

Firestarters

Achieving excellence through World Class Service

The firestarter pin is used to reward employees of the organization who exemplify the World Class Service initiative and the five pillars of Service, Quality, People, Growth, and Financial Performance. The following Medical Center and College of Medicine employees have been recognized with firestarter pins for their outstanding performance:

Barbara Stoner, dermatology, has been a dedicated employee since the day she was hired, over twenty years ago and is the foundation that holds the front desk together. Stoner's positive attitude and easy manner calms not only those who work with her but the patients that is standing in front of her. She know works part-time and at a moments notice, will come in to work to cover call offs, vacations, etc. She is a true team player and for her efforts deserves the name, firestarter.

Jessica Colon, dermatology, is patient oriented and always puts the patient first. Her stron desire to make the patients visit as painless as possible is evident every time she takes care of a patient. Colon also volunteers to help other areas of the clinic when needed. She'll volunteer to help with patients or answer phones at the front desk. For being a team player with patients and co-workers, Colon is a firestarter.

Workplace Safety

Are new employees a safety risk?

Studies have indicated that close to 60 percent of all work-related injuries involve employees who have been on the job less than one year. That's why it's critical to ensure that new employees get started off on the right foot.

You can help new employees learn to do the job safely by taking the following steps:

- ▶ Make sure new employees know that safety is a high priority in your department, and that they are expected to make safety a personal priority.
- ▶ Carefully review safety policies and procedures, and make sure that all new workers understand the importance of the policies.

▶ New employees need to know that disregarding the rules and regulations can effect the entire department, and what disciplinary procedures can be administered. You might want to include a description of past accidents in your department and why they occurred.

▶ Check to make sure that new employees know exactly how to perform their job safely! If they don't, see to it that they are provided the necessary training.

The Department of Safety is available to assist you in coordinating training to your department staff. For questions or assistance contact the Department of Safety at x7297.

For Your Health

Update your frames

Spring is here and with it comes the arrival of all things fresh and new. That includes updating your look with new eyeglasses. Let the skilled opticians at Penn State Ophthalmology fit you with prescription eyewear or sun wear available with the newest lens technology. Frames are available to fit any budget, and include the latest styles by some of today's hottest

designers—Gucci, Burberry, and Armani, just to name a few. Stop by the optical shop in UPC 1 to see what has sprung up in new eyewear!

May is National Healthy Vision month. Schedule checkups for your family and cash in on the benefits of the employee vision plan to defray your costs. Call x5690 to schedule your appointment.

Department Update

Who let the dogs out?

It is a well known fact that pet therapy used in nursing homes and rehab centers has been beneficial both mentally and physically to the patients and residents of these facilities. After an inquiry in November 2004, the staff in MICU/MIMCU decided to initiate therapy visits for the benefit of our patients, families, and staff. Registered pet therapy teams were already visiting in the Children's Hospital and Rehab, but there was not any structured program in place for the adult patients. Mary Jo Garraty, the volunteer coordinator, graciously offered to house the dog's records and Laura Whitman, clinical nutrition, volunteered to coordinate forming pet therapy teams.



Bobbie & Syreeta; Danna & Jazz; Laura & Reni (The MICU/MIMCU Pet Therapy Team)

The program kicked off on, February 22, with thirteen different patients and families interested in the program. The program has been well accepted and is continuing to grow. Patients and staff are heard talking about the visits for days after. Long-term patients now look forward to the weekly visits and are establishing a relationship with the handlers and their dogs.

Whitman is hoping to add to the group so that other units expressing an interest in visits can be accommodated. Last, but not least, enough cannot be said about the time and commitment that our pet therapy volunteers willingly give in order to bring joy and happiness to the MICU/MIMCU patients, families and staff. Their dedication to participate is greatly appreciated. If you are interested in participating please contact Laura Witman at x7081.