

Community Highlights



In this Corner

I would like to use this space one final time to say thank you. I will be in the office another week or so, but this is the last article I will be preparing for the employee paper.

Thank you for your hard

work. Time after time over the past two decades I have seen so many of you work so very hard for the patients and families of our Valley. Words cannot express my gratitude for your professionalism and dedication to your jobs.

Thank you. You have made a difference in so many lives. I think about a little one born in the E.R. a few years ago, because mom was too far along in the delivery to make it down the hall to O.B. I think about the scores of children delivered here over the years. And I think too of the many other life events that we have witnessed day in and day out at the hospital. We have chosen to work in a difficult, yet rewarding business. By doing so, you have changed lives.

You have changed my life. I really didn't know what to expect when Mary and I relocated here in 1992. We came from the westside, and a larger facility. But, you have made us feel so welcome, and this truly has become our home.

We are Valley residents, and intend to remain in the Valley in retirement.

Over the years some of us have had our differences from time to time. I still believe a shared appreciation for all that we have here means so much more than those points where we have had disagreement. Thank you for remaining focused on excellent patient care and providing outstanding patient services. That has always been my focus as well.

The challenges facing the hospital and clinics are the same as those facing all of healthcare. It is a competitive world, and a world locked in the throngs of a deep recession. Our communities need Sunnyside



Skills Day February 10, 2012

Lots of hand came together to organize the nursing Skills Day last Friday. Special thanks to **Lovella Bowers, Cheryl Bofman, Bethelle Abringe, Norma VanBeek, Dawn Beals** and **Radonna Doughty**. Our next Skills Day will be in September.

Pictured above: Kathy Andersen speaks as Mary Flores looks on. Left: Cheryl Bofman, right Bethelle Abringe.



HIPAA Pointer

Security Pointer

By LaDon Linde, HIPAA Privacy Officer

This is just a reminder about HIPAA and the “perils” of small town life. We know that on any given day, we may have someone come into the hospital or clinics who is a friend, neighbor or family member, or someone we bowl with, go to church with, watch our kids play basketball together, etc. Although we want to be friendly and say ‘hello’, we can’t ask them why they are in our facility, unless we have a job-related need to know (e.g., we are admitting clerks).

Once they tell us why they are here, they have given us permission to discuss it with them. Keep in mind, though, that although they are discussing it with us, it doesn’t mean they have given us permission to tell anyone else, unless we ask for it, or they ask us to tell someone.

Corner (Continued)

Community Hospital. They need you. So, remain strong and dedicated and you will come out of this trying time better for all the effort.

I am also happy to announce that **Bob Brendgard** (above) has agreed to return to the hospital as Interim CEO starting February 28th. For some of you it will be a reacquaintance. Bob was CEO here before me (1982-89). He then became a Vice President with Brim/Healthtech, and was the man who recruited me to Sunnyside.

I know you will make him feel as welcome as you have made me.

Good Job Pharmacy

Arie Van Wingerden reports the Pharmacy has received the results of the Pharmacy Board periodic inspection. The resultant grade was 100 out of 100.

Congratulations on a fine inspection and score.

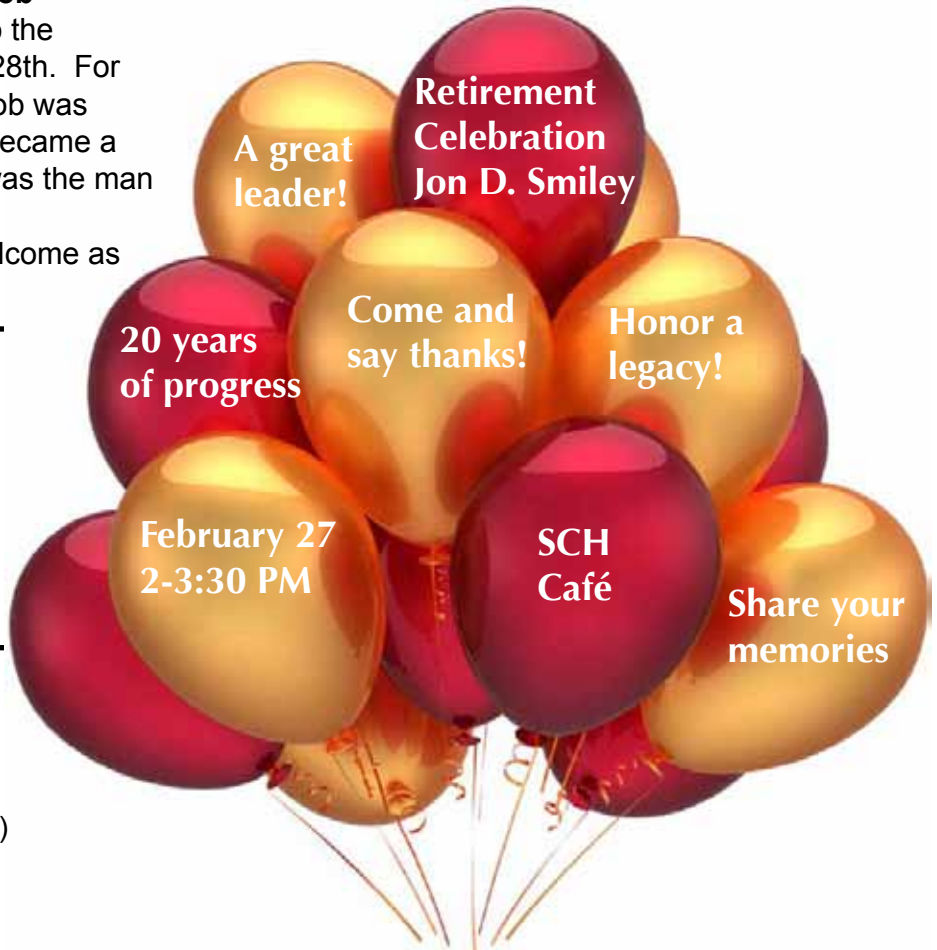
Coming up in March

Trauma Nursing Core Course will be taught March 8-9 in the Classroom at the hospital.

This will be two full days (8 AM -5 PM) with time off for lunch.

Emergency Nursing Pediatric Course will be held March 29-30, also from (8AM - 5 PM).

To register for either course, contact **Elaina Wagner**, Staffing Coordinator at ext 1516.



Retirement Recognition and Celebration
for Jon D. Smiley, CEO
February 27 / 2:00 - 3:30
in the SCH Café

Chest Pain? or Heartburn?

by **Dawn Beals, NP-C**

Lincoln Ave. Family Medicine

Now that it is after the holidays, getting back into the swing of things can be difficult.

This includes eating a healthy diet and not having gastroesophageal reflux rear its ugly head. Gastroesophageal Reflux Disease, or GERD, results when the lower esophagus fails to prevent stomach acid from backwashing, causing the typical symptoms of heartburn and tightening across the chest.



GERD symptoms are distressing and drive a lot of people to seek help, either in the Emergency department or at their Healthcare Provider's office. Symptoms can include:

- Chest pain
- A burning sensation in your chest (heartburn), sometimes spreading to the throat, along with a sour taste in your mouth
- Difficulty swallowing (dysphagia)
- Dry cough
- Hoarseness or sore throat
- Regurgitation of food or sour liquid (acid reflux)

The following recommendations may be helpful in reducing GERD symptoms:

1. Stop using tobacco in all forms. Nicotine weakens the lower esophageal muscle.

2. The following foods irritate an inflamed lower esophagus and should be limited or avoided as much as possible

- coffee (regular and decaffeinated)
- strong tea
- citrus fruit and juices, i.e., oranges, grapefruit, pineapple
- peppermint and spearmint
- whole milk
- spaghetti sauce, pizza
- fatty or fried foods
- chocolate
- creamed foods or soups
- hamburger, red meat

3. Fish and Chicken are better for your stomach compared to red meat.

4. Start with a bland diet until your symptoms are controlled, then gradually advance.

5. Eat small portions of food at mealtime. Avoid eating three hours before bedtime.

6. Do not lie down immediately after eating.

7. Avoid activities that increase abdominal pressure.

- tight clothing
- bending over (particularly after eating)
- exercises such as sit-ups

8. Elevate the head of the bed 6-8 inches to prevent reflux while sleeping. Consider using a wedge pillow. Extra pillows, by themselves are not as good as a wedge pillow.

9. Weight control and avoiding alcohol may help to control or eliminate your symptoms.

10. Always carry antacids or acid suppressants. Treat symptoms as soon as possible to get the best result. You may need to take these medications on a daily basis to control symptoms.

If the above guidelines do not help with the symptoms, seek help from your Healthcare Provider. Oftentimes, medications other than the over the counter medications are needed to help control the symptoms.

Leading the Way in Quality

Washington State is one of only thirteen states in the country where all Critical Access Hospitals are voluntarily participating in the Hospital Public Reporting Medicare Beneficiary Quality Improvement Project (MBQIP).

The program was created by the Office of Rural Health Policy with the goal of supporting CAHs in the implementation of initiatives to improve patient care and quality operations. The program provides funding for technical assistance and the development of national benchmarks to improve health care outcomes.

The project is funded with Flex program dollars from the Washington State Department of Health. The Rural Healthcare Quality Network provides support to improve clinical care and public reporting for participating hospitals in Washington State.

IT Corner

by **Danny Patterson**
Systems Support Specialist

Bits vs Bytes?

Have you ever heard the terms Giga-Bytes or Mega-Bytes thrown around but haven't really fully understood what they stood for? In the context of computer terminology, bits and bytes are more than just small tools or an adverb describing the consummation of food. They represent units of data.

A "bit" is the smallest unit of data that exists within a computer and will either be a 'zero' or a 'one'. A "byte" is simply eight bits. The chart below identifies the naming conventions for various sums of bytes and their equivalents.

1 bit (b)	=	0 or 1
8 b	=	1 Byte (B)
1000 bytes	=	1 Kilobyte (KB)
1000 KB	=	1 Megabyte (MB)
1000 MB	=	1 Gigabyte (GB)
1000 GB	=	1 Terabyte (TB)

Our typical hospital computer can store approximately 80GB. Just to put some things into perspective, a single email message is approximately 30-40KB of data where as a three minute song (mp3) is approximately 4MB. If you enjoy storing pictures on your computer, a single image typically ranges from 4MB – 12MB

Community Highlights on Line

This week's *Community Highlights* on Line features **Tom Andersen** from Cardiopulmonary Services. Available to view through youtube, SCH Facebook, or SCH website.

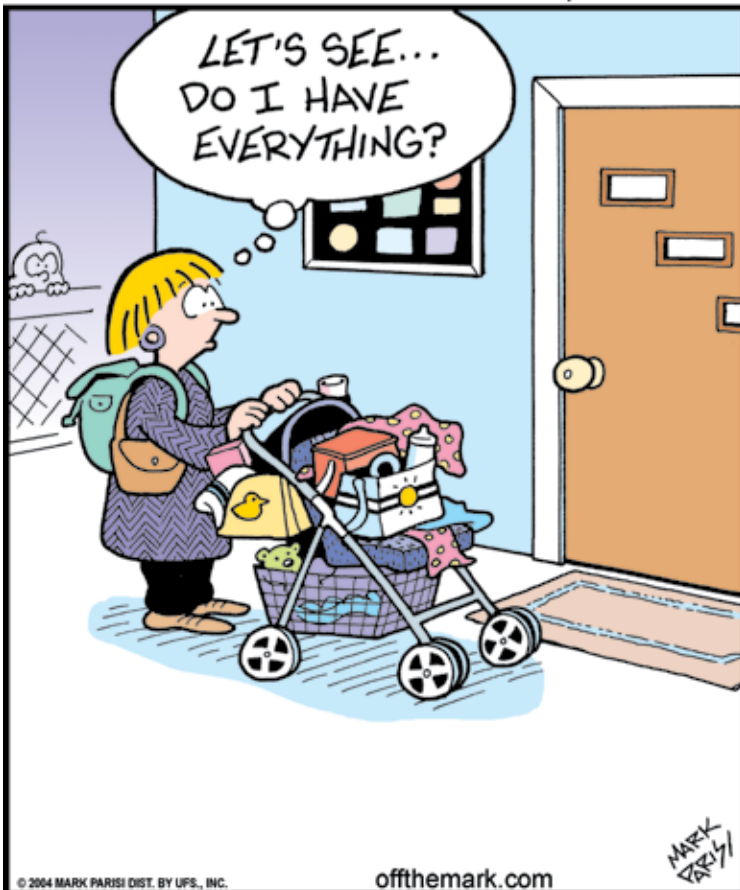
Compliance Hotline

If you have questions or concerns related to
billing,
confidentiality,
conflict of interest,
unfair employment practices
or other regulatory issues.

1-800-596-7580

<https://sunnysidehospital.alertline.com>

off the mark.com by Mark Parisi



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6th Annual Benefits Fair

Tuesday - Feb. 28
5:00-8:30 PM

Wed. - Feb. 29
8:30 AM - 4:30 PM

IN THE CLASSROOM

Door prizes every hour, and open enrollment packets that need to be completed by all!



The best way to get your news in the Community Highlights is to send it in! You can write the entire story, or just send in the basic information and we will get it into the newsletter. Deadline is normally the Monday prior to payday. We want to hear from you too NIGHT SHIFT! WEEKEND STAFF! Email to Tom Lathen, or call 837-1624.



In Memory

A memorial service will be held Saturday (Feb. 18) at 1 PM for Bev Ross. Bev retired from SCH a few years ago, and passed away peacefully earlier this week.

Bev worked for more that 25 years in Sunnyside Healthcare. She was one of many of the employees who worked through the merger of the two hospitals. She was also a member of the Auxiliary.

The family requests that memorials be made to Smile Train or to the charity of the donor's choice. Visit smiletrain.org for details.

Editor's Note: Bev loved both of these pictures.

Bev in the Quality House, left, and with "Elvis" at the first "Evening in the Park".

TICC Project Completed

Our Hospital recently completed our TICC project. What is TICC?, (transforming Inpatient Care & Culture). With the hard working crew of **Linda Monroe, Chris Patacini, Jenny Chavez, Marsha Van deGraf, Jennifer Mariscal, Theresa Ross, Jannese Murbach, Bethelle Abringe, Margarete Magnuson, Holly Harvey, and Nancy Hultburg.**

Working with (WSHA) and (NWONE) Northwest Organization of Nurse Executives we meet with the TICC coordinators **Gladys Campbell and Erika Wilczek.**

We discussed SCH's biggest needs and nurse greatest anxiety ...Pediatrics... What a big subject! We involved the help of our physicians, department managers and our nurses. Gladys suggested the help of Dianne Molsberry and Debbie Brinker from Spokane Children's Hospital.

We worked on policies that we needed and updated existing ones. All department were included. ICU , Family Birth Center, Med ,Surgical , ER and Pharmacy. We set up two education days with Debbie and Dianne. Our physicians Dr. Garcia and Dr. Nealen also participated. All of the nursing staff attended. Upon completion of post test all staff received 8.3 CEUs.

We had excellent attendance and completion of the post test. Our test results showed a measurable improvement in learning from a pretest done earlier. All nurses had a positive response and most said they got a lot out of it. Now we have a sustainability plan.

We want to keep updated, current and continue with all we've learned with our nurse educators. We will work closely with our physicians. We plan to present our results to the hospital board. We thank all those who supported us and we thank our team members. We also want to thank our administration for allowing us this opportunity.



A TICC Team meeting in the Admin. Conference Room.

Seniors Need Your Help!

Sunnyside High School is looking for some volunteers to help judge Senior Project presentations February 28th. It is a one evening commitment and comes with free dinner!

Seniors do a research project throughout the year and then must do a formal presentation of their project.

If you would like to help, contact **Sandra Linde** for more information.