

THE VITAL LINK

Maury Regional Medical Center

March 2015

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MRMC accepts TNCPE award

The Tennessee Center for Performance Excellence (TNCPE) has presented its highest honor to Maury Regional Medical Center (MRMC). CEO Alan Watson accepted the TNCPE Excellence Award during an awards ceremony on March 11 in Franklin.

"I am proud of the employees, physicians, board of trustees, advisory board, foundation board and volunteers for their dedication and the vital role they serve in making the medical center an organization committed to the constant pursuit of excellence in patient care, service and operations," said Watson.

TNCPE uses the Criteria for Performance Excellence established by the Baldrige National Quality Program to evaluate and recognize organizations that have achieved the highest standards of excellence. MRMC was evaluated in seven categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

This is the second time that MRMC has earned the Excellence Award, having also

received the honor in 2009.

A video highlighting MRMC's efforts toward performance excellence was shown during the awards ceremony and can be viewed at mauryregional.com by clicking the TNCPE logo and on the MRMC intranet home page.



MRMC Board of Trustees Chair Doug Williamson, Quality Improvement Director Renee Tew and CEO Alan Watson (center) accept the Excellence Award from TNCPE President Katie Rawls and Greg Adams, chief operating officer for the State of Tennessee.

Cancer Center to expand services



MRMC will soon complete renovations at the Cancer Center at Columbia Mall, bringing all cancer treatment services to one convenient location.

The Cancer Center at Columbia Mall opened in June 2012 with an outpatient infusion center and the office of Family Health Group Oncology, physicians who specialize in medical oncology.

The radiation oncology relocation is now being conducted in phases in an effort to provide uninterrupted service while installing and

See "Cancer Center" on page 3

NEW EMPLOYEES

ENVIRONMENTAL SERVICES

Connie Geasley
Jeri Anne Thompson

INFORMATION TECHNOLOGY

Pamela Mandig

NURSING

Sherrill Crutcher
Betty Mattox
Shavonna Wilson

SECURITY

Michael Johnson

SLEEP CENTER

James Meadows

TRANSPORTATION

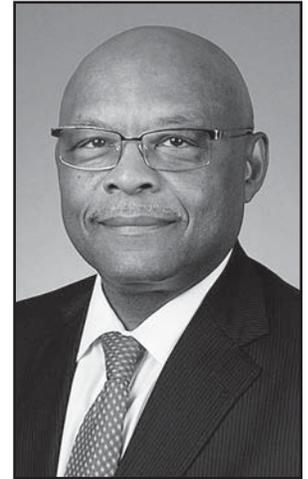
Adam LeMay

Collier recognized for civic work

MRMC Vice President of Support Services John Collier was honored on March 10 by the Youth Educational Foundation (YEF) for his efforts to help at-risk youth in Maury County.

Collier was instrumental in the formation of the YEF and is currently a member of the organization's board. The YEF was formed in 2013 and supports Maury County organizations that help young people increase their educational opportunities.

Collier has been employed at MRMC since 1991. In addition to his involvement with the YEF, he serves as chairman of the board of the Columbia Power and Water System and is a member of the Maury County Industrial Development Board and Maury Regional Health Care Foundation Board.



COLLIER

IN MEMORY

Jimmie Whittaker passed away on February 22. She worked in medical records from 1976 to 2000.

MRMC hosts Planetree webinar

MRMC recently hosted a webinar to share successes of the new financial navigation program offered to patients of the Cancer Center.

The webinar on March 11 was shared through Planetree, Inc., by Patient Access Director Rodney Adams, Infusion Center Manager Debra Lyons, NP, and Financial Navigator Amanda Holt.

MRMC developed a formal and comprehensive financial navigation program at the Cancer Center in 2014. In collaboration with a clinical nurse navigator, the financial navigator meets with patients to discuss their financial situation, investigate eligibility for financial support and provide assistance for enrolling in assistance programs for medical and prescription expenses.

In the program's first seven months, the medical center helped to decrease out-of-pocket expenses for patients by more than \$330,000. As an added benefit, reimbursements are increased for the care that the medical center provides.

"This program helps to relieve some of the uncertainty and financial stress that our patients face so they can focus on managing their care and healing," said Adams.

Planetree celebration planned for April 24

Employees, volunteers and physicians are invited to celebrate the recent designation of MRMC as a Planetree Designated® Patient-Centered Hospital on Friday, April 24. The celebration will be held from 1 until 3 p.m. on the medical center's front lawn.

MRMC was formally recognized by Planetree, Inc. in February and is one of only 28 hospitals in the United States, and the first in Tennessee, to receive the Patient-Centered Designation.



PLANETREE



MAURY REGIONAL MEDICAL CENTER

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For address corrections, please contact the Human Resources Department.

Editor: Rita Williams
Designer: Jesse Foreman
Writers: Michele Tankersley, Greg Menza and Rita Williams
Proofreader: Jan Varnado
1224 Trotwood Avenue
Columbia, TN 38401

Team trains for high-risk care unit

A specialized team of caregivers has been formed at MRMC as part of the medical center's plan to care for a patient with a highly contagious disease, such as Ebola, according to Infection Control Director Lynnelle Murrell.

The Contagious Disease Unit (CDU) team includes employees and physicians who would care for patients who exhibit symptoms of diseases that require specialized care in an isolated environment. Approximately 25 staff members, including registered nurses, respiratory therapists and nurse technicians volunteered for the team along with physicians trained in emergency medicine and critical care.

"The employees and physicians who have volunteered to be

part of this team are some of our best caregivers as well as innovators and critical thinkers who are willing to learn the latest methods of treatment of some of the world's most serious diseases," said Murrell. "We would depend on them to not only provide outstanding care, but also to give input on the processes we are using so that we can constantly improve."

Members of the team would provide all functions of care, including X-ray, laboratory and EKGs, as well as environmental services tasks and delivery of meal trays.

A secure area within the Emergency Department would be used as the treatment area with access limited to team members trained in the proper use of personal protective equipment (PPE), handling of medical waste and cleaning procedures.

"One of the most important and unique parts of the team's work is the training designed to help keep one another safe throughout the care process," said Dr. Deborah Goldsmith, an infectious disease specialist at MRMC.



Members of the CDU team include (seated, l-r) Vickie Morrow, Kaleb Hinson, Theresa Harris, Chrissie Wiebe; (standing); Kara Glass, Dr. Deborah Goldsmith, Tamara Turner, Natasha Holt, Todd Chessor, Jerad Springer, Ginger Dickens, Jackie Miles and Lynnelle Murrell.



Additional team members include (l-r) Mike Short, Revrey Amey, Holly Kunz, Jane Boshers, Brenda Chapman, Sharon Dobbins and Brandon Hallmark.

Cancer Center

Continued from page 1

calibrating the complex linear accelerators that deliver radiation therapy. Radiation oncology will occupy a 12,600 square foot space that includes treatment suites, exam rooms, treatment planning areas and offices. The mobile positron emission tomography (PET) unit will also be located at the Cancer Center once the consolidation is complete in June.

The Cancer Center features a tranquil garden space, cancer resource center and is home to a monthly cancer support group for patients and family members.

An open house will be held once consolidation of services is complete.

VOLUNTEERS HONORED FOR SERVICE

The Maury Regional Medical Center Auxiliary held its annual service awards banquet on February 24. Volunteers provided 58,526 hours of service at MRMC during 2014, the equivalent of \$732,160. Award pins were presented to 80 volunteers reaching service milestones.

15,000-22,000 Hours



Pictured (l-r) are Mary Pilkinton (17,000) and Ines Dugger (19,000). Not pictured are Irene Bartusiak (15,000) and Reba Savage (21,000 & 22,000).

7,000-10,000 Hours



Pictured (l-r, seated) are Sandra Fly (9,000) and Juanita Goodman (9,000); (standing) Dorothy LaCroix (7,000 & 8,000) and Suzanne Alverson (10,000 hours).

5,000-6,000 Hours



Pictured (l-r, seated) are Saundra Smith and Leith Honning; (standing) Barbara McAdams and Dot Grimmitt (all 5,000). Not pictured are Judy Shackelford (5,000) and Dorothy Boshers (6,000).

3,000-4,000 Hours



Pictured (l-r, seated) are Charles Tisher (4,000), Betty Tisher (4,000), Barbara Dreher (3,000), Ida Lyon (3,000); (standing) Jim Carrigan (3,000), Carolyn Edlund (4,000) and Mary Tobin (3,000). Not pictured are Dennis Hardison (4,000), Pete Henry, Clarence Lindsey, Betty Lunn, Sarah Posey and Carol Smith (all 3,000).

1,000-2,000 Hours



Pictured (l-r, seated) are Frank Thomas (1,000), Karyl Beal (1,000), Tony Dreher (2,000), Barbara Roundtree (2,000); (standing) Richie Ashley, Don Allen, Mary McClanahan, Clare Keller, Marsha Douglass and Margene Hyatt (all 1,000). Not pictured are Jim Browning, Ed Estes, Joy Unrein (all 1,000), Rita Stokes and Kathleen Smithson (both 2,000).

500 Hours



Pictured (l-r, seated) are Roy Cathey, Sue Thompson, Eileen DiCataldo, Donna Gryglewski; (standing) Flamonte Roberts, Billy Ray King, Vickie Dawson, Shirley Brown, Joy Calhoun, Sue Greenfield, Price Keller and Gloria Rich. Not pictured are Carol Cartwright, Bobby Huckaby, Marlene Huckaby, David Murphy, Ron Sharp and Beverly Wilson.

100 Hours



Pictured (l-r, seated) are Rita Skelley, Jan Childress, Marjo Dickinson, Sue Dunnebacke; (standing) Jim Browning, Mitzuko Morita, Karen Bryan and Katy Strand. Not pictured are Sandra Barnes, Tom Colvert, Catherine Cook, Wilson Daniel, John Eglinton, Dora Geving, Cindy Johnson, Faye Kinzer, Kay Leach, Elizabeth Lovell, Wanda Qualls, Vauna Smith and Wilma York.

Mason named Volunteer Service Champion



Dale Mason, who volunteers as a Service Plus Ambassador and at First Stop Urgent Care, was named Volunteer Service Champion of the Year. There were 17 volunteers nominated for the award. Mason is pictured with (l-r) Volunteer Services Director Cindy Fox and Assistant Director Cindy Short.

RETIREES RECOGNIZED FOR SERVICE



BROOKS

BARBARA BROOKS, a scheduler for Home Services, retired on March 20 after more than 23 years of employment.

“Barbara was not afraid of hard work. I could always depend on her; she was always willing to do whatever it took to get things done. It will not be the same in Home Services without Barbara,” said Home Services Director Debbie Bratton.

SHIRLEY COOPER, an associate in Environmental Services, retired on February 27. She had worked at MRMC for more than 27 years.

“Shirley performed in a number of different roles with the department. She approached every task with a positive outlook and a demonstrated commitment to excellence. She has been a faithful member of the Environmental Services team and will be greatly missed by all of us and those she served,” said Director Mike Short.

ETHELENE MAYES, a nurse technician in Nursing, retired on February 22. She provided more than 20 years of service to MRMC.

“Ethelene has been a great asset to the medical center and has provided excellent care for our patients and family members. She has been a great mentor to new employees and a wonderful care partner to the nurses. We will miss her and wish her the best of luck,” said Nurse Manager Barbara Purcell.

BRENDA McDOUGAL retired on March 6. She was a registered nurse in Mother/Baby Unit and had worked at MRMC for 25 years.

“Brenda was an excellent nurse who was very dedicated to the care of her patients. We are sad to see her go, but are excited for her next adventure,” said Nurse Manager Megan Stanfill.

SHIRLEY MILLER retired on February 20. She was an associate in Environmental Services and had worked at MRMC for more than eight years.

“Shirley worked tirelessly in a number of roles, most recently with our Same Day Surgery Unit. She took great pride in creating a positive first experience for our surgery patients. We wish her many years of happiness and fulfillment as she begins this new journey.”



STAGGS

GLEND A STAGGS, an operator in Switchboard, retired on March 19. She had been employed at MRMC for more than eleven years.

“Glenda has always been a leader in the switchboard and shares a wealth of knowledge and experience. She has been meticulous in providing excellence and dedication to every life she touches and will always be a well-remembered member of the switchboard family,” said Admitting/Registration Manager Lydia Benefield.

Palliative care network formed

A conference hosted by MRMC on February 27 signaled the formation of a network of palliative care providers in southern Middle Tennessee.

In 2014, MRMC received a Rural Health Network Development Planning Grant to develop a palliative care provider network in Maury, Marshall, Giles and Lawrence counties. More than 50 providers from the four counties attended the recent conference to discuss how to best serve patients with palliative care needs.

Palliative care are specialized services designed to improve the quality of life for those living with a serious illness by relieving pain, symptoms and stress. MRMC currently offers inpatient consultations at the request of a physician. To learn more, contact Palliative Care Nurse Navigator Tammy Stokes at extension 4090.



Dr. Ben Gardner, a specialist in internal medicine who is board certified in palliative care, is pictured sharing information with those attending the recent conference.



YOUNG MAN HONORS FATHER, HELPS OTHERS WITH DONATION

When Adam Campbell, a 12-year-old Zion Christian Academy student, was given an assignment to develop a project that benefited another person, he and his friends quickly made a decision based on a very personal experience.

Adam's father, David, lost his battle with cancer in June 2014. David was an X-ray technician in the Surgery Department at

MRMC for seven years. According to his wife, Stacy, he truly loved his job and the organization.

The family knew first-hand how emotional and stressful that a cancer diagnosis could be and the effect that it has on patients and their loved ones. Adam, his cousin Evan, and friends Silas Romero and Zack Knowles decided to conduct a concert as a fundraiser to benefit the Cancer Fund of



Kilgore accepts a donation for the Cancer Fund from Adam Campbell.

the Maury Regional Health Care Foundation. They set a date, secured a location, developed a play list of original synthesized music and promoted the concert. Admission was \$5 and donations were accepted. On February 12, Adam presented \$455 to Foundation Executive Director Joe Kilgore.

"When you lose someone you dearly love to cancer, you become keenly aware of the challenges that are faced by the patients, their families and friends. I am so impressed that Adam used his personal experience as inspiration to help others facing similar challenges. He is a remarkable young man who is to be commended for his leadership and compassion," said Kilgore.

The Foundation provides assistance to cancer patients through the Cancer Fund, Women's Center Fund and Special Needs Fund. For those who qualify, assistance is available for transportation expenses, mammograms, camisoles, lymphedema compression garments, wigs, headwear and other necessities. In addition, the Foundation maintains The Retreat, a hospitality house that provides daytime accommodations for cancer patients.

More than \$1 million in programs and services have been funded by the Foundation since it was established in 2006. To make a donation or learn more, visit mauryregionalfoundation.com. For more information, call 931.380.4075.

Graduate salute planned

2015 graduates will be recognized in the May issue of *The VitaLink*. Employees and physicians who are a graduate or the parent or grandparent of a high school or college graduate are invited to submit a photo.

Photos should be e-mailed to marketing@mauryregional.com or delivered to the Marketing Department (MOB, Suite 202) by **Friday, May 8**.

Along with a headshot photo, please include:

- Graduate's name
- School
- Degree or program completed
- Your name, department and extension number
- Your relationship to the graduate

Electronic jpg files should be at least 300 dpi. Original photos will be returned. Call extension 7223 with any questions.

5K & Fun Run



Saturday, May 30, 2015
Maury County Park

1018 Maury County Park Dr.
Columbia, TN

www.mauryregionalfoundation.com

Online prescription refills offered

The outpatient pharmacy at MRMC now offers the convenience of online prescription refills for employees.

Medication refills can be requested using a form available on the MRMC intranet under the Pharmacy link. The form can also be accessed from a personal computer or smart phone at mrhs.refillquick.com.

To request a refill, provide the patient's name and the prescription number(s) found on the label above the patient's name. The notes section on the refill request page should be used to provide additional information or comments.

Those requesting a refill should allow 24 hours for the order to be processed.

The MRMC Outpatient Pharmacy is open Monday through Friday, 7 a.m. until 6 p.m. and Saturday from 7 until 11 a.m. For more information, call 380.4045.

MMC hosts health fair

Marshall Medical Center (MMC) hosted a free community health fair on March 19. The event featured information on heart disease, cancer and other health topics.

MMC staff members provided free blood pressure checks, cholesterol testing and bone density screenings. Radiation Therapy Director David Thomas provided an overview of the comprehensive cancer services available at the Cancer Center at Columbia Mall.

APRIL CALENDAR OF EVENTS

April 6

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

April 9

CELIAC SUPPORT GROUP: 5 p.m. First Floor Conf. Room, call 381.1111, ext. 1275

April 11

EXPECTANT PARENT CLASS – UNDERSTANDING BIRTH: 9 a.m.-3 p.m., call 490.7046

April 11

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

April 14

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

April 14

COPING WITH CANCER: 5:30 p.m., Cancer Center at Columbia Mall, call 490.7192

April 16 & 18

FREE DEVELOPMENTAL SCREENINGS FOR CHILDREN: Maury Regional Spring Hill Physical Therapy, register at 486.1544

April 18

FREE SAFE SITTER CLASS: 9 a.m.-3:30 p.m., call 490.7046

April 20

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

April 20-22

AUXILIARY JEWELRY SALE: 7 a.m., Auxiliary Conf. Room, call 380.4047

April 23

OSTOMY SUPPORT GROUP: 10 a.m., First Floor Conf. Room, call 490.4600

April 25

EXPECTANT PARENT CLASS – JUST FOR SIBLINGS: 9 a.m.-11 a.m., call 490.7046

April 25

WAYNE MEDICAL CENTER HEALTH FAIR: 8 a.m.-noon, Green River Baptist Church, call 722.5411

April 27

EXPECTANT PARENT CLASS – BREASTFEEDING: 7 p.m., call 490.7046

Mule Day — Make plans to visit the MRMC tent during Mule Day activities at Maury County Park. Volunteers will provide information and free blood pressure checks to visitors April 9-12.

KUDOS FOR CAREGIVERS

Pamela Anderson
Christi Beck
Tracy Bolton
Marva Booker
Amy Bridges
Joyce Burdick
Dianna Butt
Dr. Martin Chaney
Sonda Cline
Brandy Collier
Tiffani Cornelius
Natalie Counts
Barbara Cummins
Wilson Daniel
Michele Edwards
Kelly Eller

Justice Estrada
Melissa Eudailey
Angela Frierson
Julie Gilbreath
Tonya Ginez-Hernandez
Cheryl Greeson
Marsha Griffis
Kandi Hardison
Jessica Hargrove
Jamie Henson
Christina Henze
Edith Hill
Julie Hill
Kristi Hughes
Savanna Jenks
Elizabeth Joyce

Shannon Kelley
Dr. Bryan Kurtz
Sherry Ledbetter
Emily Lindsey
Angela Lowe
Sandy Mahon
Tracy Marks
Dana Martin
Ethelene Mayes
Crystal McClain
Deborah McCormack
Susan McCrary
Dr. William Meeker
Rachel Meeks
Deborah Melton
Lee Mills

Renee Newton
Kristi Nichols
Mary Owens
Stacie Perry
April Pilkinton
Crystal Powell
Pamela Putman
Malea Rich
Vicki Robinette
Dr. Bradley Rodgers
Brooklyn Russell
Marcia Rutherford
Miaschia Scott
Julie Selvey
Debra Shoaff
Nicole Shockley

Alissa Smith
Haley Smith
Linda Smith
Meredith Smith
Sara Smith
Tiffany Smith
Teresa Springer
Tammy Stokes
Emma Tate
Sue Thompson
Katie Tucker
Racheal Waters
Jamie Waugh
Henrietta Weaver
George Williams

THE VITAL *LINK*

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You Tube

Youth Leadership Maury visits MRMC

Participants in the 2015 Youth Leadership Maury program visited MRMC on March 18. CEO Alan Watson welcomed the group and the students learned about the Maury Academy for Science and Health (MASH) summer program offered at MRMC before touring the Cardiac Catheterization Laboratory, Emergency Department, Laboratory and MRI.

Mike Young, RN, is pictured explaining the technology used by cardiologists and staff to care for heart patients in the Cardiac Catheterization Laboratory.



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