

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org •

May 11, 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

Barry's Buzz

This week we are celebrating "National Hospital Week". This is a time when communities recognize one of their most important assets - their hospital. Likewise, it is a time that hospital management, medical staff and Boards recognize our most important asset - our Associates. We can have the nicest and newest facilities, the most up-to-date medical equipment, the most proficient physicians, management and governance, but without an Associate workforce that is competent, engaged and committed to our patients and organization, we will not realize the potential that our community and patients deserve.

We don't take the time as often as we should to tell you that we appreciate your efforts. During National Hospital Week, we pause to celebrate what we offer our community as well as to recognize our Associates for what you are - the backbone of our organization. You DO make a difference!

*Barry Michael, President
Ephraim McDowell Regional Medical Center*

Gift Shop Discount

In celebration of all the hard work by Associates, the Gift Shops at EMRMC and Fort Logan are offering a 20 percent discount on any one regular-priced item during Hospital Week. Please present your name badge at time of purchase.

 ★ **Hospital Week celebrated this week** ★
 ★ Associates at EMRMC and Fort Logan Hospital ★
 ★ are celebrating Hospital Week with afternoon ★
 ★ snacks and an Associate picnic. The Associate ★
 ★ Picnic at EMRMC is Thursday from 11 a.m. to ★
 ★ 1:30 p.m., 5 p.m. to 6:30 p.m. and 1:30 a.m. to ★
 ★ 3 a.m. (early Friday morning) while Fort Logan's ★
 ★ Associate Picnic is Friday at noon. ★
 ★
 ★*****

An Open House at EMRMC

The Wound Healing Center at EMRMC is now open on INorth. All Associates and Auxiliary members are invited to an Open House on Wednesday, May 18, from 3 p.m. to 5 p.m. or on Thursday, May 19, from 6:45 a.m. to 8:00 a.m.

Summer Camp at A Children's Place

Summer Camp will start May 31 and continue through July 29 for students ages 5 to 10 (must be 5 on or before May 31). The theme for this year's camp is "Back to the Future". Campers will travel back in time to learn about American culture in the 20th century. The journey starts in 1901 and ends at the Millennium. Each week, campers will work their way through a decade, learning about the sports, art, music, movies, inventions, fads, crafts and hobbies. Field trips will tie in with the weekly theme. At the end of the camp, all students will make a time capsule and bury it in the center's yard. The cost is \$90 per week with a one-time \$30 activity fee and \$35 registration fee for new enrollees. For more information, call (859)236-7176.

Parallel testing is in progress at Fort Logan Hospital and EMRMC.

GO-LIVE is June 5. Please keep practicing on CHIP for a smooth transition on June 5.



Mission and Values

By Tim Noel, Chief Mission Officer

On the way home from North Carolina recently, we decided not to deal with freeway traffic but to return home on back roads, roads less taken. We experienced much less traffic, less stress and far more interesting scenery. Because the route was more direct we even made the trip in about the same amount of time. Why do we automatically assume that there is one right way and that it is foolish to try anything else? Innovation is a FIRST value. Be open to new experiences, new insights and new ways of finding your way home. After all, there is more than one right answer.

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.

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.



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

WalkAmerica

The March of Dimes WalkAmerica is Saturday, May 14 at Millennium Park in Danville. Registration is at 10 a.m. with the walk beginning at 11 a.m. Please call ext. 3426 with your support of time or donations.



EMH FIRST Party at EMRMC

Ephraim McDowell Regional Medical Center hosted its first monthly EMH FIRST Party on Thursday, May 5. All Associates were invited to enjoy cake and punch in the Private Dining Room. Monthly celebrations are planned to honor departments whose profession is being honored that month, with all Associates invited to the parties.

National Day of Prayer services



Associates at Ephraim McDowell Regional Medical Center (top photo) and Fort Logan Hospital (bottom photo) gathered at the flagpole on their respective campuses on Thursday for services in honor of the National Day of Prayer. The service at EMRMC was conducted by Chaplain Dale Denton, while Bro. Vola Brown conducted the service at Fort Logan Hospital.



CONGRATULATIONS

- Behavioral Health Services' inpatient, outpatient and partial hospitalization programs at EMRMC received a score of 100 percent on patient satisfaction surveys for March 2005. It was the first-ever perfect score for inpatient services and the first time all three services scored so well.
- The Ephraim McDowell Health team exceeded its goal by raising \$1,505 for Big Brothers Big Sisters during the recent Bowl for Kids Sake.



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.

	April 2005 Patient Satisfaction - "Would you return?" F/Y 05 YTD		March 2005 Operating Margin F/Y 05 YTD	
	Goal	Actual	Budget	Actual
EMH	98.25	98.07	3.72%	5.06%
EMRMC	---	98.0	7.45%	8.87%
FLH	---	97.55	5.92%	1.52%
EMHR	---	99.51	-4.32%	-3.45%