

THE NEURON FLASH

APRIL 2016

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EXTRA! EXTRA! READ ALL ABOUT IT! NEW PAPER IN TOWN!

ANNI creates newsletter to communicate and engage with staff.

Why have a company newsletter? To keep our employees informed, to foster a sense of community and common purpose, to get people excited about new developments, and to recognize high achievers and employee milestones.

Do you want to contribute? Great! The more the merrier.

Whether it's an article or study you read, a poem, a recipe or anything else you want to share feel free to write it up and get it over to the HR office to be in an upcoming newsletter.

Some ideas would include:

Articles or books you've read about our field. (Mental health, the geriatric population, hospitals in general, etc.)

Upcoming community events that might benefit our staff.

You can share personal or professional achievements; if you're getting married, starting a new school, graduating, having a baby, the sky is the limit.

We will be including upcoming changes and educational opportunities as well as spotlighting one or two employees per newsletter to help everyone get to know one another a little more.



SPECIAL POINTS OF INTEREST:

- **EMPLOYEE NAME**
- **Updates to Med-i-Max our EMR system.**
- **Our patients said what????**
- **Intermittent Explosive Disorder**
- **What matters to our patients?**

FROM OUR ACTIVITIES DEPARTMENT HEADPHONE MUSIC PROGRAM

ANNI is now providing patients with wireless headphones to listen to music, they should be used for relaxation and general well-being.

There are nine pairs of headphones that can be found in the three tiered plastic bin, under the nurse's station desk adjacent to the unit clerk. Each set of headphones is numbered

and labeled "NBH".

There is a sign out sheet located within the drawers also as well as charging hub with cords. Headphones should be in the drawer charging when not in use.

Any time a patient wants to use headphones, please complete the sign out sheet and select an SD card with appropriate

music. Also, please use your discretion as to who would benefit from using the headphones, keeping in mind safety. If a patient requests specific music please let any of the AT staff know and we will try to accommodate. Any question on the use of these headphones may be directed to **Kaj, Head of AT.**

EMPLOYEE PROFILE

Full Name: Rachel Marie De-
noyelles Hartung

Any nicknames? Rach or Rachie

From: La Quinta, CA

Zodiac Sign: Gemini

Marital Status: Engaged to be Mar-
ried.

When's the wedding? This summer.

Time with ANNI: 4.5 years

Siblings: Two sisters; one older and
one younger.

College? BS from CSULB and
MPA from CSUSB.

Pets? Yes, Moose, a French Mastiff.

Favorite sport? Scuba diving.
Played water polo in college and
high school.

Favorite sport to watch? Baseball
and football.



Rachel Hartung

Assistant HR Manager

NOTES FROM THE ROCK- OUR CEO

Welcome to our new employee newsletter "The Neuron Flash" I am very hopeful that this will prove to be a good tool for all of our staff members to stay in touch with each other and provide helpful tips to make your jobs easier and help to improve the patient care that we provide.

I first want to say that I am very proud of the quality of patient care that you all provide to the patients we serve at Newport Bay Hospital - I feel that it is best in the community!

It is the sincere desire of the Management team at American Neuro-Psychiatric Network, Inc. (ANNI) to make this a great place to work and grow. Please help us to fulfill that commitment by sharing your thoughts and suggestions with us - either directly or through the new suggestion box outside Diana's office. Or you can email me at rockyg@americanneuro.com.

Check out the company website at www.americanneuro.com. The monthly calendar is presented there and soon we hope to have a Staff Only section that will contain in-service information and other tips to assist you.

I hope that this is helpful and that we can all have some fun with it.

Rocky



ELECTRONIC UPDATES

Electronic signatures- You heard it right!

The newest addition to our home grown electronic medical record, Med-i-Max, is electronic signatures.

There will now be a block for you to "sign" your name using your mouse when you're finished documenting.

This feature will roll out first with Nursing Notes and then progress to Social Services, Activity Therapy, and Treatment Planning.

New and Improved treatment planning!

Diana, along with the help of **Julie, Sally, and Kaj**, has completely revamped our Automated Treatment Planning content.

Due to our last CMS survey we were tasked with making all of our Goals more specific and time based. Our Interventions underwent the big-

not only measurable but track-able as well.

Along with these changes the layout of our Treatment Plans has changed as well to include target dates, personnel assignments, and start and met dates for goals and interventions.

These changes are up and running in Med-i-Max now, training coming soon!

"Electronic signatures arrive in Med-i-Max!"

INSIDE THE SUGGESTION BOX

We introduced a suggestion box this quarter. It is located just outside the DPCS office. It is for staff, patients and family use. We'd like to encourage everyone to use this box to help better our facility and everyone's time spent here.

Here is what was shared so far:

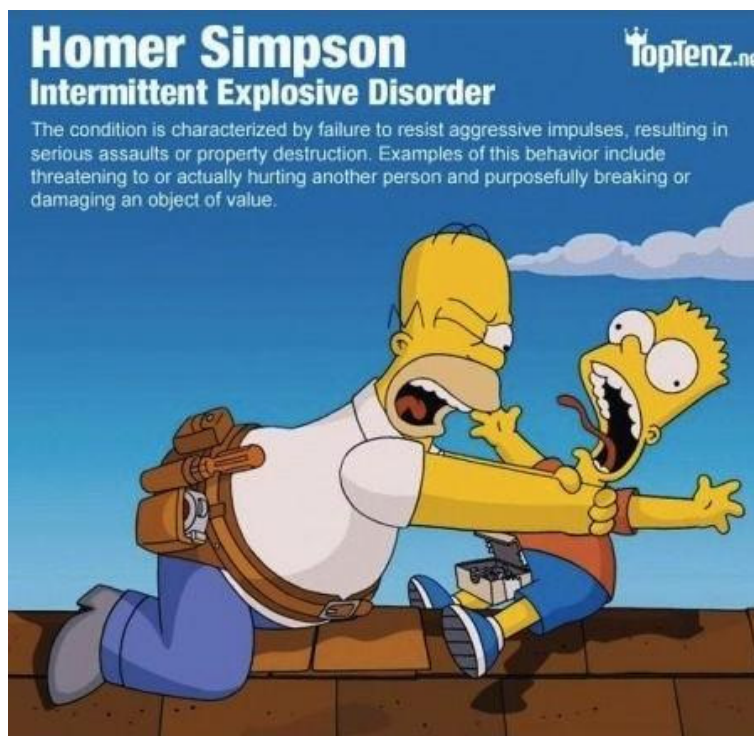
1. Upon admission have staff place one package of pull up or briefs in our cabinet next to our bed.
2. Please ask staff to knock on door before entering – especially our bathrooms.
3. Please post a daily schedule.
4. Add more activities on the weekends with prizes. Also, thank you for turning into a non smoking facility. As a smoker it was a great step toward my quitting.
5. Food is great! The whole staff is polite and helpful.
6. Give everyone a raise! Everyone was wonderful and very helpful.
7. The food is wonderful. Great seasoning and presentation. The kitchen staff is very, very, very nice and helpful.

Our patient's have spoken so what shall we do? Upon admission, for patients that are independent in toileting, please ask if briefs are needed and if so supply the patient with a few and explain how they can request additional when needed.

As a team create a culture of zero tolerance for anyone entering any patient room without first knocking and introducing yourself.

AT created a simplified activity schedule which will be distributed and discussed during Morning Orientation. Expanding weekend activities is being discussed. If you have a personal special interest and would like to help with a weekend activities, know of others that donate time to entertain on days and evening shifts, please pass such onto Diana or Kaj.

CARTOON OF THE MONTH



“Mental health is becoming a more openly discussed topic in mainstream media, adding to the general public's knowledge and understanding of our business.”

We're on the web!
Americanneuro.com



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STRIVING FOR THE BEST IN PATIENT CARE.

TOP TEN: WHAT MATTERS TO PATIENTS

David Letterman is famous for his use of a top ten list. Hospitals have a top ten list also. It ranks patients top 10 complaints with hospitals.

10. Lack of professionalism by staff
9. Lack of orientation to the room and hospital
8. Feeling unengaged in their care- not being listened to
7. Messy rooms
6. Lack of clear communication
5. Not knowing who is caring for them
4. Staff not knocking before entering room
3. Personal belongings being lost
2. Noisy nurses station
1. Sleep deprivation- being awoken

NBH committed to reduce noise (#2) in 2016. Why not take on the number one concern? We believe improving the noise level will go far at NBH in improving sleep deprivation. And, those that attended the virtual reality presentation on Psychosis did so without background noise. Imagine external noise added to the internal noise experience and keeping noise levels down is important. Noise has also been a contributor to falls. Patients hear a sound and get up to help another or answer a door, our elderly struggle with hearing and understanding words and background noise complicates all. For those along with other reason, NBH will be working to reduce noise starting with that found in the nursing station, on all three shifts.

Ideas being tried are use of white noise, visual reminders and more time consuming and costly improvements such as increasing sound barriers. As always your support is sought and ideas welcomed.

We have created a new position, **Laundry Assistant!** Their function will be:

- Perform all functions of laundry services including collecting, sorting, washing, drying, and redistributing of patient clothing.
- Follow established infection control procedures.
- Organize and maintain patient contraband closet and donation closet.
- Collect all patients' belongings in preparation for discharge.

We are looking for two people to fill per diem roles, 4-5 hours per day to allow for coverage 7 days per week. If you know anyone interested please contact the HR Office!

APRIL IN SERVICES

- 4/5: CPI Refresher Class 8:30am—12:30pm
- 4/12: Psychosis Experience- *sign up w/ Diana*
- 4/13: Hospital Wide- 8:00 am — 1:30 pm
- 4/19: Treatment Plan Transition Explained 2pm and 3:30pm