

Customer Service Award Winner: Kimberley Rodrigues, Pharmacist



Kimberley Rodrigues

Kimberley Rodrigues has been working behind the scenes as a Newport Hospital pharmacist for seven years. Her colleagues and manager cite her calm, patient professionalism, attention to detail and concern for patient safety in nominating her for this month's customer service award.

Rodrigues took on an unofficial role as information technology pharmacist in 2007, says her manager, Paul Parchesky, pharmacy supervisor. In this capacity Rodrigues oversees the pharmacy charge master and service master; created and maintains the IV smart pump library; and manages the IV Guidelines online resource, which provides nurses, pharmacists and medical staff pertinent information on the safe preparation and administration of IV medications. Rodrigues is also a key member of the Pharmacy and Therapeutics Committee, offering her clinical and IT expertise.

"Kim's latest project is an online Heparin dosing calculator and flow sheet," says Parchesky. Heparin is a high-alert drug and the new flow sheet will provide nurses with an easy-to-use tool for its safe administration. "Kim has been working tirelessly, while collaborating with nursing leaders, to perfect the tool and bring it to widespread use in the hospital," Parchesky says. "This is a perfect example of how she provides excellent customer service, coupled with a concern for patient safety."

"Kim is the go-to person in the pharmacy to make everything run smoother," adds a colleague. "She stays up into the wee hours of the night to make sure upgrades go according to plan, and works from home to see them through."



Gail Delaney-Kimball, RN, surgical services; Paula Gillette, RN, vice president for nursing and patient care services; Deana Pickett, RN, Daisy award recipient; Valerie Martin, RN, surgical services; Gus Cordeiro, president and CEO.

DAISY award goes to Deana Pickett, RN, CGRN

When Deana Pickett treated an elderly patient suffering from general weakness and confusion recently, she took extra time after a procedure to shave the man and wash and comb his hair before sending him back to his room.

As a colleague notes in Pickett's nomination for this quarter's DAISY award, "Deana felt this was important because in her 30-plus years of nursing, she has seen that the patient's appearance affects how staff and family treat the patient...Deana goes that extra step to restore to the patient some dignity and comfort."

Pickett, a long-time surgical services nurse who works with the endoscopy team, is this quarter's winner of The DAISY Award for Extraordinary Nurses. The DAISY award program was established by the family of a young man whose life was touched by nurses. The award honors the compassion and care that bedside nurses provide their patients every day. Newport Hospital is the first and only hospital in Rhode Island to participate in The DAISY Award program, joining the ranks of over 670 organizations committed to honoring their nurses throughout the year with The DAISY Award. The program was implemented by Newport Hospital's Staff Nurse Council.



Patient Safety at Newport Hospital

Newport Hospital participated in National Patient Safety Week in March with several activities designed to engage all employees, whether or not they are involved in patient care.

Patricia Weissman, RN, led the hospital initiative, which included a suicide risk in-service session, multiple displays in the Hill Courtyard, an interactive puzzle, and a raffle.



Benefits Corner

Do you remember who your beneficiary is? To review or make changes to your Minnesota Life Insurance beneficiary information, go to www.lifebenefits.com, or call Minnesota Life's customer service center at 866-293-6047.

Lunch With a View

Join the Newport Hospital Auxiliary at the Oceancliff Hotel on April 5 at noon. The speaker will be plastic surgeon Patrick Sullivan, MD. Cost is \$40; contact Norma Greene at the hospital at 5-1636.

Newport Nursing News

Two hospital nurses, both from surgical services, will leave for Haiti on April 16 for a week of volunteer work. Joyce Dawson, CNA, and Heidi Lapham, RN, will join volunteers from Christian Hand "The Leoda Jusma Foundation" to provide humanitarian aid.