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## Busy Lab Works Hard and Plays Hard

The Staff of Banner Baywood Endoscopy, Mesa, Ariz.

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# Busy Lab Works Hard and Plays Hard

Part of Banner Baywood Medical Center in Mesa, Ariz., the hospital's endoscopy unit has earned the distinction of being one of the busiest labs in the state of Arizona. "We are a hospital-based lab that in 2006 saw 10,200 patients come through our doors, and performed over 11,000 procedures," says Debi Bradley, RN, BSN, director of the endoscopy lab and pain clinic at Banner Baywood Endoscopy.

Not only does this team of 19 registered nurses, six technicians, one aide and one secretary efficiently see 40-50 patients a day, but they have a great time doing it, Bradley adds. "The lab consists of seven admit bays, eight recovery bays, and six procedure rooms, along with a special procedure room. We provide a full range of services including gastrointestinal (GI) procedures, pulmonary and endoscopic retrograde cholangiopancreatography (ERCP)."

Like many other hospital-based endo labs, this one has had its challenges over the past several years — rebuilding business as GI docs open their own centers, but this group pulls together and meets the challenge head on, she says. "We have looked for opportunities to broaden our scope by performing special procedures — some GI-related and some not. Our most recent new service line is that of nurse-performed bone marrow biopsies. We performed 208 in our inaugural year (2006). We have also extended patient pre-teaching services to the inpatient units. We had been making pre-procedure calls to outpatients for years, but never afforded that same opportunity for questions and explanations to the inpatients. That was left to the RN caregiver on the nursing unit, who already had a full plate."



**Back row:** Kathy Selder, RN; Kathy Garcia, RN; Bill Egan, RN; Carol Selby, RN; April Lopez, unit secretary; Kathy Wollslair, RN; Cindy Walls, RN; Charleen Malgrat, clinical manager; Terri Jones, RN; Elke Vigna, RN.

**Third row:** Chrissy Cochran, CAN; Terri Denley, RN; Eva Tovistiga, RN; Cheryl Rafalski, RN; Kristen Pote, RN.

**Second row:** Amy Johnson, endo tech; Debra Fussner, endo tech; Susan Kennedy, endo tech; Joan Gehrke, endo tech; Debbie Ostrander, endo tech.

**Front row:** Dave Zander, clinical manager.

Now, an endoscopy nurse will visit the inpatient the day before their procedure and explain in detail what they can expect when they arrive in the department. This has alleviated much anxiety for the patient and family members, and delivers a better-prepared patient to the department.

The unit has strived to meet physician needs, not only in quality of service but in rapid turnover. Much of the daily volume is completed by noon, with room turnover times at five minutes or less. This is achieved by a skilled team that works together and pays attention to detail under the direction of clinical managers Dave Zander and Charleen Malgrat.

"As we embark on 2007-2008, we will face new challenges," Bradley says. "We will be implementing an electronic medical record as well as facing aggressive financial and productivity targets. We will also be facing additional competition from two new hospitals opening in our area in the middle of this year."

However, the department comes together and acts as a supportive unit, almost like family. "We work together and play together," Bradley affirms. "We have served dinner at the local Ronald McDonald house, as well as collecting food items for local food banks. We are involved in community efforts to raise awareness of all types of cancer, as well as raising money for research, treatments and cures. We recently participated in the American Cancer Society Relay for Life in our community, raising \$13,242, which placed them at No. 1 in donations for this very worthy cause."

Bradley concludes, "I think our success is due to the camaraderie, the positive work environment and most importantly, taking time to have fun while at work. I am very proud to be the director of this team and look forward to the future with them alongside."

