REFLECTX SERVICES AND TRAVELMAX UPDATE

We are pleased to present our first quarterly Travel Division Performance Improvement Newsletter. The Travel Division of Maxim Staffing Solutions is made up of two sister companies that place medical professionals on travel assignments, Reflectx Services and TravelMax. Reflectx Services provides staffing services for rehab therapy personnel, and TravelMax provides nursing and all other allied personnel. In addition, Reflectx Services has per diem staffing offices in Tampa, Florida; Orlando, Florida; and Philadelphia, Pennsylvania. On a regular basis, the clinical team receives and reviews data from each of our offices. A critical component of Performance Improvement is managing the data to formulate a plan for continuous improvement. We focus on educating our employees on performance measures from the previous quarter that we have identified as needing improvement. We look forward to providing you with timely and accurate news that will keep you informed of our travel business. Our employees are tremendous assets to our company and, therefore, we want you to know that we appreciate you. We will continue to serve you with this quarterly newsletter going forward.

PI CORNER

Performance Improvement (PI) is a vital component of what we do as healthcare professionals. The PI Corner is designed for clinical staff to ask questions pertinent to providing quality services. Please submit all questions to Joy Bland via e-mail at askjoy@maximstaffing.com.

CLINICAL CORNER

Deborah Kalinoski, MSS National Director of Clinical Services, oversees the overall Division Clinical Operations.

Joy Bland, National Director of Performance Improvement, oversees the overall Performance Improvement Program within Maxim Healthcare Services.

Jennifer McConnell is the Regional Director of Clinical Services for the Travel Division. She is responsible for the oversight of all clinical issues and incidents, and completing spot audits in the offices. If you ever have any clinical concerns or questions, contact your Recruiter and they will put you in touch with Jennifer.
UPDATE: SENTINEL EVENT STATISTICS AVAILABLE ONLINE

The Joint Commission’s sentinel event statistics have been updated as of December 31, 2008, and are available on The Joint Commission Web site.

Since the implementation of the sentinel event database in January 1995, The Joint Commission has received 5,632 reports of sentinel events. A total of 5,765 patients were affected by these events, with 3,977, or 69 percent, resulting in patient death. The ten most frequently reported sentinel event types are:

1. Wrong-site surgery (741 cases reported)
2. Suicide (698 cases reported)
3. Operative/post-operative complication (631 cases reported)
4. Medication error (492 cases reported)
5. Delay in treatment (442 cases reported)
6. Patient fall (341 cases reported)
7. Assault, rape, or homicide (218 cases reported)
8. Unintended retention of foreign body* (212 cases reported)
9. Patient death or injury in restraints (189 cases reported)
10. Perinatal death/loss of function (175 cases reported)

*Added to reviewable events in June 2005; data represents events reviewed since that time.

To view the full updated sentinel event statistics and additional information, visit:
http://www.jointcommission.org/SentinelEvents/Statistics/
This site includes additional statistics such as Sentinel Event Trends Reported by Year, Total ‘Reviewed’ Events by State, ‘Reviewed’ Events per Million Population, Self-Reported Events by State, Sources of Sentinel Event Information, and Settings of Sentinel Events.

JOINT COMMISSION

In an effort to provide exceptional quality services, the Travel Division is in the process of receiving certification from The Joint Commission Health Care Staffing Service Certification program. In preparing for our certification from The Joint Commission, which is anticipated for September 2009, we will be passing along valuable information to you in compliance with a requirement of The Joint Commission Standards.

Joint Commission Update

Preventing infections is critical to patient safety. Effective hand hygiene practices have long been recognized as the most important way to reduce the transmission of potentially deadly germs in healthcare settings. To help healthcare organizations target their efforts in measuring hygiene performance, The Joint Commission is releasing “Measuring Hand Hygiene Adherence: Overcoming the Challenges.” Please view the link below for additional information:
**UNPROFESSIONAL BEHAVIOR**

Did you know that unprofessional behavior can result in you being deemed a “do not return” status to a facility? When this happens, Maxim has to honor the facility’s request and you will not be allowed to return to work in that facility. According to Vanderbilt University Medical Center (2007), the following is considered unprofessional behavior:

- Belittling someone’s opinion or using condescending language
- Negative or belittling nonverbal messages – deliberate rolling of eyes or making faces
- Constant criticism or fault-finding
- Elitist attitude regarding practice area, education, or experience
- Undermining activities or unnecessary disruption
- Angry or emotional outbursts
- Reluctance or refusal to answer questions

Unprofessional behavior is disrespectful and disruptive to staff and patients. In some cases, facilities have reported these types of behaviors to the state nursing board. Please take a moment to consider your behavior when working in facilities. Make certain to maintain professionalism at all times.

---

**MEDICATION ERRORS**

According to the American Hospital Association, as reported on the U.S. Food and Drug Administration’s Web site in 2009, these are the most common types of medication errors:

- Incomplete patient information (not knowing about patients’ allergies, other medicines a patient is taking, previous diagnoses, and lab results, for example)
- Unavailable drug information (such as lack of up-to-date warnings and contraindications)
- Miscommunication of drug orders (this can involve poor handwriting, confusion between drugs with similar names, misuse of zeroes and decimal points, confusion of metric and other dosing units, and inappropriate abbreviations)
- Lack of appropriate labeling as a drug is prepared and repackaged into smaller units
- Environmental factors (such as lighting, heat, noise, and interruptions that can distract health professionals from their medical tasks)

Nurses need to make certain to follow the below steps to avoid medication errors:

- Confirm patient information prior to administering medications
- Review drug information prior to administering medications
- Maintain open communication when receiving orders, and read back all verbal and telephone orders to the Physician before transcribing and implementing the orders

---

**www.travmax.com**
Continuing Education

TravelMax offers continuing education opportunities through CE Direct. Contact your Recruiter for more information regarding these opportunities. We are currently researching CEU opportunities for Reflectx Services rehab therapy personnel.

Employee Injury

A safe environment, effective safety training, and ongoing programs to promote safe work habits are keys to preventing employee injury. Take the proper steps to ensure safety in the workplace and to protect yourself from injury:

1. Use equipment that is appropriate to the job; request proper equipment if it is not readily available.
2. Do not attempt to do a job by yourself that requires two people. Always ask for help if needed.
3. Be familiar with your surroundings, and survey the workplace for back safety hazards.
4. Maintain proper fitness and stretch regularly.

Always follow the ABC’s of proper body mechanics:

Alignment – point your feet in the direction you are moving; avoid twisting at the waist.
Base of support – stand with your legs apart to create a greater base of support.
Center of gravity – the point of your body where the most weight is concentrated; when you are in a standing position, your weight is centered in your pelvis. A low center of

Sources: