

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org • September 27, 2006

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

One of the unique resources of our region is the Kentucky School for the Deaf. After moving to Danville more than four years ago, I became much more aware of the great work taking place at KSD, and I've come to realize that deafness and muteness are apparent in more ways than voice and oral communication.



We can be deaf to the specific physical, emotional and spiritual needs of those we serve. We may also be deaf to hearing in our hearts what we need to do – day in and day out – to live our mission (creating a healing environment based on best people, practices and performance) and FIRST values. We may not speak or choose silence in terms of sharing with others our ideas about how to improve operational effectiveness, clinical effectiveness, relationships or safety. It's my hope that all of us will open our ears and make a difference in the lives of those we serve, as well as with each other . . . and become that great organization that is within us.

Clark Taylor, CEO

Renew licenses now!

RN and LPN licensure renewal applications must be processed by the October 31 license expiration date. All nursing personnel are advised to renew their licenses online with the Kentucky Board of Nursing as soon as possible. Waiting until the last minute could result in delays.

United Way Campaign runs October 3-31

The annual United Way Campaign begins October 3 and continues through October 31. Campaign coordinators will be meeting

individually with Associates to encourage participation, at which time levels of giving and incentives will be shared.

EMRMC schedules Open Forums October 9, 10

All EMRMC Associates are invited to attend one of the Open Forums, scheduled as follows:

Monday, October 9

- 10 a.m. to 11 a.m.
- 2 p.m. to 3 p.m.
- 6 p.m. to 7 p.m.

Tuesday, October 10

- 7:30 a.m. to 8:30 a.m.
- 10 a.m. to 11 a.m.
- 2 p.m. to 3 p.m.

All Open Forum sessions will be in the Private Dining Room.

EMRMC Auxiliary offering e-card service

Beginning October 2, the EMRMC Auxiliary will offer a new service – e-cards. Choices are Baby, Get Well Soon and Thinking of You. For the service, go to the EMRMC website (www.emrhc.org), choose the link for e-cards and then select the type of card that you wish to send. You then type in the patient's name and room number and a

message. A volunteer will print the e-card and deliver it to the patient's room. Cards will be delivered Monday through Friday only. This service is only for patients who are admitted to the hospital, and will not be delivered to patients receiving outpatient services. Cards received after a patient has been discharged will not be forwarded.

Every patient, every time. Passionate, expert care!

Satisfying our customers should always be in the forefront of our minds as we deliver care to our patients and their families. Following are some customer satisfaction thoughts to remember as we live our mission:



- You will never be sorry you were kind.
- Be nice, everyone, be nice.

- Explain, explain, explain.
- Avoid complaining about anything but the weather!
- Make me feel like I am your most important patient.
- Treat me better than you would treat your family.
- **Thanks for listening.**
- You will never be sorry you were kind.

*Mary Begley, Director
Office of Customer Satisfaction*

October is Breast Cancer Awareness Month

EMH will observe October as National Breast Cancer Awareness Month with these activities:

Pink Ribbons

Pink ribbons will be distributed for Associates to wear.

Memory Tree

Memory tree displays will be in the lobbies at EMRMC and Fort Logan Hospital. Individuals may honor or remember a loved one who has been touched by cancer by writing their name on a pink slip of paper (provided at the display) and taping it to the tree.

Subway Fund-raiser

Each Tuesday in October, Subway restaurants in Danville, Harrodsburg and Lancaster will donate 10 percent of sales to the Ephraim McDowell Health Care Foundation to raise funds for the Central Kentucky Cancer Program (CKCP). The five restaurants are also selling paper ribbons for a \$1 donation.

Wear Pink Day

Friday, October 6, is designated as Wear Pink Day. All Associates are encouraged to dress in pink to increase awareness of breast cancer.

EMRMC Cafeteria losing trans fats

Beginning October 1, the EMRMC Cafeteria will use a liquid fry shortening that has zero trans fat per serving . . . and that means the food will be healthier because trans fats are a leading contributor to heart disease. The Cafeteria is switching to Optimax® shortening for all foods that are fried. This flavorless shortening is non-hydrogenated from a specially bred high-oleic canola seed and is 50 percent lower in saturated fats than frying oils produced from corn, soybeans, cottonseeds, sunflower seeds or palm oil. The new oil is also allergen-free.

Fall Festival planning

A Fall Festival for all EMH Associates and their families is planned for October 21. Flyers with complete details will be sent to all departments. Anyone interested in helping with this event should attend the next planning meeting on September 28 at 10 a.m. in the Jane Todd Crawford Room at EMRMC.

EMR Refresher Classes

Associates who use the EMR for viewing, abstracting or coding will want to attend one of the refresher classes on the EMR in Coleman C Classroom. No sign-up is necessary.

- October 2, 6:15 p.m.
- October 3, 2 p.m. and 3 p.m.
- October 4, 2 p.m. and 3 p.m.
- October 5, 7:30 a.m.
- October 9, 6:15 p.m.
- October 10, 2 p.m. and 3 p.m.

News from the EMRMC Auxiliary Gift Shop

“It’s a Lemon”

Pre-Inventory Sale

Wednesday, September 27
7 a.m. until it’s gone!!

All clearance merchandise will be 75 percent off the original price.

Closed for Inventory

The Gift Shop will be closed Saturday, September 30, until 2 p.m. for inventory.

Simply Silver Jewelry Sale

October 4 & 5
7 a.m. to 7 p.m.
Thoroughbred Room

Thanks for Support

The Quilted Keepers & Maggi B Trunk Sale was a huge success, with sales of nearly \$2,300 for the day.

Thanks to all Associates who participated.

‘Turn’ initiative helping to reduce pressure ulcers

To help reduce pressure ulcer rates, 5T at EMRMC has initiated a turn program. Two Associates carry beepers, and every two hours the hospital operator beeps them, and the staff then goes and turns the patients. The program began July 25

and has been very effective, with no new pressure ulcer incidences. The operators have been instrumental in helping to improve on this initiative.



EMRMC Associates may get a FREE flu shot beginning October 17

Beginning Oct. 17, all EMRMC Associates may receive a FREE flu shot. Associates can receive their FREE flu shot and a FREE Shoney’s breakfast at the Flu Campaign Kick-off on Tuesday, Oct. 17, from 6 a.m. to 10 a.m. in the Private Dining Room. They will also be

Protect Yourself. Get a Flu Shot.

available at the Associate Health Office Monday through Friday from 8 a.m. to 4:30 p.m. Other times are also available. To schedule an

appointment, please call ext. 2351. Associates who work in clinical areas can receive flu shots in their department.

Note: All Associates must sign a form, either consenting to or declining a flu shot.