

# Harbor Watch

Keeping physicians, employees and friends of Harbor Hospital informed

## Harbor Hospital Launches Employee Ambassador Program

Attention all employees: Have you heard?

Just spreading the word about our talented experts, compassionate care and beautiful waterfront surroundings can make you eligible for a referral bonus of up to \$4,000.

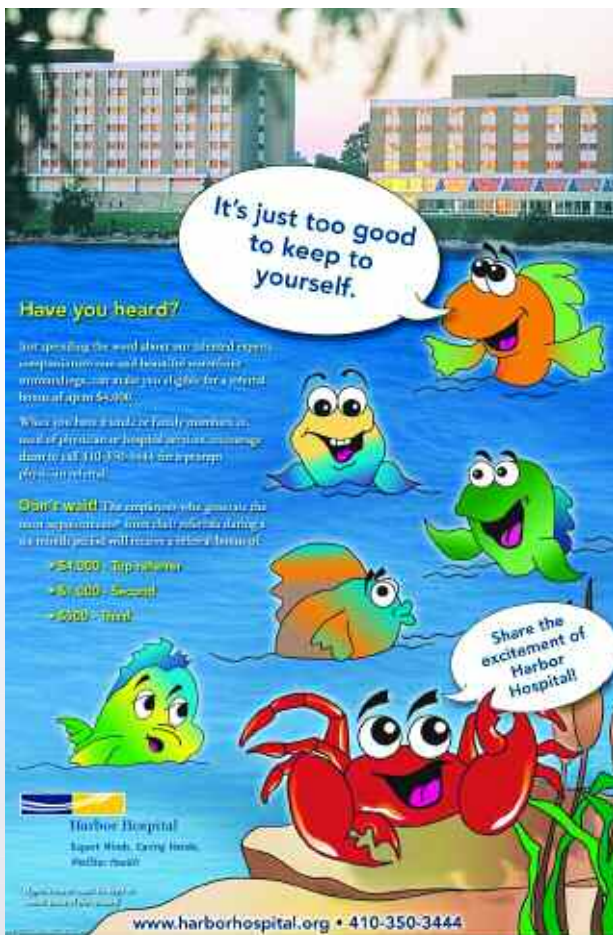
The employees who generate the most appointments from their referrals during a six-month period will receive a referral bonus of:

- \$4,000 – top referrer
- \$1,000 – second
- \$500 – third

Here's how it works:

When you have friends or family members in need of physician or hospital services, encourage them to call **410-350-3444** for a prompt physician referral. Our call center keeps track of your referrals, and at the end of six months, we'll award prizes to our top referrers! But remember, your friend or family member must supply your name as a referrer and keep his/her appointment to count toward your reward.

You soon will be receiving more information about the new employee ambassador program in the mail. In the meantime, start spreading the word... and we'll put the money where your mouth is!



## Open Enrollment Alert!

It's a matter of strategy. To make the right move, you need to evaluate your options. Choosing your benefits during Open Enrollment (Nov. 1 to 17, 2006) is no different. You have a number of options, with different costs and levels of coverage, and you need to decide what will work best for you and your family.

To get the coverage you need for 2007, you must enroll online at [www.enrollone.com/medstar](http://www.enrollone.com/medstar).

**If you don't enroll online by Friday, Nov. 17, 2006, you won't have medical, dental, and vision benefits, or flexible spending account coverage in 2007.**

As part of MedStar Total Rewards, we are committed to providing you with comprehensive benefits coverage. Each year, we work with our vendors to evaluate our plans' performance — including customer service, network coverage and employee costs. This year, while most of our providers remain the same, we have made a number of changes to our plans. Review the *2007 Guide to Your Benefits* in your enrollment package—sent to your home address in mid-October—for all the details. This is the perfect opportunity to review your current benefits package and re-evaluate your needs as well as the needs of any family member who is covered by your benefits.

See the HR Scoop on page 3 for detailed information on where, when and how to enroll.



Harbor Hospital

Expert Minds. Caring Hands.  
MedStar Health

Harbor Hospital has achieved a 94 percent participation rate in the 2006 Employee Opinion Survey—nine percent above goal! The results of all of our surveys will be tabulated confidentially by Watson Wyatt during the next few months. The results rollout will happen in February. Stay tuned for updates!

Congratulations on a great response!

**Remember: your opinion takes us further!**

# A Message from the President



**Joseph M. Oddis**  
President, Harbor Hospital

When I look at my calendar, I am amazed that it is November. Wasn't it just July? The leaves are on the ground and the retailer holiday decorations are out in full force.

Those are usually my alerts that the holiday season is fast approaching—and that I need to start thinking about gifts!

But for me, this also has always been a season of reflection. Even though it's a hurried time with parties, events and family obligations, something about watching another year draw to a close gives me pause and I think about the past year.

For us at Harbor Hospital, it has been a year of accomplishments. We started the year with tremendous results on our JCAHO unannounced survey, and that really set the tone for what has been a noteworthy year for Harbor. We've seen new physicians join our team, further enhancing the level and breadth of services we can offer our patients. We ended FY06 on a very strong note, from operations, revenue and volume perspectives. Our market share is growing. We achieved an amazing 96 percent participation rate on our employee survey. And, of course, we earned the 2006 Medicare Excellence Award—a recognition no other hospital in Maryland, D.C., and Delaware could claim.

All of these accomplishments are evidence that Harbor Hospital is embracing its mission of providing the very best care to the communities we serve. And holding fast to a

mission generates a positive feeling of doing and achieving. Of excellence. That's what people want to be associated with—whether they are employees or patients. And *that* is what makes a healthy organization.

As children, we became accustomed to hearing holiday stories. We took comfort in the feeling of believing in something—in the idea that if we just held fast to something, it could come true. Sometimes those holiday wishes came true, and sometimes they didn't. But, as we aged, we came to learn that if we really wanted something to happen, we should hold fast to our goal and dedicate ourselves to achieving it. And when we do achieve, what is it that sets that achievement apart from other less-successful ventures? It's that twinkle of belief...of inspiration...of hope...of steadfast commitment.

During this upcoming holiday season, I invite you to continue believing in yourself and in Harbor Hospital. Let's continue to tell a Harbor story of hope, promise, excitement, dedication and achievement.

## TECHNOLOGY | UPDATE

### Harbor Hospital to Offer Only Latex-Free Examine Gloves

As a part of our ongoing commitment to patient and employee safety, Harbor Hospital has been reducing the use of all latex products. And, as of Nov. 6, 2006, the hospital will no longer have any examine gloves containing latex materials. The change is part of a larger initiative that prohibits latex products (including balloons) in patient care areas, and has made blood pressure cuffs, catheters, IV tourniquets, syringes, pharmacy vials and respiratory circuits latex-free.

Examine gloves are the most stocked item in house and the most common staff-to-patient product. The changeover to latex-free gloves is therefore one of the largest components of an ongoing latex safety initiative implemented to protect patients and staff with latex allergies. Those with a severe latex allergy who come into contact with latex products can have a serious reaction that may even result in death. If you have any questions, please contact Brian Gray at ext. 7795.

### Keeping TABS

Harbor has purchased portable TABS monitors for each patient care unit. If a patient meets our fall criteria, he/she will be assigned one of these portable monitors, which will alert the nursing staff if the patient attempts to get out of bed or a chair. The TABS monitors can interface with our new nurse call system, thereby alerting nursing much faster. During the trial period on SM4, we lowered our patient falls by 100 percent.

# THE HR SCOOP

## Happy Anniversary

*Congratulations*  
to those employees celebrating  
their first anniversary  
of employment at  
Harbor Hospital this month:

*Jacqueline Badro  
Kimberly Brown  
Ruth Fisher  
Pamela Harris  
Janet Hartwell  
Jannelle Jones  
Susan Katz  
Sandra Mach  
Ron O'Neal  
Rita Pyuzza  
Melvin Robinson  
Patricia Ruther  
Sharmaine Urbina  
Ernestine Walls  
Joyce Williamson*

## Open Enrollment 2007 (Nov. 1 to 17)

This year's Open Enrollment will be very different from 2005 and 2006. For 2007, every employee must enroll online. Our health care vendors are not changing, but the options are, and there are exciting enhancements to the plans that offer new opportunities for you.



All benefit-eligible Harbor Hospital employees must take an active role in creating the Total Rewards packages that meets their needs using the online tool [www.enrollone.com/medstar](http://www.enrollone.com/medstar). **If you do not enroll in November, you forfeit all health care, dental, vision and flexible spending account benefits starting Jan. 1, 2007.**

You may use any computer with Internet access to enroll in your 2007 benefits.

Because everyone must use the online tool to enroll, we have made arrangements to have computers available to those who may not have them at home. For your convenience, the computer room located in the basement will be open seven days per week from 6 a.m. to 6 p.m. Also, there are three computers located in the Human Resources office, which can be used Monday through Friday after 2 p.m. The Human Resources staff will be available to assist those who may not be comfortable using the computer to enroll.

When you enroll, you will be asked to sign in with your Social Security number and a personal identification number (PIN). The PIN will be the last four digits of your Social Security number.

To make your enrollment as easy as possible, please have the following information about you and your dependants with you at the time you enroll: dates of birth, social security numbers, and projected expenses for flexible spending accounts (day care and health). If you have any questions, contact Human Resources at ext. 3579 and we'll be happy to assist.

## Do You Know the Difference Between the Flu and a Cold?

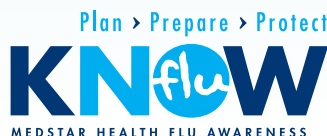
The flu and the common cold are caused by different viruses, even though they're both respiratory illnesses. Both of these illnesses have similar symptoms, making it difficult to tell the difference based on symptoms alone.

Flu symptoms often onset quickly and are usually severe. The individual is generally infectious for one day before and five days after symptoms appear. Common flu symptoms include: high fever (100°F to 102°F; occasionally higher, especially in young children), head and body aches, extreme tiredness, dry cough, sore throat, runny and/or stuffy nose, and muscle aches and pain.

Colds are not as severe as the flu. Most people who have a cold simply experience a runny or stuffy nose, which can be accompanied with a cough. Also, colds often do not lead to serious complications, such as pneumonia.

Look for the KnowFlu logo on MedStar Health communications throughout the flu season, highlighting our system-wide flu awareness campaign. Remember, the best prevention against the flu is to get immunized. So, whatever your reason—your family, your patients or yourself... Be smart. Get the shot.

For information about getting a FREE flu shot at Harbor Hospital, contact Employee Health at ext. 3549.



## November



National Alzheimer's Disease Awareness Month

National Pancreatic Cancer Awareness Month

November 5 to 11

National Health Information and Technology Week

November 12 to 18

Perioperative Nurse Week

November 16 to 22

International Infection Prevention Week

November 16

Great American Smokeout

## Saving Lives ... One Team at a Time

by Michelle Pitter-Jones, RN

## Target 110—Harbor Hospital's Glycemic Control Initiative

The Harbor Hospital Glycemic Control Task Force, led by Luis Rivera-Ramirez, M.D., has successfully completed four hospital-wide educational sessions for licensed health care providers regarding the proper management of hyperglycemia in our in-patient population. The large turnout was indicative of our caregivers' commitment and dedication to the delivery of quality care to our patients here at Harbor.

Target 110, the MedStar Health Glycemic Control initiative, is our system's first initiative to achieve a glucose level of 110 in all of our patients.

MedStar is taking a proactive approach called basal-bolus, which maintains blood glucose at the desirable level of 110. Endorsed by the American Diabetes Association (ADA), the basal-bolus approach is the foundation for Target 110 and tight glycemic control. Research indicates that the use of basal-bolus dosing does a far better job of maintaining the blood glucose at the desirable 110 glucose level than using the sliding scale approach. Under normal circumstances, the pancreas produces basal insulin to maintain healthy blood glucose levels between meals and nutritional insulin after eating to help return glucose to normal. The basal-bolus method simulates this natural function by slowly releasing basal insulin into a patient's system and supplementing it with corrective doses after meals or at times of spiking glucose levels.

Since its inception in the early 1990s, tight glycemic control has offered evidence that it sharply lowers patient mortality, morbidity and hospital length of stay. Despite this, the use of insulin to keep patient's blood glucose at or near normal levels has spread slowly and has yet to sweep the nation's hospitals. Although nurses have valid concerns about keeping too tight a grip on serum glucose levels, stirring evidence demonstrates that properly controlled serum glucose levels within a tight range is safe and can significantly reduce morbidity and mortality rates, even for patients who are not diabetic.

The landmark randomized study, "Intensive Insulin Therapy in Critically Ill Patients," published in the Nov. 1, 2001 issue of *The New England Journal of Medicine*, showed that the use of intensive insulin therapy to maintain tight serum glucose levels, ideally no higher than 110mg/dl, reduced morbidity and mortality among critically ill patients in the ICU. The dramatic results included a 45 percent reduction in ICU mortality, a 45 percent decrease in bloodstream infections, and a 41 percent drop in acute renal failure requiring dialysis or hemofiltration. With the implementation of tight glycemic protocol in the ICU since 2005, we have experienced positive patient outcomes in controlling and maintaining blood glucose levels in critically ill patients.

New research indicates that a proactive approach to managing glucose levels at 110 throughout the hospital stay is the best way to improve health among all patients after discharge. It also is a powerful tool for discovering and treating new cases of diabetes in our patient population.

For more information on Target 110, please contact the Diabetes and Endocrine Center at ext. 2555.



# IN TOUCH

WITH PATIENT CARE

## EMS Appreciation Dinner

On October 11, the department of emergency medicine held an interactive Emergency Medical Services (EMS) dinner. The purpose was to thank the local EMS community for helping to make Harbor Hospital's emergency department (ED) the fastest growing in the region, and to fulfill part of the ED's goals for EMS education. More than 20 paramedics attended the social event hosted by Michael Silverman, M.D., Donna Graham, RN, and Nancy Wright, RN. Dr. Silverman presented an overview of changes that are taking place in the emergency department and asked for feedback from the EMS community so the ED could better serve its needs.





# ON... Sister Esther Bataille

You may have seen Sister Esther Bataille around Harbor Hospital working in the gift shop or with auxiliary sales, but did you know she has a long history of community involvement? Sister Esther dedicated herself to supporting her community in 1971 when she began her commitment to a monastic life. And now Harbor Hospital benefits from Sister Esther's dedication through her countless volunteer hours at Harbor Hospital.

SPOTLIGHT

Sister Esther taught for 47 years, working at Seton Keough High School in Baltimore and other schools in New Jersey and Washington, D.C. She primarily taught French, which gave her the unique opportunity to take groups of students to Europe to fully embrace their studies. After their one-month study periods in France, the groups traveled to other countries throughout Europe.

Her dedicated outreach didn't stop with her students; she also participated as a novice director for young women who were interested in a monastic life. She spent every day with them, for about two years, until each professed her monastic life. Sister Esther tried to make their time with her interesting and surprising by taking her groups to the lake, boating and on other excursions—offering them the same type of mentoring she offered her academic students.

Here at Harbor, Sister Esther is part of the library committee, which distributes books to patients to keep them entertained and brighten their days. She also holds a position on the committee for volunteers and is involved with the auxiliary. The auxiliary consists of volunteers who manage the gift shop, patient library, bake sales, book sales and hospitality programs to raise money. This money, in turn, is donated back to the hospital.

Sister Esther helps out as much as she can; she is always reaching out to her fellow volunteers and those who are visiting or staying at Harbor Hospital. So, the next time you see Sister Esther working in the gift shop or a sale in the north corridor, stop, say "hello" and thank her for her wonderful work she has done here at Harbor and the surrounding community.

*Harbor Hospital benefits from Sister Esther's dedication through her countless volunteer hours at Harbor Hospital.*

Do you know someone who deserves to be in the Spotlight? Send your suggestions to Jean Reuter at [jean.f.reuter@medstar.net](mailto:jean.f.reuter@medstar.net).


## Bits & Bytes




### Tips and Tricks By: David Smith, Assistant Vice President of Information Services

As promised from last month's Bits and Bytes, here are a few tips for using Windows that I find very helpful.

**Caps Lock:** Have you ever been blazing along typing and accidentally hit the Caps Lock key to later find out that everything you just typed is reverse case? **Solution:** Open your Microsoft Windows *Control Panel* and double click on *Accessibility Options* (it is the wheelchair icon). Next, on the keyboard tab, check the *Use ToggleKeys* box and click *OK*. Now Windows will make a high-pitched sound when Caps Lock is turned on and a lower sound when it is turned off.

**Delete File:** You want to delete a file and you don't want the file to go to the Windows Recycle Bin. **Solution:** When you select the file or folder, press **Shift-Del** to delete permanently, bypassing the Recycle Bin.

**Keyboard Shortcuts:** The following actions are invoked using the *Win* key on your keyboard (the key with the Windows logo  found on most new keyboards) in addition to the letter on your keyboard:

- -D toggles between showing the desktop and restoring all windows
- -E invokes the Windows Explorer window
- -Pause/Break brings up the system properties dialog indicating your computer's processor speed, memory, Windows version, etc.

# Welcome

Harbor Hospital would like to welcome the following new employees:

Shuron Baldwin	Susan McDonald	Christina Sarro
Funmilola Balogun	Chad Miller	Razia Sebuliba
Dallas Bolen	Timothy Miller	Jeanne Stowers
Jennifer Boucher	Ata Motamedi	Tzipora Taffel
Danielle Buyucan	Ashley Nusz	Giselle Wardlaw
Eunice De Lara	Johnna Pilla	Treshawna Williams
Delizabeth Diaz-Martinez	Charles Rosales	Djuana Young
Erin Hammes	Shreeta Ross	Kathryn Zephir

## Kudos

- Congratulations **Donna Barnes**, of Harbor's Food and Nutrition

Services, who was named Regional Above and Beyond the Call of Duty Employee of the Year by Morrison Management Specialists. Barnes will be presented with the award this month in Orlando.



- Kudos to the members of the HR department for their tireless commitment to making sure the Employee Opinion Survey 2006 was a success. **Amy Foy**, **Darlene Lawyer** and **Doris Zeman** worked the survey sessions on nights, weekends and holidays. They also hosted more than 50 department pizza parties and breakfasts. Special thanks to **Dee Tully** who formed a "make it happen" relationship with Papa John's. In addition, thank you **Kim Williams** and **Sharon Cservek** for staying behind to hold down the fort during survey sessions and parties. And last but not least, thank you to the members of the **management team** who helped moderate survey sessions in the Baum.
- An employee on NM3 wrote a letter about co-worker **Sundae White, CA**, which reads: "I could not have asked for a better individual to work with. Where the need is greatest, she comes through."
- Congratulations to Harbor Hospital resident **Florence Aslinia, M.D.**, whose research on colonoscopy at the University of Maryland under the chief of gastroenterology was mentioned at the university's grand rounds.
- A visitor wrote a letter complimenting **Deborah Friedel** on the oncology unit. "She did such a wonderful job taking care of my aunt. She was very attentive and was always pleasant."
- Congratulations to **Charlene Armstrong**, who was named the laundry employee of the month for September and to **Theodore Couplin** who was named for October.



- Congratulations **Nancy Wright, RN**, who was named as Emergency Medical Person of the Year for 2006 by the Northern Anne Arundel County Chamber of Commerce.

## FRESH IDEAS START HERE!

### FISH TALES

Every month, countless **FISH** nomination ballots are filled out and submitted by staff and visitors. Incredibly good things are conveyed about Harbor Hospital and its employees on the forms. Highlighted below are some of the positive comments submitted, as well as this month's winners.

#### Monthly Winners

##### \$30 Wal-Mart Gift Card

Barbara Benson, *Histology*

Patrick Curley, *Radiology*

Mary Pulimood, M.D., *Anesthesiology*

Myron Skyrzuk, *Facilities*

Bridget Steel, *NM3*

"**Anything I needed**, all I had to do was call. Barbara is wonderful."

Barbara Benson, *Histology*

"Bridget was in charge of her own patients but was more than happy to **walk me through** the procedure and explain everything to the nurses on our floor that night. She was **kind**, very knowledgeable and **patient** with all of us."

Bridget Steel, *NM3*

"Dr. Pulimood took **extra time** advising a patient and family regarding a potential health issue. She was gentle, kind and **empathetic**... she even offered to be available for support by phone."

Mary Pulimood, M.D., *Anesthesiology*

- A patron of Harbor Fitness wrote to recognize **Linda Bell** and **Fred Carter** for finding his misplaced wallet and calling him to return it. "It's a pleasure to acknowledge such fine and conscientious employees."

# Harbor Highlights

## Prevention Wednesday at Harbor Hospital

On Wednesday, Sept. 27, Harbor Hospital hosted Baltimore City Health Department's weekly news conference "Prevention Wednesday." The event announced a citywide effort to reduce infant death by promoting safe sleep practices. This fall, the health department will provide every mom who gives birth in Baltimore City hospitals with a safe sleep infant "onesie."



Baltimore City Health Commissioner Dr. Joshua Sharfstein speaks to the media as Dr. Pierre Vigilance of the Baltimore County Health Department (r.) and Harbor Hospital Chief of Pediatrics Dr. Larry Yap (l.) look on.

## ED Nurse Wins National Award

Emergency Department nurse Bonnie Marchetti was recently awarded the 2006 Cherokee Inspired Comfort Award. Marchetti was nominated by her friend, Tina Clary, for her exceptional service and sacrifice on behalf of the hurting and sick of New Orleans in the aftermath of Hurricane Katrina. Marchetti was selected from hundreds of nominated RNs from across the United States.



(l. to r.) Tina Clary, nominator; Bonnie Marchetti, RN; Lenora Addison, RN; Donna Graham, RN; Nancy Wright, RN

## Surgical Tech Week

Harbor Hospital recognized its surgical techs during National Surgical Technologists Week, Sept. 17 through 23.



Back Row: (l. to r.) Brad Wentworth, John Geiger, Talia Watson, Luther Crawford, Ahmed Zouita, Tim Miller, George Rollins  
Front Row: (l. to r.) Nestor Fernando, Colleen Fox, Theresa Barnes

## Dr. Song Chung

In early October, OB/GYN Song Chung, M.D., spent his last day in the Operating Room. Now semi-retired, Dr. Chung continues to see patients at his Glen Burnie practice, but his daughter and practice partner, Susie Chung, M.D., will now see his obstetric and gynecologic patients in the hospital.



(l. to r.) Joe Oddis; Anthony Raneri, M.D.; Song Chung, M.D.; Allan Birenberg, M.D.; Maryann Fieldhouse, RN; Julita Calica, RN



## Employee Survey Winner

Food and Nutrition's Velma Daniels won this year's employee survey raffle, earning two airline tickets to anywhere Air Tran Airways flies in the continental United States. All those who completed a survey were eligible to win this raffle prize.

Congratulations, Velma!

## Help Harbor Hospital Reach Our Goal!

Our last 2006 blood drive is fast approaching; help Harbor Hospital meet our blood collection goal while saving up to three lives!

Join us for a special holiday blood drive on Dec. 19 from 8 a.m. to 4 p.m. in the Baum Auditorium. All donors will receive a special long-sleeved t-shirt for their dedication to Harbor Hospital's blood program.

In addition to the special t-shirt giveaway, employee donors receive: two free movie tickets, a chance to win this quarter's prize: \$100 gift card to Macy's, and a chance to win this year's grand prize: a trip for two to the MGM Grand in Las Vegas.

Not sure if you are eligible to donate? Visit [www.savethreelives.com](http://www.savethreelives.com) for more information.



Reveal  
the  
**Superhero**  
in you™  
GIVE BLOOD.  
SAVE THREE LIVES.

Call  
410-350-3602  
to register.

[www.savethreelives.com](http://www.savethreelives.com)

HarborWatch is a publication for employees and friends of Harbor Hospital and is published monthly by the Marketing & Community Relations Department. For more information, contact 410-350-3602.

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Submission suggestions or general comments?  
Contact Jean Reuter in the Marketing & Community Relations Department at 410-350-2189. All submissions must be received by the 5th of the month prior to the issue in which they are to appear.



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Expert Minds. Caring Hands.  
MedStar Health

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November 2006  
**Harbor Watch**

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