

THE VITAL LINK



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CareChex® recognizes MRMC in medical excellence for 2018

CareChex®, an information service of Quantros, Inc., recently ranked Maury Regional Medical Center (MRMC) number one in Tennessee for overall



hospital care and overall surgical care in the areas of medical excellence and patient safety for 2018.

Medical quality evaluated includes process of care, outcomes of care and patient experiences in two primary areas—medical excellence and patient safety. The results enable health care organizations to compare their performance against providers in the nation, region, state and market.

MRMC ranked number one in the state in medical excellence for several specific areas of care or procedures, including:

- Overall Hospital Care
- Overall Surgical Care
- Gastrointestinal Care
- General Surgery
- Joint Replacement
- Orthopedic Care
- Major Orthopedic Surgery

For additional 2018 awards and rankings and to see how MRMC ranks in the nation, region, state and market, visit MauryRegional.com. Compare MRMC to other providers at CareChex.com.

CareChex® evaluates the performance of more

MRMC earns 8th consecutive A for patient safety

The Leapfrog Group, a national nonprofit health care ratings organization, has awarded MRMC a grade of “A” in its Leapfrog Hospital Safety Grades. The program assigns letter grades to hospitals based on their performance in preventing medical errors, infections and other harms.

MRMC was recognized for its commitment to keeping patients safe and meeting the highest safety standards in the U.S. This is the eighth consecutive reporting period for which MRMC has attained an “A”.

“At Maury Regional, we continually evaluate and measure our performance on numerous quality and safety measures,” said Maury Regional Health CEO Alan Watson. “Being recognized for the eighth consecutive reporting period is reflective of the commitment of our physicians and staff to provide outstanding clinical care to the members of our community.”

The Leapfrog Hospital Safety Grade uses 27 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 see MRMC’s full grade, and to access patient tips for staying safe in the hospital, visit HospitalSafetyGrade.org.

NEW EMPLOYEES

MAURY REGIONAL MEDICAL CENTER

ADMITTING/REGISTRATION

Danielle Hands

EMS

Michael Shupe

ENVIRONMENTAL SERVICES

Skylee Burttis
Whitney Frazier
Barbara Johnson
Virginia Travis
Krista Warner

FOOD & NUTRITION

Laura Conner

LABOR & DELIVERY

Nicole Shockley

LABORATORY

Ashley Hubbard

NURSING

Jessica Batey
Meagan Bolling
Tiffany Brewer
Leslie Butler
Amber Cook
Crystal Cooke
Jeremy Farmer
Alice Farris
Jim Foriest
Sara Grossheim
Elizabeth Knudson
Eric Massey
Sara McNeese
Morgan Self
Channel Smith

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Physician joins medical staff

MANISHA RAJ, M.D., a specialist in internal medicine and pediatrics, has joined the medical staff at MRMC as a hospital medicine physician associated with Maury Regional Medical Group.

Dr. Raj received her medical degree from East Tennessee State University Quillen College of Medicine in Johnson City, Tennessee. She completed her internship and residency in internal medicine/pediatrics at West Virginia University in Morgantown, West Virginia.



DR. RAJ

Seminar addresses robotic technology for joint replacement

Dr. Scott W. McCall and Dr. W. Cason Shirley, orthopedic surgeons on the medical staff at MRMC, offered a community seminar on robotic-arm assisted total knee, partial knee and total hip replacement on November 16.

MRMC recently invested in two Stryker Mako Systems, which combine 3D imaging technology with a robotic arm that is controlled by the physician during surgery. Using virtual 3D modeling, this system allows the surgeon to create a patient's surgical plan prior to surgery based on their specific diagnosis and anatomy while also allowing any necessary adjustments during surgery.



DR. McCALL



DR. SHIRLEY

During the seminar, Drs. McCall and Shirley discussed the differences and similarities between robotic and traditional joint replacement and how to decide which surgery to choose based on the specific patient's condition and joint anatomy.



MAURY REGIONAL HEALTH

The VitaLink, designed by the Foreman Company, 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.



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For address corrections, please contact the Human Resources Department.

1224 Trotwood Avenue
Columbia, TN 38401

Dr. Steve Simmons retires

Dr. Steve Simmons, a specialist in internal medicine associated with Maury Regional Medical Group (MRMG), retired on November 9. Dr. Simmons has been a member of the MRMC medical staff since 1977. He served as chief of staff in 1997 and served on numerous committees, including Joint Conference Committee, Medicine Committee, Quality Review Committee, Medical Staff Health Committee and Pharmacy and Therapeutics Committee.

"Dr. Simmons will be greatly missed by his colleagues, patients and the entire Maury Regional Health family. We thank him for providing 40 years of service to the local community and wish him a happy, healthy and fulfilling retirement," said MRMG CEO Mike Fecher.



DR. SIMMONS

NEW EMPLOYEES

(Continued from previous page)

NURSING

Shellie Strait
Mareesa Tipper
Emily Ward
Cassandra Waters
Maria Wiley

OUTCOMES MANAGEMENT

Kayla Wilson

PATIENT ACCOUNTS

Mitzi Chapman

PHYSICAL THERAPY

Dawn Duck

PRE-SERVICE

Audrey Smith

PRIMECARE CLINIC

Carol Dickey

STERILE PROCESSING

Lisa Vonner

SUPPLY CHAIN

Joni Hutson

SURGERY

Patricia Werderman

URGENT CARE

Tracy Henson

AFFILIATES

MARSHALL MEDICAL CENTER

Bobbie Comstock

MAURY REGIONAL MEDICAL GROUP

Dr. Martin Chaney
Andrew Estrada
Brittney Mayes
Dr. Manisha Raj
Olga Vargas
Joyce Womack

WAYNE MEDICAL CENTER

Tara Anderson
Katie Thompson
Matilda Tidwell

IN MEMORY

Linda Mabry passed away November 9. She retired in 2009 as a supply technician in Sterile Processing at MRMC.

ORGANIZATIONAL ANNOUNCEMENTS—

Coulter to lead Food & Nutrition



COULTER

Jerry Coulter has been promoted to director of Food & Nutrition at MRMC. He succeeds longtime director Mac Olivier, who recently retired.

Coulter has worked at the medical center through Morrison Healthcare since 2007, serving as assistant director for the department during that time. He has worked in food service management for 26 years. Prior to joining Maury Regional, he held leadership positions with NHC and Cracker Barrel.

“Jerry has been a steady leader within Food & Nutrition and is highly prepared for this promotion. We are excited about his plans for the direction of the department,” said Supply Chain Director Roger Larkin.

Miller named FQHC executive director

Nathan Miller has been named executive director for the Federally Qualified Health Center (FQHC) program operated by Maury Regional Health. Miller will begin his new role on December 4, according to Vice President of Population Health Mark Kirschbaum.

Miller joined Maury Regional in 2001 as a physical therapist. He served as assistant director of physical medicine before becoming executive director of Lewis Health Center in 2013. Since 2015, he has been a regional operations director for Maury Regional Medical Group. Miller holds a bachelor’s degree from the University of Tennessee at Martin, a master’s degree in physical therapy from the University of Tennessee at Memphis and a master’s degree in health care management from the Owen School of Business at Vanderbilt University.

“Nathan was instrumental in the health system’s attainment of FQHC program status for Lewis Health Center. His knowledge of the program and experience working in the health system will be valuable as he assumes this new position,” said Kirschbaum.

The FQHC primary care services offered by Maury Regional include Lewis Health Center in Hohenwald, Lewisburg Family Practice, Lewisburg Pediatrics and PrimeCare in Columbia. The medical group’s Waynesboro practices will transition to the system’s FQHC program in January. FQHC practices offer income-based discounts for primary care and certain other services.



MILLER

Poster presentation focuses on palliative care

Palliative Care Director Tammy Stokes and Nurse Navigator Talitha Harris presented a poster at the Center to Advance Palliative Care National Seminar in Phoenix, Arizona November 9-11.

Stokes and Harris presented a poster that focused on the progression of palliative care in rural Middle Tennessee. The palliative care team at MRMC is a nurse-led program that works under the supervision of two palliative care-certified physicians. Since the integration of palliative care in 2014, the team has received more than 2,500 inpatient consults with an average of 80 new consults a month.



Pictured (l-r) are Stokes and Harris.

Quality award winners named

The tenth annual Performance Excellence Awards Banquet was held on October 24 at First Baptist Church in Columbia. Nearly 400 teams submitted performance improvement projects. Winners were:

Strategic Keys



Quality – Potassium/Magnesium Protocol

Pictured (l-r) are Dr. Grace Wu, CEO Alan Watson and Dr. Christopher Edwards. Not pictured are Dr. Jennifer Krauland, Karen Summers, Erika Hasford, Lisa Chambers, Jennifer Burgett and Alissa Long.



Service – VSM-ED to Third West Flow

Pictured (l-r) are Kristen Wayne, Marsha Griffis, Crystal Clark, Nick Harmon, Carey Albright, Barbara Purcell and Kathy Beckett with presenter Deborah Lumpkins and Watson. Not pictured are Darlene Polk, Kristen Morgan, Hollie Sanders, Amanda Loyd, Lydia Benefield, Ali Frierson, Shelia Duke, Robbie Haynes, Dr. Dominic Papa, Dr. Kelly Kays, Melanie Eastep, Muriel Scroggins, Darryl Jett, Alisha Kraus, Jason Coffey, Davida Hutchens, Whitney Miller, Penny Boshers, Gordon Ricketts, Dr. Mark Seago, Dr. Brandie Gorrell and Dr. Chad Bowser.



People – Orient with Efficiency

Pictured (l-r) are Alissa Long, Tracy Ferguson, Michelle Kennedy, Jamie Casteel, Amanda Cothran, Jackie Miles and Tina Read with presenter Deborah Lumpkins and Watson. Not pictured are Sue MacArthur and Jennifer Hardy.



Financial – CapExpo

Pictured (left) is Roger Larkin with Watson and presenter/team member Nick Swift. Not pictured are Sherian Fox and Jeffrey Strawn.



Performance Excellence Award: Clinical – LIS Training

Pictured (l-r) are Mark Stinson and Alicia Tears with Watson and presenter Nick Swift.



Performance Excellence Award: Nonclinical – Meditech/Nextgen Reports

Pictured (left) is Mark Kirschbaum with Watson and presenter Nick Swift. Not pictured are Joan Moreland, Jennifer Tiger, Sabrina White and Anna Woodard.



Most Engaged Award – Supply Chain Department

Pictured (l-r) are Pauline Thomas and Roger Larkin with Watson and presenter Mark Kirschbaum.

Quality Outcomes Award – Potassium/Magnesium Protocol

See Strategic Keys Quality award for participants.

Frontline Achievement – Meditech/Nextgen Reports

See Performance Excellence Award: Nonclinical for participants.

(Continued on next page)

Quality award winners named

(Continued from previous page)



**Most Innovative Award: Clinical –
Emergency Department Patient Flow RIE**

Pictured (l-r) are Kathy Beckett, Crystal Clark and Nick Harmon with Watson and presenter/team member Kristen Wayne. Not pictured are Amanda Cothran, Michelle Lyles, Renee Tew, Lisa Selbe and Alisha Kraus.



Trailblazer Award – Critical Care Move-In

Pictured (l-r) are Darryl Jett, Russ Pothier, Ashley Tarpley, Kristen Wayne, Jackie Miles, Cathy Malone, Ginger Dickens, Natasha Holt and Theresa Harris with Watson. Not pictured are Angela Brown, Dr. Jon Freels, David Allgood, Lydia Benefield, Kate Huddleston, Dr. Maura Lipp, Dr. Karthik Jothianandan, Paul Corvin, Jane Boshers, Kenneth Church, Ronald Hibbs, Kaysha Beavers, Aimee Gabbard, Amy Skidmore, Janice Breece, Amy Hubbard, Christy Wright, Rodney Lockridge, Dr. Thomas Quinn, Christie Troutman, Patricia Woodard, Muriel Scroggins, Mike Short, Dr. Joe Philip, Michelle Hinojosa, Briana Pittman, Melissa Miller, Jenna Brewer, Kevin Tucker, Sarah Brewer, Davena Hardison and Sarah Carathers.



**Most Innovative Award: Nonclinical –
Front-End Denial Prevention Process**

Pictured (l-r) are Jessica Burrow and Alisa Sentz with Watson. Not pictured are Margaret Blair, Linda Clayton, Tammy Calvert, Gina King, Misti Jackson, Dana Bennett, Aaron Waldie, Debbie Bunch, Dr. Christina Lannom, Lanie Cash and Lydia Benefield.



**MRMG Performance Excellence: Nonclinical –
BCBS Provider Assessment Forms Going
Paperless Scans**

Pictured is Jennifer Towers with presenter Mike Fecher and Watson.



**WMC Frontline Achievement Award –
Stat Specimen Processing**

Pictured is Heather Gurley with presenter Tyler Taylor and Watson.



**MRMG Performance Excellence: Clinical –
Efficiencies in the Process of Ordering PET Scans**

Pictured (l-r) are Chad Sullivan, Laura Patterson, Chelsea Bumpus, Sara Martin and Christa Niedergeses with presenter Mike Fecher and Watson. Not pictured are Amanda Allen, Brian Beck, Dottie Conner, Zelma Evans and Aracelia McDonald.



**WMC Performance Excellence Award –
Long Bone Fracture Pain Management**

Pictured (l-r) are Karen Johnson, Glenda Jimenez and Christi Kelley with presenter Tyler Taylor and Watson. Not pictured is Franklin Cole.

Retirees Honored



FRANKLIN

SHARON FRANKLIN, RN, a nurse manager for Maury Regional Home Services, retired on November 10. She provided more than 26 years of service to the organization.

“It has been a pleasure to work with Sharon for all 26 years of her service to our organization. She has held positions of staff nurse, branch manager, education coordinator and most recently, nurse manager. In each

position she exhibited leadership and quality in her work to her managers, peers and those she supervised. Sharon has made numerous contributions to our department during her years of service and she will be greatly missed,” said Director Rosemary Edmonds.

TERESA GRIMMETT retired on November 3 after nearly 40 years of service to Maury Regional Health. Grimmiett began her employment as a medical laboratory technologist. She became director of the MRMC Laboratory in 1998 and served in that role for 16 years. Since 2014, she has served as chief executive officer for Wayne Medical Center.



GRIMMETT

“We thank Teresa for her many years of dedicated service to Maury Regional Health,” said COO Paul Betz. “On behalf of the employees, physicians and board members at Wayne Medical Center, we wish her a wonderful retirement with her family.”



INMAN

LARRY INMAN, a maintenance specialist in Plant Operations, retired on October 20. He had worked at MRMC since 2004, providing 13 years of service.

“Larry was a dedicated employee and will be greatly missed. I could always depend on Larry to be ready to work. We wish him a very happy retirement,” said Director Paul Corvin.

DEB MANGRUM, a charge nurse on Third West, retired on October 10. She provided more than 19 years of service to the medical center.

“Deb will be missed tremendously by everyone; not only her co-workers on Third West, but by many others whose lives she has touched through her gentle guidance and mentoring. Although we will miss her greatly, I am happy that she is able to retire to spend valuable time with her family,” said Nurse Manager Barbara Purcell.



MANGRUM

MAC OLIVIER, director of Food & Nutrition at MRMC, retired on November 3 after a career that spanned 40 years. Olivier began working at the medical center in 1977 through Morrison’s—now Morrison Healthcare—which manages the medical center’s dietary services.



OLIVIER

“Mac has been instrumental in developing and continually improving Food & Nutrition into the well-run department that we know. We wish him well in his retirement,” said Supply Chain Director Roger Larkin.

MAURY REGIONAL HEALTH CARE



FOUNDATION

News

LHC SUPPORTS FOOD PANTRY

Employees at Lewis Health Center (LHC) recently conducted a food drive to support the food pantry at MRMC. The event was held in conjunction with the annual campaign to support the Maury Regional Health Care Foundation, which provides funding for the food pantry through its Friends and Family Nutrition Fund.

The food pantry program supplies care packages of nonperishable food items to patients who need assistance when being discharged from the hospital. Since its inception in 2012, the pantry has assisted more than 1,200 patients.

To support the Foundation’s food pantry fund, visit MauryRegionalFoundation.com or call 931.380.4075.



Pictured with some of the collections at LHC are (l-r) Melissa Collie, Amber Bastin, Jacqueline Hendrix, Jenny Tanner, Mona Steele and Heather Norris.



TRUNK OR TREAT EVENTS HELD

Trunk or treat events were held at MRMC, Marshall Medical Center and Wayne Medical Center in October. Hundreds of children attended the three events. Winners of the display contests at MRMC were:



Environmental Services



Nursing Executive Council



Critical Care

DECEMBER CALENDAR OF EVENTS

December 2

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

December 2

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

December 4

NEW EMPLOYEE ORIENTATION:
8 a.m., Auxiliary Conf. Room, call
381.1111, ext. 4017

December 5

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

December 7

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

December 7

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

December 7

DIABETES EDUCATION GROUP:
5:30 p.m., Auxiliary Conf. Room, call
540.4324

December 7

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

December 9

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

December 9

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

December 11

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

December 12

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

December 12

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

December 13

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

December 16

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

December 20

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

December 21

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

December 25

CHRISTMAS DAY MEALS provided
for employees scheduled to work

KUDOS FOR CAREGIVERS

Cassie Bowling	Julie Estes	Valatta Martin	Chasity Odle	Buddy Rogers
Helen Boyd	Wanda Frazier	John Massey	Brooks Parker	Gwen Skelton
Terry Brus	Tonya Ginez-Hernandez	Dr. Scott McCall	Dawn Parker	Letitia Tidwell
Lisa Butler	Sam Jones	Dr. Robert McClure	Shayla Pevahouse	Dr. Freddie Wade
Dr. Amit Choksi	Jim Kightlinger	Dr. Brian McMurray	Tracy Putnam	Betty Wells
Dr. James Dean	Dr. Justin Kropf	Dr. Chad Moss	Lynda Rash	Christopher Woo
Barbara Dreher	Sherry Ledbetter	Colleen Nickell	Flamonte Roberts	Shelli Woody
Tony Dreher	Caitlyn Leighton			

THE VITAL *LINK*

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Home Services named top agency for 12th year

Maury Regional Home Services has been named a Top Agency of the 2017 HomeCare Elite®, a recognition of the top-performing home health agencies in the United States. For 12 years, HomeCare Elite has annually identified the top 25 percent of Medicare-certified agencies and highlighted the top 100 and top 500 agencies overall. Maury Regional Home Services has been named to this prestigious list every year since its inception.

“The commitment to quality and patient satisfaction that our staff members show to our patients on a daily basis is reflected by this recognition. It is wonderful to see the dedication of the Home Services team recognized in this manner,” said Home Services Director Rosemary Edmonds.

HomeCare Elite agencies are determined by an analysis of performance measures in quality outcomes, best practices implementation, patient experience (HHCAHPS), quality improvement and consistency, and financial health. In order to be considered, an agency must be Medicare-certified and have data for at least three outcomes in Home Health Compare.

The ranking is developed by ABILITY® Network, a leading information technology company helping providers and payers simplify the administrative and clinical complexities of healthcare; and sponsored by DecisionHealth, publisher of *Home Health Line* and the *Complete Home Health ICD-10-CM Diagnosis Coding Manual*. The entire list of 2017 HomeCare Elite agencies can be downloaded at abilitynetwork.com/homecare-elite.

Maury Regional Home Services offers nursing care, rehabilitation services, home health aides and disease management. Services are available in each of the eight counties served by Maury Regional Health.

2017 TOP AGENCY
ABILITY | HOMECARE ELITE®

Return Service Requested

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