

THE VITAL LINK

Maury Regional Medical Center

February 2015

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MRMC first in Tennessee to attain Planetree designation

Maury Regional Medical Center (MRMC) has been recognized as a “Planetree Designated® Patient-Centered Hospital,” recognizing the medical center’s achievement and innovation in the delivery of patient-centered care. MRMC is the first health care organization in Tennessee and one of only 28 in the United States to receive this designation from Planetree, Inc.

“Over the past four years, our physicians, staff members and volunteers have implemented a substantial number of initiatives and practices that are designed to enhance the experience for our patients and their families,” said CEO Alan Watson. “We are pleased that these efforts to become a more patient-centered organization have resulted in this designation by the Planetree organization.”

To achieve designation, an organization must undergo



a site visit and satisfy more than 60 specific criteria addressing components of a patient-centered health care experience, including patient-provider interactions, access to information, family involvement, the physical environment, food and nutrition, spirituality, arts and entertainment, and integrative therapies. In addition, the criteria focus on how the organization is supporting its staff, opportunities for staff, patients and families to have a voice in the way care is delivered, and the ways that the organization is reaching beyond its walls to care for its community.

Patient-centered care initiatives implemented at MRMC include a patient and family partnership council, music and pet therapy programs, designated quiet times in patient care areas, a food pantry for patients at discharge and updates to the lobby, chapel and family waiting areas.

For more information about the Planetree program, visit planetree.org.

Quiet at Night initiative introduced at MRMC

As part of our continuing efforts to enhance the patient experience, MRMC recently instituted a designated “bed time” for patient care areas.

At 10 p.m. each evening, music plays throughout the medical center to signal the beginning of our designated patient bed time. Staff members are encouraged to be mindful of bed time and to encourage others to adopt practices conducive to maintaining a restful and healing environment for our patients.

“We realize that getting the appropriate amount of rest is an

important part of the healing process for our patients,” said Mike Short, who chairs the MRMC Quiet at Night HCAHPS Dimension Team. “The goal of the Quiet at Night initiative is to encourage our team members and visitors to help create a more restful environment by keeping noise levels and unnecessary activity at a minimum during the nighttime hours.”

Posters are displayed throughout the facility to remind staff and visitors of the initiative. In addition, all departments and patient care units were given a toolkit to assist them in developing unit-specific Quiet at Night initiatives that can be used to involve front line staff in this effort.



NEW EMPLOYEES

ACCOUNTING

Robyn Allen

CANCER REGISTRY

Karen Forgey

CUSTOMER SERVICE

Lyndall Propst

ENVIRONMENTAL SERVICES

Justin Bridges
Carol Gillenwater
Nicolas Seals

FOOD & NUTRITION

Dustin Bobbitt
Hannah Carter

INFECTON CONTROL

Christina Wiebe

NURSING

Alexandria Bravo
Christi Carrington
Angela Cotham
Chiquita Howard
Velma Johnson
Tabitha Manor

(Continued on next page)

Board appointments are announced

The MRMC Board of Trustees recently announced annual appointments to the board of trustees and advisory board.

Doug Williamson and Dr. Bob Thompson were re-elected to serve as chair and vice chair of the board of trustees respectively. Reappointments to the advisory board included Tennessee Children's Home Director of Development Bill Alsup, Pathologist Chuck Bramlett, M.D., Mount Pleasant Power System General Manager Derek Church, Columbia State Dean of Health Sciences Kae Fleming and local developer Greg Martin.

In addition, CEO Alan Watson made the recommendation to honor Waymon L. Hickman with emeritus status on the advisory board, which was unanimously supported by the board of trustees. Hickman has served the medical center in numerous leadership roles, having been appointed to the board of trustees in 1984. In 2000 he was elected chairman of the board, a role which he held for nine years. He has served on the advisory board since 2009. Upon the expiration of his term, he will continue to serve as an emeritus member of the advisory board.



HICKMAN

"For more than 30 years, Mr. Hickman has devoted his expertise and volunteered his time to help the medical center make significant advancements in services and technology. The board of trustees felt that losing an advisory board member with his extensive knowledge of the medical center and financial expertise would be a tremendous loss and will be granting him emeritus status," said Watson.

New appointments to the advisory board are Rodney Poling, M.D., and Brian Williams.

Dr. Poling joined the MRMC medical staff in 1990 and is board certified in psychiatry and geriatric psychiatry. His leadership roles at the medical center include serving as chief of staff, vice chief of staff, chair of medicine and psychiatry divisions, and chair of the Credentials Committee and Education and Library Committee. He is currently a member of the TennCare Pharmacy Advisory Committee and president-elect of the Tennessee Psychiatric Association.



POLING



WILLIAMS

Williams is the executive vice president and director of corporate planning at First Farmers and Merchants Bank. He has served as past chairman of the board of directors at Maury Alliance and King's Daughters' School, past chairman of the Duck River District of the Middle Tennessee Council of Boy Scouts of America, past president of Columbia Breakfast Rotary and is a member of the boards of the Graduate School of Banking at Louisiana State University and Southeastern School of Commercial Lending.

Outgoing advisory board members recognized for their service were Sandra Fly, John Law and Kim Willis. In addition, Dr. Houston Jameson was recognized for his service as chief of staff in 2014.



MAURY REGIONAL MEDICAL CENTER

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For address corrections, please contact the Human Resources Department.

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NEW EMPLOYEES

(Continued from previous page)

Rhaqira Mosley
Cary Nail
Kiela Perry
Michael Powell
Emily Spaulding
Alanah Tallman
Angela Umbles
Erica Whitaker
Jeannie Wilkins

PHARMACY

Farrah Clark

STERILE PROCESSING

Linda Wright

PROMOTIONS

Jasmine Chapin,
from HIM technician to
coding reimbursement/
HIM specialist,
Lewis Health Center

TRANSFERS

Darold Hatcher, from
nurse technician, Nursing,
to emergency medical
technician, EMS

Julianne Thomason, from
occupational therapist,
Physical Medicine, to
occupational therapist,
Home Services

ORGANIZATIONAL ANNOUNCEMENTS

Bevis promoted at WMC

Madora Bevis, RN, has accepted the position of chief nursing officer at Wayne Medical Center (WMC), according to WMC CEO Teresa Grimmett.



BEVIS

Bevis has worked at WMC since 1992. She has served as nurse manager at WMC since 2011 and worked as a nursing supervisor for sixteen years.

“Madora began her nursing career at Wayne Medical Center as a charge nurse and has consistently increased her responsibilities for patient care during the past 23 years. Her knowledge and experience will continue to be a valuable asset to our patients and facility,” said Grimmett.

Harmon appointed ED manager

Nick Harmon has accepted the position of emergency department nurse manager, according to Assistant Chief Nursing Officer Holly Kunz.



HARMON

Harmon will be responsible for managing the operations of the Emergency Department including patient care, policies and procedures, personnel management and budget. He has been employed at MRMC since 2007. Harmon has served as the nurse manager for orthopedics since 2013 and previously served in managerial roles for oncology and medical units. Harmon holds a bachelor’s of science degree in nursing from Middle Tennessee State University.

“Nick has shown great leadership at our organization and is committed to improving the patient care experience at every level, from clinical operations to customer service. We welcome him to the Emergency Department,” said Kunz.

Miller joins Family Health Group

Nathan Miller recently joined Family Health Group (FHG) as a regional operations director, according to FHG CEO Mike Fecher. Miller will be responsible for the success of physician practices in his assigned region



MILLER

by assisting with strategies and budgets and aiding practice managers with managing operations of the offices and ensuring implementation of practice goals.

“Nathan brings a great deal of experience, leadership and knowledge of the health system to this position,” said Fecher. “He is a valuable addition to the FHG team.”

Miller has been employed at MRMC since 2001, most recently serving as the executive director at Lewis Health Center and also serving as assistant director of physical medicine. He received his bachelor’s degree from the University of Tennessee at Martin, his master’s degree in physical therapy from the University of Tennessee at Memphis and his master’s degree in health care management from the Owen School of Business at Vanderbilt University.

Women's therapy offered at MRMC, LHC and Spring Hill

Outpatient physical therapy departments at MRMC, Maury Regional Spring Hill and Lewis Health Center (LHC) recently began offering physical therapy services for women's health conditions. The therapy is designed for women who experience pain or reduced quality of life due to pelvic and bladder issues, including those that develop following childbirth or surgery.

Treatment methods include bio-feedback, electrical stimulation, pelvic floor awareness, therapeutic exercises and manual therapy. Treatment programs typically include one session per week for a period of 12 weeks with a therapist who is trained in women's health.

A physician's referral is required. For more information, call MRMC Physical Therapy at 380.4014, Maury Regional Spring Hill at 486.1544 or LHC Physical Therapy at 796.6216.

Raising awareness of heart disease

MRMC and affiliates participated in National Go Red Day on February 6 to increase awareness about heart disease. Heart disease remains the



number one killer of both men and women, accounting for one out of every four deaths in America. Chief Nursing Officer Deborah Lumpkins, DNP, (center) and staff members of the MRMC Cardiovascular Services Line were among those who participated in Go Red Day.

MRI services accredited at LHC and WMC

Magnetic resonance imaging (MRI) services offered at Lewis Health Center (LHC) and Wayne Medical Center (WMC) recently earned accreditation from the American College of Radiology (ACR).

The ACR Committee on MRI Accreditation of the Commission on Quality and Safety recently evaluated the qualifications of personnel, quality control programs, safety policies and image quality. The accreditation status for both locations is valid until 2018.

LHC and WMC offer MRI studies of the head, spine, body and musculoskeletal area by appointment. Results are interpreted by board-certified radiologists.

Cardiologist presents Heart Month program

Dr. Michael Kelley, a cardiologist with Vanderbilt Heart-Columbia, spoke to Women Helping Women luncheon attendees on February 25.



KELLEY

Dr. Kelley addressed the link between hypertension and heart disease and discussed ways to control high blood pressure.

Inclement weather caused the cancellation of a February 17 seminar by Kevin Maquiling, M.D., an interventional cardiologist. The program will be rescheduled.

Several staff members also conducted community outreach during Heart Month.

Outpatient Cardiology Manager Misti Jackson visited the Lewisburg Lions Club on January 27 to discuss heart disease and chest pain.

Karen Miller, RN, and Exercise Physiologist Jackie Hill, Cardiopulmonary Rehabilitation, spoke to employees of the Maury County Highway Department on January 30 about heart disease including risk factors and the benefits of exercise.

TNCPE award ceremony postponed

The Tennessee Center for Performance Excellence (TNCPE) award ceremony scheduled for February 18 was postponed due to winter weather. MRMC will receive the TNCPE Excellence Award when the event is rescheduled.

RETIREES HONORED FOR SERVICE

DIANNE GIL retired on February 16. She was a registered nurse in Cardiovascular Surgery and had worked at Marshall Medical Center and MRMC for more than 21 years.

“Dianne has been a valuable asset to the medical center and the CVOR for many years. She was one of the original nurses who helped start the heart program and has the expertise and commitment that Maury Regional looks for in nurses. We wish her well in the next chapter of her life,” said Administrative Director Scott Hayes.



EDITH HILL, a registered nurse in Cardiac Diagnostic Testing, retired on February 12. She had worked at MRMC for more than 25 years.

“Edith has been a dedicated employee of this organization for more than 25 years and we thank her. She has served her patients and co-workers with the most outstanding care. She will be greatly missed,” said Outpatient

Cardiology Manager Misti Jackson.

HILL

ED LEE, an officer in Security, retired on January 31. He had worked at MRMC for more than nine years.



“It has been a great pleasure working with Ed. He has always been reliable, respectful, courteous and professional and had knowledge for the security profession. Ed will surely be missed and I hope retirement is everything he hopes it to be,” said Security Director John Bumpas.

LEE

CHRISTINE MICHALS retired on February 6. She was a department support coordinator in Nursing and had worked at MRMC for more than 19 years.

“Christine worked with many departments during her career at the medical center and made tremendous contributions to each of them with her skills and talents. We appreciate her dedication and will miss her,” said Critical Care Nurse Manager Ginger Dickens.



MICHALS

MAGGIE THOMAS, a registered nurse at Lewis Health Center (LHC), retired on February 3. She had worked at LHC for more than 19 years.

“We are excited for Maggie and thankful for the wonderful care and compassion she showed her patients. She will be greatly missed for both her patient care and her contributions to the community,” said LHC Director Nathan Miller.

JANET WEBB retired on February 13. She was a clinical coordinator in Cardiovascular Surgery and had been employed at MRMC for more than eleven years.

“Janet has been instrumental to the success of the medical center’s heart program. She has been a steadfast leader and did what it took to have quality outcomes and a successful program. Her attributes as an OR nurse will be missed. We wish her well in her future endeavors,” said Administrative Director Scott Hayes.

Auxiliary funds upgrades to MRMC visitor areas

Family waiting and resting areas on the medical center’s first and second floors were recently renovated in a project

funded by the Maury Regional Auxiliary. The Auxiliary contributed approximately \$45,000 toward the improvements, including furnishings, flooring, painting and artwork.

The Family Quiet Area on first floor offers a tranquil resting space for families, including those visiting patients in Critical Care and First West. The room features two seating areas separated by a dividing wall, offering recliners, linens and dimmed lighting for family members who need to rest. In addition, charging stations are available.

The updated second floor waiting area serves as an active gathering space for visitors as well as a place to eat meals and snacks. Comfortable seating is available along with bistro-style dining tables, a refrigerator, television and several charging stations.

“These two beautiful areas allow our visitors to comfortably rest and wait while their loved ones are patients. We are extremely grateful to the Auxiliary for providing funding to make these spaces so inviting and useful for our visitors,” said Critical Care Nurse Manager Ginger Dickens.



Pictured in the newly updated second floor waiting area are (l-r) Auxiliary President Carolyn Harrison, Auxiliary Board Member Sue Thompson and Dickens.



Pictured (l-r) are Moore, Martin, Sutter, Law, Wilson-Martin and Molder.

FOUNDATION WELCOMES NEW BOARD MEMBERS

The Maury Regional Health Care Foundation Board of Directors recently welcomed four new members and reappointed two existing members, according to Executive Director Joe Kilgore.

Adrienne Law, Chaz Molder, Edward Moore and Sondra Wilson-Martin have been named to the Foundation board for three-year terms. Christa Martin was named to a third term, while Edie Sutter was appointed to a second term on the board.

O. Rebecca Hawkins, Ph.D., continues a two-year term as the board's chair. Greg Martin serves as chair-elect, and MRMC Environmental Services Director Mike Short as secretary.

"The foundation has an outstanding board consisting of strong leaders with a desire to give back to the community by helping those experiencing health and financial crisis. We are pleased to welcome our new board members to this exceptional group," said Kilgore.

More than \$1 million in programs and services have been funded by the foundation since it was established in 2006. The foundation supports a wide variety of projects in the eight-county region of Middle Tennessee served by MRMC. Administrative expenses are funded by the medical center, allowing all donations to go directly into serving the community. To make a donation or to learn more, visit www.mauryregionalfoundation.com. For more information, call 931.380.4075.

Junior volunteer program returns

High school students interested in volunteering their time to assist patients and visitors at MRMC are invited to apply for the medical center's redesigned Junior Volunteer Program.

"Junior volunteers were a valuable part of our volunteer program at the medical center until 2011. Recently, we decided to offer the program once again," said Volunteer Services Director Cindy Fox. "We know that many local high school students have so much to offer to the medical center and our patients and visitors. The young people who are chosen as volunteers will have an opportunity to work alongside other volunteers and staff and earn valuable experience in a health care setting."

The Junior Volunteer Program is open to those age 15 and older who have completed their freshman year of high school. Students must have at least a 3.0 grade point average. Those under the age of 18 must have approval of their parent or guardian. Each junior volunteer must commit to serve at least 100 hours each year.

Junior volunteers may be assigned to work in a variety of areas including patient care areas, nursing stations, information desks, registration areas and the Auxiliary Gift Shop.

Those interested in the Junior Volunteer Program may complete an application at mauryregional.com/volunteerservices.htm. In addition to completing an application, students are required to submit an essay explaining why they would like to become a junior volunteer and what they hope to gain from the experience. Additional requirements include a letter of recommendation from an adult who is not a relative, an official school transcript, a parent/guardian's consent and consent for a drug screening. After submission of the complete application packet, an interview will be scheduled.

To learn more about the Junior Volunteer Program at MRMC, contact Volunteer Services at 931.380.4047.

Doctors' Day is March 30

Honor a physician with a contribution to the Maury Regional Health Care Foundation. Call ext. 4075 for details.





**2014
FSA FILING
DEADLINE IS
MARCH 30**

Individuals who were enrolled in a Flexible Spending Account (FSA) for 2014 are reminded that March 30, 2015 is the deadline to file for reimbursement for eligible 2014 expenses.

Claim forms are available on the MRMC intranet under Departments/ Human Resources/Benefits 2014/FSA 2014 Claim Form. If you need guidance on what expenses are reimbursable under your FSA, information is available by clicking on FSA Eligible Health Care Expenses, also on the Benefits 2014 page.

December 31, 2014 was the deadline to incur charges that can be reimbursed from your 2014 election amount. For more information, call Benefits Specialist Barbara Widay at extension 1096.

MRMC earns Fit-Friendly status

MRMC has been designated as an American Heart Association Gold Level Fit-Friendly Worksite.

The Fit-Friendly program recognizes employers who champion the health of their employees and work to create a culture of physical activity and good health in the workplace and community and creatively implement programs in pursuit of this goal.

“We make every effort to be proactive in our efforts to promote and encourage good employee health by offering free annual health and wellness screenings and a fully equipped wellness center,” said Vice President of Human Resources Kaye Brewer. “We also participate in an average of no less than 50 community outreach events annually at which we provide free blood pressure and other health screenings and distribute information on healthy living practices.”

A number of MRMC employees are participating this year in the “Fittest of the Fit” and “Team of Mules” weight loss initiatives. MRMC also provides free community outreach programs including support group meetings and educational seminars dealing with major health issues such as heart disease, COPD and diabetes.

MARCH CALENDAR OF EVENTS

March 2

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

March 4

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

March 5-6

AUXILIARY BOOKS ARE FUN SALE:
7 a.m., Auxiliary Conf. Room, call
380.4047

March 7

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

March 7

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

March 10

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

March 10

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

March 12

SCRUB SALE: 7 a.m.-7 p.m., Auxiliary
Conf. Room, call 380.4075

March 13

SCRUB SALE: 7 a.m.-4 p.m., Auxiliary
Conf. Room, call 380.4075

March 14

EXPECTANT PARENT CLASS –
NEWBORN CARE: 9-11 a.m., call
490.7046

March 14

EXPECTANT PARENT CLASS –
INFANT CPR: 12-2 p.m., call 490.7046

March 16

BREAST CANCER SUPPORT
GROUP: 5:30 p.m., Women’s Center,
call 540.4166

March 19

MARSHALL MEDICAL CENTER
HEALTH FAIR: 5 p.m., call 359.6241

March 20

HEALTHY HEARTS: 10 a.m., Wellness
& Aquatics Complex, call 381.1111,
extension 1601

March 21

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

March 26

OSTOMY PARTNERS SUPPORT
GROUP: 11 a.m., First Floor Conf.
Room, call 698.7438

KUDOS FOR CAREGIVERS

Kevin Ambrose
Erica Barnett
Barbara Basalyga

Mary Casteel
Rita Casteel
Jennifer Chatham

Denise Garten
Rebecca Gibson
Dr. Brad Gilbert
Chase Glass
Julianne
Hambacher
Ali Hanan
Tammy Hargrove
Miranda Harmon
Talitha Harris
Andrea Harrison
Tracey Henson

Lamonica Houston
Amy Hubbard
Jane Hubell
Kim Huckaba
Laura Isbel
Becky Jones
Sara Kelley
Dr. Michael Kelley
Vickie Kenney
Michelle Kimbrough
Dr. Joel Kochanski
Monty Lewis

Harold Newton
Kristi Nichols
Mandy Pangle
Victor Pardon
Valerie Parker

Jessica Russell
Dr. Mike Sattasiri
Eddie Sewell
Barbara Shannon
Patty Shelton

"Thank you for being there when I needed you. You were caring and showed a high level of talent."

Debbie Becker
Lori Bergland
Kellie Blackwood
Rebecca Blevins
Cassie Bollin
Margie Boshers
Cassie Bowling
Makenzie Boyle
Mark Breece
Kathy Brennan
Sarah Brewer
Travis Brewer
Amanda Brown
Stacey Brown
Dr. Blair Butler
Henry Canaman
Allison Carlisle

Dr. Amit Choksi
Dr. Kevin Chunn
Kacey Clemons
Lisa Couch
Tammy Crain
Tonya Crain
Wilson Daniel
Melissa Davidson
Carol Dawson
Pete Dawson
Destin Dodson
Barbara Dreher
Tony Dreher
Tanna Estes
Meredith Fleming
Polly Floyd
Amber Frizzell

"You're the best! Always cheerful, always encouraging, well-trained and professional at the same time."

Dr. Ben High
Jackie Hill
Amanda Holt
Ashley Holt
Teresa Honaker
Sue Hooker
Regina Horton

Elaine Liberto
Stephanie Marks
Karen Martin
Dr. Scott McCall
Kimberly McKay
Dr. Mark Messenger
Heather Moore

Rodney Parnell
Daniel Patterson
Emily Peeples
Stacey Perry
Aimee Pilapil
Daniel Potts
Taylor Potts
Brenda Price
Veronica Price
Tracey Putman
Beth Ray
Samantha Reese
Joey Riddle
Flamonte Roberts

Dollie Shipp
Heather Smith
Joshua Smith
Rachel Smith
Mary Sneed
Tammy Stokes
Alanah Tallman
Charina Tijing
Angela Umbles
Faye Walker
Natalie Whittaker
Shawn Woodard
Beverly Workman
Teresa Yuhus

"The volunteer was a very happy, friendly, knowledgeable person."

THE VITAL **LINK**

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