

pulse



A BIWEEKLY NEWSLETTER FOR PHYSICIANS, EMPLOYEES AND VOLUNTEERS FOCUSING ON THE HOSPITAL'S MISSION OF PROVIDING QUALITY CARE AND IMPROVING THE QUALITY OF LIFE TO THOSE WE SERVE

Med/surg welcomes new director



Glenda Concepcion, RN, MSN, APRN, BC, has now been on board for two weeks as the new med/surg director. Her arrival has been eagerly awaited. Glenda has made terrific inroads in med/surg, gotten out to meet the staff and gotten to know the hospital. She comes at the

time that med/surg organizes into three units – Two West, Second Floor and Third Floor. Each of the three units will have dedicated charge nurses, staff nurses and ancillary staffs for both days and nights. Glenda comes to LMH from CentraState Medical Center in New Jersey. There she was a department head for a 42-bed med/surg unit. Prior to that she served as the clinical-resource nurse for the same facility. Her two sons, TJ, 15, and Joshua, 12, joined by her husband, Jose, a chemist, will arrive in the area just in time for Christmas. As Glenda comes on board, a very sincere and warm thank you goes to Trish Corona, who has been serving as the interim med/surg director for many months. Trish will stay on through mid-September to help Glenda get settled. After that, Trish moves over to the emergency department to serve as interim director in that LMH unit. Current ED director Kelly Stump will be moving to LMH's financial-planning department to fill the important role of clinical analyst. Kelly will take on the development of clinical pathways to help improve long-term, patient outcomes. Thank you, all, and welcome, Glenda, (*Judy Begley, ext. 7507*).

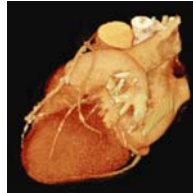
Open house highlights West services

The continuum of inpatient and outpatient services at LMH's West campus will be featured at an open house on Thurs., Sept. 20, from 2-6p. LMH staff, physicians, volunteers, and employees and physicians from other area hospitals and organizations caring for patients are all invited to attend. LMH's Physical-Rehabilitation Unit and Transitional-Care Units I and II will be among the inpatient units showcasing the services they offer to a unique patient population – mostly those with particular physical-rehabilitation and multiple medical needs. Outpatient services to be featured include physical rehabilitation, home health and West Fitness. For those who may not yet be members of West Fitness (it offers discounted rates and a free, week's trial to all hospital employees and volunteers), this is an opportunity to visit and speak with the experts about how they can help employees, volunteers and their family members with fitness needs. Home health will be providing a variety of health screenings for all interested visitors. Also opening at West in January is a wound-healing center for patients with chronic wounds. For employees at the East campus, this is a great opportunity to visit West and learn about the incredible work done by our colleagues at West as they serve both inpatients and outpatients. There will be demonstrations in each of the units about the care provided, as well as treats for visitors, (*Monique Bedi, ext. 3092, and Linda Escobar, ext. 3182*).

Nursing-license renewal on the Web

Nurses can save time by renewing their licenses online. RNs should visit www.rn.ca.gov; LVNs can go to www.bvnpt.ca.gov. Renewing online expedites the process and provides instant receipts, (*Mary Lou Jenkins, ext. 7615*).

CT gets to the heart of the matter



The LMH Diagnostic Imaging Department is pleased to announce the ability of its new, 64-slice CT scanner to provide coronary CTAs (Computerized Tomographic Arteriography). Staff training is complete, and LMH can now add the coronary imaging to the already

existing peripheral CTAs. The new system includes an extensive cardiac package that assists the radiologist in diagnosing cardiovascular disease. The images can be viewed in true 3-D to enhance them. This latest diagnostic technology helps physicians detect serious diseases in their early stages, when patients can be offered informed recommendations and the most effective treatment options. With the new CT scanner, LMH offers a wide range of routine and advanced procedures, including cardiovascular, oncology, pulmonary, neuro, stroke assessment, orthopedics and pediatrics. The table has a 400-pound weight capacity. The scanner's Philips "DoseWise" technology automatically delivers the finest image quality at the lowest radiation dose and has specific, built-in pediatric protocols that further minimize the dose to children, (*Mike Lindsey, ext. 7475*).

Hand-hygiene taskforce seeks slogan

As hand hygiene remains an important focus for LMH, the Hand Hygiene Taskforce is asking for LMHers' help in developing a slogan for its new campaign. The taskforce is looking for something short and catchy that will get the point across to staff, patients and visitors that hand hygiene is important to prevent the spread of infection. An example of a slogan already in use elsewhere includes, "Wash your hands, save a life." Those interested in upping the bar and improving the campaign can submit slogan ideas to Schyerle Beal, infection control, (*Schyerle Beal, ext. 7521*).

The RAC is coming

In 2005 the Centers for Medicare and Medicaid Services (CMS) began a three-year, revenue-recovery program in the three states with the highest Medicare expenditures – California, New York and Florida. Recovery Audit Contractors (RACs) were charged with performing claim audits, looking for Medicare overpayments and underpayments and are paid on a contingency basis. PRG Schulz is the RAC for California, with a subcontract with Concentra Preferred. CMS has already recouped over \$300 million and plans for this program to go nationwide by 2010. Audits have been ongoing for the last two years in the pilot states, but because of a disconnect between our fiscal intermediary (FI) and PRG Schulz, LMH, and others with Mutual of Omaha as their FI, have not yet been hit. Included in their audits are DRGs, billing and charging practices, medical necessity, rehab, one-day stays, infusion and much more. A group at LMH has been formed, including finance, decision support, medical records, QMS, UM and PFS, to monitor the process and follow-up on RAC determinations with possible appeals. The medical-records manager is LMH's RACs point person. Departments receiving requests for information from PRG Schulz or Concentra Preferred should forward them to medical records immediately, as we are under a deadline to fill their requests. An unfilled request is an automatic denial and they take back funds immediately. Mutual of Omaha and PRG Schulz have since connected, so they are coming, (*Nancy Moran, ext. 7531*).

Adult-day care offers tours

LMH has operated the adult-day-care center at Hutchins Street Square for 17 years. The program is designed to provide a stimulating, caring, safe environment for frail, at-risk seniors needing supervision during the day so their family can work, attend to other commitments or simply rest. The adult-day care is uniquely positioned to meet the needs of adults with mental or physical disabilities, including Alzheimer's disease. This program offers a variety of social and supportive services, custom tailored for each participant, in one location. The goal is to help each person maintain maximum independence, while family care givers are offered education to support them in their role as care providers. All are invited to stop by the program during National Adult-Day-Services Week, Sept. 16-22, for a tour to see firsthand how participants benefit from the program, (Terri Whitmire, 369-4443).

Open enrollment is almost here

The whole month of October is considered LMH's benefits open-enrollment period. Benefits specialist Lynette Havens will be available in a classroom setting for employees to meet, enroll, make changes, stop their benefit-plan selections or ask questions on Oct. 15-18. Those who are unable to stop by on those days have the entire month of October to make changes. Contact Lynette, ext. 7598, to set up a time. A benefits fair will be held Mon., Oct. 22. Staff will have the opportunity to meet representatives from companies that offer benefits to LMH employees. Those with questions should contact Lynette, (Lynette Havens, ext. 7598).

No one remembered Semmelweis

In July, LMH docs were offered via "Pulse" a gift certificate to the first who could correctly identify Semmelweis' philosophy. No one guessed, so here's a refresher: Ignaz Philipp Semmelweis (1818-65), a Hungarian obstetrician educated at the universities of Pest and Vienna, introduced antiseptic prophylaxis into medicine. In the 1840s, puerperal or childbirth fever, a bacterial infection of the female genital tract after childbirth, was taking the lives of up to 30 percent of women who gave birth in hospitals. Women who gave birth at home remained relatively unaffected. As assistant professor on the maternity ward of the Vienna General Hospital, Semmelweis observed that women examined by student doctors who had not washed their hands after leaving the autopsy room had very high death rates. When a colleague who had received a scalpel cut died of infection, Semmelweis concluded that puerperal fever was septic and contagious. He ordered students to wash their hands with chlorinated lime before examining patients; as a result, the maternal death rate was reduced from 12 percent to one percent in two years. Nevertheless, Semmelweis encountered strong opposition from hospital officials and left Vienna in 1850 for the University of Pest. As a professor of obstetrics at the University of Pest Hospital, he enforced antiseptic practices and reduced the death rate from puerperal fever to 0.85 percent. However, Semmelweis findings and publications were resisted by hospital and medical authorities in Hungary and abroad. After a breakdown, he entered a mental hospital in Vienna, where he died of an infection contracted during an operation he had performed, (Schyerle Beal, ext. 7521).

Help home health "pay it forward"

The LMH Home Health Agency is currently providing services to a terminally ill, 51-year-old, female cancer patient. She is married, with a 16-year-old daughter who just returned to school. Her husband has had to quit his job to provide her care full time. The family is struggling financially, as well as emotionally. The home-health staff have decided to help this little family by each contributing \$2 per week to assist with medication costs, utility bills, school clothes, etc. Those wishing to assist in this project should contact Rose Mary Radotic, ext. 3116, who will arrange to pick up contributions, (Rose Mary Radotic, ext. 3116).

Foundation finds new space

The LMH Foundation's office has moved from just south of the hospital and relocated north to 845 S. Fairmont Ave., Ste. 3. Foundation staff can still be reached at the following extensions: Donna Shaw, director, ext. 7582; Rob Wooton, VP, fund development, ext. 7630; and Jill Carleton, executive assistant, ext. 7833, (Donna Shaw, ext. 7582).

CE classes offered to staffers

"Early PICC Assessment, Maintenance and Care" is set for Mon., Sept. 24, 12:30-4:30p, in Classrooms A and B. Participants will learn which patients are candidates for PICC lines; understand the cost savings of when early intervention is appropriate vs. no intervention; and perform PICC-line maintenance and care. Four hours CE credit are available. A nursing preceptor class will be held Tues., Sept. 25, 9-11:30a, in Classrooms A and B. Participants will learn the responsibilities of a preceptor; to identify characteristics of the adult learner; identify characteristics of effective communication; set goals/objectives; and evaluation and time management. Two-and-a-half hours of CE credit are offered. A preceptor class for ancillary staff is scheduled for Wed., Sept. 26, 9-11a, in Classrooms A and B. Participants will learn the responsibilities of a preceptor; to identify characteristics of the adult learner; to identify characteristics of effective communication; and understand phases of workplace acclimation. To register, contact education, ext. 7520, (Donna Schulz, ext. 7609).

Cardiopulmonary adds six

The LMH cardiopulmonary staff welcomes six new respiratory therapists to the department. Linda Kurtz returns to LMH from Sonora Community Hospital, bringing with her lots of knowledge and years of experience. Christine Smelser, Charles Zinski and Windell Borromeo are all casual therapists who will float between the East and West campuses. Christine has been a therapist for 15 years. Charles has 17 years experience and also works at San Leandro Hospital. Windell has been a therapist for two years and also works at Dameron Hospital. Also new are two students – Michelle Cardenas and Stephanie Gontiz. Both are graduates of Maric College in Modesto and have passed their respiratory-care-practitioner state boards. They are working on gaining experience and fine tuning their skills. Please welcome all these great additions, (Willis Marzolf, ext. 7421).

New volunteers sign on

Six new volunteers have joined LMH in recent months. Marjorie Rose, Carla Lund and Phyllis Herzick can be found helping out in the gift shop. Marjorie previously worked as a dental receptionist and currently works at Lodi Funeral Home. Carla is an outgoing, people person who enjoys knitting and volunteering at her grandson's school. Phyllis was born in Lodi, worked for the Linden School District and volunteered for youth sports for 15 years. Helen Doxtator is a new volunteer in human resources. Her office skills and customer-service experience make her a great asset to the department. Students Joseph Perez and Jessica White volunteer in the emergency department. A surgical-tech student, Joseph works at Dillard's and is excited about spending some time at the hospital. Jessica studies radiology at Delta College. She previously volunteered at Health for All and Fairmont Rehab, (Sarah Beasley, ext. 7616).

Who in the heck?



We can't tell you who he is, but we can tell you this is his Duarte High School student ID photo. If you think you know who this young man might be, jot his name, along with yours on a scrap of paper and send it to the community-development department. Have a photo for "Who in the heck?" Send it to community development.