

# The Palms West Times

Palms West Hospital Employee Newsletter ♦ Oct. / Nov/Dec 2006

## Halloween 2006 at Palms West Hospital

### Pumpkin Carving Contest-

**Thanks to all departments that participated in the contest-they all did a wonderful job!!**

Enviromental Svcs., Engineering, Telemetry, CardioPulmonary, Lab, Imaging, Medical Records (2 carvings), Pediatrics, Accounting, Revenue Integrity, Education, and last but not least.....Rehabilitation

### The winners were:

MOST WHIMSICAL: Enviromental Svcs.

MOST CREATIVE: Imaging

MOST ELABORATE: Cardiopulmonary

MOST SPOOKY: Laboratory

BEST IN SHOW: Laboratory



The Pediatrics Staff dresses up for the children



Ultrasound Displays their "Most Creative" Carving

Cardiopulmonary's "Most Elaborate" Entry



Eva shows off her award for "Most Whimsical" for "Elviramental"



## From The Desk Of The CEO

Dear Employees,



Since the beginning of November we have seen a significant increase in patient volumes. The snowbirds are back, the holidays are here, and we are getting quite busy. Thank you for all your hard work during this time.

Please keep in mind, during our busy season it is important for all departments to work together to get patients out of a holding situation and into rooms as quickly as possible. Let's keep patient satisfaction "top of mind" and work to keep them "very satisfied" with their stay at Palms West Hospital.

I would like to wish you and your family a very happy holiday season and best wishes for 2007.

Sincerely,



# PWH MISSION STATEMENT

The mission of Palms West Hospital is to work with our physicians, employees and volunteers to provide high-quality, compassionate, cost-effective healthcare to the patients we serve.

## Welcome New Director of Telemetry



Please join us in welcoming Wanda Phillips who has twenty-eight (28) years of RN experience providing a full range of nursing care to patients and families of all ages from economically diverse populations. Wanda was most

recently the Director of Clinical Surgical Services at Bethesda Memorial Hospital. She has spent eighteen (18) years at Bethesda in various roles such as Director of Nursing Resource Services, Director of a 68-bed surgical/orthopedic/neurology unit and Patient Services Resource Director. Wanda holds a Bachelor of Science in Nursing degree from SUNY in Brockport and an MBA from Nova Southeastern University.

Welcome to Palms West Wanda!!

## Dr. LaTorra Receives Honors

Dr. Albert J. LaTorra, Surgical Resident Program Director at PWH, was given the 2006 Humanitarian Award by the Board of Governors of the American College of Osteopathic Surgeons (ACOS). Dr. LaTorra received this award



for his work with a hospital in Port-au-Prince, Haiti. Thanks to Dr. LaTorra and Columbia Hospital, the hospital received three containers loaded with over \$3.5 million worth of modern medical equipment. Dr. LaTorra, partnered with Dr. Wilhelm Larsen, paid the shipping expenses themselves and are in the process of establishing the LaTorra-Larsen Medical Foundation for future fundraising projects. This prestigious award recognizes his unselfish participation in humanitarian activities. Dr. LaTorra was one of only six physicians to receive this award. This award was presented at the ACOS Ceremonial Conclave held during the 2006 Annual Clinical Assembly of Osteopathic Specialists on Sept 15th in New Orleans.

## 20th Anniversary Time Capsule

As a wrap-up to our 20th Anniversary celebration for this year we will be creating a Palms West Hospital Time Capsule. The time capsule will be sealed and put in the ground, marked with a plaque, and is intended to be opened in another 20 years-in 2026. I invite all departments to include something that commemorates you in the time capsule.

What your department chooses to include is up to you. It could be anything from photographs of the department and current staff, a letter written to the future employees in your department, or a collage created of our first 20 years at PWH. Please get as creative as you wish. We would really like to represent the essence and heart of Palms West Hospital as it is today and has been for the past 20 years to share with our future generation.

Since we want to include more than 30 departments, please keep the items to a smaller size-the size of a shoe box-or thereabouts. Also, please keep in mind that if you put information on a CD Computer Disk-it might be obsolete technology in the year 2026-so plan accordingly.

Please call or email Lisa Bernardo with any questions at ext.4247. I look forward to some very creative inclusions.



## Welcome: New Associate Director of Medical Education



Annamaria Church, M.D., F.A.A.P. has joined Palms West Hospital as the Associate Director of Medical Education. Dr. Church is responsible for the day-to-day operations of all medical education at Palms West Hospital. She will work along side Dr. Bradley Feuer, Director of Medical Education

for the Palm Beach Centre for Graduate Medical Education (PBCGME).

Dr. Church earned her Doctor of Medicine degree at Wayne State University and completed her Residency in Pediatrics at William Beaumont Hospital in Royal Oak, Michigan. Dr. Church is a Board Member of the Association of Pediatric Program Directors as well as the Chair of Evaluating Competencies Task Force. Dr. Church is also qualified as an expert witness in the fields of pediatrics, child abuse, child neglect, child sexual abuse, and pediatric condition falsification.

Dr. Church explains, "The opportunity to assist Palms West Hospital and the PBCGME in the further development of their medical education programs is a very exciting one for me. To be able to work with such a supportive, friendly and collegial group is truly great."

### It's so easy being green...with the advantage program at PWH

Ascent Healthcare Solutions has partnered with Palms West Hospital to help us meet three of our goals: 1) Providing high quality recycled (not refurbished) instruments for our patients and staff, 2) Containing the cost of supplies in the Operating room and other clinical areas and 3) Eliminate medical waste from landfills. When you think of those three goals, it is hard to argue against reprocessing.

In 2005, HCA saved \$9.9 million dollars by reprocessing and preventing landfill waste by 122,372 pounds. Ascent has made it even easier to collect sharps medical devices for reprocessing or recycling. Green bins will be set up in the OR and staff will be asked not to sort but to place sharps medical devices into the green bins. Ascent will do all the work in terms of sorting, and determining what can be reprocessed for the facility. Instead of sending these devices to landfills, let's save the environment and provide our patients with quality care while doing it. Please continue to place the following in your Biosystems red sharps containers: needles, syringes, glass vials, and razors. Join "Gang Green" today by working with Palms West and Ascent Healthcare Solutions.

## Dr. Michael Zappa Honored With Gottlieb Award

Michael Zappa, MD, FACEP, was the 2006 recipient of the Martin J. Gottlieb Award. The award was created in 2004 by Mel Gottlieb, Martin's father and the CEO of Martin Gottlieb & Associates, LLC, a Jacksonville-based emergency medicine billing company. The Martin J. Gottlieb Award was created to recognize individuals who embrace Martin's strong belief and example of supporting and leading Florida's emergency medicine advocacy efforts. The award memorializes the life's work of Martin, a leading advocate for emergency medicine, who passed away in 2004.

Dr. Michael Zappa, the Medical Director and Chairman of the Department of Emergency Medicine at Palms West Hospital received the award this summer at the 2006 Symposium by the Sea, at the Boca Raton Resort and Club in Boca Raton.

"It is a great honor to receive this award. The continued efforts of everyone in emergency medicine to serve our patients and our profession provide an ongoing tribute to Marty's life," said Dr. Zappa, who accepted the award from Mel Gottlieb.

Dr. Zappa, Vice President of the Emergency Medicine Learning & Resource Center (EMLRC) and the President of Emergency Physician Enterprises, completed his residency in Emergency Medicine at the University of Florida, Health Science Center in Jacksonville, as Chief Resident in 1991. He began practicing Emergency Medicine in West Palm Beach and became very active in the community, EMS, the American Heart Association and FCEP. The FCEP represents more than 1,100 emergency physicians in the state of Florida. More than seven million patients seek care annually in Florida emergency departments.

Dr. Zappa has served on various committees for the American College of Emergency Physicians (ACEP) and has chaired several ACEP task forces and subcommittees. He also serves on the clinical faculty at Barry University.





# Employee Advisory Group

**The NEW Mission Statement of the Employee Advisory Group is  
“To be a voice for all Palms West Hospital Employees,  
and a forum for active resolution”.**

## New Facilitators

For the new EAG term starting January 2007, the new facilitators will be Marjaliisa Baugh from the Coding Department and Nadine Sanders, RN, from ICU.

**Marjaliisa Baugh:** Coder - HIM dept



I'm originally from Jamaica, but I lived in N.Y. for over 20 years before moving to Florida. I now live in Loxahatchee with my husband and 3 kids for the past 4 years. I came to Palms West Hospital as a volunteer in Medical Records while going to school for Medical Coding. I was hired after a couple of months and I worked in medical records for 2 years then was promoted to a coder.

I joined the EAG to make a difference, to voice my opinions and to help make positive changes. I would like to be recognized with a certificate or plaque. Public or private recognition does not matter to me.. what does matter is.. whatever I started out to do I accomplish before the end of my term.

I have been appointed the 4th co-facilitator of the EAG. It takes a lot of time and input to get responses from others. It is a great learning experience for me. I have found out that persistence is the key to getting things done and never give up when you feel strongly about something positive. Thank you EAG.

**Nadine Sanders:** RN, ICU Dept.



I HAVE BEEN A NURSE FOR 19 YEARS. FIRST A LPN, THEN I GOT MY RN 10 YEARS AGO. I STARTED AS A MED-SURG NURSE, AND HAVE BEEN AN ICU NURSE FOR 5 YEARS.

I DREAMED OF BEING A NURSE SINCE I WAS A CHILD, AND I LOVE WHAT I DO.

I AM MARRIED, WITH A SET OF BOY/GIRL 2 1/2 YEAR OLD TWINS. THEY ARE CURRENTLY DRIVING ME CRAZY, AND THEY HAVE REALIZED THEY HAVE MORE POWER IF THEY WORK TOGETHER!

I JOINED EAG TO TRY TO GET INVOLVED IN CHANGE. I BELIEVE WE ALL HAVE SUGGESTIONS AND IDEAS TO MAKE THINGS BETTER, BUT WE TEND TO JUST SIT BACK AND COMPLAIN. I AM VERY EXCITED TO BE INVOLVED IN THE EAG, AND I LOOK FORWARD TO TRYING TO MAKE THINGS BETTER.

## Accomplishments

Nurses have a new policy and procedure regarding their uniforms. **No more mandatory Caribbean Blue!** Nurses may now wear their color of choice, with the exception to a few colors currently used by other departments. (Tan, deep green, olive and royal blue.)

Tutoring Discounts for PWH Employees at Sylvan Learning Center, Club Z and 1 Education Place, Inc. See Human Resources for additional information.

Heart Healthy and Vegetarian Meals featured in the cafeteria

On-campus Holiday Party to accommodate more of the employees being able to attend. Plus an increase in the annual employee gift certificates!

Employee Satisfaction rounds initiated to address the concerns and needs of the employees

Each week, Ronald Lavater, CEO, Patrick Connor, COO, and Engineering and Environmental directors, make rounds to address maintenance issues. This schedule will now be emailed to all employees so you are aware of upcoming rounds in your department. This will make it easier to address specific needs your department may have regarding repairs, cleaning, etc.

The EAG voted to keep one ramp in the Employee Parking Lot as a “no parking” space, allowing easier access to employees. The other spaces currently yellowed for no parking will be converted to regular parking spaces allowing for additional parking spots for employees.

Worn or tattered ID badges replaced for free. No longer a \$5.00 fee.

Meditation Room available in the Emergency Room

Payroll Deduction available for hospital bills. At the time of service you may pay 50% down and the balance you can set up for payroll deductions.

**Keep your ideas and suggestions coming!**

**Email the EAG at D.EAG in Meditech or drop your suggestion in the EAG boxes in the cafeteria, ASU, or MRI.**

## New ED Triage Procedure

We have a new process in our ED that was created by our Medical Director, Dr. Michael Zappa and Sonja Crouse. Between the hours of 11:00am and 11:00pm, the Emergency Department has implemented a new triage procedure which brings patients immediately back to a bed, doing away with the traditional holding in the waiting room. In order to do this, they have moved the Pediatric ED to where Express Care was. This opened up nine beds which now serves as the “new” triage area. In this new triage area, when patients are brought into a room, they are immediately seen and triaged by a nurse practitioner. Following this assessment, one of three things happens: 1) the pediatric patient is brought to Peds ED (formally Express Care) 2) the patient is seen as more critical and is brought into the main ED (If this is the case, but no main ED beds are available, the staff will start labs or needed tests in this triage room until a main ED bed becomes available) 3) they are treated for what would normally be taken care of in express care-stitches, cuts, etc. in this triage room.

So far this new procedure is working very well, and patients are happy because they do not spend long periods of time in the waiting room. This is a great example of a new idea coming from doctors and staff.

We would like to give a special thanks to our staff in the ED for working to execute this new procedure so well. As we all know, change is not easy, but the dedication and commitment of the ED staff is apparent. They are diligently working with this new process which ultimately provides our patients with the best care possible.



## Welcome Dr. Jaime Toro, Interventional Radiologist

Jaime Toro, M.D., Board Certified Interventional Radiologist has recently joined our Medical Staff. Dr. Toro specializes in minimally invasive, targeted treatments that are performed using imaging for guidance. Dr. Toro brings with him 16 years of experience in this specialized field.



These interventional procedures, such as, angiography, angioplasty and stent placement, and carotid stenting have less risk, less pain, and less recovery time compared to open surgery. Other procedures performed by Dr. Toro include the treatment of: deep vein thrombosis, peripheral arterial disease, uterine artery embolization, vascular disease, and venous disease.

Dr. Toro received his M.D. degree from the Universidad de Cayey, in Puerto Rico. He completed his internship at Southern Illinois University and his residency in Radiology at St. Louis University in Missouri. Dr. Toro is Board Certified by the American Board of Radiology and the CAQ Board of Interventional Radiology. Dr. Toro explains, “I am very excited to join such wonderful community hospitals like Palms West and Columbia Hospital, and I look forward to providing these highly specialized procedures to their patients.”

## UnitedHealthcare is Back

Palms West Hospital is pleased to announce that HCA has come to an agreement with UnitedHealthcare.

Effective immediately we will be accepting UnitedHealthcare insurance at Palms West Hospital.

This is great news for our hospital, as well as our community.

Palms West will once again be able to serve the needs of **all** members of our community.

# Welcome New Employees to Palms West Hospital

**Opal Buchanan**  
Telemetry

**Amy Chouris**  
Telemetry

**Annamaria Church**  
Medical Education

**Wacknic Delia**  
FANS

**Rodeen Dunn**  
Critical Care Unit

**Ermenia Enriquez**  
Telemetry

**Marie Guirand**  
Cardiopulmonary

**Janette Hayes-Perkins**  
Telemetry

**Julie Hunt**  
Telemetry

**Kristie Kamps**  
Physical Therapy

**Rashonda Kelly**  
Telemetry

**Misty Kelly**  
Sterile Supply

**Della Kent**  
LDRP—Women's Services

**Jacqueline Kuhlman**  
LDRP—Women's Services

**Laura Lavery**  
Surgical Services

**Sandra Lebrun**  
Telemetry

**Marilyn Liszewski**  
Surgical Services

**Kimberly Longobardi**  
Pediatrics

**Sharon MacDonald**  
Cardiopulmonary

**Christine Mamone**  
Endoscopy

**Caryn McAnlis**  
Surgical Services

**Amy Miliszewski**  
FANS

**Jeanne O'Donnell**  
Surgical Services

**Jenise Pascale**  
Telemetry

**Teresita Pascaran**  
PACU

**Wanda Phillips**  
Telemetry

**Kanika Ricketts**  
Pediatrics

**Richard Robatin**  
Emergency Department

**Heidi Robatin**  
LDRP—Women's Services

**Deborah Roselli**  
Physical Therapy

**Michelle Schenk**  
Medical Education

**Kimberly Scott**  
Telemetry

**Narda Shaw**  
Telemetry

**Ana Maria Silva**  
Health Information Management

**Miriam Tehrani**  
Surgical Services

**Eija Toivonen-Wood**  
Nursing Administration

**Daria Wagner**  
Emergency Department

**Paulina Williams McLead**  
Pediatrics

**Fareeda Yasin**  
Telemetry

**Jianqin Zhou**  
Pediatrics

## Employee of the Month: August

**Winner for August**  
Judith Buckland  
Echo



**Nominees for August**  
Blanca Beraza - Med/Surg  
Yvette Baron - Rehab  
Aneta Nichols - Radiology  
Rudy Sta Ana - Surgical Services  
Karin Schweers - ICU



## Employee of the Month: October

**Winner for October**  
Mathew John  
Rehab



**Nominees for October**  
Misty Basil - Nursing Administration  
Robbie Wilson - Case Management  
Frank Manalo - Imaging  
Terrill Taylor - Cardiopulmonary



## Employee of the Month: September

**Winner for September**  
Diana Acosta  
Cardiac Cath Lab



**Nominees for September**

Carlos Curiel - Transportation  
Lovely Joji - OR  
Leslie Delderfield-Torres - Education  
Rosalie McGovern - ICU  
Janice Calcia - Cardiopulmonary



## Employee of the Month: November

**Winner for November**  
Katherine May  
Human Resources



**Nominees for November**  
Deborah Hughes - ASU  
Susan Marks - Pediatrics  
Kim Zakarian - Pediatric Sedation  
Stephanie Blue - Cardiopulmonary  
Naomi Wess - Critical Care



## A Story from the Education Department

I wish to tell you a story about a little girl named Skylar Rose.

She was a bright, cheerful, typically curious four year-old with black shoulder length hair. Brightly adorned in pink, her color choice of the day, she wore a tutu type skirt with a matching shirt and jacket. Her pink backpack never was left behind under any circumstance. A band-aid adorned her knee from a boo boo she had attained earlier in the week. It was just she and her Mom, at home, and against the world; but it was a very happy little family.

They had ventured to a local hospital one evening to visit a sick friend who had been admitted to the second floor Telemetry unit. Walking to that area, there was a waiting room brightly colored blue and yellow. There were three giggling children playing happily together inside. It intrigued Skylar Rose, as she walked by with her Mom.

“I want to play, Mom!” Skylar Rose begging as she pulled her held hand toward the room. Mom delayed, thinking to herself, I could let her play and run quick to my friend’s room just down the hall. So, she did.

“Excuse me!” a voice said. “Do you want to come play in the play room?” said a kind voice. It was a lady in a long white lab coat directing her conversation toward Skylar Rose. “No, I want to stay here and play.” said Skylar Rose. “Oh, it will be fun. Come on, I’ll show you. It’s a game.” stated the lady. She semi-reluctantly went and she was GONE!

Five minutes had passed, Skylar Rose’s Mom had returned to the area. “Where is Skylar Rose? My daughter!” she stated boldly. One of the little girls said, “A lady in a white coat came and took her.” Panic stricken and confused Skylar Rose’s Mom went to the nearest desk she could find. Frantic, Skylar Rose’s Mom said, “My daughter, she GONE! She’s missing, she was right there playing!”

The Nurse at the desk, lingering a moment, thinking, oh is this for real. This lady has lost her daughter? The Charge Nurse overhearing the conversation came to the desk and said, “I think we need to call a CODE ADAM!” So they did!!

“CODE ADAM! SECOND FLOOR WAITING AREA! CODE ADAM! SECOND FLOOR WAITING AREA!” blurted over the speaker throughout the Hospital. Moments passed in anticipation of what to do. Will she be found?

Skylar Rose and the lady proceeded down the stairs holding hands. “I’ll hold your back-pack so you can hold the railing,” stated the lady. They stopped at a landing within the stair well. “It sure is hot in here, isn’t it? Let’s take off your jacket and put it in the back-pack” she said. “Okay,” said Skylar Rose. There was a yellow dress inside her backpack. “Why don’t we put this on this will be cooler?” said the lady. She acceptingly put it on. The lady seemed to be nice. Once redressed, the two of them proceeded down the rest of the stairs and out the door. They continued to walk down a long hallway together, holding hands along the way. They passed two people who looked like a Mother with her teenage daughter and passed a woman wearing office attire. As they continued, they came to a hallway that was partitioned off due to the floors being cleaned. The man did not look up and the machine was loud! He

swayed back and forth like a tree in the wind. “We can’t go that way!” exclaimed the lady. So they turned around and walked in a different direction toward the Cafeteria. “This is the same way we came.” said Skylar Rose. “I know.” said the lady. Another lady popped her head out of the laboratory doorway, looked both ways as if crossing a road, then retreated.

Meanwhile, the Nursing Supervisor Julie, hearing the overhead announcement dashed into the stairwell and proceeded to run up four flights of stairs to the waiting area on the second floor. Winded and with a gasping breath, she asked the children in the room, “What happened?” “A lady in a white coat came and took the little girl away!” exclaimed one child. The rush of adrenaline kicked in, with her heart pounding, one of her biggest fears now seemed to be coming true. Utilizing her phone, Julie followed up with security. Her personal agility of her build enabled her to run down to the first floor via the same stairway Skylar Rose had used minutes earlier. She commenced on a first floor search with precision for a little girl dressed in pink.

Nurses and CNA’s on the floors scramble to block doorways, hallways and elevators in attempt to intervene. But to no avail, Skylar Rose has eluded all attempts thus far to be found. Minutes have passed which to some feel like hours.

Skylar Rose and the lady with the white coat in the interim had ventured to the Cafeteria. The lady proceeded to get a drink for Skylar Rose and a Coffee for herself. They sat at a table area together. Skylar Rose kept looking at the drink bewilderedly. There, they waited in anticipation. Will they be caught?

A young energetic nurse entered the room. She circled them as if an animal checking her prey. Her eyes wide and fearful. She then left for a few moments only to return again moments later. The lady in the white lab coat was standing now, stirring the coffee that was in desperate need of sugar. The young nurse reluctantly asked, “Is that your daughter?”

“Congratulations!! This is a drill. You have found her!!” said the lady in the white coat. Tears flowed. Julie then entered in an attempt to intervene as well, and was then informed that it was a drill. In exasperation, she then sighed with relief too.

I hope you have taken time to read this story. I personally commend all who were involved. As a mother, I am truly thankful that this was only a drill. The Team of “True Professionals in place on August 22, 2006, located Skylar Rose within four minutes. They responded without delay and have a lot to proud of!!!

It was my intent to inform how potentially serious a CODE ADAM can be. It should NEVER be taken lightly. It is everyone’s job within the facility to respond to this situation (if possible). Be aware! Would you be ready-drill or not? Review the policy and all safety procedures to ensure your readiness to act. Respectfully as we all learn, develop and grow,

**Leslie Delderfield-Torres, R.N.**

**Clinical Development Specialist, Education Dept.**

**P.S. I was the lady in the white coat.**