

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org • September 12, 2007

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

Mission Matters

Nellie Faye Parker was my first "patient", a young woman in her late 20s born prematurely and paralyzed from the mid-upper arms down. A gifted artist, Nellie Faye needed assistance mixing her paint colors, preparing the base coat for her palette or ceramics and positioning a bite-piece in her mouth that held a paintbrush. Desiring to provide Nellie Faye a greater sense of self-worth and exposure to a larger audience for her work than our small town of 3,000 people provided, her father built a portable art studio at the end of my neighborhood.



I was asked to help watch over Nellie Faye one day a week when her studio was open to the public. My job was to assist her father with loading and unloading her into and out of their handicapped-equipped van, mixing her paint colors, feeding and cleaning her and interceding when potential customers entered the studio. For this, my first foray into nursing, I was paid a whopping 50 cents a day! I was eight.

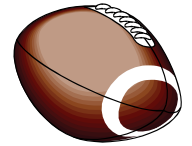
While I did not completely understand what it was that I was doing for Nellie Faye, I grew to understand the incredible gift she gave me by allowing me to serve her. Isn't healthcare about serving others? If we live our calling to this ministry daily, we serve our patients, our families, our physicians, our community, and we even serve each other as healthcare partners.

It's said that healthcare is comprised of two kinds of people - those who take care of patients and those who care for those who care for patients. Regardless of which category you're in, you might ask yourself what is your ability to serve? Are you giving your best so that our EMH family and patients can be served? Let us commit to one another to serve to the best of our ability so we can not only meet but also exceed our customers' expectations.

Vicki Darnell, Chief Operating Officer

"Sale" Gating Parties planned this Friday

The Auxiliary Gift Shops at EMRMC and Fort Logan Hospital will host the annual U.K./U. of L. "Sale" Gating Parties on Friday, Sept. 14. At EMRMC, hours are from 7 a.m. to 8:30 p.m. under the tent in the front lobby. The sale will feature lots of new and exciting merchandise, and shoppers can draw for 20% to 50% off all U.K. and U. of L. purchases. Refreshments will be served.



Sale hours at Fort Logan Hospital are 9 a.m. to 4 p.m. in the ECU Hallway. Shoppers can enter for a chance to win door prizes and also draw a football for a percentage off purchase. There's also an opportunity to enter to win a prize by guessing the total score of the game. Refreshments will be served.

Auction for Chaplain's Discretionary Fund

EMRMC is hosting a Silent Auction on October 17 and 18, from 7 a.m. to 7 p.m. each day, to benefit the Chaplain's Discretionary Fund. Items will be available for bidding in the front lobby. Donations of items, baskets or decorated trees are now being accepted and can be given to Chaplain Dale Denton, Tim Noel or Kathryn Leigh.

The Chaplain's Discretionary Fund is used to help offset the costs of short-term prescriptions for patients in need as they are discharged from EMRMC. Funds may also be used for other essential items, such as bandages, dressings, etc. Monies given from the fund pay for expenses not covered by Medicare, Medicaid or other insurance.

Every patient, every time. Passionate, expert care!

Recently, a family member was hospitalized in another community. During the course of their stay, we interacted with staff from many disciplines. I was moved by the many kindnesses extended to us. One thing that stood out in my mind was that on many occasions we heard the phrase, "Oh, don't worry, we do this/see this all of the time. It's routine." While it was meant to comfort and reassure us, I kept thinking . . . but this is different . . . this is my family. It was different for me because it was my family on

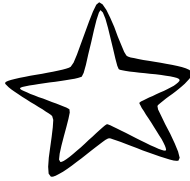
the receiving end of the care and we were afraid.

So many times we go about our day and forget that our "routines" are very often new and scary experiences for our patients. Talk with your patients and keep them informed. Show them they are special and let them know that you care . . . regardless of your department.

*Mary R. Begley, Vice President
Office of Customer Satisfaction*

Compliments up at EMRMC

Compliments are up almost 80% from July at EMRMC. Patient care areas with zero complaints for August are 3East and Behavioral Health Services.



Masquerade \$5.00 Jewelry Sale

Sept. 20, 10 a.m. to 7 p.m.
Sept. 21, 8 a.m. to 5 p.m.

Sponsored by the Fort Logan Hospital Auxiliary

Open Forums set at EMRMC

- Sept. 23 at 9 a.m.
- Sept. 24 at 9 a.m.
- Sept. 25 at 7 a.m. & 3 p.m.
- Sept. 26 at 9 a.m.

Private Dining Room

Pre-Inventory Sale at EMRMC Gift Shop

The EMRMC Auxiliary Gift Shop would rather sell it than count it, so they're having a Pre-Inventory Sale. Shop September 17-23, and save 30% storewide!!! (Some exclusions apply).

The Gift Shop will be closed Sunday, September 30, for inventory, and will reopen Monday, October 1, at 10 a.m.

Life-saving patient safety solutions

The World Health Organization (WHO) Collaborating Centre for Patient Safety Solutions has identified nine Patient Safety Solutions to assist hospitals in avoiding preventable deaths and injuries. One of those is: **Improved Hand Hygiene to Prevent Health Care-Associated Infection.** The WHO recommends strategies to make alcohol-based hand-rubs available at points of patient care; access to a safe, continuous water supply at all taps/faucets; staff education on correct hand hygiene techniques; use of hand hygiene reminders in the workplace; and measurement of hand hygiene compliance through observational monitoring and other techniques.

Are humans naturally dishonest?

- 13 percent of us admit to occasionally doing our children's homework.
- 91 percent of us lie regularly.
- 27 percent admit to cheating on a test or quiz.
- 29 percent admit they've intentionally stolen something from a store.
- 50 percent admit they regularly sneak food into movie theaters to avoid the high prices at the snack counter.
- 13 percent (mostly men) have spent a night in jail.
- 58.4 percent of us have called into work sick when we weren't.

Kudos to our Associates

Congratulations to the following departments that scored 100% satisfaction on the quality of care question asked in random patient surveys during August 2007:

- X-ray at Stanford Medical Park
- Ambulatory Surgery and Ultrasound at Fort Logan Hospital
- Lincoln Physical Therapy
- MedSource
- Kids Can Do
- Rehabilitation Services at McDowell Wellness Center
- Cardiovascular Services and MRI at EMRMC
- Ephraim McDowell Diagnostic Center
- Sleep Disorders Center
- Wound Healing Center

Welcome New Associates

NAME

DEPARTMENT

Debbie Hambel	Food Services, EMRMC
Fariha Zaheer	Lab at EMRMC
Catherine Blair	3T at EMRMC
Kari Carideo	3T at EMRMC
Brenda Roberts	3T at EMRMC
Kristina Hoskins	4T at EMRMC
Kristy Smith	5T at EMRMC
Norma Turpin	5T at EMRMC
Emily Osborne	Resp. Ther., EMRMC
Regina Burrows	Surgery, EMRMC
Sally Auerbach	6T at EMRMC
Tamar Greenly	TCU at EMRMC
Leslie Langford	Homestead Fam. Med.
Erica Gibson	McDowell Place
Janet Kirby	Nursing at Fort Logan
Greta Thompson	Nursing at Fort Logan

Patient Satisfaction Report

The chart below details patient satisfaction scores on a fiscal year-to-date basis. The scores reflect answers to the overall quality of care question asked to patients who are randomly surveyed.

August 2007 Patient Satisfaction			
	Overall Quality of Care Score		
	Goal	August 2007	F/Y 07 YTD
EMH	93.50%	94.21%	93.67%
EMRMC	93.60%	94.28%	93.50%
FLH	92.20%	92.08%	93.66%
FMCs	93.50%	95.82%	94.66%