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- Corporate Officers
 - Chief Compliance Officer
 - Chief Financial Officer
 - Chief Nursing Officer
 - Chief Operations Officer
 - Dir. of Environmental Services

- **Network Diagrams**

- Top View
- Logical Network
- Administration Network Details
- Radiology
- RIS Data Center
- OR / ICU / Ward Floor Systems
- IT Data Center
- Text Description of Network Diagrams
- Archive of Old Network Diagrams
- Downloads

- **Information Systems Overview**

Information Systems Overview

Patton - Fuller Community Hospital utilizes four information systems to improve the communication and collaboration between senior management, employees, doctors, nurses, and patients. The information systems improve the efficiency of hospital operations, improve the relationship with current and future patients, and assists senior executives in managing hospital finances.

- Accounting and Finance Information System - Used by senior executives to manage Patton-Fuller's cash flows, assets, liabilities, and net income. The IS helps generate financial statements required by federal regulations.
- Human Resources Information System - Used to manage hospital policies, procedures, and compliance requirements. Allows employees to conduct personnel actions through the hospital intranet and thus free HR employees to concentrate on more critical HR actions. System is used by HR personal for recruitment, training, and personnel evaluations.
- Customer Relationship Management (CRM) Information System - CRM is used to build patient loyalty by allowing patients to interface with the hospital through the World Wide Web. Patient recommendations, complaints, and comments are tracked by the CRM and provide patient satisfaction reports to senior managers.
- Knowledge Management (KM) Information System - The Medical KM is used by doctors and nurses to access online medical databases to assist in patient diagnosis and drug administration.

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HR Administration

- Employee Files
- Job Descriptions
- Organizational Charts
- HR Mission Statement and Goals
- Information Systems Overview

Employee Files

- Ashley, T.
- Bartlett, Z.
- Bellamy, B.
- Branham, A.
- Brotherton, M.
- Castillo, D.
- Coffin, C.
- Connors, J.
- Cowell, S.
- Earls, T.
- Flora, D.
- Glasgow, T.
- Gleason, L.
- Hudspeth, J.
- Lovell, K.
- Mares, D.
- McFate, L.
- Sage, D.
- Silverman, M.
- Wiseman, N.

ASHLEY, Teressa

Application

- Application
- Hire Letter

Evaluations

Corrective Action

- May 12, 2010 Incident Report

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Job Descriptions

- Certified Nursing Aide
- Chief Compliance Officer
- Chief Development Officer
- Chief Financial Officer
- Chief HR Officer
- Chief Medical Officer
- Chief Nursing Officer
- Chief Operations Officer
- Director
- Director - IT
- Dispatcher
- Food Service Worker
- Housekeeper
- IT Help Desk
- Registered Nurse
- Team Leader

Certified Nursing Aide

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PATTON – FULLER COMMUNITY HOSPITAL

DEPARTMENT OF SECURITY
JOB DESCRIPTION

POSITION:

Certified Nursing Aide

DESCRIPTION:

Responsible for the care of patients utilizing the hospital services. Will perform duties within the realm of the CNA and under the direction of a professional nurse (RN or in some instances LVN/LPN).

JOB DUTIES: *Job duties listed are the essential functions of this job title*

1. Takes and records vital signs as directed
2. Provides for or assists patients with daily hygiene needs
3. Makes patients bed and changes linen as needed
4. Ambulates patients as directed
5. Serves and picks up patient food trays and records dietary intake. May feed patients or assist with feeding as necessary
6. Records I & O at least once per shift or as directed
7. Weighs patients daily
8. Transfers patients to bed, chair or stretcher as required
9. Observes body mechanics to avoid injury to self or others
10. Observes infection control protocols to avoid the spread of disease and infections. Observes proper hand washing techniques

EDUCATION AND EXPERIENCE:

1. Must have a current State Nursing Aide Certification
2. Prefer at least one year experience

SKILLS AND ABILITIES:

1. Must be able to communicate effectively in a clear and concise manner
2. Must be able to interact with others in a calm and professional manner
3. Must be able to lift 30 lbs without injury to self or others
4. Must have the ability to stand or walk for extended periods of time.
5. Must have the ability to critically think and take immediate and reasonable action

REPORTING STRUCTURE:

1. Reports directly to the Nurse in charge of the patient team and indirectly to the shift charge nurse
2. Does not supervise other personnel

WORK HOURS:

1. Will be assigned to work 7am-3pm, 3pm -11pm, 11pm-7am, 7am-7pm or 7pm to 7am shifts

2. Will rotate shifts as needed to cover the hospital needs
3. Will rotate working holidays with other CNA personnel
4. May be required to work overtime
5. The position is non-exempt in that approved over-time will be paid at 1 1/2 the officers hourly rate

WORK AREA:

1. The work area may be any where in the hospital proper or outlying service areas

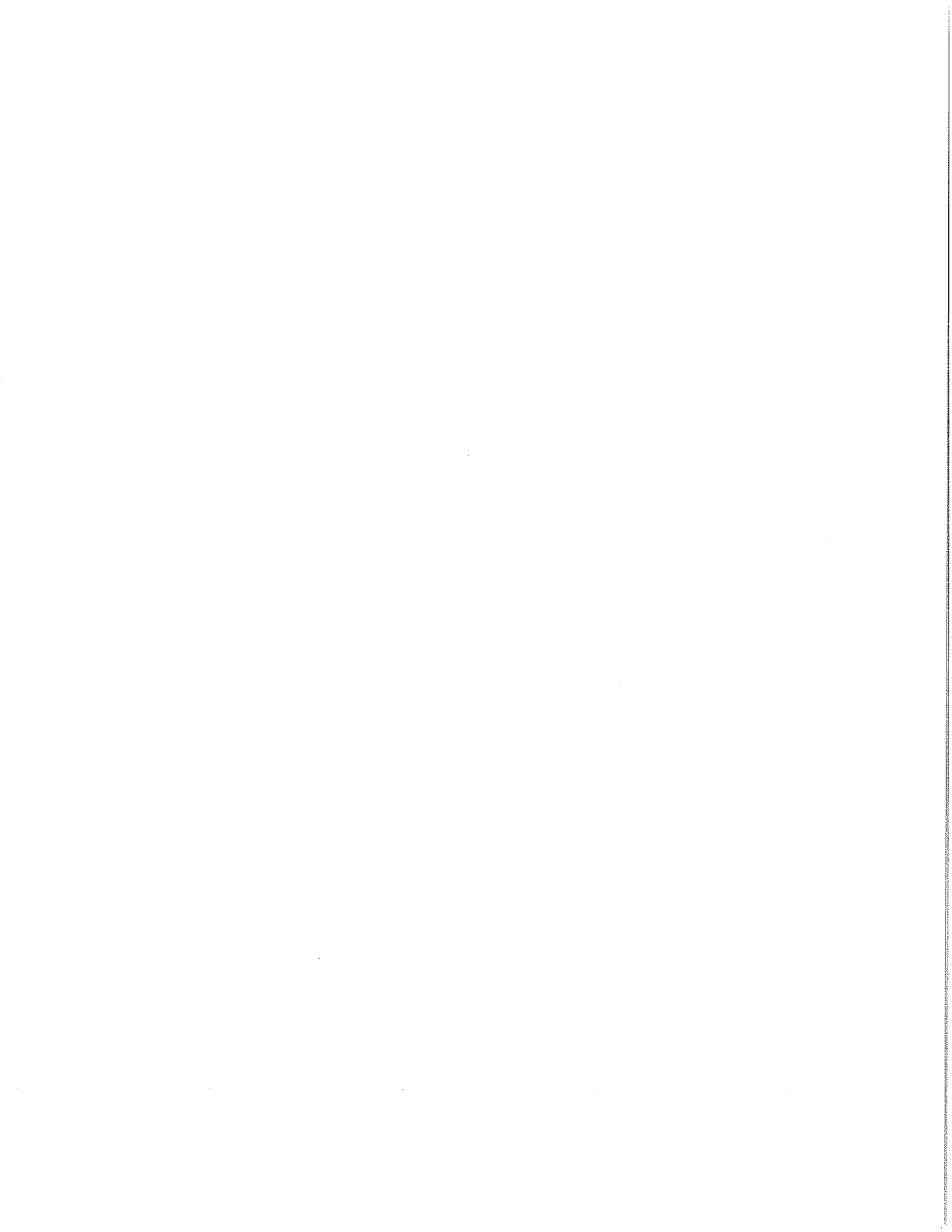
UNIFORMS:

1. CNA will be required to wear the scrubs identified by the unit on which they are assigned. Staff is responsible for the laundering and care of their scrubs.
2. All staff will be required to wear their name badge when on duty
3. All staff will be required to wear sensible foot coverings designed for safety and comfort. All shoes must be cleaned and maintained. White nursing shoes or tennis shoes are acceptable.

OTHER EXPECTATIONS:

1. CNA staff are expected to report to work at their assigned times and be ready to perform their job duties.
2. CNA staff is expected to maintain professional behavior in attitudes, actions, and language at all times in all situations.
3. CNA staff will treat all persons equally in regards to upholding policies and procedures regardless of age, race, gender, national origin or other protective classifications.

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HR Administration

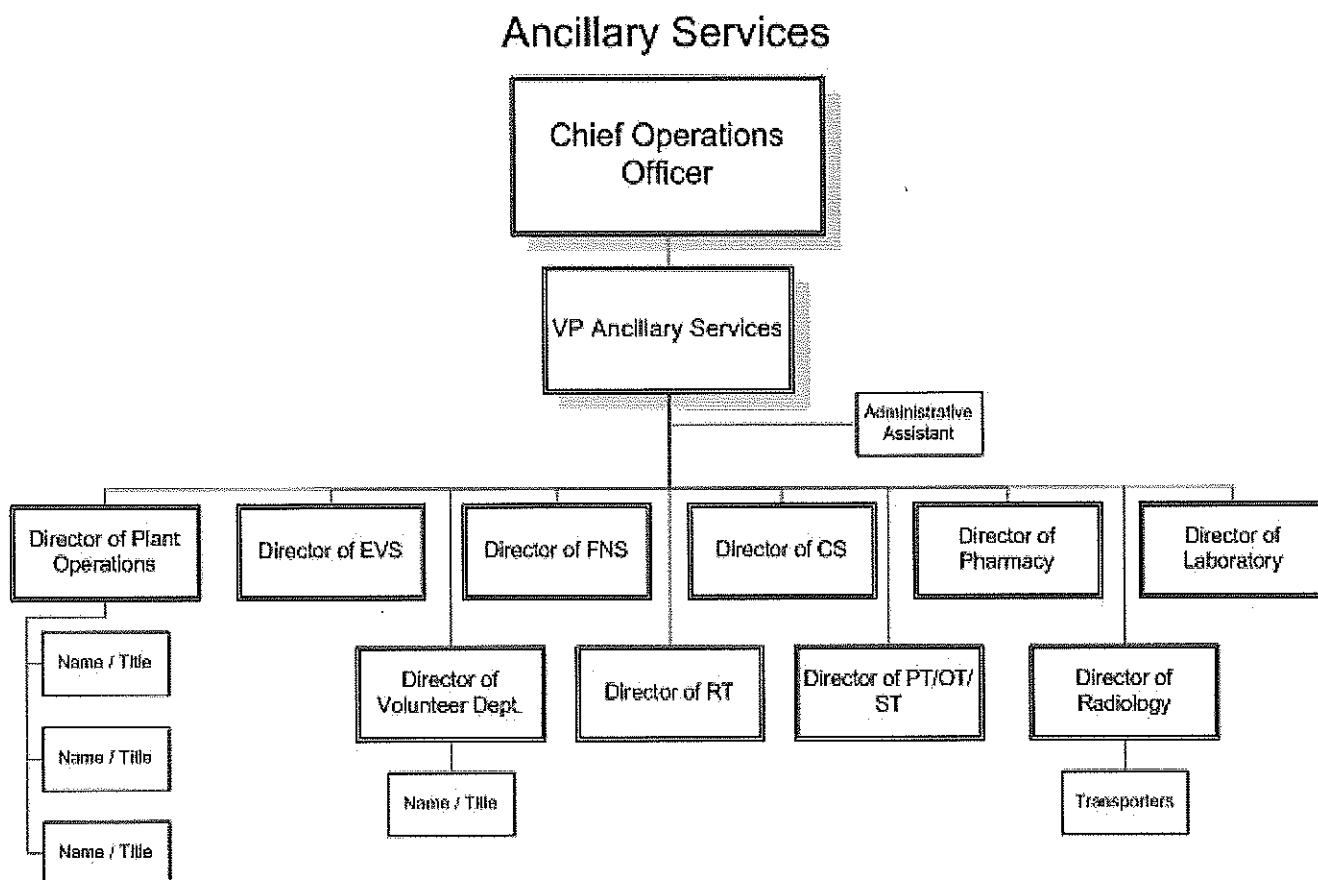
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Organizational Charts

- [Ancillary Services](#)
- [Central Supply](#)
- [Chief Nursing Officer](#)
- [Environmental Services](#)
- [Executive Officers](#)
- [Food & Nutritional Services](#)
- [Hospital Departments](#)
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- [Plant Operations](#)
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- [Volunteer Department](#)

Ancillary Services

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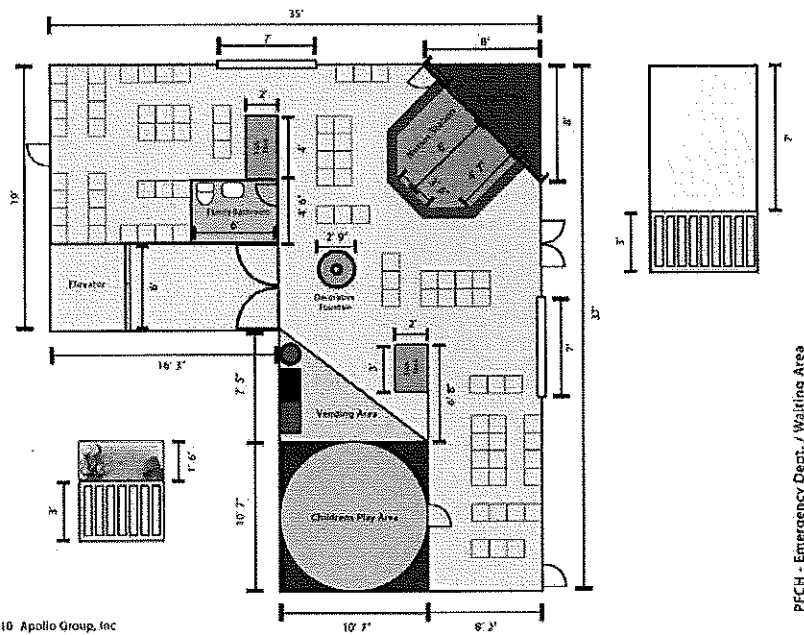
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Facilities

- Floor Plans
- ED Remodel Project
- Policies & Procedures

Floor Plans

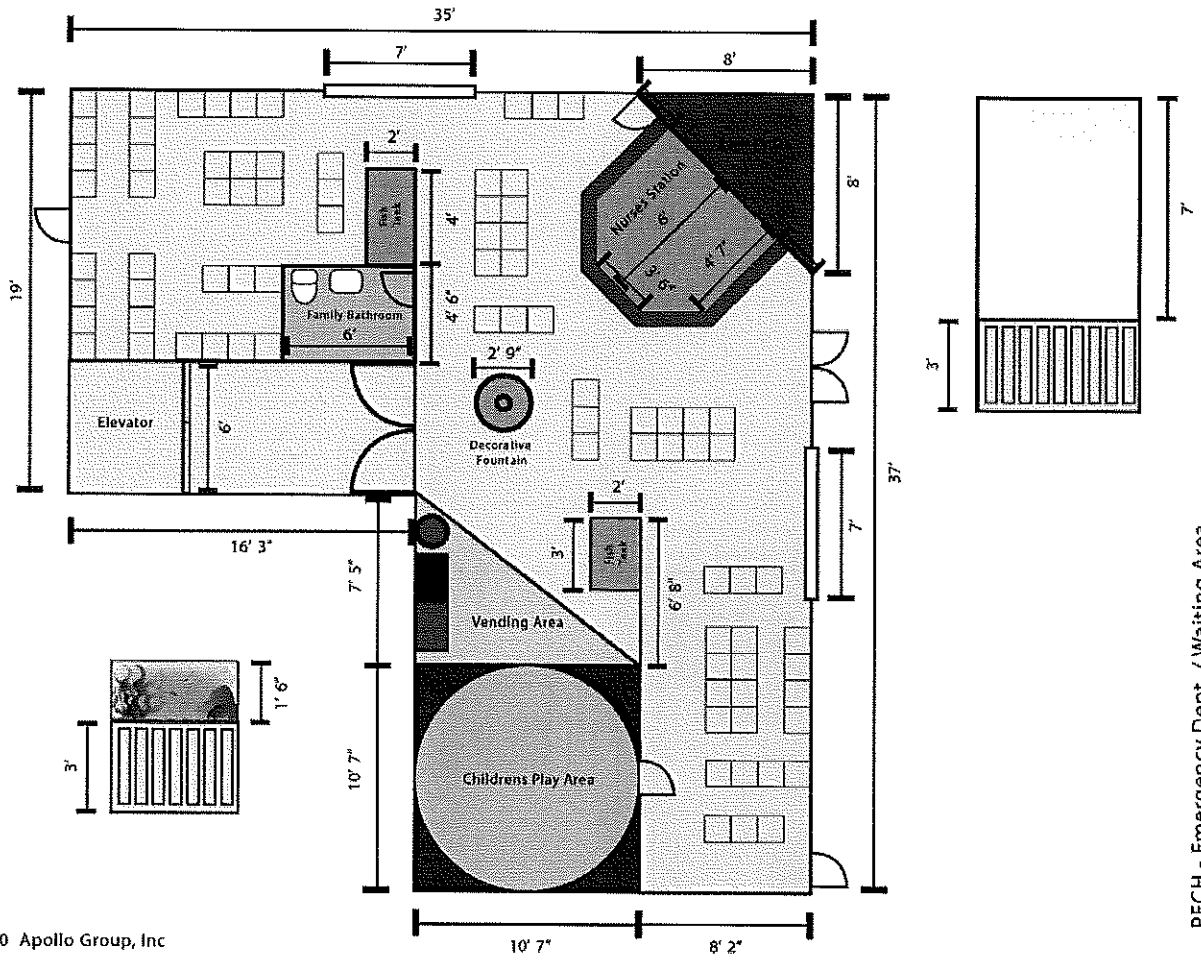
Enlarge



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Close

PFCH - Emergency Dept. / Waiting Area



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PATTON – FULLER COMMUNITY HOSPITAL

HR Mission Statement

To develop, establish and maintain policies and programs that ensure the successful recruitment, employment and retention of a diverse, well qualified workforce to serve the patients.

Overview

The Human Resources Department is responsible for the recruitment, selection, classification, compensation, benefits, professional development, employee relations, legal compliance and record keeping for all employees.

The department directs and monitors the organization's efforts to build and sustain a diverse work force.

Human Resources is the primary resource for supervisors and employees concerning employment and management issues related to the administration of policies, and procedures. The organization invests in the development of the work force through several training and development programs administered by the Human Resources Department.

Strategic Goals

- Recruit, retain, and retain the very best employees that the organization can afford
- Grow/enhance a participative employee culture that includes a focus on diversity and sensitivity awareness programs
- Be an employer of choice
- Create the environment for our employees success
- To create and maintain a risk management program to keep in compliance with legally-mandated federal, state, and local laws, regulations, rules, and procedures to reduce litigation exposure to the company in a diligence manner, achieved through policy and procedure development and enforcement

Operational Goals

- To retain our employees by providing competitive and equitable compensation through modern marketplace surveys and research methods
- Offering skill enhancement and leadership development training opportunities through effective training and development methods such as licensure, qualification, recurring, and certification programs
- To create and maintain a equitable personnel policies and procedures to ensure a fair workplace for our employees

- Create systems for reducing litigation exposure to employee-driven adverse actions
- To administer cost effective health care programs which provide for the well being of employees
- To provide a safe working environment for all employees through OSHA and JCHCO-driven procedures

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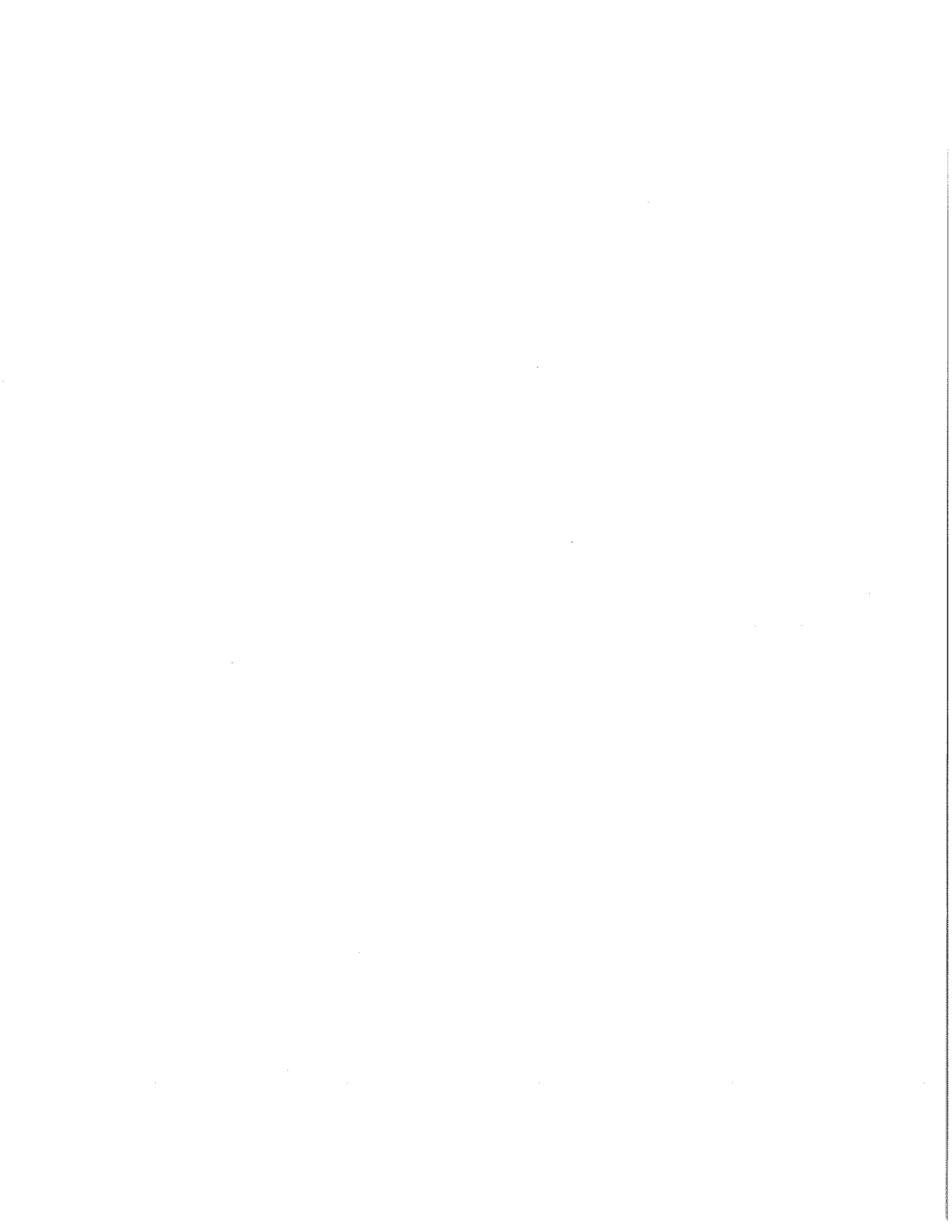
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Remodel - ED / Waiting Area

PFCH Email Record

From: Missy Brotherton <missy.brotherton@pfch.net>
To: Dawn Sage
Subject: ER Waiting Room Remodel - Measurements

The Board of Directors has given us preliminary approval to remodel some of the Hospital's waiting areas. I want to begin with the waiting area for the Emergency Department. I have attached a copy of the floor plan showing the room's basic measurements. The remodel plans for this area include:

- Painting the walls in the waiting area, the vending area and the family bathroom.
- Adding wainscoting to the perimeter walls of the waiting area.
- New tile for the floor of the family bathroom.
- New carpet for the seating area.

The Children's Play Area is a fairly recent addition to the waiting area, therefore, will not be included in this remodel. We are also not doing anything with the hallway between the elevator and the waiting area, so don't include that area in any of your calculations.

In order to get final approval from the Board of Directors, we will need to submit a budget for the project. Before we can get cost estimates, we will need to know the perimeter measurements and square footages for each of the items we are planning to address in the remodel. I need you to do the following:

1. Calculate the square footage of the walls so we can estimate how many gallons of paint to buy.
 - The walls are 10 feet high.
 - The wainscoting is 3 feet tall and is not painted so we will only need to paint from the top of the wainscoting to the top of the wall.
 - The windows shown on the floor plan measure 7 feet by 7 feet and they are mounted flush with ceiling.
 - All of the doors shown on the floor plan are 3 feet wide. They are wooden and extend 10 feet to the ceiling. The doors will not be painted. Where double doors are shown, each door is 3 feet wide for a total width of 6 feet.
 - The interior walls of the family bathroom are to be painted. Wainscoting will not be used in the interior of the bathroom, so the entire surface area of the wall will be painted.
 - The three exterior walls of the family bathroom (the ones that are seen from the seating area) will have wainscoting and will need to be painted. A fish tank abuts one of the bathroom's exterior walls. The tank will need to be drained and moved to allow for the painting of the wall. The tank sits on a pedestal that is 4 feet long, 2 feet wide and 3 feet tall. We won't paint where the pedestal abuts the wall, but will have to paint the area above the pedestal.
 - The floor plan shows a diagonal line separating the Vending Area from the seating area. This is not a wall and only designates a difference in floor coverings.

- In the Vending Area, the wall behind the vending machines and the common wall with the Children's Play Area will both have wainscoting and will need to be painted.
 - The exterior wall of the Children's Play Area (the one with the door) will have wainscoting and will need to be painted.
 - The floor plan shows a wall between the Children's Play Area and the second fish tank. This is a pony wall (a short wall that does not extend to the ceiling and is used to separate areas of a room). The pony wall only stands 3 feet tall. It will have wainscoting on both sides, but will not need to be painted.
2. Calculate the perimeter of the waiting area in order to determine the total feet of wainscoting that will be required.
 - Don't forget to include the exterior walls of the family bathroom.
 - The fish tanks sit on 3 foot high pedestals and the pedestals will have wainscoting. On the tank that abuts the Family Bathroom, do not include wainscoting on the section that actually touches the bathroom wall.
 - Remember to include wainscoting on both sides of the pony wall running between the fish tank and the Children's Play Area.
 - We do not plan on using wainscoting on the Nurses Station. In the Back Office, we will only have wainscoting on the two 8 foot wall sections that make up the right angle at the corner of the office.
 3. Calculate the total square footage of the Family Bathroom floor so we know how much tile to order. Ignore the footprints of the sink/vanity and the toilet for the purpose of your calculation.
 4. Calculate the square footage of the seating area (shown in green on the floor plan) and the Back Office area so we will know how much carpet to order.
 - Ignore the space taken up by the decorative fountain.
 - Calculate the square footage taken up by the fish tanks/pedestals and deduct those from your total square footage.
 - Use an estimate of 33 square feet for the Nurses Station and deduct that from your total square footage.

Missy Brotherton, Director – Environmental Services

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PFCH Email Record

From: Missy Brotherton <missy.brotherton@pfch.net>
To: Dawn Sage
Subject: ER Waiting Room Remodel - Budget

Dawn:

We now need to get an idea of what the remodel is going to cost us. While we will seek bids for the work, I want an idea of the material costs before we solicit our bids.

Use the Internet to research local and national hardware stores to price paint, wainscoting, tile and carpeting.

- Use the square footage and perimeter calculations that you performed last week.
- Assume that 1 gallon of paint can cover 350 square feet.
- Calculate the painting cost using a flat, white latex paint. Calculate it again using a flat, latex paint in a color of your choosing.
- Calculate the cost for tiling the Family Bathroom using a vinyl tile and then again using a ceramic tile.
- Calculate the cost for the wainscoting using the cheapest material you can find. Don't worry about the cost of adding moldings or top rails.
- Use a medium grade commercial carpet for the purpose of the estimates.

Missy Brotherton, Director – Environmental Services

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PFCH Email Record

From: Missy Brotherton <missy.brotherton@pfch.net>
To: Dawn Sage
Subject: ER Waiting Room Remodel - Green Materials


I just got off the phone with Davis Geach, the President of the Hospital. He wants me to do a presentation to the Board next week on how we could incorporate environmentally responsible materials in our planned remodel of the Emergency Department. I'm swamped for the rest of this week, so I need you to do the research for me.

Please go online and prepare a PowerPoint presentation outlining the available green alternatives in paint, paneling, tile and carpeting that me might be able to use in our remodel project. Highlight the advantages and disadvantages of the different materials.

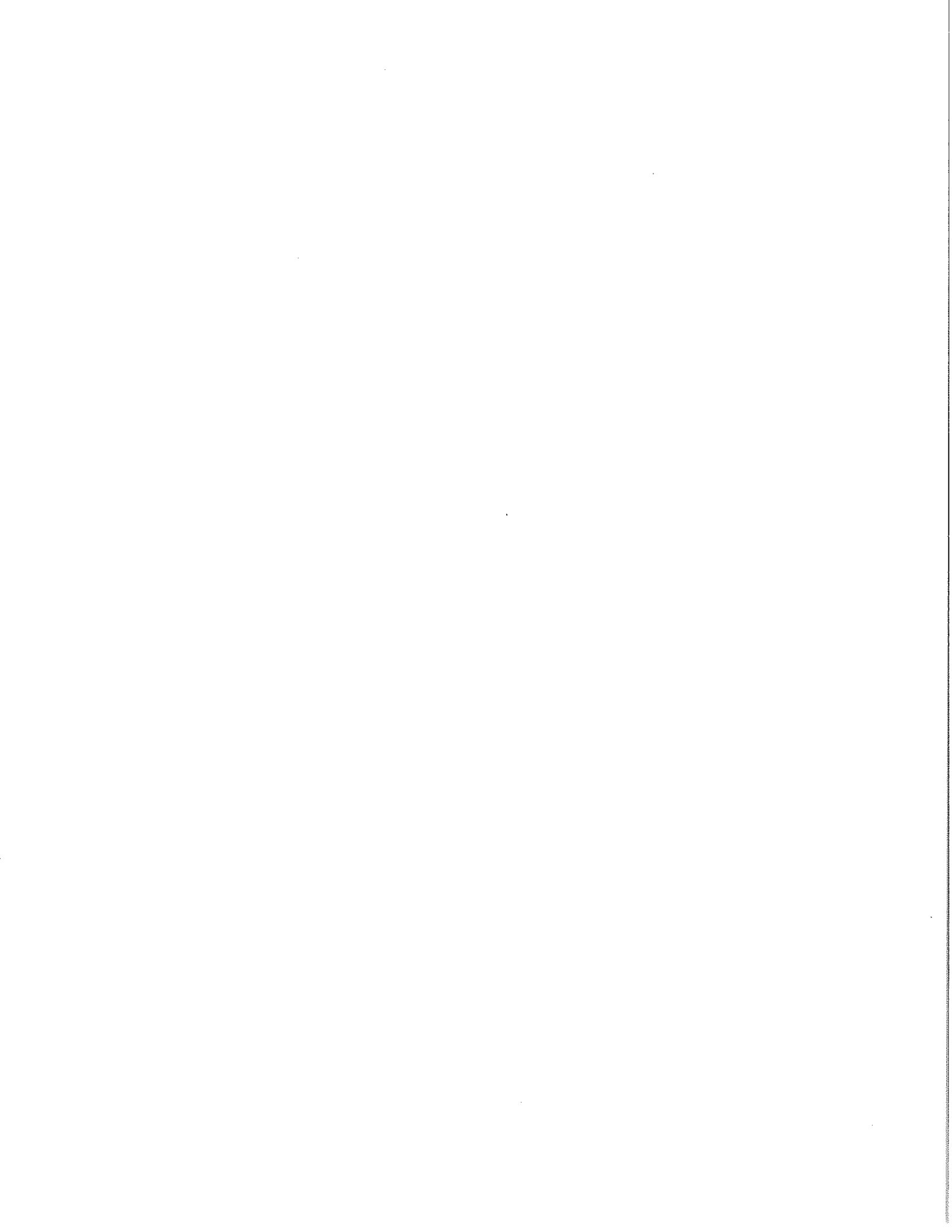
Davis said that since this was such short notice, he didn't expect price comparisons with our original budget, but if you have time, that would also be helpful.

Thanks.

Missy Brotherton, Director - Environmental Services

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Facilities

- Floor Plans
- ED Remodel Project
- Policies & Procedures

Policies & Procedures

- Classification of Medical Equipment
- Downloads

Facilities Administration

PATTON – FULLER COMMUNITY HOSPITAL POLICIES & PROCEDURES

Facilities Administration
Classification of Medical Equipment

Policy

All equipment used in the hospital is to be evaluated by Facilities and included in the Hospital Equipment Management Program.

Purpose

- To provide a procedure for the inspection of all electrical and mechanical equipment brought into the hospital.
- To ensure that all electrical and mechanical equipment is cataloged and added to the hospital's asset inventory.
- To assess all risks associated with the use of a particular piece of equipment and to design and implement training and maintenance protocols based upon the equipment's risks.
- To comply with all local, state and national regulations and accreditations.

Procedure

1. Hospital Equipment Management Program

1. The Hospital Equipment Management Program shall be administered by the Director of Plant Operations with assistance as may be required, from time to time, by all other departments of the Patton-Fuller Community Hospital.
2. Each hospital department shall be responsible for the costs of procurement, training and maintenance of all electrical and mechanical equipment within its scope of control.
3. Records of equipment procurement, training and maintenance will be maintained by the Hospital Equipment Management Program.

2. Receipt of Equipment

1. The Director of Plant Operations or his designee is to be notified of all planned acquisitions of new electrical or mechanical equipment.
2. If possible, all deliveries of equipment for the Hospital should be at the Hospital's main loading dock. In the event that a particular piece of equipment must be delivered and/or installed at another location within the hospital, the Director of Plant Operations is to be notified in advance of the delivery/installation and the Director of Plant Operations or his designee is to be in attendance at the delivery/installation.
3. Upon the receipt of a new piece of equipment, the Director of Plant Operations or his designee shall do the following:
 - Coordinate with the department purchasing or leasing the equipment to ensure that the correct equipment has been received and that all ordered equipment has been received.
 - Ensure that the equipment is in proper working order.
 - Record the equipment's description, make, model number and serial number.
 - Affix a Patton-Fuller Community Hospital asset identification tag to the equipment.
 - Provide the Chief Financial Officer with a record of the asset identification tag number and the equipment's identifying information. A separate copy of this information is also to be maintained by the Director of Plant Operations.
 - Coordinate with the department purchasing or leasing the equipment and the office of the Chief Financial Officer to file any necessary documents in order to comply with the requirements of any applicable warranties or guarantees associated with the equipment.
 - Coordinate with the department purchasing or leasing the equipment to file any necessary documents in order to comply with the requirements of any local, state or national regulatory bodies and/or any accrediting bodies that provide accreditation to Patton-Fuller Community Hospital.
 - Acquire at least two (2) copies of all training, maintenance and user's materials that are provided by the manufacturer and/or seller of the equipment.
 - One (1) copy of the materials will be maintained by the hospital department that is purchasing or leasing the equipment.
 - One (1) copy of the materials will be maintained in a central library by the Director of Plant Operations or his designee.
 - Classify the equipment for inclusion in the Hospital Equipment Management Program.

3. Equipment Classification

1. All electrical or mechanical equipment owned or leased by the Hospital or any of its departments shall be classified into one of the categories utilized by the Hospital

Equipment Management Program and summarized by the table appended to this document.

2. The hospital's equipment classifications will be reviewed every three years by the Director of Plant Operations, the Chief Operations Officer or his designee, the Chief Financial Officer or his designee and the Chief Compliance Officer or his designee.

4. Training

1. The Director of Plant Operations shall be responsible for providing training to hospital employees on the use of hospital equipment. Each hospital department will coordinate with the Director of Plant Operations to ensure that all of the department's employees receive the training required pursuant to this policy.
2. The Director of Plant Operations shall maintain records of the training received by all hospital personnel. A copy of such training records shall also be maintained by the employee's hospital department.
3. When a new employee begins working for a hospital department, the department director or his designee shall determine what equipment the employee will need to operate as part of their job duties and present that information, along with the employee's identifying information, to the Director of Plant Operations. This procedure is also to be followed in the event that an existing hospital employee transfers to a new department within the hospital.

4. **Class A Equipment:**

- No employee shall operate any item of Class A equipment until they have completed a training course on the operation of the equipment and been certified by the Director of Plant Operations as qualified to operate the equipment.
- Each department shall ensure that on any floor where it has Class A equipment, there shall always be at least one person on duty on the floor who has been certified by the Director of Plant Operations to operate the equipment.
- Employees who operate Class A equipment must be recertified by the Director of Plant Operations annually.

5. **Class B Equipment:**

- No employee shall operate any item of Class B equipment until they have completed a training course on the operation of the equipment and been certified by the Director of Plant Operations as qualified to operate the equipment.
- Each department shall ensure that on any floor where it has Class B equipment, there shall always be at least one person on duty on the floor who has been certified by the Director of Plant Operations to operate the equipment.
- Employees who operate Class B equipment must be recertified by the Director of Plant Operations on the operation of a particular type of Class B equipment any time the equipment is replaced with new or different equipment and the model of the equipment or the manufacturer of the type of equipment changes.

6. **Class C Equipment:**

- Each department shall ensure that, as part of a new employee's orientation, the employee receives training in the use of all Class C equipment the employee is expected to use in performance of their job duties.
- Each department shall be responsible for providing training to its employees when new Class C equipment is obtained.

5. Maintenance

1. Maintenance records for all hospital equipment shall be maintained by the Director of Plant Operations.

2. Requests for equipment maintenance or repairs shall be directed to the Director of Plant Operations. The Director of Plant Operations shall determine whether required maintenance or repairs are to be performed by hospital personnel or by outside contractors.
3. The Director of Plant Operations shall manage the maintenance and repair of hospital equipment so as to minimize costs and maintain equipment guarantees and warranties in force.
4. **Class A Equipment:**
 - Class A equipment shall be maintained and repaired only by persons that have been certified by the manufacturer of the equipment as qualified to perform said maintenance or repairs.
 - All items of Class A equipment shall be inspected annually to ensure that the equipment is in good condition and to perform any maintenance suggested by the equipment's manufacturer.
5. **Class B Equipment:**
 - Class B equipment shall be maintained and repaired only by persons that have been certified by the manufacturer of the equipment as qualified to perform said maintenance or repairs.
 - Items of Class B equipment that had an acquisition cost in excess of \$10,000 or which are being leased, but have a replacement value in excess of \$10,000, shall be inspected annually to ensure that the equipment is in good condition and to perform any maintenance suggested by the equipment's manufacturer.
 - The Director of Plant Operations shall make a list, updated annually, of all other items of Class B equipment. In January of each year, the Director of Plant Operations shall use such list to take a statistical sampling of 10% of the items and schedule them for inspection and maintenance during the year.
6. **Class C Equipment:**
 - Items of Class C equipment that had an acquisition cost in excess of \$10,000 or which are being leased, but have a replacement value in excess of \$10,000, shall be inspected annually to ensure that the equipment is in good condition and to perform any maintenance suggested by the equipment's manufacturer.
 - The Director of Plant Operations shall make a list, updated annually, of all other items of Class C equipment. In January of each year, the Director of Plant Operations shall use such list to take a statistical sampling of 5% of the items and schedule them for inspection and maintenance during the year.

Category	Description
A	Life support / Life safety equipment and systems.
	Equipment that delivers substantial energy or radiation to persons such as radiation machines used in oncology treatment or defibrillators.
	Oxygen delivery systems.
	Fire control equipment.
	Emergency communication and lighting equipment.
B	Invasive surgical equipment.
	X-ray equipment.
	Dialysis equipment.

Equipment for regulating and maintaining oxygen or pressure environments such as incubators or hyperbolic chambers.

Patient monitoring equipment.

Drug delivery systems.

Non-invasive surgical equipment.

Invasive diagnostic equipment.

Laser equipment.

Motorized patient transportation equipment.

Patient care computer equipment.

Non-patient care computer equipment.

Office equipment.

Copiers

Fans

Non-invasive diagnostic equipment.

C

Laboratory equipment.

Non-motorized patient transportation equipment.

Televisions

Telephones / Paging System

Hospital beds.

Rehabilitation equipment.

All other equipment not classified above.

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Chief Compliance Officer

- Communications
- Compliance Issues
- Director of QA / Risk Management
- RFP - Data Warehouse Project

Communications

Letter

To: Chief Compliance Officer

From: Melancon, Downey & Hall, LLC

Re: HIPAA Privacy and Security Requirements

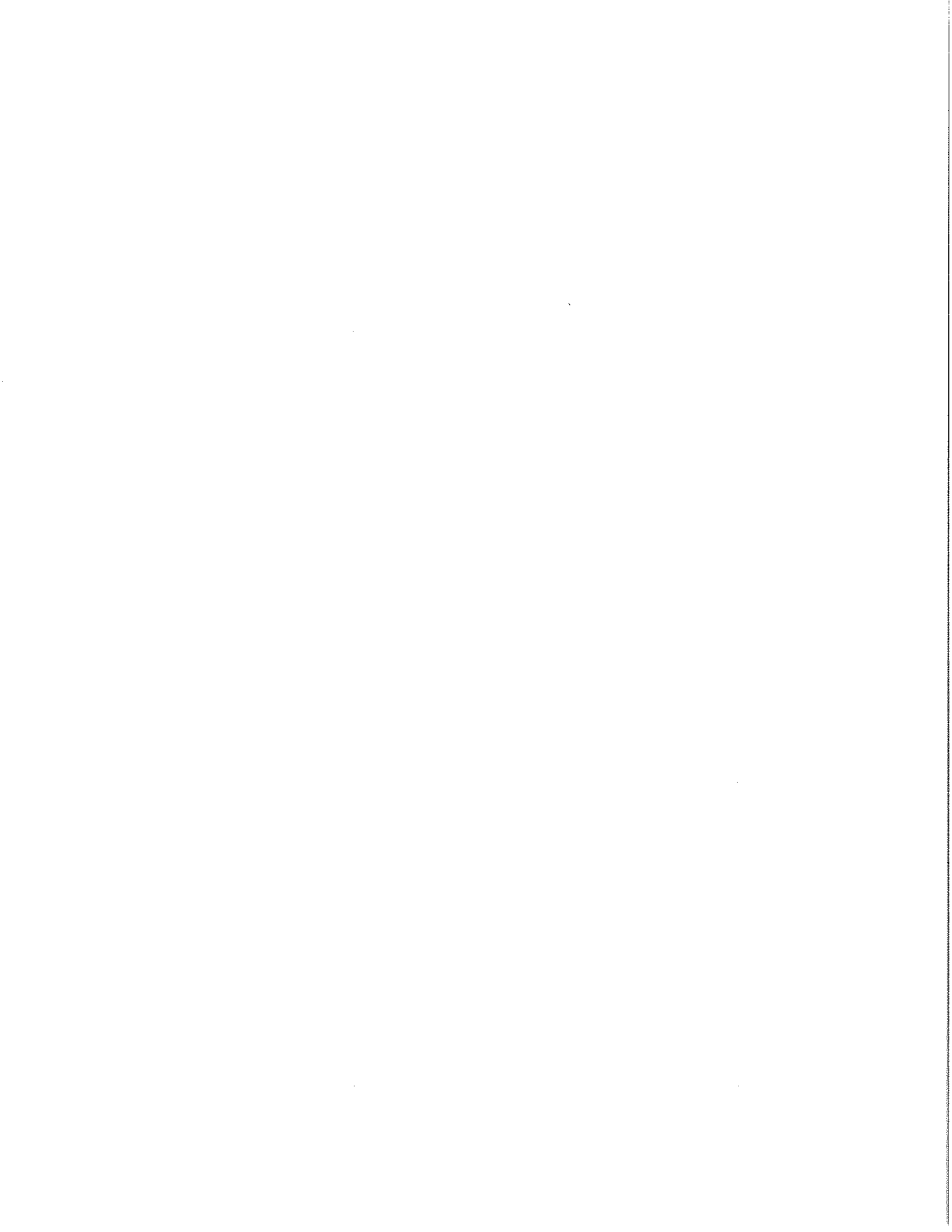
Letter

To: CEO; Dir. of QA/Risk Management

From: Melancon, Downey & Hall, LLC

Re: Death of Ronny Pecoraino

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Chief Compliance Officer

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Compliance Issues

Compliance Concern #1

Compliance Concern #2

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