Open House Celebration for the new Heather Schols Cardiac Rehabilitation Center

Tuesday, September 1 was a special day for the patients and staff of Skagit Regional Health’s Cardiac Rehabilitation Program, along with the Skagit Valley Hospital Foundation board of trustees and donors. More than 100 people celebrated the opening of the new Heather Schols Cardiac Rehabilitation Center and the Mark Iverson Cardiac Rehabilitation Gym in the garden level of Skagit Valley Hospital. This $410,000 project, supported by the fund-raising efforts of the Foundation, was a testament to the generosity of 350 Foundation donors. The commitment of two local families to name the center and the gym sparked the Foundation’s fund-raising plan and the goal was achieved in just two short years. Many thanks to the families and friends of Heather Schols and Mark Iverson for their partnership.

“All of these efforts have made this project something extra special,” said Christie Peterson, Foundation board member and co-chair of the campaign with fellow board member Chris Cammock. “Your hard work has paid off and this is going to be a wonderful place.”

continue reading on page 2.

Watch for HealthQuest magazine in the mail

The Fall 2015 issue of HealthQuest magazine will be mailed to more than 65,000 Skagit County and Stanwood/Camano Island homes during the week of September 7. This issue features members of our orthopedic team on the cover with a special article about a Mount Vernon High School athlete who was treated by Dr. Christopher Kweon.

This informative magazine contains articles about antibiotic use, written by infectious disease specialist Mark Wallace, MD, and prostate cancer by urologist Sandra Hadjinian, MD plus profiles of many of our newest providers. In every issue of HealthQuest the Skagit Valley Hospital Foundation provides an update of their activities plus there are listings of upcoming HealthQuest classes and events, screenings and support groups. To request copies of the magazine for your lobby or service group please contact Val Gorton at 814-2424.

HealthQuest can also be viewed online beginning September 11 at www.skagitre REGIONALHEALTH.ORG.
Cardiac Rehab Program graduate Rudy Kerkvliet reflected on the benefits of the program for him following a heart attack five years ago. “In this program I started on this wonderful journey to physical and emotional healing,” he said. “It provides a safe place to exercise, surrounded by people who have all gone through the same things. This will be an asset to our community for a long time to come.”

Skagit Regional Health’s Cardiac Rehabilitation program originated in 1986 and at that time, the program managed 96 patient visits per month. Today, the program averages more than 650 patient visits a month and the new location will provide space to allow up to 800 patient visits each month. For more information about the Cardiac Rehabilitation program, please visit skagitregionalhealth.org/programs-services.

Patient Privacy Policy

This is a reminder to all staff to continually be aware of the confidential environment we work in. What you see and hear at the hospital and clinics MUST remain here. Please do not discuss any patient information with others outside of our organization.

For those of you who answer the telephone, please do not give any information out regarding the patient without first verifying you are talking with the patient or the patient’s listed representative. You must ask for two patient identifiers (i.e. – date of birth, Social Security number, address, etc.). If you are unsure if you are talking with the correct person, please do not move forward and give out the information. You should apologize to the caller that you cannot give them the information right away, but can call them back by using the telephone number listed in NextGen or Meditech.

For staff who register patients, please make sure you are following correct procedures on the registration process. We should NEVER give out information; we should be receiving the answers from the patient or the patient’s representative. For example, they must give you their current address. You should NEVER read off the address and ask if that is correct.

If you have any questions or concerns, please reach out to Gayle R. Torgerson, or your supervisor. Thank you.

Congratulations Teak Martin, MD

Thank you and congratulations to internist Teak Martin, MD who retired in July after serving the community for 40 years. During his medical career, Dr. Martin cared for patients at Skagit Valley Hospital, United General Hospital, Skagit Valley Medical Center and Skagit Regional Clinics – Sedro-Woolley.

Christine Nidd participates in national workgroup

Christine Nidd, Manager of Quality Resources, Hospice is on the Regulatory and Accreditation Work Group of the National Association for Healthcare Quality (NAHQ). Across the nation, health care quality professionals are active players in transforming health care within their organizations. NAHQ is charging the Regulatory and Accreditation (RA) Work Group with developing a roadmap/curriculum to assist healthcare quality professionals for their evolving roles in Regulation and Accreditation. Members of this work group will develop a deeper understanding and useful description of Regulatory and Accreditation by:

* Building competency sets for advanced and mastery levels moving from general competencies to specific knowledge and skill sets needed for success.

* Identifying list of resources for professional growth

* Identifying “essential topic” ideas for developing an educational curriculum and product development that would be most beneficial to members and non-member customers.

Way to go Christine!
UPCOMING EVENTS

Meditation for Calming and Focusing Your Mind
An experienced meditator, Jan Hodgman, MA, will guide participants in simple techniques to become comfortable with the skill of meditation in this three-session class. Call Skagit Regional Health at 360-814-2424 to register.

October 14, 21 and 28 (Wed)
6 – 8 p.m.
Skagit Valley Hospital
$39
Employees pay only $19.50

DOC TALK
Prostate Cancer Update
This discussion with urologist Sandra Hadjinian, MD with Skagit Regional Clinics will highlight early detection of prostate cancer and recommendations by the American Urological Association. Dr. Hadjinian will also discuss how prostate cancer can be treated or followed.

September 24 (Thur)
6 – 7:30 p.m.
Skagit Valley Hospital
No charge
Call Skagit Regional Health at 360-814-2424 to register

Welcome Medical Surgical Clinical Nurse Educator
I am pleased to announce Emily Wilder, RN, BSN, MN has accepted the position of Medical Surgical Clinical Nurse Educator. She received her undergraduate degree from Washington State University and completed her Masters in Nursing at the University of Washington with an emphasis in educational leadership. She has been part of our MPC staff for over four years serving in the roles of charge, preceptor and medical/pediatric nurse.

Emily will be our nurse expert on the medical surgical areas, responding to rapid responses and assisting with nursing care educational needs in those areas. She will be assisting with new employee orientation as well as identifying and providing skill and education when opportunities arise.

During her graduate degree, Emily was instrumental in working with our SVH Simulation group providing pediatric simulation to the nursing and resident staff. She will continue to develop simulation into our education and orientation offerings in her new role.

Emily stepped into the position August 31st and is getting her feet on the ground before taking a long planned trip to Europe with her husband to celebrate her recent graduation. Please join me in welcoming Emily into her new role

Please welcome the following new providers!

Kay O’Neill, PA-C joined our Orthopedics and Sports Medicine team.

Bhrigu “Rishi” Parmar, MD joined our Cardiology department in late July.

Michael Thomas, MD joined our Orthopedics and Sports Medicine team.

Rhett Andelin, DO joined the Family Medicine department in Stanwood.

Allen Johnson, MD is the newest addition to the Internal Medicine department in Sedro-Woolley.

Skagit Bistro gets a facelift!

Football Jersey Days

Dress for the day: Wear your favorite football team “logo” jersey or t-shirt and jeans (in good repair).

On the nursing units, scrub pants with a favorite football team “logo” jersey or t-shirt is appropriate attire.

Special Tailgate Menu
September 18
Chili Dogs

Welcome Medical Surgical Clinical Nurse Educator

Skagit Regional Health’s Holiday Craft Fair

November 12 and 13

Vendors wanted! Please visit SRH Intranet home page or call Bev Carter at 428-2189

Football Jersey Days

Dress for the day: Wear your favorite football team “logo” jersey or t-shirt and jeans (in good repair).

On the nursing units, scrub pants with a favorite football team “logo” jersey or t-shirt is appropriate attire.

Special Tailgate Menu
September 18
Chili Dogs

Welcome Medical Surgical Clinical Nurse Educator

Skagit Regional Health’s Holiday Craft Fair

November 12 and 13

Vendors wanted! Please visit SRH Intranet home page or call Bev Carter at 428-2189

Football Jersey Days

Dress for the day: Wear your favorite football team “logo” jersey or t-shirt and jeans (in good repair).

On the nursing units, scrub pants with a favorite football team “logo” jersey or t-shirt is appropriate attire.

Special Tailgate Menu
September 18
Chili Dogs

Welcome Medical Surgical Clinical Nurse Educator

Skagit Regional Health’s Holiday Craft Fair

November 12 and 13

Vendors wanted! Please visit SRH Intranet home page or call Bev Carter at 428-2189

Football Jersey Days

Dress for the day: Wear your favorite football team “logo” jersey or t-shirt and jeans (in good repair).

On the nursing units, scrub pants with a favorite football team “logo” jersey or t-shirt is appropriate attire.

Special Tailgate Menu
September 18
Chili Dogs

Welcome Medical Surgical Clinical Nurse Educator

Skagit Regional Health’s Holiday Craft Fair

November 12 and 13

Vendors wanted! Please visit SRH Intranet home page or call Bev Carter at 428-2189

Football Jersey Days

Dress for the day: Wear your favorite football team “logo” jersey or t-shirt and jeans (in good repair).

On the nursing units, scrub pants with a favorite football team “logo” jersey or t-shirt is appropriate attire.

Special Tailgate Menu
September 18
Chili Dogs

Welcome Medical Surgical Clinical Nurse Educator

Skagit Regional Health’s Holiday Craft Fair

November 12 and 13

Vendors wanted! Please visit SRH Intranet home page or call Bev Carter at 428-2189
Our SAFETY award recipients are being recognized for their strong patient advocacy as well as their astute assessment and intervention for a high risk patient. Their focus on providing the highest level of care is what makes them Skagit Valley Hospital nurses!

**Compassion - Jennifer Heltne**, Food Services

Nominated by a co-worker

Time after time, our COMPASSION award recipient volunteers to help her team out by working late shifts to ensure our patients receive the best service possible. Her commitment to quality is what drives her decisions in caring for our patients.

**Presentation - Dr. Amy Arisco**, SRC Urology

Nominated by a patient

This satisfied patient gives our PRESENTATION award recipient and her team a “10”! "With years of experience as a registered nurse and nurse practitioner, I know excellent patient care and this employee and their staff provided personal, professional, efficient and superior care that is second to none. Their commitment to quality care shows!"

**Efficiency - Dr. Barry Landau, SRC Neuro Spine Surgery and Ron Schneider**, MRI/Diagnostic Imaging

Nominated by a co-worker

Our EFFICIENCY award recipients went “above and beyond” their regular schedule to provide an “out-of-town” patient with same-day care. From initial evaluation to diagnostics to reevaluation and pre-op consultation with the patient, their attention to the patients’ circumstances and teamwork proved a very successful and satisfying patient visit.

**Best Foot Forward – Kim Melton**, Materials Management

Nominated by a co-worker

In the five years I have known Kim, she has never hesitated to step up and help a fellow employee. This past month my sister had been ill and Kim covered my orders and followed up on concerns the staff may have had. I have never heard her complain about her heavy workload. She smiles and greets everyone in a professional manner. She is a pleasure to work with!

**Leader of the Month - Sarah Place**, Director of Quality

Nominated by a co-worker

Everyone is here to serve our patients and make our community a better place. In that vein I chose to pass this along someone who strives to help all of us do just that. This leader doesn’t directly care for any patients, but she touches every patient that comes to our doors. She does what every good leader should; she is an exemplary role model for her peers and staff alike. She has inspired us to move from a place where people say “DNV says we do this” to one that asks “Are patients safe because we do this?”

As you all know we had a very challenging DNV survey in 2014. We knew what the right outcome was, but didn’t always know how to get there. When this leader took the reins she supported and guided a dedicated staff to collect and analyze data in a meaningful way that guides us to truly improve our work. She cheers when we are doing well and she isn’t afraid to be direct when we are not. Whenever a conversation turns to “the regulation says we must” she asks how we are following the regulation to really make our patients safe. She wants to know how this impacts our community, our family and our friends. I am truly thrilled to name Sarah Place this month’s leader of the month.

**Service Standards Honor Roll - August 2015**

Honor Roll is a list of employees who have been recognized by co-workers or patients for their demonstration of one of our service standards *Safety *Compassion *Presentation *Efficiency

They have put their “Best Foot Forward”!

- Jay Anderson – Diagnostic Imaging
- Cheryl Barrie, RN – Emergency Department
- Katie Butenschoen, RN – Emergency Department
- Sonny Cox, CNA – Float Pool
- Dr. Patrick D’Abbracci – Emergency Department
- Kandi Devenere, RN – OSC
- Dulce Estrada – SRC Sedro-Woolley / Optometry
- Adelle Fisher, RN - MPC
- Megan Gebhardt, PA – SRC Rheumatology
- Dana Holmes – Call Center
- Shanel Kelley, CNA – PCC
- Isle Lindall – Emergency Department
- Ketti Lunsford – Hospice
- Kimberly Melton – Materials Management
- Barb Reasbeck – PCC
- Michele Schorr, RN – Emergency Department
- Nancy Schuermann, MA – SRC Rheumatology

Join the Service Standards Team to honor our monthly award winners on **Wednesday, September 23, 11:45 a.m.** in the Bistro.