

Performance Improvement MONITOR

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REFLECTX AND TRAVELMAX UPDATE



REFLECTX SERVICES AND TRAVELMAX UPDATE

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. We have been notified by The Joint Commission of our survey dates. Reflectx Services will go through survey on September 16, 2009 and TravelMax will go through survey on September 18, 2009. During our surveys, a number of clinicians will be called by the surveyor to answer questions regarding their experiences with either Reflectx Services or TravelMax. These questions may include how you went through your orientation process, how you report grievances and incidents, and what to do if you are asked to float to another department. If you have questions regarding any of these topics, please contact your Recruiter.

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, RN is the Regional Director of Clinical Services for the Travel Division. If you ever have any clinical issues or questions, contact your Recruiter and he/she will put you in touch with Jennifer.

We plan to bring you informative news that will help keep you up to date with Travel Division happenings centered on our Performance Improvement activities. One area where we would like for all External Employees to become more involved and interactive is with our National Performance Improvement National Director, Joy Bland. We have created an e-mail address where you can feel free to ask questions and/or discuss issues at any time:
askjoy@maxhealth.com.

CLINICAL NEWS

About the Influenza A (H1N1) Virus

Transmission: Transmission of novel influenza A (H1N1) is being studied as part of the ongoing outbreak investigation, but the limited data available indicates that this virus is transmitted in ways similar to other influenza viruses. Large particle respiratory droplet transmission and contact with contaminated surfaces are most common transmissions of the virus. All respiratory secretions and bodily fluids (diarrheal stool) of novel influenza A (H1N1) cases should be considered potentially infectious.

Incubation: The estimated incubation period is unknown and could range from one to seven days, and more likely one to four days.

Clinical findings: Patients with uncomplicated disease due to confirmed novel influenza A (H1N1) virus infection have experienced fever, chills, headache, upper respiratory tract symptoms (cough, sore throat, Rhinorrhea, shortness of breath), myalgias, arthralgias, fatigue, vomiting, or diarrhea, plus cough and/or sore throat.

Complications: There is insufficient information to date about clinical complications of this novel influenza A (H1N1) virus infection. Among persons infected with previous variants of swine influenza viruses, clinical syndromes have ranged from mild respiratory illness, to lower respiratory tract illness, dehydration, or pneumonia. Deaths caused by previous variants of swine influenza viruses have occasionally occurred. Clinicians should expect complications to be similar to seasonal influenza: exacerbation of underlying chronic medical conditions, upper respiratory tract disease (sinusitis, otitis media, croup) lower respiratory tract disease (pneumonia, bronchiolitis, status asthmaticus), cardiac (myocarditis, pericarditis), musculoskeletal (myositis, rhabdomyolysis), neurologic (acute and post-infectious encephalopathy, encephalitis, febrile seizures, status epilepticus), toxic shock syndrome, and secondary bacterial pneumonia with or without sepsis.

Reporting suspect novel influenza A (H1N1) virus infection: Clinicians should contact their state public health department if they test a person for novel influenza A (H1N1) infection to obtain information on what clinical and epidemiological data to collect and specimen shipment protocols in their state.

Treatment of novel influenza A (H1N1): The novel influenza (H1N1) virus is susceptible to both oseltamivir and zanamivir. It is resistant to amantadine and rimantadine.

Since we are anticipating a busy flu season this year, we want to reiterate the importance of hand washing while at work and at home.

Please click on the link below to view the CDC's Handwashing Guidelines: <http://www.tmaxnursing.com/uploads/CDCHandwashing042709.pdf>

FLOATING TO ANOTHER DEPARTMENT WITHIN A FACILITY:

We encourage facilities to float clinicians only to the employee's area of expertise and clinical competence. Sometimes, this does not happen. If you are being asked to float to an area that you do not feel comfortable in, notify your NRM IMMEDIATELY.

EMERGENCY PREPAREDNESS AND YOU:

In accordance with The Joint Commission, we are required to have an Emergency Preparedness program. The Travel Division wants to let you know that in the event of a disaster in the local area of your office, we will contact you to let you know of alternate work sites, important phone numbers, how to get your time sheets to us, and other details in the event we need to close and evacuate one of the offices. If you happen to be working in an area where a disaster occurred, we will call you to assess for safety, housing, and payroll issues. Please be aware that your safety is of utmost importance to us.

The Joint Commission Update

The Joint Commission Web site contains a great deal of information regarding standards, patient safety goals, medication errors, and other areas that affect patient safety. For more information regarding Joint Commission information, visit their Web site at www.jointcommssion.org.

For patient safety issues, please contact The Joint Commission at (800) 994-6610 to report a complaint or concern.



PERFORMANCE MEASUREMENT AND IMPROVEMENT UPDATE:

Several areas of performance improvement are above our threshold. Key focus areas that will be addressed include Do Not Returns – Unprofessional Behavior, Clinical Procedure, Employee Injuries (Needle Sticks, Sprains/Strains, and Cuts/Contusions/Lacerations), Equipment Malfunction, Patient Abandonment, Not Following Facility Policy/Protocol, and Building Security.

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.

PROCEDURES/COMPETENCY

Prior to performing any procedure, make certain to follow the facility policy and procedure manual. Please follow these steps:

- ▶ Verify the Physician’s order
- ▶ Ask for help if you are unclear or uncertain about a procedure
- ▶ Gather equipment needed for the procedure
- ▶ Wash hands
- ▶ Identify and prepare/explain procedure to the patient
- ▶ Wear necessary personal protective equipment
- ▶ Perform procedure according to protocol
- ▶ Keep patient informed of each step of the procedure/answer questions
- ▶ Observe patient response after the procedure
- ▶ Document procedure and patient’s tolerance to procedure

If you are unsure about any type of treatment, medication, or procedure, STOP and ASK FOR HELP! This will ensure that the patient gets the proper treatment.

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.

A **sprain** is an injury to a ligament, and a **strain** is an injury to muscles or the tendons that attach the muscles to your bones. Sprains and strains are caused by muscles being pushed too far. A sprain can result from a fall, a sudden twist, or a blow to the body that forces a joint out of its normal position and stretches or tears the ligament that supports that joint. Sprains typically occur when someone falls and lands on an outstretched arm, the side of the foot, or twists a knee with the foot planted firmly on the ground. A sprain is most likely to occur in the ankle. Repetitive activities may also cause a sprain or strain. Be aware of your body mechanics at work, and be mindful not to put yourself in a situation when a sprain or strain is likely. Consider stretches prior to your shift, and always wear proper footwear and follow proper body mechanics.

How to Avoid Sprains and Strains

- ▶ Maintain good general fitness.
- ▶ Warm up your muscles with slow, easy stretches before you exercise.
- ▶ Ease up if you feel the muscles or joints start to hurt. Do not over-exert your muscles.
- ▶ Cool down after exercising to relax the muscles.
- ▶ Avoid activities on slippery, wet or uneven surfaces, or in areas with poor lighting.

Needle Sticks

The single most important measure to prevent needle stick injury is to not put the used needle back in its original cover. Do not recap needles. Make certain to have a sharp's container nearby before starting any procedure where needles will be used, and do not place needles in a temporary location (such as the patient's bed). You might forget where you put the needle, and you or the patient could get stuck.

EQUIPMENT MALFUNCTION

Please make sure that you do not use equipment that is malfunctioning and report the problem to your supervisor. Patient injuries and employee injuries are more likely to occur if the equipment is not properly functioning.

PATIENT ABANDONMENT

Please be aware that action may be taken against your license or certification if you abandon a patient. Please make sure you are aware of what constitutes patient abandonment in the state in which you are working.

FACILITY POLICY/PROTOCOL

Each facility has its own policies and procedures that are unique to that facility. When working in a facility, please make certain that you are following their specific policies and procedures. If you are uncertain of a specific policy or procedure, please contact the facility supervisor for assistance.

BUILDING SECURITY

Please make sure that you are always aware of your surroundings. If you feel you are in a potentially hazardous situation, proceed to safety, follow the facility's guidelines, and notify your NRM immediately.





CONTINUING EDUCATION

The Travel Division is proud to offer continuing education through CE Direct. Please contact your NRM if you are interested in taking any of the Continuing Education courses that CE Direct has to offer. Some of their course offerings are:

Advanced Practice Nursing
Ambulatory Care
Bio/Radiological Terrorism
Bioethics
Cardiology
Career Fitness®
Case Management
CMS Hospital-Acquired Conditions
Complementary Healthcare
Correctional Health Nursing
Critical Care Nursing
Cultural Competency
Diabetes
Emergency Nursing
Endocrinology
ENT
FL State Required Courses
Forensic Nursing

Gastroenterology
Gerontologic Nursing
Home Health Nursing
Immunology
Infectious Disease/Control
Joint Commission Related
KY State Required Courses
Legal & Regulatory
Magnet Related
Management
Medical/Surgical Nursing
Men's Health
MI State Required Courses
Neonatal Nursing
Neurology
NV State Required Courses
NY State Required Courses
Occupational Therapists

OH State Required Courses
Oncology
Ophthalmology
OR State Required Courses
Pediatric Nursing
Perinatal Nursing
Perioperative Nursing
Pharmacists
Physical Therapists
Professional Development
Psychiatric Nursing
Puerto Rico Required Courses
Re-Entry
Stroke
Women's Health
WV State Required Courses



Sources:

Interim Guidance for Clinicians on Identifying and Caring for Patients with Swine-origin Influenza A (H1N1) Virus Infection, www.cdc.gov/h1n1flu/identifyingpatients.htm

CDC Handwashing Guidelines, www.cdc.gov/featrues/handwashing/

The Nursing Assistant's Handbook Edition: Illustrated. Jetta Fuzy, Hartman, Hartman Publishing Inc., 2003.