

extra

news for
Owensboro
Medical Health
System employees

Our Mission is to heal the sick and to improve the health of our community. April 18, 2008

May I take your order?

Room service comes to mother-baby unit

So moms, after months of anticipation, you've just delivered that little bundle of joy. As those precious little eyes look up at you, you're overwhelmed with feelings of joy, excitement...and hunger! You could really go for a pile of chicken tenders right now, or maybe a hamburger, or the heck with it; how about a rib eye steak, served up hot and juicy. Yum!

Now, with the hospital's new Dining On-Call service, all you have to do is pick up the phone, place your order, and wait for that tasty meal to come straight to you. With Dining On-Call, you can browse the handy menu in the comfort of your own room, and set meal times are a thing of the past.

"We've had a lot of positive response in a short amount of time," says Ruby Green, assistant director of patient services for Morrison's Healthcare Food Services. "Nurses say the program has made their jobs easier, and the patients just think it's awesome."



Jennifer Young

With Dining On-Call, new mothers are presented a menu and a letter explaining the program as they are admitted to the mother-baby unit. They may order three meals at any time between 7 a.m. and 7 p.m., as well as an additional snack. Staff members recall one mom who placed an order for milk and cookies just before she was discharged from the hospital.



Adam Edwards

"This program gives the patient much more freedom," says Jennifer Young, clinical nutrition manager for OMHS. "Whether the patient wants a late breakfast or an early dinner, the option is

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Selection and service at your fingertips! New moms entering the mother-baby unit can now order room service from this specially designed menu. The room service program was started by Morrison's earlier this month, and allows patients in the unit greater flexibility when ordering meals.

Lawmakers approve funding for bypass extension



Steve Johnson

A road projects bill passed by the Kentucky state legislature last week makes funding available to keep the U.S. 60 bypass project on schedule. The bill calls for completion of the bypass extension by 2012--the year the new hospital is scheduled to open--and nullifies an earlier plan that would have delayed funding.

Steve Johnson, executive director of governmental, community and legislative affairs for OMHS, says the news is encouraging. He says the next step will be to work with state transportation officials and engineers to make sure actual construction of the bypass stays on target.

When completed, the bypass will extend from Kentucky 54 to U.S. 60 near the Hawesway Truck Plaza.

OMHS online compliance testing now through April 30th. Log on to www.omhs.org/testing or click the link on the Intranet home page.



HIPAA Corner

Olivia, Ben and Fluffy the Cat

Olivia has trouble remembering her passwords. This time, when she has to choose a new password, she looks up and sees a picture of her cat, so, she types in "fluffy." She knows from her security training that she shouldn't use her pet's name, but she just can't think of anything else right now. The next week, while Olivia's on vacation, one of her coworkers, Ben, tries to log on using Olivia's user ID and password. He guesses her password pretty quickly. Once into the system, Ben uses her access to look up the records of a few people he knows are patients in the facility. He makes a mental note of her password so he can do this again if he feels like it. What have Olivia and Ben done wrong?

Answer:

Both Olivia and Ben have violated privacy and security principles and are subject to disciplinary action and, in Ben's case, probably immediate termination. Choosing an easily-guessed password is not being a responsible computer user. It makes the system and data more vulnerable to a breach, as happened in this scenario. Ben actively violated HIPAA and organization policy when he knowingly and secretly used someone else's computer identity to access patient data for personal reasons. Ben may claim he was only curious, and he never redisclosed any patient data he read through Olivia's ID and password. Nevertheless, he broke several rules in accessing information he was not authorized to receive.



Order up! Morrison's cook James Thompson serves up a fresh breakfast for a call-in patient as part of the Dining On-Call program. Mother-baby patients have the option of ordering breakfast for dinner or vice versa.

From front Dining On-Call

there to have the meal you want when you're hungry for it."

The foldout menu offers patients a wide variety of options from which to choose: breakfast foods, salads, sandwiches, entrees and desserts. Patients can create their own omelets and pizzas. And they can satisfy their cravings, even when they are a bit unconventional.

"If you want a rib eye for breakfast or an omelet at 6 p.m., we can accommodate you," says chef Adam Edwards, who coordinates the kitchen's effort. Low-salt and diabetic options are also available.

What has been the most popular order so far? "Chicken tenders and tater tots," says chef Edwards. "There's been some pizza, too."

Dining On-Call is perhaps a more complex operation than one might imagine. In the kitchen, workers are needed to cook the orders, fix the trays, and deliver the meals. An operator is also necessary to answer calls and to enter orders into the computer. The system also relies on mother-baby nurses to inform patients about the program and to monitor special diets. It all has to work together smoothly to meet the staff's 45-minute delivery promise. But the results are well worth it.

"It's nice when it's all smiles," says chef Edwards. "We do it one plate at a time."

Melloy joins organizational development team



Earl Melloy

Former teacher and school superintendent William Earl Melloy joins OMHS as an Organizational Development Specialist. The WKU alumnus holds a masters degree in education and brings 34 years of educational experience to the position.

Organizational development manager Jeff Laster says he is pleased Melloy has accepted the position. "His academic training and experience have prepared him to accept this new challenge," Laster says.

Melloy's duties will include new hire orientation, the 7 Habits workshops, and OMHS Leadership Academy. T-shirts are comfortable. Beanie babies are

Buy a t-shirt, support the March of Dimes

cuddly. And with your purchase of either one of these items, you will be a hero.

Several OMHS nursing units are working together to support the March of Dimes March for Babies slated for April 26. Here's how you can help:

- Buy a t-shirt - \$10
- Buy a beanie baby - \$5
- Make a donation

To contribute, contact Amy Priar at 688-3636 or apriar@omhs.org.
Teresa Carter, OMHS patient safety coordi-

Carter completes IHI patient safety training



Teresa Carter

nator, recently graduated from Patient Safety Officer Training, an eight-day program presented by the Institute for Healthcare Improvement (IHI). Carter, a member of the quality department, describes her trip to Boston as "extremely intensive" but also "fantastic."

"I met patient safety officers and risk managers from all over the world," Carter says. "I discovered that we share similar patient safety concerns as those from other parts of the United States and in other countries." Carter says participants were encouraged to network at the conference and after the return home. "This allows us to share with others what has worked well in our organizations to make patients safer."

Training covered a wide range of patient safety issues, from handling human error to meeting compliance standards. Carter noted a particular focus on improving systems and processes in areas such as medication reconciliation and communication. The conference also featured an address by Lucian Leape, known as 'the father of patient safety.' "He was very inspiring," Carter says.

Carter says she is looking forward to using some of the strategies she learned at OMHS.

BODYPUMP adds additional classes

It's easy to see why BodyPump has become the HealthPark's hot new class. The workout is challenging. The music is fun. And people are getting results – more muscle and less fat.

To accommodate demand, the new BodyPump calendar includes six additional classes. Here is the schedule:

Monday

11:00 a.m., Noon, 4:30 p.m., 7:30 p.m.

Tuesday

9:30 a.m., 4:30 p.m., 6:30 p.m.

Wednesday

8:30 a.m., 11:00 a.m., Noon, 5:30 p.m., 7:30 p.m.

Thursday

9:30 a.m., 4:30 p.m., 6:30 p.m.

Friday

8:30 a.m., 4:30 p.m.

Saturday

9:00 a.m.

For HealthPark members only, sign up for BodyPump today!

Pre-Nursing conferences set for May

The dates and times for the Pre-Nursing Conferences for the OCTC@OMHS program are as follows

- May 27 9:00 a.m. - 10 a.m.
- May 27 3:30 p.m. - 4:30 p.m.
- May 28 7:30 a.m. - 8:30 a.m.
- May 28 3:30 p.m. - 4:30 p.m.

These are being held in T&D 1 at Parrish Campus.





HIP Update

Want to get the most out of HIP? Follow these simple guidelines for a smoother process.

- Always use your employee number on class rosters and activity forms; social security numbers are not allowed.
- Employee numbers may be found in the packets that were distributed at the HIP screening or at the top of your check stub.
- Use the 2008 activity form, which can be found in your screening packet and also on the Intranet. Make several copies for use throughout the year.

Here's a look at this week's HIP calendar:

April 21

High Blood Pressure
7:30 a.m. – 8:30 a.m.
New Life Education Center

Exercise 101

11:00 a.m. – 12:00 p.m.
New Life Education Center

April 24

Think First—It's Not Just For Kids
12:00 p.m. – 1:00 p.m.
New Life Education Center

High Blood Pressure

5:00 – 6:00 p.m.
HealthPark Classroom B

A complete list of classes is available on the Intranet. For more information, contact Nancy Velotta at 688-4881 or nvelotta@omhs.org.

Getting ready for Joint Commission survey

Question:

How is hazardous waste disposed of in your department?

Answer:

Medical waste is disposed of in covered containers labeled with a "Biohazardous Waste" warning label. This container is then removed from the department by housekeeping staff and taken to an area for disposal.

Question:

What are two hazardous conditions that you might encounter on the nursing units?

Answer:

Two hazardous conditions on the nursing unit are sharps containers that are overfilled (if more than 2/3 full) and containers of chemicals that are not properly labeled.

Question:

On the hazard surveillance survey, what two other observations are made?

Answer:

- The appropriate PPE (personal protection equipment) is available.
- Appropriate biohazard disposal containers are in place.

Nursing forum set

The next nursing forum is scheduled for Thursday, May 1 at the OMHS Conference Center, from 12:00 to 2:00 p.m. The theme is 'Celebrating Excellence.' Register on the Intranet or contact Leesa Edge for more information – 685-7712 or ledge@omhs.org.



It's official! Owensboro Mayor Tom Watson declared April 16 to be National Healthcare Decision Day at last week's city commission meeting. The mayor called on all citizens to consider advance directives. Accepting the proclamation is Vickie Morris, director of case management for OMHS. City manager Bill Parrish looks on.

