

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org •

September 14, 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

On Sept. 11, 2005, I had the privilege of representing EMRMC at a local church that invited "service providers" from Boyle and Mercer counties to a program honoring their service to our communities. Several hundred people were in attendance. The service was, in part, a remembrance of the tragedy that America (and the world) experienced on Sept. 11, 2001. In addition, we paid tribute to the many people who serve our community in the armed services and National Guard, or as policemen, firemen, EMS and other healthcare workers. We noted that during tragedies such as the 9/11 attacks, or during natural disasters such as the recent Hurricane Katrina, that these "service providers" are the people who truly make a difference in our safety, health care and quality of life.

We paused at this service to offer a special and formal "thank you" to these people who serve others. At EMRMC and EMH, we have approximately 1,500 people who have made their life work serving others. We don't pause and thank each of you enough for all you do. While this September 11 service brings it more to the forefront of our minds, always know how much we appreciate what you do. You DO make a difference, and we appreciate and applaud your service to our organization and our community!

*Barry Michael
President, EMRMC*

Employment Open House at EMRMC

Associates have an opportunity to receive an A.B.C. Card when they invite someone looking for a job in nursing, pharmacy, diagnostic services, respiratory therapy, rehab services and other hard-to-fill positions to the Employment Open House on Tuesday, Sept. 27. It will be from 5 p.m. to 7 p.m. in the Private Dining Room at EMRMC. If the person attends and identifies the Associate responsible for his/her attendance, you'll receive an A.B.C. Card. If the applicant is ultimately hired for one of the hard-to-fill positions, the referring Associate will receive a special \$100 bonus.

Angioplasty starts Monday at EMRMC

Beginning Monday, September 19, Ephraim McDowell Regional Medical Center will be offering primary angioplasty services for individuals experiencing a heart attack. Services will be available 24 hours daily in the cardiac catheterization lab. Procedures will be performed by Dr. John Aumiller, an interventional cardiologist, and a team of cardiovascular nurses and technicians, on an emergency basis.

Be an Armbandit!!

Question: What do you ALWAYS say to patients when checking their armbands?

Answer: "For your safety, I am going to check your armband."



Responding to Hurricane Katrina

Although Ephraim McDowell Health as a healthcare system is not organizing relief efforts in response to Hurricane Katrina, there are many opportunities for Associates as individuals to donate time, money or material goods for victims of this disaster. Please contact the American Red Cross, Salvation Army or other help agency if you are interested in assisting efforts.

Mission and Values

By Tim Noel, Chief Mission Officer

In the aftermath of Hurricane Katrina, some of the residents of the Gulf Coast complained, "We are Americans." You know what they meant: that poor people and black people are no less Americans and deserve help as much as anyone. Certainly that is true, but at a deeper level it is our humanity more than our nationality that binds us together. We have worth and value simply because we are human. Human dignity does not know boundaries, whether racial, national, economic or political. We know that at EMH, and every one of our FIRST values are based on that supreme value: All of us are created equal, and all of us deserve help in our crises.

Fall Festival planned October 1; Departments asked to host games

Mark your calendar now for a Fall Festival on Saturday, October 1, for all EMH Associates. It will be from 5 p.m. to 8 p.m. at the Danville Convention Center, located on Ben Ali Drive. **Each department at EMRMC and EMH is asked to host a game booth during the festival.** Please email EVENTAC by Monday, September 19, with your department's plans.



Young UK Fan

Even the youngest of fans turned out for the EMRMC Auxiliary's SaleGating Party, including Elizabeth Willoughby, daughter of Regan Willoughby, a Diagnostic Imaging Associate at EMRMC. The sale netted more than \$6,000 for EMRMC. The Fort Logan Hospital Auxiliary made nearly \$625 with their SaleGating Party.

EMRMC's Sterling Silver Sale
September 15-16 7 a.m. to 4 p.m.

New offerings at Wellness Center

Improve your cardiovascular and muscular endurance with Rob Longwill's **Endurance Training Program**, which begins Sept. 19. The four-week program meets each Monday and Thursday from 5:30 p.m. to 6:30 p.m.

Kathy Fallon is the newest massage therapist, offering **CranioSacral Therapy**.

"Healthy Lifestyles for Kids" begins Sept. 19 for children ages 8 and up, meeting each Monday and Wednesday from 4 p.m. to 5:15 p.m.

Associate Engagement Surveys

Pulse surveys of Associates begin October 3

As part of our efforts to measure Associates' satisfaction, quarterly "pulse surveys" of Associates will begin October 3 and be completed by October 31. Approximately 25 percent of Associates will be chosen at random to participate in the survey process. Calls will be made to the homes of the Associates chosen at random. If you are not available to answer the survey at the time you are called, you can still participate by calling a toll-free number - (866)974-1234. Many of the same questions that were used to establish a baseline during the spring survey will be asked again. These "pulse surveys" will be used to measure changes in Associates' satisfaction since the spring survey.



MPOD celebrates Assisted Living Week

McDowell Place of Danville is observing the week of September 11-17 as National Assisted Living Week with a variety of activities, many of which are open to the public. They include:

- **September 14**, 6 p.m. - gospel singing by the Lexington Avenue Quartet
- **September 15**, 1 p.m. - Boot Scooters line dance group; 4:30 p.m. to 6:30 p.m., Simply Silver Jewelry Sale with 20 percent of the proceeds benefiting the Alzheimer's Memory Walk.
- **September 17**, 2 p.m. - Entertainment by the Constitution Squares square dance group

Caring for the Caregiver

A FREE community health education program will be offered Sept. 29 at McDowell Wellness Center at noon and 6:30 p.m. "Caring for the Caregiver" is geared toward families that may be caring for their parents or elderly family members. Reserve your spot by calling (859)239-INFO (4636) or emailing marketing@emhealth.org.



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.

	August 2005 Patient Satisfaction - "Would you return?" F/Y 05 YTD		July 2005 Operating Margin F/Y 05 YTD	
	Goal	Actual	Budget	Actual
EMH	98.25	98.19	3.71%	4.79%
EMRMC	---	98.01	7.56%	10.01%
FLH	---	97.92	7.74%	- 3.26%
EMHR	---	99.55	- 3.45%	- 5.82%