



AHS News November 2008

Joint Commission Announces 2009 National Patient Safety Goals

The Joint Commission (JCAHO) has released its behavioral health safety goals which will be implemented beginning on Jan. 1, 2009.

- Use at least two patient identifiers when providing care, treatment or services.
- For verbal or telephone orders or for telephone reporting of critical test results, the individual giving the order or test result verifies the complete order or test result by having the person receiving the information record and “read back” the complete order or test result.
- There is a standardized list of abbreviations, acronyms, symbols and dose designations that are not to be used throughout the facility. See JCAHO’s website for the complete list.
- The facility measures, and if needed, takes action to improve the timeliness of reporting and the timeliness of receipt of critical tests and critical test results and values by the responsible licensed caregiver.
- The facility implements a standardized approach to hand-off communications, including an opportunity to ask and respond to questions.
- The facility identifies and, at a minimum, annually reviews a list of look-alike/sound-alike medications used by the facility and takes action to prevent errors involving the interchange of these medications.
- Comply with current World Health Organization (WHO) hand hygiene guidelines or Centers for Disease Control (CDC) hand hygiene guidelines when providing services to a high-risk population or administering physical care.
- A process exists for comparing the patient’s current medications with those ordered for the patient while under the care of the facility.
- When a patient is referred to, transferred from one facility to another or is leaving the facility’s care to return home, the complete reconciled list of medications is communicated to the next provider of service or given to the patient, and the communication is documented.
- In settings where medications are used minimally

or prescribed for a short duration, modified medication reconciliation processes are performed.

- Encourage patients’ active involvement in their own care as a safety strategy.
- The facility identifies safety risks inherent in its patient population.

2009 UHS Benefits Open Enrollment Reminder

Arbour Health System employees are reminded the UHS open enrollment period begins on Nov. 25, 2008, and continues through to Dec. 9. Employees can enroll or change their current selections online at www.uhsinc.com.

Caring for a loved one with Alzheimer’s or Dementia

When a loved one is experiencing symptoms or effects of Alzheimer’s or dementia, it can be frustrating coping with unpredictable behavior. But treatments and services can make life better for all affected by this condition. *More to Life* is available to you as a UHS benefit with many resources related to Alzheimer’s and dementia.

Caring for someone with Alzheimer’s/dementia can be incredibly challenging. Caregivers experience higher levels of depression and stress. *More to Life* can help.

- Audio on the causes of memory loss
- Self-search tool for support groups in your area
- Library of articles on Alzheimer’s and other forms of dementia
- Resource links to Alzheimer’s organizations
- Long distance caregiving options

Call *More To Life*’s 24-hour, toll-free helpline at 877-263-4306 or log on to www.moretolifeonline.com The username is uhs and the password is guest.

Have a story idea?

We welcome your story ideas for AHS News – those that would be of interest to all staff of AHS organizations.

Send your news items to:

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Or e-mail: megan.bradshaw@uhsinc.com

Spotlight on Service Excellence

Each of the hospitals in Arbour Health System have employee recognition programs in coordination with Service Excellence. They have many names - “Shining Stars” at Arbour Hospital, “Nice Wins” at Westwood Lodge and simply “Service Excellence” at Arbour-Fuller and Arbour-HRI - but each program is designed to honor the hard work done every day by employees at the hospitals.

The hospitals post signs throughout their grounds asking employees, supervisors and, in Westwood Lodge’s case, families of patients to nominate an employee who they feel has demonstrated all the tenets of Service Excellence. Senior staff then deliberates over the nominees and picks that month’s honoree.

The Service Excellence programs recently recognized Dave Matheson, IS Administrator at Arbour-HRI; Priscilla Korzeniowski, RN, Nurse Manager on the Adult Unit at Arbour-Fuller Hospital; and Ruth Chandler, Administrative Secretary in Business Development and Accounting and Purchasing Coordinator Rich Donlon from Arbour Hospital. Each employee has been honored by his or her respective hospital for their contributions.

Human Resources: Welcome New Employees

Arbour-HRI Hospital and Westwood Lodge have hired new staff members in the last month. Arbour-HRI hired Ward E. Bein, MD as its Medical Chief of Staff and Kimberly Crowley is the new Staff Educator.

Dr. Bein will oversee all medical and clinical responsibilities at Arbour-HRI. He has prior experience at Walden Behavioral Care with patients ages 16 and above as well as a private practice at Acton Psychiatric Associates. Dr. Bein received his medical degree from State University New York - Stony Brook followed by an internship at Cambridge Hospital and did his residency training at the Mass. Mental Health Center. He is also a clinical associate at Harvard Medical School.

Westwood Lodge hired Jessica Howell, P-MHNP; Jennifer Haythorn, Director of Adolescent Services; and Mike Sills, Clinical Educator to the staff in November.

Howell worked at Boston Neuro-Behavioral Associates in Walpole as a nurse practitioner for the past 14 months since obtaining her Board Certification in July 2007. Before receiving her RN in 2006 she worked as an MHA at Arbour-Fuller. Haythorn comes to Westwood from St. Anthony’s Hospital in St. Petersburg, Fla. where she was a clinical nurse supervisor. Sills previously worked for Queens Medical Center in Honolulu, Hawaii as a registered nurse.

AHS Patients Say Thank You

From Westwood Lodge:

- “During my stay, I was treated in an extremely dignified and professional manner. Please extend my sincere kudos for the kind, caring compassion I received from ALL of them. They absolutely wowed me.”
- “... I headed to partial for five days. I cannot say enough about Phil and his staff. I’ve participated in partial four times. By far this was the best. So kind, caring, understanding ... This brings me to my case worker Erin. She is the first person in many, many years who made me feel like a real person ... She always greeted us all with a big smile and always saw the good in all. She is a true lady ... God bless her ...”
- “I sincerely thank each of you from the bottom of my heart for helping me and being there for me, and making me me again!”

From Lowell Treatment Center:

- “My caseworker Angela helped me so much. I was going through a big transition in my life; she did everything she could to make my transition easier. She helped me tremendously. I am very grateful.”

From Arbour-Fuller Hospital:

- “I would like to thank you all for the great effort and success in your treatment of me and others ... Thank you all for being there for me. I received great care, and I thought you might like to hear it.”

AHS Connecting with the Referral Community

In a conversation between the AHS Community Relations staff and the director of a crisis center in central Massachusetts, Arbour Health System was described as its preferred call when staff was looking for beds. The director said calling AHS intake always gets his staff a straight answer as to whether the hospitals have beds. This is in contrast to when they try calling their local hospitals and are told there are no beds or have to wait hours to get a response.

Independently, four staff members of the crisis team praised the intake team and process when asked by the director. Congratulations to the Intake staff and keep up the good work!