

SYSTEM *F.I.R.S.T.*

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org • October 11, 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

Open Enrollment/Benefits Fair

The Open Enrollment and Benefits Fair will be in the Coleman Building across from the Medical Center. Associates who are unable to attend the Benefits Fair at their specific meeting site may attend any of the times for EMRMC.

LOCATION	DATE	TIME
Fort Logan Hospital	October 23	7:00 a.m. - 9:00 a.m., 2:00 p.m. - 5:00 p.m. and 6:00 p.m. - 8:00 p.m.
Stanford Medical Park	October 23	10:00 a.m. - 11:00 a.m.
North Garrard FMC	October 23	Noon - 1:00 p.m.
EMRMC	October 24	7:00 a.m. - 9:00 a.m., 1:00 p.m. - 3:00 p.m. and 6:00 p.m. - 8:00 p.m.
McDowell Wellness Center, Rehab and Sleep Center	October 24	10:00 a.m. - 11:30 a.m.
McDowell Place of Danville	October 24	4:00 p.m. - 5:30 p.m.
EMRMC	October 25	7:00 a.m. - 9:00 a.m., 1:00 p.m. - 3:00 p.m. and 6:00 p.m. - 8:00 p.m.
Homestead FMC	October 25	10:30 a.m. - 11:30 a.m.
Ephraim McDowell Diagnostic Center & Kids Can Do	October 26	7:00 a.m. - 8:00 a.m.
Danville Family Physicians & Kids Can Do	October 26	8:00 a.m. - 9:30 a.m.
Liberty FMC	October 26	10:30 a.m. - 11:30 a.m.
A Children's Place	October 26	12:30 p.m. - 2:00 p.m.
Harrodsburg FMC	October 26	3:00 p.m. - 4:00 p.m.

Fort Logan's Motorcycle Run cancelled

Fort Logan Hospital has cancelled Saturday's Motorcycle Run due to the inclement weather that is forecast.

Chaplain's Discretionary Fund benefit

A Silent Auction to benefit the Chaplain's Discretionary Fund is October 18 and 19 from 7 a.m. to 7 p.m. in the lobby at EMRMC.



Patient Satisfaction Report

The chart below details patient satisfaction scores on a fiscal year-to-date basis. The

scores reflect answers to three questions asked to patients who are randomly surveyed.

September 2006 Patient Satisfaction						
	"Would you return?"		Combined All Question Score		Overall Quality of Care Score	
	September 2006	F/Y 06 YTD	September 2006	F/Y 06 YTD	September 2006	F/Y 06 YTD
EMH	97.03	98.49	92.68	92.97	92.31	92.74
EMRMC	97.42	98.39	93.21	93.10	92.76	92.76
FLH	96.51	97.46	91.64	92.53	90.94	92.27
EMHR	98.22	99.50	92.93	92.91	93.54	93.11

Cultivating Quality

Fall is the time of harvest. We celebrate with festivals and count our blessings. It is also a time where we may receive many requests for giving/sharing of our blessings. Just last week, our United Way campaign kicked off and will continue through the end of this month. In the coming months, we will face other requests for donations as the Salvation Army and other organizations begin seeking funds for their worthwhile programs.



As a healthcare organization, EMH encourages all Associates to consider donating to the United Way, which funds many different programs throughout our communities. No gift is too large or too small . . . whatever you can give will make a difference. As you consider whether you will make a donation, remember that community support and involvement is an expectation for the culture we are trying to build within our organization. In fact, our relationship pillar encompasses service to the community. Giving to the United Way is just one way we can participate in our community.

Audrey Powell
Chief Nursing Officer, EMRMC

Flu shots available Tuesday for EMRMC Associates

Beginning October 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, October 17, from 6 a.m. to 10 a.m. in the Private Dining Room. They will also be

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.

\$5.00 Jewelry Sale

October 16, 11 a.m. - 8 p.m.
October 17, 7 a.m. - 3 p.m.

Sponsored by the Fort Logan
Hospital Auxiliary

Lemon Sale cleans up

The pre-inventory Lemon Sale at the EMRMC Gift Shop was a huge success with sales of nearly \$3,000. Thanks to everyone who participated.

Join Danville's 'Biggest Winner' program

Do you want to lose weight while competing for prizes? McDowell Wellness Center is sponsoring a Biggest Winner program, beginning October 23 and continuing through January 12. Participation is open to groups of various sizes (from two to 15 individuals) within the

Ephraim McDowell family. McDowell Wellness Center memberships are not required to participate, but the enrollment fee will be waived to those wishing to join the Wellness Center. The cost to participate is \$5 per person. For more information, call 936-9355.

Respiratory Care Week is October 22-28

Respiratory Care Week will be celebrated October 22-28 in healthcare facilities, schools and communities around the country. More than 35 million Americans have chronic lung disease, and 349,000 individuals die annually from lung disease complications. When patients experience respiratory complications,

respiratory therapists are often the first healthcare professionals called to the scene. They use a wide range of respiratory therapies to treat patients with heart and lung problems and also maintain safe and effective functioning of lifesaving equipment. EMRMC's respiratory department includes 31 individuals.

EMRMC smoking area to close temporarily

Beginning Monday, October 16, the smoking area in the Emergency Department lot at EMRMC will be closed for three to four days for renovation. Smoking will be

allowed in the ED parking lot and the overhang next to the building. Please do not smoke within 20 feet of hospital entrances or inside the building.

**The EMRMC FIRST Party
will be Thursday, Oct. 12,
from 3 p.m. to 4 p.m. in the
Private Dining Room.**

Mission and Values

By Tim Noel, Chief Mission Officer

When she caught me making a face at my sister, my mom used to say, "What if your face froze like that?" Well, it did not (I don't think), but I wonder if something like that might happen with our attitudes? What if our bitterness, cynicism or skepticism became so habitual that it froze . . . became our default attitude? I'm not sure that happens exactly, but I do think our attitudes and ways of thinking about others and the world can become entrenched. If that is so, I'd rather my attitude got stuck in "happy" rather than in "bitter". And if my face ever freezes, let it be smiling.

