With a fun circus theme, Washington Regional celebrated Nurses’ Week May 6-12 with food, prizes and activities to acknowledge and honor our nurses for their hard work and dedication.

Special recognition went to several members of the nursing staff. Shown above, L-R, are:

- **Assistive Personnel of the Year**: Nikia Wilson, Walker Heart Institute Cardiovascular Clinic
- **Nurse of the Year - Clinics**: Amber Halfacre, RN, Walker Heart Institute Cardiovascular Clinic
- **Midlevel of the Year**: Taylor Marshall, APRN, Walker Heart Institute Cardiovascular Clinic
- **Nurse of the Year - Medical Center**: Patricia Hooten, RN, Interventional Neuroradiology
- **Nursing Assistant of the Year**: Olivia Seal, Walker Heart Institute Cardiovascular Clinic

**Greatest Show on Earth: Celebrating Our Nurses**

From Make a Difference Monday to Fan Day Friday, Hospital Week 2019 was a blast of purple, popsicles, popcorn and other events and goodies to thank Washington Regional team members who support the health and well-being of the communities we serve. Below are highlights from the weeklong celebration.
Carlie Svebeck, a registered nurse in the Neonatal Intensive Care Unit, is the most recent recipient of the DAISY Award for extraordinary nurses.

A grandparent of a premature baby wrote: Carlie would come into the room with the most positive attitude. She was always smiling and sharing words of encouragement, telling the new parents, “You got this” and “You are doing a great job.” She helped calm the nerves of the new parents whose baby was born four weeks early. She answered all of their questions in a polite and knowledgeable manner. When it came time for the baby’s first bath, she talked them through the whole thing, congratulating them on a job well done. The way she interacted with the new parents made me feel at ease and helped keep them calm.

If you have not yet given to the Make a Difference campaign and would like to do so, please know that there is still time to participate in the campaign. Each gift is important! Together, we make a difference. To learn more about giving areas and to make a gift, go to: www.wregional.com/makeadifference.

Our Community: Surgical Services

This is the fourth in a recurring series that highlights how departments contribute to the Washington Regional community. Directors are invited to send an approximately 250-word nomination to marketing@wregional.com, with the subject line “Our Community.”

Surgical Services includes the Main OR, Women’s OR, Cardiovascular OR, Endoscopy, Prep, Women’s Peri-op, Holding, Pre-Admission Surgical Screening, Sterile Processing Department, PACU, Women’s PACU, Surgical Finances and Surgical Scheduling. Surgical Services is located on the first and second floors of the hospital and has approximately 215 employees, including RNs, LPNs, CSTs, attendants, techs and administrative support.

The main OR consists of 12 rooms: eight general rooms, one cysto room, two Cardiovascular OR rooms and one robot room. Women’s OR consists of four rooms: three general rooms and an emergent/STAT C-section room. The new Sterile Processing Department and robotic OR suite (with the second Da Vinci Xi Robot) opened in February. The next phase of the construction project is scheduled to be completed this summer, adding a 23-bed PACU.

Surgical Services has restructured in the past year, with former director James Roundtree being promoted to Vice President of Surgical Services. Traci Norwood was promoted to Operations Director of Surgical Services, Mary Rodriguez is Administrative Assistant to the Vice President of Surgical Services, West Marron was promoted to CVOR Manager and Ashley Hammer was promoted to Manager of the Sterile Processing Department.

Surgical Services leadership team includes: (bottom row, L-R) Megan Harris, James Roundtree, Mary Rodriguez, West Marron, Ashley Hammer; (top row, L-R) Barbara Peters, Jane Butler, Traci Norwood, Shelly Crabtree, Pam Koepping, Connie Howell.

Another Idea Team Winner

Washington Regional’s Idea Team has produced another winning suggestion. NICU Medical Director Dr. Marla Lightburn worked with Respiratory Care Manager Mike Marino and NICU Manager Becky McCann to change the type of Newborn Resuscitation bag used at Washington Regional. The change will result in an annual savings of $14,500 while maintaining the highest level of care for NICU patients.

Remember, if you have a suggestion for ways Washington Regional can improve services or save money, go to the Idea Team section of the intranet at http://intranet.wregional.com/body.cfm?id=1091.
Shine the Light: Hand Hygiene

Washington Regional’s *Shine the Light on Safety* initiative provides a way for employees to report any situation they feel could impact patient, employee or environmental health and safety. Look in the Healthcare SafetyZone Portal (Clarity) for a form titled *Shine the Light on Safety*. The initiative also offers a monthly safety tip or focus. Throughout 2019 the focus will be on hand hygiene each quarter, including this month.

Hand hygiene is described by many healthcare workers as the single most important tool in preventing the spread of healthcare-associated infections between patients. However, per new Centers for Disease Control data, approximately one in 25 patients acquires a healthcare-associated infection during their hospital care, adding up to about 722,000 infections a year. Of these, 75,000 patients die of their infections. CDC Director Dr. Thomas Frieden said even the most advanced healthcare will not work if clinicians neglect basic practices such as hand hygiene.

The five moments of hand hygiene outlined by the World Health Organization are:
- Before patient contact
- Before aseptic task
- After bodily fluid exposure
- After patient contact
- After contact with patient surroundings

Help us help our patients, employees, families and community by washing your hands well and often. Help us to *Shine the Light on Safety*!

ER Celebrates Service Achievement

Members of the Emergency Department recently celebrated a customer service achievement. The team provided care to the community for a full year with a less than 2% “Left Without Being Seen” rate. Celebrating above are several members of the ED night shift.

May is Stroke Awareness Month

If you or anyone around you begins to show these signs of stroke, *BE FAST* and call 911:

- **B**: Balance difficulty
- **E**: Eye or vision disturbance
- **F**: Face drooping (one side)
- **A**: Arm or leg weakness
- **S**: Speech difficulty
- **T**: Time to call 911

Rebecca, who has been at Washington Regional for nearly six years, was nominated by a newer employee who considers her a generous and helpful co-worker. Rebecca has answered the newer employee’s questions with patience and kindness, and always with a genuine smile on her face. Rebecca is described as a hard worker who is happy to assist others.
Washington Regional now offers transcatheter aortic valve replacement, or TAVR, using an alternative to general anesthesia for intermediate to high-risk surgical patients. Through monitored anesthesia care, known as MAC or awake TAVR, patients can remain conscious during the procedure. MAC offers similar clinical outcomes as general anesthesia, plus a reduction of postoperative complications and a shorter hospital stay. Washington Regional is the first to offer MAC for TAVR in Northwest Arkansas.

Elizabeth Young, a registered nurse in the Emergency Department, has earned certification as a Family Nurse Practitioner. Young, a native of Arkansas, earned a Master of Science in nursing from the University of Arkansas for Medical Sciences and a Bachelor of Science in nursing from Arkansas Tech University. Elizabeth has worked for Washington Regional as an RN for more than five years.

Andrea Yeager, Clinical Documentation Improvement Manager, recently achieved designation as a Certified Clinical Documentation Specialist. Andrea, who has been with Washington Regional since July 2018, earned a Master of Science in nursing as well as a Bachelor of Science in nursing, both from Chamberlain College of Nursing. She also earned an associate degree from Lansing Community College In Lansing, Michigan.

Teresa Cortes, a Bilingual Women’s Health Patient Navigator at Washington Regional Cancer Support Home, recently earned designation as a Certified Breast Patient Navigator from the National Consortium of Breast Centers. Teresa, who recently joined the Cancer Support Home, earned a Bachelor of Science in public health from the University of Arkansas. As a Certified Breast Patient Navigator, she provides individualized guidance to those who have been newly diagnosed with breast cancer. She follows patients throughout every aspect of treatment, aiding in dispelling fear, linking to financial and quality-of-life support resources and being a comfort and friend to patients and their families.

Two Washington Regional nurses earned special recognition as they graduated recently from the University of Arkansas Eleanor Mann School of Nursing with Doctor of Nursing Practice degrees. Alex Malone, an RN in the Critical Care Unit, was named the DNP program’s Outstanding Student. Paula Stephens, Coordinator in Nursing Administration, earned the Best Capstone Project award.

This Phishing is Not Fun

Phishing, a social engineering attack that can fool users by impersonating a known entity, is often used to gain a foothold in corporate networks as a part of a larger attack. If you get a suspicious email, contact Information Security at 479-463-1919 or infosec@wregional.com.

Clues to look for:
- Sender - Do you know the sender? If not, treat the mail with suspicion.
- Subject - Common subjects are used to weaken our defenses.
- Body - The body of the email often includes misspelled words, confusing context and font changes.

First with TAVR Advancement

Washington Regional now offers transcatheter aortic valve replacement, or TAVR, using an alternative to general anesthesia for intermediate to high-risk surgical patients. Through monitored anesthesia care, known as MAC or awake TAVR, patients can remain conscious during the procedure. MAC offers similar clinical outcomes as general anesthesia, plus a reduction of postoperative complications and a shorter hospital stay. Washington Regional is the first to offer MAC for TAVR in Northwest Arkansas. TAVR is a minimally invasive valve replacement technique that uses a catheter inserted in the leg to replace the aortic valve without opening the chest. This procedure may be an option for patients who are at higher risk for complications during open heart surgery as determined by their physician.