

Monday, February 1

"Happiness cannot be traveled to, owned, earned, worn or consumed. Happiness is the spiritual experience of living every minute with love, grace and gratitude." –Denis Waitley, motivational speaker

Topic of the Day: Be Safe Huddles

In a recent email, Quality and Patient Safety Officer **Michelle Strider**, RN, provided some important reminders about Be Safe Huddles. She writes:

"Our daily Be Safe Huddles are significant because they give us a forum to review incident reports (RLs), ensuring we are providing timely review and follow-up. This format provides us with an opportunity to focus on rapid-cycle improvements while demonstrating the transparency of our system. The purpose is not to simply share these reports, but to encourage discussion on how we have resolved or are addressing issues and concerns."

Strider encourages those who attend huddles to review incident reports for his or her designated areas each morning, and come to huddle prepared to discuss reports that occurred within the previous 24 hours. For items that need additional follow up, she asks leaders to arrive prepared to discuss the status on a daily basis to ensure we are moving forward to resolve the issue with focused intent.

"Our objective is to promote a culture of safety by addressing issues and concerns in a timely, team-centered fashion," writes Strider.

Did You Know?

Culpeper received close to 30 inches of snow during the recent blizzard, a.k.a. Jonas. However, thanks to the incredible efforts of our staff, our hospital continued to operate with minimal disruption. Thank you to all of those who went above and beyond to deliver care and serve our staff. You can read more about how we weathered the storm in this week's [Engage!](#)

Closing

Are there any goals you need to prioritize as a team today? What's something positive that a team member has done for you in the past week?

We are all a team. If you see anything that concerns you, you are expected to speak up. UVA Culpeper Hospital. Proud to be a part of our community. Proud to be a part of UVA.

Tuesday, February 2

"Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning and focused effort." –Paul J. Meyer, author



Topic of the Day: Prevent Slips, Trips and Falls

With winter's wet and slippery conditions upon us, it's a great time for a refresher on steps you can take to reduce the risk for slips, trips and falls around our facility and at your own home. These include:

- Keep floors clean and dry. Promptly clean up grease, water and other liquids immediately and use cones to identify hazard areas.
- Barricade the perimeter of areas being cleaned to prevent others from slipping.
- Repair any uneven floor surfaces.
- Install non-skid mats in walkways and use handrails in stairways.
- Provide adequate drainage for wet areas.
- Wear appropriate non-slip footwear.
- Walk slowly, sliding your feet on surfaces that are wet, slippery or uneven.

If you notice any potential hazards within or around the hospital, report them to Facilities Management at x8840. For emergencies, contact Safety Officer **Mark Utz** at x4164. For general repair or concerns, place a Facilities Work Order in "TMS Online," and always notify your immediate supervisor of safety concerns.

Did You Know?

There is a condition called "jersey finger" that occurs in athletes who play contact sports. Often, it's caused when a player's finger gets caught on another player's jersey (hence, the name), which results in hyperextension of the finger and separation of the flexor tendon. Without treatment, the injury can lead to long-term damage, so it's important to see a doctor. Read more in this article from the UVA Health System blog: <http://bit.ly/1KdcTvw>

Closing

What will you accomplish at work today that will leave you smiling? Is there a colleague who sets the bar for finding ways to improve work effectiveness?

We are all a team. If you see anything that concerns you, you are expected to speak up. UVA Culpeper Hospital. Proud to be a part of our community. Proud to be a part of UVA.

Wednesday, February 3

"Great minds discuss ideas; average minds discuss events; small minds discuss people." –Eleanor Roosevelt, former First Lady and activist



Topic of the Day: Safe City Award

According to a recent analysis by Consumer Affairs, the town of Culpeper is one of the "Top 10 Safest Cities in Virginia." Culpeper Police Lieutenant Jeff Dodson shared news about the designation with hospital leadership via email. He writes:

"The men and women at the Culpeper Police Department are highly committed to reducing crime and improving quality of life for the citizens within the town of Culpeper. However, this designation would surely not have been possible without the many continued partnerships that we have formed with the community. These partnerships include neighborhood watch groups, business watch groups and many community partners that assist the police department in accomplishing its mission each day. Our community partners do so much for our agency and should also be credited for making the town of Culpeper a safer place as well. Thank you all for the continued support and assistance with making the town of Culpeper an outstanding place to reside."

Did You Know?

In honor of National Chili Day, UVA Culpeper Hospital is hosting a chili cook-off and tasting on **Thursday, Feb. 25**, from **11 a.m.-2 p.m.** and **9-10 p.m.** in the cafeteria. To enter, submit your recipe to your unit champion by **Friday, Feb. 12**. Winner gets bragging rights and a trophy.

Closing

Are there any organizational changes that are affecting how you do your job? Is there someone at work who inspires you to do your job better?

We are all a team. If you see anything that concerns you, you are expected to speak up. UVA Culpeper Hospital. Proud to be a part of our community. Proud to be a part of UVA.



Thursday, February 4

"Adversity is like a strong wind. It tears away from us all but the things that cannot be torn, so that we see ourselves as we really are." -Arthur Golden, author



Topic of the Day: Phishing

You may have heard about the security breach that occurred at University of Virginia, which compromised the personal information of some University employees. While this threat is very real in our own environment, please note

that this particular incident did not impact any UVA Culpeper Hospital employees, as our systems are entirely separate.

This event serves as an important reminder that phishing is a constant danger for us. Please take a moment to review this information shared recently with UVA Health System employees:

Phishing is an attempt to acquire information such as usernames, passwords, Social Security numbers and bank/credit card information by posing as a trustworthy entity such as your bank, online merchant, etc. Communications may appear authentic and often times will redirect you to a fake website where they try to collect the information. These sites often have the same look and feel as the site they are masquerading and can be almost identical to the legitimate one. We have seen a steady increase in phishing related security issues as more individuals utilize email and transact business online.

You should never open email or click on links within an email when you are not familiar with the sender. It only takes a moment to hover over (not click) a link and confirm the URL is somewhere you want to go. Please keep in mind that banks and credit card issuers will never ask you to disclose personal or account information via email. If you receive an email that appears to be from a trusted source requesting this type of information, you should not respond. You should contact the source via telephone to determine legitimacy of the request. If you think you may have responded to a phishing related email, here are some immediate things you can do to protect yourself:

1. Change the password you think you may have just disclosed. If you are even a bit suspicious, changing your password can prevent many problems down the road.
2. Notify your bank or credit card issuer immediately if you think you have given out your credit or debit card information inappropriately.
3. If you think someone may have obtained access to your SSN, date of birth, etc., you can find contact information for a number of helpful online resources including the three major credit bureaus, the Federal Trade Commission and state level resources located on the Privacy Rights Clearinghouse Fact Sheet located at <https://www.privacyrights.org>

Please remember if you ever have reason to believe your Culpeper Hospital password has been compromised or you are suspicious of an email you have received, contact the Helpdesk immediately at X4361 and submit an RL Solutions web form: [RIsolutions.culmem.com](https://www.riolutions.culmem.com).

Did You Know?

Tomorrow, **February 5** is National Wear Red Day! So put on your favorite red dress, shirt, shoes, tie — anything red will do — and help us spread the word about the importance of heart health among women. Plus, stop by the cafeteria today for a special Fit Friday lunch and pick up your very own recipe cards to take home. Read more about Heart Month events in this week's [Engage!](#)

Closing

Do you need feedback from your team about an idea or initiative? Who has shown a level of care for your success in your team?

We are all a team. If you see anything that concerns you, you are expected to speak up. UVA Culpeper Hospital. Proud to be a part of our community. Proud to be a part of UVA.

Friday, February 5

"Show class, have pride and display character. If you do, winning takes care of itself" -Paul "Bear" Bryant, former college football coach



Topic of the Day: A Thrift Shop Veteran Retires

When **Dorothy "Dottie" McConchie** took on the role of Thrift Shop Manager 16 years ago, it was just a "wee little place," she says. Under her supervision, however, the shop has grown to become a 5,500-square-foot treasure trove of gently used merchandise.

"Every year, we picked something new to improve in the shop; we've updated the fixtures and added a security camera," says McConchie. The ever-growing

number of customers is a testament to the shopping environment McConchie has helped create. "I think we serve the community well. Instead of throwing items in the landfill, we clean them up and sell them for a reasonable price so they get a second life. And because we give that money to the hospital, we've been able to contribute great things over the years, like the new digital mammography machine."

After 16 years of opening the shop's doors each morning, scheduling a team of more than 45 Auxiliary volunteers and sorting, cleaning and tagging a constant stream of donated goods, McConchie is retiring. At the annual Auxiliary board meeting on Jan. 20, her Auxiliary comrades gave her a card full of suggestions on how to spend her free time. "They gave me a whole list of things I should do — go to the movies, go out for lunch, travel — so maybe I will do some of those things," she says.

One thing is certain, she will be missed. "Dottie has done a beautiful job with the thrift shop," says Auxiliary Immediate Past Chair Sally Canavan. "She worked long and hard to make it successful and it does very well."

"What I'll miss most about the thrift shop is the people," adds McConchie. "I love being out there and chatting with them. They will tell you [their] whole life story without even asking." One thing she says she won't miss, however: "I won't miss having to go to the shop when it's snowing!"

Best of luck, Dottie, on your retirement and thank you for your many years of dedicated service!

Did You Know?

The Denver Broncos will take on the Carolina Panthers in Super Bowl 50 this **Sunday, Feb. 7**. To get you ready for game day, here are some fun facts about the teams' quarterbacks: At age 39, Peyton Manning will be the oldest quarterback to play in the Super Bowl. And Cam Newton is one win away from being the first-ever quarterback to win the Heisman, National Championship, NFL MVP and Super Bowl.

Closing

Is there an issue you'd like to raise for group discussion today? Is there a staffer whose positive attitude has cheered you up?

We are all a team. If you see anything that concerns you, you are expected to speak up. UVA Culpeper Hospital. Proud to be a part of our community. Proud to be a part of UVA.

Saturday and Sunday staff, please review this week's Huddles for the latest information.