

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

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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

EMRMC scores well with Medicare reporting

EMRMC performed well on its Medicare Comprehensive Error Rate Testing (CERT) Report of May 2006. EMRMC's performance was considerably better than the average for the Quad States of Illinois, Indiana, Kentucky and Ohio regions. EMRMC's payment error rate (PER) was only 1.44 percent as compared to the Quad State average of 8.8 percent. The Centers for Medicare & Medicaid Services developed the CERT program to monitor the accuracy of Medicare payments.

General Information

A general reminder to Associates: Ephraim McDowell Health has installed voice mail and email systems to improve productivity and better serve our customers. Associates are expected to operate these systems in a professional and appropriate manner. These systems are used for EMH business only. **Solicitation of Associates for any reason utilizing the internal email messaging system is prohibited.** Associates should not expect email or voice mail messages to be totally private. Depending upon the circumstances, a supervisor, manager or other designated person may have access to the messaging systems. beepers, cell phones and calendar alarms should be turned off during meetings as a common courtesy and to avoid disrupting other participants. If a beeper is absolutely necessary, the setting should be set to vibrate as the means for notification of a message.

Auxiliary Gift Shops plan 'Sale'Gating Parties

The Auxiliary Gift Shops at EMRMC and Fort Logan are gearing up for the UK vs. U of L football game with "Sale"Gating Parties.

The EMRMC Auxiliary Gift Shop's party is Thursday, August 31, from 7 a.m. to 8:30 p.m. in the front lobby, featuring refreshments and specials on all UK and U of L merchandise, including T-shirts for just \$5.00. You can also draw for a percentage off your purchases for the day and enter the hourly door prize drawings, including a chance to win the \$250 UK tent.

The Fort Logan Hospital Auxiliary Gift Shop's party is

Friday, September 1, from 10 a.m. to 4 p.m. in the front lobby. There will be refreshments and specials on all UK and U of L merchandise, including T-shirts. You can also draw a football for a percentage off your purchase and enter for a chance to win door prizes. In addition, you can enter to win a prize by guessing the total score of the game.



Rapid response team

As part of the 100,000 Lives Campaign initiative, EMRMC has formed an interdisciplinary Rapid Response Team with representation from ICU, respiratory therapy, pharmacy, the house supervisor and bed coordinator. Formed in May, the team is called when a patient's condition changes and additional critical care and respiratory therapy support is needed. The team has already responded to 21 calls, with successful outcomes. None of these patients experienced a "condition blue" during their stay at EMRMC. Congratulations, and thanks to members of the Rapid Response Team!

What are the four steps to Patient Centered Care?

1. Beginning with the first encounter, getting to know who the patient is and what matters for him or her
2. Finding out why the patient came to you
3. Collaborating in goal setting and treatment
4. Facilitating self-management for the patient

**Always
be an
Armbandit!!**



New wheelchair policy at EMRMC

Thanks to the work of a committee, new wheelchairs are being purchased for EMRMC. At the time the committee was formed and started evaluating the situation, EMRMC had 37 wheelchairs, but 13 of them are being replaced with new chairs because of patient safety issues. The committee also raised the standard for wheelchairs from 18 or 20 inches to a 24-inch chair. Ten additional new chairs are also being purchased and placed on patient floors in designated areas. In addition, four new bariatric chairs, which are 30-inch chairs with a 750-pound weight capacity, are being purchased. The bariatric chairs will be kept in Transport and assigned to patients as needed, staying in that patient's room during their hospitalization.



Back to School Bash at EMRMC

Friday, August 25

2 p.m. - 3 p.m., Private Dining Room

All Associates who are or will be attending school this semester are invited. Call Brittany at ext. 3453 for more information.



Staff Accolades

- Fort Logan Hospital's Mammography Department** recently passed a federal survey for Mammography Quality Standards Act accreditation.
- Ashley Bowen, R.N.**, a nurse in Surgical Services at EMRMC, completed a national exam to be a certified operating room nurse.
- Ina Glass**, vice president of patient care services and CNO at Fort Logan Hospital, completed her master's degree in nursing from the University of Phoenix Online.
- Gail Shearer**, director of case management at EMRMC, earned her master's of business administration in health care management from the University of Phoenix Online.
- Shelly Selby**, director of cardiopulmonary services at EMRMC, has co-authored a chapter in the handbook "Short Stay Management of Heart Failure" by W. Frank Peacock. The chapter that Selby co-authored is titled "The Essentials of Patient Education in the Emergency Department".



Welcome New Associates

<u>NAME</u>	<u>DEPARTMENT</u>
Debbie Gibson	Administration, EMRMC
Michael Mosko	Env. Services, EMRMC
Debra Rigney	Food Services, EMRMC
Amy Cooley	Materials Mgt., EMRMC
Carolyn Seedle	MedSource
Cindy Baeker	Volunteer Services, EMRMC
Roz Heise	Volunteer Services, EMRMC
Janette Montan	Volunteer Services, EMRMC
Brenda Quinn	Volunteer Services, EMRMC
Alberta Wood	Volunteer Services, EMRMC
Bethany Berry	CCU at EMRMC
Rachel Crowley	Lab at EMRMC
Aaron Brown	Surgery, EMRMC
Patricia Watts	McDowell Place of Danville
Jacqueline Blair	Surgery, Fort Logan
Abra Kirkpatrick	Registration, Fort Logan
Lauren Smith	OB at Fort Logan
Cheryl Naylor	Env. Services, EMRMC
Michael Floyd	Security, EMRMC
Jimmy Hazlett	Diagnostic Services, EMRMC
Joshua McCowan	Diagnostic Services, EMRMC
Melissa Toth	Diagnostic Services, EMRMC
Donalyn Anderson	Lab at EMRMC
Charlotte Raines	3T at EMRMC
Michelle Edelen	Rehab Services
Janel Harris	Rehab Services
Kimberly Price	Surgery, EMRMC
Paula Dollins	TCU at EMRMC
Tresa Jackson	TCU at EMRMC
Tesa Hardesty	6T at EMRMC
Carlee Nichols	6T at EMRMC
Kimberly Burnside	A Children's Place
Mydia Gibson	A Children's Place
Beulah Johnson	A Children's Place
Sonja Neal	A Children's Place
Ruth Phillips	McDowell Place of Danville
Jenni Gramstad	McDowell Wellness Center
Darlene Bowen	North Garrard FMC

CORRECTION: The last listing of new Associates showed Carla Hale as a new Associate at Fort Logan Hospital. Her correct name is Carla Hicks.

Nursing licenses to be renewed

RN and LPN licensure renewal applications must be processed by the October 31 license expiration date. The Kentucky Board of Nursing urges all nurses to renew their nursing license prior to September 15. Waiting until the deadline could present a challenge to the electronic system if many RNs and LPNs wait until the last minute to renew their licenses.