



Pulse The Heartbeat of MRHC

Volume 1, Issue 5

March 2010

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Van Buren House Residents Dance the Night Away

In February, Van Buren House residents enjoyed an evening of live music from McAlester Jazz Band, old fashioned root beer floats, punch and appetizers, dancing and wonderful conversations with the Service Learning Class students.

This is the second "Senior Dance" the Service Learning Class has organized with the assistance of their teacher, Mrs. Lori Boyd, and VBH Social Services and Activities Coordinator, Mrs. Bethany Daniel.

The VBH Dining Room traveled back to the 1950s with streamers, 50s décor and two balloon arches! The sock hop dance was a joyous event with dancers filling the floor. We were honored to have Tom

Condict, Superintendent, Mary Shannon, Assistant Superintendent, and Debbie Watkins, Director of MHS P.R. attend the sock hop and support the

students. They even cut a rug with several residents! Thank you to everyone who had a part in making this a memorable event.



News from the PACT Committee

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

REMINDER: The next PACT Committee meeting is Tuesday, March 23, 2010 so please be sure to submit PACT cards to Icee Cokeley-Home Health by Monday, March 22, 2010. This will be the end of the quarter and payout checks will be distributed in April.

*I know life seems unfair
And sometimes gets you down,
But know that I am here for you
I'll always be around.*

*Then I will be here waiting
Since you wish to be alone.*

*If you should need some time
To do this on your own,*

*I guess I want to say
That I hold your friendship dear
And if you ever need me
Just reach out, because I am here.*

"Wouldn't it be great if we would all take the following poem to heart?"

*Take my hand my friend,
I wish to help you along,
Just knowing there are two of us
Can help to make you strong.*



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Service Excellence Updates

Service Excellence Hard at Work

The **SERVICE EXCELLENCE COUNCIL** has been working on revising the material for the Year III Workshop Training and reviewing submitted Bright Ideas.

LEADERSHIP OASIS TEAMS have begun meeting and establishing their Year III Goals!

SERVICE EXCELLENCE AMBASSADORS are scheduled to attend a course with Michele Weston on Tuesday, March 30, 2010. The all day training session has been reduced to half a day. We will be meeting in the Large Classroom from 8:00 AM to 12:00 Noon.

SERVICE EXCELLENCE ADVISOR (Train the Trainer Course) is scheduled for Wednesday, March 31, 2010 and Thursday, April 1, 2010 at the SE Expo Center. If you are a Department SEA and have not received an e-mail invitation to attend this course please notify Denise James, djames@mrhcok.com or x8006.

Make sure your **Department** is discussing **Press Ganey Employee Survey Results** and Opportunities in your Monthly DO IT Meetings!

DO IT Meeting Updates

ASC planned their February Monthly DO IT Meeting informing staff MRHC Teddy Bears are now being distributed to pediatric patients in pre-op. They covered revised policy changes regarding ASA class added to Physician's Orders for Moderate Sedation. David Mullins, VP of Patient Care Services updated the group on hospital upgrades and future plans.

Connie Smitherman facilitated the **ADMITTING** Department DO IT Meeting by introducing their Opportunities for Improvement from the Employee Press Ganey Survey Results. The group worked hard on finding ways to improve those Opportunities into Strengths.

ADMINISTRATION Department's Julie Basden asked her department: "What do you love about your job?" Continued discussion on their Opportunities of Improvement took place and the group reviewed Office Staff Responsibilities

with the Executive Team and Administration Staff.

An Inspirational Story told by Geri Casey opened the February **QUALITY** and **CASE MANAGEMENT** Department DO IT Meeting. It was mentioned with the help from the hospital Volunteers discharge folders are being utilized on 3 North, 3 West, 2 West and ICU. The group selected their Opportunities for Improvement and began working on an Action Plan.

EDUCATION is on the lookout! With an inspirational story told by Janet Peden a patient wearing a yellow gown was observed trying to get out of bed! Waiting for assistance was encouraged to the patient preventing a fall from occurring. The results from the Employee Press Ganey Survey were discussed with the group and Opportunities for Improvement were selected.

Did someone say....Creative and Flexible! **ENVIRONMENTAL SERVICES** reviewed the recent HCAHPS Report which resulted in asking each other to be more creative in the workplace and flexible in accepting change! The Employee Press Ganey Survey Results were discussed and Opportunities for Improvement were selected.

HEART (Hear, Empathize, Acknowledge, Respect and Thank you) was the Theme for the **EMERGENCY DEPARTMENT** during their February DO IT Meeting. The Employee Press Ganey Survey results were discussed and Opportunities for Improvement were selected.

HOME HEALTH practiced their artistic skills during their monthly DO IT Meeting covering Dignity and Respect. Each employee drew a picture of themselves and then everyone tried to guess who it was and why. Further discussion and

review of their Press Ganey Employee Survey Result Action Plans were covered. Tickets continue to be distributed at each DO IT Meeting for attendance and contest winners. Sharon Walkole won a \$20 gift certificate for having received the most tickets to date. Way to go Sharon for showing your Commitment to Service Excellence!

Not only were the Employee Press Ganey Opportunities discussed in **ICU** but Betty and June volunteered to represent ICU for monthly Infection Control Meetings. Reminding nurses to notify clerks before transferring patients from Units was a hot topic.

HUMAN RESOURCES reviewed their Opportunity Action Plans to make sure they were on track. Each member briefly informed the group of recent activities occurring in their work area. The group completed an Employee Personality Profile Test and felt

DO IT Meeting Updates ... continued

the results were accurate of themselves and enjoyed taking the test.

Deborah Sherwood facilitated the **3 West** Monthly DO IT Meeting and began the meeting discussing equipment issues. Also covered was the selection of Opportunities for Improvement.

How well do you communicate with your Customer? **MIS** played the board game Cranium to symbolize the various types of communication such as verbal, texting, e-mail, written memo, etc. Also discussed was the selection of Opportunities for Improvement from their Employee Press Ganey Survey Results.

Updating Staff on Dr. Gray and Code Red was topic of discussion for **PBX**. Also covered in their monthly DO IT Meeting was the Employee Press Ganey Survey Results and the need to select Opportunities and turn them into Strengths!

Lori Slater shared with the **INSURANCE** and **SCHEDULING** Departments minutes from the CEO/SEA/ Ambassador monthly meeting and The Pulse Newsletter. Other items of discussion were

the Employee Press Ganey Survey Results and the selection of Opportunities. Communication and the Need to Support each other seems to be top priority for the group!

Opportunities for Improvement continued to be topic of discussion for the Pharmacy Department. It was announced the **PHARMACY** remodel is now complete and the Siemens Software will go live March 11, 2010. Training for the Pharmacy staff will begin March 3, 2010.

PHYSICIAN SERVICES grouped together and welcomed Dr. Weddle's staff! Employee Press Ganey Survey Results were shared and opportunities were selected. The group recommended inviting Chris Ossenbeck to their next meeting to cover IT questions.

Super Stars selected by the **DIAGNOSTIC IMAGING** Department Tonya Bear, Jay Stanford and Melissa Dawes were acknowledged for going Above and Beyond! Each recipient was presented with a certificate and candy bar! Employee Press Ganey Survey results were covered and goals were established.

REHAB CARE began their monthly DO IT Meeting with the Employee Press Ganey Survey Results. The discussion of opportunities was addressed and selections were made.

RENAL DIALYSIS tackled two separate DO IT Meetings to cover their Employee Press Ganey Survey Results. Opportunities were selected and Action Plans were implemented.

Susan McCool facilitated the recent **RESPIRATORY THERAPY** DO IT Meeting covering items such as Missed treatments, Scripting words and PT Identifiers.

WOMEN'S IMAGING CENTER reviewed their Employee Press Ganey Results and selected Opportunities for Improvement. Also discussed was the use of history sheets to OBCC. "Help others experience a bigger dimension of themselves" experience was shared with the group thanks to Brytnee Hammonds.

3 NORTH Staff reviewed their recent HCAHPS scores.

2 WEST Staff continues to work on Noise level issues. HCAHPS scores were re-

viewed and new ID picture cards for Communication Boards were shared. The group also covered their Employee Press Ganey Survey Results and selected Opportunities for Improvement Results from the Communication Boards and Bedside Shift Reporting were also discussed.

SURGERY discussed their Employee Press Ganey results and selected their Opportunities for Improvement. Pact Card recipients were recognized and a reminder was made to staff not to wear scrubs outside the hospital. A teamwork exercise was performed including a surgical maze which ended in outstanding results for everyone involved.

URGENT CARE and **WORKING WELL** were briefed with minutes from the Monthly Leadership Meeting. Ms. Grantham reviewed anticipated TJC Survey Notes and Employee Press Ganey Survey Results.

Employee Press Ganey Employee Survey Results were shared with the **MAINTENANCE** Crew and selections of Opportunities for Improvement were made.

Home Health Discharged Client Satisfaction - February 2010

25 surveys mailed
10 survey responses received

100% Satisfaction

Comments:

"My needs were met. I had a knee replacement. The

nurses and PT were wonderful. Thank You!"

"You can't improve, you're great!! May God bless you all."

"We were very pleased with nurses (Paula and Cindy) and aides Faye and Pauline."

"The degree of compassionate care and competency exceeded by expectations. I know of no way you can improve."

"Your service was very satisfactory and more than appreciated. Thank you so much."

"I think everyone was very nice and took great care of me."



March 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 March meeting, we discussed:

- New system for submitting work orders to Maintenance is ready and training will begin soon. For more information you may contact Corrine Nelson at x8160.
- Construction Projects continue! The women's restroom by HR will open soon. ER parking lot is complete. Renovation of the common areas in the

Doctor's Building continues.

- March of Dimes Fundraising. For information, contact Nikki Brinlee at x6860.
- Evaluations are should be completed by March 27th.
- Dr. Andrews and Dr. Parton recently joined the MRHC team and are working in ER.
- October 9th the Foundation will host a "Party in the Park," which will replace the Gala. Dress will be more casual and the tickets will cost less. All funds raised will support the new infant security system.

- The Golf Tournament will be held in September.
- Volunteers continue to expand their services and we have several new volunteers. Volunteer week is March 8-12.
- The new fountain has been installed at the front entrance of the hospital. This fountain was a gift to the hospital from the Foundation.
- All updates/changes made to nursing policies and procedures must be submitted to this committee for approval before being implemented. This also includes department specific policies and procedures.

- SEA Workshops begin soon. All MRHC staff members are required to attend.
- Eufaula Dialysis Center will open on Monday, March 8th.
- Internet security settings should never be changed by the user. Please contact the MIS department with any issues.
- Staff members having problems with setting evaluation goals should be referred to the Education department for help.
- Changes in Medicare/Medicaid reimbursement.

February 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 website on the Public Information page

of our About Us section. On March 3rd, the following activity took place:

- The Board welcomed its newest member, Mr. Don Lewis and reappointed Mr. Weldon Smith.

In the News!

Congratulations to Lisa Buchanan, Audra Martin, Shanda Hamlin, Geneva Tidwell and Shonna Martin. They recently passed a national certification exam for Certified Clinical Hemodialysis Technicians. They worked hard to prepare and all their co-workers in dialysis want to say "We're proud of you!"

The Education Department passed the American Heart Association audit with flying colors!

A MRHC employee would like to thank all those who adopted the MRHC family children at Christmastime, and would especially like to thank the person or group that adopted their grandson. It was highly appreciated!

MRHC Benefits News

VALIC Notes & News - IRAs: Different Ways to Help You Save

Around tax time people naturally think about keeping more of what they earn. Individual Retirement Arrangements (IRAs) can help.

There's still time to possibly reduce your 2009 income tax by opening a traditional IRA before taxes are due in April 2010.

You can control when you pay income tax on conversions or qualified rollovers to a Roth IRA when you take advantage of the Roth 2010 conversion provisions.

Can a traditional IRA help reduce your 2009 income tax?

Eligible taxpayers may contribute to a traditional IRA anytime up to the April 2010 tax filing deadline – and take the contribution amount as a deduction for 2009. Income tax is deferred until withdrawal on funds in this type of IRA, though early withdrawals can

incur federal tax penalties. There are income limits for deductibility, so check with your VALIC financial advisor about your eligibility.

An IRA helps you control when you pay taxes on your income. If you think it likely you'll be in a lower tax bracket in retirement, then contributing to a traditional IRA today could be a sound move. On the other hand, if you think you could be in a higher tax bracket after retirement, you may want to consider a Roth IRA.

How do Roth IRAs differ from traditional IRAs?

A traditional IRA defers income tax to a later date and can possibly reduce current income tax. Roth IRAs are quite different. You pay current income tax on contributions to a Roth IRA, but withdrawals (including interest and earnings) can be tax-free if certain requirements are met. So, in essence, you pay

taxes now on your savings instead of when you withdraw the money for retirement income. Your VALIC financial advisor can answer questions about withdrawal requirements.

Roth 2010 conversions: a window of opportunity.

In the past, income limitations prevented many from converting or rolling funds over from a pretax retirement account to a Roth IRA. However, 2010 federal tax law eliminates this limit. Furthermore, there is no limit to the amount you may roll over. But rolling these funds into a Roth IRA means taxes must be paid – and the conversion will add to your taxable income so that could place you in a higher tax bracket.

If only there was a way to spread the impact of that "additional" income over time to weaken its

punch. The Roth 2010 conversion provides taxpayers with a window of opportunity to do just that. You may defer income tax on conversions and qualified rollovers and spread the income (and tax) between 2011 and 2012.

Another consideration -- will tax rates revert in 2011?

The Economic Growth and Tax Relief and Reconciliation Act of 2001 lowered tax rates, but its tax rate provisions expire at the end of this year. Unless Congress takes action, income tax rates will revert to pre-2001 rates – and that could affect the amount of income tax paid on funds converted to a Roth IRA in 2010. So, consider all the angles before you make an IRA decision.

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

\$45 covers your whole household

Payroll deduct will be available

Boulevard Grille

6:30 a.m. - Midnight

Tinker Federal Credit Union will be at MRHC

March 26th – Boulevard Grille & the TFCU Mobile Unit

9:00 a.m. - 2:00 p.m. & 5:00 p.m. - 8:00 p.m.

March Birthdays!



Rebecca Admire
Victor Beaty
Chuck Boss
Zendre Boyd
Sharon Brannon
Lora Brooks
Kathy Ann Bruner
Adele Burns
Marty Center
Lyndi Church
Cynthia Clark
Amber Daniels
Shirley Downs

Eugene Durbin
Lorei Durbin
Steffanee Edwards
Dawn Fite
Jessica Foster
David Franks
Ashley Gayton
Iris Hallbert
Adrian Hester
Jeribeth Holstead
Douglas Huber
Kathleen Huff
Penny James

Donna Jefferson
Vanessa Johnson
Ryan Livingston
Candace Melton
Tammy Mikels
Lucy Muller
Patti Odell
Bessie Ott
Lynda Palmer
Sherri Pratt
Amber Raney
Bo Redbird
Jackie Riley

Denise Rippee
Earl Roberts
Tyra Rolan
Elizabeth Rosso
Shandy Schmitt
Brenda Scull
Polly Shoemake
Douglas Smitherman
Heather Spiegel
Stephanie Stephens
Cynthia Stevens
Randi Stewart
Ehab Suleiman

Robin Terrell
Sandra Trueblood
Allison Tucker
Jacqueline Turnbull
Robert Wall
Doris Warren
Marvin Watkins
Cassie Whiteaker
Tessa Wilkett
Simone Williams
Tiffany Wood
Daylan Wortham

Welcome New Employees

Mandi Arnold, RN
Jessica Foster, RN

Terry Kelly, PM Tech

Amanda Stringer,
Cook Assistant

James Smith, Floor
Tech