

Straight Talk

A weekly update from management on the issues that matter most



July 8, 2010

Dear Friends and Colleagues:

Research indicates that children who do best in school receive three or more compliments for every criticism, whereas children who do poorly receive two criticisms for every compliment. What does this have to do with us at NCH?

Well, each week I receive emails—from colleagues, patients and visitors. Most emails are pleasant and complimentary of the great work our NCH team delivers to the community. But sometimes, folks write to remind me that in some areas, we have room for improvement.

Last week, I received an email from a regular *Straight Talk* reader, criticizing me for being “too positive” about NCH and not reporting the negatives. Point taken. So here are four other emails I also received last week.

The first wasn't particularly encouraging. RN **Michael Spence**, NN Administrative Coordinator, reported two disappointing incidents where communication among caregivers was less than optimal. Taking a moment to share information and understand a colleague's point of view helps the patient, their family and everyone involved in the care.

Occasionally, we get rushed, become inconsiderate, or just aren't thinking. Sadly if these occasional lapses are not recognized and corrected, these deteriorations can become a standard of behavior. We will all feel better with free, open, and collegial communications among ourselves. We can do better as we understand other people's point of view.

The next three emails were considerably more encouraging.

- RN **Julie Stoner**, North Naples Emergency Room (NNER) Shared Governance Practice Council Representative, emailed about her ED group's "Push the button" campaign—complete with posters and buttons—to remind all of us how important it is to capture all Pyxis items. Pyxis is a system designed to have all supplies needed on hand to care for patients. The group recognized the opportunity to be fair to ourselves by consistently capturing the cost of supplies. At the end of the month, CSR **Nicole Rossbach** will report on how much money has been saved. Julie offered that, *“If this is a success in the ED then we would be happy to help launch system wide.”*
- **Lynn Thorn**, NNER Financial Counselor, wrote: *“We did it as a ‘TEAM’—\$100,000 in collections in the NNH-ER since January.”* Lynn invited me over for sweet treats she brought in for everyone to celebrate in the ER break room. She wrote, *“I am so excited, can you tell!!”* (I could!) With changes in healthcare reimbursement, improved performance in both financial and quality metrics are essential for the health of our community.
- Finally, RN **Marietta Mauhay**, Nurse Manager CRC 5SW/5SE, wrote that staff members from Rehab volunteered to sponsor a float for the City of Naples Parade. The signs used for the parade were made by patients during arts and healing sessions. **Tiffany Schlenk**, unit secretary, led the project. Wrote Marietta, *“It was a success. We had fun. We did it to symbolize what we do in rehab giving the patients we served the independence and freedom after their rehab stay with us at CRC. I will be sending you some pictures.”* Marietta did share pictures as did our MacDonald SeaCarium team, all of which can be viewed at www.NCHMD.org/naplesparade.

So there you have it: A sample of a typical week's mailbag to the CEO. I understand there is always room for improvement at our hospital. But it's nice to know that the vast majority of unsolicited messages I receive each week are complimentary of the amazing work you all do to safeguard the health of our community.

Respectfully,

A handwritten signature in blue ink that reads "Allen".

Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* and ask anyone to email me at allen.weiss@nchmd.org to be added.