

WHAT'S NEW AT SMMC?

SAFETY AND QUALITY

STAFF ENGAGEMENT/PATIENT EXPERIENCE

TRAINING AND EVENTS

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Happy Halloween!

When witches go riding, and black cats are seen, and moon laughs and whispers,
Tis near Halloween.

**Halloween is coming to San Mateo Medical Center!
Friday October 30th**

Join us for sweets and fun! Activities will include:

Decorating contest

Decorate your office, your door, or a pumpkin to be entered for a prize.
Everyone (main campus and clinics) is encouraged to participate!

Trick or Treating at the hospital

All staff will be emailed a map of locations to visit to receive a Halloween treat.

Mad Lib Contest

Complete the Halloween mad lib for a chance to win a prize.
Whether it's silly or scary, feel free to be creative!

Rules are included in this month's communication packet
and will be emailed to all staff.

Questions? Email Kate Johnson at kjjohnson@smc.gov.



OUR MISSION

We partner with patients to provide excellent care with compassion and respect.

Trick or Treating

Ground Floor



LEAP Institute

1st Floor



Cashier

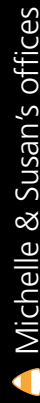


Welcome Desk

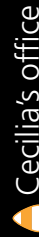


2nd Floor

Administration



Michelle & Susan's offices



Cecilia's office



Karen & Kate's office

3rd Floor



Infection Control

Visit each of the stations for a Halloween treat!





Halloween Mad Libs



PLEASE PRINT OR TYPE

It was a _____ and _____ autumn night. There was _____ in the crisp evening air, something _____, something _____. Around every corner you felt as though you were being _____, as though _____ followed you wherever you went. _____ began to come alive; instead of _____, they sprouted spiny green _____ with gnarled hands and sharp _____. Their gaping _____ eyes blinked and rolled. Their jagged _____ became crooked _____; the sound of their cackling _____ echoed through the whistling wind. So when you're out and about be sure to _____ your _____, lock your doors, and _____ your _____. _____ are lurking and they're coming for you! After all, who said Halloween was just for _____

_____...
noun

Trick or Treat?



WHAT'S NEW AT SMMC? SAFETY AND QUALITY STAFF ENGAGEMENT/PATIENT EXPERIENCE TRAINING AND EVENTS



OCTOBER EMPLOYEE OPEN FORUMS SCHEDULE

Please join our CEO, Dr. Susan Erlich, as she shares updates about San Mateo Medical Center and answers your questions.


DAY	DATE			
Tuesday	10/20	7:30am - 8:30am	Main Campus	Ed. Classroom 1
		1:00pm - 2:00pm	Main Campus	Ed. Classroom 1
		2:30pm - 3:30pm	Main Campus	Ed. Classroom 1
Friday	10/23		Clinic Retreat	

Join the discussion! All staff are encouraged to attend.



I'M MAKING A DIFFERENCE!

How is the work you do impacting SMMC's goals?



Patient Centered Care

"I always make sure to focus on what the patient wants. Whether it's returning back to work pain free or just being able to play with their kids without having to take pain medications."

Alfredo Aldana, Physical Therapy



Excellent Care

"I follow up with patients in a timely manner and connect them to resources that will help them maintain and improve their health."

Anonymous



Staff Engagement

"I participate in daily huddles in my department and share my opinions and ideas. I also support the ideas of my colleagues."

Aileen Ku, Medical Specialty Clinic



Right Care, Place, Time

"I make sure the products needed for admitted patients are ordered and available."

Charlotte Palu, Materials Management



Financial Stewardship

"I refer patients without health coverage to the Health Coverage Unit for assistance."

Anonymous

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BECAUSE WE CARE, WE GET VACCINATED

SMMC's flu vaccination program begins October 6. We have plenty of flu vaccines which will cover two strains of Influenza A (including H1N1 Swine Flu) and two strains of Influenza B.

Annual flu vaccination is mandatory for all staff providing direct patient care and masks must be worn at all times in designated areas during flu season (from December through May) should you decline vaccination.

Employee vaccination is an important part of our WE CARE program. Because we care, we get vaccinated. You are our most valuable resource and we appreciate your efforts to protect yourselves, your families and your patients from the flu. If you have any questions, please feel free to contact Michele Medrano (573-3407) or Evelyn Anorico (573-2845).

DATE	LOCATION	TIME
Tues. October 6 th	1B Rm 129	7:30am - 5pm
Wed. October 7 th	1B Rm 129	7:30am - 5pm
Thurs. October 8 th	1B Rm 129	7:30am - 5pm
Tues. October 13 th	1B Rm 129	8am - 4:30pm
Wed. October 14 th	1B Rm 129	8am - 4:30pm
Thurs. October 15 th	1B Rm 129	8am - 4:30pm



PSYCH SKILLS DAY



Staff working in PES and 3AB participated in a skills day in September. Thanks to everyone who coordinated and attended the event!

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COMING SOON... ARE YOU #SURVEYREADY?



9TH ANNUAL BREAST CANCER AWARENESS AND HEALTH FAIR

October 8th, 2015
11am - 3pm
Hospital Rotunda, 1st floor

Visit the health fair to check out:

- Breast cancer information and education booths
- Bake sale
- Raffle

Proceeds from all raffle ticket purchases contributions will go to the Julia Barron Fund for the SMMC Breast Cancer Support Group.

Questions? Contact Noris Larkin at (650) 573-2058

Hope to see you there!

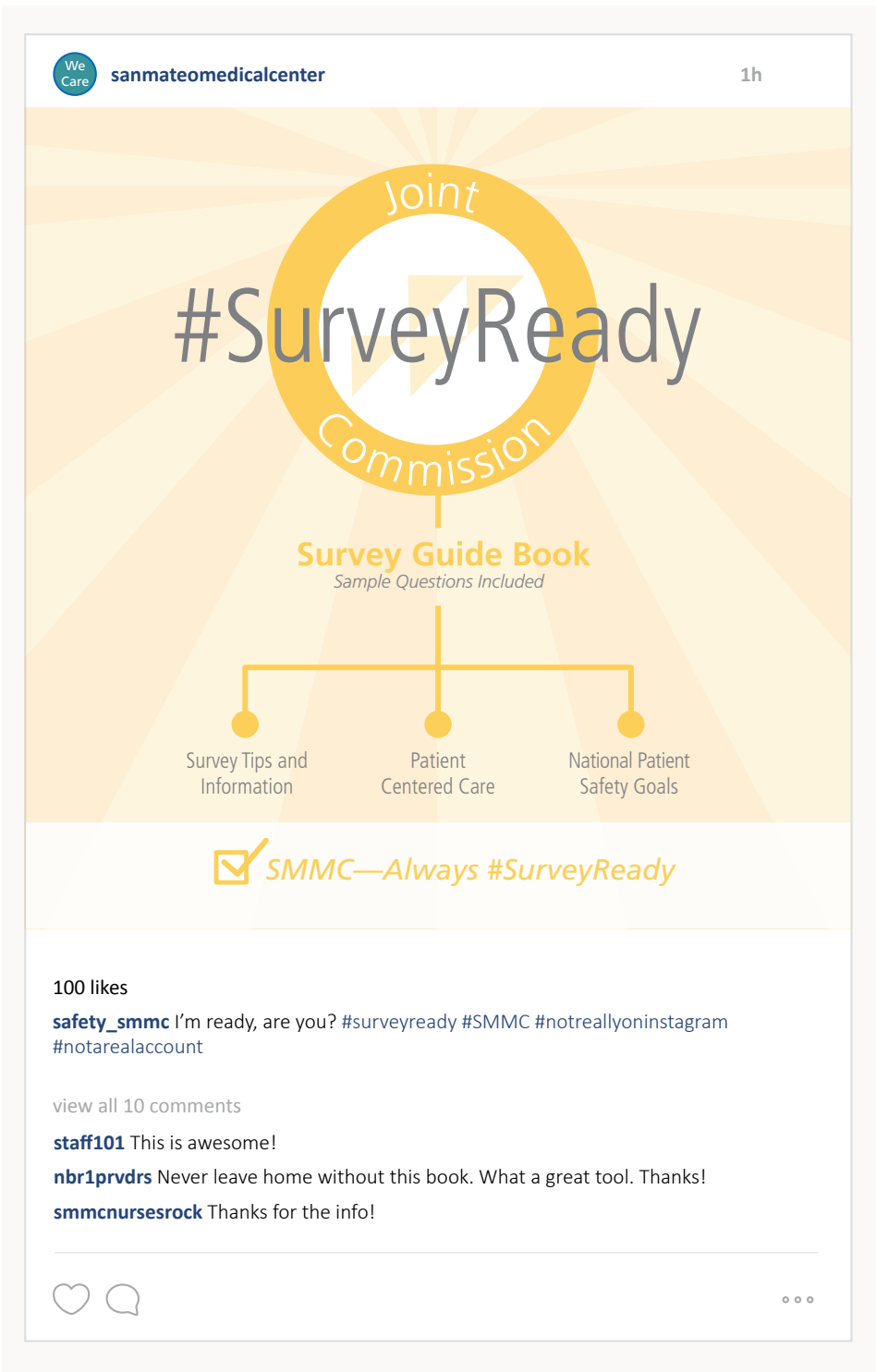
INAUGURAL INNOVATION SUMMIT

THURSDAY NOVEMBER 19TH, 2015
SAN MATEO COUNTY EVENT CENTER

Join a day-long competition for teams of employees to develop ideas and solutions to improve our organization's efficiency and effectiveness.

Interested? Visit the county's HR website or [click here](#).

Registration closes
Monday Oct. 19th at 7 am.



Joint #SurveyReady Commission

Survey Guide Book
Sample Questions Included

- Survey Tips and Information
- Patient Centered Care
- National Patient Safety Goals

SMMC—Always #SurveyReady

100 likes

safety_smmc I'm ready, are you? #surveyready #SMMC #notreallyoninstagram #notarealaccount

view all 10 comments

staff101 This is awesome!

nbr1prvdrs Never leave home without this book. What a great tool. Thanks!

smmcnursesrock Thanks for the info!

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BILL'S STORY (REHAB AWARENESS)

Imagine waking up in the middle of the night to use the bathroom and the left side of your body feels numb and weak. You get up anyway, but your left leg can't support you and you fall. Luckily, your family is able to call for help. You are rushed to San Mateo Medical Center and admitted to the Intensive Care Unit.

This happened to Bill this past June. Bill, age 50, suffered a stroke and was having difficulty speaking, swallowing, moving his left arm and leg, sitting up, dressing himself, standing and walking. It took a team of rehabilitation professionals nearly two months working with Bill to get him strong and independent enough to return home.

Speech therapy worked with Bill to improve swallowing, memory, and speech clarity. Occupational therapy helped Bill learn new strategies to get dressed, shower, and strengthen his left arm. Physical therapy taught Bill how to stand, balance, and walk again. In fact, Bill was one of the first patients to get to

use our brand new LiteGait machine for practicing walking, balancing, jumping, side-stepping, turning, and strengthening exercises in a safe, controlled environment. Throughout his stay, Bill also participated in Creative Arts and Recreation Therapies (CART) groups, which give patients opportunities to engage and participate in a variety of activities like ceramics, tai chi exercise, games, and mindfulness meditation.

The week of September 20th was National Rehabilitation Awareness week.

SMMC offers a full spectrum of in-patient and outpatient rehabilitation services including: creative arts and recreation therapy, occupational therapy, physical therapy, speech therapy, and audiology. We're proud to serve the San Mateo community, and are especially proud of helping individuals like Bill. If you would like to know more about our services, please contact [Paul Carlisle](#) or [Emily van de Water](#).



San Mateo County Health Foundation's *Masque Ball*

The Peninsula Golf and Country Club
Friday October 30th, 2015

Questions or would like to RSVP? Contact [Leslie Williams-Hurt](#) or [click here](#).

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WHAT'S WITH ALL THE SURVEYS AT SMMC?



It's always nice when someone asks for your opinion. It indicates they care about what you think and they assume you'll have good suggestions on how to improve. That holds true for the staff surveys we conduct at SMMC. The leadership team has identified Staff Engagement as a goal for a reason: they want every provider and every staff person to thrive in their career.

Feedback Leads to Improvement

The SMMC Executive Team reads all the comments (sometimes more than 700!) from the annual staff surveys. Every leader receives a report on the survey results for their area. And, organization-wide results are provided to all staff via e-mail, the newsletter, and employee forums.

Through the surveys, staff and providers have shared valuable feedback leading to numerous improvement efforts at SMMC including:

- New recognition program
- Changes to the staff newsletter
- More employee forums
- Coaching and mentoring training for leaders
- Upgraded/new computers
- New equipment (for staff and for patients)
- New SAFE incident reporting system (for patient safety)

Thanks to everyone who takes the time to provide thoughtful feedback on each survey. Without your ideas, we wouldn't be able to improve.

The Big Four

These are the four most important surveys you receive each year.

1 SMMC Staff Engagement Survey

When: Annually, February
Why: Gives staff and providers an opportunity to provide feedback on what it's like to work at SMMC, and how to improve.
How: All SMMC employees receive an e-mail link directly from Press Ganey, SMMC's survey vendor.

2 SMMC Patient Safety Survey

When: Bi-Annually, March
Why: Find out how staff view patient safety at SMMC.
How: All SMMC employees and contracted staff receive a link to an online survey.

3 SMMC Pulse Survey (New!)

When: Quarterly
Why: Provides the Executive Team a quick snapshot of how improvement work is progressing.
How: A link to SMMC's first Pulse Survey was e-mailed to all employees in September. Future Pulse Surveys will be sent to a random group of employees each quarter. Every employee will be asked to complete one Pulse Survey per year.

4 County of San Mateo Staff Engagement Survey

When: Annually, October
Why: Staff can provide feedback on what it's like to be a civil servant in San Mateo County. Your feedback helps the county choose improvements that impact the most employees.
How: All County employees receive an e-mail link directly from Blessing White, the County's survey vendor. [Click here to take this survey now!](#) (You will need to enter your employee ID and last name.)

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PATIENT COMMENTS

Here is what some of our patients had to say...

"I was quite impressed with the two staff members in the Laboratory. The receptionist at Lab Reception Window B was extremely personable and helpful. She was

also polite and patient with the other patients. Her positive attitude made my own inconvenience more tolerable. The phlebotomist at Lab Station 3 was also polite, and the draw was painless and quick. As someone who does not care for needles, that was appreciated."

"Everyone, from the first person to the very last, was outstanding and friendly and upbeat!! I was blown away by how great it was!! Thank you!!"

"I felt very comfortable considering I was very sick; the **NURSES AND DOCTOR** that attended to me **TREATED ME VERY WELL.** Thanks for helping all the people like me. **THANK YOU VERY MUCH."**



SANA SANA AT THE COAST

Last weekend, the Latino Collaborative of San Mateo County held its 3rd annual Sana Sana, Colita de Rana health forum in Half Moon Bay. More than 200 people of all ages enjoyed a free BBQ of healthy foods, dancing, zumba classes, and talks on a variety of health topics. Sandra Perez, NP, and Adrian Espinoza, RN, staffed an information table providing health education and blood pressure checks.

The event was a great success and provided SMMC with greater visibility in the community, demonstrating the value of our collaboration with other County divisions and the community in general.



The event was a joint effort of many organizations, most notably SMMC and BHRS. A big thanks to Priscilla Padilla-Romero from Fair Oaks Health Center who co-chaired the event. Thanks also to Dr. Hemal Mehta, Pediatrician, and Jonathan Mesinger, Clinics Manager, who helped with planning.



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UPCOMING LMS EVENTS

OCTOBER

WEDNESDAY 10/28

THE POWER OF POSITIVE THINKING
SMMC, 10:30-12pm

TUESDAY 10/29

BABIES AND YOU, DAY 1
RWC, 9am-4:30pm



NOVEMBER

THURSDAY 11/5

BABIES AND YOU, DAY 2
RWC, 9am-4:30pm

TUESDAY 11/10

FOOD AND MOOD
RWC, 12-1pm

DECEMBER

WEDNESDAY 12/2

MINDFULNESS MEDITATION
(INTRO WORKSHOP)
RWC, 10:30am-12pm

THURSDAY 12/3

ELDERCARE WORKSHOP
SMMC, 10am-12pm

TUESDAY 12/8

MINDFUL EATING: A HEALTHY APPROACH TO
FOOD, HUNGER, AND EMOTIONAL EATING
Bel-1 Davis Dr., 12pm-1pm

HOW TO REGISTER

1. Obtain verbal approval from your supervisor to attend on County time.
2. Go to LMS at www.smcgov.org/lms.
3. Select "Health / Private Site" on the drop down menu.
4. Sign in using your Employee ID and password.
5. Scroll over "Learning" tab and click "Events Calendar".

Note: If you don't see the class in the LMS Health/Private Site it has been canceled.

WE WANT YOUR INPUT!

Questions? Suggestions? Ideas?

Contact: Karen Pugh or Kate Johnson

SMMC_News@smcgov.org

kpugh@smcgov.org

kjohnson@smcgov.org

Want to Submit an Article for the Next Issue of **Heartbeat**?

Articles should be no more than 200-300 words and can be emailed to SMMC_News@smcgov.org. Please include the subject line: "Article for HEARTBEAT"



NEW TO SMMC?

Need help locating information?

LMS Trainings: <https://www.smcgov.org/LMS>

HR: <http://hr.smcgov.org/>

SMMC Intranet: <http://intranet.co.sanmateo.ca.us/smmc/>

NEED PHOTOS OF YOUR STAFF EVENT?

Are you holding a staff event? We'll take the photos! Contact Kate Johnson at (650) 578-2215 or kjohnson@smcgov.org and include the details.

October

Breast Cancer Awareness Month
National Physical Therapy Month



Payday



Holiday



SMC Employee
Wellness Classes

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

4

Pilates
SMMC Garden Room
12:10-12:50pm

Hatha Yoga
RWC, 5:15-6:15pm **W**

Zumba
RWC, 7-8pm **W**

5

Columbus Day, 12th

Zumba
RWC, 7-8pm

11

6

13

CardioConditioning
SMMC Garden Room
12:10-12:50pm

Zumba
RWC, 7-8pm **W**

7

Benefits/Health Fair
RWC-455 County Center
10am-1pm

CardioConditioning
SMMC Garden Room
12:10-12:50pm

Zumba
RWC, 7-8pm **W**

14

Pilates
SMMC Garden Room
12:10-12:50pm

Breast Cancer
Awareness and
Health Fair
Hospital, 1st floor rotunda
11am-3pm

8

Benefits and
Health Fair
Hospital, 2nd floor rotunda
1pm-4pm

Pilates
SMMC Garden Room
12:10-12:50pm

15

Zumba
RWC, 6pm **W**

9

Zumba
RWC, 6pm **W**

16

10

17

18

New Employee
Orientation
Ed. Class 1, 7:45am-4:30pm

Pilates
SMMC Garden Room
12:10-12:50pm

Hatha Yoga/Zumba
RWC, 5:15-6:15pm/7-8pm **W**

Employee Forums
Hospital, Ed. Class 1
7:30am-8:30pm
1:00pm-2:00pm
2:30pm-3:30pm

20

CardioConditioning
SMMC Garden Room
12:10-12:50

Zumba
RWC, 7-8pm **W**

21

Pilates
SMMC Garden Room
12:10-12:50pm

22

Ambulatory Retreat
Elks Club, San Mateo
12pm-5pm

Zumba
RWC 6pm **W**

23

24

25

Pilates
SMMC Garden Room
12:10-12:50pm

Hatha Yoga
RWC, 5:15-6:15pm **W**

Zumba
RWC, 7-8pm **W**

26

27

CardioConditioning
SMMC Garden Room
12:10-12:50

Zumba
RWC, 7-8pm **W**

28

Pilates
SMMC Garden Room
12:10-12:50pm

29

Halloween at
SMMC!

Zumba
RWC 6pm **W**

30

Halloween

31