



Pulse

The Heartbeat of MRHC

Volume 1, Issue 6

April 2010

Inside this issue:

Service Excellence	2
DO IT Meetings	2
Lab Week continued	3
DO IT Meetings continued	4
DO IT Meetings continued	5
Benefits	6
PACT Committee	6
Birthdays and New Employees	7
Linen Department	8
Leadership	8

Celebrate National Lab Week

Imagine yourself as a purple, red or green-topped tube and follow the journey through our lab. The first people you will meet are our phlebotomy team. Let me tell you a little about them.

The phlebotomists are the ones seen on the floor during the early morning hours, drawing blood samples so testing can be done before patients' doctors make their morning rounds. They start their job at 5:00 a.m. every morning and continue throughout the day to get samples collected to meet doctors' requests. Most of the phlebotomists have completed a training course through the VoTech and some have completed their national certification, making this group of people on our team expert in their field.

This is a very busy crew, not only are they continually drawing on the floor as doctors make rounds and add more

testing to be done, they draw outpatients, cover ER draws, restock the laboratory supplies, go with technologists to do health fair screenings at various businesses and screenings here at MRHC. The members of this part of our team are: Jodi Browne, Phlebotomy Supervisor; Dana Cooley; Linda Harp; Tannyia Chronister; Cassie Martin; Jennifer Kinnikin; Terri Boatright; Kathy McCoy; Joan Cooper; ChyAnn Vaughn; Cynthia Atwood and Myra Kubiak.

Once tubes have been drawn, they are brought back to the laboratory receiving area. All specimens are entered in the computer system which connects them to the analyzers in the processing area. Chemistry tests connect to the chemistry analyzers, hematology tests connect to

kins and Kat Monk.

Blood samples are now ready to go the clinical processing areas. Here is where you will find the clinical laboratory scientists (Med Techs) who will begin the processing of all sam-



Many of these tasks are done by our office staff. These busy people are also responsible for referred billing, processing admit outpatients' orders, performing drug screens and are cross-trained as phlebotomists when needed. Our team here is: Jodi Browne—Office Manager; Samantha Robertson; Scott Hill; Carolyn Haw-

ples. Some of our clinical laboratory scientists specialize in one area, but all are trained to work in all the departments. Each section of the lab is a specialty all in its own. Each having a different set of rules for the testing to be done. Our different sections are Hematology, Chemistry, Blood Bank, Microbiology and Histology. All of our clinical laboratory scientists have Bachelor Degrees and two of our team has Masters Degrees, all of our Medtechs are nationally certified. The members of this team are: Steve Bernard, Laboratory Director; Sharleen Sparks, Hematology Supervisor; Bob Burden, Blood Bank Supervisor;

...story continued on page 3



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Service Excellence Updates

Service Excellence is Here to Stay

The **SERVICE EXCELLENCE COUNCIL** continues to meet twice a month to discuss OASIS Team Updates, SEA/Ambassador Workshop progress and review submitted Bright Ideas.

LEADERSHIP OASIS TEAMS have begun working diligently on their projects. Monthly meetings for OASIS Super Coaches and Team Leaders will begin Monday, April 26, 2010.

SERVICE EXCELLENCE AMABASSADORS attended a training course with Michele Weston last month to discuss DO IT Meeting Audits.

ATTENTION LEADERSHIP & SEA DO IT MEETING FACILITATORS – Be sure to forward your April/May meeting dates to djames@mrhcok.com. Icee Cokeley will be scheduling Ambassadors from another department to perform an Audit at your next DO IT Meeting.

The Ambassadors also joined forces with Donna Green and Cindy Baggett to establish plans for Hospital Week! If you haven't heard.....get ready for MRHC Game Show Mania!!!! Hospital Week is planned for May 9th – 14th. All shifts will be celebrated—**DON'T MISS OUT ON THE FUN!!**

SERVICE EXCELLENCE ADVISOR (Train the Trainer Course) was a huge success. The SEAs were divided into Teams and schedules were selected to begin presenting the Year III Workshop material on May 17, 2010. Look for Year III Workshop Sign Up information to be sent out soon.

DO IT Meeting Updates

ACCOUNTING set their focus on developing proper uses of Wal-Mart and Staples accounts. Also discussed was finding ways to provide more games/entertainment for renal patients here at MRHC and those patients at the Eufaula Dialysis office.

Cross training is continuing within their department along with looking for ways to participate in the March of Dimes Fundraiser. Open discussions regarding how to achieve goals set within the new job descriptions/evaluations were covered and the announcement of Veronica Moore accepting the role as Department SEA was announced.

Spring Cleaning - Destress took place in the **ADMINISTRATION** DO IT Meeting.

Executives and their Staff symbolically shredded their stress by writing down their major stress on a piece of paper and then shredding it!

Action Plans from their Opportunity List were discussed along with new administrative responsibility assignments. The entire office was encouraged to be involved with the March of Dimes fundraiser.

Mary Dunn distributed Certificates of Appreciation and candy bars to Julie Basden and Kim Nooner for taking on extra duties while she was out. The "Home Made" (Ms. Rinker) Cherry Pie Door Prize went to Mr. Beggs.

The **CASE MANAGEMENT** Department traveled back in time to 102 BCE to the days of Julius Caesar. Their

theme "Ides of March" was celebrated by some members dressing in togas, corona's (head dress), sandals or bare feet, and wine (white grape juice) in goblets.

During their meeting they worked on their Press Ganey Online Action Plans, discussed adding workbook/DVD new care skills book and agreed to assist one another when caught up on their own duties.

A need for education was recommended for comprehending HCAHPS/Press Ganey Survey Results and OBS vs. Inpatient stays.

The Service Council couldn't agree more! During the Year III Workshop Training everyone will have the opportunity to learn more about Understanding HCAHPS!

QUALITY SERVICES reviewed their Press Ganey Opportunities and discussed their wish list for equipment needs.

The **EDUCATION** Department discussed resources for their individual needs and the group was reminded to complete the Internal Scorecard by the 5th of April. Further discussion was held regarding their Press Ganey Action Plans and it was decided ER would be invited to their next DO IT meeting to discuss any educational issues they might need in the next year.

Artists in **ENVIRONMENTAL SERVICES!** Sculpting a Masterpiece was the theme this month. Staff ... continued on page 4

Lab Week... continued from page 1



Rita Hester, Staff Technologist; Anthony Ranollo, Staff Technologist; Leon Mace, Chemistry Supervisor; Donna Erickson, Microbiology Supervisor; Marty Center, Staff Technologist; Tim Golden, Staff Technologist; Drusilla Banggawan, Staff Technologist; Sharon Savard, Evening Shift Supervisor; Robin Slagle, Staff Technologist; Efren Ventrua, Staff Technologist; Jackie Nanuhmuh, Staff Technologist; Joffrey Banggawan, Staff Technologist, Roxie Gibson, Staff Technologist and Lisa Hoffman, Staff Technologist.

The lab is required to meet criteria and regulations from the College of American Pathologists, which is our govern-

ing body. Every two years the lab must undergo a rigorous inspection from CAP to keep our certification. Part of our certification is that this lab must inspect other CAP labs located across the state of Oklahoma. In addition, the lab must comply with the regulations and guidelines of DVN, FDA, CLIA and the State Health Department. Due to the complexity and broad range of tests the lab performs, MRHC is in a peer group with Baptist Integris in OKC, VA Hospital in OKC, St. John's in Tulsa and Norman Regional among others providing us an opportunity for learning and networking.

A patient's chart is composed with 70 percent of it's information from the lab. MRHC clinical lab does 1.5 million tests per year and anatomic pathology does 4,550 tests.

Another important section of our laboratory is the Anatomical Pathology Department. Tissue and fluid samples are sent to Histology for grossing and dissection by the pathologist. The histotechs process, embed, cut the tissue and place on microscopic slides for staining. The stained slides are looked at under the microscope by the pathologist to determine a diagnosis. The Pathology office manager tran-

scribes and prepares the Pathology reports for the clinicians. Frozen sections for immediate diagnoses are done in Histology as are non-gyn cytology. The histotechs assist the pathologist with grossing surgical specimens, autopsies, bone marrow aspirations and frozen sections. Our histotechs are nationally certified with ASCP and meet national standards. The members of this team include: Ricky Judge, M.D., Pathologist; DaNel Jennings, Histology Supervisor; Donna Parson, Staff Histotech and Tammy Nixon, Pathology Office Manager.



Thank You!

DO IT Meeting Updates... continued from page 2

received clay and were asked to sculpt a three dimensional object into a masterpiece.

They were asked to shape it, refine it, take away from it add to it just like we do in our workplace environment.

The goal...realizing sculpting our techniques will enhance our ability to do a better job.

Standards of Behavior - was also covered...Each employee was challenged to pick one goal and work on it for two months at work and at home. Patient satisfaction scores were discussed along with reminding staff to make sure proper items remain in patient rooms after discharge.



Environmental Services

ER's theme for March...Luck (Listen, Understand, Care and Kindness)! Staff began their DO IT Meeting stating they were pleased with the weekly huddle's occurring each Wednesday and Friday mornings. Standing Reports were also covered: (1) Triage levels (2) Education Requirements (3) Net Learning (4) Teamwork (5)New Employee Orientation (6) Communication (7) Physician Update (8) Construction (9) Evaluations (10) Coding.

An Easter Egg Hunt was planned at the **HOME HEALTH** DO IT Meeting.

Teamwork was exhibited by employees working together to find eggs. Each person had to read the comments hidden inside each egg. (These positive comments about each other were taken from the Communication Board and the "Good Deeds" box.

Jan Mace also read survey comments that were very complimentary.

Press Ganey Action Plans were discussed and inspirational stories were shared.

Also played was the toilet tissue game. Each person took sheets of toilet tissue, as many as they wanted. For each sheet they had taken they had to say something nice about themselves. For those who took quite a few sheets, co-workers stepped in and helped them with positive comments.

Door prizes were won by Thurman Pitchlynn and Cindy Johnston.

ICU discussed their Employee Press Ganey Opportunities and Strengths. New goals were set to keep noise level down.

It was announced staff pictures will soon be available to place on the Patient Communication Boards. Elizabeth Loving provided an education in-service to all ICU staff to help increase patient awareness.

New goals to improve the environment of the **LAB**, was the focus for March. Cassie Martin was introduced as the Year III SEA Lab Department

Facilitator. Discussion was held regarding the use of reusing biobags to prevent waste and Lab Week. New employees Linda and Cindy were welcomed!

Suggestions listed on the dry erase boards were discussed during the **MAINTENANCE** March DO IT Meeting along with a few remarks from Jonathon Muller, Security, regarding tools and a chain link fence lock.

Eugene Durbin brought up some Safety issues and Mr. Lemons reminded staff he would be meeting with them individually to discuss their evaluations and setting measurable goals for themselves.

HUMAN RESOURCES reviewed their Action Plans and agreed things were working well. Individual reports were given regarding their workload and each shared stories of how respect of co-workers had been demonstrated in their work area.

Sheryl Sehgal shared a fun St. Patrick's Day wordfind along with recipes for the holiday. Angela Givens won the shamrock plant door prize.

Equipment issues began both March DO IT Meetings held in **3 WEST**. Action Plans were reviewed and ongoing training was reviewed.

The **MIS** March DO IT Meeting began by reviewing the Department's Online Action Plans.

They celebrated their meeting with the theme: MIS March Madness!!!! Each team was divided into two teams. (1) Team Google and (2) Team Yahoo. The Teams participated in a basketball shooting contest. The game had two 3

minute halves. During the first half, they could not say a word. During the second half, the group was to get as loud as possible with encouragement.

The point of the game is realizing when you have a Team backing you up and encouraging you to do well...you Succeed!

The April MIS Meeting focused on "15 Tips to Help Bat Your Stress Away" – Lucy Muller created a fun and careful way for the office to destress by using a plastic bat and cardboard box.



MIS

PHARMACY began their March Meeting with Ashley Lerblance sharing an inspirational story regarding Allison Tucker and an elderly female.

Ashley informed the group that the quarterly results for the Pharmacy Technician Scorecard will be shared at the next meeting. This information was developed to increase awareness of job performance.

Staff was requested to complete the Internal Support Survey and to look for information regarding the upcoming Service Excellence Workshops.

PBX held their monthly DO IT Meeting covering professional phone etiquette led by new SEA Stephanie Sheppard.

A game to promote good

DO IT Meeting Updates

attitude was played and strawberry and blackberry shortcake was shared with the group.

PBX stated they will continue their Department Mission: To offer faster more accurate service as well as improve on their already improving attitudes.



PBX

DIAGNOSTIC IMAGING began their March DO IT Meeting by announcing their "Super Star" for the month of March: Amber Bryant, Ray Leon and David Hobbirk were all presented with certificates and candy bars for going above and beyond!

Outpatient comments were discussed and the Online

Action Plans were reviewed.

Teamwork was the main focus of the meeting (1) Listening (2) Ask for Help (3) Give Support and (Respect).

Two meetings were held in the **REHAB CARE UNIT** during the month of March.

The latest Press Ganey Satisfaction Results were shared with the group. It was announced Communication Boards are being installed in patient rooms.

RESPIRATORY THERAPY focused on their Press Ganey Action Plans and reviewed questions that could possibly be asked by DNV

surveyors during our survey.

Hunting for Easter Eggs was the fun activity held in **RENAL DIALYSIS**. Kelly Skimbo was the winner of the cash egg! Positive comments were shared amongst the group by each member stating a

positive comment about the person sitting to their right.

Press Ganey Action Plans were reviewed and additional assignments were made.

The **SURGERY DO IT** meeting started with discussing surgical instruments, notifying family in ASU/Recovery and reviewing the Press Ganey Action Plans in March.

A reminder went out to all staff not to wear green scrubs outside of the hospital. Monitoring how long patient's family members wait in consult rooms and decreasing the number of calls made to staff when they are already at the hospital working were also big topic issues.



Renal Dialysis

VAN BUREN HOUSE welcomed Alisa Coggin, Accounting Director and member of Employee Satisfaction OASIS Team.

The VBH Staff was requested to identify dissatisfiers and ideas to boost moral in the hospital. Press Ganey Action Plans were reviewed. The Staff thanked Sue Hawkins and Christy Arends for their willingness to make positive changes for staff and residents; the kitchen staff for providing cupcakes; and Emily Mouser, VP of Human Resources and Marketing Development for attending the meeting.

The **WELLNESS CENTER** welcomed guest speaker Jennifer Green with AirE-vac. Discussion regarding the need for hangers in the shower area and the need for handicap rails in the assisted dressing room was held. Zella Kincaid reported on the March of Dimes fundraiser. The Survivor game continues for the Wellness Center Staff....stay tuned to see who wins!

In the News!



Congratulations to Kelly Drusen for passing her Nurse Practitioner boards.



MRHC Benefits News

VALIC Notes & News

Rising medical costs: A good reason to save for retirement

Inflation can take a bite out of your retirement savings, but that's nothing compared to what the rising cost of medical care can do. In 2008, a year when recession slowed health-care spending, Americans spent \$2.3 trillion on healthcare – an average of \$7,681 per person and 16.2% of the nation's economy.¹ In fact, the U.S. spends more on healthcare per capita than any other country.² No matter the outcome of healthcare reform initiatives, it's reasonable to assume that rising medical costs are as good a reason as any to save as much as you can for retirement.

Who spends the health-care dollars?

Of the \$2.3 trillion Americans spent on healthcare in 2008, slightly less than half

came from the public sector: Medicare, Medicaid, the Veterans Administration and others. Around \$815 billion came from employer and individual private insurance and \$279 billion from out-of-pocket funds.³ If you retire before you're eligible for Medicare, there's a real possibility you'll be paying out-of-pocket. And in retirement, the reality is that health-related expenses will increase as you go along.

New technology costs, saves

New technologies on the horizon promise to streamline parts of the healthcare system. But change can be a double-edged sword. Electronic medical records might offer significant savings in the long run, but implementing a nationwide system is estimated to cost \$7.6 billion a year over 15 years.⁴ However, another burgeoning technology, remote monitoring devices,

offers savings and convenience. For example, some devices send data about a patient's vital signs by Internet to the physician, thus saving a trip to the doctor's office.

Factor healthcare into your long-term financial plan

Spending on healthcare continues to outpace the economic growth to pay for it. Consider that growth in the Consumer Price Index from 2000 to 2009 was 24% and worker's earnings grew 32%.¹ But insurance premiums for healthcare expanded 108% during that same time period. It's something you should consider factoring into your long-term financial plan. So, eat an apple a day, take a brisk walk around the block and talk with your financial advisor about how you can save more for retirement.

Want to learn more? Call your local VALIC financial advisor, Paul Mariconda, at 1-800-892-5558, ext. 89501.

¹ "U.S. health spending slows," *Houston Chronicle*, January 5, 2010.

² *Health, United States, 2008*, U.S. Dept. of Health and Human Services, March 2009.

³ U.S. Census; "In Search of Health Care Reform," *Washington Post*, June 9, 2009; U.S. Centers for Medicare & Medicaid Services; Commonwealth Fund; Kaiser Family Foundation.

⁴ "The Future of Health Care," *Forbes*, December 12, 2008.



News from the PACT Committee

P=Professionalism A=Attitude C=Communication T=Teamwork

Congratulations to the following employees who have been "Caught in the Act of Keeping Their PACT."

Each of the following employees were invited to a breakfast where they were presented with a check and a colored badge to wear proudly. Next time you see one of these co-workers congratulate them on a job well done.

- Joyce Adams (Odom)
- Lindsey Atwood
- Julie Basden
- Brody Brannon
- Joyce Celaya
- Marj Dailey
- Mary Dunn
- Anita Jackson
- Donna Jefferson
- Stephanie Jenkins
- Cindy Johnston
- Paula Kerns
- Danon Mass
- Pauline Master
- Heidi McAlester
- Donna Parham
- Cindy Tharp
- Sharon Wakole
- Sonya Young



April Birthdays!

Steven Amy
Sonya Anderson
Michaela Aranda
Christy Arends
Susan Avery
Julie Basden
Amisty Beck
Frances Bernard
Jennifer Bloxham
Mary Bloxham
Rachael Campbell
Richard Campbell
Eric Cole
Kathy Collins
Alice Cornwell
Juanita Crawford
Kirsten Daniels
Steven Davidson
Marla Devous
Christy Donovan
Claire Drizness
Marie Durocher
James Epps

James David Ferguson
Keiko Finch
Crystal Garrett
Tami Greenway
Phyllis Hamilton
Shirley Harrison
Elizabeth Hayes
Stephanie Higgs
Philip Horton
Kenneth Howard
Landy James
Brandy Janes
Becky Jasper
Teresa Kaiser
Margaret Lemons
Tracy Locke
Ashley Lowery
Shantel Lucas
Betty McFarland
Chenilla Mixon
Emily Mouser
David Mullins
Tiffany Nunley

Susan Orr
Cheryl Ott
Merriam Owings
Carol Pemberton
Rodney Pinkney
Beth Rice
Angelo Rivers
Carolyn Sanderson
Jeannie Santino
Benjamin Scott
Patsy Sommer
Evondail Strickland
Ashley Teal
Pamela Thomas
Geneva Tidwell
Lisa Wallis
Cindy Watson
Laura Whiteside
Rachel Zukowski
Tammy Zummer



Welcome New Employees

Terri Murdaugh —
ER
Lana Belcher —
Renal
Melissa Spicer —
RRT
Brittney Stone —
3 North

Teresa Beer —
3 West
Tara Phillips —
Lab
Jason Lafoon —
Maintenance
Amanda Jeffries —
Env. Serv.

Dawn Schadeck —
Env. Serv.
Brittney Gruebele —
Env. Serv.
Cynthia McCracken —
Env. Serv.
Nicole Smith —
Nutri. Services

Ryan McClaughrey —
VBH
Elizabeth Reichert —
VBH

Linen Department Update

The Linen Department is in operation from 6:30 a.m. - 3:00 p.m., six days a week. We are staffed by four employees, Joyce Nash, Cheryl Ott, Judy Newport and Sandy Pool, and we can be reached at x8080.

For after hour needs and all day Sundays, please contact the Hospital Operator to have

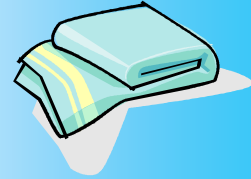
a member of Environmental Services beeped to call your area.

Nurses, please notify a member of the Linen Department when a patient no longer requires "NO SOAP LINEN". This would help us better serve the patients who need these special items.

New Items –

- Yellow Gowns are for Fall Risk Patients Only. These gowns are stocked on linen carts daily. They are very costly and we need to prevent them from leaving the facility.
- Bath Mats will be stocked on top of all patient linen

carts. They will be available for all patients that are able to take showers.



Leadership Update

Lucy Muller and Laurie Wilson updated us on Hospital Week Activities – The themes will reflect various game shows. They have scheduled events/activities each day (watch for more details). We will celebrate with our service awards on Tuesday at a reception at MRHC.

David Mullins reminded us that our Service Excellence meetings will start very soon.

Ben Scott reviewed finances. MRHC had a strong February, and we are looking forward to a very strong March.

Chuck Boss updated everyone on capital budget. It has gone to the Long Range Planning committee for approval. We have approximately \$6M each year for the next 3 years. Major expenses

for next FY are the 1W remodel (moving Lab and Education there), redoing the current Lab space to expand Ambulatory Surgery and Cath Lab prep/recovery, and slight modification in the ER. IT is another major expenditure in the next FY.

Chuck also updated us on construction: front parking lot continues to be fixed in sections; 1st floor doctor's building is being remodeled to enlarge Renal (there is a new hallway there) and various smaller projects in the building (finalizing bathrooms, painting, etc.).

Chris Ossenbeck informed us that all e-mail that contains any personal or protected information needs to have the word encrypted as the first word in the Subject Line. Our

new software will automatically encrypt and the receiver will be notified how to retrieve it. Remember this means any personal information like SSN or any patient data. This is for EXTERNAL e-mail only, our internal server is secure.

Shaun Beggs reviewed the monthly board meeting

- Discussion on Siemens offering more management support including 24/7 help desk.
- HCAHPS results were reviewed.
- New beds for Rehab were approved (including one bariatric bed).
- Health reform was discussed.
- Eufala Dialysis is now open to one patient as we finish the CMS survey



process. As soon as that is finalized, we can open it up to more patients.

Since Adrian Hester resigned we will have a temporary consultant working with us for the next 3-6 months to review our purchasing processes, policies, etc. as we recruit a new Director.

Way to Go Team MRHC!

The goal this year for Team MRHC was to have 100 MRHC employees and family members walk at the 2010 March for Babies.

We are well on track to meet our goal, but if you haven't had a chance to register for the walk, please e-mail Nikki Brinlee at nbrinlee@mrhcok.com for more information.

So far Team MRHC has raised over \$1,300 for the March for Babies.

Thank you all for helping to save babies!

