

GET WELL & Stay Well

A Publication of the UMMC Patient Resource Center **Spring 2008**

Welcome to Spring

Spring is officially here, and with it, come longer days, warmer weather, and outdoor activities. Spring is also host to a variety of important health topics, which we feature in this issue of **GET WELL & Stay Well**.

Our feature article this issue focuses on patient safety. Our goal at the Medical Center is to provide the highest quality of care and service to all of our patients at all times. You are our partner in reaching this goal. Learn what the 2008 National Patient Safety Goals are and how you can partner with us to ensure the safest care is delivered to you and your loved ones.

May is Better Hearing month, so read our article on hearing loss and learn what the symptoms are and how to get help. To round out this issue, you can learn about summer food safety. This article is especially helpful this time of year as we prepare and eat food outdoors in hot weather. Keep your picnics safe this summer!

The Patient Resource Center is beginning its fifth year with expanded programs and services. Please look at our course schedule on the back cover and read our informative articles, and learn how to better care for yourself and others. Our vision is to help people—GET WELL and Stay Well.

Stay Healthy,

Anne D. Williams, RN, MS

Editor

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Safest Care Anywhere™

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Our goal at the University of Maryland Medical Center is to provide the **safest care anywhere**. To accomplish this, the Medical Center is working to meet the Joint Commission's 2008 Hospital National Patient Safety Goals. The purpose of the National Patient Safety Goals is to improve patient safety. The Goals focus on problems in health care safety and how to prevent them.



The 2008 Hospital National Patient Safety Goals include:

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| 1) Identify patients correctly | 8) Identify patient safety risks |
| 2) Improve staff communication | 9) Watch patients closely for changes in their health and respond quickly if they need help |
| 3) Use medicines safely | 10) Prevent errors in surgery |
| 4) Prevent infection | |
| 5) Check patient medicines | |
| 6) Prevent patients from falling | |
| 7) Help patients to be involved in their care | |

The safety of you and your loved one is our number one concern. So, it is important to us that our patient's and their families play active roles on the health care team. You are our partner in reaching these goals.

How can you help? Being prepared and informed prior to admission can ensure a safer and less stressful time at the hospital. The first thing that you can do is to describe your symptoms completely. Holding back information because you feel that it is unimportant or embarrassing may cause important treatments to be missed by your health care provider. It is also necessary to provide the nurse or doctor with a complete health history, which should include a list of all health problems (past or present) including previous surgeries or procedures and the approximate dates they occurred. An example of a health history is heart attack in June 1998, knee surgery December 2001, and high blood pressure diagnosed in 1984. Along with the health history, you should provide a list of medications,

CONTINUED ON PAGE 3



Safe Summer Food

JENNIFER BACLAWSKI AND MEREDITH COLLINS, DIETETIC INTERNS, UMMC

With warm weather just around the corner, picnics, barbecues, and entertaining outdoors will soon be in full swing. To protect yourself, your family and friends from foodborne illnesses, keep these simple tips in mind when preparing, storing, and cooking foods.

- **Food safety begins with hand washing.** Most foodborne illnesses are related to improper hand washing techniques after using the bathroom.

Grilling and Hot Food Tips

- **Always marinate and thaw food in the refrigerator,** not on the counter. Don't reuse marinades. If some of the marinade is to be used as a sauce on the cooked food, reserve a portion before putting raw meat and poultry in it.
- **Use separate plates and utensils** for cooked and uncooked meats.
- **Keep hot foods hot, at or above 140°F,** even after grilling or cooking.
- **To minimize charring when grilling (may be linked to increased cancer risk):**
 - Remove visible fat before grilling to prevent a flare-up
 - Preheat meat in the microwave right before grilling to release some juices that can drop into the grill
- **Use a food thermometer to ensure food reaches a safe internal temperature.**

Safe minimum internal temperature:



■ Whole Poultry	165°F
■ Poultry Breasts	165°F
■ Hamburgers	160°F
■ All cuts of pork	160°F
■ Beef, veal, lamb	
– Medium rare	145°F
– Medium	160°F

Cold Food Tips

- **Keep cold foods cold,** at or below 41°F. If using a cooler, keep it out of the sun and avoid opening it too often so that the food inside stays as cold as possible.
- **Use separate coolers for beverages and perishables** so the food cooler is not opened as frequently.
- When packing a cooler for a road trip, **pack perishables directly from the refrigerator or freezer into the cooler.** A full cooler maintains cold temperature longer than one that is partially filled. Keep raw foods separate from cooked foods.
- **Don't let perishable food sit out longer than two hours.** When the temperature is above 90°F, perishables shouldn't sit out longer than one hour.
- **Place foods, such as potato salad, in individual serving dishes.** Smaller dishes can then be placed directly on ice. Drain off water as ice melts and replace ice frequently to keep foods cold.



Here's to a happy and healthy summer entertaining season!

FOR FURTHER INFORMATION ON HOW TO KEEP YOUR PICNIC FOOD SAFE, CHECK OUT THE FOLLOWING WEB SITES.

- www.fsis.usda.gov
- www.cdc.gov
- www.cfsan.fda.gov
- whatscookingamerica.net/summersafetytip.htm

There Is So Much in Life to Hear

ELISE D. SMITH, FAAA/CCC-A, AUDIOLOGIST, UMMC



Can you hear me now? More than 21 million infants, children and adults in America suffer from some degree of hearing loss in one or both ears. Such hearing impairments often go unsuspected until the sounds of daily life become faded or unrecognizable. Rather than accepting a hearing difficulty as an inevitable part of aging, or shying

away from social interaction to avoid embarrassment, you can seek proper treatment from an audiologist. May is Better Hearing and Speech Month, and the audiologists at the University of Maryland Hearing and Balance Center want you to know *there is so much in life to hear.*

Signs associated with hearing loss in adults:

- Asking people to repeat what they said
- Complaining that other people "mumble"
- Setting the television or radio volume loudly to be able to hear dialogue
- Difficulty hearing conversation in noisy places (e.g., restaurants, meetings)
- Avoiding social situations
- Hearing sound in the ears (e.g., ringing, buzzing, hissing)

Signs associated with hearing loss in children:

- Delays in speech and language development
- Difficulty following directions
- Not passing a hearing screening
- Repeated ear infections
- Difficulty in school

SAFEST CARE ANYWHERE™, CONTINUED FROM PAGE 1

supplements, and over the counter medications you are currently taking. It is best to keep this list in an easy to reach place (wallet or purse), so you can give it to your doctor or the nurse. Samples for a wallet-sized medication card are available on the internet to print and fill in the information or you can use a three-inch by five-inch index card to list medications. On this card, you should list your name, birthday, allergies to medications or foods, names and phone numbers of emergency contacts, names of any medications, start date, dose, directions, and the reason for taking the medication. When providing the staff with this information they will ask you questions and you should do the same when they are giving you information. An essential component to patient safety is asking your health care provider for clarification when you do not understand. This question and answer period is not a bother and entirely expected by your provider. When possible making a list of questions prior to your visit can be of great value.

The final step to keep you and your loved ones safe while in the hospital is to know what should be expected from employees. All employees should introduce themselves and be wearing an ID badge. Pay attention and make sure that all staff wash their hands or use the alcohol-based hand rub from the dispenser that is hanging on the wall in most rooms. Good hand washing is the number one way to prevent the spread of infections and should be practiced by you, your family, and the staff. Also, before any treatment is started or medication is given, staff should check your wristband and ask you your name and date of birth. This is to prevent giving

the wrong medication or performing the wrong procedure on the wrong patient. For example, your name could be Mary Ellen Smith, born 6-17-78 and the person two rooms down is Mary Beth Smith, born 12-23-13. If your name and birthday were not checked you could easily be given the wrong medication. The same identification method applies to surgeries. Before any surgery, there are a series of checks that happen to ensure right patient, right procedure, right part,



and this is called a “Time Out.” At the time of surgery, all health care employees who are part of the surgery will stop and identify you with two identifiers (name and date of birth), identify the procedure to be done, and mark the spot on your body for surgery. If possible, you are expected to participate in the “Time out” and to alert someone if you think something is not right.

If you have any concerns about the care you are receiving, we urge you to:

- Tell your nurse or doctor about your concern. If you believe further action needs to be taken, please ask to speak to the charge nurse or the nurse manager.
- If you are not satisfied with the above or wish to report a problem, please call our Patient Safety Hotline at 410-328-SAFE (410-328-7233). You may also reach us at 8SAFE@umm.edu via e-mail.

We all want to be safe and have a sense of security, especially when our health is concerned. The best way to ensure patient safety is for patients and patient’s families to be active members of the health care team — which includes being prepared when coming to the hospital, being informed of the hospital’s procedures, and participating in discussions with members of the health care team. Our goal at UMMC is to provide the highest quality of care and service to our patients at all times. You are our partner in reaching this goal.

FOR ADDITIONAL INFORMATION ON THE NATIONAL PATIENT SAFETY GOALS OR FOR WALLET MEDICATION CARDS: LOG ONTO:

- **The Joint Commission, National Patient Safety Goals and the Speak Up program – www.jointcommission.org**
- **Agency for Healthcare Research and Quality. Quick tips: When talking with your doctor – www.ahrq.gov**
- **ACS, The Joint Commission Partner with AORN on National Time Out Day: National Time out Day is June 20. – www.patientsafetyfirst.org/healthcare/ntod.html**
- **The Center for Disease Control (2008) Fact sheet: Hand hygiene guidelines fact sheet. – www.cdc.gov/od/oc/media/pressrel/fs021025.htm**



The University of Maryland Hearing and Balance Center provides specialty care for patients with problems related to hearing loss, tinnitus, and balance. Its team of doctors and health care professionals is dedicated to high quality patient care as well as advancing the understanding of hearing and balance disorders. If you would like to schedule an appointment for a hearing evaluation or to discuss hearing aids, please call 410-328-5947.

Our audiologists would like to invite you to a FREE hearing screening. Please join us!

What: FREE HEARING SCREENINGS (No appointment needed!)
When: 1 to 3 pm on May 5, May 12, May 19
Where: UMMC Patient Resource Center, First Floor – Weinberg 22 South Greene Street, Baltimore, MD

April/May/June 2008 Calendar

To register for classes (except for Stork's Nest, Childbirth and Infant Care), please contact the Patient Resource Center at 410-328-WELL (9355). All sessions are free and held at the Patient Resource Center unless otherwise noted.

Classes

Stork's Nest – Prenatal Education

April 4, 11, 18, 25

May 2, 9, 16, 23, 30

June 6, 13, 20, 27

All classes run from 10:30 am – 12:30 pm every Friday

Please contact Stork's Nest at 410-328-6997 for information and registration.

Childbirth Education, Infant CPR, and Infant Care

Please contact the Childbirth Education office at 410-328-2944 for class information and registration for Infant Care, Breastfeeding and Infant CPR.

Yoga (Prana)

Thursdays, 6 – 7 pm

Weekly—ongoing

Cost: \$10 for employees weekly or \$100 for 10 weeks. \$12 for public weekly or \$120 for 10 weeks. \$15 for walk-ins (Walk-ins are welcome). \$25 Reimbursement for benefit-eligible employees.

Yoga/Body Awareness/Exercise for Bariatric Post-op Patients

Fridays, 6 – 7 pm

8 Week Group—ongoing

First session starts April 4 – May 30.

Smoking Cessation – American Lung Association's Freedom from Smoking®

Thursdays, 12 noon – 1 pm

8 Week Group—ongoing

(Concluding in May and starting again in September)

Call 410-328-9355 for registration and information.

Don't have to quit the first day!

Cost: Free (includes ALA educational packet)

Spine/Orthopedics Pre-op Class

Wednesdays, 11 am – 1 pm

UMMC Patient Resource Center

Call Cindy Fox or Pauline Esoga at 410-328-5360 for more information.

Food Safety...It's in Your Hands

Mondays at 10 am

Weekly—ongoing

9 Gudelsky Conference Room near the BMT unit entrance

For any Cancer Center patients, families, or caregivers

Contact Hadas at 410-328-5462 to register.

Massage (Seated)

Fridays, 12 noon – 3 pm

\$18 for a 15-minute seated massage

Call Patient Resource Center to schedule an appointment.

Emmi™: Better Outcomes through Better Educated Patients

Emmi, a web-based education site, is available to help patients prepare for the anesthesia needed for an upcoming surgery or procedure. By viewing the Emmi program and completing the online anesthesia questionnaire, the patient will be better prepared for their procedure. To access Emmi and the questionnaire, the patient can log onto: www.umm.edu/emmi. For further information, contact the Patient Resource Center at 410-328-WELL (9355).

Support Groups

Transplant Support Group – Education Series

3rd Tuesday each month from 4 – 6:30 pm

UMMC Patient Resource Center

Leukemia and Lymphoma Support Group

4th Wednesday each month from 1 – 2:30 pm

Call Tracy Orwig at 410-825-2500 or Beth Wintermute at 410-328-3595 to register or for information.

Cost: Free to all adults/families with Leukemia, Hodgkins or non-Hodgkins Lymphoma, or Myeloma.

UMMC Patient Resource Center

Bariatric After-Care Support Group

2nd Wednesday each month from 6 – 8 pm

Call Nadja Muchow at 410-328-8936 for more information.

Cost: Free to adults in the Bariatric bypass surgery program.

UMMC Patient Resource Center

Breast Cancer Support Group

4th Thursday each month at 12 noon

Call Stacey Stephens at 410-328-4673 for more information.

Cost: Free to all women with breast cancer

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Inflammatory Bowel Disease Support Group

1st Thursday each month from 6:30 – 7:30 pm

Call Nadja Cheevers at 410-328-6172 for more information.

UMMC Patient Resource Center

Violence Intervention Program (VIP)

Support Group

Thursdays, 1:30 – 3 pm

Call Adrian Barnes at 443-506-7519 for more information.

Events

Take a Loved One to the Doctor Day

April 8, 9 am – 2 pm

Free health screenings, information, demos and much more. Live broadcasts and DJs from Radio One will add to the excitement!

War Memorial Building, 101 N. Gay Street 21202

Blood Drive

April 10, 9 am – 3 pm

Call 1-800-492-5538 to schedule your life-saving appointment.

Give the gift of life...donate blood!

UMMC Patient Resource Center

Baltimore Flower Mart

May 2 & 3, 11 am – 7 pm

Free health screenings in the Wellness area, beautiful flowers to purchase, crafts, entertainment and more!

Mt. Vernon around the Washington Monument in Baltimore

Senior Health and Fitness Day

May 27, 10 am – 2 pm

Take a walk around the park, enjoy the free health screenings and more!

Patterson Park

Community Health Fair

June 4, 10 am – 2 pm

St. Bernadine's Church, Edmondson Ave.

Free Mammograms and Pap Tests

To women over 40 years living in

Baltimore City

Offered by the Baltimore City Cancer Program. Call 410-328-HOPE (4673).

UMMC Cancer Center

GET WELL & Stay Well is produced by the UMMC Patient Resource Center.

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