

REGISTRATION ALERT

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For those who do Registration

Salutations and Commendations!

A big tip of the hat goes to the following registrars who have maintained a consistently high accuracy rate for the previous month! Be sure to give these fellow employees a round of applause, especially if they work in your area!

Terri Fluckey, Medicine
Tiffney Sims, Adult Psychiatry Clinic
SherryLynn Bullard, Faculty Adult Practice
Jill Townsend, UPMG
ER Admissions
Central Admissions
Vivian Bonds, MONC
Felicia Reed, MONC

We also want to recognize those who have made tremendous improvement in the past month. Great job! Keep up the good work!

Donna Gilmore, Audiology
Vickie Bajorek, Rad. Oncology
Diana Robinson, Orthopedics
Maxine Torrence, UPMG

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National Healthcare Access Personnel Week 2003

Thank you everyone for making the 2003 National Healthcare Access Week at UAMS a great success. The Week was kicked off by the Second Annual Access Fair on Tuesday, April 1. The fair was well attended, drawing over 300 UAMS employees! Vendors from both inside and outside of UAMS participated, including MCPG and PBS, ConnectCare, AFMC, the UAMS Medicaid Office, and others. Lots of goodies and prizes were given away. Most importantly, the fair gave everyone an opportunity to meet and get acquainted with those departments and offices that greatly affect front line registration.

The kick-off fair was followed by the S.T.A.R Luncheon on Thursday April 3, held in honor of the past year's S.T.A.R. Winners. The luncheon also served the purpose of announcing the first annual S.T.A.R for 2002-2003, Carla Elmore of UPMG.

Access Week concluded with a reception for all Access Employees. Wal-Mart gift certificates provided by MCPG were awarded as door prizes at regular intervals. The reception also allowed UAMS administrators including Melissa Fontaine, Dick Pierson and Dan Riley to personally thank and congratulate Access Personnel on their hard work and a successful 2002. Thanks again for everything you do.

ACRC Research Study (RA) Vs. ACRC RSA (CR)

Revenue Integrity Specialist Team

There are 2 patient types for an ACRC patient. One is for studies and the other is for their general medical care. If the patient is participating in a study, you must select the "Research Study- RSA" account. **There should never be study information attached to the ACRC RSA patient type.** This is being seen mostly on Bone Marrow Patients. **Please pay close attention to the visit suffix at the end of the patient's account number when doing an arrival or posting charges to an account.** These suffixes change every month. Moving these charges and making corrections on the back end is a burdensome task. If you have any questions, please contact Karen Lamoreaux or Sharon Walker. Thanks for your efforts!

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S.T.A.R.

*Striving Together, Achieving
Results*

The May S.T.A.R. has been selected and her name is Tanya Hatfield. Tanya is the Point of Service Coordinator for Jones Eve Institute.

Those who know and have worked with Tanya have nothing but complimentary things to say about her. Her coworkers recognize her S.T.A.R. qualities: from her professional demeanor that allows her to thrive under the heavy pressures of her job to her friendly, courteous attitude that invites people to be around her. One nominating peer acknowledges the value she brings into her workplace, "Tanya has been a wonderful asset to our clinic." And another peer aptly describes the May S.T.A.R. in words everyone would agree upon "[Tanya] represents JEI and UAMS." Please join the S.T.A.R. Committee in congratulating Tanya Hatfield as May's S.T.A.R. Recipient.

**You can find a copy of the nomination form at <http://www.uams.edu/rist/>

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Annual S.T.A.R

(Striving Together, Achieving Results)

Congratulations to Carla Elmore who has been awarded the first annual S.T.A.R for 2002-2003! Carla is the Point of Service Coordinator for the UPMG clinic and was selected from among five other S.T.A.R. recipients from the 2002-2003 year. The announcement of the overall winner was made by Philip Baroni at the first annual S.T.A.R. luncheon held on April 3rd during the 2003 National Healthcare Access Week celebration. Attendees of the luncheon included Dr. John Shock, Dan Riley, Dick Pierson, S.T.A.R. committee members, the Revenue Integrity Specialist Team, previous S.T.A.R. winners and their guests.

Some things you may not know about this year's annual S.T.A.R. winner, Carla Elmore:

1. WHAT'S YOUR MIDDLE NAME? *Larine*
2. CITY OF BIRTH? *Marrietta, AR*
3. WHAT TIME DO YOU WAKE UP IN THE MORNING? *5:30 a.m.*
4. WHAT DO YOU HAVE FOR BREAKFAST? *Black coffee*
5. FAVORITE COLOR? *Yellow*
6. WHAT WAS THE LAST FILM YOU SAW AT THE CINEMA? *The Two Towers (part 2 of The Lord of the Rings).*
7. BEACH, CITY, Or COUNTRY? *Beach*
8. SUMMER OR WINTER? *Summer*
9. FAVORITE ICE CREAM? *Vanilla w/ strawberries*
10. BUTTERED, PLAIN, OR SALTED POPCORN: *Buttered*
11. FAVORITE CAR? *My daughter's Santa Fe*
12. FAVORITE SANDWICH FILLING? *Brie cheese*
13. FAVORITE FLOWER? *Daisy*
14. IF YOU HAD A BIG WIN IN THE LOTTERY, HOW LONG WOULD YOU WAIT TO TELL PEOPLE? *About the time it took to pick up the phone.*
15. WHERE WOULD YOU RETIRE? *Florida*
16. WHAT ARE YOUR HOBBIES? *Hiking, reading*
17. CAN YOU JUGGLE? IF YES HOW MANY: *How high can you go? Life is a juggling act!*
18. WHAT DID YOU DO FOR YOUR LAST BIRTHDAY? *I had a Spongebob Squarepants party at the home of a friend.*
19. WHAT IS YOUR FAVORITE QUOTE? *"You have brains in your head. You have feet in your shoes. You can steer yourself in any direction you choose. And will you succeed? Yes, you will indeed (98 and 3/4's percent guaranteed)" Dr Seuss: Oh The Places You Will Go.*

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Patient Identification: 2 steps

Written by Judi McGuire, RN, Clinical Resource Management Department

The Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) has begun to establish annual patient safety goals. This year goal # 1 is to improve the accuracy of patient identification. JCAHO suggests that two sources of ID be must used when identifying patients. It was decided that the patient's name and his/her birth date would be the two sources used at UAMS. This standard will apply to every patient care area, inpatient and outpatient. The armbands used when patients are hospitalized will list the patient's birth date, in addition to their name. Any time a patient receives a test, treatment or medication, these will be verified. Outpatients can have these verified verbally since they generally do not have armbands. Special care must be taken when there is more than one patient having the same or a similar name on a unit or in a clinic.

If you would like more information regarding patient safety at UAMS, please refer to the Patient Safety Plan at <http://www.uams.edu/UH/Policy/administration/a406.htm> Information is available regarding the JCAHO 2003 Patient Safety Goals at www.jcaho.org

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