

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

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Mission Matters

George Bernard Shaw said, "I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die, for the harder I work the more I live."



On Monday, Jan. 26, central Kentucky – including Danville – was hit by one of the worst ice storms on record. Throughout the week, we were challenged not only to meet the many needs of our community but also to access the most basic needs of water, food, shelter, warmth, health and hygiene. Every department, every facility and many Associates were impacted, yet our Associates, physicians and volunteers answered the call to "do whatever I (they) can" to address these and other unmet needs.

As the storm swept through, one and then another of our facilities lost power or water. Some of our departments or locations were unable to be open. Our Ephraim McDowell Health Associates experienced difficulty getting to and from work and finding care for their children, pets and extended family members while others anticipated the worst and slept onsite to assure they were available for their scheduled shift. Many were able to safely navigate the roads and get to work. Yet all served.

For each of you who lived our F.I.R.S.T. values of Friendliness . . . Innovation . . . Respect . . . Service . . . or Trust through this week, THANK YOU!!! For those who benefited from the many acts of kindness provided, know that those who served you were blessed in the giving. Each of you makes Ephraim McDowell Health a very special place. Thank you for contributing in such tangible ways to the health and well-being of our community during this weather crisis.

*Vicki Darnell,
Chief Operating Officer*

St. Valentine's Restaurant is Friday at EMRMC

EMRMC is hosting its annual St. Valentine's Restaurant on Friday, February 13, from 11 a.m. to 1:30 p.m. This event includes "restaurant-style" service, where customers will be greeted, seated, served and have plates removed. Customers will pay at the end of their meal. All sales and tips will be donated to the Ephraim McDowell Chaplain's Discretionary Fund to assist Associates in crisis situations.

Menu entrees are: Choice Ribeye, Blackened Shrimp Alfredo, Grilled Cheeseburger, Grilled Chicken Sandwich and Key West Chicken Salad Plate. Desserts on the menu are Amaretto Almond Cheesecake, Chocolate Torte Cake and Red Velvet Cake.



Nurses Notes

In October, those who attended the nursing town meetings provided input into the strengths, weaknesses, opportunities and threats for nursing as a whole at EMRMC. In addition, the strategic plan for nurses established in early 2008 was reviewed and input on whether the specific tactics were accomplished was obtained. Results were shared with the organization's strategic plan participants as well as nursing management and the Nurse Retention Council. After the discussion with the Council, an ad hoc group of the Council met with Sally Davenport to determine recommendation(s) for the 2009 strategic plan. These will be discussed in February. In response to concerns expressed by nurses at Town Meetings and to the Council, 3Tower has gained an improved nurses break room by taking Room 301 out of service - accomplished with additional beds from opening the South Wing. Nurses should look forward to further actions stimulated by the Council and the nursing strategic plan in upcoming System FIRST newsletters.

THANK YOU
to the EMRMC Associates
who donated blood at the
January 30 Blood Drive.
We had 57 donors.

Mission and Values

By Tim Noel, Director of Pastoral Care

As we assess the damage caused by the "Nasty Ice Storm of 2009", there are people who are doing alright. The hills are alive with the sounds of chainsaws, and someone is getting rich. But the other day I learned that one of our Associates has been out there clearing away branches but not taking money for his trouble. He is working without pay simply to help people out. I thought of him the other day when I saw the sign, "We make a living by what we get but we make a life by what we give." Whether you wield a chainsaw or a scalpel, a keyboard or a broom, there is nothing at all wrong with making a living; but making a life is what keeps us going.

Fort Logan named 'Top Performer'

Ephraim McDowell Fort Logan Hospital has been selected as a "Top Performer" in quality scores for the administration of the pneumonia vaccine to patients with pneumonia. The hospital was one of 32 hospitals with a quality score between 98 percent and 100 percent that were given the "Top Performer" designation. Ephraim McDowell Fort Logan Hospital's score during the time period evaluated was 100 percent.



It's not too late . . .

EMRMC Associates can get their flu vaccine by calling Associate Health at extension 2352.

Important information about W-2s

If an Associate has not yet received their W-2, it is possible that it has been returned to the Payroll Department. The Associate needs to pick up the W-2 from Payroll and sign that they received it and that it had been mailed in a timely manner but was returned for a wrong address. If a duplicate W-2 is needed, Associates may contact Payroll.

To be certain the correct address and telephone number are on record, Associates are reminded to either contact the Human Resources Department or go to the Benefits Talk website at <https://www.benefitstalk.com/emh09/index.asp>. The logon to the site is the Associate ID number and last four digits of the Social Security number. The password is the date of birth (DD/MM/YYYY) unless the Associate changed the password during the Open Enrollment process. It is very important that addresses and telephone numbers are updated whenever a change occurs, to assure timely communications.

Volunteers needed for clinical trial

Dr. Manoj Kohli is seeking volunteers to participate in a clinical research study of a new investigational medication that may be effective in the treatment of osteoarthritis of the knee. Qualified participants will receive study-related medication (or a placebo) as well as study-related lab tests and medical exams. All expenses (X-ray, travel time, medications, etc.) are free during the two-year study.

Individuals may qualify if:

- You are over the age of 40
- You suffer from osteoarthritis of the knee with pain, aching or stiffness on most days of a month during the past year
- You have no anticipated surgery on the knee in the next two years

If interested, please call (859)260-1563.

Welcome New Associates

<u>NAME</u>	<u>DEPARTMENT</u>
Brittany Averett	Food Services at EMRMC
Jason Weathers	Info. Services at EMRMC
Christopher Fralix	Central Services at EMRMC
Corey Craig	Transport at EMRMC
Connie Gammon	A Children's Place
April Martin	A Children's Place
Rachel Mattingly	A Children's Place
Lindsey Vines	McDowell Wellness Center

THANK YOU NOTES

McDowell Place of Danville shares the following notes it received following the recent ice storm.

The snowstorm forced all of us to make adjustments to our regular lifestyle. I was so fortunate to have a great friend, Mildred Boyd, living at McDowell Place, who offered me a refuge from the cold. What an experience this has been! The friendliness of the entire staff, volunteers and residents was overwhelming. Thank you for all you do for those in need of your services.

Maxine Taylor

As mother would say, "McDowell Place is a great place!" It was truly gracious of the management staff to allow a band of "gypsies" to descend on the facility during the recent ice storm. Tremendous bonding took place at both the family and community level. Your efforts and patience were much appreciated.

Jeff and Karen Thornton

Your staff did a marvelous job the last few days during the ice storm. Thank you!

Edna Lankford

Correction on lipid profiles

Lipid profile testing available at select locations through February 20 cost \$15, not \$12 as reported in the January 28 newsletter.

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 randomly-surveyed patients.

January 2009 Patient Satisfaction			
	Overall Quality of Care Score		
	Goal	Jan. 2009	F/Y 2009
EMH	94.80%	96.42%	96.82%
EMRMC	94.20%	96.00%	96.38%
EMFLH	95.90%	96.46%	96.90%
FMCs	95.25%	98.58%	98.46%