St. Claire Regional Medical Center Newsbrief

February 25, 2010

ST. CLAIRE REGIONAL KICKS OFF ANNUAL FUNDRAISING CAMPAIGN

St. Claire Regional Medical Center has kicked off perhaps its most important Annual Community Fundraising Campaign since it opened its doors nearly 47 years ago.

"We certainly don't want to sound like alarmists. But current trends

point to difficult times for community hospitals, particularly those that are notfor-profit and stand-alone like St. Claire Regional, for the foreseeable future," said Roger Russell, SCR Vice President of Development. "Never has fundraising for the greater need of our mission been more crucial than it is today."

A significant issue facing not-for-profit hospitals is the growing number of uninsured and underinsured patients that they treat. "This past year, SCR provided \$10.6 million in charity and uncompensated care at cost. In all, SCR provided nearly \$24.7 million in net community contributions during the fiscal year ended June 30, 2009", Russell said.



\$30 million Center for Health, Education and Research (CHER) has given some area residents the misconception that SCR no longer needs community financial support. "This new building is a collaboration of Morehead State University, the University of Kentucky College of Medicine and SCR, and it will house a variety of programs, including

> a new SCR Family Medicine Clinic that is nearly triple the size of our existing clinic in Morehead," Russell said. "We are so appreciative of the Kentucky General Assembly funding that is paying for CHER construction, but we must still cover the costs of equipping and operating SCR's portion of the building."

> Despite any hurdles, Russell said he's confident that this year's appeal will be a success. The theme for this year's fundraising campaign is "The Heart in Healing".

> "We're now 47 years as a community

Other factors taking a financial toll on not-for-profit hospitals include the impact of the national economic downturn on hospital investments, increased costs for state-of-the-art equipment and supplies and greater competition to recruit and retain physicians and other care providers, Russell said.

Russell cited an American Hospital Association report showing that hospitals have historically been an important and steady source of employment in their communities in both good and bad economic times, ranking second as a source of private-sector jobs in the U.S. in 2007.

"When hospitals pay wages or taxes and when they purchase goods and services, that spending has a multiplier effect because it supports other jobs in their communities, and that money is spent over and again within the areas served by those hospitals," Russell said. "St. Claire Regional has such an effect here in northeast Kentucky."

Russell said he was concerned that the ongoing construction of the

pillar, and we know there are many more decades ahead, because the community has always supported this pillar as much as SCR has supported the community," Russell said. "We know beyond a shadow of a doubt that this long-standing synergistic relationship will continue."

"I encourage you to think about the void that would exist in this region if St. Claire Regional were not here," said Susan Victor, St. Claire Foundation Annual Support Committee chairwoman. "I'm amazed that a hospital in a city the size of Morehead offers 31 medical specialties and has a half-million patient encounters a year." Victor commended St. Claire Regional's staff for setting a positive example in giving to the Foundation's Staff Appeal. The number of SCR staff participating in last year's staff campaign was up 58 percent over 2008, and the amount pledged by those staff members increased 69 percent over the previous year. "Given the economic conditions and outlook, those numbers are astounding," Victor said.

To make a gift to St. Claire Regional, call (606) 783-6512 or go to www.st-claire.org/foundation.php.

DR. MEHARI RECEIVES NATIONAL AWARD



Morehead Clinic neurologist Enawgaw Mehari, MD was recently recognized by the American Academy of Neurology with the Patient Advocate of the Year Award. The award is given on behalf of Kenneth M. Viste, Jr., MD, a distinguished neurologist and tireless advocate for his patients. Viste's dedication to improving the lives of others was praised by his peers and inspired his community.

Each year the Kenneth M. Viste, Jr., MD Patient Advocacy Award recognizes one neurologist who exemplifies Dr. Viste's leadership and commitment to advocating for the patient community. Dr. Mehari's tireless efforts with People to People Inc., which has touched the lives of many Ethiopians, impressed the selection committee. The People to People, Inc organization has provided education and infrastructure necessary for improving healthcare in the Ethiopia.

LIVE WELL....SLEEP WELL Sleep Disorders – Breathing & Treatment

Available Screenings Blood Pressure Cholesteral Glucose Oxygen Saturation EPWORTH Sleepiness Test

HEALTH SCREENINGS WEDNESDAY, MARCH 3 9:00 a.m. - 12:00 p.m. St. Claire Regional Family Medical Supply

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Your Medical Center, Your News

SCR MARCH BIRTHDAYS

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Jessica R Callahan
Tara Jayne Davidson
Barbara L Davis
David Lewis Graham
Rebekah D Hall
Janie D Jamison

Rebecca Gavalchik Tonya H. Good Adam Lye Luann Cousins Maggard Marsha Kay Maggard Andy B Price

Venus R. Butler Retha M Davis Ruthie Ann Guess James Oldham James Kenneth Roberts Vicky Roe Stamper

Danny Paul Blackburn Kelli Dawn Hall Ordella Kelly Jordan Montgomery

Molly B Carew Arica Leigh Conley Betty Dyer Tracey C Evans

Terrell W Bradley Troy Neal Conley Judy M Thompson Kelly E Ward

Melanie Lynn Catron Rita C Hopkins

Kimberly Nichole Campagna Delores L Franklin Emily Diane Fulton Melinda Lawhorn Jewell K Swartz

Abilene Bowens Marc C Cruser Chesla R Knipp Carolyn Eldridge Smith Barbara A Ward

Deborah Weber

Rebecca Layne Gilreath Amanda Lee Grubb Susan Denise Markins Julia B Perry

Lisa A Blanton Kristy Ann O'Bryan Adam L Roberts Sasha Spencer

Kevin J Croce Whitney Renae Frizzell

Stephanie J. Baker

Nancy P Gulley Michella Renae Mabry Glenn Means Emilie Jane Wills

Rufina Gail Back

Carol Sue Bailey Amanda L Crawford Tracey Evans

Hospice

3rd Floor North Infusion Solutions Patient Access Primary Care - Menifee Dental PACU ICU
Home Medical Equipment Surgery/Same Day Surgery Hospitalist Physician Laboratory 3rd Floor North Information Services
Laboratory Environmental Services Surgery/Same Day Surgery Patient Access Hospitalist Physician Primary Care - Carter County Clini
Sleep Lab Cytology Environmental Services Laboratory
Primary Care - Elliott County Clini Physical Therapy Occupational Therapy Emergency Department
Facilities Management Radiology Patient Financial Services Speech Therapy
Nursing Administration Primary Care - Family Care Clinic
Food Services Financial Services Cardiac Rehab Surgery/Same Day Surgery Radiology
Laboratory St. Claire Counseling Services Nursing Administration Homemaker II Gift Shop/ Auxiliary
St. Claire Counseling Services
Nursing Administration Patient Financial Services Home Health Anesthesia Professionals
Surgery/Same Day Surgery Radiology Information Services Cave Run General Surgery
Radiology Physicians 4th Floor Nursing
Radiology
ICU Environmental Services Radiology Pharmacy
Outpatient Care Center
Cave Run General Surgery Environmental Services

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Patrick D Hughes	Primary Care - Bath County Clinic
Kristen Nicole Porter	Emergency Department
Kathleen Edmondson Solter	MSU Caudill Health Clinic
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Donald C Howell	Facilities Management
Crystal L Little	Float Dept - Unit Sec
Dreama Renee McClain	Laboratory
David A. Morrison	ICU
Rebecca L Wells	Food Services
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Patricia A Blevins	Emergency Department
Angela Kaye Humphries	St. Claire Regional Outpatient Cent
Cynthia A Schneider	Cave Run General Surgery
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Mark Elliott Bailey	Emergency Physicians
Mona Kay Coffman	Materials Management
Lorna Gay Lacey	Emergency Department
Beverly B Macey	PACU
Amy K Oesch	Speech Therapy
Irene E Van Kersen	Surgery/Same Day Surgery
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Belinda W Ashley	Hospice
April Baker	Occupational Therapy
Tammy Lymn Jonlying	
Tammy Lynn Jenkins	AHEC
Jeffery Post	Security Services
Loretta Burchett	Laboratory
Isaac D Craft	Pharmacy
Tara H. Gilkison	Emergency Department
Georgeanna J. Howard	Respiratory Therapy
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Lucille Mays	Primary Care Administration
Shawna Elaine Sargent	Patient Access
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Dahahah Con Frater	Commenter / Commenter
Rebekah Sue Easter	Surgery/Same Day Surgery
Donna Martin Fannin	Laboratory
Marjorie Anne Scott	Cave Run Clinic Administration
Kimberly Daniels Williams	Administration
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RANDOM ACTS OF KINDNESS Submitted By: Janie Waltz

A whole week in February has been devoted to the cause; possibly because it is such a powerful act to do a good deed for someone you don't know. That is exactly what is done daily by staff here at SCR. Daily we have the privilege of serving the people of Eastern Kentucky. It is our Mission. As we continue through this month of February, let us all think about simple gestures we can do for others in the hopes that each of us can make a difference in the lives of our patients and co-workers and create a culture of kindness that can be paid forward one good deed at a time. GO THE EXTRA MILE.

SCR's Customer Service Standards

Η	<u>HELP one another</u> . At SCR everyone is part of the team. Respect our patients, families, and one another. Nurture these relationships.	
E	ENGAGE yourself in conversations, use eye contact, address by name, and use open body language. Connect with that person!	
A	<u>ANTICIPATE needs AND ASK</u> ; Ask open questions; Listen and try to fulfill reasonable requests. Before excusing yourself ask, "Is there anything else I can do for you?" Remember to say "Thank you."	
L	LISTEN AND LESSEN fears and anxiety. Listen to patients' and families' concerns and address them. Be sure to follow up.	
Ι	<u>INTRODUCE and INFORM</u> . Introduce yourself, what you are doing, when you are doing it, and why. Make the patient and families a part of the care team.	
N	<u>NOTICE</u> our actions and surroundings; They belong to all of us. Remember: Perception is Powerful!	
G	GO THE EXTRA MILE and Exceed Expectations! Make Their Day!!!	





St. Claire Regional has implemented **HEALING Promises Customer Service** Standards for all SCR staff to follow. As St. Claire's Mission is "To Proclaim God's goodness through a HEALING ministry to the people of Eastern Kentucky," these standards can assist all of us to live this mission and reach our mutual goals. These behaviors are expected of ALL SCR staff with patients, families and coworkers.

GO THE EXTRA MILE and Exceed Expectations! Make Their Day!!!

5TH FLOOR NURSE-GO THE EXTRA MILE



St. Claire Regional Medical Center

Jennifer Duke, 5th Floor nurse

Submitted by Teresa Gevedon

The 5th floor nursing and rehab staff would like to acknowledge one of their full time nurses, Jennifer Duke for going above and beyond her nursing duties. Jennifer demonstrated compassion and kindness by providing transportation for a patient's family member so that person could visit his mother on IRU.

On Jennifer's day off, she drove 45 minutes to Maysville to pick up the son, took him to lunch, then brought him to visit his mother. She waited so they could spend time together and then drove him all the way back to Maysville. This really reflects the customer service vision of St. Claire Regional and demonstrates nursing excellence.

We feel blessed to have Jennifer as part of our team.

THANK YOU JENNIFER FOR GOING THE EXTRA MILE!

3 CENTRAL VOTED # 1 IN CUSTOMER SERVICE!



3C Staff enjoying a celebratory lunch for Root-a-bakers.

Submitted by Janie Waltz

Third Floor Central received the most appreciation cards for the last quarter of 2009. A poster of their staff members was presented by Mr. Neff and Sister Marge at a lunch; that was provided for all shifts from Root-a-bakers. This is the second in-patient unit to receive the lunch. Third North and Express Medicine tied for the most appreciation cards for the third quarter of 2009. We are all eager to see which department can be recognized next for Great Customer Service!

Thank You 3-C for going THE EXTRA MILE!

Apříl 3, 201(10am - Noon

It's A Baby Shower

Free to the Public

Morehead Conference Center Morehead, KY

Planning, Pregnant, New or Adopting Parents Join Us For A Community Baby Shower!

Useful information, helpful tips, and women's care education will be available throughout the event.

Every shower participant will receive a FREE gift bag filled with information and products for the new parents and baby.



Information booth topics will include:

- Breastfeeding
- Dental Care
- Infant Care
- New Fathers
- Pre & Postnatal Education
- Financial Information
- Safety Issues & many more!

To receive additional information Loretta Burchett at 606-783-6830 or laburchett@st-claire.org



Sponsored by:

St. Claire Regional Medical Center **UKHealthCare**

Obstetrics and Gynecology

American Diabetes Association.

What will you do to Stop Diabetes? Know your risk.

> TUESDAY, MARCH 23, 2010 IS AMERICAN DIABETES ASSOCIATION ALERT DAY

P

1 in 5 Americans are at higher risk for developing type 2 diabetes. You might not know it, but you can find out if you're one of them with a simple test. And then take steps to delay or even prevent a disease that kills more Americans every year than breast cancer and AIDS combined.

Join the movement to Stop Diabetes.

TAKE THE DIABETES RISK TEST at stopdiabetes.com or 1-800-DIABETES.



News & Events

UPCOMING EVENTS

ADVANCED CARDIAC LIFE SUPPORT PROVIDER COURSE

Date:	March 4 & 5
Time:	9:00 a.m. – 4:30 p.m.
Location:	SCR Outreach Center

For more information contact, Loretta Burchett at 6830

9TH ANNUAL "OH BABY, IT'S A BABY SHOWER"

Date:

e: April 3, 2010

Time: 10:00 a.m. to 12:00 Noon

Location: Morehead Conference Center

For more information contact Leslie Williams at lkwilliams@st-claire.org or Loretta Burchett at laburchett@st-claire.org

BASIC LIFE SUPPORT PROVIDER COURSE

Date:

Location: SCR Outreach Center

April 1

Program: 2:00 p.m.

For more information contact, Loretta Burchett at 6830

UK WILDCAT HAND-CROCHETED AFGHAN RAFFLE

Submitted By: Tom Lewis



Dr. Ewell Scott and Sr. Joenita Schlueter with the UK afghan

As college basketball gets ready to heat up with "March Madness", here's a chance for you to heat up as well and support St. Claire Regional's Cancer Care Unit at the same time.

The St. Claire Auxiliary will be raffling a hand-crocheted, twin-size University of Kentucky afghan that was made by Sr. Joenita Schlueter and donated by Dr. Ewell Scott.

Tickets will be \$1 or six for \$5 and may be purchased in the SCR Gift Shop or the Cancer Care Unit on the third floor. All proceeds will benefit SCR's Oncology Department.

The afghan will be displayed in the window of the old firstfloor registration area. Tickets will go on sale on Monday, March I. The winner will be drawn on Wednesday, March 17 – the day before the NCAA men's basketball tournament begins – so the winner will be able to wrap in UK blue while cheering the Big Blue to victory.

Have an upcoming event that you would like to be mentioned in the SCR Newsbrief?

Submit your article to Jessica Robinson in Marketing & PR at jlrobinson@st-claire.org. Be sure to include the name of the event, date, time, location, as well as whom to contact to receive further information.