

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org • July 18, 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

Mike's Musings

Summer is now in full swing, with hazy, hot days making each of us wishing for rain. The lack of adequate rainfall on our gardens, crops and yards can put some folks in a bad mood . . . and maybe a vacation is the perfect answer to turning that mood around!



A vacation gives us an opportunity to get away from any challenges we may have at work or home, and spend time with family and friends. It's also an excellent way for us to recharge ourselves for the work we'll do in the year ahead. I hope that you'll take an opportunity this summer to get away from work . . . even if it's only for an extended weekend and even if you don't do anything but take care of things that need to be done at home. You'll be better rested as you return to work and our mission of creating a healing environment for those we serve.

*Mike Jackson, President
Fort Logan Hospital*

EMRMC FIRST Party

Thursday, July 19

3 p.m. to 4 p.m.

Private Dining Room

All Associates invited!!!

Sizzlin' Summer Specials

At the EMRMC Auxiliary Gift Shop, all picture frames will be 20% off on Monday, July 23, and all jewelry will be 20% off on Monday, July 30. A special selection of jewelry is priced at 50% off!

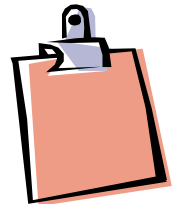
A new benefit available to all Associates Consumer Driven Health Plan - an attractive alternative

The rising costs of health insurance presents an ongoing challenge to employers. Many continue to see expenses rise at double digit rates. This presents the dilemma of providing a valuable benefit at an affordable cost. Unfortunately, there are no simple solutions; however, there are unique alternatives. One involves establishing a consumer-driven health plan (CDHP). Simply stated, a CDHP is designed for the insured to be an active consumer and to take control of personal health and health care. This concept has been growing as a result of the Medicare Prescription Drug and Modernization Act of 2003. Consumer-driven health plans are projected to represent about 12% of the health insurance market in 2008 and 25% of the market by 2010.

Look for a series of articles

presented in System FIRST that explains the features of a consumer-driven health plan and how it may be attractive to you. Ephraim McDowell Health will be adding a CDHP to the menu of benefits available for Plan Year 2008. The three existing health plan options will continue to provide the same level of benefit coverage as they currently offer. Regardless of your current plan preference, the consumer-driven health plan option will be a worthwhile consideration.

Look to the next issue of System FIRST to learn the differences between Flexible Spending Accounts, Health Reimbursement Accounts (HRAs) and Health Savings Accounts (HSAs), all of which are funding options for a consumer-driven health plan.



Every patient, every time. Passionate, expert care!

While Webster's Dictionary doesn't have a specific definition for "most of the time", it implies usually or anything more than half of the time. But the word "always" means 100 percent of the time. So what are some real life differences in "most of the time" and "always"? Some things to think about . . . What if we were awake "most of the time" when we drove our cars? What if we wore clothes "most of the time" we

came to work? Or what if we kept our hands out of an open flame "most of the time"? None of these "most of the times" would be OK. The same is true of the care we give to our patients. We want to "always" give excellent care and meet or exceed their expectations. Thank for you "always" living our FIRST values as you do your job.

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

EMRMC Beam Hoisting Celebration
Thursday, July 26
11 a.m. to 1:30 p.m.
Beam hoisting at 12:30 p.m.
Lunch by Boyle County Cattlemen's Association
Parking lot south of the loading dock,
adjacent to Fourth Street

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 solutions is: **Control of Concentrated Electrolyte Solutions.** The WHO recommendations address standardization of the dosing, units of measure and terminology and prevention of mix-ups of specific concentrated electrolyte solutions.

Relationships Pillar

Always remember those who serve

In the days when an ice cream sundae cost much less, a 10-year-old boy entered a hotel coffee shop and sat at a table. A waitress put a glass of water in front of him.

"How much is an ice cream sundae," he asked.

"Fifty cents," replied the waitress.

The little boy pulled his hand out of his pocket and studied the coins in it.

"Well, how much is a plain dish of ice cream," he inquired.

By now more people were waiting for a table and the waitress was growing impatient.

"Thirty-five cents," she brusquely replied.

The little boy again counted his coins.

"I'll have the plain ice cream," he said.

The waitress brought the ice cream, put the bill on the table and walked away. The boy finished the ice cream, paid the cashier and left. When the waitress came back, she began to cry as she wiped down the table. There, placed neatly beside the empty dish, were two nickels and five pennies.

You see, he couldn't have the sundae, because he had to have enough left to leave her a tip.

Design an Ephraim McDowell flag

All Associates are reminded to design an official Ephraim McDowell Health flag. Designs should be submitted to Maleena Streeval in Community Relations by August 3, including your name, department and phone number.



Community Relations will have flag design entries judged, and a winner will be announced on August 17.

Community Relations reserves the right to accept or reject all entries. For more information, please call extension 2458.

Cards of Thanks

McDowell Place of Danville received cards of thanks from the families of two residents who called the facility home before their deaths. One family thanked the McDowell Place staff for the love and care provided to their mother while she lived there. "It was truly her home and you all provided a wonderful place and wonderful care for her," the family wrote.

Another family thanked the McDowell Place staff for the great care and attention provided to their father. "Everyone took great interest in Dad and made his stay there very comfortable," the family wrote.

Rape Crisis Center needs volunteers

The Bluegrass Rape Crisis Center (a Heart of Kentucky United Way partner) needs volunteers to help it provide a full range of services - including a 24-hour crisis line and medical advocacy - to victims of sexual assault. Volunteers must attend four training sessions, scheduled as follows:

September 7 - 5:30 p.m. to 8:30 p.m.

September 8 - 9:30 a.m. to 4:30 p.m.

September 15 - 8:30 a.m. to 5 p.m.

September 22 - 8:30 a.m. to 5 p.m.

For more information, please call Cari at (859)236-4445 or Leeann at (859)881-5110.

Lose weight through HMR

McDowell Wellness Center is offering a night class for individuals who want to lose weight through HMR® (Health Management Resources). This program begins July 23 and



meets each Monday at 5:30 p.m. for 13 weeks. Classes are held at the Wellness Center. Individuals who join this class will receive a 50% discount on service fees.