

# THE HUM

The Holy Cross Medical Center Newsletter

Winter 2021

# 2021



**HolyCross**  
Medical Center



## Update From Bill Patten



Most of us were glad to say goodbye to 2020! It was a year full of conflict and strife, and for most healthcare workers it was a year that was focused on the COVID-19 pandemic. If you take a few minutes and think back to how all of this started for us in mid-March and all the different changes that have taken place, I am sure you will be amazed at how much we have accomplished. In spite of the many challenges we faced, we stuck together and continued to provide excellent care to our community!

For the past 6 weeks or so, many of us

have been focused on providing the COVID-19 vaccine to the healthcare community and those that interface with the public. We are now at the point where we will be offering vaccine to groups of the general population, starting with those >75 years old. We have already provided almost 2,000 doses of vaccine and this week alone will be giving another 1,000+ doses!

The pandemic has touched each of us in different ways. Some have had friends or family that have caught the COVID-19 virus (my son and daughter-in-law have recently recovered from the virus, thank God) and a few have had the virus take family members and friends from them. Many of you have faced the daily challenge of providing great healthcare while taking the steps necessary to protect yourself, your coworkers,

your patients, and your family.

We have many months ahead of us before life will begin to approach normal. The one constant that we all can take hope in is the fact that, in spite of what we may encounter with the virus and its issues, the Holy Cross family will always find a way to pull together, to make the best of the situation, and to continue to provide great care to our community.

Please accept my personal thanks for what you have done this past year and what I know you will continue to do as we meet the many challenges the future will hold.

# Focus on Helping Our Employees



## Q.W.I.E.T Offers Help to Hospital Employees

National studies of health care institutions indicate that one in seven health care workers either has issues with substance misuse or may be working impaired at some point in their career. Holy Cross Medical Center is not immune to this problem. Substance Use Disorder or SUD is a complex medical condition that carries with it suffering and pain. Employees are often reluctant to seek proper help due to stigma associated with SUD. They fear job loss, having their confidentiality broken or that they will not be treated with dignity and respect.

### What is QWIET?

The Quit Working Impaired Employee Team (QWIET) is made up of employees that have a sincere interest and special knowledge in helping individuals suffering from SUD. QWIET's purpose is to provide a team based approach to assist employees struggling from the misuse of mood or mind altering substances that may cause impairment in the workplace. The acronym also describes the philosophy of the team which is confidential help. QWIET functions to intervene and get the employee help as soon as possible, then prepares them to return to work. A second and equally important goal is to maintain a safe environment for our employees and patients.

Lastly, QWIET provides a structured program for follow up after the employee has received treatment. The intervention is not intended or designed to discipline or terminate that employee, it is designed to offer help from a potentially fatal disease.

### How does QWIET work?

The QWIET team collaborates with the Human Resources Department, while working and communicating with hospital management and administration to hold the employee's job while they receive treatment. All hospital employee benefits that apply to a sudden major illness may be used, including major medical hours and FMLA. Upon return to work, the employee will sign a back-to-work agreement and attend support/monitoring meetings with QWIET, as well as participate in peer support meetings, such as 12 Step recovery meetings (AA, NA, DAA). Drug testing is part of the back-to-work contract. The referred employee must also comply with any recommendations from professional licensing boards. QWIET may serve as a liaison to those professional programs. This plan is designed to give the employee the best chance of success possible while maintaining strict confidentiality and respect. If QWIET is successful in its efforts the employee will keep their job and hopefully be happier and more productive. This creates a safer

environment for employees and patients alike.

### What QWIET is NOT.

QWIET is not an Employee Assistance Program (EAP). There are other forms of impairment caused by stress, anger, domestic violence and sleep disorders that can disrupt an employee's work habits. These issues are best handled by qualified professionals and QWIET will refer if appropriate. Although there are medical and behavioral health professionals on the team, QWIET and its members do not act in a professional capacity to provide therapy, treatment or medical services. While QWIET may provide recommendations, we do not make decisions regarding employment status.

The QWIET team encourages anyone to report an employee who smells of alcohol, is seen using drugs at work, or is acting in an abnormal way, so they may receive assistance.

**The purpose of this program is to keep quality employees, not to terminate their employment,** so please do hesitate to report a fellow worker to a member of QWIET if they show signs of impairment. You can do this by calling a member of the team. Stay tuned for email contact and intranet links from the team as well.

### How do I contact the QWIET team?

John: 575-770-2605  
Amy: 575-770-9581  
Steven: 405-315-8940  
Renee: 575-613-2264

This is yet another way Holy Cross Medical Center is reaching out to assist our employees, continuing a long and proven track record of supporting patient safety and employee health.

# Physical Therapy & Rehabilitation Services Continue to Grow



**Diana Morin, PT**, lately of Coos Bay, OR, began in September and is already quite busy seeing patients in the hospital and in the clinic. She has a wealth of experience and is treating a variety of patients, including orthopedic, neurological, post-surgical and acute care. Diana is in the throes of rehabilitating a vintage adobe house in Peñasco and is quickly learning every curve and pothole of Hwy 518.



**Lisa Edmonds, Occupational Therapist**, is now a Certified Hand Therapist (CHT). After many months of study and over 5,000 hours of direct patient care of upper extremity problems she passed the exam on her first try. This is no mean feat since fewer than 39% of first time candidates pass the exam. This nationally recognized designation indicates an elite level of knowledge of assessment and treatment of hand disorders. Lisa is the only Certified Hand Therapist in Taos County. We are pleased to be able to offer this high level service locally.



**Nohemi Fuente Vega Graehl, Occupational Therapist**, comes to us from San Diego via Roswell where she covered in and out-patient services. She has a special interest in hands, shoulders and neurological disorders including Parkinson's Disease and stroke. She joins Lisa Edmonds, OT and rounds out our offerings in Occupational Therapy including in-patient care.

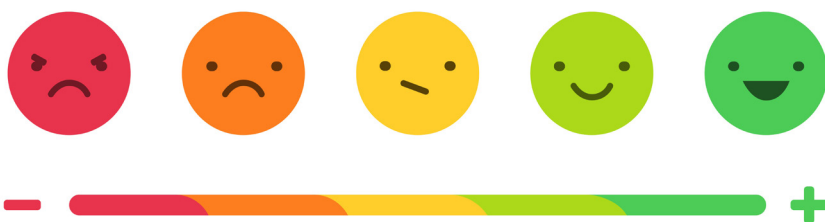
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## New Patient Feedback and Compliance Incident Reporting Forms are Online

In an effort to streamline and collect information from our patients and staff regarding feedback and compliance issues, we have found a new system to handle online requests.

The new feedback and compliance forms can be found at:

[holycrossmedicalcenter.org/contact/](https://holycrossmedicalcenter.org/contact/)



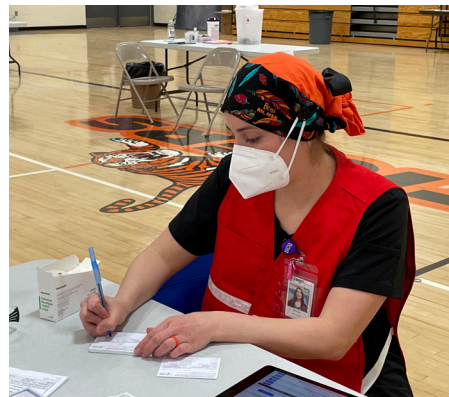
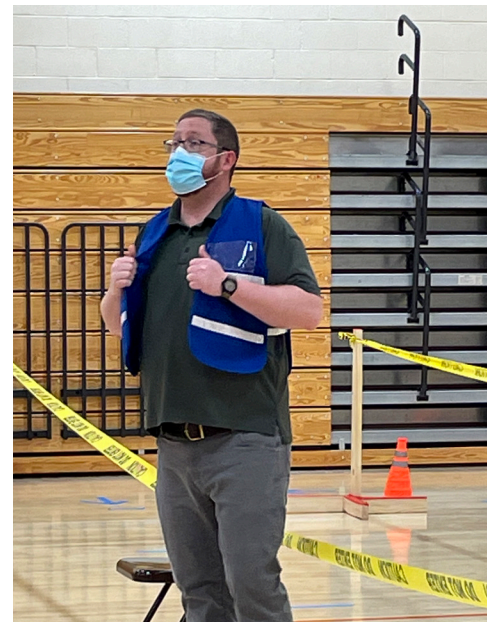


# Over 2,000 Doses of the COVID-19 Vaccine Have Been Administered

With the help of over 35 staff members and community volunteers Holy Cross Hospital has administered over 2,000 vaccines to the Taos community. Vaccinations are scheduled to take place at the Taos Middle School gymnasium. In order to get in line to receive the vaccine people need to register with the State of New Mexico using either of the following options:

**Online:**  
**[www.VaccineNM.org](http://www.VaccineNM.org)**

**By Phone:**  
**1-855-600-3453**





# Good News From the HCMC Family!



## **Sarah Beane - Emergency Department Director**

Congratulations on your Masters in Nursing Leadership & Management from the University of Mary, Bismarck, ND



## **Congratulations to John Gonzales!**

Certificate of Completion On behalf of IBM Watson Health, this document is awarded to John Gonzales for attending and successfully completing the core application mastery examination of Merge PACS Administrator Core Training



## **Lisa Edmunds Occupational Therapist,**

is now a Certified Hand Therapist(CHT). After many months of study and over 5,000 hours of direct patient care of upper extremity problems she passed the exam on her first try. We are pleased to be able to offer this high level service locally.



## **David Elliot, Education & Emergency Preparedness Coordinator**

David was instrumental in forming a partnership of private, business and government entities to identify and address unmet community needs at the beginning of the pandemic. A true leader, he secures needed resources, provides critical communication and champions a "mask up" campaign. Con Alma Health Foundation: Honoring Our Health Heroes

# Welcome Our New Year's Baby!

Every year we like to honor the first baby born at Holy Cross Hospital. With 2021 we welcome the New Year's baby Alaïa Gabriela Armijo, daughter of Theresa Giron and Matthew Armijo from Taos.





# Meet Shorty!

Meet Shorty! This new piece of equipment is a welcomed addition. This motorized unit helps with the heavy loads and is of great assistance to our Environmental Services Team. Welcome Aboard Shorty!



# Recently Retired:

Holy Cross Medical Center would like to thank Debbie Pringle and Francis Santistevan for the many years that they shared with us at Holy Cross Hospital and we want to congratulate them on their retirement!



**Debbie Pringle**  
13 Years with Holy Cross



**Francis Santistevan**  
27 Years with Holy Cross

**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 bii'ehgo hólí'ingilí bídadéet'ígíí Wááshindoon t'áá át'é bílá'ashdla'íí bee t'á'á áda'haazt'ígíí bíbee haz'áanii dóo dóo ák'í'í' nitsáhakees da díí nina'í'í' a'áá dadine'é, dín'é bíkag'í' a'í'ehigilí, bínaáha'í' íí, názhnít'í'ago da, éí dóodai'í' asdzani dóo díne át'é'ígíí.

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