



Vital Signs

A Newsletter for Employees & Friends of Arkansas Children's Hospital • December 2007

New Addresses Will Help Families Find Units Easier

Two major efforts are underway at ACH to help us provide better and more compassionate care to our patients and their families. ACH is expanding its capacity to care for sick children with the addition of an Intermediate Care Unit. The hospital also is enhancing its wayfinding system so that families and visitors can locate units and patients easier and more quickly. This means that most units will experience some type of change – either in capacity or name.

Units Gets New Addresses

Units at ACH have traditionally been referred to in different ways. Some have been named by their function, some by their locations and some by an earlier color scheme that may not even be present in the unit. This mix of names is confusing for parents and family members. Therefore, the hospital will move to a grid for each floor with a consistent lettered zone system that will serve as an address for each unit. All zone addresses will be followed by their units' functions. For example, the unit that has been known as "3-Gold" will be called "3D Hematology/Oncology." Please refer to the chart that goes with this story (page 2) to find the units' new names and capacities.

By giving families and patients an address, they will be better able to navigate the hospital and find patient rooms. New wayfinding signs will be placed to help families, staff and visitors find units by their new addresses.

Intermediate Care to Open, Units Shuffle

A new unit will open in 2008 that will expand bed capacity and help us better care for patients' needs. The Intermediate Care Unit will be for patients who need an added level of nursing care and monitoring, but do not require intensive care. The Intermediate Care Unit will be located in the area that has been known as 3-Blue. Now this unit will be called "3C Intermediate Care."

To accommodate this new program, there will be some shuffling of units. The area that has been known as 3-Blue will move up to the fourth floor and be called "4-E Surgical." As a result, the former 4-South will move to the fifth floor and be called "5-E Medical."

New Year = New Addresses

Most unit changes and bed space additions will be completed by the end of February. Shortly after the first of the year, you will begin to see overhead signs, directories next to elevators, and units showing the grid/location addresses. This coordinated approach will help direct someone into the correct parking lot, the right door, and to the desired location in the hospital.

The details of this plan have been posted in the tunnel for several months. Expect more details as specific parts of the bed space plan and wayfinding are rolled out. Be sure to check publications like *Vital Signs Weekly* and *Around the House* for updates and most current information.

New Addresses continued on page 2

Give the Gift of Life this Holiday Season

With the holidays coming up, you have a chance to give the greatest gift possible: a life line for someone who needs blood. The Red Cross will hold a blood drive on the ACH campus on Dec. 10 in S-120 and S-121 and Dec. 11 in the bloodmobile outside Sturgis. Those interested in donating can make reservations online at www.givelife.org. Donors, please bring a donor card or picture ID. There is a true need for donated blood during the holiday season. In addition, to keep the processing discount ACH receives from the Red Cross, we must collect between 80 and 90 units during this blood drive. Mark your calendars and give a gift that will change someone's life this December.

holiday Treat Challenge Tests Skills of ACH'S BEST BAKERS



Armed with spatulas, sugar and a variety of sinful ingredients, several ACH bakers whipped up some of the state's most tasty treats for the Inaugural ACH Holiday Treat Challenge last month. After an open invitation in *Vital Signs Weekly*, 10 ACH chefs and bakers accepted the challenge. They created everything from delightful oat-meal spice cookies to flavorful fruit cake and savory sausage rolls. Six ACH Team Members faced an even bigger challenge than these culinary experts, though. They had to rank the baked goods on a 1 to 5 scale based on flavor, creativity, presentation and complexity. ACH Head Cook Garry Richison, Chaplain Del Farris, HR Recruiter George

Cobb, Secretary Marcia McCardle, Photographer Kelley Cooper and Senior Planner Samantha Gaston were all up to the task.

After nearly an hour of savoring and contemplating the treats, they named Martha Parker of Physician Services the winner of the challenge (shown above). Her lemon soufflé received the highest marks in all categories. Judges said it was "perfectly light and fluffy," "sweet and wonderful," and "bursting with lemon flavor." The recipe is printed on page 3 for you to try at home.

Tied for the Runner-Up position were Chris McCreight, with her peppermint cream cookie sandwiches, and Aaron Walters, with his butter pecan cheesecake brownies.

Thanks to all team members who baked for the challenge, including Alyssa Anderson, Bob Barrett, Margie Brackeen, Javier Carrillo, Sherry Childress, Catherine Lee and Thomas Graham.

Throughout the month of December, we will be sharing the recipes of all the entries with you, along with photos of the creations. Check *Vital Signs Weekly* for the directions to make these treats!

Here Comes Santa Claus ... to ACH!

With at least a couple hundred children spending Christmas at Arkansas Children's Hospital every year, Santa Claus is always careful to make a lengthy stop at 800 Marshall Street. Some of his favorite memories of the holiday season are treasured visits with ACH patients.

"It is amazing to arrive there and see all the miracles inside," he said in a recent interview with *Vital Signs*. "It takes nearly all day for me to make it through ACH because there are so many children to visit."

Santa will visit with every interested patient on every unit on Dec. 25. His sleigh will be tucked away in a "secret location protected by security."

"The last place we'll go is the Emergency Room, where Santa may have heard there is a child who got hurt on Christmas Day or maybe even ate too much. Santa will stop by the ED just to make sure everything is OK and check on them."

Being Santa is "more fun than you can imagine," he said. Last year, he recalls visiting with a tiny premature baby whose parents had wrapped her in a beautiful red and white dress. He posed with the infant in his hands, and the picture is now a special memento for the family.

On the same visit, he peeked in the room of a teenager with cancer who had lost all his hair and had been despondent.

"I showed him the reason Santa wears his hat," Santa said. "It's because Santa is bald, too! The patient grinned and we talked for a long time."

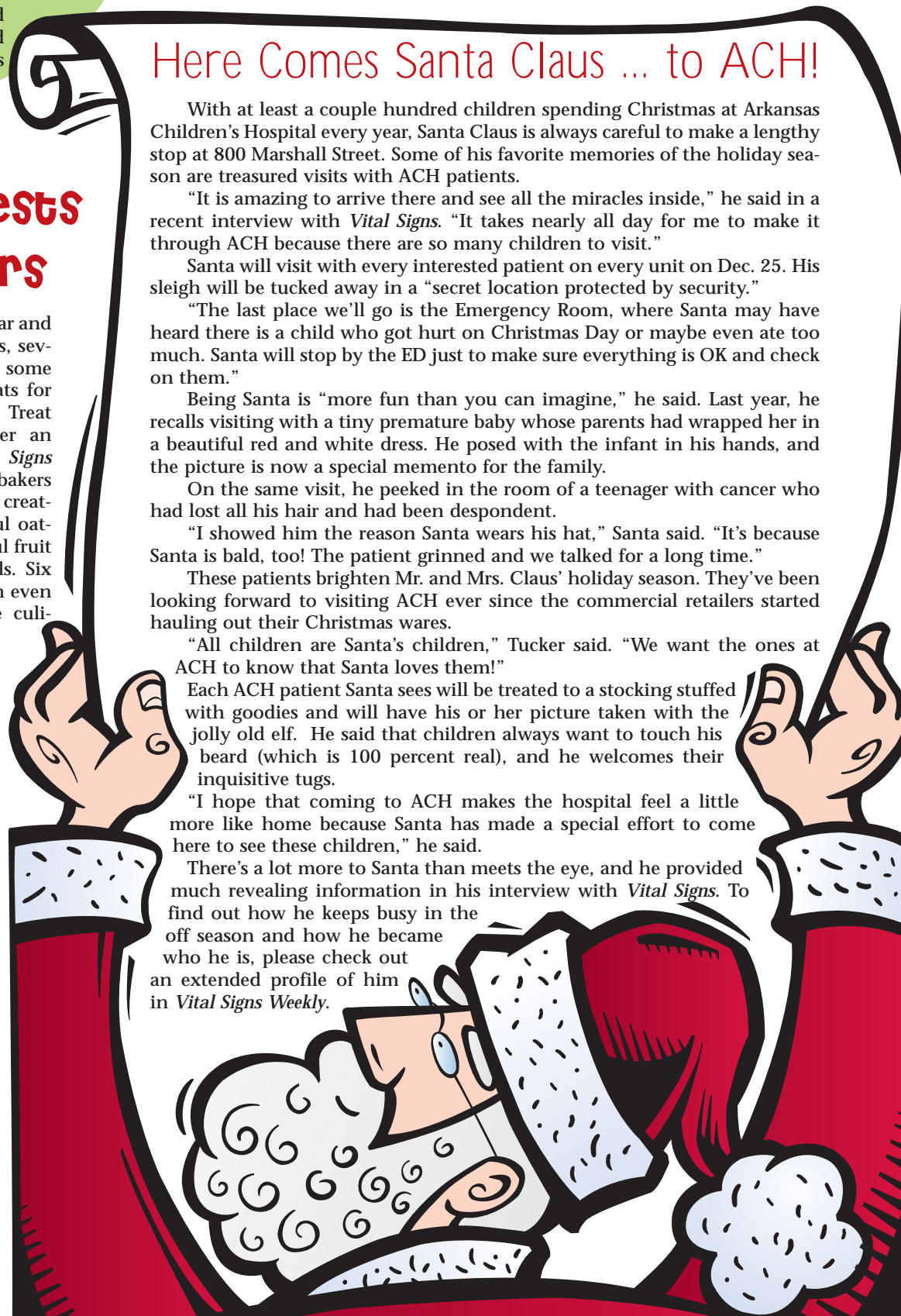
These patients brighten Mr. and Mrs. Claus' holiday season. They've been looking forward to visiting ACH ever since the commercial retailers started hauling out their Christmas wares.

"All children are Santa's children," Tucker said. "We want the ones at ACH to know that Santa loves them!"

Each ACH patient Santa sees will be treated to a stocking stuffed with goodies and will have his or her picture taken with the jolly old elf. He said that children always want to touch his beard (which is 100 percent real), and he welcomes their inquisitive tugs.

"I hope that coming to ACH makes the hospital feel a little more like home because Santa has made a special effort to come here to see these children," he said.

There's a lot more to Santa than meets the eye, and he provided much revealing information in his interview with *Vital Signs*. To find out how he keeps busy in the off season and how he became who he is, please check out an extended profile of him in *Vital Signs Weekly*.



Festival of Stars

Thursday, Dec. 13 and Friday, Dec. 14
7 a.m. to 7 p.m.

Volunteer Services invites you, your department or community organization to participate in our Festival of Stars! Our Festival of Stars celebration is a great time to deliver toy donations and to celebrate the holiday season. B98.5 on-air staff will be live at the hospital for two days, featuring the "Morning Rush" with Jeff, Kevin and Lisa, as well as Becky Rogers and Randy Cain.

Please note that the drop-off location has changed! This year, please bring your gifts to the Festival of Stars tent in the East Patient Parking Lot across from the main entrance to Arkansas Children's Hospital. To make your drop-off as smooth as possible, please be sure to complete a donation form ahead of time and bring it with you to drop off your gifts. After donations have been delivered, you will be directed to the lobby to enjoy refreshments, music and browse through the ACH Playaway Gift Shop.

Santa visits ACH each year for the holidays, and he needs our gifts in order to make the season special for our patients. Become an ACH holiday helper by providing stocking stuffers for our patients! A few items from our 2007 Holiday Wish List are listed below to assist in your holiday shopping:

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|----------------------------------|---------------------------|
| Crayola crayons (12- or 24-pack) | Infant hardcover books |
| Disposable cameras | Handheld electronic games |
| Receiving blankets | Infant rattles |
| Small bubbles (4 oz. or 8 oz.) | Sippy cups |
| Coloring books (non-seasonal) | Playing cards |
| Crayola markers | Playdoh packs |
| Portable CD players | Hot Wheels |
| Card games (UNO, Phase 10, etc.) | |

We encourage all individuals and organizations to deliver their holiday donations Dec. 13-14. Due to infection control, all items must be new and in original packaging (not gift-wrapped). Please visit www.archildrens.org/festivalofstars to print a donation form, map and complete Holiday Wish List. You also may contact Volunteer Services at (501) 364-1825 or by email at volunteerservices@archildrens.org with any questions.

What a "Capitol" View!



Construction workers have a great view from the area above the ACH cafeteria as they work on the future offices for administration.

Time to Nominate 2008 ACH Ambassadors

The ACH Foundation is seeking nominations for the 2008 ACH Ambassadors. These are patients and families from all over Arkansas who are willing and suited for public involvement with ACH. For one year, ACH Ambassadors and their families will help tell and share the ACH story in their community by attending events and speaking engagements, using their story in publications and by being goodwill ambassadors for the hospital.

This will be the third year for this award-winning program. The 25 patients and families who have participated in the program have enjoyed their experience and have told us they are honored and pleased to have an opportunity to give back to ACH.

We encourage ACH staff members to nominate a patient/family who would enjoy sharing their story and the experience of being an ambassador for the hospital.

For details about the Ambassador program and the nomination process, contact Chris McCreight in the Foundation at extension 4-1478. All nominations for the 2007 Ambassadors are due Dec. 12.

Check out this year's ACH Ambassadors in the summer 2007 ACHiever in the Foundation section of the ACH Web site.

	Current Name	New Name/Location	Use	# Beds	Estimated' Occupancy Date
1	3 Gold	3D Hematology Oncology	Hematology/ Oncology	16	N/A
2	3 Orange	3E Surgical	Ortho/Surgery/ Hemoc Overflow	19	N/A
3	3 Blue	3C Intermediate Care	Intermediate Care (new patient population*)	11	Late February 2008
4	4 South	4E Surgical	Surgery/Cardiology (former 3 Blue population*)	17	Late January 2008
5	4 Med	4C Medical	Medicine/Renal (ages 3-12)	17	N/A
6	4 Adolescent	4B Adolescent	Medicine/CF/ Diabetes (ages 12-21)	14	N/A
7	4 Neuro (Neuroscience)	4D Neuro	Neurology/ Neurosurgery	12	N/A
8	5 North	5D Progressive Care	Rehab/Burn Overflow	14	N/A
9	ECU	2G Express Care Unit	Observation/ Short Stay	10	N/A
10	PICU	3A Pediatric ICU	Pediatric ICU	26	N/A
11	NICU	3H Neonatal ICU	Neonatal ICU	65	N/A
12	NICU East	3H Neonatal ICU-E	Neonatal ICU	10	January 2008
13	NICU North	3F Neonatal ICU-N	Neonatal ICU	10	Currently in use
14	CVICU	4H Cardiovascular ICU	CVICU	15	N/A
15	CV East	4H Cardiovascular-E	CVICU	10	N/A
16	Burn Center	2B Burn Center	Burn Patients	10	N/A
17	ITU West/ East/South	3G Infant Toddler Unit	Ages 0-1 patients/ ventilators	23	N/A
18		5E Medical	Medical (former 4 South population)	17	January 2008

The information in this chart was accurate as of press time but may evolve.

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Don't Forget!

The ACH business offices will be closed on the following dates.

- December 24 – Christmas Eve
- December 25 – Christmas
- January 1 – New Year's Day

Nurses' Skills Fair Taken to Next Level

On Oct. 16 and 17, the PULSE Center was used to evaluate competency for ASC/PACU staff in airway management. This educational course was developed through the combined effort of the PACU Nursing Staff (Carolyn Martin, R.N.P., and Becki Calderon, R.N.), the Department of Anesthesiology (Drs. Lina Kulkarni and Anna Maria Onisei) and the PULSE Center Simulation Specialist (Travis Hill).

The staff was paired in teams and given various realistic scenarios of potential airway complications that could occur in the ambulatory care or anesthesia recovery room setting. After the scenario was complete, the staff was given the opportunity to review the recording of the scenario for debriefing purposes. This allowed for discussions of all aspects of the team performance. Competency evaluations were conducted based on teamwork and communication skills during crisis (using SBAR), and a checklist was developed for each scenario. The multidisciplinary approach in conjunction with high-fidelity simulation helped enhance the realistic aspect of the experience.

There was an overwhelming response from the staff. Comments included: "Team approach – very realistic for our unit," and "It was fun." Team members said they were glad for: "having a real-life situation; being able to actually view yourself and how you handled the situation", "getting to feel the reality of an airway emergency in PACU and see the steps taken and discuss it as a group" and the "realism of the scenarios". The positive response from the staff is encouraging the use of simulation in the future in order to teach and evaluate nursing skills, teamwork and communication skills in ASC and PACU staff.

ACH Receives Medal of Honor for Organ Donation

Arkansas Children's Hospital received the U.S. Department of Health and Human Services Medal of Honor for Organ Donation in a ceremony in October in Nashville, Tenn.

The medal recognizes hospitals achieving and sustaining a donation rate of 75 percent or more of eligible donors. The hospitals received this honor during the Third National Learning Congress on Organ Donation and Transplantation on Oct. 9 and 10. Nationally, 392 hospitals received the medal from a pool of 716 eligible hospitals.

"The HHS Medal of Honor is a great accomplishment for ACH," said Administrative Fellow Michelle Stewart. "The wonderful ACH Team – physicians, social workers, chaplains, child life and nursing staff, as well as administrators – that has contributed in achieving a 75 percent donor conversion rate should be applauded for the countless lives saved. We thank them all for their efforts in attaining this national goal."

Record gains in organ donation rates have followed DHHS' Health and Resources Administration's 2003 launch of the Organ Donation Breakthrough Collaborative. The program assembles donation professionals and hospital leaders to identify and share best practices for integrating organ donation into hospitals' end-of-life continuum of care. Breakthrough Collaboratives has resulted in an increase in donations. Last year, 31,184 organs were transplanted across the nation, 4,146 more than in 2003.

holiday treat challenge photos and recipe

Holiday Treat Challenge Champion Martha Parker's Lemon Soufflé

- 2 dozen lady fingers
- 1 package gelatin
- 1/4 cup cold water
- 8 large eggs separated
- 2 cups sugar
- 1 pinch salt
- 3 tablespoons of grated lemon rind
- 1/2 cup lemon juice
- 1 pint of whipping cream

1. Line springform pan with lady fingers.
2. Dissolve gelatin in water. Combine egg yolks, 1 cup of sugar and salt in double boiler and cook till sugar dissolves.
3. Add lemon juice and lemon rind and cook till it sticks to the back of metal spoon.
4. Add gelatin and cool.
5. Beat egg whites and gradually add 1 cup sugar till soft peaks form.
6. Fold custard into egg whites and pour into pan.
7. Chill. Top with sweetened whipped cream and decorate.

Clip out the recipe for your recipe box!



(Above, left) Peppermint cream cookie sandwiches by Chris McCreight tied for the runner-up category.



(Above, right) Chef Garry Richison helps judge the tasty entries.

(Below, right) Butter pecan cheesecake brownies baked by Aaron Walters shared the runner-up position.



ACH team Loses Devoted Employee, Loyal Friend in Carolyn Quiggins



Carolyn Quiggins, a longtime ACH employee who was a loyal friend to many team members, unexpectedly passed away on Sunday, Oct. 28. For 30 years, Carolyn had worked at ACH, most recently as the technical chief of the Hematology Laboratory. Team members across every discipline of the hospital knew her as a bright and infectious personality with a passion for helping children.

Carolyn had a 37-year career in Arkansas hospitals after graduating from the University of Arkansas for Medical Sciences in 1970 and becoming a medical technologist. She had spent her undergraduate years studying in the pre-medicine track at the University of Arkansas at Monticello and then the University of Arkansas at Fayetteville. She is survived by her parents, Gerard and Helen Sangster of

Warren, Ark., a sister and brother-in-law, Dr. Donnie and Patti Bryant, and a brother and sister-in-law, Dr. Michael and Julie Sangster. She also was a devoted mother to Michelle Hargis Wolfe, J.D., and her husband, Jamie, of Bentonville and her son, Michael Bradley Hargis, Ph.D., and daughter-in-law, Jessica, and grandmother to Aiden Leigh Dillard, Matthew Avery Hargis and Emma Katherine Hargis. Her fourth grandchild, Jay Wolfe, was born the day after Carolyn's passing, Oct. 29.

Carolyn's death is met with sorrow by the ACH Team, which will fondly remember her hard work and dedication for more than 30 years.

A memorial service was held on Thursday, Nov. 15 at which family, friends, and co-workers met to celebrate her life with us here at ACH. Memorials may be donated in her name to the Hematology-Oncology Department, by way of sending them to slot 661.

PACS Support Process Now Simplified

The Department of Radiology is pleased to announce the creation of a simplified PACS Support process. We have created a support number that everyone can call 24-7 for PACS Support. On-campus users can contact us at extension 4-7700. Off-campus users can contact us at (501) 364-7700. Non-critical issues can be emailed to achpacs@archildrens.org.

Our mission is to provide a higher level of service for all PACS users so we thank you for your cooperation and your patience as we continue our efforts to improve our support services.

Monday through Friday 8 a.m. to 5 p.m.
(excluding holidays)

For PACS Support during normal business hours, call extension 4-7700, or for non-urgent issues email us at achpacs@archildrens.org. If a support representative is unavailable, please leave a detailed message, along with your contact information, and the next available PACS administrator will return your call as soon as possible.*

After-Hours PACS Support

For after-hours PACS Support, call extension 4-7700 and leave a detailed message, along with your contact information, and the on-call PACS administrator will return your call as soon as possible.*

*Please note that the PACS Support Team is paged anytime a caller leaves a voicemail.

