

the i.v. solution

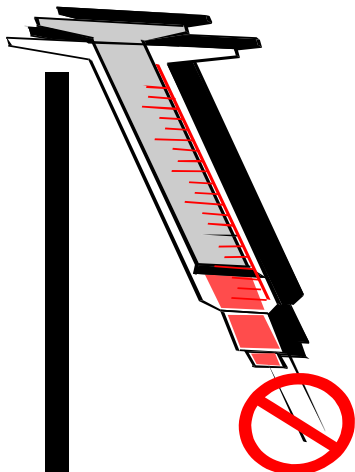
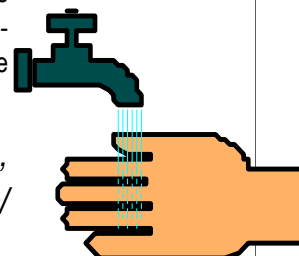
VOLUME 2 NO. 2

Summer 2002

This year marks the 155th anniversary of one of the most important medical discoveries. In 1847, Dr. Ignaz Semmelweiss, a physician in a Vienna hospital, discovered that fatal infections were spread among patients by doctors who failed to wash their hands between examinations. Semmelweiss immediately instituted a disinfecting procedure whereby physicians were required to wash in a chloride of lime solution after autopsies and with soap and water between patient visits. As a result, hospital mortality rates from infectious diseases declined dramatically.

The U.S. Centers for Disease Control (CDC) estimates that 2.4 million Americans acquire an infection in hospitals each year and that half of those are preventable by proper hand washing. Furthermore, hospital-acquired infections cause or contribute to 100,000 deaths annually, according to CDC officials. Some viruses can survive for up to three hours on inanimate surfaces, such as doorknobs. The American Medical Association (AMA), in cooperation with JCAHO, adopted resolutions in 1995 and 1996 to improve hand washing practices in celebration of the 150th anniversary of Semmelweiss' discovery. Today, hand washing should be a simple, standard antiseptic technique employed in the home health care setting.

To promote effective hand washing with our patients and caregivers at home, we will be sending **"HIBICLENS"** (chlorhexidine gluconate) (8oz.) antiseptic/antimicrobial skin cleanser with all first time deliveries and as needed.



NEEDLE-FREE BLOOD SAMPLE TRANSFER: Safe and Easy from Syringe to Collection Tube

Transferring blood from a syringe to a Vacutainer sample tube is simple and easy with the **BD Blood Transfer Device** holder with preattached multiple sample female luer adaptor. The holder/adaptor assembly may be used for the transfer of venous blood from luer-lock syringes to **BD Vacutainer tubes** and **Bactec blood culture bottles**. IV Solutions will provide this product for use by the visiting nurse for all home patients who require periodic lab draws.



Inside Story Headline

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in

your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you’re finished writing your newsletter, convert it to a Web site and post it.



Caption describing picture or graphic.

Inside Story Headline

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note

business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or top customers or vendors.

“To catch the reader’s attention, place an interesting sentence or quote from the story here.”

Inside Story Headline

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you’re trying to convey. Avoid

selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



Caption describing picture or graphic.

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**CELEBRATING
OUR FIRST YEAR!**

THE IV SOLUTIONS STAFF

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PATIENT DELIVERY

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Bill Honiotes

HOW DO YOU MEASURE QUALITY ?

"Business goes where it is invited, and stays where it is served."

Will Cargill 1875

IV Solutions is dedicated to providing the highest level of care and attention to the patients, social workers, clinicians, and physicians we work with. As an independent owner-run business, we can provide a level of service and accountability unmatched by large national or regional companies. Here are some of the specialized personal services we offer.

- Referral intake by nurse or pharmacist
- Pharmacist reviews complete drug profile and allergies to prevent unwanted interactions
- Ongoing drug dosage monitoring
- Individualized personal follow up with patients by Pharmacist and RN to monitor compliance with home care plan
- Wide variety of pumps and supplies based on patient needs and agency preference for ease of use and greater compliance
- First time deliveries made by an IV Solutions RN, pharmacist or manager. All subsequent deliveries are made by our staff. We do not use couriers or taxi services.
- Turn-around time 2-4 hours after receipt of referral and insurance verification
- Phone call to patient prior to delivery to establish a convenient time
- Review of supplies and storage instructions upon delivery
- Customized step-by-step easy to follow patient instruction sheets
- Weekly phone call to patient/caregiver to monitor response to therapy and re-view supply inventory to prevent overstocking
- Follow-up call to patient and referral source on the day following start of therapy
- Full service and staff available 24 hours / 7 days

One indicator of quality is measured by patient survey responses. The following quotes are from returned surveys

- *"Very pleased with service and all staff I dealt with at IV Solutions. Being an RN, I feel the patients could not get better care. IV solutions goes the 'extra mile'."* SF
- *"Your company is the quality of care and attention to detail that I would consider working for—if possible."* SM
- *"The employees at I.V. Solutions were very courteous and friendly."* EM
- *"This service was excellent. This was a tremendous help to me."* RP
- *"Every aspect was very good. Great service!"* CM
- *"You have an excellent service. I would recommend it to anyone."* JC

Survey Copies Available Upon Request. Please contact Bill Honiotes.

CATHETER MAINTENANCE FOR PATIENTS WITH HEPARIN ALLERGIES

Recently we received a referral for a patient with a peripheral IV catheter who had a heparin allergy. Up until a few years ago, the only option for keeping the catheter patent between medication doses was to flush with saline every 3-5 hours. This is not only inconvenient for the patient, but it also presents a catheter manipulation issue. We solved this problem with the Eclipse OneStep KVO, a version of the elastomeric pump that delivers 0.5 ml/hr. The 60ml pump has a y-site at the proximal end for simultaneous administration of other meds.