

Vital Signs

Blue Ridge Regional Hospital Newsletter



April 2011

BRRH Connects for Cancer

The Blue Ridge Regional Hospital Foundation kicked off the Mission Connecting for Cancer employee campaign on April 6, 2011. **During the first day of the campaign BRRH employees pledged or contributed over \$10,000! Way to go BRRH!**

Since BRRH will be looking at renovating our Chemotherapy area, **ALL funds raised from BRRH employees through this campaign will come back to the hospital for the construction and renovation of our Chemotherapy suite.**

The total estimated cost for renovating the Chemotherapy area is \$150,000. **The Employee Campaign goal for this project is \$75,000. Thanks to everyone who has gotten us to \$10,000 already!**



Employees who pledge or contribute to this fund-raiser will receive a yellow "Connecting for Cancer" wristband to wear. Employees wearing their wristbands might be eligible for a prize when the prize patrol goes through looking for yellow arm bands.

The Foundation will also be raffling off tickets for an iPod Touch. Tickets are \$5 each and can be purchased at the switchboard or at the clinics. For more information on the raffle see the insert on the last page of the newsletter.

For more information on how to Connect for cancer contact the Foundation office at 766-1750.

More Chemotherapy Expansion news on page 5....

Volunteer Scholarships

To celebrate 10 years of scholarships, the BRRH Volunteer Scholarship committee is opening up scholarship eligibility!



ANY college bound student that has been accepted into college can now apply for a scholarship regardless of their field of study. All applicants must either be an employee who has been employed for six continuous months or longer or a child, grand-child, or step-child of those employees.

Applications are available at the switchboard and in the Gift Shop beginning Wednesday April 13th until Friday May 6th. **NO LATE APPLICATIONS WILL BE ACCEPTED.**

If you have questions regarding the scholarships or the applications please contact Volunteer Services Coordinator Barbara Hasty at 766-1770.

More Volunteer news on page 3....

In This Issue...

Board Report	Page 2
Volunteer Vitals	Page 3
Dr. Blue	Page 3
April Birthdays	Page 6

Board Report

The BRRH Hospital Board has narrowed the search for the new BRRH CEO to six candidates. All six candidates have expressed interest in the position here at BRRH and are well qualified for the position.



The next steps for the search committee include completing background checks on all six candidates as well as conducting initial interviews sometime at the end of April.

If you have any questions, concerns or feedback, please don't hesitate to contact the CEO Search Committee. All contact information for the search committee members can be received from Margie Lang at 766-1800

Memorial Day FISH Board

BRRH would like to honor all employees, as well as all employees' families and friends who served or are serving in the military this Memorial Day.

We will be honoring our military members by displaying their picture on the FISH bulletin Board (located on the ground floor) throughout the month of May.

If you have a picture to submit please contact Allison Grindstaff at 766-1752 or at allison.grindstaff@msj.org.



Kudos Corner

"Kudos to Cynthia Brown at the Blue Ridge Fitness and Rehabilitation. She does a wonderful job, and our patients always comment on how great she is!"

—Fitness and Rehabilitation Staff

"Kudos to Heather Greene for receiving a National Child Passenger Safety certification! Way to go Heather!"

—BRRH Employee

"Congratulations to Pat Thompson and Ashley Gouge for receiving certification as Lactation Specialists!"

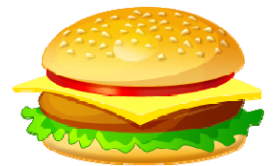
—OB Department

Want to Send a "Kudo" to someone?
Contact Allison Grindstaff at 766-1752
Or at allison.grindstaff@msj.org.



What is a MAC?

A MAC is not a meal at McDonalds it is a Medicaid Assistance Counselor who assists patients in applying for Medicaid for medical bills incurred at BRRH or the BRRH Hospital Owned Practices. Lynn Pate began as BRRH's first MAC in March 2009 and has successfully generated revenue for BRRH by converting self-pay patients to Medicaid.

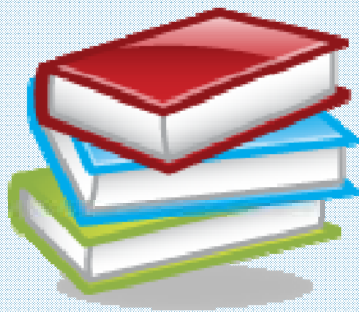


Continued on page 4...

Volunteer Vitals

April 10-16, 2011 is Volunteer Appreciation Week! Thank you BRRH Volunteers for all you do!!!!

Don't forget to pick your up your Easter Basket items in the Gift Shop. We have lots of cute items for all your Easter Bunnies!

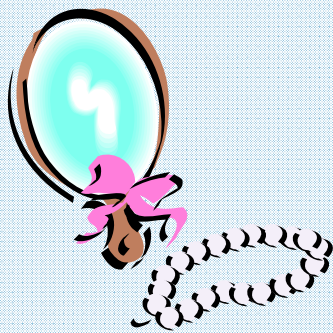


There will be a Book Fair on Monday April 18th from 7:00am until 8:00pm and Tuesday April 19th from 7:00 am until 3:00pm in the Main Lobby

at BRRH. This Book Fair will feature a new vendor, ABC Books and More. Payroll Deduction will be available.

Petals and Pearls for Mom

In addition to the hanging plant/dish garden sale, we will be including a Mother's Day Pearl sale! The sale will be on Monday May 2nd and Tuesday May 3rd. Flyers will be posted.

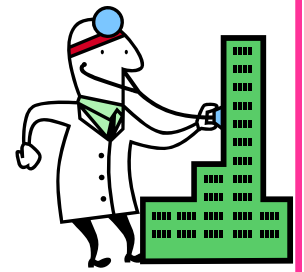


If you want to check out the Website go to www.yonderways.com

Both of these sales will benefit the Volunteer Scholarship Fund.

Calling Dr. Blue

Q: "The Business Office Parking Lot is a hazard, to a degree, with the way some BRRH employees park. How can it be communicated effectively to every BRRH employee who parks in that parking area to park in a courteous manner (so that each BRRH employee is aware that their vehicle just might be in the way of someone else getting in or out of the parking lot)?"



—Anonymous



A: Thank you for bringing this issue up. All employees parking in that area need to be considerate of other employees. Though there are no marked lines, employees need to park as if there were lines to park in. All employees in that lot need to be conscience of other cars and employees.

Have a question for Dr. Blue? Visit the staff section of the Hospital Web site at www.blueridgehospital.org. Dr. Blue submissions can be made anonymously.

LEAN Update

The Medical Surgical Unit conducted their fourth Lean Rapid Improvement Event March 21st through 24th as a follow-up to a preliminary two day event in February. The team consisted of Tina Burnette and Shelly Stafford from Med Surg/CCU, Connie Harrison and Carrie Gibbs from the ER, Cindy Harris from Registration and Carolyn Dorner (WNC Health Network Quality Coordinator), who worked to improve the timeliness of admitting patients from the ED to 2nd floor.



Continued on page 5....

Lab Week 2011

National Lab Week is April 24—April 30, 2011. Thank you to everyone that works in the Lab for all their hard work!



Did you know that our Lab processes over half-a-million tests each year?

Did you know that our lab provides services for over 40 providers in our region?



Congratulations to Misty Banks for her Certification through the American Society of Clinical Pathologists as a Medical Laboratory Scientist!

Misty graduated with her Bachelor's degree in December of 2010 from Winston Salem State and she received her ASCP certification on March 12, 2011! Way to go Misty!

MAC continued from page 2...

In efforts to assist patients, the MACs go to patient rooms, travel to DSS, take Medicaid applications on-site, and adjust their work schedules to meet with patients in a continuous effort to meet this important patient need. **The purpose of Medicaid Assistance Counselors is to be able to assist every self-pay patient that meets NC State Medicaid guidelines.** For those patients who do not meet the guidelines for Medicaid, the Medicaid Assistance Counselors will also provide referrals to Toe River Project Access, the BRRH Business Office, or other community programs to help patients get financial care they need.

The MACs welcome referrals for BRRH or BRRH Hospital Owned Practice patients that may need our assistance. Questions or Comments can be addressed to Lynn Pate at ext 3778 or lynn.pate@msj.org.

National Patient Access Week

April 3-9 is National Patient Access Week.

Patient Access describes the broad and comprehensive functions of registering patients and providing patients, providers, and payers with what they need to provide optimum healthcare services to patients. Patient Access, formerly known as admitting or registration in most hospitals, is a more appropriate description of the role that these personnel play in the total patient's experience in their healthcare continuum.



Blue Ridge Regional Hospitals boasts of 12 on-site Patient Access representatives, 1 representative at BRMC-Yancey for courier lab and radiology services, 3 in Rehab Services, and 3 at Burnsville Fitness and Rehab. Patient Access is now a nationally recognized contributor in facilitating healthcare for patients. Other contributions by this team are: impacting Meaningful Use Criteria, aiding in ensuring physician orders are scanned moving BRRH toward becoming paperless and implementing the EMR, improving available cash on hand by utilizing up-front collection procedures, assisting with the intake and release of Chart Link orders, and participating in and championing Patient-Family Centered Care. In addition, there are 4 nationally Certified Healthcare Access Associates (CHAA) in the department with several others working on the certification.

Cynthia Brown
Deneise Buchanan
Grace Buchanan
Benna Davenport
Ellen Dunning
Kathy Egan
Christy Fisher, CHAA
Brandi Gurley
Cindy Harris
Tammy Hoilman
Myra Howell
Connie Huskins
Beth Joyner
Deb Lindsey
Candice McKinney
Janie Parsley, CHAA
Marla Robinson, CHAA
Wilda Stevens
Michelle Wheeler, CHAA
Joy Williams

Staff Challenge Questions

1. True or False:
When using an alcohol-based hand gel, the gel should be placed into the palm of the hand and the hands should be rubbed together until dry.



2. True or False: CMS exempts hospitals that use The Joint Commission for deemed status from having to report a patient death that occurs while the patient is in restraint and seclusion.

Answers:

1. True
2. False

Vital Signs is a monthly publication for the staff, physicians, and volunteers of Blue Ridge Regional Hospital.

This publication is produced by the Communications and Marketing Department at Blue Ridge Regional Hospital.



Any newsletter ideas? Contact Allison Grindstaff at ext. 1752 or allison.grindstaff@msj.org.

April Birthdays

Cindy Greene	April 1
Rosemary Deese	April 2
Connie Adkin	April 4
Richard Rheinbolt	April 4
Misty Banks	April 4
Natasha Campbell	April 5
Cynthia Harris	April 6
Anna Hughes	April 7
Sarah Buchanan	April 7
Tammy Fox	April 9
Karen Rheinbolt	April 11
Angela Hundley	April 12
Kyle Kramer	April 12
Andrea Hathcock	April 14
Barbara Branch	April 15
Ronnie Whitson	April 15
Michelle McNeill	April 15
April Grinestaff	April 15
Joyce Aycoth	April 17
Megan Hardie	April 17
David Robinson	April 19
Sylvia Jones	April 20
Avril Wilson	April 22
Tamara Fowler	April 22
David Black	April 23
Bridgette Poor	April 24
Emily Cox	April 24
Jerry Cade	April 27
Marie Ledford	April 28
Benna Davenport	April 29
Ryckman Caplan	April 29

#