



DHSR EMPLOYEE NEWSLETTER



November 2008



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EMPLOYEE APPRECIATION 2008

Employee Appreciation events were held at various DHSR offices and sites during the month of September. Events were held on September 22nd at the Clinton office, September 23rd at the Lexington office, September 25th at the Black Mountain office and September 29th at the Haywood Gym on the Dorothea Dix campus in Raleigh. Everyone enjoyed salad, pizza, dessert pizza and soda and employee service awards were given out to employees who had worked 5, 10, 15, 20, 25, or 30 years of state service. In addition to the food and service awards, two Employee of the Year awards were given for the entire division – one for Professional Office/Field Staff and one for Professional Support Staff.



The winner of the Professional Office/Field Staff award was Regina Godette-Crawford (above right) with the Office of Emergency Medical Services. Regina has worked for the state more than 15 years and currently serves as the Assistant Chief for the Office of Emergency Medical Services. Co-workers who nominated Regina describe her as someone who...***"is extremely dependable, diligent, and consistently displays a positive, can-do attitude. She takes on any assignment given with resolve, working to get the job done no matter how much red tape she needs to go through to get it accomplished. She takes this in stride."***

The winner of the Professional Support Staff award was Lyn Hammonds (above left) with the Health Care Personnel Registry Section. As described by her co-workers... ***"Lyn has been with the agency since 1992, first as a temp, becoming permanent in 1994, progressing from a processing assistant to supervisor of a complex registry system. Lyn is always in the trenches with her staff and (is) constantly looking for ways to reward them through skill-building and esteem-building opportunities. She has had to step beyond the bounds of her comfort level on many occasions and never once has she backed down.... Lyn is an excellent role model, instilling the desire for excellence in all of us..."***

We are very fortunate to have exceptional employees like Regina and Lyn in our agency in addition to many more great employees who were nominated but not chosen. Many people believe DHSR is a great agency to work and one of the primary reasons is the people that work here. As I stated at each event, 'the events are a small token of management's appreciation for all the hard work that each of you do.' So again, on the behalf of the Division of Health Service Regulation, thank all of you for your service to the citizens of the great State of North Carolina! - Jeff Horton, Acting Director

VOLUNTEERS ARE NEEDED NOW !!!

Help Prepare DHSR Disaster Response / Rapid Assessment Teams

Written by: Sam Cravota



More volunteers are needed to establish Rapid Assessment Teams necessary for emergency disaster response. Large disasters such as a: hurricane, forest fire, flood, ice storm, earthquake, or even a terrorist attack, will require immediate assessments of all licensed health care facilities in the disaster area. Failure to provide timely assessments of facility fitness, operational needs,

and possible necessity of evacuation, may result in immediate jeopardy to the health and life safety of North Carolinas most vulnerable citizens.

Help us to save lives by joining a Rapid Assessment Team with the primary mission of gathering data during an emergency. We need people with the ability to: communicate, administer assessment data, inspect health care facilities, inspect engineering systems, assess medical needs, and other specialties. The most important thing is a desire to serve and to help others.

This past February, Drexdal Pratt, Chief of the DHSR Office of Emergency Medical Services sent a Memorandum (below in *italics*) regarding this subject. Following is the Memorandum, which provides information on the teams and how to volunteer. Training is generally scheduled twice each month at the Council Building, 701 Barbour Drive, Raleigh NC 27603 on the Dorothea Dix Hospital Campus in Conference Room 201. If you would like to join please contact Larry Mullins at the Office of Emergency Medical Services 919 855-3961 (office) or 919-227-6655(cell).

MEMORANDUM

TO: Division of Health Service Regulation (DHSR) Section Chiefs

FROM: Drexdal Pratt, Chief, Office of Emergency Medical Services

SUBJECT: DHSR Disaster Response Assessment Teams

DATE: February 6, 2008

Over the last four years the Office of Emergency Medical Services has been working very closely with other states and the

federal government to prepare for disasters and other events affecting healthcare systems.

After hurricane Katrina and the resulting devastation of key healthcare systems, it became evident that we needed to develop and train teams of people within the Division of Health Service Regulation to provide critical assessments and information to the state during and after disasters.

In an effort to provide this, we have ordered special equipment and developed training for members of each section to provide this service in a disaster. There will be two types of teams trained for the mission of assessing healthcare facilities for capability and potential needs impacting their ability to provide patient care. The concept is to have rapid deployment teams that will focus on environmental, construction, and personnel issues.

The first teams are called P3 which stands for the assessment focus. This team will look closely at Product, Physical plant, and Personnel. We envision this team to be the first on the ground.

The second teams are called P4 teams which focus primarily on Product, Physical plant, personnel, and Pharmaceuticals. This team will spend more time on the ground and in the facility or system. These team functions are not of a regulatory nature, but will act as the eyes and ears for the state as well as the facilitator for the healthcare entities to obtain needed assistance or to move patients.

The goal is to train one person from each section on this team and ask that they train their personnel. Training information will be sent to you for your review in the future. We expect it to be very brief and to the point as we realize this training may have to be executed quickly if a large storm comes in before we are able to train numerous personnel.

Please take some time over the next few days and make a recommendation as to which personnel from within your section would best be suited to fill this request. Please forward the names of these individuals to Mallory Osteen at mallory.osteen@ncmail.net

As always, please feel free to contact Holli Hoffman, Assistant Chief of Health Systems or me should you have any questions. It is important that DHSR serve in a leading role regarding the capacity and capability of our health care system during disaster response operations.

North Carolina Department of Health and Human Services Division of Health Service Regulation

Office of Emergency Medical Services

2707 Mail Service Center n

Raleigh, North Carolina 27699-2707

For more information about the Office of Emergency Medical Services, check out the EMS internet address: www.ncems.org

INFORMATION SYSTEMS

Submitted by: Joan Byrd

Escape!

PANIC!

Help!

OOPS!

NCID Helpful Tips:

When changing NCID password, make sure your email is NOT OPEN. Get out of email before you change your password.

DO NOT USE CAPITAL and Lower Case combination when choosing a password for NCID. This can cause problems because email is CASE SENSITIVE but NCID is not.

Remember, when you change your NCID password, this should change your email and Beacon passwords automatically. When you change your NCID password, go back to the NCID Login and log in with the new password. Then log in to BEACON with the new password, and lastly log in to email with the new password. This will verify that all passwords have synced.

Changing your NCID password DOES NOT change your Novell or Windows passwords. You must manually change Novell and Windows to match NCID. To do this, hit **CTRL ALT DEL** and click on Change Password. Type in the Old Password and New Password, then type in New Password again to Confirm.

Changing your NCID password DOES NOT change your Calendar password. You change that password in Calendar by clicking on Tools, Change

Virus Protection Tips:

1. "Phishing: (Pronounced 'fishing') is the act of forging emails that claim to be from a legitimate sender, such as a bank, for the purpose of identity theft or robbery. Phishing emails usually link to a replica of a legitimate web page that tries to trick users into submitting personal or financial information or passwords"

As always open email with caution. Remember we will never ask for your password.

To prevent accidentally opening an infected email, DHHS Security recommends that you set your email window so that the screen is NOT split. Point to the bar that splits the window and when the pointer changes to a double arrow, click and drag the bar to the bottom of the screen.

If you choose to use the split screen in email, you MUST BE VIGILANT when opening emails. Do not open email from senders you do not recognize. If you receive a suspicious email, drag the bar to get rid (Virus Protection Tips continued) of the split screen, delete the email, and empty your trash. You can then drag the bar back up to create the split screen again.

Since virus infections often come from internet connections, you **SHOULD NOT listen to radio stations via the internet or download music**. In addition you **SHOULD NOT download and watch videos, unless work related**. These types of streaming not only increase the risk of infection they also take up bandwidth on our network and can cause a reduction in response time.

Accessing **non-work related websites** such as **MySpace** and **Facebook** also creates a greater risk of infection; therefore, these websites should be avoided.

Security Tips:

If you leave your desk for more than 15 minutes, we recommend that you lock your workstation. To do this, hit **CTRL ALT DEL** and click on **Lock Workstation**. When you return you will have to enter your password to access your PC again.

1. **Patchlink Updates** – If you see the Patchlink Update Window displayed on your PC, this is a legitimate update being pushed out by Information Systems. Save all open documents and proceed with the update. Patchlink updates are critical updates and will force you to reboot.
2. **Windows Updates** – If you get a message regarding Windows Updates or see the yellow shield in the lower right corner on the task bar, please allow these updates to run.

Note: If you receive notifications of any other updates and have questions, please call Information Systems at (919) 855-3845.

3. At the end of the day, log off and then turn your PC off. This will allow for the backup of all information and prevent unauthorized remote access.

OVER-EATING, OVER-STRESSING?

Submitted by:
Deb Nichols, Your Wellness Representative

For many, the holiday season is a great time of joy, but it can also be a time of stress. Holidays typically involve over-spending, over-eating, over-drinking...over-everything. Given the abundance of "goodies" and holiday parties, it's not surprising that the average person gains 7 pounds between Thanksgiving and the New Year. Here are a few hints!

At parties, pile your plate with lower-fat foods to limit high-calorie splurges. The following top picks have fewer calories, fat, and sodium and more fiber than other holiday fare:

- Whole grains, such as whole-wheat rolls, and wild rice
- Shrimp, lobster, and other steamed seafood
- Plain or lightly dressed vegetables
- Meat and poultry without the gravy
- Salad greens (lightly dressed)
- Fresh fruit

Food preparation techniques that reduce calories, fat, and sodium go a long way to keeping you healthy during the holidays. Lighten up your favorite holiday foods and create new recipes with these tips:

- Mash white potatoes with low-sodium, fat-free chicken broth instead of milk, butter, and salt.
- Prepare favorite dips with fat-free sour cream or yogurt.
- Skip one of the crusts on fruit pies; prepare a fruit crisp instead of pie.
- Prepare just one striking dessert and offer fruit, such as chocolate-dipped whole strawberries, instead of cookies and candy.
- Let your guests nibble on homemade trail mix made with whole-grain cereal, dry roasted peanuts, and dried cranberries instead of fatty chips or other high-fat appetizers.

For many of us, the holidays were magical in childhood, carefree times to be savored. But then we grew into adults, falling victim to the season's high expectations. Holiday **stress** has become as much a tradition as the Christmas ham. We overload ourselves with inherited traditions, even when they no longer fit into our busy lives. If one's mother baked a thousand cookies and gave them to everyone she knew, people feel obligated to follow the same kinds of things. You don't have to bake all those cookies, JUST SAY NO.

SAY NO to Parties that you don't want to attend! If you receive an invitation from someone you genuinely want to see -- just not during the hectic holiday season -- suggest an alternative, for example, you can say, "I can't make it to your party, but let's have lunch after the holidays."

Nothing zaps the holiday spirit like having to run around and buy gifts you don't have time to shop for, can't afford, and nobody really needs anyway. Consider drawing names for a gift exchange or buying one gift for a household instead of individual presents.

On last thing that may throw you over the edge, say no to unwanted houseguests. "Keeping houseguests away is a lot easier than getting rid of them!" Once they're under your roof, it's almost impossible to evict someone in a graceful, guilt-free manner. Some preventive tactics:

- "You're coming to town? Fantastic! A great new hotel just opened -- you'll love it!"
- "Sorry, the house is in no condition for guests right now."
- "I can't wait to see you. Do you need recommendations on a good place to stay?"



“Holiday stress has become as much a tradition as the Christmas ham.”

PERSONNEL NEWS



It's That Time of the Year Again...

Flu season is just around the corner and anyone can be a potential target.

Your best protection against the debilitating effects of this virus is to get a flu shot!

ABOUT THE FLU

The flu is a disease of the breathing passages caused by the influenza virus. It affects people of all ages as it spreads through the air from person to person.

The virus can be as contagious as the common cold and is easily transmitted from people who are already infected. You can also get the flu from those who have been exposed, but have not yet developed symptoms. This means that you can be contagious and not even know it.

The flu is more serious than a cold, often causing severe symptoms such as body aches, exhaustion, high fever, respiratory inflammation, congestion, cough and more. You could be ill for a week with some symptoms lingering for up to a month. For people that are classified by the Centers for Disease Control (CDC) as high-risk, it is especially important to get vaccinated. This group includes people over 65; a household contact of persons at increased risk of flu-related complications, anyone with heart disease, diabetes, kidney disorder, blood disorder or an impaired immune system.



The Flu Shot Can Be Your Best Protection

Flu vaccine is 75 to 90 percent effective in preventing infection. Contrary to a popular myth, you cannot get the flu from the vaccine since it is made from highly purified, egg grown viruses that have been rendered noninfectious.

The vaccine causes your body to produce antibodies that protect it against the virus. Even if you received a flu shot last year, you still need to receive another one this year to remain protected. The reason being, each year the flu strain changes and your body slowly loses its immunity to the flu.

As with any vaccine, flu vaccine has some side effects. Less than 1/3 of those who receive a flu shot will experience some soreness at the vaccination site, and only 5 to 10 percent will suffer mild side effects such as low-grade fevers and headaches. Anyone with a history of hypersensitivity to eggs or egg products should not receive a flu shot since the vaccine is grown in hens' eggs.

October and November are the optimal months for flu vaccination. However, getting vaccinated later will still prevent illness in most flu seasons. The CDC recommends that vaccination continue through December and as long as vaccine is available. So if you want to be sure you're healthy for the holidays or that much-awaited vacation, don't leave it up to chance. Attend the flu shot clinic and get vaccinated!

HOLIDAY SAFETY QUESTIONS & ANSWERS

The holidays are an exciting time of year, and to help ensure a safe holiday season, here are some frequently asked questions and answers regarding holiday safety:

- **Can I run a drop cord to my...?** No. Extension cords are not allowed except for temporary presentations or temporary attended use. Extension cords are not to be used in lieu of permanent wiring systems. Do not use ground pin “cheater” devices to plug a grounded cord into an ungrounded (2 slot) receptacle outlet.
- **Are candles allowed?** No. Items with an open flame such as candles and potpourri are not allowed even if they are directly supervised.
- **Can I put up an artificial tree?** Yes. If they are labeled as “fire-retardant” or “flame-resistant”.
- **Can I put up a natural tree?** No. Natural trees are not allowed in State buildings or State leased space. They can dry out because of weekend inattention and poor humidity conditions.
- **How many lights can I string together?** Install UL listed (or CSA) lights in accordance with the listing instructions. Most light sets limit the number of sets that can be connected in series (connected to each other) since the first strand carries all of the current to subsequent strands.
- **Should the decorative lighting be turned off before leaving the office?** Yes. Do turn off all decorative lighting when leaving the office for the evening
- **Can I decorate the stairwell?** No. Stairwells must be kept free of all items including decorations and plants.
- **Can I decorate the hallway?** Yes. However, don’t block or obscure exit corridors, exit signs and exits with decorations since this is our means of egress in an emergency situation.

Other general reminders for building and electrical safety in the workplace:

Portable electric space heaters are not allowed.

- No coffee pots, microwave ovens, refrigerators are allowed unless pre- approved in accordance with Division Directive No. 33. -- Please call Carey Gurlitz, DHSR Safety Officer, at 855-3854 with any requests.
- Keep the area in front of electrical panels a minimum of 36 inches clear in front of the panel. The 36” clearance is from floor to ceiling. (OSHA)
- Do not leave microwave ovens in operation without direct visual supervision. Be careful about the surface tension effect from microwaving that can allow a superheated liquid to explode after the surface tension is disturbed.

Carey Gurlitz DHSR Safety Officer 919-855-3854



ALARMED RESPONSE

By Sam Cravotta

*Are you confused when you hear 1 short ring of the fire alarm in the Council building?
Do you know what to do and where to go?*

Even new employees who have seen the Emergency Information Sheet are sometimes confused when they hear 1 short ring of the alarm. Every Monday, the Council Building generator is tested. If the fire alarm is not shut off during the generator testing, it will occasionally ring. When you hear 1 short ring, it is appropriate to take no action.

Fire or Drill **Signal** - Continuous ring of alarm. **Response** - Evacuate the building immediately without using the elevators.

Bomb Threat **Signal** - Continuous ring of alarm. **Response** - Evacuate the building immediately without using the elevators.

Tornado Sighting **Signal** - 3 short rings of alarm. **Response** - Close office doors and go to pre-determined area.
Do not take the elevator.

On Dix Campus (from the steam plant whistle) -

Three (3) 4-Second Blasts indicates a Tornado Warning.



2008 DHSR STATE EMPLOYEE COMBINED CAMPAIGN

*Submitted by:
Deb Nichols, Your 2008 SECC Coordinator*

This year, the DHHS campaign opted to not have an official kick-off and to stagger the different DHHS institutions and divisions. We at DHSR opted to begin our campaign on October 13 to run it thru November 30. It was an unusual time of year for us, so planning was quick. Our goal was to raise \$29,000 in pledges and as of now (November 20th) we are still trying to reach this goal, being short \$1877.

We brought back Grunt (the “kissing pig”) and added a new twist with Eore (the “kissing donkey“)

On November 17th we had an ice cream social and the “kissing” contest winners do their thing! We also had a prize drawings held for people who donated to the Campaign. It was a fun afternoon by everyone who came to the event.

Thanks to the following people for their help on the campaign: Cindy Deporter, Paul Williams, Doug Barrick, Greg Yakaboski, Lynn Baker, Alex Harwell, Diana Barbry, Sandra McLamb, Julie Williams, Leslie Chabot, Kristi Wall, Kimberly Watkins, Ruth Jolaoso, Scott Conrad, Stephanie Bullard, Harriet Hawkins, Robin Sulfridge, and Tricia Moseman.

Each section had a contestant for kissing the pig or the donkey! The “pig kisser” had to raise the most money in their piggy banks and the “donkey kisser” had to have the least forms turned in! The following people were represented:

- Duane Jones from AHC
- Barbara Ryan from ACLS
- Les Brown from CON
- Rita Horton from CIU
- Steve Lewis from Construction
- Betty Cogswell from DM
- Holli Hoffman from EMS
- Jayne Bunn from HCPR
- Stephanie Alexander from MHL
- Beverly Speroff from NHLC



Barbara Ryan & Stephanie Alexander puckered up for a treat!

NEW DHSR EMPLOYEES

New DHSR employees since the last newsletter are listed below:

Construction

Charles Brown
John Wiles
E.P. Wilson

Medical Facilities Planning

Carol Potter

Acute and Home Care Licensure & Certification

Terre Cross
Dana McGee-Haynes

Nursing Home Licensure & Certification

Kathryn Jusaites
Leila Grubbs
Tracy Sanders
Kim Miller
Tony Davis
Jessica Lima

Adult Care Licensure

Ray Peedin
Catharine Dudeck—
welcome back!
Jeff Coats

Mental Health L&C

Marcie Wood
Cathy Joyce

Black Mountain

Van Grinwis
Joan Muse
Susan Spence
Jennifer Ballenger
Lisa Stinson

Clinton

Amy Costin

Lexington
Angela Todd
Laura Rodriguez

Asheville

Julie Alexander

Carria Stout

Asheville

Hayden Mills
Noell Vorus
Janice Mead
Debra Moore

Health Care Personnel Registry

Felicia Mosley-Williams
Sylvia Hicks
Wray Faulkner
Crystal Utley
Chenelle Miller
Jennifer Baxter

Clinton
Keith Hughes

Certificate of Need

Greg Yakaboski

Jails and Detention

Julie Sarver

OEMS

Jeff Powell
Mallory O'Steen
Kristen Landon

Complaint Intake Unit

Lisa Moran



Retirees

Nancy Nall, Mental Health L & C, Effective 4/1/08
David Demus, Construction, Effective 10/01/08
Robert Dew, Construction, Effective 4/1/08

PROMOTIONS WITHIN THE DIVISION

There have been promotions within the division since the April 2008 edition of the *DHSR Employee Newsletter* which we would like to highlight. We would like to congratulate you all and wish you the best in your new positions!



Bernetta Thorne-Williams, from Facility Survey Consultant I, Complaint Intake Unit to Certificate of Need Project Analyst

Barbara Perdue-Evans, from Facility Survey Consultant I to Facility Survey Consultant II, Mental Health Licensure

Marie Rodgers, from Facility Survey Consultant II to Facility Survey Branch Manager, Adult Care Licensure

Sharon Devers, from FSCI to FSCII, Nursing Home Licensure

Carolyn Harrison, from FSCI to FSCII, Adult Care Licensure

Waunea Morrison, from FSCI to FSCII, Nursing Home Licensure

Patricia Bridges, from FSCI to FSCII, Nursing Home Licensure

Recipe...



Boston Market Sweet Potato Casserole

- 3 large sweet potatoes
- 1 cup sugar
- 2 eggs
- 1 stick butter, softened
- 1 tsp. Vanilla extract

Crunch Topping:

- 1/3 cup melted butter
- 1/3 cup flour
- 1 cup brown sugar
- 1 cup chopped pecans
- 1 table sp. Cinnamon

Boil potatoes until tender. Take skin off when cooled and able to handle. Put in a large bowl and whip them until fluffy adding all other ingredients. Pour into a buttered casserole dish and top with the crunch topping. Bake at 350 degrees for 45 minutes.

DHSR Newsletter Committee

- Jeff Horton, Division Office
- Ruth Jolaoso, NH Lic & Cert
- Wendy Williams, Adult Care Lic
- Doris Kester, Personnel
- Sheri Wilder, NH Lic & Cert
- Lou Morton, Complaint Intake Unit
- Joan Byrd, Information Systems
- Rebecca Barefoot, Info Systems
- Doug Barrick, Adult Care Lic
- Sam Cravotta, Construction
- Wayne Denning, MH Lic & Cert