

THE VITAL LINK



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MRMC earns 10th consecutive safety award

Maury Regional Medical Center (MRMC) has been awarded an 'A' rating in the Leapfrog Hospital Safety Grades Fall 2018 report. This marks the tenth consecutive time the medical center has received the agency's highest rating.

The Leapfrog Group assigns grades of A, B, C, D or F to hospitals across the country based on performance in preventing medical errors, infections and other harms among patients in their care. Leapfrog is a nonprofit organization committed to driving quality, safety and transparency in the United States health care system.

"Earning Leapfrog's highest safety grade twice per year for the past five years is a testament to the commitment to patient safety our physicians and staff demonstrate on a daily basis," said Maury Regional Health CEO Alan Watson.

The Leapfrog Hospital Safety Grade uses 28 measures of publicly available hospital safety data to assign grades to more than 2,600 U.S. hospitals twice each year. MRMC is one of 855 hospitals to be awarded an "A" in the most recent report.

"Leapfrog's Hospital Safety Grades recognize hospitals that focus on advancing patient safety. This ranking provides



an important resource for patients—and a benchmark for hospitals—to determine how care at one hospital compares to others in the region," said Leah Binder, president and CEO of The Leapfrog Group. "Hospitals that earn an A Hospital Safety Grade deserve to be recognized for their efforts in preventing medical harm and errors."

Practices recognized for diabetes management

Four Maury Regional Health primary care practices have been recognized for quality leadership in the prevention and management of diabetes.

The Bureau of Primary Health Care at the Health Resources and Services Administration (HRSA) has recognized Lewis Health Center in Hohenwald, Lewisburg Family Practice, Lewisburg Pediatrics and PrimeCare Clinic in Columbia for meeting or exceeding national goals for uncontrolled diabetes and for documentation of weight screening and follow-up for adults, children and adolescents. The recognition is part of HRSA's new Health Center Program Diabetes Quality Improvement Initiative to improve diabetes outcomes and lower health care costs. Federally Qualified Health Centers (FQHC) practices are required to submit documentation regarding

diabetes management on a yearly basis. This recognition was based on 2017 data. Since the submission period, Primary Care Waynesboro has become the fifth FQHC practice offered by Maury Regional Health.

"Our clinics, staff and providers work diligently to provide comprehensive care to their patients on a daily basis and this recognition is reflective of their efforts," said FQHC Executive Director Nathan Miller.

Only 20 FQHC-qualified organizations in the United States were recognized for meeting or exceeding all three benchmarks. The practices were highlighted in the November 14 edition of *Primary Health Care Digest* in conjunction with World Diabetes Day.

NEW EMPLOYEES

MAURY REGIONAL MEDICAL CENTER

EMS

Edward Brown
Kenneth McClain

ENVIRONMENTAL SERVICES

Francisco Becerra
Christopher Conner
Alicia McEnderfer
Christie Rosa

FOOD & NUTRITION

Amber Asbury
Julie Knestrick

HOME SERVICES

Jennifer Hendrick

INFORMATION TECHNOLOGY

Romney Cortes
David McCauslin

LABORATORY

Kirsten Johnson

LEWISBURG FAMILY PRACTICE

Mary Winslow

LEWISBURG PEDIATRICS

Elizabeth Hanson

NURSING

Nancy Browder
Brian Butler
James Clayton
Elizabeth Cook
Carrigan Cummins
Chelsea Douthit
Krista Hall
Chelsea Humphrey
Jennifer Kennedy
Tracy Lee

(Continued on next page)

Lewisburg practice expands staff, hours

Lewisburg Family Practice recently welcomed new providers and expanded hours. Mason Douglas, NP, and Kim Murdock, NP, have joined Dr. Kanthi Narra, Dr. Timothy Nash and Shelly Hargrove, NP.

In addition to weekday hours, Lewisburg Family Practice is now open on Saturdays from 8 a.m. until 2:30 p.m. for walk-in patients.

The practice is one of five offered by Maury Regional Health that are federally qualified to extend income-based discounts to those who qualify. Contact Lewisburg Family Practice at 931.359.0019.

United Way campaign is now under way

An annual campaign to support the United Way of Maury County kicked off at MRMC on November 15. The campaign will continue through December 17.

The United Way supports a wide range of local agencies to help offer programs for youth and provide resources for struggling families, the homeless and the aging population.



Human Resources Manager Robbie Gadams and Maury Regional Medical Group (MRMG) Regional Operations Director Chuck Hoelscher are this year's campaign managers. A fundraising goal of \$36,000 has been set.

There are two ways to donate to the United Way through this year's campaign. A link on the intranet allows donors to make online gifts. Donation cards have also been distributed to each department and should be returned to Human Resources. Donors may choose to have their donations forwarded to another county organization by making a note on the donor card.

For more information about the United Way campaign, contact Gadams at extension 1074.

MMC provides diabetes education

Michelle Kennedy, RN, CDE, a certified diabetes educator at MRMC, offered a community seminar on diabetes at Marshall Medical Center (MMC) on October 30. The program shared information on controlling high blood sugar and how exercise and diet can help in the management of diabetes. MMC nursing staff members offered free blood glucose testing as part of the event.

MMC staff members also participated in a community health fair hosted by the Healthier Marshall County organization in Lewisburg on September 29. MMC offered free blood pressure checks as well as glucose and cholesterol testing.



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
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NEW EMPLOYEES

(Continued from previous page)

Keri Newton
Kirstie Page
Lisa Richardson
Lijiang Ruiz
Hannah Smith
Amanda Tilley
Alison Yates

PATIENT ACCOUNTS

Kimberly Sims

PHARMACY

Jacob Wise

QUALITY SERVICES

Alicia Tears

STERILE PROCESSING

Bushra Haroon

SUPPLY CHIAN

Christina Horton

URGENT CARE

Charita Frierson

AFFILIATES

MAURY REGIONAL MEDICAL GROUP

Gerritha Abiola
Dorothy Cram
Rebecca Daniel
Amy Harris
Carolyn Hebel
Emma Hensley
Candace McConnell
April Osborne
Samantha Owens
Rachel Robertson
Tayler Walland
Linda Wharton
Terra White

MARSHALL MEDICAL CENTER

Melinda Darnell

WAYNE MEDICAL CENTER

Timothy Ary

IN MEMORY

Aylene Buchanan passed away October 25. She was a pharmacy technician who retired from MRMC in 1994.

Theatrice Waire passed away November 5. She retired from MRMC Environmental Services in 2003.

Ethelene Williams passed away November 4. She retired from MRMC Food & Nutrition in 2005 after more than 37 years of service.

ORGANIZATIONAL ANNOUNCEMENTS—

Cortes named application systems manager in IT



CORTES

ROMNEY CORTES has been named manager of application systems in Information Technology, according to Chief Information Officer Jim Parcel. Cortes will oversee projects and developers related to the development, implementation and maintenance of applications.

Since 2009, Cortes has worked with an Oregon health care system, most recently serving as clinical information systems manager. In that role, he led a team of analysts who supported a Cerner-based electronic health record.

“Romney’s experience with implementation and upgrade projects for Cerner-based systems will be valuable to our team as we move forward with the new EHR system,” said Parcel.

McCauslin to lead IT support center



McCAUSLIN

DAVID McCAUSLIN has joined Maury Regional Health as support center manager in Information Technology, according to Parcel. McCauslin will be responsible for operations of the department’s help desk and overseeing associated staff.

McCauslin has 30 years of experience in information technology consulting and management for a variety of industries, most recently serving as help desk manager at a health care facility in Michigan.

“David’s career in information technology has provided him with a wealth of experience in project management and customer service. We are pleased to welcome him to our community and the organization,” said Parcel.

Shanks is MRMG regional operations director



SHANKS

SHELLEY SHANKS, RN, has joined MRMG as a regional operations director, according to MRMG CEO Mike Fecher. Shanks will oversee practice operations for MRMG CORE Physicians, MRMG OB-GYN and MRMG Surgery.

Shanks is a registered nurse with fifteen years of patient care experience. She has five years of experience with the Vanderbilt Health Affiliated Network, including as director of network operations, working with population health and physician engagement. She most recently served as director of clinical operations for a health care consulting firm in Georgia, working with practices on process and quality improvement. She holds a bachelor’s degree in nursing from South University.

“We are pleased to welcome Shelley to the medical group. The experience she brings to our organization from her work with physician networks and process improvement will be very beneficial,” said Fecher.

Tears named systems & process improvement manager



TEARS

ALICIA TEARS has returned to Maury Regional Health as manager of systems and process improvement in Quality Services, according to Administrative Director Renee Tew. Tears will be responsible for all aspects of Lean activities across the system.

Tears was previously employed at MRMC for eight years, serving as clinical operations manager in Laboratory and as a Lean facilitator. She recently served as laboratory director at Lincoln Medical Center. Tears holds a bachelor’s degree in medical technology from Middle Tennessee State University and a master’s in business administration from Bethel University.

“Alicia’s familiarity with Maury Regional Health and our Lean initiatives will be valuable as she leads our process improvement activities. It is wonderful to welcome her back to our organization,” said Tew.

Winners named for improvement projects

The eleventh annual Performance Excellence Awards Banquet was held on October 23 in Columbia. There were 263 teams submitting performance improvement projects. Congratulations to those whose projects were recognized with awards.

Performance Excellence



MRMC Clinical—Behavioral Health Unit Design: Pictured (l-r) are Kristen Wayne, Renee Tew, Gary Townsend, Nick Harmon, Candice Organ, Crystal Clark, Amanda Cothran, Kathy Beckett, Lisa Selbe and Maury Regional Health CEO Alan Watson.



MRMC Nonclinical—Par Excellence Par Utilization: Pictured are Tommy Riker and Watson.



Maury Regional Medical Group (MRMG) Clinical—Streamlining Imaging for Patients with Acute Neurological Change: Pictured (l-r) are Dr. Sarah Essary, Dr. Jeffrey Ruff and Watson.



MRMG Nonclinical—Future Order Codes: Pictured (l-r) are Kyle King, Jennifer Towers and Watson.

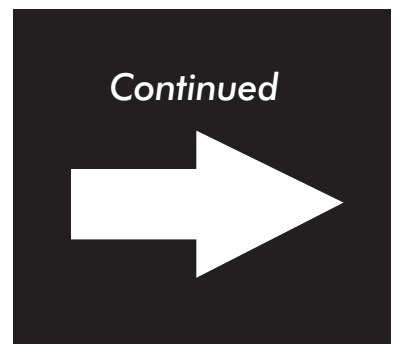


Marshall Medical Center (MMC)—Managing Compliance in the Athletic Trainer’s World: Pictured (l-r) are Randall Hendrix, Jamie Davis, Gregg Cloutier, MMC CEO Phyllis Brown and Watson.

Wayne Medical Center (WMC)—GFR MRI (no photo available)



Trailblazer Award—Vitals and Weights: Pictured (l-r) are Kristen Wayne, Allison Gulley, Renee Tew, Melinda James, Jamie Casteel, Barbara Purcell, Carey Albright, Cathy Malone and Watson.



Most Innovative Clinical—Surgical Site Infection Prevention: Pictured (l-r) are Scott Hayes, Lynnelle Murrell and Watson.



Most Innovative Nonclinical—ACO Reporting for RY2017: Pictured (l-r) are Nicki Goldman, Sarah Hunter, Chanda Foutch, Margot Dowds, Jennifer Towers and Watson.

Winners named for improvement projects

Strategic Keys



Quality—Aspiration Risk Reduction: Pictured (l-r) are Kristen Wayne, Candice Organ, Allison Gulley and Watson.



People—RN Residency National Accreditation: Pictured (l-r) are Sue MacArthur, Tracy Ferguson and Watson.



Financial—ED Critical Care Charges: Pictured (l-r) are Kathy Beckett and Watson.

Service—Behavioral Health Unit Design: (see MRMC Performance Excellence for photo)

Quality Outcomes: Aspiration Risk Reduction (see Quality for team photo)

Frontline Achievement—Clinical: Alayna Roberts

Frontline Achievement—Nonclinical: Tommy Riker

Hold the Gains—Clinical:

Emergency Department Patient Flow

Hold the Gains—Nonclinical:

Timely and Appropriately Updated H&Ps

5s Success



MRMC Clinical—Infusion Clinic Packaging Process: Pictured is Deanna Smith with Watson.



MRMC Nonclinical—Dishroom Project: Pictured (l-r) are Jerry Coulter, Kevin Kimmel and Watson.



WMC—Med/Surg Isolation Supplies: Pictured (l-r) are WMC CEO Tyler Taylor, Courtney Nutt, Sondra Melson and Watson.



MMC—Recycle Lean: Pictured (l-r) are Daniel Bailey, Debbie Brown and Watson.



Most Engaged: Supply Chain. Pictured (l-r) are Tom O'Donnell, Kara Crutcher, Gail Robertson, Jessica Gipson, Donnita Alderson, Roger Larkin, Tommy Riker, Ava Rodriguez, Watson, Angela Rosen, Kim Anderson and Lena Young.

Chaney named Compliance Champion



CHANNEY

The Maury Regional Health Compliance Department has recognized Tunisia “Tee” Chaney as the Compliance Champion for the first quarter of FY19.

Chaney, billing manager in Patient Accounts, was selected based on her commitment to compliance excellence including her responsiveness to findings that may impact billing.

“Tee serves as a role model to her staff and others in our organization and we appreciate her proactive approach to helping ensure our organization is compliant,” said Compliance Director Kim Edwards.

Bruer completes training



BRUER

Danielle Bruer, a compliance specialist in Compliance, has completed training in the use of compliance monitoring software.

Bruer earned certification from the FairWarning® organization, which partners with the health system to secure private and sensitive information. Bruer has worked with the organization for 16 years.

Greene earns certifications



GREENE

Heather Greene, a compliance auditor for Maury Regional Health, recently attained certification through the American Health Information Management Association (AHIMA) as a certified documentation improvement (CDI) practitioner.

In addition, Greene has completed requirements to be recognized as an AHIMA-approved CDI trainer.

Greene, who works on facility-based auditing and research, has been with the organization since 2017. She holds additional credentials as a registered health information administrator, a certified professional coder and a certified professional medical auditor.

Suicide prevention efforts recognized

MRMC and Marshall Medical Center (MMC) have been recognized for participation in a state initiative to raise awareness of and prevent suicide.

The recognitions are part of the Zero Suicide Initiative of the Tennessee Suicide Prevention Network, the organization responsible for implementing the state’s strategy for suicide prevention with a goal to eliminate the stigma of suicide and educate about the warning signs.



Pictured are (top) Kelly Tucker, LCSW, a social worker in the MRMC Emergency Department, and (bottom) Kevin Smith, RN, nurse manager at MMC, accepting the recognitions on behalf of their facilities.

Jewelry sale supports Auxiliary work

The MRMC Auxiliary hosted another successful fundraiser with Masquerade November 11-14. The around-the-clock event resulted in nearly \$50,000 in sales. The Auxiliary received \$9,995 in proceeds, which will be used to support special hospital projects. In the past ten years, the Auxiliary has provided more than \$1 million in financial support to the medical center through fundraising efforts.



BOWLING LEAGUE WINNERS NAMED

Winners of the Maury Regional Health fall bowling league have been announced. Congratulations to all who competed.

First place: Alley Masters team of John Stirling, Robert Widay, James Busby, Chris Courtney and Chuck Lardie with 23 wins and 9 losses.

Second place: Knock Em-Rock Em team of Betty Payne, Randal Hendrix, Leslie Bowling and Sheena Bowling with 21 wins and 11 losses.

Third place: Head Pin Trauma team of Maria Buzan, Jodi Pierce, Jeff Pierce and Phyllis Brown with 16 wins and 16 losses.

Details about the next league will be forthcoming via email.

HALLOWEEN EVENTS HELD

In observance of Halloween, MRMC and Marshall Medical Center each hosted Trunk or Treat events on October 25, while Wayne Medical Center participated in its community's annual Harvest Festival on October 27.

At MRMC, winners of the booth contests were Small Display: Accounting; Medium Display: Lean and Large Display: Cardiovascular Stepdawn.

Thanks to all who participated in these fun events!

DECEMBER CALENDAR OF EVENTS

December 1

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

December 1

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

December 3

FEELING FABULOUS: Noon, Cancer Center, call 490.7192 for reservations

December 4

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

December 6

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

December 6

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

December 6

DIABETES EDUCATION GROUP: 11 a.m., Annex, call 540.4324

December 6

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

December 8

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

December 10

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

December 11

CANCER SUPPORT GROUP: 1 p.m., Cancer Center, call 490.7192

December 11

SURGICAL WEIGHT LOSS SUPPORT GROUP: 6 p.m., MOB Conf. Room, call 381.1111, ext. 1748

December 12

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

December 15

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

December 17

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

December 17

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

December 25

CHRISTMAS DAY MEALS provided for employees scheduled to work

KUDOS FOR CAREGIVERS

Brittany Akers
Reba Anderson
Bre Andrews
Erica Arms
Laura Ballard
Reed Banaszak
Kandra Barnes
Zach Barnett
Jennifer Bobo
Crystal Bottoms
Cassie Bowling
Helen Boyd
Sarah C. Brewer
Hayley Brumit
Andrea Butler
Alison Carlisle
Heather Carpenter
Christy Carroll
Coby Carroll

Tonya Carroll
Dr. Amit Choksi
Amanda Chumbley
Dr. Kevin Chunn
Jason Cunningham
Tom Daniel
Wilson Daniel
Jessica Daniels
Kara Davidson
Dr. James Dean
Eric DeLaBruere
Shirley Droke
Nicky Edwards
Dr. Nicole Falls
Alice Farris
Abbie Fox
Dr. Jon Freels
Marshall French

Tristan Garner
Sue Gorsh
Jessica Graves
Dr. Jim Grippo
Dr. Griffin Guice
Davena Hardison
Michelle Hargrove
Dr. Gaylon Harris
Robbie Haynes
Jodi Heflin
Rory Hensley
Edith Hill
Jackie Hill
Jennifer Hirst
Natasha Holt
Mae Howe
Amy Hubbard
Noel Jaworski

Tina Johnson
Dr. Jawaid Kamal
Sara Kelley
Michele Kimbrough
Dr. Joel Kochanski
Dr. Justin Kropf
Cheryl Lombardini
Austin Long
Dana Long
Tonia Lutey
Shirley Malone
Dr. Brenda May
Laura Mayatte
Dr. Robert McClure
Cathy McKim
Karen Miller
Sara Beth Mitchell
Fagan Moritz

Dr. Chad Moss
Brittani Moyers
Dr. Rachel Newman
Dr. Brett Norman
Lexi Novem
Sydney Osborne
Brianna Owens
Jeff Pannell
Dr. Lisa Phillips
Dannye Rhinehart
Dr. James Richardson
Flamonte Roberts
Sandy Robinson
Brittany Rock
Angela Rodgers
Jacob Scott
Jamie Sharp
Renee Shelton

Kathryn Smith
Joshua Staggs
Ashley Thomason
Tamara Turner
Dr. Freddie Wade
Dana Walls
Dr. Cyrilyn Walters
Regina Walters
Cassandra Waters
Matt Watson
Marisa Weathers
Betty Wells
Dr. Deanna White
Natalie Whittaker
Chris Woo
Janet Wood
Miranda Wood
Shelli Woody

THE VITAL *LINK*

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KROGER SUPPORTS FOOD PANTRY PROGRAM

Kroger has awarded a \$2,500 grant to the Maury Regional Health Care Foundation Friends and Family Nutrition Fund to support a food pantry for patients who need assistance. This is the second year that Kroger has provided support to the program as part of the company's Zero Hunger Zero Waste initiative.

Since the food pantry was established in 2012, more than 1,800 Maury Regional Health patients have benefited from the program. Support has been provided to patients being discharged home, cancer patients, parents of infants in the neonatal intensive care unit, hospice patients and many others.

"The food pantry provides support to members of our community who lack the resources to obtain proper nutrition as well as those experiencing a health crisis. We appreciate the generous support Kroger has provided to this program, allowing us to serve even more families," said Foundation Executive Director Joe Kilgore.



Kilgore (right) is pictured accepting the donation from Kroger representative Pete Legacy.

MAURY REGIONAL HEALTH CARE
 FOUNDATION *News*

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