



Pulse

The Heartbeat of MRHC

Volume 1, Issue 4

February 2010

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Policy Updates

MRHC recently updated three of the hospital's policies. Please note the following changes and plan accordingly.

FUNDRAISING

All activities to solicit monies to support internal and external causes through employee donation must be scheduled through the Marketing Department. This includes activities taking place in the MRHC main hospital and all ancillary buildings and facilities.

Advertising fliers for the fundraising events will be only placed in employee bulletin boards; fliers will not be posted on walls, in elevators, on doors, etc. A single activity should last no longer than one week. Activities must be held in the Cafeteria area only and must last no longer than four hours per shift. Activities will be approved on a first come, first serve basis, with no more than one fundraising activity scheduled during any two week time period. Fundraising requests must be submitted at

least two months in advance of event for approval. No more than two activities per event, unless other slots remain unfilled and are approved.

For questions or to schedule a fundraiser, call Nikki Brinlee at 421-6860.

PAYROLL DEDUCTIONS

The minimum amount that can be payroll deducted for MRHC Gift Shop, Scrub Shop and Purchasing Department purchases will be \$5.00. If an employee's purchase is any amount over \$60.00, it will be payroll deducted out of two checks.

DRESS CODE

1. ID badges are a part of your uniform and will be worn at all times.
2. Hair should be clean, combed, and well-maintained in a professional/businesslike color and style.
3. Clothing, including uniforms, must be neat, clean, and pressed. If uniforms are not required, slacks, dress shirts, skirts, dresses, etc. should be

worn. Shoes should be appropriate for the work area.

- *The following are not considered professional or businesslike: skirts shorter than 2" above the knee; form-fitting or revealing clothes; leather; tank tops; spaghetti straps; printed screen t-shirts or sweatshirts; jeans; shorts; sweats; capris; flip flop sandals; caps, hats, or bandanas except in positions approved by Administration.*

4. Beards, mustaches, and sideburns must be neat, clean, and well trimmed.
5. Fingernails will be clean and neatly trimmed at a conservative length; polish should be of a conservative color and designs are not acceptable.
6. Visible tattoos and body piercing except for tasteful earrings is prohibited.
7. Perfume, cologne, and scented lotions will not be worn in patient care areas.
8. Wearing/listening to headphones is prohibited.

For complete details on the updates, please review the MRHC Policies & Procedures.

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In the News!

MRHC thanks the Surgery Department for challenging MRHC's employees to raise funds for the Red Cross Haiti Relief Effort. In response, the employees gave a total of \$668 to the fund. This is what true team work is all about!

Congratulations to Blake Wilson, RN ICU, for acceptance to Newman University CRNA program for Fall 2010.

Congratulations also goes to McAlester senior Chance Carey (son of Mary Carey). Chance signed his letter of intent to play football for East Central University.

Service Excellence Updates

Service Excellence Council Hosts Breakfast

The Service Excellence Council hosted a Breakfast on Tuesday, January 26th for the Maintenance Department and several members of staff to recognize them for exemplifying Professionalism, Attitude, Communication and Teamwork dealing with the recent humidity difficulties and water issues in the ASC building.



Chuck Boss, David Lemons, Jimmy Whorton, Dale Massey, Eugene Durbin, David Mullins, Jessie Lomon, Chad Kincade, Reid Warrenburg, Richard Campbell, Jeremy Tucker, Andy Duwall, James Epps

Employee Satisfaction Survey Results

Leadership recently attended Training to implement their Department Survey Result Opportunities into the Press Ganey Online Action Planning Tool.

Each Department should be reviewing these results during their February 2010 DO IT Meeting and selecting two

areas of Opportunities to focus on for improvement.

Leadership members were asked to get with their SEA Facilitator to review their Department's Results.

For SEA's and Ambassadors who need additional training in understanding the results, a meeting is scheduled for Monday, February 15, 2010

at 10:30 a.m. in the Back of the Cafeteria.

Additionally, Year III SEA's and Ambassadors held their monthly meeting with Shaun Beggs, MRHC CEO. Please ask your SEA Representative to share those minutes with you during your Monthly DO IT Meeting.

Also attending this month was Emily Mouser, VP of Human Resources and Organizational Development. Emily explained to the SEA's their involvement of the Employee Survey Results and how this issue will continue to be an Agenda Item for the next 18 months for every Department's DO IT Meetings.

News from the PACT Committee

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



Reba Pope, Georgia Cain, Theresa Read, Icee Cokely, PACT Chairman, Thurman Pitchlynn, Jan Mace, Nurse Manager/Home Health, Nancy Tate, Donna Parham

Congratulations to the following employees for going above and beyond in the areas of Professionalism, Attitude,

Communication and Teamwork.

MRHC recognized each of these employees at a special

PACT breakfast on February 2nd, 2010.

- Tara Crouch
- Julie Nassif
- Debbie Rivera
- Donna Parham
- Nancy Tate
- Brytnee Hammonds
- Tammy Bethune
- Betty Nelson
- Reba Pope
- Theresa Read
- Ruth Moody
- Thurman Pitchlynn

It has come to the attention of the PACT committee that there are still some questions regarding the PACT program. Feel free to contact Icee Cokely, ext. 8009, and she will be happy to answer any questions. You may also contact Sammy Winesburg, Gary Nunley, Courtney Johnson, Pam Thomas or Theresa Read with any questions or comments.

A healthy attitude is contagious, but don't wait to catch it from others. Be a carrier!

Year III OASIS Teams Assigned

ER

Executive Sponsor -Emily Mouser

Team Coach – Polly Shoemake

Team Members - Mary Leffler, Juanita Crawford, Steve Bernard, Jackie Turnbull, Tera Eakens, Shannon King

Physician Satisfaction

Executive Sponsor – Chuck Boss

Team Coach – Angela Smith

Team Members – Gary Nunley, Dana Hugle, Paul Olsen, Georgia Cain, Stacia Coats, John Johnson

Inspirational Stories

Executive Sponsor – Chris Ossenbeck

Team Coach - Brytnée Hammonds

Team Members - Diana Ward, Jeanette Conaway, Brent Stinnett, Sheila Zachary, Carolyn Davidson, Jeri Santine

National Patient Safety Goals

Executive Sponsor – Glenda Gore

Team Coach - Connie Davis

Team Members – Carolyn Wigington, Terry Rogers, Jan Mace, Suni Dugan, Adrian Hester, Barbara Vest

HCAHPS Focus

Executive Sponsor – David Mullins

Team Coach - Donna Green

Team Members – David Parish, David Lemons, Dawn Moon, Christie Vaughn, Joy Cline, Bob DeClerck

Awards & Recognition

Executive Sponsor – Shaun Beggs

Team Coach - Laci Bailey

Team Members - Brian Young, Jodi Browne, Cindy Baggett, Shelley Diehl, Sue Hawkins, Sandy Pool

Employee Satisfaction

Executive Sponsor – Ben Scott

Team Coach - Nicole Reich

Team Members -Christy Arends, Alisa Coggin, Mickie Williamson, Mary McGuire, Harry Winlock, Beverly Swadley

February 2010 Leadership Update

The MRHC Leadership Team meets monthly, usually the day after the Board meeting. The Team reviews the Board Meeting agenda and financials as well as updates from each other. In the February meeting, we discussed:

- The Leadership Retreat will be held Thursday, February 25th, 8:00 a.m. – 4:00 p.m. at the Clark Bass Auditorium on Eastern Oklahoma State College, McAlester Campus. Guest speakers include: Donna McNutt, RN, VHA; Bruce Naylor, MD, VHA; Brent Thompson, legal counsel.
- Construction Projects continue! The Doctors Building common areas remodel has begun and will be completed within 130 days. The remodel of

the ladies restroom on the 1st floor beside the Human Resources Department should be complete by February 15th.

- An additional mandatory course, Elopement Policy (Code Gray), was added to NetLearning on Friday, February 5, 2010 and must be completed by Monday, February 22, 2010 for compliance with our DNV Action Plan.
- Leaders will begin working on budgets this month which will include a three year capital budget.
- Architects with FKP will begin working with the MRHC staff to begin making plans for the renovation of IWest. This is just a planning stage. No definite plans will be made at this time.

- Human Resources welcomes Denise James! She will continue to direct all of our Service Excellence activities. In addition, she has started training for new HR roles including processing all transfer/termination paperwork, conducting exit interviews and tracking turnover and other HR metrics. Pam Wilson will continue managing the new employee process. Sheryl Sehgal will continue to manage benefits, work comp, and FMLA. Marge Grubbs will continue to make sure the office is running smoothly as well as meeting all legal and license verification processes.
- Employee Satisfaction Action Plans should all be

entered in Press Ganey online by February 28, 2010. Leaders are responsible for reviewing the unit level results with the SEA's. Jointly this information needs to be presented to the unit through the DO IT process in February. The staff should be given time to review the Opportunities and select two areas to focus on and create specific, actionable steps. The action steps will be entered into PG online and reviewed at subsequent DO IT meetings and progress tracked. If you have any questions/concerns about the process or the software, please contact Denise James or Emily Mouser.

December Board Meeting

The MRHC Board meeting is scheduled for the first Wednesday of each month at 4:00 pm in the Administrative Boardroom. The Board Agenda is always posted by our time clocks and on our Web site on the Public Information page of our About Us section. On February 3rd the following activity took place:

- Dr. McClintock, gave a report on the Medical Staff and addressed a Medical Records issue.
- Dr. Shuller reported the Long Range Planning Committee discussed the following:
 - The date for the Special Election moved up to May 11, 2010. This election will ask the voters to allow MRHC

to incur the debt of \$5.6 million to acquire the Physician Building. The committee discussed at length their plans for communicating to the public regarding the vote.

- Plans to develop an emergency water system.
- Proposed new uses for the renovation of IWest.
- Recommendation and approval of scheduling an annual educational/ planning session for the Medical Staff and Board of Trustees to improve communication.

- Mr. Beggs reported we are beginning a new year of Service Excellence and have put together seven Oasis Teams focusing on patient satisfaction HCAHPS scores. Mr.

Beggs stated we are increasing our number of volunteers and they are excited about changes we are making for them in the front lobby, gift shop, and their workroom. Mr. Beggs stated renovations are continuing to be made throughout the hospital.

Our investments in the Monroe Center are beginning to pay off with an increase of revenue through the use of our Sleep Lab. Mr. Beggs stated Physicians are communicating they are appreciative of changes we are making to improve.



February Birthdays!



Vanessa Armstrong Benjamin Bartlett Tonya Bear Ragan Birckel Sarah Brundige Lisa Buchanan Georgia Cain Brett Camp Misti Clagg Joy Cline Vivian Coulter	Joseph Daniel Jody Davis Cassandra Dowell Tim Golden Derek Gray Jennifer Green Jessica Guzman-Hill Mindy Henson Rita Hester Charles Higdon Robin Hugle	Alana Jones Virginia Jones Ingrid Kimbrough Ray Leon Christine Marsh Loretta McElhane Kelly McWilliams Mike Noel Ginger Pitman Kamye Powell Kathleen Pulchny	Nicole Reich Anita Ridenour Jessica Roberts Dovie Shackelford Deborah Sherwood Lori Slater Sharleen Sparks Pamela Stacey Shanobe Taylor Ashley Tharp Chyann Vaughn	Daryl West Christina White Jimmie Whorton Carolyn Wigington Susan Williams Mickie Williamson Genalyn Young Dong Zhao
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Welcome New Employees

Anglea McKeen - Surgery	Amber Raney - 3 North	Teresa Carter - SPD	Lindsay White - LPN
Carrie Monroe - Home Health	Arthur McBride - 2 West	Daylan Wortham - SPD	Michaela Aranda - Nurse Aide
Cathy Hammons - Environmental Services	Daryl Schmitt - Nurse Extern	Marissa Stark - Environmental Services	Teresa Kaiser - Office Manager
Amanda Blackwell - 2 West	Robert Moore - Ultrasound	Sabrina Simmons - Boulevard Grille	Billie Davis - Clerk
	Evondail Strickland - UR/Utilization	Nancé Weddle - Physician	

MRHC Benefits News

VALIC Notes & News

Organize your financial life

People who have changed jobs sometimes make a common mistake – they fail to incorporate their retirement accounts in previous employers' retirement plans into their current financial planning. If that sentence describes you, it could be that your financial life needs an adjustment. Because you started these accounts at different times, it's possible that the investment mix in one could be working at cross purposes with the investment mix in the others. Consider coordinating your investments to work toward one goal.

- **Consolidate to simplify**

One way to simplify your financial situation is to consolidate your retirement accounts. That makes it easier to tell if your overall investment mix is doing what you want it to – and easier to adjust your overall investment picture if necessary. You

have a couple of basic choices when it comes to consolidation – rolling your old account(s) in your previous employers' plans over to your current employer's retirement plan or rolling over to an Individual Retirement Arrangement (IRA). There are advantages to either decision, so consider carefully. Also, before rolling over, check to see if surrender charges exist on the old account.

- **Keep the tax-deferred status quo**

If you are considering consolidating, you may be tempted to cash out your account, but think twice before taking that step because there could be severe tax consequences. Funds in employer-sponsored retirement plans generally are subject to federal income taxes in the year they are withdrawn – with a

mandatory 20% withheld for federal income tax at the time of withdrawal. Depending on your plan type, you might also be subject to a 10% federal tax penalty if you are under age 59½. Since funds are counted as income in the year of withdrawal, cashing out an account could also kick you into a higher tax bracket.

- **Direct = less hassle**

A direct rollover, from one plan provider directly into your account with another provider, or an IRA, is not a taxable event – that is, the funds retain their tax-deferred status. An indirect rollover occurs when you cash out an account, then decide to roll the funds into an IRA. You must roll the funds within 60 days of receiving them. The old provider will have

withheld the mandatory 20% for federal income tax, but you can “make up” the amount out of your own funds or the 20% will be treated as a taxable distribution. You can make up the difference in the rollover and request a refund or credit of the amount withheld on your federal income tax return. That's why a direct rollover is preferable – it bypasses the 20% mandatory withholding and is generally less trouble.

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



Air Evac & TFCU Coming Soon

*Air Evac will be at MRHC on March 22nd and 23rd
for new sign-ups, renewals, etc. More details coming soon.*

*Tinker Federal Credit Union is scheduled to be at MRHC
March 26th – watch for more details.*

DO IT Meeting Updates

ADMINISTRATION

"How Well Do You Know Me" was the Theme in Administration's DO IT Meeting for January. Each member wrote a true story of themselves from their youth. These stories



Administration

were picked out of a bucket and read aloud. The member with the most correct guesses of who the story belonged to won the meeting Door Prize. The Employee Survey Results were discussed and two areas of Opportunities were selected. Mary Dunn's Birthday was celebrated with Italian Cream Cake!!! YUM! Thanks Administration for quickly tackling opportunities and looking for Ways to Improve!

CASE MANAGEMENT/QUALITY SERVICES

Winter Wonderland Trivia Quiz was played by the Case Management and Quality Ser-



Environmental Services

vices Department. Each member had to answer a question about the weather. Members were asked to bring a penny and nickel for their thoughts. The person with the oldest penny and nickel won the door prize! The group requested Connie Davis bring the new dissatisfier list and explain it to everyone at the next meeting.

EDUCATION

Press Ganey Employee Survey Results and Opportunities for Improvement were covered in the Education Department. Current books for IV and Medication were requested, along with a current Excel Book. A shelving system to help organize the cabinet in the skills lab was also placed on the list of resources needed. Working together to make sure we are properly educated with current material is the number one priority in Education.

ENVIRONMENTAL SERVICES

Environmental Services covered Standards of Behavior (PACT) during their latest DO IT Meeting. SEA Facilitator Shirley Harrison reminded co-workers bad attitudes are unacceptable in the workplace. Being the Employer of Choice is Environmental Services 2010 Goal!

ER

GO TEAM (Together Everyone Achieves More) was the theme for the January ER Meeting!

Staff changes, construction and changes in the Triage were topics of discussion.

Emergency Situations were a voice of concern for nurses and physicians during the January DO IT Meeting. In-service with hands on education was recommended.



Home Health

NUTRITIONAL SERVICES

Nutritional Services broke into three groups to discuss decision making, attitude, appearance and attendance. Thanks Nutritional Services for Helping MRHC look GOOD.

DME

DME Staff completed an internal survey on co-workers during their January DO IT Meeting. Surveys were then forwarded to DME Director, Brian Young. Results from the surveys will be shared during their February DO IT Meeting. Action plans will be written and implemented.

HOME HEALTH

Home Health Dedicated their January DO IT Meeting to their Home Health Aides! Inspirational stories and com-

pliments from patients about Aides were shared with the group. The "Love Quiz" was played and winner Ruth Moody was congratulated! PACT recipients Thurman Pitchlynn and Ruth Moody were recognized!

ICU

Opportunities for Improvement from the Press Ganey Employee Satisfaction Results were discussed in the ICU

Department. Also discussed were budget items requested for the next three years.

LAB

Orders being cancelled by Renal Lab and ACC Clerks were on the Agenda this month for the Lab Department. Also discussed were the Press Ganey Employee Survey Results for their department.

LINEN/PURCHASING/SPD

Who does that picture belong too? Baby pictures of the Linen, Purchasing and SPD Department were displayed and staff was asked to match the employee to their picture! The winner won a \$10.00 gift card to Chili's. Internal Support Card results were topic of discussion.

DO IT Meeting Updates ... continued

MAINTENANCE

Maintenance Department held an in depth Department Meeting/DO IT Meeting. An update of Service Excellence Initiative Training was shared with the group during the January DO IT Meeting. A report on the COGZ Software Program was given. Co-workers were encouraged to be more conscientious about knocking out work orders in a timely manner and communicating with their customers to determine needs. The crew was also requested to keep their eyes and ears open for safety concerns. We appreciate the Maintenance Department listening to our Needs!

HR, MARKETING & FOUNDATION

HR, Marketing and Foundation co-workers shared their Homework Assignments with Each Other! What gives you a feeling of Accomplishment was asked among each member! You might be surprised what your co-workers would say! They also kicked off the Year with focusing on Opportunities of Improvement with their Employee Survey Results. Topics were selected and immediate actions were put into place! Focusing to Succeed! Good Job HR/Marketing and Foundation.

2 WEST

Morning and Evening meetings were held for 2 West Unit. Noise Level was the Hot Topic and the group spent time reviewing the recent HCAHPS Report.

3 WEST

Being Present in the Room when Transport arrives to bring or pick up a patient was key discussion for 3 West.

PHARMACY

Tubes not being sent back to the pharmacy was the lead discussion during the Pharmacy

January DO IT Meeting. Also covered were the latest HCAHPS scores and the Press Ganey Employee Satisfaction Scores. The group selected two opportunities for improvement. SEA Facilitator/ Pharmacist, Ashley Lerblance reminded the staff to update themselves with Hospital Knowledge by reading the Pulse Newsletter.

mitting duplications. (5) X-Ray sign and Restroom sign requested. (6) Request ER to send patient in gown if needed. (7) Remind Environmental Services of signs left out. (8) Out Patient Scores were presented. (9) Each employee was asked to submit ideas on how the department could improve. (10) Super Star Box be brought back to recognize department co-workers.

Policy was reviewed and revised.

URGENT CARE & WORKING WELL

Bracelet ID's were implemented effective 1-1-10 on patient's arriving to the Urgent Care.

Dr. Riley requested daily census information be shared each month. Employee Survey Results were shared with the group and Opportunities for Improvement were selected.

VAN BUREN HOUSE

SEA Facilitator Janie Dawson covered the Resident Questionnaire and stressed the importance to increase the awareness of issues for the coming year. The results from the Questionnaire will be topic of discussion during their February DO IT Meeting.

WELLNESS CENTER

The Semi-Annual Leadership Survey's were distributed to staff. Discussion of

March Madness with some incentives for the members during the month was discussed. Staff was asked to think about questions to ask on the six month survey. A reminder to have waiver and release forms signed by persons renting the pool for private parties was given. Survival competition continued with Brody Brannon winning this month and voting Debbie off. This leaves Debbie Rivera and Candy McGowen the two judges for final challenge!

WOMEN'S IMAGING CENTER

Women's Imaging Center took time to discuss their Patient Satisfaction Scores during the January DO IT Meeting. The Group celebrated Donna Parham's Birthday by a lunch prepared by her husband Mark and "Birthday Brownies".



OB & Surgery

DR. ZHAO'S OFFICE

Internal Medicine Associates covered issues with re-faxing orders to scheduling and outpatient admitting unable to locate faxes on patients needing lab work. Choosing which Patient Survey and which questions to ask were also discussed.

RADIOLOGY

A number of issues were discussed during the Radiology January DO IT Meeting. (1) Other Departments are submitting double request for films to be printed. (2) Techs – Please review Physician Orders on Patients. (3) Check what's in your hands! – Copies of material are walking away from the printer in the wrong person's hands. (4) Request for Hospitalist to check previous Physician Orders before sub-

REHAB CARE UNIT

Team Work and Reducing Falls is Top Priority for Therapy and Nursing Staff in the Rehab Care Unit. Staff Communication, Patient Satisfaction, Infection Control and Maintenance issues were also covered.

RT/SLEEP LAB

Respiratory Therapy and the Sleep Lab employees reviewed their Department Press Ganey Employee Survey Results. Two opportunities were selected. Also covered was discussion regarding Educating the hospital staff on oxygen saturations.

SURGICAL SERVICES

Four versions of potential survey formats were distributed to the group for discussion and the Self Pay Patients