

THE VITAL LINK



November 2016

Vol. XXXV, Issue 11

Baldrige process results in best practice recognition for MRMC

Maury Regional Medical Center (MRMC) was one of 15 organizations in the nation to receive a site visit for consideration for the 2016 Malcolm Baldrige National Quality Award, the nation's highest Presidential honor for performance excellence through innovation, improvement and visionary leadership.

Four organizations were named recipients of the national quality award on November 17. They are Don Chambers Ford in New Mexico, Momentum Group in California, Kindred Nursing and Rehabilitation Center-Mountain Valley in Idaho and Memorial Hermann Sugar Land Hospital in Texas.

Baldrige also recognized best practices in one or more of the Baldrige criteria categories among organizations that were candidates for the award. MRMC was one of only four organizations to be recognized for best practice in the Leadership category. This category examines how senior executives guide and sustain the organization and how

the organization addresses governance, ethical, legal and community responsibilities.

"I would like to thank the board of trustees, senior leadership team and management team for the leadership that they provide to our organization," said CEO Alan Watson. "Words cannot express the pride that I feel in this organization and the employees, physicians, board members and volunteers who have contributed to Maury Regional being a national role model for health care."

The Baldrige Award was established by the U.S. Congress in 1987 and recognizes organizations that have implemented successful quality management systems. Those applying for the Baldrige Award are judged by an independent board of examiners. Recipients are selected based on their performance in seven areas known as the Baldrige Criteria for Performance Excellence: leadership, strategic planning, customer and market focus, measurement, analysis and knowledge management, human resource focus and process management.

MRMC earns A in patient safety

New Leapfrog Hospital Safety Grades, which assign letter grades to hospitals nationwide and provide the most complete picture of patient safety in the U.S., were recently announced by The Leapfrog Group, a national patient safety watchdog. MRMC received an "A", ranking among the safest hospitals in the United States for the sixth consecutive reporting period.

"Our organization diligently monitors our safety protocols to provide outstanding care for our patients. The commitment of the physicians, staff and volunteers to ensure patient safety is reflected in being recognized among the safest hospitals across the nation," said CEO Alan Watson.

Developed under the guidance of an expert panel, the Leapfrog Hospital Safety Grade uses 30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. To learn more, visit HospitalSafetyGrade.org.



Rachel Cooke, RN, is pictured scanning a patient armband, one of the many patient safety protocols in place at MRMC.

NEW EMPLOYEES

MAURY REGIONAL MEDICAL CENTER

ADMITTING/REGISTRATION

Bridget Polson

EMS

Chad Haile
Anthony Marmol
Richard Wilkes
Austin Wyatt

ENVIRONMENTAL SERVICES

Erica Jones
Tiffany Roland
Heather Young

FOOD & NUTRITION

Melissa Lovely

GM OCCUPATIONAL HEALTH

Mindy McEndarfer

HUMAN RESOURCES

Robert Gadams

NURSING

Tara Anderson	Linda Mote
Dareain Baker	Brianna Owens
Miranda Ball	Patyra Parks
Marwillia Beal	Lindsay Poynor
Dewana Brewer	Hannah Reed
Marissa Damone	Stacey Robertson
Erin Ellis	Martha Smith
Susan Hazel	Laiken Spivey
Bailey Holt	Darin Stairs
Jennifer Holt	Samantha Townsend
Lindsey Johnson	Molly Tucker
Rabecca Lowe	Jennie White
Cynthia McDonald	Sarah Weiss
Kristina Moore	

(Continued on next page)

John Collier retires after 25 years of service

Vice President of Support Services John Collier retired from Maury Regional Health on November 4. He provided more than 25 years of leadership of the medical center's construction and support services.

Collier joined the medical center's senior leadership team in 1991 after serving on the MRMC Board of Trustees for five years. In the vice president's role, his responsibilities included construction, renovation and facility management. Most recently he had oversight for the departments of Environmental Services, Food & Nutrition, Plant Operations, Security and Bio-Medical.

Collier earned a bachelor's degree in engineering from Alabama A&M University following his military service. His career in engineering, management and safety began in the industrial sector.

During his tenure at Maury Regional, Collier oversaw more than 370 construction and improvement projects totaling approximately \$160 million. Notable projects under his leadership include the Maury Regional Cancer Center at Columbia Mall, addition of the fourth, fifth and sixth floors of the patient tower, construction of Maury Regional Spring Hill, the Maury Regional Pavilion, Emergency Medical Services base, Spring Hill Health Center, Outpatient Physical Therapy, First Stop Urgent Care, expansion of the Emergency Department, and most recently, the new Critical Care Department on the medical center's fifth floor.

Collier has served as chairman of the board for Columbia Power and Water System and has served on the boards of the Maury Regional Health Care Foundation, Youth Education Foundation and Maury County Industrial Development Board, among others. He has also served in leadership roles with Tennessee Hospital Association, Maury Alliance, Columbia State Community College and King's Daughters.

"John has served Maury Regional with passion during the last 25 years. His attention to detail has been invaluable during the many construction projects that Maury Regional has undertaken during his tenure. His passion for Maury County and the region we serve has been exhibited through his community involvement, while his passion for family has always shown through. We wish John and his family many blessings in his much deserved retirement," said CEO Alan Watson.

"John's day-to-day presence will be missed throughout our system as well as in the community, but his way of treating others with kindness and respect has set a great example for everyone he has come in contact with," said COO Paul Betz.



COLLIER



MAURY REGIONAL HEALTH

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

For address corrections, please contact the Human Resources Department.

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Pigg honored on retirement

Betty Pigg, an administrative assistant in Administration, retired on November 4. She began work in the Personnel Department at MRMC in 1977 and soon moved to Administration where she was an assistant to several assistant administrators and vice presidents during more than 39 years of service.

"Working with Betty has been a pleasure. I truly appreciate everything she did for me and the organization. It has been a joy to work with someone who was always passionate, calm and professional at the same time," said Vice President of Support Services John Collier, who also retired on November 4.



PIGG

NEW EMPLOYEES

(Continued from previous page)

PHYSICAL MEDICINE

Mark Berg

PLANT OPERATIONS

Willard Burm

PRE-SERVICE

Whitney Ballentine
Krishley Webster

SUPPLY CHAIN

Lauren Day
Jessica Gipson
Joanna McGuire

SURGICAL SERVICES

Anita Wagner

AFFILIATES

FAMILY HEALTH GROUP

Jennifer Adams
Andrea Derryberry
Shelby Dunlap
Dr. Rafael Favela
Colleen Fuller
Misty Kelley
Kyle King
Felicia Lee
Marsha McFall
Marissa Moschini
Jamie Smithson
Heather Stewart
Cathy White
Britney Williams
Jennifer Wood
Meagan Wyatt

LEWISBURG FAMILY PRACTICE

Merri Osborne

PRIMECARE

Catherine Clanton

WAYNE MEDICAL CENTER

Danielle Stanley

BIRTHS

Melinda James, Nursing, and her family welcomed Emma Sue James on November 2. She weighed 8 lb. and 2 oz.

Megan Smith, Nursing, and her family welcomed Kyler Benton Smith on November 3. He weighed 6 lb. and 11 oz.

Kendra Tinin, Imaging, and her family welcomed Kyler Jake Tinin on October 26. He weighed 9 lb. and 12 oz.

ORGANIZATIONAL ANNOUNCEMENT—

Gadams named HR manager



GADAMS

ROBBIE GADAMS has been named manager of affiliates and compensation in Human Resources, according to Chief Human Resources Officer Kaye Brewer. In this role, Gadams will direct the compensation and reporting functions for Maury Regional Health and oversee the delivery of human resources for the affiliates.

Gadams has more than 20 years of experience in human resources in a variety of industries. He most recently served as director of human resources at Select Specialty Hospital in Nashville. Gadams holds an MBA in management from DePaul University and a bachelor's degree in business administration from California State University.

"Please join me in welcoming Robbie to our organization. His experience in human resources for health care and other industries will be a tremendous asset to our HR department," said Brewer.

Physicians join medical staff

Two physicians recently joined the medical staff at MRMC.

RAFAEL NICHOLAS FAVELA IV, M.D., a specialist in internal medicine and pediatrics, is associated with FHG Hospital Medicine.

Dr. Favela received his medical degree from the University of Texas Medical Branch in Galveston, Texas. He completed his internship and residency in internal medicine/pediatrics at the University of Cincinnati Internal Medicine & Pediatrics Residency Program in Cincinnati, Ohio.



DR. FAVELA

REBECCA HELEN SMITH, M.D., a specialist in family medicine, is associated with FHG Mount Pleasant.

Dr. Smith received her medical degree from the University of Tennessee Health Science Center in Memphis, Tennessee. She completed her residency in family medicine at the University of Alabama Family Medicine Residency in Tuscaloosa, Alabama. Dr. Smith is board certified in family medicine.



DR. SMITH

FHG Mount Pleasant is located at 200 South Cross Bridges Road in Mount Pleasant. For more information, call 931.379.5821.

Quality award winners named

The ninth annual Performance Excellence Awards Banquet was held on October 25 at First Baptist Church in Columbia. More than 300 teams submitted performance improvement projects. Winners were:



Frontline Achievement: Clinical – Malnutrition Diagnosis and Reimbursement

Pictured is Sandra Studebaker with presenter Paul Betz. Not pictured are Diane Aben, Cindy Dugger, Mindy Ellis, Terri Estes, Lisa Givens, Keri Howell, Jason Mallory, Holly Redmon, April Smith and Dr. Grace Wu.



Frontline Achievement: Non-Clinical – BlueCross BlueShield Zero Revenue Code Change

Pictured are Cathy Lopez and presenter Paul Betz. Not pictured are Jessica Burrow, Jesse Chandler, Johnathon Counts, Deborah Stange and Tara Warner.



Hold the Gains – Armbands

Pictured (l-r) are Roger Larkin, Sue MacArthur and Jamie Casteel. Not pictured are Melanie Eastep, Kate Huddleston, Tina Read and Deborah Sutton.



Quality Outcomes Award – Antibiotic Stewardship

Pictured (l-r) are Dr. Deborah Goldsmith and Zina Gugkaeva with presenter Deborah Lumpkins.



Performance Excellence Award: Non-Clinical – Accounts Without Open Reminders Report

Pictured are Melanie Biles and Celena Westmoreland.



Most Engaged Award – Supply Chain Department

Pictured is Roger Larkin with presenter Jim Parcel.



Most Innovative Award: Clinical – Critical Care LEAN Design

Pictured (l-r) are John Collier, Christy Wright, Cathy Malone, Kristen Wayne, Ginger Dickens, Sharon Dobbins and Robin Weaver. Not pictured are Angela Brown, John Bumpas, Milinda Cothran, Paul Corvin, Andrea Derryberry, Dr. Jon Freels, Aimee Gabbard, Katie Grimaud, Theresa Harris, Kaleb Hinson, Natasha Holt, Darryl Jett, Leigh Jones, Dr. Karthik Jothianandan, Roger Larkin, Dr. Maura Lipp, Rodney Lockridge, Jackie Miles, Lynnelle Murrell, Dr. Joe Philip, Briana Pittman, Russ Pothier, Dr. Thomas Quinn, Holly Redmon, Mike Short, Hailey Smith, Amy Skidmore, Renee Tew, Christie Troutman and Pat Woodard.

Trailblazer Award – Critical Care LEAN Design

(See Most Innovative Clinical Award for participants.)

Most Innovative Award: Non-Clinical – Discharge Before Registered

(See Strategic Keys Finance Award for participants.)

Performance Excellence Award: Clinical – Pediatric Rounding

(See Strategic Keys People Award for participants.)

(Continued on next page)

Quality award winners named

(Continued from previous page)

Strategic Keys



Quality – Improved Root Cause Analysis Process

Pictured (l-r) are Renee Tew, Kristen Wayne and Beth Fleming. Not pictured are Carey Albright and Tiffany Crews.



Service – Leader Rounding

Pictured (l-r) are Paul Betz, Deborah Lumpkins, Beth Himes, Cathy Malone and Renee Tew. Not pictured are Carey Albright, Sarah Barry, Brenda Hogan, Holly Kunz, Joan Stephens, Kristen Wayne and Pam Williams.



People – Pediatric Rounding

Pictured (l-r) are Kristen Wayne, Lauren McGee, Savanna Jenks and Beth Himes with presenter Kaye Brewer. Not pictured are Leslie Cole, Lisa Couch, Kim Morrow, Chantel Phillips, Suzanne Robinson, Renee Tew and Lori Waugh.



Financial – Discharge Before Registered

Pictured is Nick Swift with presenter John Collier. Not pictured are Lydia Benefield, Todd Chessor, Nick Harmon, Gina King, Daniel Potts and Crystal Powell.

Staff participates in TONE meeting

Marshall Medical Center Nurse Manager Paige Barnes, MSN, RN, CEN, represented the organization at the annual Tennessee Hospital Association meeting.

Barnes presented a poster titled Improving Patient Transition and Satisfaction with Discharge Follow-up Calls to the Tennessee Organization of Nurse Executives (TONE). The presentation outlined the implementation of patient calls after hospital discharge and how it affects readmission rates and patient satisfaction scores.

MRMC Administrative Director of Cardiovascular Services Cathy Malone will serve as the treasurer for TONE in 2017.



BARNES



MALONE

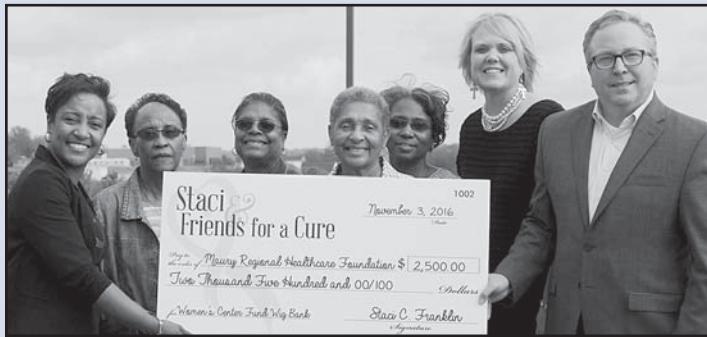
GILES COUNTY EVENT SUPPORTS FOUNDATION

A breast cancer awareness event in Giles County in October benefited the Women’s Center Fund of the Maury Regional Health Care Foundation.

Staci Franklin, a Giles County native and breast cancer survivor hosted “A Pink Affair” on October 8 in Pulaski. Proceeds from the event were donated to the Foundation’s Women’s Center Fund and the Tennessee Breast Cancer Coalition. The event has been held in Memphis for the last six years, raising more than \$20,000 for charities that support breast cancer patients and survivors. This was the first year for the event to be held in Giles County in conjunction with a local quilting club.

“The biggest take away for me in all of this is that tomorrow is not promised,” said Franklin. “I know that I am blessed for the outcome that I have had and now I feel it’s my calling to bring even more awareness to breast cancer and to the issues and needs of patients and survivors.”

The Women’s Center Fund supplies wigs, head wraps, camisoles and compression garments to women undergoing cancer therapy. The fund also provides mammograms for women who cannot financially afford the screening.



Members of Staci & Friends For a Cure presented the \$2,500 check to Administrative Director of Oncology Services Dana Salters and Foundation Executive Director Joe Kilgore (far right). Pictured (l-r) are Staci Franklin, Ann Coffey, Ada Nelson, Fordie Franklin and Sheila Garrett.

PEDIATRIC FUND RECEIVES DONATION

The Foundation’s Pediatric Fund benefited from a golf tournament held at King’s Creek in Spring Hill on November 5. The event, which was a tribute to course designer Arnold Palmer, raised approximately \$1,170 to assist families of children who are patients of the medical center.

Physicians speak at seminars

DR. BUTLER DISCUSSES 3D MAMMOGRAPHY



DR. BUTLER

The Maury Regional Women’s Center hosted a Women Helping Women luncheon on October 26.

Dr. Blair Butler, a radiologist and medical director for the Women’s Center, presented a program on mammography and the new Genius 3D™ mammography technology now available at the Women’s Center.

Dana Salters, administrative director of oncology services, spoke to the Maury County Health Council about 3D mammography on November 15.

COPD SCREENINGS OFFERED



DR. LIPP

Free screenings for chronic obstructive pulmonary disease (COPD) were offered by MRMC on November 12.

Pulmonologist Maura Lipp, M.D., presented an overview of COPD risk factors and treatment options.

Respiratory Care staff members offered screenings for pulse oximetry, spirometry and Alpha-1, a genetic deficiency that increases a person’s risk for COPD.

DR. WADE PRESENTS KNEE SEMINAR



DR. WADE

Dr. Fredrick Wade, an orthopedic surgeon, presented a seminar addressing knee replacement on November 10 at MRMC.

Approximately 70 people attended the program, which addressed chronic knee pain, the conditions that can lead to total knee replacement and the different types of knee implants available.



EMPLOYEE HEALTH EXTENDS HOURS

Employee Health, located in Building C on the campus of MRMC, now offers extended hours. Employee Health is available:

Monday-Friday: 7 AM-7 PM
Saturday-Sunday: 8 AM-7 PM

Employees should check-in no later than 6:45 PM.

Employee Health offers employment-related services such as TB skin tests, fit tests and vaccines. The clinic also provides care for minor acute illnesses. Employees should see their primary care physician for other reasons, including routine visits and blood work. Those experiencing a serious medical condition such as chest pain or shortness of breath should visit the Emergency Department.



PLANETREE EVENT HELD—In honor of Patient-Centered Care Month, a celebration was held on November 11 at MRMC. Linda Nichols, Coding, is pictured visiting with pet therapy team Andy Garmezy and Cooper during the Planetree celebration.

DECEMBER CALENDAR OF EVENTS

December 1

STROKE SUPPORT GROUP: 6 p.m., Annex, call 840.4446

December 2

EMPLOYEE CHRISTMAS PARTIES: 6-8 a.m., 2-4 p.m. or 9-11 p.m., Cafeteria

December 3

CHILDREN'S CHRISTMAS PARTY: 9-11 a.m., Cafeteria

December 3

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

December 3

EMPLOYEE CHRISTMAS PARTY: 5:30-8 p.m., Cafeteria

December 5

NEW EMPLOYEE ORIENTATION: 8 a.m., Auxiliary Conf. Room, call 381.1111, ext. 2334

December 5

OSTOMY SUPPORT GROUP: 11:30 a.m., Annex, call 698.7438

December 6

GRIEF SUPPORT GROUP: 5:30 p.m., Chapel, call 540.4243

December 7

DIABETES EDUCATION GROUP: 11 a.m., Auxiliary Conf. Room, call 540.4324

December 8

GRIEF SUPPORT GROUP: 5 p.m., Wayne Medical Center, call 540.4243

December 9

BREASTFEEDING SUPPORT GROUP: 1 p.m., Annex, call 490.7074

December 10

EXPECTANT PARENT CLASS – BREASTFEEDING: 9 a.m., call 490.7046

December 12

HOLIDAY HUGS GIFT RETURN: 7 a.m.-5 p.m., Auxiliary Conf. Room

December 13

COPING WITH CANCER: 2 p.m., Cancer Center, call 490.7192

December 13

HOLIDAY HUGS GIFT RETURN: 7 a.m.-Noon, Auxiliary Conf. Room

December 14

BLOOD DRIVE: 7 a.m.-5 p.m., Auxiliary Conf. Room, call 840.4446

December 15

FREE BLOOD PRESSURE CHECK: 9:30 a.m., Hohenwald Senior Center, call 490.4600

December 15

GRIEF SUPPORT GROUP: Noon, Marshall Medical Center, call 540.4243

December 17

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

December 20

MISSION WELLNESS: 6:30 p.m., Annex, call 490.7282

December 21

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

December 25

CHRISTMAS DAY MEALS provided for employees scheduled to work

December 28

BREASTFEEDING SUPPORT GROUP: 11 a.m., Annex, call 490.7074

KUDOS FOR CAREGIVERS

Brenda Adams
Courtney Belden
Crystal Bottoms
Dr. Larry Britt
Henry Canaman
Alison Carlisle
Dr. Mark Cobb

Tim Darrington
Dr. Karen Davis
Barbara Dreher
Tony Dreher
Emily Drury
Addison Elrod
Dr. Shawn Gentry

Chase Glass
Angie Harden
Jackie Hill
Dr. Brian Kendrick
Denise Kilburn
Michele Kimbrough
Dr. Justin Kropf

Valatta Martin
Karen Miller
Dr. Chad Moss
Jeff Pannell
Dr. Thang Phan
Dr. Srikar Reddy
Flamonte Roberts

Sara Rodrigues
Jenny Tanner
Julianne Thomason
Sylvia Tinin
Dr. Terry Whitten
Carolyn Womack

THE VITAL *LINK*

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Retirees meet for reunion

Retirees gathered at MRMC on October 28 for their annual reunion. Brunch was prepared by Food & Nutrition and served by senior leaders and managers. CEO Alan Watson is pictured at the event with retirees (l-r) Theatrice Waire, Mary Ann Warfield and Elaine Booker.

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