

This Week at MCL

A Memorandum to the Employees of The Medical Center of Louisiana, New Orleans
Charity Hospital Campus ▪ University Hospital Campus

August 1-7, 2005



Happy Retirement! to the latest group of retirees who attended the luncheon in their honor: all left to right, (number denotes years of service), *Carol Gibson*, Operating Room (29); *Barbara Handy*, Pathology (30); and *Janice M. Price*, Ambulatory Care (28); standing, *Lillian F. Harris*, Pediatric Emergency Medicine (32); *Miguel Correra*, Pathology (29); *Gregory Palao*, Warehouse (30); *Elvin Carter*, Warehouse (33); and *Linda M. Adams*, Human Resources (30).



Applause! Applause!

▪ *Ernestine Moore, RN*, 6 East, is the July Employee of the Month on University Campus. Her nomination stated, "Ernestine is a very good clinician, giving the best care possible to her patients.

She is steadfast in her commitment to giving quality patient care and exemplifies our Core Values. Because of her concern with patient safety, she thoroughly reviews physician orders for accuracy and proper dosing prior to administering medications. She does not hesitate to call the physician to voice her concerns and to double check

written orders. She listens to her patients' concerns and needs and makes every attempt to respond to those needs appropriately.

"Ernestine is a teacher – to the patients about medications and treatments and to mentors and staff when they have difficulties with complex functions. She is also a team player and assists her co-workers as needed. In unit or staff emergencies and shortages, she stays past her shift. She is punctual and requests time off well in advance, is a preceptor for new nurses, and can be depended on to make sure evaluations and checklists are completed on time and that the orientee remains on schedule.

"Ernestine Moore is indeed deserving of the Employee of the Month honor!"

▪ The *Medical Center of Louisiana* re-applied for and retained national accreditation status from the American Nurses Credentialing Center (ANCC). The re-accreditation recognizes a continuum of excellence in providing high quality continuing nursing education. **Betty M. Carter, MS, RN**, Education/Staff Development, reports, "To maintain ANCC accreditation status another six years underscores the commitment of our entire staff to continually strive harder to work together to meet the education needs of the nurses we serve; it also confirms our resolve as professionals to provide the best education available anywhere. It is what you do so well day after day that makes MCL one of the finest continuing nursing education providers in the nation. Thank you and keep up the great work!" To obtain continuing education credits for your educational activity, contact Betty at 2-2057.

Happenings & Deadlines.

- **Lunch & Learn Series: "Guidelines on Nutrition & Physical Activity for Cancer Prevention."** August 2, noon-1 p.m. Presented by the American Cancer Society, in Education/ Staff Education, classroom 1, C900, Charity.
- **LSU Health Sciences Center Medicine Grand Rounds.** August 4, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Avian Influenza Preparedness," with **Dr. Joanne Maffei**, Associate Clinical Professor, Section of Infectious Diseases. Class number is limited, so call 2-2854 to pre-register.
- **Saints Season Tickets Raffle.** Through August 5. Sponsored by Physical Therapy. Two season tickets valued at \$500 for section 644, row 20, seats 3 and 4; \$5 per chance, payable by cash or check payable to "Cash." On University Campus see **Dana Croal**, Physical Therapy, 1st floor, 2-3121; on Charity Campus, **Celia Thibodeaux**, Physical Therapy, 5 West, Charity Campus, 2-0193; in the LM Building, 2nd floor, **Lori Boyter**, 2-0185. Tickets will also be sold in the cafeteria on Charity campus. Proceeds to help purchase specialized equipment for patients.
- **"Peace in the Workplace."** August 24, 9-11 a.m. Presented by Education/Staff Development. Free to MCL employees. Learn how to address anger, conflict and stressful situations by developing new skills that enhance peace. To register for this or a future class, complete the registration form on the U drive in the Education folder, and then bring it to Education/Staff Development, C900, Charity Campus, fax it to 903-2111, or send it through interoffice mail.

- **"Stop Smoking: Quit to Live."** Help is available for employees and patients who wish to quit smoking. Smoking cessation classes, including at lunchtime, weekly in the Special Assessment Center, room 1000B, 10 center, Charity Campus. Classes combine behavioral counseling, social support, medication and one-on-one interaction with a medical provider. Call the Tobacco Control Initiative, a component of the LSUHSC Health Care Services Disease Management Program, at 568-2458, or visit Employee Health for more information.
- **Asthma Group Session.** Tuesdays, 2-3 p.m., General Clinical Research Unit, 5 East, Charity. Free. Bring your asthma medications and devices, including inhalers, peak flow meters and spacers; peak flow meters and spacers provided if needed. Anyone with asthma welcomed. Call **Adonica Webb**, 574-1767 or 2-0237 if you plan to attend.
- **Exercise Class.** Tuesdays & Thursdays, 4:30-5:30 p.m., Education, 9 center, Charity Campus.
- **Outpatient Congestive Heart Failure (CHF)/ Disease Management Teaching Session.** Wednesday, 8-9 a.m. and Thursday, 1-2 p.m., Cardiovascular Clinic, 2025 Gravier Street, room 601. Those who receive their medical care at MCL and have had their diagnosis verified by an echo cardiogram are welcome. Bring all medications to class. For info call **Patsy** or **Yolanda** at 2-3112. physicians and medical providers **only** can call 903-4652 to refer hospitalized patients who have been evaluated in our Emergency Department to ensure speedy follow-up in the CHF Clinic.
- **LSU/Tulane Multidisciplinary Tumor Board Meeting.** Each Friday, noon-1 p.m., 1542 Tulane Avenue, room 710. Physicians wishing to present a case should call **Nicole Chatelain**, 568-4765.
- **Chemical Dependency Education Group.** Thursday, 4 p.m., LSU Lions Clinic, 2020 Gravier Street. \$10 per group session. Sponsored by the LSUHSC Campus Employee Assistance Program. For information call **Irene Ceesay** at 568-3931.
- **HazMat Decon Training.** The two-day course covers awareness of chemical weapon agents, personal protective equipment, and decontamination procedures/operations. \$10 for those CEU-eligible; free to others from MCL. To register call 2-2854.

Condolences.

We extend our condolences to **Rose Grady**, Case Management, on the loss of her grandmother, **Mary Williams**.

***Applause
to MCL's
2005 Service
Award
Recipients!***

One hundred eighty five MCL employees, representing a remarkable 5,055 years of service, will be honored at the 2005 Service Awards Breakfast on Thursday, November 10, 2005. The event will honor those with continuous and active service in five-year increments beginning with 25 years (this year, 25, 30, 35 and 40 years). Persons who will be recognized have reached these milestones during the calendar year 2005.

If you have any corrections to the following listing, such as an omission, year error, or name spelling, please call ***Ricky Turner***, Human Resources, at 2-0383.

40 YEARS

Ursula Allain
Robert Carter
Arthur Laporte, Jr.
Marie E. Latour
Sophia Polson

35 YEARS

Carolyn J. Battiest
Elizabeth T. Connor
Lois M. Gaines
Barry Giessinger
Olander Holloway

Linda C. Howard
Robert S. Lea
Claudia T. Marshall
Sister Sonya Trebucq
James H. Tuller
Vivian M. Watson
Ida Warfield-Kirklon

30 YEARS

Adeline Bell
Jacqueline Bourgeois
Helen-Louise Bridges
Sharon Bright
Myrna Ceaser
Juliann G. Cespedes
Dorothy O. Clement
Alvin Collins
Michael A. Cornwell
Michael Dugue
June D. Enclade
Deborah A. Frank
Donald Gilbert
Clifton Gray
Geraldine R. Green
Joann Harris
Victor Harris
Susan E. Hitzman
Sharon H. Hunter
Trina Johnson
Wilhelmina M. Johnson
Linda R. Jones
Norma Larrieu
Shelia-Ann Lofton
Mary Lucas
Catherine J. Markel
Bridget McCutcheon
Patricia Morris
Myra C. Naylor
Leola Newton
Brenda Oliver
Linda Opotowsky
Alice F. Peters
Beverly G. Randall
Rosemary Rout
Magdalene Sanders-Glover
Penelope Sheffield
Marian B. Smith
Shirley Smith
Dorothy M. Stevens
Thomas Thomas
Marilyn Variste
Larry Ward
Anna Washington
Lois Whitley
Joyce J. Winfield
Ronald Ybarzabal

25 YEARS

Sheila P. Aguilard

Priscilla F. Alexander
Eve R. Alveris
Gloria J. Andrews
Herbert Ashley, Jr.
Irene J. Augustine
Doris F. Banks
Ella Blackwell-Riley
Sharon Bouie
Patricia A. Bowen
JoAnn Bridgett-Brinson
Mary Briggs
Ronald K. Broadus
Allison R. Brown
Barry Brown
Carolyn Joyce Brown
Michele Ann Brown
Yvonne Buggage
Dianne M. Burke
Darlene P. Butler
Pamela M. Cager
Phyllis Carlson
Irene H. Ceesay
Joanna E. Chambliss
Julie Clavo
Charles R. Cooper
Helen Corder
Mary Council-Williams
Darlene Covington
Merle N. Crowe
Araceli Cuntapay
Richard L. Davidson
Tempie H. Davis
Catherine A. Denny
Rosena Dimes
Jerome Douglas
Maria V. Douglas
Vanessa G. Duvernay
Carol Evans
Sue Ann G. Favaloro
Ardell Fink
Cheryl W. Fontenot
Freda Y. Francis
Betty M. Gerhardt
Lottie B. Goehring
Inez R. Gordon
Ineather Gusman
Brenda A. Hagan
Dwight C. Harris
Pamela P. Held
Wanda F. Hopkins
Judy M. Hunter
Carol H. Jackson
Carlea M. James
Sheila Ann James
Debbie J. Jarrett
Paulette R. Jolla
Carmen Johnson
Ollie J. Johnson
Sheryl A. Kirkland
Marie A. Larks

Debra Link
Joyce Lofton
Carolyn Lonon
Ruby Lowe
Mary L. Martin
Geraldine McCloud
Victoria Mitchell
Menweller D. Molett
Greta Moore
Franklin D. Morgan
Jolyne Morris
Julie L. Newman
Rose Nicholas
Paula Ninas
Sharon M. Nunnery
Jacquelyn Osby
Ellawean Owens
Barbara J. Petit
Elaine Phillips
Renee Picheloup
Cynthia Pinkney
Pearl Pitts
Tsehaitu Pitts
Patricia Plant
Shirlean M. Polite
Ronald Reine
Sandra Ridley
Lisa K. Sackett
Helen M. Sagul
Deborah J. Sanders
Carolyn Sartin
Rosalind Scales
Emily Sevin
Karen-Ann Sholes
Yolanda M. Sholes
Denise H. Smith
Judith E. Smith
Sheila G. Smith
Marion Solomon
Viola Sorrells
Melanie Stovall
Marion Strauss
Martha Taylor
Pamela P. Taylor
Darlene Thomas
Earnestine Thomas
Kenneth Thompson
Allen A. Tillman
Lee Toliver
Eva Torrance
Joyce Ann Veal
Jeffrey H. Wall
Gerald W. Washington
Raymond Washington
Shirley M. Waters
Doris J. Watson
Troy Lynn Wells
Carolyn Williams
Houston Williams, Jr.
Constance M. Woods



Medication safety is one of the most challenging aspects of patient care. It is everyone's responsibility: the patients and their families, physicians, pharmacists, nurses and ancillary caregivers, both in and out of the hospital.

The inpatient phase of patient care can be particularly hazardous. One study states that at least 7,000 deaths and 770,000 medication-related injuries annually are related to medication errors in the hospital. This averages out to an error in one out of every five doses given.

Medication administration error rarely is one person's fault, but rather the end result of a series of less serious errors, and can involve any of the disciplines mentioned above. Nursing meets monthly with Pharmacy to identify ways to streamline the entire medication administration process to reduce the chance of human error.

One study stated that 39 percent of errors occur at the ordering phase. This can include illegible orders, use of non-standard abbreviations, and transcription errors. Some ways to correct this are to check orders for clarity before carrying them out and to use computerized order-entry systems. Administration errors account for approximately 38 percent of errors. To prevent mistakes, use the "5 Rights": Verify the right person, right route, right dose, right time and right drug.

- Always use at least two patient identifiers.
- Look up any medication you are not familiar with
- Carefully read both packaging and unit-dose labels before giving.
- Always listen to the patient. Many errors are related to lack of knowledge of patient-related information, such as allergies and meds being taken at home.
- Assess the patients' understanding of their meds, and encourage them to "speak up" when they have questions or concerns.

These are few of the things we can do to make a patient's stay with us safer and more effective. Know and use your hospital and unit-specific policies and the National Patient Safety Goals, and work as a team to promote medication safety practices in your department.

This P.I. column is coordinated through Education/Staff Development. Please call the Employee Opinion Line at 2-3801 with comments or suggestions.

Thank You

The Employee Activities Committee thanks the following companies, organizations and individuals for supporting its Independence Day Fair to raise funds for our Employee

Emergency Relief Fund: **American Lung Association, Aunt Sally's Pralines, Coca-Cola Bottling Company, French Market Corporation, Sheriff Marlon Gusman, Leparvenu Restaurant, Park Plaza Hotel, Sodexho, Treasure Chest Casino, .99 Always;** the **employees** who cleaned out their closets and made donations; the **many employees who volunteered** to help, even staying in the rain; all the **vendors** who sold items at the fair; and **Patrice Jenkins**, Director of Volunteers, and her **Junior Volunteers**.

A Fond Farewell from the Editor

By the time you read this, I will have graduated, not academically, but rather to the next phase of my life – which is my reluctant way of announcing my retirement. Because I deeply believe in the mission of the Medical Center of Louisiana and consider many of the staff Family, the decision to retire has been one of the more heart-wrenching ones of my life. Nonetheless, I believe that "to everything there is a season," and that it is time to turn the print reins over to someone else. I have been incredibly and immeasurably blessed to have been the editor of this newsletter. As Print Coordinator, I produced many print pieces, but none gave me more satisfaction or joy than getting *This Week at MCL* ready for you to pick up each Monday.

As we go to print with this issue, my successor has not yet been named. However, this newsletter will continue, so if you have items you wish to submit for the publication, please forward them to Terez Battiste in Provider Relations and Marketing, by e-mail or interoffice mail.

Thank you for the privilege and blessing of writing for you. In doing so, you have enriched my life beyond measure.

A handwritten signature in black ink, appearing to read 'Lynn'.

Lynn Lorando
Editor, *This Week at MCL*