

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org •

April 13, 2005

OUR MISSION

Ephraim McDowell Health is a system committed to creating a healing environment, built on a legacy of best people, practices and performance, as seen through the eyes of our patients, healthcare providers and communities.

OUR VALUES

F Friendliness
I Innovation
R Respect
S Service
T Trust

Clark's Comments

Over the past 25 years, I have been able to formulate a pretty clear opinion about the ingredients necessary for a successful organization. Let me share with you what they are. The recipe starts with a cup of vision and mission. Last year, we updated our mission and vision statements with the input of Associates, physicians and board members. (The mission is printed at the top of this newsletter). To the vision and mission, we need to add a cup of values. Then we need to blend in the appropriate amount of medical staff and governance. To this we add the ingredient that makes it a great recipe . . . Associates.

EMH has a great vision and mission. We have strong values, good physicians and board members, and we are blessed by people like you – people who do what they do, day in and day out, so that they can go home each day knowing that what they did made a difference in the lives of others. What greater calling is there than to be in service to those in our communities who depend upon us at some of the most vulnerable times in their lives. You Do Make A Difference!

Clark Taylor, CEO

Associate Engagement Survey continues

Let your voice be heard! The Work Institute, an independent firm, continues to make telephone calls to all 1500+ Associates as part of the Associate Engagement Survey. Calls will be made to Associates' homes through April.



"We want to know how our Associates really feel about their job . . . our strengths and our weaknesses," said Clark Taylor, CEO. "Responses are confidential."

If you haven't received a call at home about the Associate Engagement Survey, you may call a toll-free number to participate. Calls will be accepted Monday - Thursday from 10 a.m. to 10 p.m., Friday from 10 a.m. to 8 p.m. and Saturday from 10 a.m. to 4 p.m. The number is (866)974-1234.

Uniform Sale at MedSource

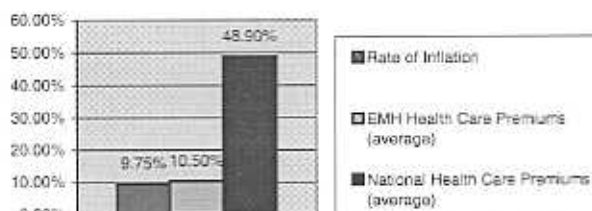
Come into MedSource on April 26 and 27 and enjoy a 30 percent discount off in-stock items (uniforms and nursing supplies).

Your Benefits At Work

During the period from 2001 to 2004, healthcare premiums nationwide increased by 48.9 percent. Within the Ephraim McDowell Health system, however, the cost for healthcare premiums increased by only 10.5 percent on average, for that same period. Premium increases were kept lower than the national average as a result of design changes in the health insurance plans provided to Associates. As noted in this chart, the increase in healthcare premiums for EMH Associates was only slightly above the rate of inflation (9.75 percent) for the period from 2001 to 2004.

Source: 2004 Annual Survey conducted by The Kaiser Family Foundation and the Health Research and Educational Trust

Health Insurance Premiums Compared to Rate of Inflation
2001 - 2004



Volunteer Week

The week of April 17-23 is National Volunteer Week. Thank you to all of the volunteers who donate their time and talents to Ephraim McDowell Health!

Mission and Values

By Tim Noel, Chief Mission Officer

Seems like these days everyone is ready to tell us when we make mistakes, when we are not good enough. Sometimes we even begin to believe it ourselves. My gift to you, if I could give you one thing, would be for you to accept yourself and love yourself, not because of your goodness or self-complacency, but because your life has eternal meaning. If you could accept yourself, how much better both you and the world would be. You would begin to experience inner peace, to feel whole. Self-hate and self-contempt would disappear. And out of that wholeness you would be able to accept and love other people. Isn't that what we need?

Jewelry Sale at EMRMC

April 20 and 21, 7 a.m. to 7 p.m.
Ben Franklin Room



Free hearing screenings on April 20

Lincoln Physical Therapy in Stanford is offering free hearing screenings on April 20 from 8 a.m. to noon. Screenings will be provided by Bridget Stanfield, a licensed speech language pathologist. To make an appointment, please call (606)365-9292.

Volunteers needed for MWC events

May 10K Race on May 14

The 10K Race begins at 8 a.m. on May 14 at McDowell Wellness Center. Advance registration is \$15 before May 6 or \$20 for late registration.



Moonlight Mile on May 20

The 19th Annual Moonlight Mile gets under way at 7:30 p.m. on May 20 at McDowell Wellness Center. Advance registration is \$10 before May 19 or \$12 for late registration. Those fees include a T-shirt.

To volunteer for these events, please call ext. 3426. You'll be rewarded with a T-shirt.

EMRMC enhancing patient care with PACS

The Picture Archiving and Communications System (PACS) is expected to be operational within the Imaging Department at EMRMC in the next few months. This system, also known as filmless or digital radiology, is expected to enhance patient care by reducing the turnaround time of radiology procedures and reports, thereby providing quicker diagnoses for patients. PACS stores digital images on a computer archive, and the images are immediately available to referring physicians through the Electronic Medical Record, on the Web1000 browser or by CD.

TalkTech is new voice recognition technology

EMRMC is successfully transitioning to TalkTech, a new transcription system. It will enhance the turnaround time for radiology reports. To listen to results of imaging tests that have been ordered, dial 6908. The system ID is 9999# and the password is 9999#. Press 1 to enter the patient's medical record number or 2 to enter by the patient's name. Press *000 and enter the six-digit medical record number or use the letters on the phone pad.

EMRMC represented well in AACN

EMRMC is well represented within the Bluegrass chapter of the American Association of Colleges of Nursing (AACN). During the recent quarterly meeting, elections were held for officers and only one open office was filled by someone other than an EMRMC Associate. Congratulations to these Associates: Georgeanna Grant, Education Committee Chair; Gina Vaught, Education Committee Chair-Elect; Tara Davis, Treasurer-Elect; Renee Beckum, Secretary-Elect; and Shelly Selby, who currently serves as President-Elect and will assume the role of President in June.

Consider becoming an organ donor

During April, which is Organ Donor Month, consider becoming an organ donor. Donor cards are available, while supplies last, at the Information Desk at EMRMC. After becoming an organ donor, make your wish known.

- Declare your wish on your driver's license.
- Join the donor registry if your state has one.
- Include donation in your advance directives, will and living will.
- Tell your family, who can be your advocate should you become a donor candidate.
- Tell your physician, faith leader and friends.
- Complete a donor card and carry it in your wallet.



Patient Satisfaction & Financial Report

The chart below details how we are doing on a fiscal year-to-date basis (cumulative figures beginning from October 2004 to current

month) with our patient satisfaction scores and financial goals. The financial information is always a month behind.

	March 2005 Patient Satisfaction – "Would you return?" F/Y 05 YTD		February 2005 Operating Margin F/Y 05 YTD	
	Goal	Actual	Budget	Actual
EMH	98.25	98.01	3.44%	4.39%
EMRMC	---	98.00	7.22%	8.09%
FLH	---	97.26	5.35%	0.66%
EMHR	---	99.51	- 5.04%	- 4.27%