



DFS Newsletter

JANUARY 1, 2005

VOLUME 2, ISSUE 1

SPECIAL POINTS OF INTEREST:

- Featured DFS Sections: NC Office of EMS & Construction
- 2004 Flood in Asheville
- Thank you from Data Management

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DFS Employees of the Year



ANNIE DUNSTON

Congratulations! - Annie Dunston in Health Care Personnel Registry is

the Employee of the Year for the Raleigh Office. Annie was awarded this honor at the Employee Appreciation luncheon on November 15, 2004. Thank you for all your hard work Annie!

In our Western offices, **Nick Rose** with Adult Care in Asheville was awarded Employee of the Year on November 18, 2004. Nick's 35 years of dedication to our state earned him

this honor. We appreciate your commitment Nick. Thank you!



NICK ROSE

"DFSers" Do It Again!

The Division of Facility Services sets the bar high and then delivers. The State Employees Combined Campaign for 2004 was a smashing success! To emphasize how well we did, last year we raised our goal by 6% and exceeded it. This year we raised last year's exceeded goal by another 6% and exceeded that amount by nearly 10%. Our 2004 goal was \$22,400 and our final total was nearly \$25,000. Our final total is \$24,574.00.



This year, **Wayne Denning** agreed to serve as the campaign's co-coordinator for DFS. He wishes to

thank the 170 employees of DFS who gave so generously and remind them they have changed lives. Also, thanks to the many people who served as solicitors to make it happen in their local sections. It would not have been possible without their help. Finally, thanks to **Barry Mayo**, our number cruncher. Once again, to those who gave, give yourself a pat on the back. Way to go!!!

NC's Emergency Medical Services

NC Office of EMS - The North Carolina Office of Emergency Medical Services monitors, aids, and regulates the state's emergency services. The section accredits trauma centers and EMT's of all levels; awards federal grants to hospitals and EMS systems; provides education and training to emergency services personnel; develops methods to protect our citizen's from bioterrorism, and much more.

The following are projects that are currently underway:

The EMS for Children Program has been involved with a statewide task force hoping to address the epidemic problem of domestic violence. Through feedback from professionals in the medical, mental health, education, and domestic violence fields, existing EMS protocols to respond to domestic violence were reviewed. An updated policy was created based on suggestions from this task force and information from other successful EMS policies and protocols related to domestic violence. With these policy modifications and up-coming education, EMS

professionals should be better able to identify and successfully respond to domestic violence situations.

Since September 11, 2001, much attention has been placed on preparing the nation to respond to terrorist attacks. While schools have long-planned to prepare for natural disasters, and more recently, school shootings, little emphasis has been placed on an all-hazard emergency preparedness plan for schools.

EMS cont'd

Through work with the Division of Emergency Management, the Department of Public Instruction, the State School Nurse Consultants, and several local EMS and Education agencies, the EMS for Children Program is creating a template for emergency response agencies to prepare them for responding to schools during disasters and during more commonplace emergencies.

In response to the request of a parent of a medically fragile child, the North Carolina Office of Emergency Medical Services developed KidBASE to help local EMS squads be better prepared for the types of emergencies that may occur in their communities. KidBASE stands for Kid's Information Data Base Access System for Emergencies. Parents use the KidBASE medical information forms to identify

medically fragile children and provide information about their specific health needs. This information is then shared with local EMS squads. KidBASE helps protect children through helping speed the time it takes for emergency personnel to get important, correct medical information.

Parents who use KidBASE medical information forms will have information about their child's medical needs always on hand. They will not have to remember complicated details and medical terms in an emergency situation.

Finally, in case a parent is not with the child during emergency transport, better preparedness means better care and safer kids.

For three days in early August, utilizing federal bioterrorism funds, OEMS invited a team of six specialists from the American College of Surgeons Committee on Trauma to conduct a rigorous review of North Carolina's trauma program. These consultation programs are designed to highlight a program's strengths and to provide guidance on overcoming the challenges.

While the team, which included a number of national specialists, identified some gaps, such as the lack of a trauma center in the south-central part of the state, it also stressed that the state could become a national leader in trauma care.

A trauma task force is currently being formed to address the findings of the review.

A Note from Data Management...



The Data Management Staff would like to thank all of you for your patience and perseverance during the last few months as we installed new PCs and Servers. This has been a huge adjustment for all of us, and we continue to work out the bugs associated with changing equipment and software. We realize that during this time we have not been as accessible to you as before and response time to problems has been longer than usual. Please know that we still consider you a high priority and are working very hard to support you.

If You Build It They Will Come

Construction Section – The Construction Section of the Division of Facility Services is responsible for reviewing plans and specifications for both new and existing medical, adult care and mental-health facilities already licensed or seeking licensure by the Division. The purpose of the plan review process is to ensure compliance with state licensure regulations for physical plant and life safety standards for licensed facilities. The technical staff also makes on-site inspections of new facilities and renovations or additions to existing

facilities to determine compliance with approved plans and specifications.

The Construction Section is responsible for three program areas:

- State Licensure of: Medical, Adult Care and Mental-Health facilities.
- Title 18/19 reimbursement program (Medicare/Medicaid). The technical staff performs surveys of nursing homes,

inpatient hospices, ambulatory surgery facilities, non JCAHO accredited hospitals and intermediate care facilities for the mentally retarded (ICF / MR) seeking to qualify for Medicare/ Medicaid certification.

- The Health Care Finance Act. This program provides capital improvement funds for non-profit health care facilities through the issuance of tax free revenue bonds by the Medical Care Commission.

Construction cont'd

The Construction Section staff provides both administrative and technical support to the Commission

Note: Plans and specifications for Jail construction or renovation are reviewed for compliance with jail standards in cooperation with the Jails and Detention Section of the Division.

The Construction Section has a total of 35 employees including architects (8), engineers (19) and engineering specialists (3) who are supported by four secretaries and one plan management technician. The Construction Section is based in Raleigh on the Dorothea Dix Campus in the Council Building. The Chief of the Section is William (Bill) Warren and the Assistant Chief is Denis White. Fran

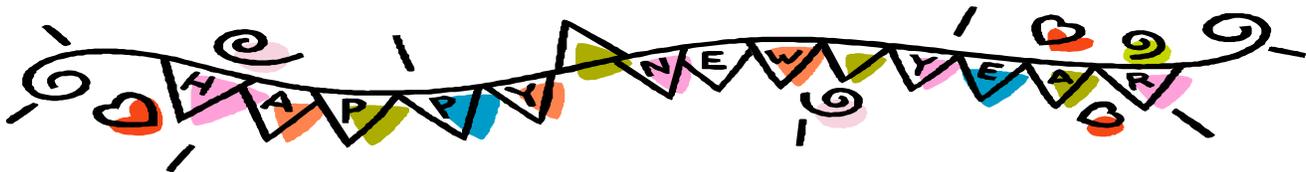
Pedrigi is the Architectural Supervisor for Mental-Health Facilities.



The Construction Section works closely with the appropriate Licensure Sections of the Division to ensure that licensure questions and regulations that relate to construction are

consistently applied and that new construction and/or renovation projects are approved by the Construction Section before the Licensure Section's survey.

Editorial



A New Year - 2004 is past and here we are at the beginning of 2005, a new year filled with new opportunities, new challenges and the on going chance to make a difference in the lives of others. As members of the DFS family we can make a difference.

One of our biggest challenges is to remember that our clients, the Providers, many times are not aware of the benefits, just the limitations, of our Rules and Regulations. We should be helpful and not a road block. Each of us in our Division must realize that we are the face or voice of the State of North Carolina for the people with whom we deal on a daily basis. Every day we have an opportunity and an obligation to make our interactions with the public a positive experience, even when we might be having a challenging day ourselves.

We also have an obligation to ensure that

the citizens of our State are safe and have a safe environment in which to live and receive treatment when they are in the facilities we license and regulate. We can do this without allowing situations to become adversarial and without allowing ourselves to seem "badge heavy" in the enforcement of licensure rules and regulations. We can and must be firm but fair in all that we do and say.

For 2005, let's resolve to:

1. Be understanding.
2. Be knowledgeable.
3. Be helpful.
4. Be courteous.
5. Be positive.
6. Smile more. It's not the most we can do – it's the least we can do.

I have a friend named Joe who has ALS (Lou Gehrig's disease). He has a card be-

side his bed that combines the words of King David and Cal Ripken, Jr. It is placed so that he can see it when he wakes each morning. The card simply reads "This is the day the Lord has made, get up, go to the ballpark, and do the best you can." Let's resolve to take this approach during 2005.

2004 Flood: Asheville, NC



EVEN THE ENTRANCE TO BILTMORE ESTATE WAS UNABLE TO ESCAPE THE FLOOD

First hand accounts of the damage - Janet Jones is not only a nurse investigator with HCPR; she is also an American Red Cross volunteer. When she heard of the devastation from flooding due to hurricanes, Janet joined other volunteers in Wilmington to prepare for flood relief.

She traveled to Asheville on September 17, and was assigned to disaster assessment and family services.

When a disaster threatens or strikes, the Red Cross provides shelter, food, and health and mental health services to address basic human needs. Monetary donations enabled Janet and other volunteers to purchase food, clothes for families, and motel accommodations for those who were forced from their homes.

Long days were spent traveling door to door in flooded areas of Avery County. Volunteers saw everything from foundations washed out from under homes to homes completely washed away. Janet was amazed at the strength of the victims of these floods. When she was assessing the needs of an individual who's only remaining possessions were wet and muddy, he replied, "Honey, someone else may need it worse than me. I'll be alright."

When Janet was asked how she felt after this experience, she stated, "I feel more blessed than anyone I was able to help. This was true because God sent me to volunteer to do what I could for those in Avery County."

Written by
Karen Pruett

Regional personnel with the Office of Emergency Medical Services spent hundreds of hours working in NC's Western counties' Emergency Operations Centers (EOC) as well as in the field. **Jeremy Beal, Pat Webb, Mike Cobb, Connie Batson, Regina Godette-Crawford, Lyle Johnston, and Eddie Jordan** were among those who manned the EOCs for many days. Other various staff members occupied the State EOC in Raleigh for a total of 8 days. Also, **Jim Morris** assisted flood victims by working with a swift water rescue team in Haywood County. These individuals spent several days away from their families in order to help the people of Western North Carolina.

Danny Harbinson, Western Regional Manager for OEMS, stated that there were "tremendous amounts of gratefulness" from the Western County Managers. Harbinson said that those who worked to provide support to the flood victims did a wonderful job. Western North Carolina is extremely grateful to all the rescue workers, First Responders, OEMS regional personnel, and volunteers who helped with this disaster.

State offices in the West were also affected by the flood. Black Mountain offices went

without power and water for several days. The water treatment center in Black Mountain flooded and officials feared that the water supply was contaminated. Therefore, citizens and employees in the town were unable to use the water.

Offices in Asheville were flooded with gallons of water and destructive amounts of mud. At least 8 state vehicles suffered severe flood damage.

Written by
Jessica Trembly



STANDING WATER IN BACK SEAT OF STATE VEHICLE



FLOOD DAMAGE TO ASHEVILLE OFFICE

Hello and Happy New Year from Personnel!

Hope you enjoyed the Holidays! - We had a very successful Christmas Open House, and thanks to all of you who came and celebrated with us. We are loving our new space in the Little White House next door to the Council Building, so please drop by anytime you have a personnel need (or even if you'd like to just visit!).

We certainly had a busy 2004 in Personnel. We hired, promoted, or transferred 77 employees. Here's a list of new DFS staff since our last newsletter:

Licensure and Certification:
Maxine Deese,
John Cook,
Julie Newton,
Nancy Edwards,
Yevgeniya Skylar,
Jean Farley,
Sheri Wilder,
Dalnice Bowman,
Dauna Bertram,
Pamela Rowland,
Deborah Sprouse,
Patricia Moseman,
Nanette Lavoié-Vaughan,
Kenneth Thomas
 and **Pamela McDermott.**



PERSONNEL'S NEW HOME

607 BARBOUR DRIVE RALEIGH, NC

Adult Care:
Kathryn Cowan, Karen Miles

Mental Health: **Catherine Callahan,**
Dorothy Wilson, and **Bernetta Williams.**

Jails and Inspections: **Kristi Wall**

We had three retirements since the last newsletter and these are:

Ernest Dixon
Debra Price
Kathleen Johnson

The next holiday we'll have is Martin Luther King Day, which is on January 17th this year. Since the winter weather is here for a few months, I'd like to remind everyone to be

very careful in the parking lots on the Dix Campus when there's ice and snow. It takes a long time to get these lots scraped, and every year we have several injuries due to falls on the ice as you're walking from your cars. Always remember, if you have any type of work related injury, call our office as soon as possible. Our Workers Compensation policies require us to report injuries within 24 hours if possible. Anytime you are injured on the job, we have to report to our WC Administrator, Key Risk Management Company. Another WC requirement is to go

to one of their providers, and you can find a list of these on their web-site at www.keyrisk.com, or call our office and we will help you find a provider close to your home or office. If you have a serious injury which requires immediate attention, go to the Emergency Room.

Please follow our adverse weather policy when you can't get to work due to weather related issues.

Speaking of policies, I'd like everyone to make note of the following two websites. One is for our Department of Health and Human Services Human Resource office, and the other is Office of State Personnel. Both are great web-sites for state employees, and include links to our policies (including ad-

verse weather); all state benefits including the State Health Plan, their policies and forms; NC Flex products, Holidays, etc.

These web-sites are:
<http://www.dhhs.state.nc.us/humanresources/>
<http://www.osp.state.nc.us/divinfo/employ.htm>

We've had a change in our Long Term Care Insurance Provider. Effective in 2005, Prudential will be our long-term care provider. Prudential received the state contract which was formerly held by MedAmerica. If you have MedAmerica long term care insurance and have not received information regarding this change, please let us know.

We also have a new State Employee Perk program and you can find information on this program at the OSP web-site above. This program provides discounts on travel, clothes, decorating, etc.

It's also time for our favorite pastime....Interim Reviews! As usual these should be completed by January 31, 2005, and these are for your records, we do not keep interim reviews in Personnel.

I think that's all for this issue, but as always... feel free to contact us anytime!

Email your questions to deb-bie.souza@ncmail.net

Announcements



Congratulations!

Dana Williams (Health Care Personnel Registry) and family welcome the arrival of Hunter Vance Glover who was born August 28, 2004 at 2:51 am. He weighed 6 lbs. 1 oz and was 19 in. long. Hunter has a big brother David.

Our apologies - The newsletter committee would like to apologize for a couple of misprints in the October issue. Carmen Hooker Odom we listed as the DFS Secretary. She is the DHHS Secretary. Also, we misspelled Pat Bryant's name in the DFS Anniversaries section and listed Edna Knight as being with the Black Mountain Office—she is working in Raleigh. Again, we apologize for the errors.



Thank you from Joyce Cooper - Joyce, with ICF/MR, would like to thank all of you for your words of encouragement while she was hospitalized.

Free Pilates Class - Paula Nichols with Construction recently received her certification to teach Pilates. The class provides total body conditioning, combining flexibility and strength exercises. It works the entire body, strengthens and lengthens, provides balance, improves posture, relieves stress, and works the core muscles (the abs). The class is for women and men of all ages, includes very low repetitions, and each exercise is done very slowly and precisely. Paula is conducting the classes in the Council Building of Dorothea Dix Campus in Room 201. The time and day may vary. To find out more, contact Paula at (919) 855-3926 or paula.nichols@ncmail.net

Community service makes a difference - Tripp is my 4 year old "gentle giant". He weighs in at about 102 pounds and is part Golden Retriever, part Labrador & part

Hound. When I realized what a terrific people-oriented disposition he had, my goal was to work towards making Tripp a therapy dog so he could bring joy and comfort to others. It will be 2 years in June that we've been certified through Delta Society as a Pet Partner team. Delta Society is the largest therapy animal organization in the nation, based in Renton, WA.

Recently we became involved with Interact, which is an organization that provides safety and support to women survivors of domestic violence/sexual assault. We



worked in the children's program. The director noted the immediate difference that Tripp made in the children when we visited weekly. She said at first they were quiet and shy, but when Tripp started coming they really opened up, talked more and were more animated. I used to tell them that they could say anything to Tripp and he'd keep their secret.

Laurie Dennison, Nurse Aide Training and Registry Administration

Resources: www.deltasociety.org; www.helpingpawsnc.org; Sylvie's K9 Solutions, 779-3813, k9solutions.nc.rr.com; Bone Voyage, 329-9892 and Teamworks Dog Training, www.dogtrainingraleighnc.net

On the Road Again? - State rates and great hospitality, too! If your travel schedule finds you in Winston-Salem you might

want to consider the Comfort Suites Inn located near Hanes Mall and Forsyth Hospital. Monday thru Wednesday they provide snacks and cold beverages that can help tide you over 'til dinner and Thursday is movie night. When you are ready for dinner, you can just walk over to the Outback or drive to one of the many other nearby restaurants. Hanes Mall has some very nice stores that you might not find in some other shopping malls.

Headed to Elkin? "Fill in the Gap" is right downtown and offers a good menu, wines (including some from local vineyards) and beer and nice surroundings. This restaurant is owned and operated by a local catering group and they provide good service. Located in a restored hardware store near the center of town, the restaurant is quiet, relaxing and offers a variety of homemade desserts. Remember if you are having wine or beer that you need to be responsible and have a designated driver.

Please share with us any locations where you have had a positive experience when staying and dining away from home. Just write a short description of the location(s) and we will share that information with your co-workers. Remember that we are all in this together! Send suggestions to sandra.tatum@ncmail.net

Changes In Operating Hours of Complaint Intake Unit - The Complaint Intake Unit for DFS has new operating hours for receiving complaints via telephone. Complaint calls will be received Monday-Friday, 8:30 AM - 4:00 PM. Callers, who contact the Unit outside of these hours, will be provided information to call back between the designated hours or may leave a message. All messages will be addressed within 24 hours. Complaint Intake staff will be available by telephone to handle other complaint intake activity, i.e., questions from surveyors or other Sections' staff, between DFS' business hours (8:00 – 5:00).

Upcoming Events



MLK Observance Day - In Honor of Dr. Martin Luther King, Jr., MLK Observance Day events for State Employees will be held at First Baptist Church on S. Wilmington Street in Raleigh on January 14, 2005 at noon.



Division of Facility Services

DFS Newsletter Committee

Sandra Tatum
Reggie Foster, Construction
Denis White, Construction
Wendy Williams, Adult Care
Debbie Souza, Personnel
Michiele Elliott, Adult Care
Karen Pruett, Health Care Personnel Registry
Kelli Fisk, Medical Facility Planning
Jeff Horton, Licensure & Certification
Lou Morton, Complaint Intake Unit
Joan Byrd, Data Management
Jessica Trembly, Office of EMS
Joseph Milanese, ICF/MR

Please contact us at:
sandra.tatum@ncmail.net

Our committee welcomes your comments and suggestions. Specifically, birth and wedding announcements as well as hotel and restaurant suggestions for state employees

We hope all of you had a wonderful holiday season! Enjoy the new year!

Recipes



Ultimate Potato Soup

3 pounds of potatoes
1 Tbsp. of butter or margarine
1 cup of finely chopped onions
2 Tbsp minced garlic
1 can {14 1/2 ounces} chicken broth
3 cups of milk
1 can cream of mushroom
1 tsp. salt
1/4 tsp. pepper
1 Tbsp. flour
TOPPINGS: shredded cheddar cheese, crumbled bacon

PREPARATION:

Peel and dice potatoes into small pieces, cook and drain - set aside. Melt butter in a 4 to 6 qt pot over medium heat, stir in onions and garlic cover and cook for 10 minutes until soft but not brown. Add 2/3 of the potatoes and mash with a potato masher, add broth, milk, cream of mushroom, flour {mix flour with small amount of water to make a paste}, salt and pepper. Add remaining diced potatoes and stir gently. Sprinkle each serving with cheese and bacon.

Please send your recipes to sandra.tatum@ncmail.net