since its inception in April 2007, the Emergency Department (ED) Satellite Laboratory has processed 1,600 laboratory tests. The lab currently operates Monday to Friday from 10:00 am to 6:30 pm in the Emergency Department (Clinic 2 area) producing the following laboratory tests: Basic Metabolic Panel, Comprehensive Metabolic Panel, Complete Blood Count, Urinalysis, CKMB, Troponin I, HCG pregnancy test, Acetaminophen (Tylenol), Salicylate (aspirin), and Amylase. A Clinical Laboratory Scientist and a Licensed Vocational Nurse staff the ED Satellite Laboratory, and there are plans to expand the operating hours from eight hours per day Monday through Friday to 16 hours per day by the end of June 2007.

The opening of the ED Satellite Laboratory has resulted in some immediate benefits. Because the instruments used in the ED Satellite Laboratory are interfaced to the hospital's computerized information system, ED physicians are able to access test results at their workstations. Test turnaround times are averaging 45% faster in the ED Satellite Laboratory when compared to the main laboratory. This improvement in turnaround times enables ED physicians to quickly view test results and make clinical treatment decisions for patients in an efficient manner.

RCRMC wishes to extend a special expression of gratitude and appreciation to the Tribal Council of the Morongo Band of Mission Indians who awarded the hospital with a grant to purchase the Satellite Laboratory equipment through the Special Distribution Fund with the State of California.



## PATIENT EDUCATION: OPENING THE LINES OF COMMUNICATION WITH PATIENTS

### Patient Education: Opening the Lines of Communication with Patients

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

Patients and their families need to understand how to report perceived risks to their care.

Let patients know that it is not only OK for them to ask questions, but that you expect them to.

Encourage them to speak up if they do not understand what they were told or what they should do.

Provide our patients with resources that identify support groups and community organizations that may help them.

Staff should educate their patients, their families, and/or their patient's designated decision maker about the following:

- The plan for care, treatment, and services
- Basic health practices and safety
- The safe and effective use of medications
- Nutrition interventions, modified diets, or oral health
- Safe and effective use of medical equipment or supplies when provided by the hospital
- Pain, the risk for pain, the importance of effective pain management, the pain assessment process, and methods for pain management
- Rehabilitation techniques that help patients reach maximum functional independence as possible

Patients should also be educated about their responsibilities during the admission, registration, or intake process. Additional education may be appropriate before certain diagnostic and therapeutic interventions and as part of the discharge planning process. Education can be verbal, written, or both.

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## POLICY CORNER UPDATES

Please review and discuss these policies at your next staff meeting as relevant and reflect the discussion in the minutes.

| Email Date | Policy No. | Policy Title                                 | Description      |
|------------|------------|--|------------------|
| 5/22/07    | 103.1      | Compliance and Integrity Programs            | Revised 1/22/07  |
|            | 603.3      | Newborn Abandonment (Safe Arms for Newborns) | Revised 10/17/06 |
|            | 627.1      | Juvenile Holds (J-Holds)                     | Revised 3/14/07  |

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> .



## QUALITY CORNER

### Failure Modes and Effects Analysis (FMEA)

Each year RCRMC conducts a FMEA as a *proactive means to identify and reduce risks to the safety of our patients*. This has the advantage of *preventing* problems rather than simply reacting when they occur.

The FMEA process includes listing all the steps in the current process being looked at. All steps in the process are then examined for *failure points* and include asking:

- What could go wrong?
- Why would the failure happen?
- What would be the consequences of each failure?

The FMEA tool is used to calculate a Risk Priority Number for each step in the current process. The steps with the highest Risk Priority Numbers are then prioritized, analyzed and the process is redesigned to lower the risk to our patients' safety.

The FMEA tool is particularly useful in evaluating the proposed changes prior to implementation. It can assess the impact of a proposed change. Some things that seem like great ideas can turn out to be changes that would actually increase the estimated risk score of the process. In addition, using the FMEA tool can help *track the Risk Priority Number over time to see if changes being made to the process are leading to improvement*.

In 2006, RCRMC conducted a FMEA on Medication Carts. This energetic team was led by Letishia Jackson, RN, and consisted of members from pharmacy, nursing, quality management and administration. Some of the action plans in process of implementation are a standardized process to return medications to the pharmacy and privacy folders for patient information.

The 2007 FMEA is currently in process. This multidisciplinary team led by Trena Rich, RN, is looking at developing a process for timely identification of tuberculosis (TB) patients.

References: CAMH, ihi.org

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## LIVE WELL - ARTHRITIS WALK

Thank you to everyone who took time out of their busy Sunday and participated in the 2007 Arthritis Foundation Walk. Also, thank you to the ones who donated to the cause.

Please check out the bulletin board in the cafeteria to view pictures of your friends who walked for the cause. It was great seeing everyone wearing our RCRMC T-shirts and representing the hospital.

The Arthritis Foundation hoped to raise \$100,000 and so far they raised approx \$93,000. It's still not too late, you can log in to our web page at <http://arthritiswalkie.kintera.org> and click on the link for RCRMC. You can donate on line and also have your family members and friends donate on line. This is the most convenient way to raise money if you still wish to participate. What a great feeling helping other people. This is also a great way to help yourself.

If you missed this event and are interested in other walks such as this one, check for activities in your neighborhood. Or, take your co-worker during your break and take a walk. There are a lot of walkers out there. Just say hello and make new friends while you're at it; just get outside and start walking!



## WELCOME ABOARD

The Human Resources Department would like to congratulate and welcome the following list of new employees to the RCRMC workforce:

Cristina Archuleta, Manal Ashqar, Jesus Biag, Wilhelmina Bollows, Margarita Cisneros, Deanna Elauria, Gretchen Frederick, Gabriel Garcia, Teresa Harry, William Hiltner Jr., LaNeesha Jones, Radito Matro, Taryn Montoya, Aleks Negrette, Beverly Negrete, Debra Rosner, Sharon Vinluan and Jacquilyn Zamets.

We want to let you know that the Human Resources Department is here to assist you with any personnel matters that may arise. We can help with benefit or retirement issues, recruitment information, and payroll questions. Our office hours are Monday-Friday, 8:00 am-4:30 pm. We are located in the Campus Professional Center, Suite 212.

## EMPLOYEE OF THE MONTH



### **JANUARY**

Jeffrey Espinoza, Registered Respiratory Care Therapist, has worked with RCRMC for 12 years. He is also a part-time teacher at Crafton Hills College and President of the local chapter of the California Society for Respiratory Care.

Jeffrey has devoted many hours to assisting various departments throughout the hospital and is a devoted volunteer at RCRMC Foundation events. He is well-known on the campus and truly appreciated by all.

Congratulations Jeffrey! Your true dedication to RCRMC's patients comes through in your positive and caring spirit. Keep up the good work.



### **FEBRUARY**

Cornelius Braxton, Licensed Vocational Nurse, has worked at RCRMC's Inpatient Treatment Facility (ITF) for eight years. Cornelius, a.k.a. "Cory", is a team player and hard worker. He is always available and willing to assist with anything necessary and is respected by his peers.

Congratulations Cory! It is a pleasure to recognize you for your dedication to RCRMC and its mission. Keep up the good work.

## COMMUNITY OUTREACH - KIDS HEALTH & SAFETY FAIR

The 9th Annual Kids Health & Safety Fair was held on May 12 at the Mission Grove Plaza in Riverside. This successful event was attended by more than 700 people. RCRMC's Kids Health & Safety Fair continues to be a big event; it is set up and coordinated efficiently by our Trauma Services and Public Relations Departments and is always well-attended.

RCRMC Administration is grateful to all employees who donated their time and volunteered to work this event which is so beneficial to our community. Anyone wanting to participate next year should contact Trauma Services at extension 64566. It's never too soon to start planning ahead!

