



For Your Information

May 2008

Special points of interest:

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Communication Barriers and Solutions

The solutions identified by the employees at the all day in-services were grouped into two categories; hospital-wide and department-specific. The solutions identified were:

Hospital-wide:

- Y A centralized bulletin board
- Y Minutes of informational meetings
- Y FYI – be more available, put in paycheck
- Y Question box
- Y Web based information
- Y Policy on communication

Department-Specific:

- Y Monthly meetings with minutes posted within 24-48 hours
- Y Manager or designee to keep bulletin boards current
- Y Employee to sign off on education items read and record on education form
- Y Each department to have a log book to record information

After discussion, the Executive Team decided to implement the following:

1. Each department will have a bulletin board designated with hospital-wide communication only. The manager or designee will be responsible for keeping this board current. Information rotated off will be kept in a binder near the bulletin board so staff will have access to old information. Information more than 3 months old will be rotated out.
2. Department managers should hold monthly meetings with staff. Minutes should be available within 48 hours.
3. A question box will be made available.
4. Informational meeting minutes will be made available.
5. Each department will have a log book where departmental communication can be inserted. Employees will initial and date the information. Only hospital personnel will have access to this book.
6. It is the responsibility of each employee to record meeting attendance and/or reading of meeting minutes in their education record. This will be part of the performance evaluation.
7. The FYI will be available in the mailboxes, at the nurse's station and at the front desk. A reminder: this information is also on our website, so if you do not want information submitted for the general public, keep this in mind. Returning the FYI to the paychecks was discussed, but when we go to CHI Connect, the paychecks will no longer be mailed, and will again, cause confusion. Also discussed was the issue of web-based e-mail. After acknowledging it as another way to disseminate information, it was decided we would need to have an intranet system in the hospital. This may be something to look at in the future, but is presently not a priority.

Remember

Please report needle stick or body fluid exposures as soon as possible to either the coordinator or Joanne Almen, RN. You need to be seen in the ER! Occurrence reports also need to be reported as soon as possible.

We thank all employees for their time and input.

NEW FACE AT MERCY ...

PLEASE WELCOME HER TO THE MERCY FAMILY!



Lisa V., FT
C.A.R.E. Medical Billing
Lisa joined us 4/25/08

Meeting Equipment

All equipment used for web/computer based meetings (laptops, projectors and conference phone) will be available on a reservation only basis.

Ceya H. will be reserving/scheduling this equipment. You can reach her at ext. 7594 or email: ceyaholler@catholichealth.net. Please reserve the equipment as soon as possible to make sure the equipment is available when you need it. You will still need to reserve the meeting rooms through Vickie Buchli.

Requestors will be responsible for picking up, setting up and returning the equipment to Ceya. If you need training on how to set up the equipment, please let Ceya know at the time of reservation and she will arrange a short training session for you before the day of your meeting. A how-to sheet will also accompany the equipment for your convenience.

It is good practice to set the equipment up at least 1/2 hour before your meeting. You will use your computer ID and password to log in to the meeting laptop. If you have problems with your username or password, please call the helpdesk at 866-236-0441.

If Ceya is unavailable, Jerriellen F. can reserve the equipment for you.



FIRE IN YOUR AREA

R: RESCUE
A: ALARM
C: CONTAIN
E: EXTINGUISH

FIRE NOT IN YOUR AREA

Close doors/windows, Follow your department's procedure.

Mercy Hospital
Kathy Tofsrud
1031 7th St. NE
Devils Lake ND 58301-2798
Phone: 701-662-2131

A note from the Employee Health Nurse

MDRO: What the heck are these??!

MDRO stands for Multi-Drug-Resistant-Organism and refers to any type of bacteria that has become resistant to many different antibiotics. There are two types of bacteria that have become very resistant to antibiotics. These are Enterococcus that normally live in your stomach and intestinal tract, and Staphylococcus that normally live on your skin surface. When they become resistant they are known as:

MRSA: Methicillin Resistant Staph Aureas; and,
VRE: Vancomycin Resistant Enterococcus.

These resistant organisms cause huge problems for hospitals by causing infections that are very hard to treat.

What can I do to help?

- N** Wash hands frequently with anti-bacterial soap
- N** Use hand sanitizers
- N** Clean equipment (equipment decontamination) before using on a different patient.

Information Technology National Helpdesk

It is mandatory for all employees to contact the national helpdesk for ANY computer, printer or software problems or task that requires IT assistance.

The helpdesk technician will either fix your problem while you are on the phone, escalate the ticket to a subject matter specialist, or send the ticket to the local IT Department.

The helpdesk is available 24 hours a day, 7 days a week, phone 866-236-0441. Or e-mail requests to: chicustomersupport@catholichealth.net.

Please include an overview of your problem in the email so the helpdesk ticket is routed correctly. When a ticket is created, the helpdesk technician prioritizes the ticket by level of severity. The levels of prioritization and the response times are listed below.

Urgent.....within 24 hours

High.....1-8 hours

Medium.....8-24 hours

Low....24-168 hours

All requests that are e-mailed to the helpdesk are automatically set to low priority.

Reminder ... Lost and found items are located in the Admissions area. If you have an item for lost and found, please bring it to Admissions as soon as possible. Calls regarding lost and found items should also be directed to Admissions.