

Monday, February 22

"All the art of living lies in a fine mingling of letting go and holding on."
-Havelock Ellis, English physician and writer



Topic of the Day: Relay for Life

The UVA Culpeper Hospital Relay for Life team needs you! Stop by the Conference Room on **Thursday, Feb. 25** from **noon-1 p.m.** for the official 2016 kickoff meeting where you can learn more about how to become a department captain, find

out about upcoming fundraising efforts, and learn what to expect on the day of Relay.

This is an important event for our hospital because it's an opportunity to show that we not only support our community, but we're willing to do our part in the fight against cancer. "We are committed to the mission of making more survivors and more birthdays," says Relay for Life Team Tri-Captain Scott Johnson.

Our Relay for Life team currently has 32 members who have raised more than \$2K so far this year. The goal: \$17K. To reach that goal, Johnson says there are lots of great fundraising events already planned, including a talent show and possibly a return of the basket raffle from last year. Your ideas are welcome!

The Relay for Life event will be held **June 4-5** this year, so mark your calendars. Even if you can't be at the event, you can still join our team and help us meet our fundraising goal. We had more than 100 team members last year and want to top that number this year. We are looking forward to seeing you there!

Did You Know?

Today is the last day to participate in our Employee Engagement Pulse Survey. As of late last week, we have had just 43 percent participation. Your feedback is important, so if you haven't already, please take a few minutes to share your thoughts via this quick, 10-question survey. Find it at <https://www.surveymonkey.com/r/LSFLPXN>.

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 23

"Turn your wounds into wisdom." -Oprah Winfrey, talk show host

Topic of the Day: Closed IV Catheters

If you are on the front lines of patient care, then you're well aware that UVA Culpeper Hospital has adopted the latest in IV catheter technology. After three weeks of intensive training for our staff and approximately 90 days of follow-up, we are now at 96 percent skill compliance with the BD Nexiva™ Closed IV Catheter System, the first of its kind, all-in-one closed system IV catheter.

Some of the advantages of this system include:

- A stabilization platform that minimizes movement, which can lead to catheter complications, restarts and associated costs.
- The built-in stabilization platform and the pre-attached extension tubing reduce dislodgement by 84 percent.
- Longer dwell times

- In a 2014 clinical study, testers demonstrated that BD Nexiva™ catheters had a low rate of phlebitis and a median dwell time of 144 hours for catheters in place ≥ 24 hours
- In a 2014 clinical study, the longer dwell times of closed systems led to a cost reduction of approximately \$1M/year/1,000 beds compared to an open system
- Minimization of treatment delays and complications
 - The system is power injection compatible, which minimizes the need to exchange the catheter or tubing
 - Single and dual ports and 18- to 22-gauge bore tubing are indicated
 - Leakage avoidance at the catheter/extension set connection due to the integrated system
- Fewer add-on devices required, minimizing the number of manipulations which may lead to touch contamination and accidental disconnections
- BD Instaflash™ Needle Technology confirms vessel entry with quick blood visualization that may help improve insertion success, and therefore reduce insertion attempts.

As you can see, this new system is another example of the steps we are taking to ensure our staff have the advanced tools necessary to provide safe, high-quality patient care.

Did You Know?

On this day in 1896, Leo Hirshfield introduced the Tootsie Roll. Since 1970, Tootsie Roll Industries has received more than 20,000 letters from children around the world who believe they have solved the mystery behind how many licks it takes to get to the center of a Tootsie Pop. When children (or adults!) write in their best guess, they receive a certificate called the "Clean Stick Award."

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?

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Wednesday, February 24

"Faith is taking that first step even when you can't see the whole staircase."
-Martin Luther King, Jr., Civil Rights activist



Topic of the Day: Responding to Social Media Chatter

These days, word travels fast via social media. While we do our best to provide excellent service and address our shortcomings with patients directly when necessary, sometimes our patients leave our hospital less than satisfied with their experience. Unfortunately those feelings may be shared very quickly and publicly on social media sites like Facebook.

As employees of this hospital, you can help us diffuse these situations. Below are steps you can take to address online complaints about our hospital from friends, family or acquaintances:

1. Always respond to those who post complaints on social media directly.
2. Be empathetic and apologize using first-person pronouns. ("I'm so sorry you had that experience. Can I provide you with the name of our Director of Service Excellence who can help address your concern?" NOT "We're sorry we did not provide you the best care.")
3. Private message your friend or family member with our Director of Service Excellence contact information who is **Tammy Barboza**. She can be reached at tbarboza@culpeperhospital.com or **540.829.5754**.



Did You Know?

Tomorrow, **February 25** is National Chili Day! Stop by the cafeteria between **11 a.m. and 2 p.m.** or **9-10 p.m.** to get a taste of yummy chili recipes cooked up by your colleagues. The winner will get a trophy and bragging rights.

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?

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Thursday, February 25

"Next to jazz music, there is nothing that lifts the spirit and strengthens the soul more than a good bowl of chili." -Harry James, jazz legend



Topic of the Day: Volunteer Chaplaincy Program

UVA Culpeper Hospital is fortunate to have 13 volunteer chaplains who provide spiritual care services to our patients, families and staff. These volunteers are some of the unsung heroes of our hospital, going above and beyond to provide comfort and spiritual guidance on their own time. They represent a variety of faiths and denominations and are available 24-7, on a

rotating basis throughout the month.

Prior to becoming a volunteer, each chaplain is required to go through an orientation process, sign a confidentiality agreement, receive HIPAA training and wear an identification badge when on "duty." They are well informed of our hospital procedures and are sensitive to the limitations of a care environment.

If a patient requests chaplaincy services, or if you would like to speak with one of our volunteers, please consult the schedule posted on each unit. This highlights which chaplain is on call each week and also provides contact information. Note that a Spanish-speaking chaplain may be contacted at any time; you should also feel free to reach out to chaplains of the desired faith even if they are not on call. If you need assistance locating the chaplaincy schedule, please contact a nursing supervisor, charge nurse or unit secretary.

For more information about our Volunteer Chaplain Program, please contact **Tammy Barboza** at tbarboza@culpeperhospital.com or **540.829.5754**.

Did You Know?

Tomorrow is Fit Friday, so don't forget to grab a heart-healthy meal in the cafeteria. On the menu: **Oven-Fried Chicken**

Closing

Do you need feedback from your team about an idea or initiative? Who on your team has shown a level of interest and concern regarding your success?

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Friday, February 26

"Let us love winter, for it's the spring of genius." -Pietro Aretino, Italian author



Topic of the Day: Ransomware

You may have heard the news last week about a cyber attack that occurred at Hollywood Presbyterian Hospital in California.

This incident is a very real reminder that we must be diligent in securing our electronic

environment. **Steve Speelman**, Administrative Director of Information Systems, had this reminder for our staff:

"I feel obligated to update and educate staff about ransomware due to recent news of the events at Hollywood Presbyterian Hospital in California. This event was caused by an employee who opened a malicious link embedded in an e-mail from a unknown source (phishing). This link then allowed software to be downloaded onto the PC, which eventually began to spread and encrypt the entire hospital file system, leaving the hospital's information systems inoperable.

Ransomware is a form of malware that locks all of the computer's functions until the owner of the computer or network pays a fee/ ransom. The computers usually display a message with a countdown timer stating that the data stored on the computers will be wiped if the ransom isn't paid in time.

This is a reminder that if you have no idea who the e-mail is from, or if the e-mail looks usual, do not open the e-mail. If the e-mail has any type of link or asks you to click, please do not open the link. Please call the help desk for assistance to ensure the source of the e-mail is credible. Our best defense from any attack begins with informed and diligent staff members."

For more information on protecting our systems from phishing, check out the Huddles from earlier this **month**.

Did You Know?

More than 317 million pieces of malware – computer viruses or other malicious software – were released in 2014. That's nearly 1 million per day!

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?

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