

Westways Staff News

WESTWAYS STAFFING SERVICES, INC.



The "BIG 8" Charting Mistakes

Source: *NCLEX-RN Review made Incredibly Easy!* 3rd edition, Lippincott Williams & Wilkins, 2004.

Errors or omissions in your charting, even if seemingly harmless, not only could impact patient care, but could also undermine your credibility in court. Be careful to avoid these common documentation errors:

1. **Omissions.** Include all significant facts that other health care team members will need to care for the patient. Otherwise, a court may conclude that you failed to perform an action missing from the record or tried to hide evidence.
2. **Personal opinions.** Don't enter your personal comments or opinions. Record only factual and objective observations and patient statements.
3. **Vague entries.** Instead of "Patient had a good day," state why: "Patient denied having pain."
4. **Late entries.** If you have to make a late entry, identify it as such and sign and date it. Note the date and time you're relating back to.
5. **Improper corrections.** Never erase or obliterate an erroneous entry. Instead, follow your facility's policy and procedure for correcting documentation errors.
6. **Unauthorized entries.** Only you should record what you did; don't document for anyone else.
7. **Erroneous or vague abbreviations.** Use only standard abbreviations approved by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and your facility.
8. **Illegibility and lack of clarity.** Write so others can read your entry. Use a dictionary if you're unsure of spelling or usage.

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Harold's Corner

*Harold Sterling is the President/Chief Executive Officer for Westways Staffing Services.

Let's Hear It! T for TRUST

President-Elect Obama and his family have moved to Washington, DC; it's his girls' first days in their new school. I guess you could say there is a lot of trust in all these changes. Trust that the girls' new school will live up to the old school. Trust that our economy may improve with the stimulus packages, tax cuts, health care package and other programs that have been discussed. I trust I will be as optimistic in July as I am now.

Trust is central to doing business with anyone. Without trust, you have another word that begins with T: *trouble*. I think we all lost trust in business last year relating to all the bailouts, bankruptcies, and corporate scandals that have erupted and occupied the front pages for months on end. This has caused people to mistrust corporate America. This is not totally fair, but something of a natural reaction. Trust is built and maintained by many small actions over time.

Unfortunately, as health care workers, our financial well-being may also be in need of critical care. Some of you had hoped to retire or go part time. Others may have had hours cut or even been laid off. Or perhaps people in your family have lost their jobs and now your salary carries more weight.

Trust is not a matter of technique, but of character.

I am of the view that the worse it gets in the short term, the better it will be in the long term. We will start to see hiring by hospitals decline. Wage increases for nurses will flatten out; probably become negative in real terms over the coming years. That is really consistent with what the industry has shown us historically. Therefore, enrollments in nursing schools will decline and the rapidly aging professional RN population should create a very dynamic environment.

In my business, there is nothing more important than trust. I've always believed that telling the truth is the best policy. Trust is not a matter of technique, but of character. We are trusted because of our way of being, not because of our polished exteriors or our expertly crafted communications.

No matter how we have been affected by the economy, we must continue to be optimistic. We are optimistic not only that the people are competent to do what we trust them to do, but also that they are committed to doing it.

Harold

Earn \$500 by referring an RN to Westways!

Have your cake and eat it too!

Finally, an agency that rewards you for referring your friends.



Each nurse you refer to Westways will earn you an additional \$500. You will receive \$500 for every RN you refer that works 96 hours - even if you don't work! It's simple, you refer the nurse, we track the hours they work, and for each nurse you refer that works 96 hours, Westways will send you a check for \$500. There is no limit on how many nurses you can refer, and each nurse referred could potentially add \$500 to your yearly income.*

*Requirements

- Your referral must be "new" to the Westways database, or must have been inactive for at least 1 year prior to the referral.
- Your name must appear as the referral source on the application completed by the referral.
- If your name is not listed, you will not be eligible for a bonus.
- Hours must be non-orientation hours.
- Nurses must have 1+ years experience in an acute care facility.
- The referring party must be employed by WSSI.
- RN's Only, see your local office for details.
- Although the \$500 bonus is only offered for an RN referral, all LVN's & C.N.A's qualify for bonus if they refer an RN to WSSI.
- The check will be paid one week after hours have been completed, and will be taxed according to your current tax filing status.



Facts about APRIL



"April showers bring May flowers"

April was the second month in an early Roman calendar, but became the fourth when the ancient Romans started using January as the first month. The Romans called the month Aprilis. It may come from a word meaning 'to open', or it may come from Aphrodite, the Greek name for the goddess of love.

Small animals that hibernate are usually coming out of their burrows in April. The birds fly back northward or they settle down to have their families. The bees and butterflies begin to gather nectar from the first flowers of the season.

In some parts of the world, it's planting time. In other parts, it's the harvest season. Professional baseball begins in April. Then the amateur athletes begin to go outside in the warm weather. Spring cleaning starts and people start mowing their yards again.

Special days celebrated in April begin with the first day of April, when children and grown-ups play jokes on one another. Arbor Day is a day for planting trees, and it is observed on various April days. Easter is almost always in April, and, with it comes other Christian celebrations such as Palm Sunday, Maundy Thursday, and Good Friday.



Daisy and the Sweet Pea are the flowers of the month.



myStaff

"It's spring fever. That is what the name of it is. And when you've got it, you want - oh, you don't quite know what it is you do want, but it just fairly makes your heart ache, you want it so!"
~ Mark Twain



Name: Judy Ondicho

Branch: Phoenix

What's Judy's job? Licensed Practical Nurse

About Judy:

I have been in the health profession for 40 years and an LPN for 37 of those years. I am the mother of 2 and grandmother of 4. I grew up in North Dakota and spent 10 years in Minnesota before moving to Arizona 4 years ago. Baking and cooking are my ways to relax, crafts and beading are also a favorite. I love the outside and Arizona is a beautiful state to explore. I am proud to be working for Westways Staffing!

Body in Balance

Courtesy of OC Health

Is Your Body in Balance?

No, we're not asking whether you can stand on one foot! We're asking whether you "balance" the amount of food you take in with the amount you burn off.

Maybe you've wondered why some people's bodies are too big and other people's bodies are too thin. There are many reasons why this happens. One reason a person could be big is because he or she eats a lot and doesn't get enough exercise. And one reason a person could be thin is because he or she eats less food than his or her body needs.

Neither person is doing a good job of "balancing" the amount of food they eat with the amount they burn off.

It's sort of like filling a bicycle tire with air. If you either fill it too full of air or don't put in enough air, your bike isn't going to ride right. When you put in just the right amount of air, you get a smooth ride!

It's like that with your body, too. When you eat just the right amount of food for your body to work right and for you to move around, your body will be a healthy size and you'll look and feel good. That means you're doing a good job of balancing the amount of food you eat with the amount you burn off.

If you eat too much and you don't move around enough, your body can get too big and you might not feel good. If you don't eat enough, your body can get too thin and you might not have enough energy to run around and have fun.

Here's some stuff you can do to keep your body in balance:

1. Don't skip meals. Some people ignore being hungry and go way too long between meals. That's not good because your body needs regular meals and snacks to keep you going all day.
2. Don't get stuffed. Eating a lot at one time gives you a yucky feeling that means you over-filled your body with food. Try to stop eating when your stomach feels good, but not too full.
3. Do you notice that you eat when you're not hungry? Sometimes you're not hungry but you eat anyway just because you're watching TV or because you're bored and could end up eating too much food when you do that. Your body gets hungry as a sign that it needs fuel. That's the best time to eat.
4. Move more. If you need to burn off a big meal or an extra snack, just move more! Your body uses up some of the food you eat to help you grow taller and to keep your heart beating, your lungs breathing and your blood circulating. You burn off more food by doing things like walking around, dancing helping around the house and playing sports.



So, don't sweat it if you eat too much once in a while – just get up and move more!

How to Stay Fit When You Work All Day

Most people sit for hours at work, but that's no excuse not to exercise.

The American Heart Association offers these tips for burning a few calories at the office:

- ◇ Brainstorm project ideas with a coworker while taking a walk.
- ◇ Stand while talking on the telephone.
- ◇ Walk down the hall to speak with someone, rather than using the telephone.
- ◇ Take the stairs instead of the elevator.
- ◇ Schedule exercise time on your business calendar and treat it as any other important appointment.
- ◇ Get off the bus a few blocks early, and walk the rest of the way to work or home.
- ◇ Walk around your building during a work day break or lunch.

2009 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 solve them.

Identify patients correctly

Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the medicine and treatment meant for them.

Make sure that the correct patient gets the correct blood type when they get a blood transfusion.

Improve staff communication

Read back spoken or phone orders to the person who gave the order.

Create a list of abbreviations and symbols that are not to be used.

Quickly get important test results to the right staff person.

Create steps for staff to follow when sending patients to the next caregiver. The steps should help staff tell about the patient's care. Make sure there is time to ask and answer questions.

Use medicines safely

Create a list of medicines with names that look alike or sound alike. Update the list every year.

Label all medicines that are not already labeled. For example, medicines in syringes, cups and basins.

Take extra care with patients who take medicines to thin their blood.

Prevent infection

Use the hand cleaning guidelines from the World Health Organization or Centers for Disease Control and Prevention.

Report death or injury to patients from infections that happen in hospitals.

Use proven guidelines to prevent infections that are difficult to treat.

Use proven guidelines to prevent infection of the blood.

Use safe practices to treat the part of the body where surgery was done.

Check patient medicines

Find out what medicines each patient is taking. Make sure that it is OK for the patient to take any new medicines with their current medicines.

Give a list of the patient's medicines to their next caregiver or to their regular doctor before the patient goes home.

Give a list of the patient's medicines to the patient and their family before they go home. Explain the list.

Some patients may get medicine in small amounts or for a short time. **Make sure that it is OK for those patients to take those medicines with their current medicines.**

Prevent patients from falling

Find out which patients are most likely to fall. For example, is the patient taking any medicines that might make them weak, dizzy or sleepy? Take action to prevent falls for these patients.

Help patients to be involved in their care

Tell each patient and their family how to report their complaints about safety.

Identify patient safety risks

Find out which patients are most likely to try to kill themselves.

Watch patients closely for changes in their health and respond quickly if they need help

Create ways to get help from specially trained staff when a patient's health appears to get worse.

Prevent errors in surgery

Create steps for staff to follow so that all documents needed for surgery are on hand before surgery starts.

Mark the part of the body where the surgery will be done. Involve the patient in doing this.



This is an easy-to-read document. It has been created for the public. The exact language of the Goals can be found at www.jointcommission.org.

'Repeat After Me...'

by Dave Fisher

Across

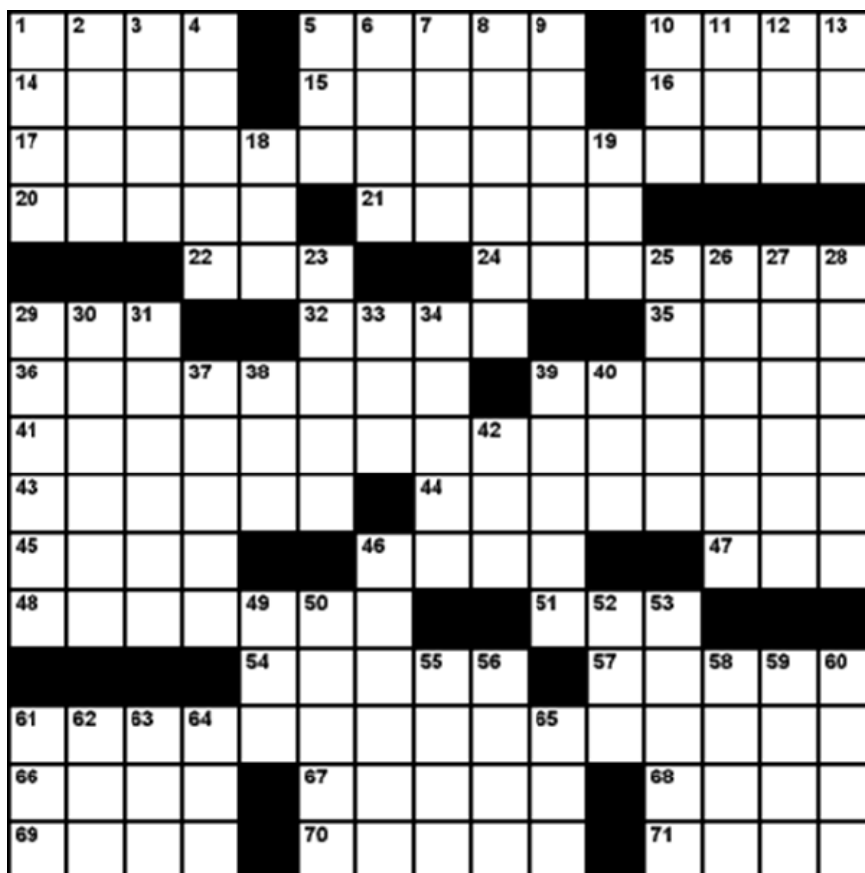
1. Daniel's instrument
5. Biology 101 specimen
10. Or ___!
14. New York canal
15. Upscale shop
16. Dodge model
17. Elvis has...
20. Godfather's group
21. Holy in Hidalgo
22. Muscle spasm
24. A person used as a dupe
29. Tenth month of the Hindu calendar
32. Bohemian
35. Hibernia
36. Feelers
39. Actress de Rossi
41. We circus people have one law:...
43. Fling
44. Make-believe
45. Cookie
46. Japan's indigenous people
47. Lay lawns
48. Makeshift
51. Morning moisture
54. Concern for environmentalists
57. Characteristic
61. It ain't over till...
66. Sported
67. Slur
68. Greek colonnade
69. Matured
70. Drinks
71. Region, abbr.

Down

1. Place for a control freak
2. Field
3. Musical phrase
4. Little in Lausanne
5. Residue
6. West and Whitman

7. Famous island near Tuscany
8. Elastic
9. Controversial Bryant
10. Goal
11. Honolulu neckwear
12. Julian to John, e.g.
13. Part of U.K.
18. ___ Chi
19. His wife looked back
23. Voyageur's vessel
25. Twilled fabric
26. Scaler's spikes
27. A style used in opera
28. Freed of dependence on something
29. Feeling of sympathy
30. Safe and sound
31. Item in a den, maybe
33. Crude
34. Paces
37. To impede or prohibit in law
38. Org. for Orr
39. Faker
40. Hall-of-Famer Mel
42. Large vase
46. Venerable Harlem theater
49. It gained Indian statehood in 1987
50. Empire overthrown by Cortes in 1519
52. Aliens, abbr.
53. Joint
55. Attach
56. Taro root
58. Stake
59. Stravinsky
60. Nicholas was the last
61. Co. acquired by American Airlines in 2001
62. Monopolize
63. Before
64. Gave
65. "Roundabout" band

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ANA Responds to President's Budget Proposal

Courtesy of American Nurse Association

The American Nurses Association (ANA) strongly supports the President's budget for fiscal year 2010, which clearly demonstrates his commitment to achieving meaningful health care reform. The \$330 million included in the budget to strengthen the health profession workforce and increase the capacity of the nation's nursing schools, illustrated the Administration's recognition that bolstering our nursing workforce is key to ensuring, quality, affordable access to health care for all Americans.

"This budget is, in President Obama's own words, 'a down payment' towards the goal of providing every American with affordable, quality health care," remarked ANA President Rebecca M. Patton, MSN, RN, CNOR. ANA has been so pleased to be a part of White House conversations about the future of health care in this country, and today's announcement only confirms the President's commitment to much-needed health care reform, and the vital role nurses will play.

"This budget is, in President Obama's own words, 'a down payment' towards the goal of providing every American with affordable, quality health care,"

In addition to workforce funding, the President's budget includes \$1.5 billion in prevention and wellness programs, and \$73 million to improve both access to and the quality of health care in rural areas. The budget also provides more than \$6 billion for the National Institutes of Health for cancer research.



APRIL BIRTHDAY LIST



ABACAN, GIMA	IPE, SHERINE A	ORTEGA, MYLENE G.
ABERGAS, MARIBELLE	KADIRI, MUKAILA A.	PALSTRING, LESLIE A
ALHAMMADIN, BARAKAT AREF	KWO, JENNIFER Q.	PASILABAN, KLAR
ARABACA, BRIAND	LUCENA, KRISTIANNE	REN, JING
BARCELON, ALAN	MARSHALL, MONDRIA	ROERSMA, TINA S
BOYD, GERI	MARTINEZ, KAILANA	RUTO, BEATRICE C
CAPE, CINDY	MARTINEZ, KRISTINE	SANCHEZ, APRIL
CORONEL, MARIA	MBA, ELIZABETH G.	SANTOS, RABEL I
CUNANAN, YASMIN FELIZ M.	MCMILLEN, TAMMY	SILVERS, SUZANNE S
DE GUZMAN, MARIA THERESE	MENDEZ, MARIA L.	TAYLOR, SUMMER JOY K
ESTRADA, MELISSA	MORRIS, ALETA CHERYL	TRUJILLO, SALENA M.
FERNANDEZ, LARRY	MUTURI, MARTHA	TURNER, SYBIL M
FRANK, MONICA M	NERY, DENISSE F	VARGAS, SONIA
GUARDADO, BENJAMIN	OGUES, ALICE	WILLIAMS, TRANECIA A
HARDY, LINDA L.	OLSON, CORA	ZAFRA, YUSOFF

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WESTWAYS
STAFFING
SERVICES, INC.

2050 W. Chapman Ave. Suite # 122
Orange, CA 92868

Phone: (800) 575-9674
Fax: (714) 712-4155
Web: www.westwaysstaffing.com

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Contributors:

Harold Sterling, Leslie Sterling, Khristine Matias, Brooks Sterling,
Judy Ondicho, and Dannielle Lampkin.

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*We welcome your feedback on our newsletter. For questions, comments,
suggestions and contributions, please contact Dannielle Lampkin
at (714) 712-4150 or via e-mail at dannielle@westwaysstaffing.com.*