

## SCR BEGINS ELECTRONIC MEDICAL RECORD PROJECT



St. Claire Regional is currently in the planning phase of the massive Meditech hospital information system and electronic medical record implementation project. The project will take effect over approximately the next two years. The goals of implementing the Meditech suite of software products is to improve work flow and patient safety, provide more efficient, evidenced-based patient care, and provide for the secure electronic exchange of medical information. Over 25 of our current separate software modules such as the various Quadramed Affinity modules, MediSolutions, Swearingen RMS and Orsos will be replaced with one integrated healthcare information system.

“Electronic medical records and health information exchange and the benefits that will result is the future of healthcare,” said Mark J. Neff, SCR President/CEO. “An electronic medical record alone is not enough; real-time access to medical records must go beyond the walls of each facility to all healthcare venues. Information exchange

among all clinicians and adherence to best practices is essential to quality patient care, something St. Claire Regional truly understands.”

The two-year project cost is an estimated \$6.5 million in software, network upgrades, hardware, and training. However, under the American Recovery and Reinvestment Act (ARRA) the federal government put forth financial incentives to encourage healthcare organizations and physicians to implement electronic medical records. SCR must have the entire Meditech system installed and show ‘meaningful use’ by 2013 to receive approximately \$5 million in reimbursement from the federal government.

St. Claire Regional We are committed to more than building an EMR and will be engaging the medical staff in creating a system of care rooted in our Healing Ministry. Being average is no longer an option. We’ve got to be the best.

Following the planning phase, the active implementation phase will begin in June. Over the first year of implementation new systems for registration, billing, lab, radiology, pharmacy, materials management, order management, Scanning and others will be deployed. The second year of the project will focus on implementation of the Patient care/nursing functions, emergency department, surgery and physician care processes.

Currently, multiple work groups are actively planning to make the transition as seamless and successful as possible, while achieving our desired outcomes and the required culture change. Every SCR staff member and physician will be touched by this exciting project. Stay tuned for more information!

# SPOTLIGHT 3 Central

*Submitted by: Nancy & Randa*

We are proud of our staff on 3Central. We recently received an acknowledgement from a patient who was very complimentary and thankful for the care he received while on 3rd Central. He said the care was “top notch”. He described the staff as extremely caring and attentive. Holly McGlone was specifically complimented for the time she spent providing care and explaining everything carefully to him. We want to recognize and thank our staff on 3rd Central for the excellent patient care they provide!



Megan Lowe NA, Janna Moore RN, Angela Craft RN, Holly McGlone RN and Pamela Evans RN

## SCR's Customer Service Standards

**H** **HELP one another.** 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** **ANTICIPATE needs AND ASK;** 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.

**I** **INTRODUCE and INFORM.** 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** **NOTICE** 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!!!

## Promises



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.

**I** **INTRODUCE and INFORM.** Introduce yourself, what you are doing, when you are doing it, and why.

- Make the patient and families a part of the care team.

# HIGHLIGHTING OUR CHAMPIONS

The following comments are from our patients that completed our Press Ganey patient satisfaction surveys in January and February.

I am so very pleased with the hospital & staff. All ICU nurses, custodians, social workers, blood drawers, transporters and quality management folks were outstanding. So glad to get this care here at home in a small town setting. Can easily tell your staff is glad to be working there! Thank you.

The staff on the 3rd FLOOR are the most wonderful, competent, caring people who did an excellent job of making me get well – (3Central)

Dr. E. Scott - excellent doctor.

Angie Johnson - amazing nurse.

Dr. Crozier - amazing!

My favorite nurse there is Carol. Also liked Robin and Angie. I also liked Dr. Burrows and how he took care of my son. (4Central)

Dr. Phillips is the most wonderful doctor there is. She really cares for her patients and tries very hard to make them feel as comfortable as possible.

Great team all members “KIND” was treated with respect and they were cheerful and I experienced a rewarding, working team concept. (Same Day Surgery)

The radiologist was very nice and professional.

I’ve never seen doctors and nurses that are as prompt & careful as I seen the night I was there. There just aren’t enough good words to express how well your staff has done. (Emergency Department)

Out of all the hospitals I been too I was very impressed. I have been there for and everyone I have met as been very courteous and attentive. Dr. Alikar, Dr. Ravi, and Dr. Phillips and all your nurses & clerks.

Kelly Stegall was the best doctor I have had in years. She went out of her way to help and council me which meant a lot to me.

Dr. Ravi was very concerned about my care and helped transfer me. He was wonderful & caring!!

I liked Kim Bromagen and Dr. Carpenter both.

Mary Brown NP was very helpful in treating my problem. Listened to me and addressed my concerns. I am very glad she is on staff at the clinic.

Dr. Rachel Short is great.

# OH BABY!

## It's A Baby Shower

# April 3, 2010

## 10am - Noon

### 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](mailto:laburchett@st-claire.org)



# WHAT WILL YOU DO TO STOP DIABETES? KNOW YOUR RISK.

Submitted By: Sherri Adkins

Diabetes has become the greatest public health crisis of the next quarter century. To address the burden of this disease, the American Diabetes Association is asking the American public – “What will you do to Stop Diabetes? Know your risk.” On the 22nd annual American Diabetes Association Alert Day, March 23, 2010, the Association will encourage people to join the Stop Diabetes movement by taking the Diabetes Risk Test to find out if they are at risk for developing type 2 diabetes and if they are at high risk, to speak with their health care provider.

The Diabetes Risk Test requires users to answer simple questions about weight, age, family history and other potential risk factors for type 2 diabetes. The Diabetes Risk Test will show users whether they are at low, moderate or high risk for pre-diabetes or diabetes. If they are at high risk, they are encouraged to talk with their health care provider.

## Diabetes by the Numbers

Of the approximately 24 million Americans living with diabetes, nearly 6 million Americans have type 2 diabetes but don't even know it. Another 57 million, or one in five Americans have pre-diabetes, placing them at increased risk for developing type 2 diabetes. If current trends continue, one out of three children born today will face a future with diabetes.

## Are You at Risk?

Among the primary risk factors for type 2 diabetes are being overweight, sedentary, over the age of 45 and having a family history of diabetes. African Americans, Hispanics/Latinos, Native Americans, Asian Americans and Pacific Islanders are at an increased risk, as are women who have had babies weighing more than nine pounds at birth.

Unfortunately, people with type 2 diabetes can live for years without realizing that they have the disease. While people with diabetes can exhibit noticeable symptoms, such as frequent urination, blurred vision and excessive thirst, most people diagnosed with type

2 diabetes do not show these overt warning signs at the time that they develop the disease. Often, type 2 diabetes only becomes evident when people develop one or more of its serious complications, such as heart disease, stroke, kidney disease, eye damage, or nerve damage that can lead to amputations.

**Take Charge of Your Health**  
Studies have shown that type 2 diabetes can be prevented or delayed by losing just 5-7% of body weight through regular physical activity (30 minutes a day, five days a week) and healthy eating. Armed with this information, gather your friends, family, loved one and/or co-workers and take a 30 minute walk and get started with a healthier lifestyle today!

Join the movement to Stop Diabetes and get your free Diabetes Risk Test (English or

Spanish), healthy lifestyle tips and more. Call 1-800-DIABETES (1-800-342-2383) or visit [stopdiabetes.com](http://stopdiabetes.com). Although Diabetes Alert Day is a one-day event, the Diabetes Risk Test is available all year long.

**American Diabetes Association**  
**ALERT! DAY**  
**ARE YOU AT RISK?**  
**DIABETES RISK TEST**  
Calculate Your Chances for Type 2 or Pre-Diabetes

The American Diabetes Association has revised its Diabetes Risk Test according to a new, more accurate statistical model. The updated test includes some new risk factors, and projects risk for pre-diabetes as well as diabetes.

This simple tool can help you determine your risk for having pre-diabetes or diabetes. Using the flow chart, answer the questions until you reach a colored shape. Match that with a risk message shown below.

**START HERE**

**QUESTION: ARE YOU UNDER 45 YEARS OF AGE?**

**NO** → **Q: At your height (see AT-RISK WEIGHT CHART), is your weight equal to or more than the at-risk weight?**

**YES** → **Q: Are you under 57 years of age?**

**NO** → **Q: Does your mother, father, sister or brother have diabetes?**

**YES** → **Q: Are you Caucasian (white)?**

**NO** → **Q: Have you ever been told by a doctor or other health professional that you had hypertension (high blood pressure)?**

**YES** → **Q: At your height (see AT-RISK WEIGHT CHART), is your weight equal to or more than the at-risk weight?**


**NO** → **Q: Have you ever developed diabetes during pregnancy?**

HEIGHT	WEIGHT
4'10"	148 LBS
4'11"	153 LBS
5'0"	158 LBS
5'1"	164 LBS
5'2"	169 LBS
5'3"	175 LBS
5'4"	180 LBS
5'5"	186 LBS
5'6"	192 LBS
5'7"	198 LBS
5'8"	203 LBS
5'9"	209 LBS
5'10"	216 LBS
5'11"	222 LBS
6'0"	228 LBS
6'1"	235 LBS
6'2"	241 LBS
6'3"	248 LBS
6'4"	254 LBS
6'5"	261 LBS

**LOW RISK:** Right now your risk for having pre-diabetes or diabetes is low. But your risk goes up as you get older. Talk to your doctor about how to keep your risk low.

**AT RISK FOR PRE-DIABETES:** You are at higher risk for pre-diabetes which means your blood glucose is higher than normal but not high enough to be diagnosed as diabetes. Talk to your doctor about ways to reduce your risk for diabetes.

**HIGH RISK:** You are at higher risk for having type 2 diabetes. However, only your doctor can tell for sure if you do have type 2 diabetes. Talk to your doctor to see if additional testing is needed.



**STOP  
DIABETES**  
1-800-DIABETES  
[diabetes.org/risktest](http://diabetes.org/risktest)

\*Your risk for diabetes or pre-diabetes depends on additional risk factors including weight, physical activity and blood pressure.

# CELEBRATING CERTIFICATION IN NURSING

*Submitted by: Larae Wilson*

Certified Nurses Day™ is a special day of recognition established by the American Nurses Credentialing Center (ANCC) to celebrate the contribution of board certified nurses to the advancement of nursing professionalism and to higher standards and better outcomes in patient health. Professional certification in nursing is a measure of distinctive nursing practice. Certification in nursing represents an example of professional credentialing and is a voluntary process undertaken by practicing nurses. This voluntary process validates knowledge, skills, and abilities beyond the scope of RN licensure. According to the American Board of Nursing Specialties, specialty nursing certification is considered THE standard by which the public recognizes quality of nursing care.

A certified nurse workforce is a mark of excellence that provides a competitive advantage for hospitals, serves as a marketing tool, and creates an environment of professionalism. Most important, certification contributes to better patient care. A growing body of research indicates a link between certification and nurse knowledge, techniques and judgment that affect patient safety. Patients and families expect knowledgeable caregivers at the bedside and certification offers them reassurance of their nurses' competence.

A nurse has earned the right to use certain credentials for recognition once he or she has passed the certification examination. A nurse is board certified (BC) if he or she is an RN with a bachelor's degree. A nurse can be certified (C) if he or she is an RN with an associate degree or diploma in nursing.

Certification exams are available in just about all areas of nursing specialty practice including medical/surgical nursing, mental health, oncology, hospice and palliative care, operating room, obstetrics and fetal monitoring and critical care just to name a few. Most of these certifications are sanctioned by the American Nurses Association, ANCC, the American Association of Critical-Care Nurses (AACN), the Medical-Surgical Nursing Certification Board and many other specialty nursing organizations including the Kentucky Nurses Association.

SCR supports nursing certification by reimbursing nurses for the cost of the examination and by also paying for prep or review courses prior to the exam. Celebrate this important day with nurses from SCR who are certified in their area of practice: Recognize them, praise them, and tell them to keep up the GREAT WORK!

## Nationally Certified Nurses at St. Claire Regional

### Certified Psychiatric Mental Health

Carolyn Wells, RN-BC, MSN  
Tina Parsons, RN-BC, BSN  
Freda Gross, RNC  
Tammy Crager, RNC  
Patricia Arnett, RN-BC, BSN  
James Hamric, RNC

### Certification in Infection Control

Charlotte Kinney RN, BSN, CIC

### Medical-Surgical Nursing

Lula Pecco, RNC  
Evelyn Harr, RNC

### Oncology Certified Nurse, (OCN)

Regina Pettit RN, OCN  
Betty Caudill RN, OCN  
Vicki Fairchild RN, OCN  
Susie Hamlin RN, MSN, OCN  
Lerae Wilson, RN, MSN, OCN

### Certified Nurse Operating Room (CNOR)

Lisa Strong RN, CNOR  
Heather Moore RNFA, CNOR  
Lisa Amburgey RN, CNOR

### Maternal Child Health

Nancy Brown, RNC (*Inpatient Obstetrics & Electronic Fetal Monitoring*)  
Robin Donehue, RNC (*Inpatient Obstetrics & Electronic Fetal Monitoring*)  
Lisa Wallace, RN, BSN (*Inpatient Obstetrics & Fetal Monitoring*)

### Certified Hospice and Palliative Care Nurse, (CHPN)

Brittany Blair, RN, CHPN,  
Judy Buelterman, RN, CHPN  
Becky Royse, BSN, CHPN

### Sexual Assault Nurse Examiner, (SANE)

Debra Hayes, RN, SANE  
Kimberly Hope Scott, RN, SANE

### Critical Care RN (CCRN)

Tiffany Fultz, RN, CCRN

### Certified Diabetic Educator

Sherry K. Adkins, RN, BSN, CDE

### Certified Emergency Nurse, (CEN)

Nick Hammonds, RN, CEN  
Joy Craft, RN, BSN, CEN

### Certified Registered Nurse Anesthetist

Bertha Doss, RN, CRNA  
Julia Perry, RN, CRNA  
Joy Ray, RN, CRNA  
Kristi Dickens, RN, CRNA  
Tom Cibiras, RN, CRNA  
Roy Gavin, RN, CRNA  
Larry Mullins, RN, CRNA

 St. Claire Regional Medical Center's  
**EMPACT**  
*Employee Activities/CQI Team*



St. Claire Regional Medical Center will be having its annual Easter Egg Hunt in a few weeks, we are asking departments to donate "candy filled" Easter eggs to help with the egg hunt. If your department can help us with eggs (last year we hid approximately 1,750 eggs) please contact Dianna Bentley at 6744 or Robin Conley at 6888. Please tape the eggs together (last year we had many eggs pop open when the bunny was hiding them). I would like to have them by March 26th if possible. Thank you so much!

Dianna Bentley,  
Empact Leader

**URGENT  
FINANCIAL  
NEED FOR THE  
PEOPLE'S CLINIC**

*Submitted by: Sarah Jane Howard*

The People's Clinic is in urgent need of financial prayers and monetary support. They need immediate funds to help with on-going operations for the vital healthcare services provided here in Morehead.

If possible, please consider making a donation by contacting Sarah Howard or Sharon Wheeler at 606-780-0140.



**BECOME SCR'S BIGGEST LOSER  
WITH THE HMR PROGRAM!**

**CLASS AVAILABLE THURSDAYS 5:00 TO 6:30 P.M.**

**CALL FOR YOUR FREE NO OBLIGATION  
INFORMATIONAL SESSION. SCR EMPLOYEES  
WILL RECEIVE 4 WEEKS OF FREE CLASS**

**CALL 606-783-6948 FOR MORE INFORMATION**

**HMR IS A NATIONALLY RECOGNIZED  
PROGRAM WITH SUCCESSFUL RESULTS**

## UPCOMING EVENTS

### MOREHEAD COMMUNITY FEDERAL CREDIT UNION ANNUAL MEETING

**Date:** March 25  
**Time:** Social Hour: 4:00 p.m.  
Business Meeting: 5:00 p.m.  
**Location:** Morehead United Methodist Church Wesley Hall

Meet your Board of Directors and your staff. Cast your vote to elect new Board Members. Get a preview of upcoming events. Door Prizes will be handed out.

### ST. PATRICK'S DAY ICE CREAM SOCIAL

**Date:** March 17  
**Time:** 2:00 p.m. - 4:00 p.m.  
10:30 p.m. - 11:00 p.m.  
**Location:** SCR Cafeteria

### BASIC LIFE SUPPORT PROVIDER COURSE

**Date:** April 1  
**Location:** SCR Outreach Center  
**Program:** 2:00 p.m.

*For more information contact, Loretta Burchett at 6830*



**St. Claire Regional  
Medical Center**

222 Medical Circle • Morehead, KY 40351

## SCR WELCOMES NEW STAFF

Carolyn S Barnes	Cave Run General Surgery
Ashley R Butler	Environmental Services
Matthew W Caudill	Laboratory
Joshua A Detwiler	Laboratory
Welma M Henson	Family Medicine - Sandy Hook
Brett M Horne	Radiology
Jennifer P Jenkins	Cave Run General Surgery
Elizabeth Louise Kissinger	Human Resources
Flora L Lockerman	Emergency Department
Heather A Mayhorn	Home Health
Jonathon M O'Connor	Radiology
Evelyn Oney	Environmental Services
Linda M Perry	Respiratory Therapy
Peyton A Reynolds	Radiology
Tracy Manley Stewart	Quality Management
Seth D Thomas	Food Services
Becky J Vliege	Family Medicine - Morehead
Amanda S Williams	Emergency Department