

St. Claire Regional Medical Center

Newsbrief

April 8, 2010

ST. CLAIRE REGIONAL ACHIEVES JOINT COMMISSION'S GOLD SEAL OF APPROVAL



St. Claire Regional has earned The Joint Commission's Gold Seal of Approval by demonstrating compliance with The Joint Commission's national standards for health care quality and safety. St. Claire Regional Medical Center and SCR HomeCare Services achieved accreditation during a recent survey by demonstrating compliance with national standards. The Joint Commission's Gold Seal of Approval™ is a clear sign that the accredited organization has demonstrated compliance to the most stringent standards of performance. The Joint Commission sets the standards by which healthcare quality is measured in America and around the world.

"Our hospital seeks accreditation for our organization because we want to demonstrate our commitment to our patients' safety and quality of care," says Mark J. Neff, President/CEO.

"In addition to demonstrating compliance to national standards, the teamwork and compassion of our staff is evident. I am pleased our staff achieved this recognition for their commitment to patient care," says Linda Fultz, VP Quality and Resource Management.

Founded in 1951, the Joint Commission seeks to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.

Amazing. Medicine. Close to Home.



SCR Oncology Staff

SPOTLIGHT Oncology Dept.

Submitted by: Janie Waltz

The outpatient department served approximately 140 people chili, sandwich, desert and drink raising \$700.00 for Relay for Life. The Oncology Dept. staff would like to thank all the chili eaters that made the lunch such a success. We give a special THANK YOU to the staff for being so dedicated to cancer awareness. They are an excellent example of what Helping one another and being part of a team is about.

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.

- N** NOTICE our actions and surroundings; they belong to all of us. Managing noise in a hospital setting can be challenging; however, there are simple things that we can do to make a big impact.
- Close patient room doors to reduce noise from hallways and nurses station. Assure the patient that you will be continuously monitoring them even though the door is closed.
 - Remind one another of voice levels
 - Create posters with employees or employees' children in the "h h h" pose to remind staff to be quiet. Post these posters throughout patient care areas.
 - Instead of using the intercom, proceed directly to the patient's room.
 - Turn down the volume on telephones.
 - Minimize overhead paging.

HIGHLIGHTING OUR CHAMPIONS

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

Wendy Adkins and Lori were great nurses (3North)

The PT's and OT's were excellent. I could never thank them enough.

My nurses on 3 Center were the best, Stephanie and Jane especially.

Billy in ER was very nice & caring.

Dr. Hatton is the best doctor that we have seen.

Dr. Carpenter is very caring, listens and very professional. Great doctor!

All of the staff on 4th floor was great. We loved every one of them.

Sylvia Kerr & Sabra are wonderful! (4Center)

Rachel Short, MD & Melissa Cox are wonderful health care providers.

Dr. Carolyn Moore is more than a family dr. She also becomes such a friend to the patient that she feels like family.

Dr. Phillips did a wonderful job explaining everything to me and I had complete confidence in her.

Dr. Asiam & Kristy took great care of me (Same Day Surgery).

Becky & Donna treated us exceptionally well and this was greatly appreciated (Emergency Department).

Our nurse, Aubrey, was wonderful (Emergency Department).

Amazing. Medicine. Close to Home.

Letters From Home

Attention All Staff Members of SCR

If you have a son or daughter that has been accepted to a medical school for the 2010-2011 academic year we would like to know about it.

Each year SCR and the Northeast KY AHEC have a recognition dinner for students that have been accepted to medical schools. This year's recognition dinner is set for Tuesday, May 4th, 2010.

The "Letters From Home" program will follow your son or daughter through their Medical Education career and help them with rotations, residencies and possible employment opportunities as well.

Please contact

Julie Stephens, Student Services Coordinator

Office Phone: 606-783-6470

Email: jbstephens@st-claire.org

Make sure your son or daughter doesn't miss out on this great opportunity.

SCR FAMILY MEDICINE RESIDENCY SUCCESSFULLY MATCHES TWO RESIDENTS

Submitted By: Carla Terry

The St. Claire Regional Family Medicine Residency Program is excited to welcome the addition of two new residents: Roy Abraham, M.B.B.S. and Shilpan Patel, M.D. SCR was successful in filling its positions in the March 2010 National Resident Matching Program for the fourth consecutive year.

Dr. Abraham attended undergraduate and medical school at Universal College of Medical Sciences in Nepal. His hobbies include playing the keyboard and guitar, listening to music, going for long drives, playing soccer, volleyball, basketball and cricket.

Dr. Patel completed undergraduate studies at Lindsey Wilson College in Columbia, Kentucky. He will graduate medical school from the University of Kentucky in Lexington, Kentucky, in May, 2010.

Drs. Abraham and Patel will begin their internship year at the University of Kentucky in July, 2010. They will join us at St. Claire Regional in June, 2011.

Please join with us in welcoming them!



Roy Abraham, M.B.B.S.



Shilpan Patel, M.D.



It's Time To Be Counted.

The 2010 census questionnaire is coming.
Look for it. Fill it out. Mail it back. Help your community.

April 1, 2010, is Census Day. Census questionnaires will be mailed or delivered to your home in March. The 2010 Census is safe, easy and important. Your participation is vital to your community. Census numbers are used to reapportion congressional seats, redraw legislative districts and distribute over \$400 billion in federal funds yearly. All personal census information is confidential by federal law. **Take time to be counted!**

It's In Our Hands
www.2010census.gov

United States
**Census
2010**

NORTHEAST AHEC WELCOMES NEW RURAL SCHOLARS

Submitted by: Julia Flannery

The Northeast Area Health Education Center (NE AHEC) in collaboration with Morehead State University's Science, Technology, Engineering and Math (STEM) Program and Southeast AHEC would like to acknowledge the 2010 Rural Health Scholar participants. A study published in August 2007, "Comprehensive Physician Workforce Study" revealed Kentucky is ranked 32nd in the nation in our physician workforce. Kentucky currently has an overall shortage of approximately 3000 physicians.

This shortage is greater in our rural areas. One of the main goals of the NE AHEC located in Morehead, Kentucky is to work on the development of the health career pipeline from childhood to adulthood to meet the health needs of our communities in the future. The High School Rural Health Scholar program is an effort to meet those future needs. Students accepted into the program stay in the program during the last two or three years of high school. Scholars participate in shadowing a health profession of their interest, ACT prep assistance, Telemedicine Club meetings and college admissions visits. Scholars also have the opportunity to partake in activity days such as a Cadaver Lab with MSU PA students, Cat Dissection Lab, Bodies Exhibit field trip, etiquette dinner and interviewing prep., Legislative Day at the State Capitol and volunteering for Get Healthy Kentucky Second Sunday in October event.

2010 Rural Health Scholar Participants: Danielle Hamilton of Bath County, Megan Abrams, Rachel Kitchen, Kelsey Ferguson and Erin Waddell of Elliott County, Jessica Adams, Rebekah Manley and Ellen Vice of Fleming County, Garra Barker, Kristin Kraft, and Andrea Madden of Lewis County, Kristyn Densmore and Trey Swartz of Menifee County, Amanda Cornett, Rachel Craft, Jessica Crase, Amy Evans and Gabe Lewis of Morgan County, Robyn Cohorn of Nicholas County, Josiah Burrow, Rachael Burrows, Katie Duvall, Abigail Hall, Allie Lyons, Megan Moore, Ashley Morris, Danielle Norris, Rebecca Oliver and Adam Pinks of Rowan County.

On April 8th scholars visited Frankfort to meet with their Senators and Representatives. Elliott, Fleming, Menifee, Morgan and Rowan Scholars met in the morning with Representative

and Majority Floor Leader Rocky Adkins, Representative and Majority Whip John Will Stacy and Senator Walter Blevins. Nicholas Scholar met with Representative Sannie Overly and also got to sit on the House floor during the afternoon session with Representative Overly. Senator Robin Webb met with the Lewis Scholar. In addition the Morgan County Scholars met with Senator and Majority Floor Leader Robert Stivers and the Fleming Scholars met with Representative Mike Denham. Scholars also enjoyed a tour of the Governor's Mansion and sat in the House and Senate afternoon sessions and were recognized on the floor by their Legislators. Scholars who participated in the



Legislative Day: Rachel Kitchen (Elliott), Garra Barker (Lewis), Kristyn Densmore (Menifee), Trey Swartz (Menifee), Ellen Vice (Fleming), Rebekah Manley (Fleming), Jessica Adams (Fleming), Robyn Cohorn (Nicholas), Allie Lyons (Rowan), Katie Duvall (Rowan), Amanda Cornett (Morgan), Rachel Craft (Morgan), Jessica Crase (Morgan), Amy Evans (Morgan) and Gabe Lewis (Morgan).

For more information about the High School Rural Health Scholars program and other AHEC Health Career Programs contact, Julia Flannery, Health Careers Education Coordinator at jbflannery@st-claire.org or 606-783-6977.

SCR PHARMACISTS RECEIVE PHARMACOTHERAPY CERTIFICATION

Submitted by: Cathy Shely



*left to right: Dr. Mike Farley, PharmD and
Dr. Brian Host, PharmD*

Dr. Mike Farley, PharmD and Dr. Brian Host, PharmD were recently recognized by the Board of Pharmaceutical Specialties (BPS) as Board Certified Pharmacotherapy Specialists. As of January, 2010 there are 76 Pharmacotherapy Specialists located in Kentucky, while less than 2% of pharmacists nationally are Board Certified.

BPS was founded as a division of the American Pharmacists Association (APhA) to recognize pharmacy specialties and certify pharmacists' knowledge and skills at the advanced practice level. The pharmacotherapy certification is a voluntary examination that tests an applicant's ability to ensure the safe, appropriate, and economical use of drugs in patient care. It signifies that an individual pharmacy specialist possesses a body of knowledge and skill in addition to that of a general practitioner.

"It is an honor to be recognized as a Board Certified Specialist, and I believe it speaks to the quality of the Pharmacy Department as a whole at St. Claire," noted Dr. Farley.

Dr. Farley is a 2007 graduate of the University of Iowa College of Pharmacy and Dr. Host is a 2007 graduate of the University of Kentucky College of Pharmacy. Both completed the PGY1 Pharmacy Residency program at St. Claire in 2008. Dr. Host accepted a Clinical Pharmacist position at SCR upon completion of the program while Dr. Farley went on to complete a PGY2 Specialty Residency in Adult Internal Medicine at the University of Kentucky. He then returned to SCR as a Clinical Pharmacist in 2009.



NORTHEAST
AHEC

**NATIONAL
AHEC WEEK
APRIL 5th - 9th**

NATIONAL VOLUNTEER WEEK IS APRIL 18th-24th

Submitted By: Thelma Johnson

St. Claire Regional Medical Center *Volunteer*

National Volunteer Week is April 18-24 2010. SCR would like to thank all the Volunteers, Pastoral Care, Hospice, Teens, Special Purpose and SCR Auxiliary members. SCR Auxiliary was started before the hospital doors opened in 1963. Their first job was not too different than today's; volunteers raised money for the new hospital. Because the auxiliary was comprised of primarily women, they started with bake sales and tea parties. Many of the original members still bake for our bake sales.

The SCR Auxiliary has many new fund raisers like jewelry sales, book sales, purse sales, and other special sales. The biggest undertaking is our Valentine and Easter Baskets. This year volunteers made over 350 baskets. We had many happy employees and visitors, all enjoyed the extra effort put in to these projects and the volunteers loved making them. In addition to our new fund raising efforts, we still have our two annual bake sales.



Pictured with table making Easter baskets are Brigitte Vansant and Bonnie Bennett



SCR Gift Shop has a special drawing once a year, this year winner of Gift certificates to SCR Gift Shop were: Presented by Auxiliary President Bonnie Bennett to Judy Thompson \$100.00, Shirley Crawford \$50.00, (not pictured) Pam Christy \$75.00

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I CAN COPE CANCER EDUCATION PROGRAM

Submitted By: Susie Hamlin

Cancer patients and their families face numerous challenges. Suddenly plunged into a world of unfamiliar medical terms, tests, and treatments, many feel overwhelmed. I Can Cope provides the kind of cancer education designed to meet the needs of these patients and their families.

Developed by two nurses and offered across the country by the American Cancer Society, I Can Cope provides the kind of cancer education that patients need—practical information about cancer, and understanding of the various treatments used to fight cancer, and strategies for self-care for those facing cancer. Each class emphasizes an important topic to the cancer experience.

The I Can Cope curriculum incorporates information about the latest advances in cancer treatment and stresses the role of class participants as partners in the learning experience. Guest lecturers provide important background information, then class members are encouraged to identify and find solutions for some of the challenges they face in coping with cancer. Family members are encouraged to attend and their concerns are included in all classes, particularly those that deal with communication and intimacy. Improving communication skills has benefits within the family and in the doctor-patient relationship.

Hundreds of people with cancer and those close to them have found I Can Cope to be “just what the doctor ordered”. Class members are always encouraged to discuss problems with their physicians or health care providers, while at the same time taking responsibility for much of their own well-being by learning to better manage issues such as stress, diet, and exercise. Participants consistently praise I Can Cope and the facilitators who lead the classes for giving them the opportunity to learn and to share with others what is often the most challenging experience of their lives.

St. Claire Regional Medical Center is teaming with the American Cancer Society to offer the I Can Cope Cancer Education Program at St. Claire Regional Medical Center. The first meeting will be held April 20th in Cafeteria D from 5pm to 7pm. The topic will be “Learning about Cancer. Dr. Allen Lim, MD, Oncology/Hematology will be the presenter.

The I Can Cope program is a component of the American Cancer Society Resource Network, a free, comprehensive resource to help patients and their caregivers manage the impact of cancer on their lives through up-to-date cancer information and referrals to Society programs and other community resources.

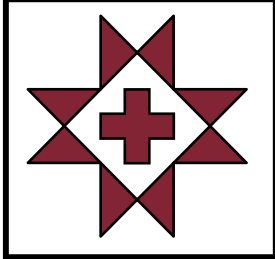
If you are interested in learning more about I Can Cope, call: Susie Hamlin at 606-783-6625

I CAN COPE MEETING “LEARNING ABOUT CANCER”

APRIL 20TH

SCR CAFETERIA D 5:00 PM – 7:00 PM

I Can Cope is a program taught by doctors, nurses, social workers, dietitians, and other health care professionals that are experts in cancer care. This program is sponsored by the American Cancer Society and SCR. It is free and open to anyone facing cancer—patients, family members, and friends. I Can Cope offers the opportunity to learn more about cancer and how to cope with the challenges a cancer diagnosis brings. The topic first meeting will be “Learning About Cancer” and will be presented by Dr. Allen Lim, MD whose specialty is oncology/hematology at SCR. For more information contact Susie Hamlin at 783-6625 or 7763048.



Staff Notice

401(k) Day Celebration

Friday, April 16th

8:00 am to 3:00pm

Enter at Cafeteria C

Offering:

Seminars, Website Instruction, Individual
Appointments with Transamerica
Representatives and Prizes

Half hour Seminars covering:

Market Volatility

Seminar times:

8:00 am , 10:00 am , 12:00 am , 2:00 pm

SIGN UP NOW in the cafeteria for
“Market Volatility” seminars and
your individual appointment with
Transamerica Representative

Attention: CRSS and offices outside of Rowan County only:
Dan Markwell will be visiting your facility on the previously arranged date.

A message from...
 **St. Claire Regional
Medical Center**
Human Resources

APRIL BIRTHDAYS

Evelyn F Harr	3rd Floor North	4/1	Sharon Smith Oldham	Respiratory Therapy	4/16
Jerry Randel McCleese	Information Services	4/1	Mary Grace Sy	Family Medicine -Olive Hill	4/16
Leah-Ann M Owens	Home Health	4/1			
Valerie Campbell	Marketing and PR	4/2	Lois Callahan	Respiratory Therapy	4/17
Dianna K Davis	Laboratory	4/2	Jessica Lynn Henderson	Food Services	4/17
Jenny R. Hamilton	Food Services	4/2	Karen Holifield	Physical Therapy	4/17
Jill Ann Henry	Human Resources	4/2	Angela K. Ramey	ICU	4/17
Sherry L. Parson	Home Health	4/2			
Cody Lucas Plank	Home Medical Equipment	4/2	Edgar Creech	Facilities Management	4/18
			Helen R Ingram	4th Floor Nursing	4/19
Theresa G Hollan	Radiology	4/3	Kathy L Lobo	Infusion Solutions	4/19
			Jimmy Darrell Sneed	Hospitalist Physician	4/19
Karen Sue Adkins	Homemaker II	4/4	Sigrid Oline Turner	Radiology	4/19
Pamela A Boggs	Homemaker II	4/4	Susan Leaberry Victor	Pharmacy	4/19
Kristi Cook	Patient Access	4/4			
Erika Scott Jent	3rd Floor Central	4/4	Traci S Blevins	Family Medicine - Olive Hill	4/20
Beth A Lambert	3rd Floor North	4/4	Caryn R Grim	Radiology	4/20
Carmaleta Oney	Central Billing Office	4/4	Anita Frances Hampton	Health Information Management	4/20
Joshua Owens	Cave Run General Surgery	4/4	David A Price	ICU	4/20
Debra K. Barker	Laboratory	4/5	Tamera Lynn Crager	Mental Health Unit	4/21
Jason Keszler	Radiology Physicians	4/5	Norma Sue Kelsey	St. Claire Regional Outpatient Cent	4/21
Linda M Perry	Respiratory Therapy	4/5	Jana M Moore	3rd Floor Central	4/21
			Regina Ann Thompson	Marketing and PR	4/21
Lucille J. Diehl	Family Medicine - Frenchburg	4/6			
Deidre K Robison	Surgery/Same Day Surgery	4/6	Alma Wilson Donathan	Emergency Department	4/22
			Rebecca Danyell Lewis	Health Information Management	4/22
Christina J Manns	Environmental Services	4/7	Doris Mae Tucker	Morehead NP	4/22
Taylor J. Williams	Information Services	4/7	Jo Ann E West	Home Medical Equipment	4/22
Richard L Shutt	Pharmacy	4/8	Bradley Scott Collins	Sleep Lab	4/23
			Denzil Keeton	Respiratory Therapy	4/23
Karen Long	Family Medicine -Owingsville	4/9	Larry M. Mullins	Anesthesia Professionals	4/23
Kathy A Mays	3rd Floor Central	4/9	Chelcee Elizabeth O'Cull	4th Floor Nursing	4/23
			Leah Marie Stinson	Home Health	4/23
Timothy L Brown	SPD	4/10			
Rosella Jean Littleton	Family Medicine - Carter County Clini	4/10	Heather A Mayhorn	Home Health	4/25
Amy Jo Oney	Homemaker II	4/10	Jamie N. Smith	TCU	4/25
Ashley R Butler	Environmental Services	4/11	Muhammad Anwar	Anesthesia Professionals	4/26
			Stephanie R. Ball	Food Services	4/26
Bobbie Gail Law	Family Medicine - Morehead	4/12	Sandra Dee McClain	Surgery/Same Day Surgery	4/26
Krista Marie McKinney	3rd Floor Central	4/12			
Kennie Jean Nolan	Cave Run General Surgery	4/12	Loretta A Burchett	AHEC	4/27
Kelly Janine Sparks	ICU	4/12	Julie A Butler	Surgery/Same Day Surgery	4/27
			Kayla Dawn Daulton	3rd Floor Central	4/27
Brittany Nicole Davis	Patient Access	4/13	Selena Rae Sloan	Home Health	4/27
David Jeffrey Gevedon	Radiology	4/13			
Cynthia Gulley	Central Billing Office	4/13	Michelle F Bailey	Respiratory Therapy	4/28
Charles Kevin Hale	Infusion Solutions	4/13	Sharon P Lewis	ICU	4/28
Donna Music	3rd Floor North	4/13	Donna Jane Oldfield	Home Health	4/28
Selena Renee Mynhier	Emergency Department	4/13			
			Sheila Lynn Hamilton	St. Claire Regional Outpatient Cent	4/29
Freda Marnell Hughes	Family Medicine - Owingsville	4/14	Stephen J Mularz	Health Information Management	4/29
Cathy White	Patient Access	4/14	Nancy Jane Waltz	Quality Management	4/29
Barbara A Wilson	Home Health	4/14			
			Travis A Bailey	Human Resources	4/30
Melissa Jane Cron	Infusion Solutions	4/15	Lesley Hope Combs	4th Floor Nursing	4/30
Brenda Allen Jefferson	Outpatient Care Center	4/15	Stephanie B Harris	Family Medicine - Morehead	4/30
Mary Phillips	Cave Run General Surgery	4/15			
Risa L. Roe	Radiology	4/15			
Tracy A Henderson	Food Services	4/16			
Staci McClain	Home Health	4/16			
William Louis Melahn	Administration	4/16			

UPCOMING EVENTS

MASQUERADE \$5.00 JEWELRY SALE

Date: April 11th at 9:00 p.m. thru
April 13th at 2:00 p.m.

Location: SCR

Sponsored by the SCR Auxiliary

I CAN COPE MEETING “LEARNING ABOUT CANCER”

Date: April 20th

Location: SCR Cafe' D

Time: 5:00 p.m. – 7:00 p.m.



**St. Claire Regional
Medical Center**

222 Medical Circle • Morehead, KY 40351

Have a SCR article or an upcoming event that you would like to be communicated in the SCR Newsbrief?

Submit your article or event information to Jessica Robinson in Marketing & PR at jlrobinson@st-claire.org. If you are submitting an event please be sure to include the name of the event, date, time, location, as well as whom to contact to receive further information.