

THE HUM

The Holy Cross Medical Center Newsletter

Fall 2020



Support Our Local Hospital!



 **HolyCross**
Medical Center

Update From Bill Patten



We have been in the middle of the coronavirus pandemic for about 7 months. Sometimes it seems like it just started but more often it feels like this will never end! The recent increase in the number of positives has given us renewed cause for concern. Having recently gone through a 4-day self-quarantine after experiencing a number of COVID-19 symptoms and waiting for my test results to come back, I have a new and more personal understanding of what our patients are experiencing.

As I write this note I am spending a shift at the Annex, observing part of our team in action collecting COVID-19 specimens. Members of the public come to the Annex knowing that they will get great care in a quick and courteous manner! The Annex team is just one small part of the patient care team

at Holy Cross. We have employees and medical staff that routinely care for the sick; those that are hurting. Our team responds when needed in the middle of the night (the joy of being on call!). Our team dons hot and uncomfortable PPE in order to protect themselves and our patients. We do what needs to be done; we are there for our community!

It is just two weeks until the official vote for the continuation of the mill levy; many people are already voting (by mail and in person). This year's campaign has been very different because of the virus restrictions with which we need to comply. But our community has seen very clearly how important Holy Cross is; with everyone's help we put together a wonderful response that met the needs of our community. And we are preparing once again for the surge in cases that the experts say we should expect this fall. We have been there when our community needed us and we now need the community to be there for us.

The mill levy will continue to give us money that is needed for the purchase of medical equipment and repairs to the hospital building. The revenue we get from the

services we provide is not enough to meet these needs. Everyone can see how the money has been used so far; a complete listing of all the mill levy related purchases is routinely updated on our website.

Each Holy Cross employee plays an important role in assuring that the mill levy vote is successful! Many community members look to HCMC employees for guidance on how they should vote. You have a huge influence on your friends and family. When you tell them they should support this ballot measure it has great meaning to them. With all of our employees and medical staff, along with your friends and families, supporting this vote, we can have a high degree of confidence that the measure will pass.

I urge you to do your part to make sure everyone in our community votes in favor of this mill levy. This is personal for us; the outcome affects our salaries and it affects our ability to have state-of-the-art medical equipment. Let's make the mill levy election of 2020 be one of the good things we remember about this very unusual year!

Our Mission

To provide our community high quality health care choices close to home, in an environment of continual improvement and service excellence.

Our Vision

Holy Cross Medical Center is a progressive organization committed to improving the health of our community.

Our Values

- Teamwork, integrity, and respect are the foundation of our organization.
- All provide all services with compassion and courtesy.
- Service excellence, patient safety, and continuous quality improvement are the foundation of our Commitment to Excellence (C2E) and Lifewings programs.
- We pursue the continuous acquisition of knowledge in an atmosphere of responsibility, accountability, and confidentiality.
- Education is encouraged, supported, and made available to fulfill our dreams and reach our potential.
- We embrace the diversity of our community.

Our Employees' Perspective

Holy Cross Medical Center exists:

- To exceed our patients' expectations
- To allow employees to provide care to their friends and family members
- To support the local economy by paying fair and competitive wages

We best serve the community by:

- Maintaining current services while exploring new opportunities
- Keeping governance and operational decisions at the local level
- Keeping medical equipment and building infrastructure up-to-date
- Operating in a financially responsible manner

Holy Cross employees:

- Show courtesy and friendliness to everyone
- Understand that they make a difference in the lives of those they serve
- Understand that great care is assured when they work together as a team
- Work as a member of a family; they are not just a number
- Love working at a medical center that is part of their hometown
- Strive to be excellent communicators and listeners
- Accept accountability and responsibility for their actions

PAINT A O S PINK

Join us for events that raise money for **Holy Cross Cancer Support Services.**

SCHEDULE OF EVENTS

Take Out for the Cause

The following restaurants will donate proceeds from food sales on select dates to Cancer Support Services.

Gutiz - Tuesday, October 27th

Martyr's - Wednesday, October 28th

Aceq - Thursday, October 29th

The Burger Stand - Friday, October 30th

Pizaños - Sunday, November 1st

Pretty in Pink Raffle

Visit www.TaosCancerSupport.org to buy your raffle tickets!

Cid's Food Market - \$250 gift certificate

Claireworks - \$100 gift certificate

Spirits of Beauty - \$65 gift certificate

Academy of Performing Arts Nutcracker Tix - Value \$40

Sonya Luz Zoom Yoga Instruction - Value \$85

Raffle Drawing Sat., Oct. 31st - Need not be present to win.

Saturday
OCT. 31ST
10:00^{AM}

Zumbathon® Party In Pink™

Join us for our annual party via Zoom! Registration is \$15 (includes 1 raffle ticket).

Register: www.TaosCancerSupport.org - Raffle Drawing Sat., Oct. 31st - Need not be present to win.

SUNDAY
NOV. 8TH
9:00^{AM}

Posing in Pink

Join us for a Zoom yoga class brought to you by Aorafitness! Registration is \$15.

Register: www.TaosCancerSupport.org



HolyCross
Cancer Support Services

www.TaosCancerSupport.org
(575) 751-8927

Please consider contacting us to make a donation. Every dollar raised stays in the greater Taos area to support families fighting cancer.

Employee Assistance Fund now available to HCMC employees!

In an effort to establish an emergency assistance program for employees and their immediate family who experience a temporary financial hardship due to emergency situations beyond their control, HCMC has established an Employee Assistance Fund.

The Fund is intended to assist employees and their immediate family members who have experienced emergency situations that have caused a temporary financial hardship.

The goal of the Fund is to help employees who were not experiencing financial distress before the emergency event to assist in financial stability .

There are award parameters for recipients. In order to implement this program an Awards Committee comprised of HCMC leadership and employees, both union and non-union, has been established.

We are pleased to announce this program to our employees as there are two opportunities; one to receive funds and the second to donate to this fund.

DONATING TO THE FUND:


Any person or entity is eligible to donate to the Fund. Employees may donate to the Fund by:
Cash or check;
Payroll deduction;
Paid leave time (PLT) donation (employees must have 120 hours in their PLT bank and donations may be made in increments of 4 hours);
Donations cannot be earmarked for specific individuals; and
All donations are tax deductible to the extent provided by law however no documentation of the donation will be provided (we don't have the required tracking system).

APPLYING TO THE FUND:

Applications must be completed and submitted to the Human Resources Department. An immediate family member or colleague of an eligible employee may apply on the employee's behalf. All decisions made by the Committee will be based solely on the information submitted with the application.

To learn more or to get an application, please contact Lesley Hixon, Director of Human Resources at 575.751.5781

Naming Contest!

Name that tune ... 
I mean ...
Event Reporting System!

HCMC is conducting a NAMING CONTEST!

Ethics Point, our former system for reporting... is being replaced. Yay!



Please help name this system!
We are looking for a name that is fun, positive, catchy and appropriate.

Your creative ideas are needed!



PRIZES for the four best ideas!
Our implementation team will choose the best submissions.

Prizes include \$15 Gift Certificates to local businesses!

Submit your ideas by email to Gary Ayers for review by the implementation team.

May the best name win!

RISK: See It. Say It. Fix It

By Renee Laughlin

Are these just words?

OR, are they an important part of our LifeWings Quality Safety Program?

If these are just words then when someone is doing something wrong, or something is unsafe we look the other way and take no action. We ignore wrongdoing and unsafe practices. If See it, Say it, Fix it, is part of how we do business at Holy Cross Medical Center, then when we see something that doesn't look right, we are empowered to ask questions, slow things down, offer important information or help. Consider these situations. What would you do?

What do we do when we see a person wandering around in pajamas looking lost and confused in our parking lot? LifeWings solution: We note this is not safe and communicate with the lost looking person to see how we may help.

What do we do when we think a patient may have been given the wrong medication by a coworker? LifeWings solution: We report this information to the appropriate people/person to investigate. SAFETY FIRST.

What do we do when we see a practitioner is doing something which can cause harm our patient? LifeWings solution: We get the practitioner's attention

so that they may reconsider their actions. We can say "STOP" very loudly. We can bring our supervisor in to help assess the situation.

It is tempting to take no action. Our coworkers are our friends and neighbors and pointing out mistakes is uncomfortable. We may even fear retaliation! But, what if the person at risk of being harmed is our parent, spouse or child? Does that change things? Would we still look the other way? Is that the right things to do?

We who are entrusted with the well-being of our patients are responsible for their safety. Advocate for everyone's safety. If you SEE IT, SAY IT. FIX IT.

Compliance Corner

By Renee Laughlin

We often talk about HIPAA ... having a HIPAA violation, not being able to do something because of HIPAA. But, what is HIPAA and why do we care so much about it?

HIPAA is an acronym for the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This act is hundreds of complex pages long and covers a wide range of topics including Protected Health Information, or PHI. As healthcare workers entrusted with the private medical and personal information of our patients, we are concerned with the portion of HIPAA which requires us to carefully protect the confidentiality of our patients by keeping their information safe, confidential and secure. Simply, if we have a HIPAA

breach, we have failed to keep our patient's PHI safe, confidential and secure. A breach can be as simple as giving medical records (even discharge instructions) to the wrong patient or it can be as catastrophic and complicated as someone hacking into our electronic medical records and viewing/taking the protected information they find there. To avoid a breach of this magnitude, we emphasize the importance of password security and the safe opening of all email. To avoid smaller breaches we require patients to provide identification when they pick up medical records and nursing staff to double check the name on documents provided at discharge against the name of the patient.

Some common ways in which a HIPAA breach may occur include gossiping about patients to friends and co-workers, record mishandling, texting patient information and posting pictures on social media platforms. Did you know that even a patient's telephone number, email or mailing address can be considered PHI? It is important that we carefully protect and keep secure our patient's PHI so that our patients and community feel comfortable coming to our hospital and clinics for care provided by friends and neighbors.

Please Welcome some new members of our staff:

Ismail, Geilan
Cardiologist

Keller, Anita L
Infrastructure Engineer I

Morin, Diana
Physical Therapist

Alford, Maria I
Registered Nurse HCMC

Bernal, Maria S
Patient Sitter

Brady, Lynne M
Registered Nurse HCMC

Burn, Jeremy A
Registered Nurse HCMC

Davis, Jani D
Surgical Tech I

Carlson, Thomas V
*Registered Respiratory
Therapist*

Caro, Isabella R
Registration Clerk

Chery, Jesseca
Sonographer

Clark, Melissa A
Registered Nurse

Concha, Amber R
Nursing Assistant

Cortez-Romero, Amanda
Administrative Assistant III

Crumpton, Tara M
Registered Nurse HCMC

Davis, Jani D
Surgical Tech I

Decker, Stephanie A
RN Perioperative Circulator

Magee, Andrea
Registered Nurse HCMC

Dedios, Dwayla
Registration Clerk

Free, Anthony B
Registered Nurse HCMC

Fresquez, Anjelica S
PBX Operator/Cashier I

Gallegos, Jodi
Central Sterile Tech I

Garcia, Sarah D
Registered Nurse

Garcia, Sophia S
Registered Nurse

Hernandez, Valerie M
Nursing Assistant

Jadulco, Elaine Jane B
Medical Lab Scientist

Jenkins, Mika J
Nursing Assistant

Kwiecinski, Dakota
Patient Sitter

Laplana, Kamia D
Medical Lab Scientist

Lee, Johanna D
Registered Nurse HCMC

Magee, Andrea
Registered Nurse

Matthews-Gordon, Marilyn
Registration Clerk

Mitchell, Denise I
Unit Care Specialist

Monsey, Rachel N
Patient Sitter

Montoya, Jessica M
Administrative Assistant II

Nichols-Medina, Elizabeth A
Food Service Worker II

Ontiveros, Denise M
Registered Respiratory

Pacheco, Ana
Registration Clerk

Palomino, Vanessa L
Certified Nursing Assistant

Pittman, Patricia J
Nurse Manager

Ricketts, Meghan
Registered Nurse

Hernandez, Valerie M
Patient Sitter

Sanchez, Kammi E
Registered Nurse

Stout, Robin L
Registration Clerk

Torres, Alicia R
Sonographer

Trujillo, Nicolas A
Food Service Worker I

Trujillo, Tanya
Registered Nurse HCMC

Turk, Sarah E
Registered Nurse

Varos, Debra L
EVS/Laundry Aide I

Velarde, Santana D
Materials Specialist I

Vigil, Sofia C
Surgical Tech I

Wolfe, Jamie
Radiology Technologist

Wunder, Breawna B
Registered Nurse

Zimmerman, Danielle E
Registered Nurse

Vote YES for the mill levy!

On the November 3rd, 2020 ballot, Taos County voters will have the opportunity to vote in favor of continuing the one mill levy to support our local hospital.

The proposed one mill levy would be a continuation of what was approved in 2016 – not an increased mill levy.

Vote FOR the mill levy and keep vital health care services in our community!



Please Welcome the New Members of our Leadership Team



Sue Romansky
Chief Operations Officer



Sarah Beane
ED Director



Brittany Lamendola
Vice President of Quality



Patricia Pittman
Case Management Manager



Melissa Offenhartz
ICU Director



Amalia Salazar
Health Information
Management Manager

English
Taos Health Systems complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-575-758-8883 (TTY: 1-575-751-5734).

Spanish
Taos Sistemas de Salud cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-575-758-8883 (TTY: 1-575-751-5734).

Navajo
Taos Health Systems b'ik'ehgo hój'íng'í b'ídadéet'ígíí Wááshindoon t'áá át'é bílá'ashd'íí bee t'á'á áda'haaz't'ígíí b'íbee haz'áanii dóo dóo ák'í'í n'itsáhakees da díí nínah'íí a'áá dadine'é, dín'é b'iká'íí a'í'ehígíí, b'ínáha'íí, n'azh'ní'írago da, éí dóodali'íí asdzáni dóo díné át'é yí'ígíí.

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www.HolyCrossMedicalCenter.org