Washington Regional Expands Services for Older Adults

Washington Regional demonstrated its continued commitment to older adults in Northwest Arkansas with ribbon-cutting events this month for two new services.

In collaboration with the University of Arkansas for Medical Sciences, a Washington Regional Senior Health Clinic opened at the UAMS Schmieding Center in Springdale. Clinic services include geriatric primary care and consultations, as well as evaluations and care for memory disorders. Providers at the clinic include Dr. Stephen Gemmell, Dr. Arlene Nepomuceno, Dr. Randy Shinn, Dr. Teresa Shinn and Antoinette Hartman, APRN.

The clinic is located at 2422 N. Thompson St. in Springdale and is open Monday – Thursday from 8 a.m. to 4:30 p.m. Washington Regional Senior Health Clinic continues to see patients at its original location in the Pat Walker Center for Seniors on the Washington Regional campus in Fayetteville.

Plus, PACE of the Ozarks opened at Washington Regional Springdale Center for Health in the Har-Ber Meadows neighborhood.

PACE, the acronym for Program of All-Inclusive Care for the Elderly, is a Medicare and Medicaid benefit for individuals age 55+ who are nursing home eligible. The goal of the program is to keep participants living in their own homes while receiving quality care.

Thanks to Washington Regional employees who voted in the Arkansas Democrat-Gazette Readers Poll. And thanks for what you do every day to make Washington Regional the Best!
ER Nurses’ Project Shown at Conference

RN Residency participants from the Emergency Department were chosen to present their project at the National Vizient Residency Conference recently in Orlando, Florida. The project, featuring the creation of unit based councils, was designed by Leigh McAlister (pictured), Chris Attebury, Ross Trotter and Bailey Waddell.

Effective April 23

USB Devices to be Disabled

The Washington Regional Information Security Governance Committee will disable the function of saving or writing to USB connected storage devices starting April 23. USB storage devices will not be able to write new files to devices such as a flash drive or external hard drive (examples shown with red X below).

However, employees may continue to use USB devices such as printers, speakers, mouse/keyboard, remote for slides, phone chargers (examples shown below). If a USB drive is inserted for “read,” the file retrieved will be scanned with antivirus software to ensure it is safe, then it will be allowed to be opened.

Departments that require files to be saved to removable storage devices may call the Help Desk at 479-463-1824. A department director or vice president will need to approve the use of removable storage devices.

Prudence in Environmental Services

Washington Regional Quality Council recently recognized the Environmental Services Department and sent Prudence the Quality Cow to honor the team. A member of another department wrote: Not only am I impressed with how this department responds during TJC surveys with knowledge and expertise, but they have stretched that knowledge to include the use of UV robots. In addition, I often hear about members of this department going above and beyond to meet customers’ needs. This is a reflection of great leadership and teamwork!

Annual Linen Awareness Day

Friday, April 19, 7 a.m. to 3 p.m. Fulbright Boardroom Snacks! Prizes! Info!
Shining the Light: Workplace Safety

Washington Regional continues its *Shine the Light on Safety* initiative, which provides a way for employees to report any situation they feel could impact patient, employee or environmental health and safety. In the Healthcare SafetyZone Portal (Clarity), there is a form titled *Shine the Light on Safety* that may be used to communicate any situation that you think is a safety concern. The initiative also offers a safety tip or a safety focus each month, as in this tip for March:

**Hospital Safety** refers to freedom from accidental or preventable injuries produced by medical care. Per the Occupational Safety and Health Administration, hospitals have serious hazards — lifting and moving patients, needle sticks, slips, trips and falls, the potential for agitated or combative patients or visitors — along with a dynamic, unpredictable environment.

Workplace safety also affects patient care. Manual lifting can injure caregivers and can put patients at risk of falls, fractures, bruises and skin tears. Caregiver fatigue, injury and stress are tied to a higher risk of medication errors and patient infections. Washington Regional is diligently working to reduce injuries and address employee safety concerns. OSHA states: One of the most effective ways to reduce workplace hazards and injuries is through a comprehensive, proactive safety and health management system. A safety and health management system is a proactive, collaborative process to find and fix workplace hazards before employees are injured or become ill.

Through a collaborative team effort, employees can assist with this effort through the *Shine the Light on Safety* program and report concerns.

“**Idea Team**

**Win for Patients**

An Idea Team suggestion has helped the Washington Regional Laboratory to improve patient safety and patient outcomes while also reducing expenses. Using best practice guidelines, the Transfusion Committee developed recommendations for reducing unnecessary transfusions. Care was improved because patients who do not receive blood products have a reduced length of stay as well as better outcomes. They also are not at risk of possible transfusion adverse effects. Plus, precious blood resources are saved for patients who need them. Expenses are reduced because nurses do not have to devote time to initiating unnecessary transfusions and monitoring the patient during the transfusions.

**Your Input Needed for Survey**

Washington Regional recently participated in a patient safety survey that was a pilot study for the Agency for Healthcare Research and Quality. We would like to locally re-survey our employees to evaluate the results and establish opportunities for performance improvement. Many employees had difficulty accessing the survey via the email link, so we ask that you take a few moments to complete the survey that is now in Clarity for both hospital and clinic employees.

The survey will be open for the next several months and will also be added to the Staff Meeting Folder on the shared drive. Simply click on the Healthcare SafetyZone Portal Link on your desktop. After clicking icon, click Submit Event and choose either: AHRQ Patient Safety Survey – HOSPITAL 2019 or AHRQ Patient Safety Survey – CLINIC 2019.

Submit your suggestion to the Idea Team section of the intranet at [https://intranet.wregional.com/idea](https://intranet.wregional.com/idea).

Employee of the Month
March
Chloe Knox
Registered Nurse
Critical Care

Chloe with Assistant CNO Rebecca Cowie and CNO Meredith Green.

Chloe, who joined Washington Regional in July 2017, was nominated by another Washington Regional team member whose mother was in Critical Care to recover from successful open heart surgery. The team member did not know Chloe, but described her as kind, empathetic, informative, professional and able to make a very stressful experience more comfortable for patient and family.

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**Center for Exercise**

The Washington Regional Center for Exercise is offering a free one-month membership to interested employees. For details, please contact Mike Osborn at mosborn@wregional.com. Also, the Center for Exercise would like to hear from employees about improvements to its hours and services. Would you please take a moment to participate in a short survey? All responses will remain anonymous. Just click this link to be directed to the survey: [https://intranet.wregional.com/news/center-for-exercise-survey-838](https://intranet.wregional.com/news/center-for-exercise-survey-838).
Washington Regional Hospice registered nurses Ashley Castillo, Claire Cole, Dylan Hawf, Janet Jenkins and Kimberly Morgan recently earned Certified Hospice and Palliative Care Nursing designation. Nurses with CHPN designation specialize in providing end-of-life care for hospice patients, as well as palliative care and support for patients who have complex medical conditions. To earn this certification, registered nurses must meet certain eligibility guidelines and pass a nationally administered exam.

Ashley has worked for Washington Regional for over two years and earned her associate degree in nursing from Crowder College in Neosho, Missouri. Claire, who has worked for Washington Regional Hospice for two years, earned a Bachelor of Science in nursing from the University of Arkansas. Dylan earned an associate degree in nursing from Wabash Valley College in Mt. Carmel, Illinois, and has been with Washington Regional for two years. Janet earned an associate degree in nursing from Southern Arkansas University and has worked for Washington Regional 14 years. Kimberly, who has been at Washington Regional for five years, earned an associate degree in nursing from the University of Arkansas at Fort Smith.

### New Director of Information Security

Daniel Manning recently joined Washington Regional as Director, Information Security.

A longtime Fayetteville resident, he has spent over a decade in the information security field, most recently as a security engineer at Walmart. Daniel has Healthcare HIPAA Security Compliance experience and has achieved designations including Certified Information Systems Security Professional, Certified Cloud Security Professional and Continuous Monitoring Certification-Global Information Assurance Certification.

### Two Earn Certifications

Robyn Rainbolt, a registered nurse in the Neuro Progressive Unit, earned the Stroke Certified Registered Nurse credential from American Board of Neuroscience Nursing.

Robyn, who has been with Washington Regional for two years, earned her certification as a licensed practical nurse at Northwest Technical Institute and graduated from NorthWest Arkansas Community College with an associate degree in nursing. She is a member of the American Nurses Association and the American Association of Neuroscience Nurses.

LaDawna Jensen, a Certified Surgical Technologist at Washington Regional’s North Hills Surgery Center, earned designation as a Certified Surgical First Assistant.

LaDawna has been with Washington Regional for more than seven years, and also is certified as a Limited License Radiology Technician.