



January 13, 2016

New Direction

Memorial welcomes back interim CEO Gary Kendrick

The Nacogdoches County Hospital District Board of Directors accepted the resignation of chief executive officer Scott Street last week. Hospital board president Lisa King reached out to all team members, medical staff and volunteers with that news before the weekend. "I reached out on behalf of the board, in an effort to contain any misinformation that might come out during a time of understandable uncertainty," she said. "We're grateful to Scott for his two and a half years of service, his unique vision for improving hospital services and facilities and the energy he brought to the job. We wish him the very best in his bright future, while our hospital family and board prepare for a new path forward for the Nacogdoches County Hospital District."



That new path forward will include a familiar face. Gary Kendrick returned on Tuesday to serve as our interim CEO during this transition period. Many of you will recall that Gary served in that role for a year while we searched for a replacement for late CEO Tim Hayward.

Gary works for Community Hospital Corporation as an interim administrator who travels to hospitals in need of top management services. Gary has been in healthcare since 1979, with 27 of those 38 years serving in the CEO role. He knows Memorial and looks forward to helping the hospital as the board begins the search for a new CEO.

"Today's healthcare environment is definitely challenging," said Gary. "But I have complete confidence that this organization is strong enough to thrive. I know that the Memorial leadership is hard working and completely ready to move forward with a mission that they believe in. I know because I've been here before and I've worked with many of the leadership and have confidence in them to get the job done."



Gary Kendrick, enjoyed visiting with staff at the 2013 hospital Christmas party.

WOW moment

Amber Wilson, labor and delivery nurse, recently blew us away with her efforts to make sure her patient could be part of her young daughter's birthday. Realizing her patient was heartbroken that she wouldn't be able to celebrate her daughter's fifth birthday, Amber was inspired to throw a party in the hospital lobby, making sure Mom could attend. As luck would have it, things just wouldn't go according to plan and medical complications restricted Mom to bed rest. She would be unable to leave her room.



Undaunted, Amber and her L&D cohorts refused to let this destroy their plans to make a sweet little girl's birthday extra special. They moved birthday decorations, balloons and streamers to the patient's room and wrapped presents for the little girl. Family arrived with cupcakes and enthusiastic happy birthday greetings that could be heard down the hall, as the little girl walked into her mother's room, grinning from ear to ear. Memorial nurses are the best at treating our patients like family. Thank you Amber, for being a labor and delivery nurse who really knows how to deliver!

Pharmacy director excited about new best-in-class drug reference software

Pharmacy director David Schaefer is excited about a new drug information reference software that will definitely help pharmacists and nursing staff keep our patients safer. "We started using the new software at the first of the year," David said. "Clinical Pharmacology powered by ClinicalKey is a comprehensive drug reference that supports healthcare professionals in making sound medication decisions by providing the fastest access to the most current, accurate and clinically relevant drug information out there," he noted.

Drug information changes every day, according to David, and sometimes those changes have major implications for patient and medication safety. The clinical search engine publishes clinical updates hourly, every day—including weekends and holidays. That's an important safety feature.

"This product is recognized by every state board of pharmacy, and trusted by more than 2,000 hospitals and 35,000 retail pharmacies and has been recognized in the Best in KLAS® report as the highest-ranked drug reference," explained David. "So we know it's going to be good for our patients."

"It will give us patient discharge info that we can print out in English and Spanish for our patients as we're sending them home," David said. "It also has a dosing calculator to make life easier on the nursing staff and has the ability to check for compatibility between IV medications."

Another feature the staff will appreciate is a pill identifier. David says that's something the emergency department will utilize frequently. "Patients often show up in the ER with a handful of meds that they're taking, but no clear idea of what those meds are or what they're for specifically, so this new software will help the staff drill down on those details more easily and quickly."



Bomar hosts health fair, adds cake walk for fun

Stop by the Auxiliary Conference Center between 9 a.m. and 4 p.m. today, Friday, and start the new year out as a new you, with the help of a Cecil Bomar Rehab health fair focusing on stroke awareness.

You can also get your steps in by walking in the cake walk, every hour on the 30 minute mark, as long as the cakes last.

Joint Commission update on texted orders: don't do it!

Linda Lawson, chief nursing officer, recently shared an update from Joint Commission on texting orders.

"Please be aware that The Joint Commission recently published a clarification about their stance on the use of text messaging for the transmission of patient care orders. At this time TJC and CMS are NOT allowing secured text message orders to be placed. TJC has determined that there are still enough concerns about transmitting text orders (even when a secure text messaging system is used) that text messaging of orders is not allowable."

Just one of the concerns is that texting an order may create situations where additional step(s) are needed to clarify orders prior to order entry, resulting in delay in treatment and mistakes made in order entry.



Use caution with BD Eclipse Needles

According to Michelle Nash, nurse manager over quality and infection control, there have been national reports of safety cover disengagement and needlestick injury (NSI) for the BD Eclipse™ Needle, a product that we use at Memorial. Based on the customer reports, in some cases when the safety cover is pushed over the needle it disengages, resulting in an exposed needle which can increase the risk of needle stick injury.

Manufacturers warn that some customer reports indicate an audible "click" sound before the safety cover is activated followed by a second "click" sound when the safety cover is actually locked over the needle. The manufacturer is working on a solution, but warns the user not to assume the safety cover is locked after the initial "click," but to follow the instructions for use: "Center your thumb or forefinger on the textured finger pad and push the safety cover forward over the needle until you hear or feel it lock. Visually confirm that the needle is covered when pushing the safety cover over the needle."