Jackie Lee Houston Shining Stars November 2012

This program rewards individuals that go above and beyond their job responsibilities in exemplifying one of the five supporting commitments. These commitments are Safety, Clinical Excellence, Courtesy & Caring, Healing Environment and Efficiency.

SAFETY

AWARDED TO: Lee Haugen
RECOGNIZED BY: Maureen Reiley & the Laryngoscope Blade Gap Analysis Team

SITUATION/TASK: A Joint Commission regulatory alert published guidance for cleaning and storage of laryngoscope blades to assure safe patient care during intubation. A multi-disciplinary gap analysis team was formed to investigate current status and develop action plans to comply. The team identified a need for equipment review and standardization

ACTION: Though members of the team were all great assets to the final result, Lee took the lead early on and went above and beyond his role to assure safe care for our patients. Not only did he inventory equipment and discover that many of our blade handles could not be cleaned &/or they were so old we could not get manufacturers' recommendations for proper cleaning. He did extensive research, including research on each type of blade (and there were many), assisted in pricing new equipment, helped coordinate vetting new equipment with pulmonary/intensivist and anesthesiologist. When it was time for equipment purchase the ICU Director position was transitioning. This did not stop Lee. He graciously took the lead until this project was completed. He collaborated with multiple departments to ensure good outcomes for our customers. He also ensured that equipment was purchased and standardized processes were in place to safely clean and store the laryngoscope blades

RESULT: We now have standardized laryngoscope blades and handles in all crash carts and intubation boxes in EMC in addition to a new efficient process for safe cleaning and storage. Lee has demonstrated he is a Shining Star by taking the lead in this project, promoting patient safety and complying with regulations in an efficient and standardized fashion.

CLINICAL & PROFESSIONAL EXCELLENCE

AWARDED TO: Liz Borgetti
RECOGNIZED BY: Melissa Novenson

SITUATION/TASK: Liz noticed a patient walking with unsteady gait out from the men's room into the lobby and sat

down, looking to be in distress. Not a normal appearance for a patient walking around.

ACTION: Liz approached this man with concern and asked him, “Are you okay, sir?” He stated he was going to be sick, so she rushed into the lab to retrieve an emesis for him to use. She then called Karen in Imaging for help.

RESULT: Karen called the nurse, Melissa, and the patient was immediately taken to the back for further assessment. He was taken to the EMC ER for an MI. Liz was his hero! Without her quick actions he would have had a heart attack in the lobby of the Argyros building. Thank you Liz!

EFFICIENCY

AWARDED TO: Dina Long
RECOGNIZED BY: Laura Mohlenhoff

SITUATION/TASK: Some lab orders can be very complex or difficult to interpret. Researching these orders can be time consuming.

ACTION: Dina developed a resource, called the "Brain Book", by compiling research from these difficult orders by organizing the information into an easy to use manual.

RESULT: The Brain Book has been a big help to the staff at Argyros lab. The Brain Book has streamlined order-entry for these difficult orders. Not only does it save time, but more importantly, ensures that the correct test is ordered and performed. The Brain Book has been such a hit at Argyros Lab, that it has now been rolled out to Dolores Hope Lab as well.

GREAT JOB, Dina, and thank you for taking the time to develop this helpful resource

HEALING ENVIRONMENT

AWARDED TO: Socorro Gonzalez
RECOGNIZED BY: Patient

SITUATION/TASK: A very stress filled morning. The challenge was keeping my stress level down. By being straight forward with me Sokie managed to accomplish that.

ACTION: She got the appropriate people in front of me to better explain my outcome and calm my nerves.

RESULT: I am leaving with the belief that I will live, I will think positive and I will succeed in healing. She rocks!

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