



Navigator

February-April
2012



Our Vision

A community where all individuals reach their highest potential for health.

Our Mission

To continuously improve the health and well-being of our entire community and to work in partnership with others who share the core values of Blount Memorial Hospital.

Our Core Values

- Hospitality
- Excellence
- Advocacy
- Leadership
- Stewardship

Good people.
Great team.
Close to home.



Blount Memorial
Human Resources

www.blountmemorial.org

Brown Bag Lunch and Learn Series Celebrates National Nutrition Month



In celebration of National Nutrition Month, Angie Tillman, director of the Weight Management Center, will present "Intuitive Eating" during the Brown Bag Lunch and Learn. Please join us **Thursday, March 1 in the auditorium from 11:30 a.m.-1 p.m.**

Tillman has a bachelor's degree from East Tennessee State University and is a member of the American Society for Metabolic and Bariatric Surgery. She is a certified diabetes educator, certified group exercise instructor, and has advanced training in bariatric surgery nutrition and bariatric surgery coordination from BariMD. Tillman also conducts individual and group nutrition education sessions for patients and leads support group meetings.

During her session on March 1, you

will learn to trust your body's internal cues and signals when and what to eat. The goal is to normalize your relationship with food to achieve a healthy relationship with food and your body. Bring your lunch, and join us.

How to Register for a Training Class

1. Talk to your supervisor about any training classes occurring during your shift.
2. Double click in the Internet Explorer icon located on the computer desktop.
3. Click the NetLearning link, which is located under the box BMH Applications on the BMH Homepage.
4. Enter your Employee ID in the Login ID field and click the "LOGIN" button.
5. You should now see all of your CBLs-to-do, classes you are enrolled to attend and much more.
6. Click the green "+" button to the left of the training class in which you are registering.
7. Click "enroll" to confirm enrollment.

FEBRUARY

NEW EMPLOYEE IN-PROCESSING AND ORIENTATION

Feb. 2, 9, 16, 23,
8 a.m. – 4:30 p.m.

Facilitators: Human Resources

Human Resources Training Center, ground floor

Please work with your Employment Specialist to schedule orientation.

BROWN BAG LUNCH AND LEARN: MAKING YOUR RESOLUTIONS STICK

Feb. 2, 11:30 a.m. - 1 p.m.
Audience: All employees

Presenter: Chad Hodson Blount Memorial Hospital auditorium

Learn to stick to your New Year's resolutions for a healthier lifestyle by changing bad behaviors into behaviors that will promote fitness and wellness throughout the year. Sack lunches are welcome.

CUSTOMER SERVICE: DEALING WITH DIFFICULT PEOPLE AND SITUATIONS

Feb. 3, 8-10 a.m.

Facilitator: Jennifer Justice
Audience: All employees
**Blount Memorial Hospital
auditorium**

Enhance your skills to build

relationships and communicate with diplomacy and discretion.

KRONOS: REPORTS AND INQUIRIES

Feb. 7, 8:30-11:30 a.m.

Facilitators: Missy McNeil
Audience: Kronos users with basic knowledge

Prerequisite: Kronos: Basics
Human Resources Training Center, ground floor

Learn how to run and interpret many reports in Kronos including: Approaching OT, On Premise, Total Hours, Audit, and Comments.

COACHING SKILLS FOR MANAGERS

Feb. 8, 2-4 p.m.

Facilitator: Jennifer Justice

Audience: All employees

Blount Memorial Hospital auditorium

Learn to use coaching as a positive staff development tool.

WORKER'S COMPENSATION OVERVIEW

Feb. 9, 8:30-10:30 a.m.

Audience: All managers and supervisors

Facilitator: Carole Chambers, Katherine Hill and Kelly Sutton

Blount Memorial Hospital auditorium

Enhance your ability to comfortably and effectively handle worker's compensation issues. Topics include: how our worker's compensation program is set up, data and statistics, related policies, safety practices and the importance of an early return to work.

CONFLICT RESOLUTION

Feb. 20, 1-3 p.m.

Facilitator: Jennifer Justice

Audience: All employees

Blount Memorial Hospital auditorium

Develop effective conflict management and communication strategies to resolve conflict.

BUDGET AND ASSIGNED EMPLOYEE RESOURCES

Feb. 23, 9-11 a.m.

Audience: All managers and supervisors

Facilitator: Missy McNeil

Blount Memorial Hospital auditorium

Learn how to plan and budget employee position FTEs and employee headcount. Managers should go through this process each budget year and work with their HR Employment Specialist to adjust their approved budget.

PLANNING FOR JOB VACANCIES

Feb. 28, 2-4 p.m.

Audience: All employees

Facilitator: Missy McNeil

Blount Memorial Hospital auditorium

Learn how to identify a long-term plan for orderly replacement of employees resulting from promotions, transfers, retirements, deaths, disability, departures, etc.

NETLEARNING ADMINISTRATOR TRAINING

Feb. 29, 9-11 a.m.

Facilitator: Jennifer Justice

Human Resources Training Center, ground floor

Learn to pull reports, enroll employees in classes or courses, and enter education in the system.

MARCH

NEW EMPLOYEE IN-PROCESSING AND ORIENTATION

March 1, 8, 15, 22, 29,

8 a.m. - 4:30 p.m.

Facilitators: Human Resources

Please work with your Employment Specialist to schedule orientation.

BROWN BAG LUNCH AND LEARN: INTUITIVE EATING

March 1, 11:30 a.m. - 1 p.m.

Presenter: Angie Tillman, director of the Blount Memorial Weight Management Center

Audience: All employees

Blount Memorial Hospital auditorium

Intuitive Eating is a process that involves learning to trust your body's internal cues and signals in regards to when and what to eat. The goal is to normalize your relationship with food and therefore achieve a healthy relationship with food and your body. Sack lunches are welcome.

TIME MANAGEMENT: PRACTICAL IDEAS TO GET MORE DONE IN LESS TIME

March 2, 1:30-3:30 p.m.

Presenter: Jennifer Justice

Audience: All employees

Blount Memorial Hospital auditorium

Learn practical ways to help supervisors manage their time more effectively to focus on goal setting and staff development.

CPI: NON-VIOLENT CRISIS INTERVENTION

March 6, 8 a.m. - 4 p.m.

Facilitator: Mike Steele

Audience: All employees

Cancer Center, classroom 2

An introduction to crisis prevention

that emphasizes early intervention and nonphysical methods for preventing and managing disruptive behavior.

COMPENSATION OVERVIEW

March 8, 2-4 p.m.

Audience: All managers and supervisors

Facilitator: Missy McNeil & Connie Bright

Blount Memorial Hospital auditorium

Learn how to answer general employee questions about shift differential, on-call pay, call-back pay and relief charge, among other topics. You will also gain an understanding about FLSA regulations and hospital policies on subjects, such as overtime, minimum wage, meal and rest periods and record keeping requirements, etc.

BUDGETING AND ACCOUNTING OVERVIEW

March 13, 8:30-10:30 a.m.

Audience: All managers and supervisors

Facilitator: Missy McNeil

Blount Memorial Hospital auditorium

Learn about our fiscal policies and how the hospital budgets each fiscal year. Also, learn how to budget for your department, basic accounting concepts, and the accounting reporting process.

CUSTOMER SERVICE: SERVICE RECOVERY- BUILDING LOYALTY

March 13, 2-4 p.m.

Facilitator: Jennifer Justice

Audience: All employees

Blount Memorial Hospital auditorium

Learn techniques needed to deal with concerns and complaints that will mend the relationship and build loyalty.

DECISION-MAKING SKILLS

March 21, 8:30-10:30 a.m.

Facilitator: Jennifer Justice

Audience: All employees

Cancer Center, classroom 1

Learn to approach decisions with a clear process to save time and improve the quality of your decisions.

APRIL

PRESS GANEY ONLINE PORTAL

April 3, 1-3 p.m.

Facilitator: Jennifer Justice

Audience: Employees with access to the Press Ganey Portal

Human Resources Training Center, ground floor

Learn to run patient satisfaction reports, set your personal dashboard and use infoEDGE features.

COMMUNICATION SKILLS FOR SUPERVISORS

April 4, 2-4 p.m.

Facilitator: Jennifer Justice

Audience: All supervisors

Blount Memorial Hospital auditorium

Learn to diagnose the communication needs of your staff and be flexible to adjust your style for maximum effectiveness.

NEW EMPLOYEE IN-PROCESSING AND ORIENTATION

April 5, 12, 19, 26, 8 a.m. - 4:30 p.m.

Facilitators: Human Resources

Human Resources Training Center, ground floor

Please work with your Employment Specialist to schedule orientation.

BROWN BAG LUNCH AND LEARN: PROTECTING YOURSELF FROM IDENTITY THEFT

April 5, 11:30 a.m. - 1 p.m.

Audience: All employees

Presenter: Capt. Warren Headrick,

Blount County Sheriff's Office

Blount Memorial Hospital auditorium

With technology advancing at such a fast pace, learn how to protect yourself and

your loved ones from becoming a target during daily tasks. Sack lunches are welcome.

POSITIVE AND PROGRESSIVE DISCIPLINE

April 5, 1-4 p.m.

Audience: All managers

Facilitators: Missy McNeil and Katherine Hill

Blount Memorial Hospital auditorium

Learn how to deal with employee problems effectively and consistently by defining the stages of the Positive Discipline Performance Improvement Process, and discussing the importance of applying positive discipline. You will also learn the steps used at Blount Memorial during the Progressive Disciplinary process.

LEGAL ASPECTS OF SUPERVISION: ADA AND FMLA

April 10, 2-3:30 p.m.

Audience: All managers

Facilitator: Missy McNeil and Howard Jackson

Blount Memorial Hospital auditorium

Learn more about the Americans with Disabilities Act and Family Medical Leave Act and how that relates to you as a supervisor. You will be exposed to the legal definitions and real-life examples of mistakes made by supervisors in regard to these laws. Material will be presented by Howard Jackson, an attorney with the firm, Wimberly, Lawson, Wright, Daves & Jones.

CUSTOMER SERVICE: DIFFICULT CONVERSATIONS – LEARN TO SPEAK UP

April 11, 8-10 a.m.

Facilitator: Jennifer Justice

Audience: All employees

Cancer Center, classroom 1

Develop techniques for handling difficult conversations at work by exploring common mistakes that we make in difficult conversations and techniques to handle situations with more confidence.

MYERS-BRIGGS: INTRODUCTION TO TYPE

April 19, 2-4 p.m.

Audience: All employees

Facilitators: Missy McNeil

Blount Memorial Hospital auditorium

Explore the foundations of personality "type" by developing an understanding of eight main preferences. Register by April 12.

IMPROVING YOUR DELEGATION SKILLS WHILE EMPOWERING YOUR EMPLOYEES

April 24, 9-11 a.m.

Facilitator: Jennifer Justice

Audience: All employees

Blount Memorial Hospital auditorium

Learn techniques to use delegation as a staff development tool to empower your employees.

KRONOS: BASICS

Facilitator: Missy McNeil

April 25, 1-4 p.m.

Human Resources Training Room, ground floor

This course introduces basic Kronos skills. It includes tasks to explore Kronos and Kronos time clocks, edit time records, and run basic reports. Students will also learn payroll policies and procedures.

CLINICAL EDUCATION CALENDAR – FEBRUARY – APRIL 2012

Blount Memorial Hospital is an approved provider of continuing nursing education by the Tennessee Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

12-LEAD ELECTROCARDIOGRAM (EKG)

March 29, 1-4:30 p.m.

Education classroom 1, 4-east

Credit awarded: 3 Contact Hours

Time is spent learning the clinical significance of EKG monitoring in various leads and practice reading 12-Leads. Successful completion of a Dysrhythmia

class is required prior to taking this class.

ADMIN RX

Feb. 21 March 13, April 3 and 24
9 a.m. - 12:45 p.m.

Technology Training Center 2

Training RNs and LPNs on the electronic medication system.

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CLINICAL EDUCATION CALENDAR – JANUARY – APRIL 2012, continued

ADVANCED CARDIAC LIFE SUPPORT (ACLS)

April 18 and 19, 8 a.m.- 4:30 p.m.
Education classroom 1, 4-east
Credit awarded: 14 Contact Hours

ADVANCED CARDIAC LIFE SUPPORT (ACLS) RECERTIFICATION CLASS

March 1, 8 a.m. - 5 p.m.
Education classroom 1, 4-east
Participants: RNs, LPNs, Paramedics, and Physicians

This class reviews knowledge and skills necessary for American Heart Association Advanced Cardiac Life Support certification with emphasis on the new 2010 guidelines. Participants must have a current certification in both ACLS and BLS. Each participant should purchase the 2010 ACLS book from the education department, complete the pretest, and bring his or her transcript to class.

AS400 COMPUTER 2-DAY RN AND LPN CLASS

Feb. 2, 3, 23, 24; March 15, 16; April 5, 6, 26, 27
Technology Training Center 2

BASIC DYSRHYTHMIA COURSE

March 22, 23, 26 and 28
Education classroom 1, 4-east
Credit awarded: 20 Contact Hours

An introduction to interpreting an electrocardiogram. Study physiology, electrophysiology, signs and symptoms of hemodynamic compromise, normal and abnormal EKG tracings. Participants also learn the clinical significance of each rhythm, and what interventions may be necessary to treat it.

CHARGE NURSE CLASS

March 19, 8:30 a.m. - 5 p.m.
Education classroom 1, 4-east
 Emphasis will be placed on delegation of duties, chain of command issues, proper procedures to be employed during medical emergencies, handling of patient complaints, proper procedure for contacting physicians, bed assignments, and charge nurse to charge nurse

shift reporting. There will be a special emphasis on the unique coaching issues related to new graduate nurses and team building.

CPR FOR HEALTHCARE PROVIDERS

Feb. 16, 9 a.m. - 1 p.m.
March 8, 9 a.m. - 1 p.m.
March 21, 1-5 p.m.
April 9, 9 a.m. - 1 p.m.
Blount Memorial Hospital auditorium
 Covers CPR knowledge and skills needed for health care providers including RNs, LPNs, doctors and dentists through video and skills practice.

CRITICAL CARE COURSE

Feb. 2, 8, 15, 23, and 29
March 7, 14, and 21
8:30 a.m. - 5 p.m.
Education classroom 1, 4-east
Credit awarded: 52 CNEs

Blount Memorial-specific eight-week course that covers a review of systems with the emphasis on evidence based practices that are a vital part of our critical care.

HEARTSAVER CPR

Feb. 16, 2-6 p.m.
Blount Memorial Hospital auditorium
 Teaches lay rescuers how to recognize and treat life-threatening emergencies including cardiac arrest and choking for adults, children and infants.

NURSING ORIENTATION

Feb. 17, 20, 21 and 22
March 9, 12, 13, 14, and 30
April 2, 3, 4, 20, 23, 24 and 25
8:30 a.m. - 5 p.m.
Education classroom 1, 4-east
 Required class for all newly employed RNs and LPNs within the nursing division

PEDIATRIC ADVANCED LIFE SUPPORT (PALS)

Feb. 9 and 10, 8 a.m. - 4:30 p.m.
Education classroom 1, 4-east
Audience: RNs, LPNs, paramedics and physicians
 Teaches knowledge and skills necessary

for American Heart Association Pediatric Life Support certification through videos, lecture, and scenario practice. Each participant should purchase the PALS book from the education department, complete the pre-test and bring their transcript to class. Participants should also be current in CPR. Successful completion of mega-code scenarios and a written examination are required.

PEDIATRIC CARE CLASS

March 21, 8:30 a.m. - 5 p.m.
Credit awarded: 7.5 CNEs
 Discuss childhood illnesses most commonly seen at Blount Memorial with a practice lab role playing age specific approaches to administering medication to the pediatric population. A discussion of how nursing care for children may differ from care of an adult with similar needs will be included.

PCT ORIENTATION

Feb. 14, March 21, April 17
9 a.m. - 3:30 p.m.
Education classroom 1, 4-east
 Review skills and documentation specific to Blount Memorial for first-time PCTs or those new to the hospital. Topics covered include: wound and skin care, pulse oximetry, restraints, fall prevention, bed usage and documentation on stat sheet, care path and patient care record. Required for all newly employed PCTs and CNAs.

UNIT COORDINATOR CLASS

Feb. 6, 7, 8, 9, 10, 13, 14, 15, 16 and 17
April 9, 10, 11, 12, 13, 16, 17, 18, 19 and 20
10 sessions per class
Education classroom 2, 5-east
 This class is designed to teach unit coordinators the basics on the day-to-day operations of their job.