

Children's InHouse

MARK YOUR CALENDAR

Celebrating Our Differences: Gay Pride Month

"Issues in the Workplace"—A Panel of Health Care Professionals
Mon., June 25
Noon to 1 p.m.,
Wright Auditorium.
Bring your lunch—light refreshments served. For more information contact Kathy Salmonson at ext. 5316. No RSVP required. Co-sponsored with the Cross Cultural Health Care Program at Pacific Medical Center and the Center for Children with Special Needs and Chronic Health Conditions.

Memorial Service
Sun., June 24, 1:30 to 3 p.m. in Wright Auditorium. The Journey Program and the Department of Pastoral Care invite all staff to the annual Memorial Service dedicated to the memory of children who have died. Please RSVP to Jackie Kite or Lisa Worrell at 526-2062.

Joan Heath, Employee of the Month: A Super Sleuth

June 18, 2001

Maybe **Joan Heath's** business card should include the words "private eye."

As one of Children's two infection control practitioners (and its infection control manager since the first of the year), Joan develops policies and procedures that keep patients and employees as safe as possible from infection. Sometimes that requires her to play detective. "If I start seeing too many patient infections in the hospital, I review charts, talk to nurses and physicians and observe the delivery of care to discover where the problem is," said Joan.

Joan didn't become Employee of the Month solely because of her sleuthing skills. "She's able to communicate information to patients very effectively, giving them the information they need and reassuring them when appropriate," said **Dr. Danielle Zerr**, Division of Infectious Diseases.



Teamwork is another of Joan's strengths. Her job requires her to interact with every part of Children's. She's even involved in construction projects, making sure they don't create infection problems.

"Joan has an incredible knack for promoting resolution between diverse groups of individuals around any particular issue," said **Dr. Craig Rubens**, division chief, Infectious Diseases, Immunology and Rheumatology.

Joan is so effective it seems as if she's been at Children's forever, when actually she was hired just two and a half years ago. Before that she was a nurse

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Strengthening Patient Safety: 24-Hour ID Badge and "After Hours" Visitor Pass

Beginning today, June 18, parents on the inpatient units will be asked to wear and clearly display their "parent pass" 24 hours a day. Previously, parents were asked to wear the ID badges only at night.

According to **Jim Sawyer**, director, Security Services, the decision to ask parents to wear the ID badge 24 hours a day is intended to make it easier to clearly identify authorized inpatient families and to prevent unauthorized people from entering the unit. "These parent passes will also be worn by foster parents, step-parents and legal guardians," he added.

The pass itself has not changed; it looks the same, and the only difference is that parents will be asked to wear them during their child's entire inpatient stay, whenever they are at the hospital. The 24-hour ID badges will be given to parents by the admitting coordinator or the ER registrar at the time of admission. Security Services, the ER concierge and unit coordinators can also provide parents with ID badges.

After-hours Visitor Pass

Occasionally, due to circumstances, visitors are allowed to stay with a patient beyond the regular visiting hours of 10 a.m. to 8 p.m. A new pass has been developed to clearly identify these visitors. The pass requires an approval signature by a charge nurse or nursing supervisor.

The pass also includes the visitor's name, relationship to the patient, and the date through which the pass is valid.

If you have questions about the new After-hours Visitor pass, or the 24-hour parent ID badges, please contact Security Services at ext. 2030.

Celebrating A Milestone: Resident Graduation



Dr. Tim Hall (left) will practice in Mt. Airy, NC. Dr. Mike Silverstein has a Robert Wood Johnson Fellowship at UW.

On June 14, Children's celebrated its graduating "R3s" – third-year residents who have completed their pediatric training.

Last Thursday's graduation at Wright Auditorium honored 23 residents.

About half of this year's graduating group will set up community pediatric practices; the other half have secured fellowships to pursue further training.

EOM: Joan Heath "Good Job" Award: Recreational Therapy

June 18, 2001

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for 20 years. "I've taught nursing, worked in a doctor's office and been an inpatient nurse on a variety of units in different hospitals," she said. This diversity was the result of Joan's husband being a Naval officer; each time he went to a new duty station Joan went with him and had to find new employment. When he finally retired from the Navy and they settled in the Northwest, Joan started thinking about her career. Infection control, she decided, was what she wanted to do.

When not chasing down infections, Joan enjoys needlework, reading and gardening. Each year, she plants tomatoes and keeps her fingers crossed the Northwest sun will shine enough to ripen them. "I hope for the best," she said.

Fortunately for Children's, when it hired Joan it got the best. "She truly is a superstar employee, who continues to make Children's a better place to receive care and a safer place to work," said Dr. Rubens.

— Paul Freeman

A few months ago, the entire Children's Recreational Therapy Department was nominated for "Employee of the Month." While entire departments aren't eligible for that form of employee recognition, TLC, which sponsors the program, found another way to celebrate Recreational Therapy's excellence: a "Good Job" award.

Playroom staff members **Maria Andrews, Cindy Boner, Becca Duskin, Yon LeMieux, Ann Miller, Shannon Miller, Trudy Schmidt**, and Recreational Therapy Supervisor **Jo Olson** are all being recognized for their exceptional dedication and caring towards patients and families.

Recreational Therapy promotes patient growth and development, and a positive hospital experience for each child. They do this by staffing a cheerful therapeutic playroom, developing activities for adolescents, and providing therapeutic resources and support for families.

In addition, the department puts in hundreds of hours within their regular schedule to make the hospital environment fun for everyone. They are in charge of hospital decorations, donated gifts for patients, VIP visits and patient entertainment. "Recreational

All-Stars for All Stars

Children's employees are health care all stars, and we have lots of opportunities to celebrate your commitment to caring during Major League Baseball's All-Star week in Seattle, July 6-10! Children's is proud to be involved in the 2001 All-Star Game™, and the week of exciting activities surrounding the game. Through our association with the Seattle Mariners, Children's will be local host sponsors of the John Hancock® All-Star Fan Fest™, July 6-10 at the Stadium Exhibition Center across from SAFECO Field.

"We've been involved with the Mariners for a few years, through our Safety All-Stars public service campaign and the Children's Hospital Wishing Well at SAFECO Field," says COO **Pat Hagan**. "But it's just fantastic that when the Mariners are having such an incredible season, we are able to benefit from our relationship by providing staff with these All-Star tickets and events."

Odessa Brown Children's Clinic Health Fair: A Community Learning Party

On Sat., June 9, Odessa Brown Children's Clinic (OBCC) hosted a community health fair with games and learning activities for the whole family. More than 600 people attended. The fair was made possible by a generous donation from Ryan's Fund. To see more photos from the fair, go to this week's edition of *InHouse* on CHILD.



The Recreational Therapy team, pictured, from left to right: Cindy Boner, Becca Duskin, Jo Olson, Shannon Miller, Maria Andrews, Ann Miller and Yon LeMieux. (Not pictured: Trudy Schmidt.)

Therapy's work is woven into the hospital experience in so many ways – from the blanket and booties that are available on the patient units, to supplying birthday gifts for every patient who is at Children's on her birthday," says **Lynel Westby**, director of Patient and Family Support Services. "It takes a dedicated staff to make it all come together."

Rec Therapy staff also supervise over 400 volunteers a week. "Without our wonderful volunteers we couldn't do all this," says Jo. — *Lisette Austin*

To celebrate all of Children's outstanding employees we're pleased to announce:

All-Star Drawing on Thursday, June 21 at noon in the cafeteria: We're drawing from the names of Children's All-Stars (all employees on our payroll) for many prizes, including tickets to the Major League Baseball® All-Star Game™ itself! You are automatically entered if you are an employee.

Big Screen Viewing: Bring the family to view the All-Star Game™ on the big screen in Wright Auditorium at 5 p.m., July 10!

Volunteer Opportunities: Volunteer at the Children's Grand Slam Scooter Safety Rodeo or at our All-Star Bazaar information booth during the John Hancock® All-Star Fan Fest™ July 6-10 and receive free admission, plus a \$30 stipend!

More information about these events is linked from the main page of CHILD.



Paula Holmes, OBCC director, gets a smile from a satisfied customer as she makes final adjustments to a bicycle helmet fitting. Five hundred children received free helmets at the health fair.

InHouse is published each week by Children's to inform employees of hospital news and activities. Please submit article suggestions two weeks before publication.

Editor

Elizabeth Austen
Web Layout
Karen Sanders
Barb Coplen

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Children's InHouse

MARK YOUR CALENDAR

Winter Solstice Celebration

Thursday, Dec. 20 at
3:30 p.m. in the
Sound Café.

Join our circle as we
celebrate Winter
Solstice, the return of
the sun and rebirth of
the light. From time
immemorial, Winter
Solstice, or Yule, has
been a time of peace
and charity.

Christmas Eve Morning Worship Service

Monday, Dec. 24 at
11:30 a.m. in the
Chapel.

Chaplain Lloyd
VanVactor will lead a
special Christmas Eve
morning worship
service as we center
our thoughts and wait
for Christmas.

For questions or more
information, please
contact Pastoral Care
at ext. 2670.

Complimentary Staff Meal

Tuesday, Dec. 25 in
the Sound Café. For
more information,
including the holiday
menu, see Mark Your
Calendar on CHILD.

"Please Wash" Campaign Relies on Staff/Family Partnership

Dec. 17, 2001

"Please wash your hands," a constant reminder to children, will soon become a familiar slogan for staff and families when the "Please Wash" hand hygiene campaign kicks off in January on inpatient floors at the main campus.

According to **Cara Bailey**, administrator, Systems and Logistics, hand washing is such a critical part of patient safety, it has recently been added as an evaluation item on the parent satisfaction survey.

Frequent hand washing is "one of the most important things we can do to stop the spread of respiratory and gastrointestinal infections at the hospital," explained **Joan Heath**, manager, Infection Control. "This is especially true during the winter virus season when respiratory syncytial virus (RSV), rotavirus and influenza viruses are easily spread by hand."

"Our message to staff and families is simple: Please wash your hands before and after delivering any type of patient care," said Associate Medical Director **Dr. Ed Marcuse**. "Partnering with families is an effective way to make sure that everyone delivering patient care washes 100 percent of the time."

Frequent hand washing among staff is particularly a challenge in multi-bed patient rooms when a caregiver must stop an activity with one patient to tend to another patient's more pressing need.

Corporate Compliance Office Releases New Tools

If you're unsure how corporate compliance works at Children's or what it means for you, we have good news. The Corporate Compliance Office has developed a series of tools to help all employees make compliance part of their everyday work: the Compliance Code of Conduct Handbook, a Web site and a HelpLine.

Compliance Code of Conduct Handbook. This handbook was developed with input from employees, senior management and the Board of Trustees. It reflects our commitment to comply with the laws, regulations, standards of care and ethical business practices affecting every aspect of Children's—from billing, to workplace safety, to Medicare and Medicaid participation rules. Designed to familiarize everyone at Children's with these requirements, the handbook will be distributed to staff early next year.

"Compliance touches everyone at the hospital," says President and CEO **Treuman Katz**. "The compliance tools that have been created are intended



"Please Wash" artwork
shows germs on the run.

The alcohol-based gel, which is rubbed onto the hands like lotion and contains skin softeners to help prevent dryness, is a convenient way for caregivers to keep their hands clean without having to take time to use a sink.

To keep hand washing foremost on the minds of staff and families, the January campaign will feature visual reminders on all inpatient floors, continued staff training and up-front hand-washing education for families when their children are admitted.

For more information or to offer suggestions about the Please Wash campaign, contact Joan at ext. 1329. To read more about hand washing, visit the Infection Control site on CHILD.

-Lisa Brihagen

An urgent patient need may result in hand washing taking a back seat. "If we get distracted or too busy and forget, we are asking families to assist us by reminding us to please wash," said **Dr. Marcuse**.

New this fall are alcohol hand sanitizers installed in all patient rooms.

to serve as a reference and a process for us to follow around the basic legal principles and standards of behavior expected at Children's." Beginning in the first quarter of 2002, all employees will receive compliance training. The training will cover the Corporate Compliance Program and Compliance

Code of Conduct. It also will explain how to report suspected violations and how Children's will address compliance concerns.

Compliance Web Site. The Corporate Compliance Office has created a special Web site on CHILD with forms, a glossary of compliance terms, links to external Web sites, a complete copy of the handbook and contact information.

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Compliance

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Compliance HelpLine.

Compliance issues are often complex, and knowing when to report a potential issue isn't always easy.

Employees are encouraged to talk with supervisors or the Compliance Office.

The new HelpLine (1-877-483-5220) is designed to assist staff with questions about legal or ethical conduct.

"You can use it to report potential violations or ask questions about legal or ethical conduct in complete confidentiality," says

Jodi Long, interim compliance officer.

"You don't have to give your name, and your call won't be traced or tracked."

Early next year, posters announcing the HelpLine will be distributed at the main campus and offsite locations, and all employees will receive badge inserts with the HelpLine number. For more information about corporate compliance, contact Jodi, ext. 5243, or **Angela Stone**, ext. 5789.

—Paul Freeman

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Be Part of Children's Smoke-free Workplace on Jan. 1, 2003

Dec. 17, 2001

It's official. Effective Jan. 1, 2003, employees will greet the New Year as a "smoke-free workplace." The new policy, which supports Children's commitment to wellness and child advocacy, will not permit employees or volunteers to smoke anywhere at the main campus or the new 70th and Sand Point building. Two main discussions are underway now: how the policy can best be implemented at other offsite locations and how Children's will support the transition to a nonsmoking workplace, including providing smoking cessation programs.

The policy is not intended to alienate employees who smoke; instead, it is intended to take a strong stand about smoking or smelling like smoke in the pediatric health care environment. "We're asking all employees—smokers and non-smokers alike—to maintain an atmosphere of wellness for each other and model wellness behaviors for the patients and families with whom they come into contact. If the policy helps you to make a decision to quit smoking entirely, we want to offer to support your decision through a hospital-sponsored cessation program," said **Jennifer Abermanis**, administrator, Systems and Logistics.

Quitting entirely was never Computer User Coordinator **Storm van de Werken's** goal; however, in June, when main campus employees were asked to smoke only in the shelter near the Airplane entrance, Storm's smoke breaks became less convenient and desirable. **Storm** explained, "I had been toying with the idea of quitting smoking because I wanted to make a positive health decision for my future. Thanks to support from Washington's Tobacco Quit Line advertised in the smoking shelter and wonderful encouragement from my co-workers, I've been smoke free for 4 months and I will be for life. I know that it won't be easy for many smokers to quit,

but I do believe that having a smoke-free environment at work will benefit all of us in the Children's community."

Children's smoke-free workplace is being publicized now—long before the policy takes effect—so that employees have plenty of time to take advantage of smoking cessation programs that will be covered through their insurance or the Employee Assistance Program. Information about the no-smoking-at-work policy will soon appear on www.seattlechildrens.org (our external Web site) and all recruitment materials.

When the new policy takes effect in 2003, the smoking shelter will be open only to patient families and their visitors. "Our preference would be to become an entirely smoke-free environment for everyone," explained Jennifer. "Asking family members not to smoke is an issue we have grappled with. With staff, we have the opportunity to prepare in advance for this transition and provide support for smoking cessation. We don't have the same opportunity with families, who are generally coming to the hospital already under stress with a sick child. We will continue to educate families on the dangers of second-hand smoke for children and evaluate the potential for becoming smoke free for everyone coming to Children's."

"We're currently exploring options for an employee smoking cessation program that will support the Smoke-free Workplace Policy," said Jennifer. "In January, we'll be asking employees who have successfully quit or who smoke and are thinking about quitting to help us further develop our program." If you'd like to participate in this focus group, please contact Jennifer, ext. 2274, or **Mark Mendelow**, director, Psychosocial Services, ext. 3965.

—Lisa Brihagen



Stina Foubare, respiratory therapist, listens to Frosty's heart in the wee hours of the morning at the night shift's Annual Holiday Party held Thursday, Dec. 13 in the Board Room. To see more holiday party photos, go to the online version of InHouse on CHILD.



Children's Consulting Nurse Penny Pefley, RN, shows off her holiday creations: gingerbread children with a distinctively medical theme. To view Penny's clever creations, go to the InHouse section on the front page of CHILD.