

THE VITAL LINK

Maury Regional Medical Center

January 2012

Vol. XXXI, Issue 1

Maury Regional named one of the nation's top health systems for second consecutive year

Maury Regional Medical Center (MRMC) was named one of the nation's top health systems by Thomson Reuters in the January 16 edition of *MODERN HEALTHCARE* magazine. For the second consecutive year, MRMC is the only system in Tennessee to attain this achievement.

In 2011, Thomson Reuters recognized the nation's top 10 health systems. Methodology changed this year and health systems were divided into categories of large, medium and small health systems. MRMC was one of only five in its category to be recognized.

"Providing our patients with quality care drives everything we do and I applaud the employees, physicians and volunteers for this recognition," said CEO Robert Otwell. "From utilizing treatment methods proven to result in positive patient outcomes to constantly looking for ways to improve the patient experience, their continuous efforts make a difference in the lives of those we serve."

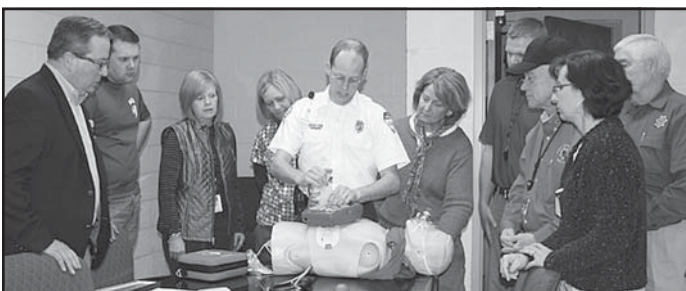
Researchers from the Thomson Reuters 100 Top Hospitals® program analyzed the clinical quality and

efficiency of more than 300 health systems to identify the top 15. These elite organizations demonstrate high quality outcomes on key measures of clinical quality, efficiency and patient satisfaction. Health systems do not apply, and winners do not pay to market their award. The winners of the award outperformed their peers in a number of ways. They:

- Saved more lives and caused fewer patient complications
- Followed industry-recommended standards of care more closely
- Made fewer patient safety errors
- Released patients half a day sooner
- Scored better on overall patient satisfaction

MRMC operates Marshall Medical Center and Wayne Medical Center, which were included in the study. In addition, MRMC operates the outpatient facilities of Lewis Health Center and Spring Hill Health Center.

MAURY REGIONAL HEALTH CARE FOUNDATION PROVIDES AEDs TO SCHOOLS



Kilgore (far left) and Rutherford (center) are pictured with school system employees during the first training session at Randolph Howell Elementary School on January 7 for members of the school's emergency response team.

The Maury Regional Health Care Foundation has provided a \$12,200 donation to allow twelve automated external defibrillators (AEDs) to be installed in Maury County schools. This is the third Maury County Schools project funded by the foundation, resulting in more than \$21,000 allocated to support their needs.

"When the foundation's allocation's committee was considering the funding of AEDs for the schools, we came to the conclusion that if they helped save the life of just one person, the funds would have been well spent," said Foundation Executive Director Joe Kilgore.

(See "Foundation Provides AEDs" on page 3)

NEW EMPLOYEES

ACC

Sara Stephenson

LABORATORY

Danielle Barnhill
 Quintella Burns-Moore
 Christie Potts
 Marcia Rutherford
 Robert Stinson

LHC

Amber Bastin

NURSING

Anji Barner
 Eleanor Bergstresser-Simpson
 Amy Culp
 Anna Daniel
 Kim Dessaro
 Justice Estrada
 Patricia Ferguson
 Jeffrey High
 Debra Lyons
 Timothy Shelton
 Eddie Steelman
 Thevlyn Thomas
 Troy Vanfleet, Jr.
 Teresa Yuhas

PATIENT ACCOUNTS

Jamie Lyon

PHARMACY

Elisabeth Daley

QUALITY SERVICES

Rebekah Cook
 Adina Milligan

SURGERY CENTER

Maudie Cash

Canaman is December Service Champion

Henry Canaman, a physical therapist with Maury Regional Home Services, has been named Service Champion for December. He has been an employee for more than 14 years.

Those nominating Canaman described him as kind, considerate and enthusiastic, as well as someone with a positive outlook who values patients on a personal level and is always striving to improve.

“Henry is very deserving of this award because he is committed to providing excellent customer service. He always has a smile and a wonderful attitude and shows great respect for his patients and co-workers,” said Debbie Bratton, administrative director of Home Services.



Pictured (l-r) with Canaman are Rehab Manager Debbie Becker and Bratton.

STAFF MEMBERS COMPLETE LEAN 101

As MRMC moves forward with adopting lean processes to improve the work environment and eliminate waste, 16 MRMC employees have completed Lean 101 training, according to CFO Nick Swift.

This training enables a group of individuals to learn how to recognize waste and to problem solve using lean tools such as A3 and Rapid Improvement Events. Rapid Improvement Events and A3s are very similar in design and execution, but their scope is different. A3s are normally smaller in scope and usually within a department. Rapid Improvement Events are usually more complex and involve multiple departments in the event.

Those trained are Rodney Adams, Carey Albright, Tony Benton, Debbie Bratton, Cheri Childress, Neal Coke, Christy Harris, Jessica Kincaid, Roger Larkin, Beverly Scruggs, Mike Short, Nick Swift, Renee Tew, Brenda Totty, Kristen Wayne and Pam Williams.

Lean is about saving time and resources, making the right work easier to do. Surgery and Pharmacy are among the areas that have already seen success. If you have an area that may benefit from a lean assessment, contact one of the Lean 101 graduates. A resource library—or toolbox—is available on the intranet and will continue to be enhanced.



Lean 101 graduates are pictured with Instructor David Krebs (standing, far left). Not pictured are Carey Albright and Christy Harris.



MAURY REGIONAL MEDICAL CENTER

The VitaLink is published monthly for Maury Regional Medical Center through the Marketing Department. Distribution is to employees, retirees, members of the medical staff, board of trustees, advisory board, Maury County Commission and volunteers.



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For address corrections, please contact the Human Resources Department.

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PROMOTIONS

Michael Bergman, from food service associate II to supervisor, Food & Nutrition

BIRTHS

Caitlin Carroll, Nursing, and her husband, Dustin, welcomed Easton Michael Carroll on December 27. He weighed 6 lbs. and 7 ozs.

Angela Hickman, EMS, welcomed Preslie Mae Hickman on December 14. She weighed 7 lbs. and 6 ozs.

Rebecca Hughes, Nursing, and her husband, Brandon, welcomed Hoyt Levi Hughes on December 26. He weighed 8 lbs. and 2 ozs.

Alison Pigg, Nursing, and her husband, Thumper, welcomed Jessa Lynn Pigg on January 5. She weighed 7 lbs. 11 ozs.

Tera Scaife, Imaging, and her husband, Nathan, welcomed Sophie May Scaife on January 2. She weighed 7 lbs. and 1 oz.

Angela Walker, Nursing, welcomed Kennedy McNeal Walker on December 22. She weighed 6 lbs. and 11 ozs.

Leigh Ann Whitfield, Nursing, and her husband, James, welcomed Jacob Bohdi Whitfield on December 31. He weighed 7 lbs. and 4 ozs.

ORGANIZATIONAL ANNOUNCEMENTS

Lyons named OPIV unit coordinator

Debra Lyons, NP, has been named the new unit coordinator for Outpatient IV Therapy (OPIV). She has more than 25 years of nursing experience having served in a variety of roles including critical care, primary care, home health and urgent care. Most recently, she served as a nurse practitioner in a private surgical practice as well as worked in the MRMC Emergency Department.

“Debra brings a wealth of experience to the Infusion Center and will be an asset to our team. Please join me in welcoming her,” said Dana Salters, director of infusion and women’s imaging.



Hastings named Lab clinical operations manager

Garry Hastings has been named the manager of clinical operations in the Laboratory. He has more than 34 years experience in laboratory operations, serving in a variety of supervisory roles. He has been employed at MRMC since 2007 and most recently served as the laboratory information systems manager.

“Garry is a valued member of the laboratory staff. Our team will continue to benefit from his knowledge and experience as he assumes this new role,” said Laboratory Director Teresa Grimmatt.



FOUNDATION PROVIDES AEDs

(Continued from page 1)

An AED can automatically analyze a person’s heart rhythm and, if it detects a problem, permit a shock to be delivered to restore a normal heart rhythm. Maury Regional Emergency Medical Services (EMS) will provide training for school staff members.

“AEDs have served an important role in expanding the number of opportunities for life-saving defibrillation,” said EMS BLS Supervisor Doug Rutherford. “There is a greater survival rate among those who have a cardiac arrest when they can be helped within just a few minutes, as will now be the case in our schools.”

Maury County Coordinated School Health Coordinator Laura Hughes stated, “We are so lucky to have partners whose goals match our own. Student and public safety in our buildings is a top priority. Having this life-saving resource in each school is a huge plus for our community.”

The foundation assists MRMC and its affiliates in expanding health care services and community outreach programs in a variety of ways. For more information about the foundation and its services to patients and the community, visit mauryregionalfoundation.com or call 931.380.4075.

MRMC NEARS 1,000TH RADIAL CATHETERIZATION

Maury Regional is poised to reach a milestone by completing its 1,000th radial artery cardiac catheterization procedure during National Heart Month. The innovative procedure allows for evaluation of coronary arteries via a catheter inserted through the patient's wrist.

Since 2009, radial artery procedures have been performed at MRMC by Drs. Kevin Maquiling, Daniel Skarzynski and Fathi Ali. Benefits of the radial procedure include a significant decrease in recovery time and discomfort as well as a lower possibility of complications.

"Using radial artery catheterization, a patient can be back on their feet almost immediately and resume most normal activities the very next day. After a straightforward diagnostic procedure, patients are ready to be discharged in about two and a half hours after conclusion of the case," said Dr. Maquiling. "Transradial intervention also

significantly decreases bleeding complications. It provides the safest access approach because the radial artery is superficial and smaller in size in comparison to the femoral artery."

Most people are candidates for these procedures; however, about 10 percent of patients have anatomy unfavorable for the radial approach or have coronary complexities which are better treated with larger femoral catheters.

MRMC provides a comprehensive array of interventional and surgical cardiac and thoracic procedures in collaboration with Vanderbilt Heart. MRMC is a Cycle III accredited chest pain center and was named one of the nation's 50 Top Cardiovascular Hospitals by Thomson Reuters in 2011.

Nurses attain certifications

Rachel Hughes, RN, Endoscopy, has completed the requirements for certification in gastroenterology from the American Board of Certification for Gastroenterology Nurses, according to Nurse Manager Judy Culberson. Hughes is the first nurse at MRMC to gain this certification.

Eleven registered nurses in the Women's Service Line recently earned certifications from the National Certification Corporation.

Suzanne Robinson and Beverly Workman gained certification in maternal newborn nursing, according to Trever Hawkins, Mother Baby Unit nurse manager.

Cathy Bryson, Lindsey Hill, Daryl Jacobs, Sara Lindsey, Dacia McEvers and Kim Morrow earned certification in low-risk neonatal nursing, according to Amanda Ingram, NICU coordinator.

Karen Blair, Merry Foster and Camilla King gained certification in inpatient obstetrics, according to Christy Harris, Labor and Delivery nurse manager.

MRMC REPRESENTED AT NURSING GALA



A group representing MRMC attended the Johnson & Johnson Promise of Nursing Gala on December 14 at Gaylord Opryland Resort in Nashville. The event recognizes the contributions of nurses and raises funds for nursing student scholarships, nurse educator fellowships and nursing school grants. Among those attending were the past three charge nurses of the year and Nightingale award winners along with nurse managers and directors selected from a drawing. Pictured (l-r) are Oncology Nurse Manager Nick Harmon, Alison Venable, RN, Lisa Pogue, RN, Clinical Educator Andrea Poynter, Michelle Frierson, RN, CNO Deborah Lumpkins, Vicky Robnett, RN, Wanda Peery, RN, Administrative Director of Ortho/Neuro/Med/Surg Carey Albright, Deb Mangrum, RN, Nursing Professional Development Director Sue MacArthur, Intensive Care Unit/Stepdown Nurse Manager Jill Gaddes and Administrative Director of Cardiovascular Services Cathy Malone.

Retirees recognized for service

Elaine Booker retired on December 12 after 39 years of service. She worked as an admitting clerk, inpatient insurance clerk and most recently as a pre-service analyst in Patient Access. "Elaine has been a dedicated employee for many years and has remained committed to our organization throughout that time. She has been an asset to us and has truly been a pleasure to work with. We will surely miss her smile and her pleasant demeanor around the office," said Rodney Adams, director of Pre-Service and Patient Access.



Elaine Booker



Graves is pictured with co-worker Leslie Burns, OR clinical manager.

Kathy Graves retired from MRMC on January 1. She had worked at the medical center for more than 37 years and was a surgical clinical coordinator in Surgery. "Kathy was a vital part of our team in Surgery. We will miss her a lot, but wish her well in her retirement," said Janie Pierre, OR manager.

Jill Craig retired from MRMC on December 31 after more than 20 years of service. She was an MRI technologist and had worked in Nuclear Medicine. "Jill was a mentor to many of her fellow employees and was always concerned about her patients. Her valuable experience in the field of MRI will be missed. We wish her the very best in her retirement," said Imaging Director Pam Williams.



Craig (center) is pictured with Williams and CT/MRI Lead Technologist Larry Buchanan.

Stephanie Lewie retired on December 31. She had been an employee for more than 11 years and was a certified registered nurse anesthetist in Anesthesiology. "Stephanie has been a great contributor to the Anesthesia Department. She has a great deal of experience and is such a pleasant person. We will miss her, but wish her well as she has more time for her grandchildren now," said Beth Foster, director of Anesthesiology.



Lewie (left) is pictured with Foster.

BLOOD DRIVE FEBRUARY 14

A Red Cross blood drive will be held on February 14 from 7 a.m. until 5 p.m. in the Auxiliary Conference Room. Appointments may be scheduled via the intranet or by visiting redcrossblood.org and entering sponsor code MRMC19. In 2011, four blood drives at MRMC collected 244 pints on a goal of 221 pints, resulting in donations with the potential to save 732 lives.

Carol Smith retired on December 31 after more than 41 years of service. She held several positions, including storeroom records clerk, medical records clerk and accounts payable clerk, before joining the payroll department in 1977. She most recently served as payroll administrator. "Employees automatically associate the name Carol Smith with payroll. For many years, Carol



Smith (center) is pictured with CEO Robert Otwell and May.

basically planned her life around the payroll schedule, so hopefully now she will enjoy the additional leisure time. She has been a great asset to Maury Regional and the Accounting Department," said Beverly May, assistant controller.



FOUNDATION AWARDS SCHOLARSHIP

Marion Gail Williams of Pulaski has been selected to receive the 2012 Maury Regional Health Care Foundation Minority Nursing Scholarship, according to Joe Kilgore, executive director of the foundation. Williams is a graduate of Giles County High School and a first year nursing student at Martin Methodist College. She hopes to specialize in the field of diabetes education.

The scholarship is designed to assist a minority student, not already employed at MRMC, with expenses involved in securing a bachelor's degree in nursing. In exchange, the scholarship recipient commits to work at the medical center after graduation.

"Marion's professors at Martin Methodist College consider her to be an individual who is caring and compassionate with a conscientious work ethic," said Kilgore. "On behalf of the foundation, we are pleased to be able to offer her this scholarship and look forward to having her work here at Maury Regional Medical Center."

The scholarship is made possible through the general fund of the foundation.



*Spirit of
Planetree*

PATIENT ADVISORY COUNCIL

One of our Planetree goals is to establish a Patient Advisory Council. A steering committee will develop a structure for the council, which will begin work this spring. Members of the steering committee are Renee Tew, Rita Williams, Anna Woodard, Wanda Peery, Joan Stephens and Cindy Wilmore.

PATSHO WALKS

Several outpatient departments at MRMC are participating in PatSho (Patient Shoes) Walks. The primary goal of the PatSho process is to evaluate our care and service from the patient's viewpoint from admission to discharge to help identify opportunities to improve the patient experience. Frontline employees and volunteers will be instrumental to the success of this program.

Participating departments include MRI, Cardiac Diagnostic, Cath Lab, Radiation Oncology, Admitting, Registration, Pre-Service, Lewis Health Center, Outpatient IV Therapy, Women's Center and Outpatient Physical Medicine.

For more information on PatSho Walks, contact Joan Stephens at extension 4302 or jostephens@mauryregional.com.

APPLICATIONS AVAILABLE FOR MASH PROGRAM

Applications will be accepted in February for the 2012 Medical Application of Science for Health (MASH) program for young people interested in a health care career, according to Sarah Barry, assistant director of Volunteer Services. The program will be held June 11 through 22 and encourages young people to explore the application of scientific concepts to the health care field. The deadline to apply is February 29.

"Our first MASH program in 2011 was very well received and we look forward to offering the opportunity to more young people this year," said Barry. Up to 25 students will be accepted to the program. Participants will meet Monday through Friday from 8:30 a.m. until 3 p.m. Applicants must be a junior or senior for the 2012/2013 school year, have completed at least one biology class, demonstrate scholastic ability, live within driving distance to MRMC, obtain recommendations from school personnel and complete an essay and interview. Applications are available in the Volunteer Services office or applicants can apply online at mauryregional.com/volunteer_services.htm. For more information, call extension 4047.



Employees of MRMC are eligible for discounts on a variety of products and services. The following are among the discounts currently offered to our employees:

- **FITNESS CENTER FEES**
Harvey's Gym and YMCA
- **CELL PHONE SERVICES AND ACCESSORIES**
AT&T, Sprint (together with Nextel) and Verizon
- **PCS, LAPTOPS, PERIPHERALS AND SOFTWARE**
Dell and e+
- **AUTOMOBILES**
GM, Avis and Enterprise
- **OTHER**
H&R Block, Sherwin Williams, Working Advantage and Nashville Predators tickets

Additional information on these and other employee discounts is available on the Human Resources page on the MRMC intranet. Employees should contact the phone number or Web site listed for each specific business for assistance.



AUXILIARY ADOPTS NEW UNIFORMS

Auxiliary members at MRMC began wearing blue uniform tops and polo shirts on January 1. According to Cindy Fox, director of Volunteer Services, volunteer programs across the nation are moving away from the traditional pink volunteer uniforms in favor of colors more closely tied to the individual hospital. The uniform for ambassadors remains the same and all volunteers now have the option of selecting a polo shirt to wear in their service area. Fox thanked the Auxiliary Board for seeing the need to implement the change and for providing support during the transition. Volunteers pictured (l-r) wearing updated uniforms are Doris Grant, Porter King, Carolyn Harrison and Jerry Ross.

FEBRUARY CALENDAR OF EVENTS

February 1

LUNGS FOR LIFE: COPD Support Group: 2 p.m., First Floor Conf. Room, call 380.4094

February 6

NEW EMPLOYEE ORIENTATION: 8 a.m., Auxiliary Conf. Room, call 380.4017

February 6

EXPECTANT PARENT CLASS - LAMAZE: 6:30 p.m., call 490.7046

February 7

NEW EMPLOYEE ORIENTATION: 8 a.m., Auxiliary Conf. Room, call 380.4017

February 7

DIABETES EDUCATION GROUP: 11:30 a.m., PDRI, call 540.4324

February 8

TOWN HALL MEETING: 10 a.m. & 2 p.m., Auxiliary Conf. Room

February 9

TOWN HALL MEETING: 7:30 a.m. & 1 p.m., Auxiliary Conf. Room

February 11

EXPECTANT PARENT CLASS - COMPREHENSIVE COURSE: 9 a.m.-3 p.m., call 490.7046

February 11

FREE TOUR OF LABOR & DELIVERY: 3 p.m., call 490.7046

February 14

BLOOD DRIVE: 7 a.m.-5 p.m., Auxiliary Conf. Room

February 14

FREE BLOOD PRESSURE CHECK: 9:30-10:30 a.m., Columbia Senior Center, call 490.4600

February 20

BREAST CANCER SUPPORT GROUP: 5:30 p.m., call 540.4166

February 22

WOMEN HELPING WOMEN: 12 p.m., Auxiliary Conf. Room, call 540.4166 for reservations.

February 25

EXPECTANT PARENT CLASS - JUST FOR SIBLINGS: 9 a.m.-10 a.m., call 490.7046

February 25

EXPECTANT PARENT CLASS - INFANT CPR: 11 a.m.-12:30 p.m., call 490.7046

Scrub Sale March 1 & 2 - watch for details

KUDOS FOR CAREGIVERS

Jaimie Anderson	Melissa Cothran	David Heffington	Ryan Mix	Sammy Salters
Breanna Andrews	Natalie Counts	Faith Hendrix	Tonya Moore	Steve Sandlin
Georgia Arms	Judy Culberson	Sandra Hinson	Harold Newton	Tera Scaife
Michael Baltimore	Alma Davidson	Larry Inman	Colleen Nickell	Anita Scales
Leslie Bedford	Debbie Davis	Shannon Kelley	Leslie Nowlin	Chris Shepherd
Mike Bergman	Dr. James Dean	Teresa Manies	Fabian Oden	Stephen Staggs
Michael Blocker	Mary Ann Dziejma	Felicia McClain	Kitty Parker	Heather Sullivan
Sarah Brewer	Tabatha Emerson	Jill McDonald	Art Peach	Emma Tate
Terry Brus	Tanna Estes	Joy McDonald	Dr. Gary Podgorski	Charina Tijing
Dianna Butt	Andrea Frazier	Ron McFall	Audrey Reeves	Henrietta Weaver
Henry Canaman	Stacey Goats	Misty McMasters	Carrie Rice	Ann Westmoreland
Mary Casteel	Jeff Gobell	Starr McNeese	Suzanne Robinson	Jay Williams
Tunisia Chaney	Jan Harris	Nicki McWilliams	Glenda Runions	Andrea Yeiser
Shelia Coleman				

THE VITALINK

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Employees donate items for young patients

Staff members of Patient Access/Pre-Service recently donated toys, games and books to the Pediatric Unit for use by patients. Pictured with some of the donated items are (front row l-r) Tommy Cummings, nursing student, Patti Hollinsworth, RN; (back row l-r): Registrars Pam Rummage, Kim Dickinson and Tunisia Chaney, Admitting Supervisor Lori Rubert and Patient Access Manager Lydia Benefield. "Tunisia has done a wonderful job coordinating this project for several years. A visit to the hospital can sometimes be unexpected. We hope these items will make it easier for children and their families," said Rubert.



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