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President's Report: Ed Garcia, RRT Technology: Affecting Customer Care?



In recent years technology has played and continues to play a vital part in everyday life. From

having iPods to iPads, from home computers to laptops, wireless networking to GPS, and of course the smartphone. If we think back just a mere 10 years ago, we would have never imagined the amount of technology we depend on for our daily living.

In healthcare, we are now depending on technology in forms of greater imaging, computers, laptops, tablets, pda, you name it, healthcare has already placed it into it's daily production or soon will be. The advancements in technology offer many advantages in providing patient care. Some of these advantages are: safer drug administration, barcode scanning for positive identification, accurate "live" data, and accu-

rate and retrievable data for reporting quality to name a few. Many institutions are pouring millions into achieving a computer system that addresses these advantages, but one question does come up....are we advancing technology at the cost of great customer service?

I remember a time when we use to go out with a Kardex (some of the veterans of the field may remember) and gather up our meds and off we went to go "see" our patients. The interaction with our patients was paramount.

We use to spend time at the bedside to assure we were providing great care while providing great service. We would chart/document in a physical chart and write progress notes that actually were read by someone. Nowadays, we may run into our departments, gather up our technological needs and go "do" our patients.

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Suburban Hospital, Johns Hopkins Medicine is a 230 Bed



not-for-profit hospital located in Bethesda, Maryland. It has 3 Intensive Care Units totaling 34 Beds. Suburban's Open Heart Program just celebrated its 5th anniversary in May, 2011.

The Respiratory Care Department has 35 professional staff members and over 88 percent have obtained the advanced credential of RRT. The department director is Carl C. Voss, PhD, RRT. The therapists rotate to different areas every four

weeks and all members work a twelve hour shift. The department conducts an annual "skills fair" day in which all staff spends 3 to 4 hours reviewing competencies. The staff has been trained on many new modalities and techniques. Neurally Adjusted Ventilatory Assist (NAVA), Flolan

(epoprostenol) administration, Rescue Cath for clearing bio-film from Endotracheal tubes, vaso-reactive studies in the cath



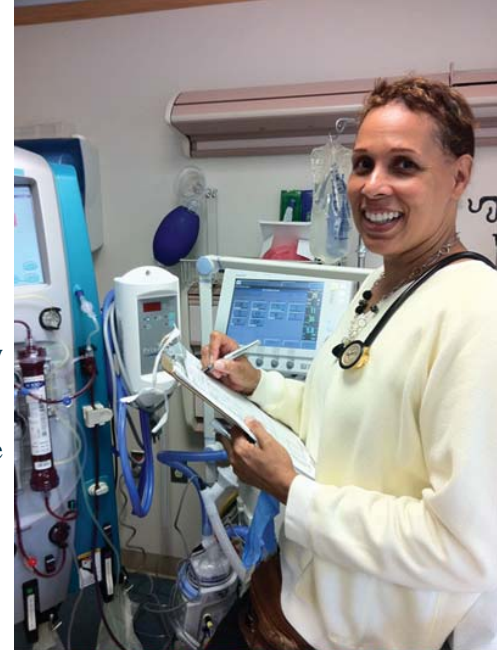
The "Rescue-Cath" being used to remove bio-film from a patient that had difficulty in tolerating spontaneous weaning trials. After the procedure the patient was easily transitioned to extubation.

lab using nitric oxide, BiPhasic Chest Cuirass, complete lung lavage, high flow therapy to oxygenate and augment ventilation, and breath actuated medication delivery are just a few. The staff members enjoy a close working relationship with our Intensive Care physicians, and as a result are able to follow protocols based rapid mechanical ventilation liberation.

Multi-disciplinary rounds are conducted twice daily to review care of all patients in the ICUs.

The therapists play an important role in the care of these patients and offer their input in the direction in which care ought to take.

All medication



Respiratory Care practitioner, Tonitra Christian, RRT reviewing patient-ventilator interface.

deliveries are one-on-one as concurrent therapy is not practiced. The therapists practice great customer service by providing the patients and family their name and pager number should they be needed. The therapists also inform the patients when they can expect their next respiratory medication delivery. The idea behind this is to keep the patients informed and confident that their respiratory care is important to us. Some staff members participate in our Respiratory Care Department patient comfort initiative nutritional assistive program.

Continued on next page (3).

Suburban Hospital, Johns Hopkins Medicine

Therapists devote 30 to 45 minutes per month to help patients that require assistance during meals. This program was conceived in the Respiratory Care department and has spread to others within the hospital volunteering to assist. This level of customer service is thinking outside the box. To keep the staff competent and



Respiratory Care practitioner, Renee Davenport, RRT with two high school students learning about respiratory care.

skilled, the department conducts a monthly journal club in which various one hour topics are presented by the medical director (Steven Kariya, MD) and department director. Staff members can achieve up to 12 Respiratory Care Continuing Education credits each year. The program is approved annually by the AARC. Staff members are encouraged to attend local and national conferences. The hospital provides funding that covers registration and travel. Allowing our therapists to soar is the hallmark of Suburban Hospital, Johns Hopkins Medicine.

Half of U.S. states have comprehensive smoke-free laws

In light of research in the past decade showing that even brief exposure to secondhand smoke can cause harm,



half of all states in the U.S. have implemented comprehensive laws banning smoking in bars, restaurants and private-sector work sites, according to the Centers for Disease Control and Prevention. The targeted locations have been considered major sources of secondhand smoke.

Some of the nation's biggest tobacco-growing states, including North Carolina and Tennessee, recently enacted less restrictive legislation.

Public health officials consider the bans an accomplishment that is due, in part, to the work of physicians educating the public about the harm done by tobacco. But greater action is needed to reduce the public's exposure to secondhand smoke, according to a CDC study published in the April 22 edition of *Morbidity and Mortality Weekly Report*.

The study projects that if the current pace of states adopting smoke-free laws continues, every state could have such bans by 2020.

7 STATES HAVE NO STATEWIDE SMOKING RESTRICTIONS.

Indiana, Kentucky, Mississippi, South Carolina, Texas, West Virginia and Wyoming do not have any statewide smoking restrictions. However, many communities in those states have comprehensive smoke-free laws.

Board Member Profile- Lori Thacker, RRT



Lori Thacker is the Northern Chapter Representative for the MD/DC Society for Respiratory Care Board of Directors. She is respiratory therapist at Upper Chesapeake Medical Center located in Bel Air, MD. Lori was a non-traditional student who returned to school at age 40 and graduated with an Associated Degree in Respiratory Therapy.

She is married with two grown children and although she had to go to school part-time at first, Lori successfully finished her degree and passed her CRT and RRT exams shortly after graduation. According to Lori “Anytime, you begin an adventure like going back to school, it takes many sacrifices to make it all work out. My husband was and is my biggest source of strength. I missed many Lacrosse games, and wrestling matches to stay focused on studying. As many experienced folks would tell you it takes much more effort to study with the house full kids, dog barking, and trying to clean the house, help kids with their homework. Well you get the picture, the truth is, it is well worth it.

During her orientation at UCMC as a staff, Registered Respiratory Therapist there was the opportunity to work in all the departments of the hospital. As a new graduate, she was so enthusiastic that her co-workers asked her NOT to drink anything that contained caffeine! According to Lori “Apparently, I was a little hyperactive for 0723 in the morning and was requested to take it down a couple of notches.”

Lori commented that “At UCMC, we rotate our assignment, I always ask for the ER. When asked why? I like to keep busy. The ER is like a crapshoot, you never really know what you are going to get. In retrospect, I was so scared of the ER that I reasoned, if I stayed in that element the fear would become experience and it did.”

This is her first year being elected to and serving on the MD/DC Society for Respiratory Care Board of Directors. She is looking forward to contributing to the society and the profession and admits she has quite a bit to learn yet.

People often ask Lori , “Why respiratory?” Her answer is always the same, “Where else can you perform life saving skills, make such a profound impact on a persons life and help them become educated about their illnesses, and never have to go below the waist.” I always say, “My job is from the waist up” the rest is NURSING.

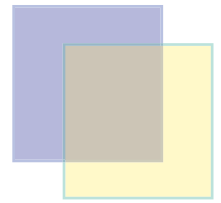
President’s Report Continued from Page 1



I use the word “do”, because I have seen and continue to see that we are so preoccupied with assuring that we meet the demands of technology (scanning, charting, charging, etc...) that we have our patient care resemble that of an assembly line at Chrysler. An assembly line that just goes through the motions to make sure we don’t miss a step in the process of computerization. Please, don’t get me wrong, I love technology and support it 100%, but it’s more of a small challenge to ourselves as to what we do with it and how we use it. But when we lose focus on customer service and care due to technology, does this not defeat the purpose of healthcare?

Let us challenge ourselves to go back to basics of great patient care and service while being compliant with the standards of our institutions. In a world in which we find ourselves steadily using more and more technology to provide safer care, my desire is that we never lose focus on great patient care.

Wednesday **September 14, 2011**



7:30 a.m. - 4:00 p.m.Registration
 8:00 a.m. - 9:00 a.m. Coffee & Tea

Sponsored by: Maryland/District of Columbia Society for Respiratory Care

RESPIRATORY

MARYLAND/VIRGINIA ROOM

9:00 a.m. - 10:00 a.m.Eric Kriner, BS, RRT
Ventilator Dysynchrony – Can't We All Just Get Along?
Sponsored by: MD/DC Society

10:00 a.m. - 11:00 a.m.Joseph Procaccino, Jr., JD, MFS
Legal and Ethical Quandaries on the Early Side of Life (E)**
Sponsored by: Nellcor Puritan Bennett

11:00 a.m. - NoonJennifer Davis, BS, RRT
Clinical Research & its Importance to the RCP
Sponsored by: MD/DC Society

Noon - 1:00 p.m..(Patio/Beach).....Lunch

1:00 p.m. - 2:00 p.m.Jessica Wang-Memoli, M.D.
Soundwaves in the Chest: Endobronchial Ultrasound
Sponsored by: Olympus America Inc

2:00 p.m. - 3:00 p.m.Eric Kriner, BS, RRT
Interactive Case Studies
Sponsored by: MD/DC Society

3:00 p.m. - 4:00 p.m.Robert Wise, M.D.
COPD

4:00 p.m. - 5:00 p.m.Thomas Petty, RRT
PEEP and Plateau Pressures Through Transpulmonary Guided Ventilation
Sponsored by: Carefusion

5:00 p.m- 6:30 PM.....Exhibitor Area Open/Reception

DELEWARE ROOM

POLYSOMNOGRAPHY

9:00 a.m. - 10:00 a.m.Jessica L. Schmidt, MA, RPSGT
Pediatric Sleep
Sponsored by: Sleep Services of America

10:00 a.m. - 11:00 a.m.Patrick G. Burns, B.S. RPFT, RCPT
Interpretation and Utility of the Sleep Flow-Volume Loop
Sponsored by: Carefusion

11:00 a.m. - NoonMichelle Leonard, BIS, RRT
Humidification
Sponsored by: Fisher & Paykel

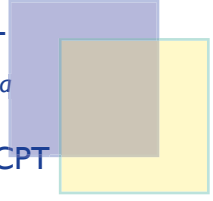
1:00 p.m. - 2:00 p.m.....Thomas McCabe, MD
Ethics in Sleep Medicine
Sponsored by: The Sleep Center of Northern Virginia

2:00 p.m. - 3:00 pm.....Anthony J. Parella, MD
Parasomnias
Sponsored by: MD/DC Society

3:00 p.m. - 4:00 p.m.....Anthony J. Parella, MD
Disorders in Patients with Pulmonary Disease
Sponsored by: MD/DC Society

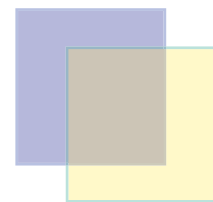
4:00 p.m. - 5:00 p.m- Michael Delayo, BA, RPSGT
Bi-Level And Adaptive Servo Ventilation (ASV) Titrations
Sponsored: Sleep Services of America

Conference by the Sea 2011
Speakers & Topics



Thursday

September 15, 2011



8:00 a.m. - 9:00 a.m..... Continental Breakfast

Sponsored by: Maryland/District of Columbia Society for Respiratory Care

8:00 a.m. - 9:00 a.m.Registration

MARYLAND/VIRGINIA ROOM

RESPIRATORY

9:00 a.m. - 10:00 a.m.Garry Kauffman, MPA, RRT

Demonstrating, Documenting, and Communicating the Value of Your Respiratory Care Services.

Sponsored by: Respitech Medical

10:00 a.m. - 11:00 a.m.Tom Striplin, MED, RRT

Legal Implication of Respiratory Care...OOPS! (E)**

Sponsored by: Bayview Medical Inc.

11:00 a.m. - NoonVENDOR EXHIBITS OPEN

Noon - 1:00 p.m..(Patio/Beach).....Lunch

RESPIRATORY Break -Out Sessions

1:00 p.m. - 2:00 p.m.....Tanya L. Spinner, M.ED.,CCC-SLP, Julianne Schrorf, MS,CCC-SLP

Looks Like a Swallow....Everything RT's Should Know

1:00 p.m. - 2:00 p.m.....Bridget Cavanaugh-Busby, RRT

The Role of the Respiratory Therapist in Organ Donation

2:00 p.m. - 3:00 p.m.....Garry Kauffman, MPA, RRT

Hyperbaric Oxygen Therapy: This ain't your Daddy's HBO (Sponsored by: Respitech Medical)

2:00 p.m. - 3:00 p.m.Natalie Napolitano, MPH, RRT

Neonatal NCPAP - Are all NCPAP's Created Equal? (Sponsored by: Maquet, Inc.)

3:00 p.m. - 4:00 p.m.....Matt Davis, RRT, Natalie Napolitano, MPH, RRT (Sponsored by: MD/DC Society)

Pro/Con Debate: Children are Just Small Adults or are They?

3:00 p.m. - 4:00 p.m.....Lou Kaufman, BS, RRT-NPS, AE-C, FAARC, (Sponsored by: Roberts Home Medical)

Homecare Reimbursement Issues: Patient Qualification for LTOT, PAP, or RAD"

DELEWARE ROOM

POLYSOMNOGRAPHY

9:00 a.m. - 10:00 a.m.Jessica L. Schmidt, MA, RPSGT

Sleep and Mental Health - Sponsored by: The Community College of Baltimore County

10:00 a.m. - 11:00 a.m.Vivek Jain, MD

Circadian Rhythm Disorder

Sponsored by: Roberts Home Medical

11:00 a.m. - NoonVENDOR EXHIBITS OPEN

1:00 p.m. - 2:00 p.m.Troy Dorais, BA, RPSGT

OSA & COPD: What happens when the two overlap?

Sponsored by: ResMed

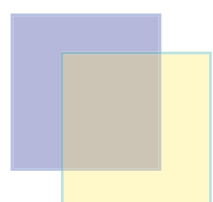
2:00 p.m. - 3:00 p.m.John H. Ganoe, CAE

BRPT

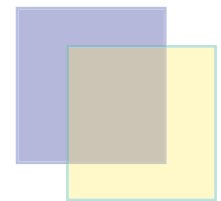
Sponsored by: BPRT

3:00 p.m. - 4:00 p.m.Troy Dorais, BA, RPSGT

Complex Sleep Apnea: It's not as Complex as you may think! Sponsored by: ResMed



Friday September 16, 2011



7:30 a.m. - 8:00 a.m. Coffee & Tea
 Sponsored by: Maryland/District of Columbia Society for Respiratory Care

MARYLAND/VIRGINIA ROOM

RESPIRATORY

8:00 a.m. - 9:00 a.m. Ken Thigpen, MS, RRT
Getting to Yes when the Economics Say No!
 Sponsored by: Monaghan

9:00 a.m. - 10:00 a.m. Aldo Iacono, MD
Lung Transplantation
 Sponsored by: TBA

10:00 a.m. - 11:00 a.m. Steven Schwartz, M.D.
Clinical Ethics - What Every Clinician Should Know (E)**
 Sponsored by: Bay View Medical Inc.

11:00 a.m. - 12:00 noon Dorsey Hiteshew, RCP
Clinical Application of the Biphasic Curvass Ventilation: Pediatric & Adult Populations
 Sponsored by: Hayek Medical

DELEWARE ROOM

POLYSOMNOGRAPHY

8:00 a.m. - 9:00 a.m. Brian McGinley, MD
Characterizing and Treating Pediatric Sleep Apnea
 Sponsored by: ResMed

9:00 a.m. - 10:00 a.m. Vivek Jain, MD
OSA and Diabetes
 Sponsored by: Fisher & Paykel

10:00 a.m. - 11:00 a.m. Jacques Conaway, MD, FCCP
Novel Therapies for Obstructive Sleep Apnea
 Sponsored by: Philips/Respironics

11:00 a.m. - 12:00 noon To be announced
Light Therapy
 Sponsored by: Philips/Respironics

conference Event Schedule

Wednesday, September 14th

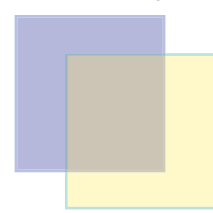
5:00 p.m. - 6:30 p.m. **Wine & Cheese Reception**

9:00 p.m. - 1:00 a.m. **Welcome Party at Seacrets! Free Limo Service!**

Thursday, September 15th

5:00 p.m. **Beach Party and Beach Activities** Music provided by Asheworks
 Sponsored by: RCC&S Inc.- Respiratory Care Staffing

8:00 p.m. **Sputum Bowl Competition - Delaware Room.**
The MD/DC Society will support the winning student and practitioner teams from Maryland/DC to participate in the AARC National Sputum Bowl Competitions in November 2011 in Tampa, FL. Contact Bettye Carnathan at 202-877-7945 or email at bettyercp@comcast.net Please register your team no later than September 1, 2011.





Respiratory Opportunities
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Clinical Manager - Respiratory Care

In this role, you will coordinate the clinical activities and oversee the efficient and effective operation of the Respiratory Care and Pulmonary Services department. You will also supervise and evaluate personnel, and perform technical and administrative duties.

Requires NBRC RRT certification, RRT-NPS certification by the NBRC preferred. Bachelor of Science degree is preferred. Current licensure from the state of Maryland as a Respiratory Care Practitioner as well as five years of supervisory experience in a hospital setting is also essential.

Supervisor - Respiratory

Night Shift w/every other weekend

In this role, you will be responsible for the day-to-day shift operations of the Respiratory Care Department and the staff. Minimum Requirements include an Associate's degree (Bachelor's degree preferred); NBRC RRT; current licensure from the state of Maryland as a Respiratory Care Practitioner; and 4+ years of clinical experience.

For complete details on these extraordinary career opportunities and to apply online, please visit us at: www.holycrosshealth.org.

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