

St. Claire Regional Medical Center

NEWS BRIEF

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THURSDAY, MAY 19, 2011

 St. Claire Regional
Medical Center

SCR Auxiliary's **Betty Sanchez** to chair statewide volunteer group

submitted by: Tom Lewis

St. Claire Regional volunteer, Betty Sanchez, has been appointed Chair of the Kentucky Hospital Association Committee on Volunteer Services for 2011-2013.

Sanchez will preside over meetings of the KHA Committee on Volunteer Services, which is responsible for developing educational programs for volunteers and auxiliaries and for assisting hospital organizations on any volunteer related issues. She will also represent Kentucky and KHA at national and regional meetings for hospital volunteers and auxiliaries. In addition, she may be requested to attend meetings of volunteer groups at local hospitals.

"Betty represents the word 'volunteer'. She is always available when you need extra help," said Thelma Johnson, SCR Director of Volunteer Services. "Betty has served SCR with great leadership and vision and we are so proud to share her with the state of Kentucky and others."

Sanchez has been a volunteer at SCR since 2001.



SCR volunteer, Betty Sanchez, can often be found in the SCR Gift Shop.

Game On!

The Patient/Family Perception of Care Team has thrown out the first pitch.

submitted by: Tracy Stewart

On Wednesday, May 4, 2011, the Patient/Family Perception of Care Team kicked off a season opener for care excellence at St. Claire Regional. We're good, but we want to be the best!

Linda Fultz, VP of Quality Management, and Matt Andert, a Press Ganey Performance

Improvement Specialist, led the meeting by reviewing Press Ganey scores and exploring how best practice affects those scores.

Each team member also pitched in by stating their goals for the team. Team members represented different aspects of care throughout SCR – from Dave Hatcher in Environmental Services to Nick Hammonds from the Emergency Department; Libby Fannin from the Outpatient Center to Holly Hall from Respiratory Therapy and Dreama Perkins from Family Medicine just to name a few.

What is perception of care?

Perception of care refers to how the patient receives, understands and comprehends our attitude and approach to the care that we provide. By upgrading our care levels and interactions with patients we can expect to see patient satisfaction scores go from better to best. *Our goal is every patient, every time, always.*

What does it mean to upgrade care levels?

We upgrade care levels by going the extra mile, smiling and explaining using AIDET:

- **Acknowledge** the patient
- **Introduce** yourself
- **Duration** - let the patient know how long the care you are about to administer will take.
- **Explain** - explain to the patient what you're about to do, what to expect and how they might feel as a result.
- **Thank** - thank the patient for their time and ask them if there is anything else you can do for them before you leave their side.

Team members are working together to upgrade our performance with regard to the patient's perception of the care.

Key goals that the team members identified include:

- Improved teamwork.
- Improved patient satisfaction scores.
- A cohesive environment where everyone works together for the welfare of the whole.
- Improved efficiency – by working together as a team we can create a more efficient work environment.
- Personal responsibility for all roles; no more passing the buck “its not my responsibility/job.”
- Improved staff satisfaction – what does that look like – smiling faces and good attitudes towards each other and the patients.

By upgrading our performance, the patient's perception of care will improve.

Are you a team player? We all need to take this opportunity to step up to the plate and take a swing at the ball. Maybe you can hit a home run and score a grand slam for team efforts to improve each patient's experience here at St. Claire Regional.

Patient Visit Brightens IRU/TCU



5th floor staff with former patient, Earl Holbrook (center)

submitted by: Debra Hayes

The St. Claire Regional IRU/TCU staff on 5th floor recently had an uplifting visit from, Earl Holbrook, a patient who recently had an extended stay.

I would not be alive today if not for these girls, I've never been treated so well in my life.

He and his wife came down the hallway with a big smile on their faces and Earl said, "I just had to come see my girls."

He continued, "I would not be alive today if not for these girls, I've never been treated so well in my life. You all never gave up on me, this staff is wonderful workers. I'm going to come by once a month to visit."

Doctor's Day Breakfast March 30th



Randy McCleese, VP of Information Services, (left front) and Dr. Mark Crusier (left back) enjoy breakfast, while Dr. Syed Ali (right front) and Dr. Will Melahn discuss the new iPads being utilized with Meditech.

submitted by: Abby Baker

St. Claire Regional honored its medical staff on Doctor's Day –Wednesday, March 30th. To demonstrate the medical center's appreciation of each physician's tireless service to SCR and the families of eastern Kentucky they were invited to enjoy a delicious breakfast prepared by Mike Montes and the dietary staff.

The medical staff's excellence continues to inspire, shape and guide the course of SCR's healing ministry. For generations doctors have dedicated themselves to others. Doctors' Day is an opportunity to pay tribute and thank them for their endless dedication to delivering superior care.

St. Claire Regional is proud of our 2011 medical staff and is thankful for their compassion and commitment.

2011 Hospital Week Door Prize Winners



Charcoal BBQ Grill	Robin Conley	Hospice
4 Piece BBQ Tool Set	Taylor Williams	Information Services
George Forman Grill	Lorey Buchino	Respiratory Therapy
Birdfeeder	Thomas Hedge	Materials Mgmt.
Ice Tea Maker	Brenna Lyon	HIM
Folding Chair	Pam Earehart Jennifer Cooper	Home Health Lab
Outdoor Screen House	Lisa Strong	Same Day Surgery
48 Qt. Cooler	Vicky Murphy	CRSS
CD Boom Box	Rebecca Parker	Emergency Dept.
Gardening Pot	Donna Sloan	Environmental Services
Car Care Caddy	Alyce Taulbee	Family Medicine-Meniffee
Snow Cone Machine	Julie Dragoo	HIM
4 in 1 Tiki Torch	George Chapman	Radiology
Beach Towel	Lori Crouch	Family Medicine-Bath
Picnic Basket	Richard Turner	Environmental Services
Garden Gnome	Aleisha Poole	CRSS
Stainless Steel Mug w/coffee	Lula Pecco	3rd Floor
SCR Keychain		
Digital Picture Frame	Stacy Purvis Mindy Morris	MMS Nursing Admin.
SCR Sling Back Pack	Rhonda Young Jessica Ross	MMS HIM
SCR Umbrella	Rachel Henderson Cheryl Wright	Patient Access Pt. Financial Services
SCR Sports Duffel	Carolyn Hardeman Donna Gilliam	Rehab Unit Emergency Dept.
Coffee Mug	Glenda May	Environmental Services

Staying Active

FREE HEALTH SCREENINGS

WEDNESDAY, **JUNE 1**

9:00 A.M. - NOON

All Results reviewed by Dr. Ann Colbert

- Balance & Sensory
- Blood Pressure
- Bone Density
- Cholesterol
- DermaScan
- Epworth Sleepiness
- Glucose
- Foot Analysis by Aetrex® iStep®
- JOBST® Compression Hosiery
- Oxygen Saturation
- Peripheral Arterial Disease (PAD)
- Pulmonary Function
- Pulse Rate



Located in the Morehead Kroger Shopping Center across from LOWE'S

Look For Upcoming Healthy Living Events at SCR Family Medical Supply

For more information contact: Amanda Ramey at 606.784.7068 or visit www.st-claire.org

Hospital Week Game Prize Winners

Prize winners were selected from staff participating in the "Care-Learning Trivia Quiz". Each staff member won a \$25 gift certificate. Prizes may be picked up in HR.

Regina Pettit	Outpatient Care Center
Stacy Triplett	Cardiology
Lorita Sublett	Physical Therapy
Melissa Arthurs	Social Services
Dianna Elliott	TCU
Heather Conn	MMS
Arpie Hampton	3North
Angela Craft	3Central
Patricia Gardner	Lab
Loveda Johnson	4th Floor
James Oldham	Patient Access
Norma Kelsey	SCR Outpatient Center



Morehead Medical Specialists Honors Staff Service

submitted by: Sister Margaret Mouch

Twenty-seven Morehead Medical Specialists staff members with 15 or more years of service were honored Thursday May 5, 2011. Mr. Mark J. Neff extended recognition and special prayer to staff members for many years of service and mission.

Individuals with more than 15 years of service received umbrel-

las and those with 20+ years of service received fleece blankets.

Also attending the dinner were Dr. Hunter and Virginia Black, Dr. George and Cheryl Barber, Judy Carpenter, Dr. Ewell and Sandra Scott and Dr. Ed and Ann Scott. The physicians delighted participants with stories of the early days of the Morehead Clinic.



Morehead Medical Specialists Staff Recognition

Angie Adkins
Vicki Adkins
Sherri Barker
Brenda Cooper
Trella Easterling
Bonnie Edington
Kathy Erwin
Shirley Fultz
Salahadin Gharad
Jeffrey Hamilton
Rosemary Hamilton
Nancy Henly
Debbie James
Patty Lewis

Phil Martin
Regina Maze
Patricia McCoy
Mary McKenzie
Elsa Mynhier
Janet Roe
Kathy Russell
Edward Scott
Ewell Scott
Ann Sloan
Jean Sluss
Carolyn Wise
Sandra Webb



Top left to right: Jeff Hamilton, Virginia Black, Phil Martin, Dr. Barber and Dr. Black reminisce and look at photos.
Middle Left: Mr. Neff, SCR President/CEO, hugs Angie Adkins, MMS staff member, while recognizing their dedication
Middle Right: Dr. Ewell Scott speaks to the group at MMS Recognition Dinner
Bottom Left: Patty Lewis, Dr. Ed and Sandra Scott
Bottom Right: Ann Sloan (front) and Bonnie Edington (back)

Happy Birthday

06•01

Gloria Rayburn
Sabra G Stevens
Laboratory
FM - Morehead

06•02

Flint S Russett
Pharmacy

06•03

Ashley N Hollingsworth
Kristina Elizabeth Holmes
Amy Lynn Stacy
Cardiology
3rd Floor North
Radiology

06•04

Suzanne Juliette Hanshaw
Kristi D Hensley
FM - Olive Hill
Respiratory Therapy

06•05

Harold Michael Anderson
Emily Clarke
Della Kay Fannin
Amanda M Hamilton
Shelia Joy Moore
Missie Dawn Pennington
Jan Marie Williams
Pastoral Care
Information Services
Cave Run General Surgery
Home Health
Information Services
Patient Financial Services
Speech Therapy

06•06

Lisa Gail Cassity
Ashley Nicole Johnson
Gretta V Prewitt
Central Scheduling
Laboratory
FM - Sandy Hook

06•07

Ralph Thomas Fossett
Zachary Mooney
Tia E Wells
Cave Run General Surgery
Radiology
Nursing Administration

06•08

Teresa E Gevedon
Jennifer Bohne McRoberts
Crystal L. Underwood
Cher Grants
MMS Clinical Services
Home Health

06•09

Rhonda L Brown
Jennifer Cooper
Karim Rasheed
Surgery/Same Day Surgery
Laboratory
Anesthesia Professionals

06•10

Paula Lorine Adams
Jolie Marie Smith
Administration
3rd Floor Central

06•11

Aimee Louise Cover
Marjorie Irene Duncan
Heather Lynn Hicks
Justin Welch
Home Health
HIM
Occupational Therapy
Family Medical Supply

06•12

Brenda A Burrows
James Matthew Caudill
Enawgaw B Mehari
Brian Jerome Napier
Kimberly Pattison
Judith S Ramsey
Danelle L Reed
Jessica Roberts
Wanda Mae Seagraves
ICU
Radiology
MMS Clinical Services
Information Services
Environmental Services
Pastoral Care
Infusion Solutions
Radiology
HIM

06•13

Andrew Bledsoe
Amanda L Cox
Tiffany Mica Fannin
Wendall Scott Miller
Sherrri Neff
Janet Scott Stewart
AHEC
3rd Floor North
Hospice
Radiology
Emergency Department
SCR Family Medicine

06•14

Jason E Knipp
Jeffrey H Madden
Elizabeth D. Pelfrey
Sleep Lab
SCR Family Medicine
Cave Run General Surgery

06•15

Joy D Harper
Thomas C Hedge
Laboratory
Materials Management

06•16

Helen Rae Chadwell
Virginia A Conn
Trella M Easterling
Brandis Tara Meade
Laboratory
Central Scheduling
Environmental Services
Respiratory Therapy

06•17

Robin J Donithan
Carla M Gilliam
Betty Jane Roark
Worku Wondafrash
Outpatient Care Center
CRSS Administration
Float Dept - Unit Sec
Hospitalist Physician

06•18

Emily N. Bishop
Emergency Department

06•19

Charles Edwin Crouse
Angela M Forman
Heather Nicole May
Pamela J Snelling
Cave Run General Surgery
Radiology
TCU
Central Billing Office

06•20

Dianna L Elliott
Patricia Flannery
Allison Rae Fultz
Robert Frank Kennard
Mark Rhodes
TCU
FM - Sandy Hook
Radiology
HIM
SCR Medical Group

06•21

Lola R Estes
Barbara J. Lunsford
Surgery/Same Day Surgery
MMS Clinical Services

06•22

Clifton Scott Lilley
Information Services

06•23

Dwight Brandon Helmick
Charlotte Darlene Kiser
Ewell G Scott
Laken L. Stevens
Cave Run General Surgery
Food Services
MMS Clinical Services
Patient Access

06•24

Timothy Allen
Jeremy L McCleese
Mary Ann Roberts
Lennie G. Trimble
St. Claire Counseling
Facilities Management
Respiratory Therapy
Information Services

06•25

Margaret Kerns
Tammy Mann
Homemaker II
Emergency Department

06•26

Larissa Pitts Smallwood
Mary Beth Waugh
Social Services
Outpatient Care Center

06•27

Theresa Lynn Garvin
William Logan
Terisa Montgomery
Tonya Renee Ramey
HIM
Emergency Department
Emergency Department
Home Health

06•28

Brenda K. Lewis
Loyal Faye Lewis
Helen McGuire
MMS Administration
Hospice
Environmental Services

06•29

Judy Gayle Duvall
Laboratory

06•30

Christopher Neil Conley
Seigfred Penaco Jalalon
Melissa Ann Lillard
Kayla Renae Plank
Bio Medical Engineering
Emergency Physicians
Emergency Department
CRSS Administration

BBQ Pork Lunch Sale

\$6.00 plate lunch, BBQ Pork Sandwich, cole slaw, baked beans, dessert and drink.

Date: May 20

Location: SCR Lobby, outside the Gift Shop

Time: 11:00 am - 1:30 pm

Proceeds go to the American Cancer Society

Blood Drive

Date: May 23 8:00 am - 1:30 pm
May 24 9:00 am - 11:00 am

Location: SCR Parking Lot

Each donor will be entered in a drawing for a new Toyota pick-up each time they donate between May 23rd - September 16th

Pediatric Diabetic Ketoacidosis

speaker: Irene Hong-McAtee, MD

Date: May 27

Location: CHER, Rm 102D

Time: 6:00 pm, Dinner
6:30 pm - 7:30 pm, Program

Step Out Diabetes Walk

Date: June 4

Location: Keeneland Race Track,
Lexington, KY

SCR will be participating in the event, if you are interested in joining the team contact Sherry Adkins at 606.783.6702



**St. Claire Regional
Medical Center**

222 Medical Circle • Morehead, KY 40351

Dr. Lisa Goldstein Co-Presents Lecture



Dr. Lisa Goldstein is co-presenter for a lecture entitled "Training Family Physicians to Competently and Compassionately Care for Patients with Chronic Non-Cancer Pain" at the annual National Meeting of the Society of Teachers of Family Medicine held in New Orleans this May.

Dr. Jack Ellis Book Signing May 26 • 11:00 am • 1:30 pm

Local historian, Dr. Jack Ellis, recently published his new book - Missing Christmas: My Life in the Depression and WW II.

Dr. Ellis will be signing all his books, many of which can be purchased in the SCR Gift Shop. The signing will take place in the SCR lobby, in front of the gift shop.