

THE NEURON FLASH

AUGUST 2017

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OF INTEREST:

- Staff Appreciation Week!
- Meet Our New Staff
- Emergency Prep.
- New Payroll System

SURVEY SUCCESS!

CMS and CPDH Joint Survey

Submitted by: Regina M. Butler, MSN RN

On Monday July 24, 2017 Newport Bay Hospital was overcome by 12 surveyors. This combined group represented the California Department of Public Health ([CDPH](#)) and the Centers for Medicare & Medicaid Services (CMS). The CDPH works to protect the public's health; encouraging positive health outcomes for individuals, families and communities. Essential responsibilities include: Disease control and prevention, environmental health, patient safety, and emergency preparedness. CMS on the other hand, determines if the hospital is compliant with the Conditions of Participation (CoP) set forth at 42 CFR Part 482. CoP is accomplished through observations, interviews, and document reviews. Without CMS accreditation we are unable to bill for care we provide or receive reimbursement.

I am happy to report our recent survey conducted July 24, 2017 to July 26, 2017 was a success! The survey was comprehensive and surveyors methodical. However, NBH demonstrated our **Patient Centered Care Model** by providing genuine, individualized care to our patients. Furthermore, this effort was supported by quality performances. For example: the Activities Department, who on several occasions intervened to de-escalate patients (Kaj). Housekeeping who kept a clean environment and answered surveyors questions without hesitation (Isabel). the HR department who supplied surveyors with staffing and acuity information...at the

same time providing me with policy & procedures requested (Astrid). Social Services mesmerized surveyors with their group content and patient participation. And Nursing hit a home run! They exemplified the knowledge, skills, and attitudes (KSA) of the healthcare environment in which they work (Eli).

Opportunities for Improvement

Yes, we passed but there is opportunity for improvement. We want to keep this energy and spirit of accomplishment by confronting issues and solidifying solutions through the change process. Change is something everyone can participate in! Communicating needs or problems is not enough! There must be a plan and proposed solution to make change happen.

The Next Step

We are waiting for CMS to send us the list of deficiencies. The organization has 10 days from the date of receipt to respond with corrective action. Consequently, NBH leadership is determined to be proactive and start working on identified issues now. Therefore, you may anticipate changes or review of policies in place. Your input is requested and encouraged!



EMPLOYEE PROFILE

Name: Regina Butler
Title: Director of Patient Care Services

Why Newport Bay Hospital:
 She enjoys learning the histories of the Geriatric population. She also noted that the hospital was well-run and very quaint.

Favorite part of working at NBH:
 "The staff gives good, genuine care to the patients here." She was impressed with the care from the CNA's. "They work as a team to take care of a very difficult group of people." She also loves having Toni as a partner. She says they share the same mind-set, which helps with goal setting.

What are your goals for NBH:
 She would like to bring our electronic medical records systems up to date in order to help the nurses. She hopes to solidify staffing to create an even stronger team of nurses. She also is pushing to become a continuing education provider so staff can earn CEU's by attending our in-services.

Personal

Zodiac: Libra
Hobbies: She loves old Black & White films, Murder Mysteries, reading, and Mani-Pedi's.
From: Los Angeles
Pets: None

Name: Cheryl Osman
Title: Lead Clinical Social Worker

Why Newport Bay Hospital:
 She has a passion for both Psych and Geriatrics, and she loves the patients here.

Favorite part of working at NBH:
 She loves her team. They are hardworking and dedicated Social Workers. "Everyone is really friendly and willing to help here."

What are your goals for NBH:
 She hopes to contribute to the good energy that she see's here. She also wants to add to the team approach standard that NBH encourages.

Personal

Zodiac: Scorpio
Hobbies: She loves to paddle board and hike.
From: Started in Connecticut, then moved to San Diego. She currently lives in Laguna with her son and daughter.
Pets: Yellow Lab puppy named "Perris".



Regina

FUN FACTS ABOUT OUR NEW HIRES!!!

Carolyn Manalac

Registered Nurse
 Start Date: 4/5/17
 Fun Fact: She tap dances!

Amber Eggli

Unit Clerk
 Start Date: 4/12/17
 Fun Fact: She's been to 22 countries, and lived in two!

Evelyn Vega

Certified Nurses Assistant
 Start Date: 4/26/17
 Fun Fact: She's going to school for a Nursing License!

Patricia Vieyra

Certified Nurses Assistant
 Start Date: 6/21/17
 Fun Fact: She loves running and hiking!

Petros Ghebreziabihier

Certified Nurses Assistant
 Start Date: 6/5/17
 Fun Fact: He loves sports, especially basketball and soccer!

Teresa Rozario

Registered Nurse
 Start Date: 6/8/17
 Fun Fact: She has traveled a lot and her favorite is London!

Chloe Nguyen

Registered Nurse
 Start Date: 6/22/17
 Fun Fact: She loves Unicorns, and has been skydiving!

Melissa De La Riva

Unit Clerk
 Start Date: 7/18/17
 Fun Fact: She is the niece of our lovely Ramona!

See the back page of this newsletter for recruitment bonus information!



Cheryl

STAFF APPRECIATION

Staff appreciation was a great success! Tons of people won prizes and everyone had fun. Thank you everyone, for adding to the carnival like atmosphere.

We hope that you all realize how much we appreciate everything you do for our patients and the hospital 24/7, 365 days a year!

If you have suggestions to add to the fun of staff appreciation please email them to becky@americanneuro.com.

Keep up the good work and we'll be celebrating again in no time!



If you have not yet picked up your duffel bag please stop by the HR office!



Grand Prize Winners!

\$50 Spa Gift Card– Nadia Guerra

\$50 Spa Gift Card– Misha Anderson

Angels Tickets– Jennifer Lam

Wireless Waterproof Speaker– Allyson Bushnell

Galaxy Tablet– Veronica Martinez

Chromebook Laptop– Eli Mojica

Big Screen TV– Jesse Manansala

We're on the web!
Americanneuro.com



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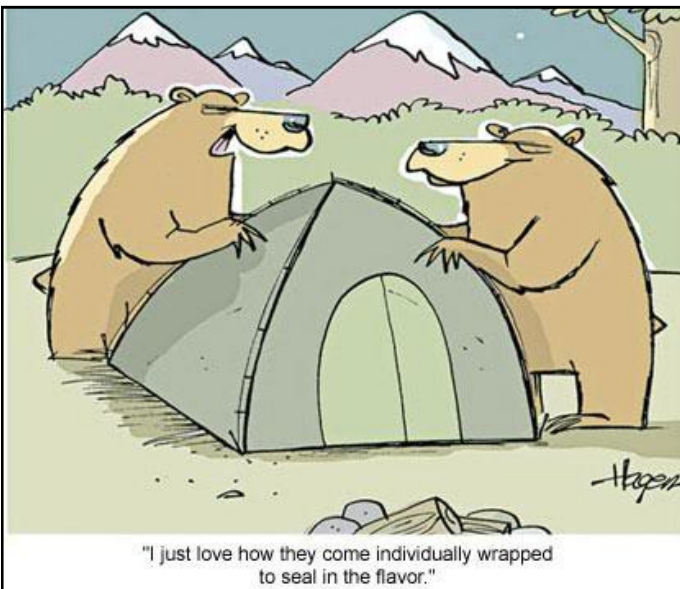
STRIVING FOR THE BEST IN PATIENT CARE.

HR CORNER

As you all may have noticed, we have started using a new payroll company. We are still in the process of getting everything set up and giving everyone online access to their paystubs. Until that is possible, we will continue to print everyone's paystubs and distribute them every payday.

We will also be receiving a new and improved time clock soon! This will make timekeeping a little easier on everyone. We will show everyone how to use the new time clock as soon as it is installed.

Keep checking your emails and looking by our current time clock for additional information on this new system.



WE'RE ON FACEBOOK! VISIT US AT

[FB.ME/AMERICANNEURO](http://fb.me/Americanneuro)

Recruitment Bonuses!!

Do you work with someone somewhere else who is really great? Someone who just got their license or certificate?

Someone looking for a dynamic position treating the aging adult population?

Refer them to work for ANNI at Newport Bay Hospital and you could be getting a big bonus!

If we hire your recommendation, you get the following bonus:

RN -\$5000 | LVN-\$3500 | CNA-\$2000

Unit Clerk-\$2000 | Social Worker-\$4000

Bonus is divided into three payments; 20% on hire, 30% after 90 days of employment and 50% on their one year work anniversary!

Bonus is now awarded for new hired employees working less than full time hours. Will be prorated based on percentage of full time hours.

- Hospital wide- 8/2, 9/6, and 10/4
- Night Locker Inservice- 8/2/17
- CPI Re-Certification Classes: 8/15/17
- LPS Designation Inservice- 8/8/17

Feeling out of touch with In-service dates? You can access the monthly offerings anywhere with internet access.

Check out:

www.americanneuro.com/calendar.htm