

## FLEXIBILITY IS MORE IMPORTANT THAN EVER

Flexibility may be the key to getting more shifts. You might have to adjust your preferences on shift or location. You also might want to consider other specialties. For example, if you're a critical care nurse, ask about telemetry openings. That might just be the trick that you needed to get that door to open. It's all about creating positions for yourself and improving your nursing skills!



**PACE MEDICAL**  
STAFFING  
205 SE Wilson Suite 1  
Bend, OR 97702



# PACE MEDICAL STAFFING

4th Quarter 2010

Newsletter

## EXECUTIVE DIRECTOR'S NOTES



### WELCOME TO OUR TEAM!

Robert C, RN  
Kim D, RN  
Jill D, RN  
Ann O, MA  
Robin C, RN

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## IN THIS ISSUE

Executive Director's Notes  
The Difficult Patient  
Staff Spotlight  
New Employees  
Side Note

A note about cell phone usage- I understand everyone carries a cell phone. It makes it easier for our families, friends and even us to get a hold of you. Remember to always wait until you're on a break or lunch to use your phone. Being on your cell phone while on the floor is unacceptable. Even if you just want to send a quick text. If you receive a call from Pace, we'll leave a message and you can return it at your earliest convenience.

I'd also like to address some questions we've had recently about payroll.

- Pay periods: Sunday – Saturday
- Paydays: Friday (for the prior week)
- Timesheets must be received in our office no later than 12:00 noon on Monday in order to be paid the following Friday
- All entries on your timesheets must be legible
- Must have a supervisor's signature for each shift worked
- If you work at more than one client, list them on separate time sheets
- Don't submit a timesheet if you were "on-call" (Does not require a supervisor's signature)

## THE DIFFICULT PATIENT

We've all had them and we will have them again. It's the patient that would avoid us for our entire shift, if possible. However, we all know this is not possible. We have also had to experience someone saying as you come on shift "have fun in that room, you will be there all night."

Next time this happens to you be determined that you will not have the same relationship with this patient. Don't get stuck in the mind frame that they are difficult. Maybe the other nurse just had a clash of personality. And remember, not everyone is going to get along with every one else.

One of the greatest tools you have for the patient is listening. Most patients simply feel that they aren't heard. Now, we know you don't have all day for this, so explain to the patient that you have 5 more patients and that they will require time also. Maybe make a deal with them that you will be back in one hour. Make sure that you do go back in that time so that they know they can trust in you. Then they may be a little more relaxed when you come back. When you first come into the room, the patient may want to vent about the previous nurse. Respond with empathy, while not placing blame on your co-worker. This can be done while charting but they will feel like you are taking the extra few minutes that they weren't given before.

Be open minded and listen. You never know... you may learn something.

S A F E T Y T D F C L T R M  
 N Y T E W E L L N E S S E P  
 A T C P T W M I E R N E L Y  
 L N I A W A R E N E S S K T  
 P E N L E N U V U E R S J D  
 A M I T T D S L E M A E C B  
 C E L B E A W F E J H M M T  
 E D C H I F A C E B O O K E  
 V I C Y M N Q R I L E T S R  
 R C I A I T G E L D T R E U  
 E A K L A C I O E M U I N T  
 S L I E N N R O P N Q A T L  
 S T E T H O Y E R P E V L U  
 Y C O M M U N I C A T E L C

PACE	NURSE	HOYER
SAFETY	AWARENESS	TEAM
CULTURE	BINGO	COMMUNICATE
FACEBOOK	MEDICAL	WELLNESS



### SIDE NOTE

Winter is upon us. This is a great site to check out before you head out on the road:  
[www.tripcheck.com](http://www.tripcheck.com).



### STAFF SPOTLIGHT:

Lori B is awarded the Pace employee of the quarter. Lori always goes to her shifts with a smile and has a willingness to help where needed. She is asked by name when clients call to book shifts. Lori is very knowledgeable in many different specialties. Thanks Lori for being an example of a great employee and nurse!

### JOIN NOW!

Get Supplemental Insurance and have it deducted from your paycheck! Any employee who has been employed for 30 days or more is eligible. Contact Kristy today to discuss healthcare plans and coverage.