

## THE NEURON FLASH

JUNE 2018

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## CHARGE NURSES TAKE THE LEAD:

**Charge nurses** combine managerial skills and clinical experience. ... In addition to caring for patients, a **charge nurse** assumes some managerial responsibilities for **nurses** and support staff on a particular shift. At NBH, charge nurses are an extension of nursing administration! That's right...we (The Dynamic Duo) expect charge nurses to be exemplary in their work ethic and behaviors. To me, a charge nurse is an outstanding nurse leader whom I can ask questions and get sound advice concerning my standard of care. A charge nurse is usually experienced in the specialty he/she is currently working. However, here at NBH we have some novice nurses who are willing to enter leadership. I am so proud of each one of you! Continue to strive for nursing excellence and patient centered care in your practice. Ask as many questions to those expert nurses (ex:Toni and I). Thank all the charge nurses for their hard work and dedication!

## DESERVING OF RECOGNITION



## LIGHTEN UP



## EMPLOYEE PROFILE : 5 NEW EMPLOYEES!

### Kristian Ghazal, MSW

Hobbies: Full time mom, and loves binge watching Empire and Seinfeld.

Zodiac sign: Aquarius

Family: 1 year old daughter named Mya who loves the beach

Fun fact: She knows a little bit of Arabic that she has picked up from her husbands family.

### Zena Crawford, PS

Hobbies: Enjoys sports and books (especially mystery romance)

Zodiac sign: Gemini

Family: Mother of two, and will be a grandmother soon.

Fun Fact: She used to work for the Staple Center, and would see the Lakers for free!

### Carrie Biely, MSW

Hobbies: Loves to travel, hike, and go on adventures. She has been to over 15 countries

Zodiac sign: Sagittarius

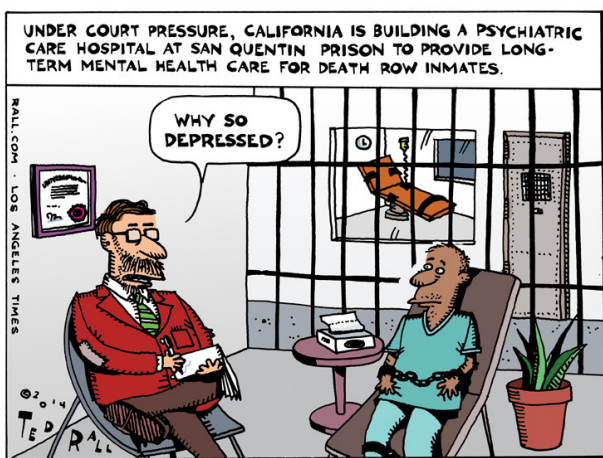
Fun Fact: She was a cage supervisor at a casino for 12 years.

### Jerrell Williams, CNA

Hobbies: Enjoys going to the movies and hanging out with his two 17 year old daughters.

Zodiac sign: Aries

Fun fact: "I eat more sweets than I eat regular food"



## HALLWAY TALK

What is the most important thing you do every day at work?

"Making sure the patients are safe."  
-Ubaldo

"Providing education and comfort to the family members." -Jamie

"Take care of staffing and callouts :(" - Astrid

"I show up." -Chloe

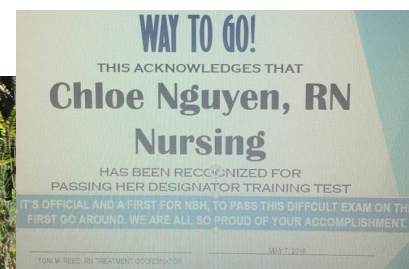
"Making sure all the patients get their meds." -Grace

## SUPER STAR

**Chloe Nguyen** has done the impossible!

We would like to congratulate Chole on passing her LPS trainer exam on her very first try! Even while preparing for the test she was cautioned that "no one passes on their first time; take it soon and learn as much as you can so you are prepared to pass it the second time".

Chloe will take over as our official LPS trainer for Newport Bay Hospital. She will be reviewing all holds written and recertifying staff and practitioners to write holds.



## NEW KID ON THE BLOCK AND MOVE

**Congratulations to Rachel Greenwood for completing her training as a certified Crisis Prevention and Intervention instructor!**

Rachel went through a rigorous training course and will be bringing us the latest updates from CPI including the CPI Decision-Making Matrix. The RESPONSE Continuum, and an Opt-Out Sequence.

These additions will give us more physical intervention options to match the crisis level and know when to stop using an intervention.

As always we want to practice early intervention and prevention so we can avoid any dangerous situations, but the new added content will help us continue to create a safe a environment for our patients, staff, and everyone at Newport Bay Hospital.

## DE-ESCALATION

Here are some techniques you can use to calm down a tense situation or an agitated person.

1. Act calm even if you're not.
2. Say, "Let's talk about this later".
3. Lower your voice.
4. Give a choice.
5. Ask, "What would help you right now?"
6. Change the subject to a positive one.
7. Give personal space.
8. Say, "I see where you are coming from."
9. Distract with a positive photo of something they like.
10. Show that you are listening.
11. Remove the audience.
12. Say, "I want to help you."
13. Talk about something they like.
14. Encourage the person.
15. Remind them of something amazing they did.
16. Call another adult for help.
17. Offer to change the way you are doing something.
18. Re-state what the person is saying.
19. Validate their thoughts.
20. Avoid over-reacting.
21. Use active listening.
22. Offer a solution.
23. Let the person talk without interrupting.
24. Say, "I see your point."

## HAVE WE TOLD YOU LATELY WE APPRECIATE YOU?

# Staff Appreciation Week!!

June 25th to the 29th

**Fun events all  
week long!**



**PRIZES!**



**Games!**



**We're on the web!**  
**Americanneuro.com**



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**STRIVING FOR THE BEST IN PATIENT CARE.**

**UPCOMING EVENTS**

This year, we will be having themed potlucks at the end of each month at 12pm. We encourage other shifts to participate too!

<u>June 29th</u>	<u>July 27th</u>	<u>August 31st</u>
Staff	Mexican	Summer
Appreciation		

<u>Sept 28th</u>	<u>Oct 26th</u>	<u>November 15th</u>
Sandwich	Chili	Thanksgiving food

**PERFECT ATTENDANCE**

Qualifications for Recognition and a Prize include:

- \* Zero Call Outs!
- \* Zero Tardy!
- \* Zero Shifts Left Early!
- \* A doctors note for every sick call!

Each employee will be evaluated quarterly, and those that qualify will be rewarded!

**Q1 2018 STAFF MEMBERS WITH  
PERFECT ATTENDANCE!**

Elizabeth Alam	Astrid Klein
Duanie Boltron	Jesse Manasala
Danielle Bouchard	Nancy Ovando
Adolfo Diaz	Kirsten Pouch
Tobias Garcilazo	Toni Reed
Laura Gigante Luft	Erika Rivera
Rachel Greenwood	Maria Robinson
Grace Gryszkiewicz	Suzanne Ryan
Nadia Guerra	Sharon Shulby
Jamie Jonsson	Maria Soto

**This quarter's reward was \$50 cash!**

Pro-rated based on % of full time work  
See HR to pick up your monies!

KEEP YOUR THOUGHTS POSITIVE  
BECAUSE YOUR THOUGHTS BECOME

**YOUR WORDS.**

KEEP YOUR WORDS POSITIVE  
BECAUSE YOUR WORDS BECOME

**YOUR BEHAVIOR.**

KEEP YOUR BEHAVIOR POSITIVE  
BECAUSE YOUR BEHAVIOR BECOMES

**YOUR HABITS.**

KEEP YOUR HABITS POSITIVE  
BECAUSE YOUR HABITS BECOME

**YOUR VALUES.**

KEEP YOUR VALUES POSITIVE  
BECAUSE YOUR VALUES BECOME

**YOUR DESTINY.**

~ MAHATMA GANDHI