

Monday, April 4

"It's the little details that are vital. Little things make big things happen." -John Wooden

Topic of the Day: It's Patient Access Week!



Patient Access Week is **April 3-9**. This annual recognition event gives us the opportunity to acknowledge the vital role our patient access professionals play in providing our patients with the best possible care experience. These schedulers, benefits coordinators, pre-registration coordinators, registrars and receptionists interact with every patient that comes through our doors, 24 hours a day, seven days a week. They often have the opportunity to create the first impression of our hospital, a role they take to heart and perform with dedication.

It's also important to reflect on the work of the financial counselors and cashiers in the Collections Department, who are vital to our patient access efforts.

This week, make sure to thank one of these team members. They are the front line staff who help our patients feel welcomed and respected each and every day.

Learn more about national Patient Access Week efforts at naham.org/page/AccessWeekHome.

Did You Know?

The Nuclear Medicine Department is closed today, **Monday, April 4**, starting at noon for major system renovations/repairs, which will continue through **Wednesday, April 6**. Nuclear Medicine procedures will be available on **Thursday, April 7**.

The department will be unable to perform any Nuclear Medicine exams during this downtime, including Cardiac Stress Tests, HIDA Scans or V/O Lung Scans.

If you have any questions concerning, please feel free to call the Nuclear Medicine Department at x4151.

Closing

What's most important for helping you perform your best today? Who deserves recognition for having a creative idea or solving a problem?

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, April 5

"Think big thoughts but relish small pleasures." -H. Jackson Brown Jr.

Topic of the Day: Bake and Craft Sale Boosts Relay for Life Toward Goal

Our Relay for Life team hosted its second Bake and Craft Sale of the year on Friday, March 25, and raised \$1,206.30. Added to the \$2,456.50 it had raised before this sale, the team is now at \$3,662.80 – more than 20 percent of its goal of \$17,000.

"We have some great fundraisers coming up and will make our goal with ease," report Relay for Life Team Captains Diane Berkley, Cindy Fincham, Jennifer Norrod and Scott Johnson.

The Bake and Craft Sale included a raffle of several donated gift baskets from Surgical Services, Books Are Fun and Meador Home, among others, with winners including:

- Diane Berkley, Information Systems
- Allison Thomas, Laboratory
- Karen Windland, Human Resources
- Missy Payne, Patient Accounting
- Lauren Russell, Patient Accounting
- Anita Morris, Finance
- Cindy Fincham, Facilities Management



Relay for Life will be hosting a Talent Show at Eastern View High School on **Friday, May 13**. Employees and their families are invited to participate, and volunteers are needed as well. Contact **Jennifer Norrod** or **Amanda Dove** in Rehab Services with questions and sign up to share your talent at www.SignUpGenius.com/go/20F0E4DA9AB29A2F85-relay.

Did You Know?

The Relay for Life of Culpeper will take place **June 4-5**. Team members are needed! Anyone can join, and those who cannot attend the event can still help show our hospitals commitment to this cause by donating. Sign up for our team here: <http://main.acsevents.org/goto/UVACulpeperHospital>.

Closing

Do you have any information to share that will help your department work with other departments? Whose feedback has helped you perform your job better?

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Wednesday, April 6

"We are made wise not by the recollection of our past, but by the responsibility for our future." –George Bernard Shaw

Topic of the Day: Action Plan Win: Enhanced Technology and Equipment



Last year, our hospital participated in an Employee Engagement survey, which provided important insights into the day-to-day experience of our employees. We learned of many success stories, as well as areas where we can continue to improve. Over the last 10 months, we have been implementing action plans for these areas of improvement in departments across our hospital.

Enhanced technology and equipment was one area where several of our teams developed action plans. In our inpatient units, the ICU nurse's station received an additional monitor and IS will soon place permanent computers in rooms 1, 2 and 4. In addition, four new blood pressure monitors were added to each inpatient unit.

The Emergency Department, got some new equipment, including thermometers/PPE, pulse oximeters, Dopplers and EKG machines as well as some additional equipment for the ambulance crews. Human Resources and Finance worked with our IS Department to upgrade old computers.

Q2 on our Engagement Survey states: "I have the tools and equipment I need to do my job right." These improvements are an example of how we are addressing the feedback received for this question. We'll be sharing more about the results of our action plans over the coming weeks — stay tuned!

Did You Know?

To fax UVA Family Care of Culpeper, be sure to use **540.825.5971**. Several faxes in recent weeks have been going to the clinic's landline (540.825.5951) instead. Please check your fax machines and your fax servers for this error.

Closing

Is there any progress your team has made that you'd like to discuss? Has someone in your team made progress or learned a new skill?

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Thursday, April 7

"The way you see people is the way you treat them, and the way you treat them is what they become." –Johann Wolfgang von Goethe

Topic of the Day: Engagement

The Employee Engagement Survey launches on **May 4!** To help you get up to speed on the core measures evaluated in the survey, we've been revisiting the 12 Keys to Engagement in Huddles over the last several few weeks. An important element of engagement is understanding your role at our hospital and how that role can develop over time.

O6: There is someone at work who encourages my development.

Part of a supportive work environment is offering encouragement to our team members as they grow in their professional role. Co-workers can support one another in a team setting by recognizing and promoting each other's skill sets and abilities.

O8: The mission or purpose of my organization makes me feel my job is important.

Understanding our hospitals broader mission and your place in it is vital to feeling engaged with your work. By investing time to follow our hospitals internal news and communications, you can feel informed of how we are developing as an organization.

Did You Know?

Remember that you can still cash in your PDO. April dates that can be used for cash-in:

- Pay Period 3.13 – 3.26, paid 4.1
- Pay Period 3.27 – 4.9, paid 4.15
- Pay Period 4.10 – 4.23, paid 4.29

For more information, contact **Sue Seal** at SSeale@culpeperhospital.com.

Closing

Is there any departmental information you'd like to share? Who would you like to recognize or acknowledge today?

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Friday, April 8

"The starting point of all achievement is desire." – Napoleon Hill

Topic of the Day: Password Security

To help make our computer system more secure, beginning **May 1**, stronger passwords will soon be necessary for everyone logging into our network computers. You will be required to use three of four character types — capital letters, lowercase letters, numbers and special characters or punctuation — in your selected eight-character password. Contact our Help Desk at **x4361** or HelpDesk@culpeperhospital.com with questions.

Did You Know?

To help nursing transition to the new navy and white scrub color, another uniform sale will be held in May. First Uniform will be on-site **May 5–6** to sell scrubs, shoes, lab coats and accessories. In addition to bringing navy and white scrubs, they will offer other solid color scrub options for other departments, like medical imaging and lab, who wear scrubs but have no specific color designation. Details: May 5, 4–7 p.m.; and May 6, 7 a.m. – 4 p.m. in the Board Room.

Closing

What news do you have for your team? Who has helped you in some way at work recently?

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