Mission Possible: Materials Management and Environmental Services Standardize Equipment and PAR System

WMHS “Mission Possible” is a strategic initiative to increase caregiver time at the bedside, a factor directly linked to patient satisfaction. Led by Jo Wilson, Vice President of Ancillary Support Operations, Mission Possible is a force of clinical and nonclinical employees working to make the impossible … possible!

On assignment since early Summer 2010, teams have been working to improve signage, standardize PAR/Clean/Soiled Utility and Equipment rooms, enhance linen delivery and usage, and streamline meal delivery to patients. Many Mission Possible projects were generated by employee suggestions to the Brain Bank and focus on the support services that Nursing depends on to provide superior care to our patients.

Materials Management and Environmental Services recently implemented its multi-faceted Mission Possible plan. Since October 25, EVS has been cleaning and sterilizing sequential compression pumps (SCD Pumps), cancer carts, isolation carts, isolation cans, feeding pumps, plexipulse pumps, IV poles, IV pumps, and commode chairs on the unit. Previously, these items were sent to Central Service for processing. Once cleaned, EVS places a green “CLEAN” sticker on the equipment to indicate it is ready for the next patient’s use and places clean equipment in the nursing unit’s clean equipment room. Commode chairs are cleaned and banded with a tear strip.

Materials Management now has identified and created three clinical zones with a distribution tech for each zone. Each tech restocks supplies and isolation carts, retrieves equipment from storage as needed and maintains minimum levels of equipment on his/her respective areas. PAR supply rooms and clean/soiled equipment rooms have been organized with signage and bulletin boards so that staff understands where things are located - everything has a place and everything is in its place.

Pictured in front of the informational bulletin board in 7 North’s large equipment room are (from left) Rusty Powers, Materials Management; Mark Kerns, Process Engineering; Kathy Humbertson, Nurse Manager; Diana Dayton, Business Office; Sherri Brady, Process Engineering. Not available for photo, yet instrumental in this phase of Mission Possible work are: Clay Jones, Finance; Justin Carr, Materials Management; and Peggy Keene, Environmental Services.

Physician Service Excellence Award Given to Dr. Dale Wolford

Dale E. Wolford, D.O., was named the most recent recipient of the Physician Service Excellence Award. Developed by the Service Excellence Physician Recognition Committee, the award was presented to Dr.Wolford at the general Medical Staff meeting in October.

Dr. Wolford received several nominations from colleagues who cited his clinical skill, professionalism and his tireless motivation and dedication to his patients. He is a truly compassionate caregiver with a wonderful bedside manner and an ability to communicate effectively with patients and their families. Dr. Wolford has a pleasant and gentlemanly demeanor and treats the staff with courtesy and respect. Co-workers say he is dedicated to Service Excellence and his composure during emergent situations is very reassuring.

A board-certified obstetrician/gynecologist, Dr. Wolford joined the WMHS medical staff in 2005 and saw patients at the Tri-State Women’s Health Center at Memorial for the past five years. In October, he joined the new WMHS Obstetrics and Gynecology practice located in the Western Maryland Medical Arts Center.

Also at the meeting, Dr. Kheder Ashker was honored as the outgoing Medical Staff president for the past two years. Dr. Ashker served as the leader of the Medical Staff and helped with the successful transition into the new facility. In addition, Dr. Qamar Zaman received the WMHS Peak Performer Award after a grateful family member submitted a wonderful letter thanking him for saving her husband’s life.
Values in Action Award Recipient for October

Amy Hansel

An employee since 2002, Amy was selected as the Western Maryland Health System’s Values in Action Award recipient for the month of October. She works as a nurse on the Progressive Care Unit (PCU). Amy began her employment as a nurse on the 5 South nursing unit at Sacred Heart and moved to the PCU when the new regional medical center opened last year.

Amy is an outstanding employee and a very skilled clinician with a positive attitude. She is a team player and a valuable resource for her unit. Amy often helps newer employees learn the ropes by taking the time to show them the finer points of patient care. She truly enjoys working with her patients and she strives to make sure they are comfortable during their stay.

“I like helping people and I get to see our patients improve and get back to their routines,” says Amy. “I like doing the little things that make a patient feel better.” She says she enjoys talking to patients and anticipating their needs. Amy says she always wanted to be a nurse and pursued a career in health care because of an experience she had when she was in middle school. While staying with her grandmother, Amy was there when a home care nurse made a visit to check on her grandmother after a stay in the hospital. Amy carefully studied every move the nurse made and from that time on she was hooked. “I can’t imagine doing anything else.”

Co-workers describe her as caring, accurate, dependable, and a tireless advocate for her patients. She pitches in to help out when needed and is never one to sit back when things are busy. Amy says the PCU staff is extremely supportive and they take care of each other like a family.

Amy and her husband, Keith, live in Cumberland and they have four children and one grandchild. Nicole, 20, and her 4 year-old daughter Maddison; Kaitlin, 16, and Tyler, 15, attend Mountain Ridge High School; and 13 year-old Bailey is an eighth grader at Mount Savage Middle School. The Hansel family enjoys spending time together and they log a lot of miles attending their children’s school and sports activities.

Congratulations, Amy!

Dr. Mark Gaon Joins Allegany Plastic Surgery

Mark D. Gaon, M.D., recently joined the WMHS medical staff and the practice of Dr. Robert Carpenter in Plastic and Reconstructive Surgery. Most recently, he completed a fellowship in plastic and reconstructive surgery at the Methodist Hospital System in Houston, Texas. Dr. Gaon did his residency in general surgery at Cedars-Sinai Medical Center in Los Angeles and received his medical degree from Tulane University School of Medicine in New Orleans. He did his undergraduate work in biology at Stanford University in Palo Alto, California. Dr. Gaon is a third-generation physician and a second-generation plastic surgeon. He focuses his practice on providing plastic, reconstructive, hand and aesthetic surgical services. Please welcome Dr. Mark Gaon to WMHS and the community.

Retirement

Judy Rank, Emergency Department, retired from the health system after 29 years of dependable service. She began her employment in 1981 as a nursing assistant in the Emergency Department at Sacred Heart. Judy became a registered nurse in 1985 and ten years later she accepted a temporary nurse manager position for the ER/Urgent Care Services at Frostburg. In 1995, Judy returned to the Emergency Department as an RN and was promoted to a charge nurse position in 2008. She was an excellent employee who had a great deal of experience and knowledge as an ER nurse. Judy was always willing to mentor other staff and was a constant advocate for her patients and their families. A very compassionate and caring nurse, she displayed a positive and courteous attitude toward everyone. Judy was also a superb communicator and went out of her way to keep patients, families, staff and management informed.

Service Excellence Spotlight: Team Building

National Hat Day and National Campfire Day in September gave departments in the WOC a chance to do some team building activities. Employees in the Business Office, Performance Improvement and the Call Center enjoyed some fun team building techniques with their “National Day” activities. Using national recognition days listed in the Daily Huddles is one quick way to add some fun and team building to your area, too!

Photo #1: Pictured celebrating National Campfire Day are Business Office employees (from left) Diane Crowe, Staci Ratliff, Brenda Emerick, Barb Dixon, Kathy Miltenberger, Margie Hook, Carla Frazee, Misty Bascelli and Cathy Carter.

Photo #2: Call Center staff show off their hat collection display in honor of National Hat Day. Pictured are (from left) Linda Bascelli, Barb Dixon, Holly Flemmer, Jackie Jewell, Debra Twigg, who was not available for the photo.

Photo #3: Members of the Performance Improvement team are shown wearing their favorite hats on National Hat Day. Pictured are (from left) Linda Flemmer, Jackie Jewell, Debra Bradfield, Melinda Bussard, Holly Kyle and Rena Litten.
welcome
new employees

FULL-TIME:

Sherry Carder  
Medical Office Assistant  
OB Physicians

Mary Leighty  
Medical Office Assistant  
OB Physicians

Christine Boone  
Nurse Clinician  
Staff Pool Relief

Alice Shipley  
Communication Operator  
Call Center

Laura Doman  
Certified Medical Assistant  
OB Physicians

Cindy McKenzie  
Polysomnograph Tech  
Sleep Lab

Heather Cowgill  
Registrar  
Registration

Sarah Snyder  
Nurse Clinician  
7 South

Dawn Easton  
Nurse Clinician  
Staff Pool Relief

Kylee Morgart  
Certified Medical Assistant  
OB Physicians

Amanda Honce  
Nurse Clinician  
Pediatrics

Kimberly Ventura  
Nurse Clinician  
Behavioral Health

Kimberly Foster  
Medical Office Assistant  
OB Physicians

Dana Mueller  
Secretary  
Wound Care/Physical Therapy

Gregory Mackert  
Certified Nursing Assistant  
Frostburg Nursing & Rehabilitation Center

Charity Yost  
Nurse Clinician  
High Level Care

Chuck Hilty  
Director  
Emergency Department

Mary Saville  
Certified Medical Assistant  
OB Physicians

Stephanie Moreno  
Certified Generic Nursing Assistant  
Frostburg Nursing & Rehabilitation Center

Vickie Boyd  
Cashier  
Dietary

Alyssa Irons  
LPN (Clinics)  
OB Physicians

Justin Umstot  
Occupational Therapist  
Occupational Therapy/Rehab

Leonard Maust  
Nurse Clinician  
Emergency Department

PART-TIME:

Brogan Adams  
Nurse Clinician  
Intensive Care

Reina Perdew  
Nurse Clinician  
7 South

David Nelson  
Food Service Worker  
Dietary

Kristina Jackson  
Physical Therapist  
Physical Therapy – Rehab/ECU

Stephanie Moreno  
Certified Generic Nursing Assistant  
Frostburg Nursing & Rehabilitation Center

Leonard Maust  
Nurse Clinician  
Emergency Department

Welcome new employees
NOVEMBER 2010
BENEFIT EVENTS COMING SOON!

2011 BENEFIT OPEN ENROLLMENT - NOVEMBER 8 - NOVEMBER 19
All WMHS benefit-eligible employees (i.e. those who have 32-80 authorized and/or flex hours bi-weekly) must select their 2011 benefit package by accessing the benefit enrollment form online; reviewing their current benefits, beneficiaries and dependents and making any necessary changes. For those employees who would like some assistance, HR representatives will be available at scheduled times in the Consumer Library off of the main WMRMC lobby throughout the open enrollment period.

To access your enrollment form, go to www.wmhs.com. Click on For our Employees/ Employee Activities/ 2011 Benefit Open Enrollment. Enter your WMHS sign-on & password.

REMEMBER: EVERYONE MUST RE-ENROLL EVEN IF YOU DON'T WANT TO MAKE ANY CHANGES!

PTO SELL FOR CASH - NOVEMBER 21 – NOVEMBER 28
Once again, WMHS will be offering the opportunity for employees to sell PTO for Cash. The PTO Sell criteria will be:

• Employees authorized 60 – 80 hours must have a minimum of 56.0 hours of PTO remaining as of pay period ending November 6, 2010.
• Employees with 8-59 authorized hours must have 32.0 hours of PTO remaining by pay period ending November 6, 2010.

The amount of PTO that can be sold by an employee is based on the employee’s balance as of November 6. The selling range is 8 - 40 hours. PTO Sell checks will be direct deposited on December 2.

PTO CARRYOVER – December 31, 2010
Reminder: WMHS allows for limited PTO to be carried over from year to year. Department Directors and employees are responsible for managing PTO balances.

Carryover Maximums:
• PTO Level A (up to 5 yrs) 120 hours
• PTO Level B (5 –up to 10 yrs) 160 hours
• PTO Level C (10+ years) 200 hours

Questions concerning any of the upcoming benefit events should be directed to Human Resources at 240-964-8159 or 8157.