

Vital Signs

Blue Ridge Regional Hospital Newsletter



May 2011

Board Report

We are in the final stretch of the CEO search for Blue Ridge Regional Hospital. **I want to thank all the staff and volunteers that helped in the search and information sharing with the search firm we selected to help us on this journey.**



We have had the privilege of interviewing a number of highly qualified candidates and are excited to have narrowed to the final prospective CEOs. We are looking forward to announcing our selection in early June, subject to Board approval.

Message from the CEO

By the time you read this The Joint Commission (TJC) will have been here and we will have, hopefully again, completed the survey with minimal recommendations. Congratulations to the Lab. They did extremely well with their CAP review and received only very minor recommendations on four items. Everyone, please join me in thanking them for the great job.



Have you ever wondered why our hospital is evaluated, inspected and reported on so frequently? We report Core Measures on a number of items monthly.
Continued on page 4...

Facing The Heat From FaceBook



What are you putting on your FaceBook or social media account? **Did you know that if you discuss patient information on a social media site like Face Book that it is a HIPAA violation?**

Even if you don't list the patient's name it is still considered a violation. Just recently a physician in Rhode Island discussed a patient case on his Face Book page in enough detail that community members recognized who the physician was referring to and the physician had to face penalties. **Did you know that a HIPAA violation could mean a prison sentence or a Federal fine of up to \$250,000 in addition to losing your job?**

A good policy for any social media site is not to publish anything that you would not want everyone to know. **For example, did you know that it is common place for employers to review a candidate's Facebook page before making a decision to hire them?** Does your FaceBook page say "hire me?"

Continued on page 3...

In This Issue...

Kudos Corner	Page 2
LEAN Update	Page 2
Volunteer Vitals	Page 3
May Birthdays	Page 5

CAP Inspection in LAB

Congratulations to the Lab for passing their recent CAP inspection! During the inspection the Lab only received four minor recommendations.



Inspectors performing the review were very complimentary of the staff and hospital as a whole. Some of the inspectors actually took suggestions from

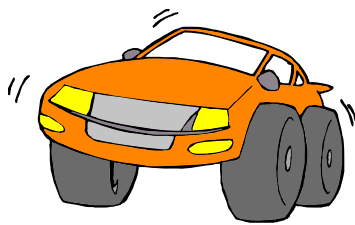
our Lab back to their 900 bed hospital for improvements in their lab!

Congratulations to the Lab! Thank you for all your hard work!

Where are you parking?

Are you parking in the right area?

As we continue to see an increase in outpatient visits and visitors to see our inpatients it is important to remember to park in areas designated for staff parking.



Designated staff parking in the paved areas is located behind the Home Care and Hospice Buildings. When parking in this area staff should fill the back rows first. **This area is the ONLY paved area that is available for staff parking.**

All other staff parking areas are gravel lots and are located behind the Business Office, behind the helicopter-pad, and behind the warehouses.

Continued on page 3...

Kudos Corner

"Kudos to Donna Hollifield for graduating with her BSN from Lees-McRae College in May 2011!"

—Sharon Edwards
Surgical Services Director

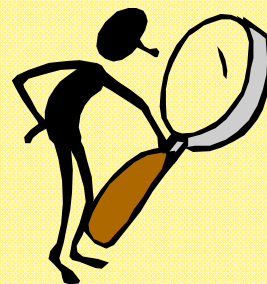
"Kudos to the 2nd Floor Med-Surg/CCU staff for the care and compassion they show their patients. My mom was very pleased with the care that my dad received."

— Vanessa Fox

Would you like to send a "Kudo" to someone? Contact Allison Grindstaff at 766-1752 or allison.grindstaff@msj.org.

LEAN Update

Blue Ridge Regional Hospital conducted their third VSA (Value Stream Analysis) within Revenue Cycle on April 27, 2011. Each VSA selects Lean events and projects to work on and as these are finished, another VSA can be held to continue to tweak and hone improvements. The two previous VSA's were held in May 2009 and June 2010. The team consisted of Jonathan Smith, Carla Cook, and all Revenue Cycle supervisors, including Marla Robinson (Registration), Susan Hollifield (Billing), Janice Briggs (Collections), Lynn Pate (Medicaid Assistance Counselor - MAC), Melinda Robertson (Chart Analysis), Sandy Wheeler (Transcription), and Jan Grindstaff (Coding).



Continued on page 4...

Volunteer Vitals

The BRRH Volunteers would like to thank the staff for their support during the recent Pearl sale. With your help approximately \$800 was raised for the Volunteer Scholarship Fund!



The Volunteer Scholarship committee will be meeting soon to review all the applications. They will be making scholarship award announcements during the last week of May or the first week of June.



Mark your calendars for the \$5 Jewelry sale coming up June 12th and 13th in the Main Lobby at BRRH!



Dr. Blue On Call

Do you have a question about the hospital or clinics but don't know who to ask?

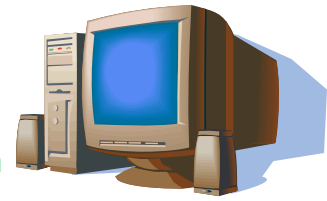


Ask Dr. Blue. Dr. Blue answers staff questions. The questions and answers are printed in the newsletter monthly. All questions can be submitted anonymously on line at

http://www.blueridgehospital.org/For_Staff.htm

Facing FaceBook Continued from page 1...

If your FaceBook is public anyone can see what you have posted. Even if you have your account marked "private" someone could look at your account by hacking into your friend's account.



Just remember— don't post anything that you would not want everyone to know, especially patient information!

Where are you parking? Continued from page 2...



Handicapped parking spaces are provide for staff members behind the facility across from the loading dock.

Employees who need to use a handicapped parking space should use those spaces.

Employees should NOT park in patient handicapped spots located near the ground floor, ER and Main entrances.

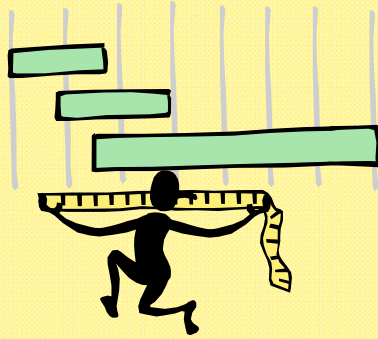
Did you know that Hospital Drive is a state road? That means you have to obey all stop and speed limit signs just as if you were



driving on 19-E! The stop signs and speed limit signs are put in place for the safety of our patients and Visitors. Please obey the law when entering and leaving the hospital campus!

Message from the CEO continued from page 1...

These Core Measure results are made public through various websites and organizations. Our Rural Health Centers (RHC's) are inspected periodically by the State to ensure compliance with the requirements to be an RHC. The Joint Commission comes every three years and reviews the entire organization including Blue Ridge Home Care from head to toe. The Centers for Medicare/Medicaid (CMS) randomly follow up within days after TJC to ensure they are doing their job. In addition to reporting patient safety issues, CMS requires that inpatients be surveyed to determine their perspective of care at our facility. There are multiple other reporting requirements; however, suffice it to say we are, like the airline and nuclear industries, highly regulated.



The reason that we are inspected and reviewed so much is that we hold peoples' lives in our hands on a daily basis. Mistakes or poor care on our part result in bad outcomes and harm for our patients. When you consider the enormous responsibility we have, it is understandable why our work and patient care are scrutinized so closely. I recently read about a hospital whose philosophy was they treat every patient as if they were their own mother. As I pen this on Mother's Day, it seems to me that if we thought of every patient as our mother, and how we would like our mothers treated, we, too, would pay the closest attention possible to the care we provide. I hope we can always say that we do treat our patients like our mothers. Thank you for all you do to serve our communities with compassionate motherly care.



Lean update continued from page 2...

Six months of events and projects were selected working on a variety of issues such as late charges, utilization review getting correct documentation for observations, self-administered drugs, tracking denials for Billing, getting referrals from clinics to the MAC, and getting the correct contract codes on nursing home patients. These events will increase our clean claims rate and average monthly MAC reimbursements, while lowering AR days.

The first Rapid Improvement Event (RIE) will take place June 27 – 30, 2011, working on getting elective, self-pay surgery patients through the Business Office for payment and also getting precerts for high-end Radiology tests.



Did You Know?

Sudafed can affect Drug Screenings?

With allergy season in full bloom many people take Sudafed to help with allergy or cold symptoms. **The ingredients in Sudafed and other decongestants can show up on a drug screen as a methamphetamine.**

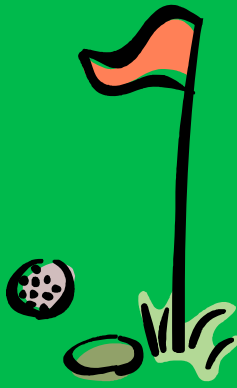


If you are taking Sudafed for cold or allergy relief remember that one Sudafed can remain in your system for up to 48 hours. If you take Sudafed on a regular basis it can take 7-10 days to clear your system!

Vital Sign Classifieds

**ATTENTION ALL GOLFERS
OR WANNA BE GOLFERS!!**

The Grassy Creek golf course will allow the membership this year, but we need 10 golfers to pre-pay for the 2011 season. The membership is merely \$400.00 for the season which lasts until approx. to the end of November. Please contact Eric Huskey @ ext 3060 or 467-1314. We must act fast!



FOR SALE:

2001 F-150 XLT Sport

4X4 Black

Triton V-8 5.4L

163,000+ miles

PL, PW, AC.

CD. AM/FM

Sliding back glass

Round running boards

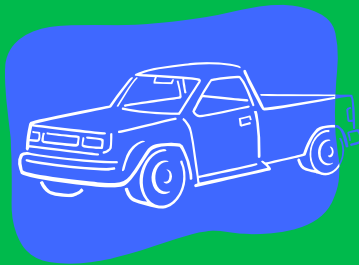
Bed liner

Window shields

No tailgate

Small dent over driver tail light

\$5,000 Please Call—828-460-8537



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.

May Birthdays

Susan Hollifield	May 1
Megan Robertson	May 3
Judy McClure	May 4
Jacqueline Jahn	May 4
Leisa Sullins	May 5
Deborah Huddleston	May 6
Robin Hughes	May 7
Carolyn Burnette	May 8
Vickie Young	May 10
Patricia Pate	May 14
Wilda Stevenson	May 15
Leslie Gross	May 16
David Ward	May 17
Mary Ledford	May 18
Nicole Ray	May 18
Ian Garriques	May 19
Caitlin McMahan	May 19
Christy Fisher	May 19
Christy Williams	May 19
Ramona Hensley	May 20
Andre Barnett	May 20
Jennifer Stuart	May 22
Kathryn Canipe	May 22
Mary Riddle	May 22
Dena Hensley	May 23
Cynthia Wethington	May 23
Carrie Gibbs	May 24
Donna Hollifield	May 24
Andrea Mcalister	May 25
Teresa Wheeler	May 27
Ashley Hoilman	May 27
Edna Wood	May 27
Marie Higgins	May 28
Brittney Brown	May 30
Stacie Duncan	May 31