



CHESAPEAKE  
MEDICAL STAFFING

## ASSOCIATE ADVISOR

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FALL 2008

### *Unannounced JCAHO Visit to CMS*

On October 15, 2008, Joellen Ryan, MS, RN, a surveyor for the JCAHO Health Care Staffing Division, arrived unannounced at our office to collect data necessary for our recertification request. We are very pleased to announce that CMS met and exceeded all of the standards required by JCAHO with no corrective action recommendations! **Congratulations** to our administrative

office professionals whose daily actions reflect the high quality standards expected of an organization earning the gold seal of approval from The Joint Commission. Special thanks to HR, the scheduling team, business development and the finance team for your daily contributions to our best business practices. The JCAHO surveyor commented on the quality of CMS she noted from direct observation and audits, as well as candid phone interviews with hospital staffing clients and CMS clinical associates. We are so appreciative of your support and cooperation in maintaining required compliance credentials and annual educational requirements. CMS proudly displays our JCAHO gold seal for another two years!



Terri Weller MS, RN (left), Joellen Ryan, RN, Joint Commission Accreditor (center), Jeff McClure, CFO (right).



### *2009 JCAHO Patient Safety Goals*

The Joint Commission is committed to continuously improving the safety and quality of care provided to patients. The annual goals focus on problems in health care safety and how to solve them. The **NEW** JCAHO Patient Safety Goals for 2009 include the following:

- Goal 1: Improve the accuracy of patient identification.**
- Goal 2: Improve the effectiveness of communication among caregivers.**
- Goal 3: Improve the safety of using medications.**
- Goal 7: Reduce the risk of health care associated infections.**
- Goal 8: Accurately and completely reconcile medications across the continuum of care.**
- Goal 9: Reduce the risk of patient harm resulting from falls.**
- Goal 13: Encourage patients' active involvement in their own care as a patient safety strategy.**
- Goal 16: Improve recognition and response to changes in a patient's condition.**

Every organization must meet the expectations of the **Universal Protocol** which includes **conducting a pre-procedure verification process and marking the procedure site.**

**In depth review of the specific 2009 changes in the JCAHO patient safety goals will require additional information for active CMS Associates in order to meet annual mandatory educational requirements.**

*Happy Thanksgiving!*



All of us at CMS wish you and your family a wonderful Thanksgiving holiday. The CMS office will be closed on Thanksgiving so our office team can enjoy the holiday at home. The office will re-open on Friday, November 28th from 8-4:30PM.

### *Annual Holiday Gala*

On **Saturday, December 13**, we plan to dance the night away at the 1840's Ballroom on Front Street near Baltimore's Inner Harbor, at our annual Holiday Gala fundraiser for Health Care for the Homeless. All active clinical



associates who are currently working for CMS are invited. Please mail in your response card before December 1, if you can join us! We are also seeking contributions on the "Wish List" from Health Care for the Homeless. Items such as new socks and underwear, hats and gloves are all welcomed. You may bring your contributions to our new office in Timonium or bring them with you to the Gala!

### *Ski WISP*

#### *Deep Creek Lake*

#### *Winter Weekend*

*February 20-22, 2009*

We have rented several beautiful, large, lake-front houses in Deep Creek, MD complete with fireplaces, indoor pools, and outdoor hot tubs!

The choice of "master bedrooms" will be on a first-come, first-choice basis, so be sure to respond ASAP. Requests will be honored in the order they are received. **The cost is \$218/room/night.** Visit [www.wispresort.com](http://www.wispresort.com) for pricing for weekend lift tickets (not included in cost). We can carpool and plan meals once we know our final number. Children with sleeping bags are welcome at no additional cost! **\$100 deposit will reserve a room for you!**





**Huge Turnout for CMS Crab Feast!**

CMS clients, associates and their families enjoyed a wonderful, cool evening at Kahler’s Crab Deck in Rosedale, MD at the annual CMS Crab Feast held on September 10, 2008. Dozens of crabs were picked, beer and conversation flowed freely and dessert was enjoyed by all! The weather was perfect and complimented the event!

**CMS Announces RN Hourly Pay Rate Increase!**



The strength of CMS relies on the clinical experience and competence of our professional associates. To recognize and reward our valued nursing staff, we have increased hourly pay rates for all Registered Nurses, effective September 7, 2008. We believe this increase will rank CMS as one of the top paying staffing firms in the area. We thank all of our associates for their dedicated service and contributions to our overall goals and mission. Call the office at (410) 321-4267

**Respiratory Conference by the Sea 2008**

The 28th annual Conference by the Sea for Respiratory Care Providers was held from September 10-12 at the Carousel Hotel in Ocean City, MD. The annual conference is the premier educational symposium for Respiratory Care Providers on the east coast and boasts over 300 participants! The conference is attended by managers, practitioners and prospective graduates and awards up to 16 CEU’s for participants. The opening speaker was Joseph Procaccino, JD, MFS, who presented information on the legal and ethical quandaries with informed consent. Others topics included the future of the profession, the emerging role of RT in COPD disease management and controversies in respiratory care. **Perry Limes**, RT, CMS Director of Respiratory Care and our business development team enjoyed visiting with prospective clients and associates while sponsoring a CMS vendor booth at the conference. Mark your calendars now for the next year’s Conference by the Sea in September 2009.



(photo left to right). Robin Dulaney, Mary Blake, Terri Weller and Perry Limes at the CMS Vendor booth at the Conference by the Sea in Ocean City, MD.

**Happenings at CMS!**

**CMS Celebrates Office Service Awards!**

Congratulations to **Robin Dulaney** (photo left) for four years of dedicated service to CMS. Kudos to **Cindy Hoel** and **Tammy Beal** for three years of service. **Art Kuwbara** and **Erin Waetjen** are celebrating one year with CMS. Way to go team! Thank you for all of your commitment and hard work.



**Welcome** to our newest office team members: (photo left to right) **Renee Bissett**, **Monica Hamilton**, **Laura Linz**, **Fallon Gilmore**, **Ana Maria Paschalides**, & **Laura Maas**.



Ana Maria, Laura Maas, Monica & Renee are joining the Operations team as Scheduling Coordinators. Fallon is joining the Finance Department and Laura Linz will be leading the HR team. Please extend a warm CMS welcome to our new office staff.



**CMS Traveled to Aruba...**

**...and Donated Books to Local Schools during the Annual Warm Weather Trip**

Nearly 100 CMS clients, office staff, associates and their families joined our annual warm weather trip from October 22-29, 2008 on the beautiful island of Aruba. We stayed at the Occidental Grand Aruba All-Inclusive Resort. **Thanks to very generous support from our group, CMS travelers donated over 150 books to two local schools on the island—a kindergarten and a primary school. The principals of the schools, joined by other officials & teachers, were present at the resort one afternoon to formally “accept” our gifts. They were so very appreciative of a group of tourists who combine pleasure with philanthropy!** The story was even published in a local paper in Aruba! Our group enjoyed the crystal clear water, a private catamaran charter aboard the “Rumba”, and the adventurous off-road jeep tour of the undeveloped areas of the island! Stay tuned for details about the warm weather excursion in 2009! Please let us know where you would like to travel next . . . looks like the Mayan Riviera may be in first place!



***CMS Partners with Vendor Manager and Union Memorial Hospital***

Effective December 8, 2008, Union Memorial Hospital is outsourcing the management of its use of supplemental agency personnel to the vendor management division of Nursefinders. CMS has partnered with UMH and Nursefinders to continue to provide uninterrupted staffing support for the hospital. All CMS associates may continue to book shifts at Union Memorial as usual.



UMH staffing requests for nursing and allied health will be sent electronically to all contracted agencies at the same time. For CMS to respond immediately to secure shifts for our associates, we are requesting that our associates keep their availability current and up-to-date. You may call, fax, update in TSS, or email availability to CMS. We also request permission to automatically schedule associates at UMH based on current availability without calling associates first to verify due to the increased time sensitivity of shifts.

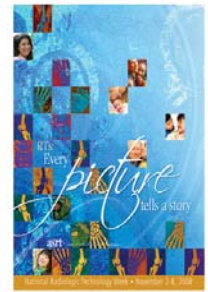
UMH is permitting associates to book shifts through one agency only. All associates will need to select one agency through which to work at UMH. We are confident that CMS is the most time responsive agency and our scheduling team will work diligently to secure shifts for our associates. As a result of our reputation and long-standing relationship with the hospital, we anticipate increased temporary staffing opportunities. Please do not hesitate to call our office if you have any questions or concerns.



***From the desk of David Myers...*** Hey, CMS RNs! If you're ready for a contract through CMS, give me a call! Even if I don't have anything currently available that works for you, I can add you to my future contract list and let you know the second something comes up that is along the lines of what you've requested. Outpatient and clinic assignments are the most popular, so get on the list today! For any questions about how contracts work or what the expectations of a contracted nurse are, call me any time at (410) 321-4267. Looking forward to hearing from you soon!

***CMS Celebrates Radiology Technology Week November 2008***

We enjoyed the opportunity to visit with many of our clients and associates during RAD Tech Week celebrated November 3-8, 2008. CMS provided breakfast or lunch to more than twenty clients! Our business development team, Robin Dulaney and Mary Blake, visited many of our CMS radiology associates while they were working to deliver CMS messenger bags! Thank you to all CMS radiology associates for all of the hard work you do every day! Your excellent clinical performance represents CMS well! If you did not receive your messenger bag during RAD Tech Week, please give us a call or stop by the office to pick one up. We would love to see you!



***FYI...***

***"To Have and To Hold..."***

Congratulations to **Kara Lundberg (GBMC Staffing Office)** who tied the knot in August! Best wishes to the happy couple! Best wishes to our own **Ana Maria Paschalides** and husband David Hershey who were married this summer and honeymooned in Cabo San Lucas!



***"New Arrivals"***

**Amy Tur** welcomed her first baby, a beautiful boy, to her family on October 13. Warm congratulations to **Julie Cosimano (Bayview)** on the birth of her little boy! **Kim Earnest** added a new bundle of joy to her family with the birth of her baby girl! **Rachael Schlein** welcomed Jack Ethan on November 7, 2008 weighing in at 7 lbs 14 oz. **Congratulations to all our new parents!**



***Get Well Soon...*** Wishing a speedy recovery to our 'CMS family' members who have recently had injuries, illness, or surgery: **Kim Bilott, Phyllis Coleman, Janet Jones, Nann Tucker, Brenda Zulauf and Abby Lewis.**



***Condolences to...*** Our sympathies to **Lawrence Brister** on the loss of his wife, Donna, **Felicia Akunna** on the loss of her husband, Anozie, **Erlene Nowlin & Leonard Johnson** on the passing of their sons, **Amy Alfriend (JHU), Donna Kronner** and **Angela Moran** on the loss of their mothers, **Missie Shrader** on the loss of her uncle, and **Carol McNeil** on the sudden passing of her nephew.

***Kudos to...*** **David Berman RN CRNP** who passed his exam as a Nurse Practitioner, **Siobain Fisher RN** who earned her master's degree in Public Health in Tropical Medicine, **Mary Zaleski RN** who passed her Certified Emergency Nurse Exam, & **Carrie Parrott RN, CRNP** who passed her exam as a Nurse Practitioner.



## ***Health Care for the Homeless Holiday Wish List***

Donations may be delivered to the CMS office before December 13, 2008  
or you may your donations to the fundraising Holiday Gala.



### ***For Men and Women:***

- Hats, gloves, scarves
- New underwear and t-shirts (adults)
- New long underwear (adults)
- New socks
- Sample-sized personal hygiene items: soap, shampoo, toothbrush & toothpaste, deodorant, lotion, comb & hairbrush
- Weekly, multiple dose pillboxes
- Small canvas bags, fanny packs, backpacks
- 2009 Pocket Calendars



*Thank you for your generous support at this special time of year!*

*Success, happiness, peace of mind and fulfillment, the most priceless of human treasures, are available to all among us, without exception, who make things happen, who make "good" things happen, in the world around them.*

*Joe Klock*



Chesapeake Medical Staffing  
2401 York Road  
Timonium, Maryland 21093



## **2009 Quarterly CPR**

**Thursday, January 8, 2009 from 7-9PM**

**2401 York Road, Timonium, MD**

Call CMS to register today 410-321-4267

## **ACLS**

### **1 DAY Recertification**

**12/10**

### **2 DAY Full Course**

**12/8 & 12/9**

**Cost to CMS Associates: \$75**

Pre-registration is required for ACLS

Call today for an enrollment form

***Committed to Excellence in Nursing & Allied Health***

Visit us on the web [www.cms24-7.com](http://www.cms24-7.com) Phone: 410-321-4267 Toll free 1-866-321-4267 Fax: 410-321-4980  
Email: [info@cms24-7.com](mailto:info@cms24-7.com) \*\*\*Please Note New Address 2401 York RD, Timonium