Shining Stars May 2011

This program rewards individuals that go above and beyond their job responsibilities in exemplifying one of the five supporting commitments. These commitments are Safety, Clinical Excellence, Courtesy & Caring, Healing Environment and Efficiency.

EFFICIENCY

AWARDED TO: Kevin Solomon, Walter Seay, Mike Sandoval, Randy MacKay, Chad Flodman, Jehremiah Fix, Debbie Bright, Damon Cameron

RECOGNIZED BY: David Perez

SITUATION/TASK: HPF major upgrade. HPF is known by many names, Patient Folder, HBF, IkeMD, ILE, Star viewing, and even my emc.org, just to name a few, and is such an intricate part of the Eisenhower enterprise. Most see this system through blinders, only seeing what they use it for in their day to day work such as being a repository for Clinical documentation (HCI), daily work queues (HIM, PFS), deficiency management (Physicians), registration and insurance validation (PA) and accessing patient records (Nursing, public, Physicians, everyone). It's all that and more and the system is GIGANTIC when you look at it over all. Remember when you were a kid and had one of those 10,000 piece puzzles that took you all summer to put together and then mom said you had to move it off the kitchen table to your room (What!?!), well this upgrade was sort of like that. With all new servers, we effectively moved the 10,000 piece puzzle and pieced it back all together.

ACTION: This was truly, truly a team effort. Walter- caught one of those "ah ha" before go-live that no one gave a second thought to. Not even McKesson. How are we going to get all of reporting data to the new servers since the servers have moved? Not only did he identify a huge issue, he did the leg work and laid the ground work to having all this data redirected. If that wasn't enough he also took this project to heart and kept project manager, Kevin on track with important "To Dos" and notifications and helped tremendously with the validation process. Mike S- Someone had to take the time to map this new 29-servers beast, and Mike took on this task and made it really pretty in some fine spread sheet work. Kidding aside, this was a huge task and Mike accomplished it with precision and style. Among other things, Mike still needed to fine tune the 15 databases and make sure many of the necessary process were moved over to the new servers. Randy- With all new equipment (29 servers) someone had to build and maintain it all. With multiple projects going on and juggling many other obligations and the pressure of equipment arriving late, Randy still found a way to make it happen. It took late night, weekends and many hours of hard work. Chad- I think at time we're all guilty of taking excellence for granted. But, as usual, Chad played an important part of getting the interface configured and up and ready with his usual excellent work. We had new ANSI processing which needed to be built and again Chad was right on top of it. Jehremiah- Welcome to the team (ha ha). The weekend of the go-live Jehremiah put in 60 of the 72 hours working on

a package to roll out (HPF/HBF and ILE.) He also came in the day of "go-live" and helped with installation around campus (hrs day of go-live 3:30 am- 11:00pm) Debbie/Damon- Well, what can be said, but that the ultimate sign of support is to be right there supporting. Debbie and Damon both put in many hours in the Command Center, triaging calls, and documenting issues and communicating with the end-users. If you never had the experience of working the phone lines during an upgrade on a new install, well let me just say it's an adventure. Kevin - Through it all as the project manager, Kevin remained calm, focused, determined, patient and resilient! Kevin's leadership was second-to-none. The outcome was a very successful HPF upgrade.

RESULT: Our HPF system is now upgraded to the latest software with additional features that will save Eisenhower expenses. The above employees provided the necessary support and hours that would have easily cost Eisenhower $6,000 - $10,000 in outside support fees. Our internal team took it upon themselves to put in the necessary time, effort and hours - results = cost savings and a successful upgrade of a major system.

SAFETY

AWARDED TO: Thomas Wofford and George (Landon) Merritt

RECOGNIZED BY: ED Night Shift Staff

SITUATION/TASK: A patient in the ER became violent, attempting to attack a female nurse at the Nurse's Station. Quick thinking and very strong, Landon and Tommy wrestled the patient to the floor as we called 911. They held this person down until the police arrived, as our security could not help them. The police took the patient away.

RESULT: We are unsure what would have happened if Tommy and Landon were not on duty!

COURTESY/CARING

AWARDED TO: Frances Tessandore

RECOGNIZED BY: Family of Patient

SITUATION/TASK: I am writing to you about one of your most remarkable employees: Frances. It is difficult to really describe the extraordinary, way beyond the call of duty help she provided for my father and me. My father was at your facility three times the week of April 25th. He was to have a barium study and as it turned out, he was not adequately prepared on Wednesday. I was extremely upset since the prep was complicated for my 88 year old father who is quite frail. Your entire staff, the Techs really, and the Frances were so kind, caring and helpful, making what could have been a very awkward and embarrassing situation seem very "matter of fact" for my dad. I was so appreciative of their professional but always, caring and compassionate attitudes and behavior.

ACTION: Frances was so intuitive and on top of the situation with me that I cannot thank her enough! She immediately made another appointment for the next day getting my father in as close to what would be easiest as possible for us. She made sure he was comfortable in the waiting room, providing a blanket and "pads" to get us home. When we arrived the next day, she was friendly and happy to see us; making the return visit feel so easy. Sadly, once again, my father was not prepped sufficiently to proceed. I asked if the radiologist would talk to my brother in Sacramento who is also a radiologist. Frances went out of her way to make those connections all the while attending to all of the other people in the waiting room; doing her magic with everyone and giving us a little extra special attention. After all of the conversations between the doctors, we were scheduled again for Friday. Again, she went out of her way to get us an early morning time, understanding that my dad, by then, would not have eaten for three days.

RESULT: This really horrible ordeal was not only made tolerable, but if you can believe it, pleasant by her actions, attitude and caring. One of the things I liked best was that he talked directly to my father and not to me, as if he was not in the room. You know, sometimes people ignore, in the most rude and offensive way, the elderly. Not Frances. My father, though frail, does not have dementia and can speak for himself and answer questions, etc. This was done with respect and dignity for his privacy and well being. Happily we were successful Friday! Your department was feeling like home. This past week, on the 4th, we had our pre-op interview. Once again, rolling into Radiology, there was our "friend" Frances, who greeted us like old friends and made sure we were comfortable. Your staff was very helpful as well since my dad could not stand for his chest x-ray. The technician was able to do it with him in his wheelchair.

All is good and I am happy that this is finished. But wait, there is another act of kindness by Frances. It was now 9:30 and I mentioned to her that another appointment at 11:45. Frances called the other physician's office to see if they could see us sooner. They could and what a relief that was for me. Then instead of just explaining how to get this other physician's office, Frances walked me and my dad (in his wheelchair) to get us to the right place.

Frances is an angel; a very efficient worker who as I observed, treated all the patients with kindness; always with a smile and always being attentive and helpful. As you can see, she went way out of her way for my dad and for this I am extremely grateful. I hope that you and the hospital are also grateful for such an exemplary employee!

HEALING ENVIRONMENT

AWARDED TO: Rhiannon Howell

RECOGNIZED BY: Michael Landes

SITUATION/TASK: An incident occurred involving a patient in the Emergency Department. Two of our Social Workers, Angel and Miriam, called to Rhiannon that a 71 year old male patient in the Emergency Department was being transferred to hospice and had only a short time to live. Angel and Miriam told Rhiannon that the gentleman had hoped to become an EMC volunteer and to wear one of the 5-Star uniforms.

ACTION: Rhiannon immediately took a uniform to the Emergency Department and as she walked passed one of the rooms, a patient motioned for her to come in – it was the gentleman who wanted to become a volunteer. Rhiannon gave him the uniform. He had such respect for the uniform and what it stood for.

RESULT: Rhiannon responded to this man's wish – which was so important to him.

CLINICAL EXCELLENCE

AWARDED TO: David Peel

RECOGNIZED BY: Betty Slimko

SITUATION/TASK: One of my co-workers took report on a patient she would be receiving from Special Procedure Unit. The patient had been to the Cardiac Cath Lab and would be coming to our floor with an arterial sheath in place, a Heparin drip infusing, and a plan to possibly return to the Cath Lab the following morning. After arrival to the room, as the patient was being transferred from the gurney to the bed, the arterial line snagged on the bedrail and was snapped off at the connection to the introducer. This immediately became a critical situation as there was blood pouring from the patient at the arterial site. This was not a little blood. This was a lot from an arterial site. It was, as we say, "A blood bath."

ACTION: I saw my Charge Nurse, David take control of the situation. He immediately instructed one of the Special Procedure RNs to apply pressure to the site in an attempt to stop the blood flow, and instructed another to shut off the Heparin , immediately. It became obvious that pressure at or above the site of the bleeding was not effective in stemming the flow of blood.

The damaged arterial introducer remained in place and was providing a direct conduit for the arterial bleeding. David first tried to fit a cap/connector over the arterial sheath. But, since it was damaged, it was unsuccessful; the blood continued to flow. David then, in his calm, quiet manner, instructed me to put on gloves, as he needed a third hand. Then, with scissors in one hand, hemostats in his other, he cut away the suture holding the arterial sheath in place. He then instructed me to pull the sheath out about one inch. As I did this, David removed the obturator from the Sheath and immediately clamped the hemostat onto the arterial sheath.

RESULT: The flow of blood stopped immediately.

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