

FY2010 INCENTIVE REWARD BREAKFAST



SCR Staff members enjoy the Incentive Reward Breakfast



SCR Leadership distributes incentive awards to staff members

Leadership recognized staff on September 16 and 17 for their hard work and dedication that resulted in all eligible SCR staff receiving a Performance Incentive Award for FY2010 achievements. The incentive award, 1% of base compensation, was based on SCR staff's willingness to take the initiative to achieve SCR's patient satisfaction/quality and financial goals.

EXAMPLES OF FY2010 IMPROVEMENTS:

- Staff rounding in waiting areas and with patients
- Healing Promises customer service standards including "Is there anything I can do for you"
- ED Renovation and Lean Rapid Improvement Project
- Family Medical Supply thank you cards and calls
- Point of Service collection
- Transport Team and Front Lobby Information Desk
- RAC Response Team and EHR contract
- Physician Recruitment Success
- Improved insurance verification resources
- Angioplasty services

"I am very happy to say that SCR will be continuing the Performance Incentive Award opportunity for staff in FY2011. Again, this award will be an organization wide incentive program that links team achievement of patient satisfaction/quality goals and financial targets to receiving an individual lump-sum cash incentive award, which means 1 – 3% potential bonus. It will take a total team effort once again for us to achieve our desired results. On behalf of SCR Leadership, congratulations and thank you for your continued support and commitment to SCR and our mission."

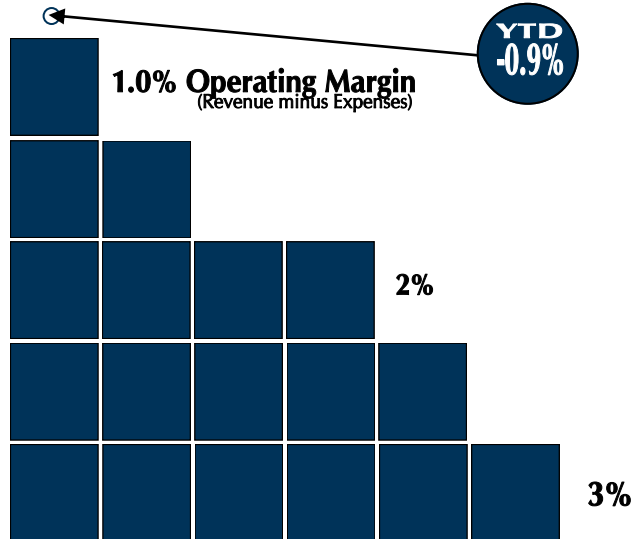
– Mark J. Neff
SCR President/CEO

Performance Incentive Award - FY2011

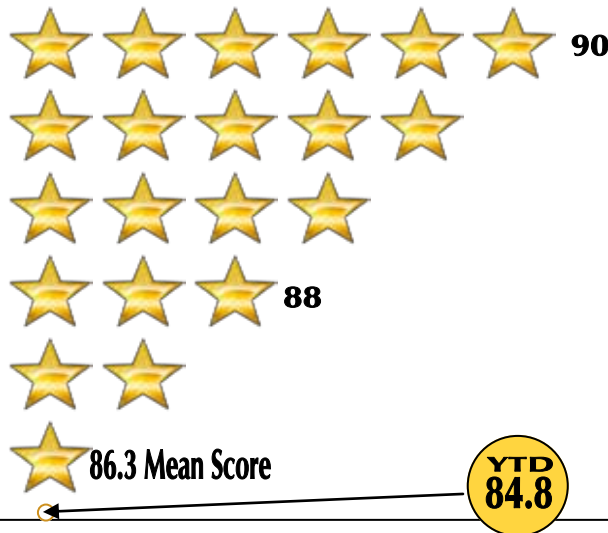
This Award Program
Begins 7/1/2010 &
Ends 6/30/2011.

Basis for Incentive Award

Income
from OPERATIONS



Patient
Satisfaction
Overall SCORE



Potential Award Examples

Maximum Incentive Award

3% & **90** = **3%** your annual base pay

Income from Operations & Patient Satisfaction

No Incentive Award

Below Budget & **86.3** = No Performance Incentive Award Payment

1.0% & Below **86.3** = No Performance Incentive Award Payment

ST. CLAIRE REGIONAL FAMILY MEDICINE SANDY HOOK PROUDLY ANNOUNCES THE ADDITION OF TWANA J. HATTON, D.O.



St. Claire Regional is proud to announce the addition of family medicine physician, Twana J. Hatton, D.O., to our Medical Staff and our Family Medicine location in Sandy Hook. Dr. Hatton has been working with St. Claire Regional Family Medicine as a resident since 2007. She received her medical degree from the Pikeville College School of Osteopathic Medicine in Pikeville, KY.

Hatton, a native of Bath County, says that coming back to the area to practice medicine is a lifelong dream. She states, "I am happy to be serving the Sandy Hook area and to be a part of the community. I am also excited about being a part of the St. Claire Regional family as it is where my family and I received medical services while growing up."

Dr. Hatton is now seeing and accepting new patients. To schedule an appointment with Dr. Hatton call 606-738- 5155.

October is **BREAST CANCER AWARENESS** Month

GO PINK EVENT
wednesday • october 6 • 2010
St. Claire Regional Family Medical Supply

FREE BREAST SCREENINGS

from 8:00 a.m. - 11:30 a.m.

First 50 women receive free mammogram

(Appointment scheduled for later date)



Health Screenings • Refreshments • Door Prizes

HIGHLIGHTING OUR CHAMPIONS

Submitted by: Tracy Stewart

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

EMERGENCY DEPARTMENT

The nurses are a very special people and they were very kind.

My doctor was Dr. Daniels. She was nice to me and a very good doctor. Very efficient.

Everyone was very kind and helpful.

Everyone was very helpful and considerate.

I was very pleased with the courteous treatment I received. I'm very proud of SCR.

My visit to the ER was very good and everyone worked to get me feeling & breathing better.

My mother is 93 years old and my father is 90 years old. Dad & I were both allowed to stay with her. Thank you very much.

Nurse was attentive, kind.

Dr. Sy was attentive, kind.

MEDICAL PRACTICE

Leslie Stamper, ARNP is awesome.

Everyone very nice.

Leslie Stamper, ARNP is wonderful best thing that has come to clinic. Thank you.

Leslie Stamper, ARNP is great.

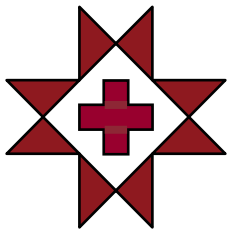
INPATIENT

I like Dr. Phillips very much, and all other staff.

I was treated very good. I would come back if I needed to. The people that worked at hospital were very good to me.

Carol Johnson was my nurse for most of the time that I stayed and she was amazing. Jon Nicole was another of my wonderful nurses.

Dr. Mitchell was very nice, and very sympathetic. I know that I was frustrating and changed my mind a lot about course of action, but he handled it gracefully and was, overall, wonderful



Staff Notice

*Sharing
Hope*

Getting the appropriate cancer care sometimes means patients must travel away from home. This can place an even bigger emotional and financial burden on patients and caregivers during an already challenging time.

The **Hope Lodge in Lexington, Kentucky**, provides free, overnight private rooms for cancer patients and their caregivers, creating an environment which eases both the stress of the cancer journey and the financial challenge of receiving lifesaving treatment.

UK Markey Cancer Center and St. Claire Regional Medical Center are partnering with our community to help hundreds of cancer patients and their families who stay at Hope Lodge.

We are hoping you can **donate paper towels, toilet paper, tissues, cleaning supplies, or laundry detergent** to help ease the load for these patients who come from all across Central and Eastern Kentucky.

By “Sharing Hope” we can all make a difference.

For more information contact:

UKHealthCare[®]
Network Affiliate

Markey Cancer Center

Please bring donations to the drop box outside the SCR Gift Shop



Hope Lodge[®]

Fostering a home-like environment, the Hope Lodge is equipped with a community dining room, kitchen facility, library, and laundry facility. And, most importantly, the Hope Lodge offers encouragement and support from others going through the cancer journey.

CHECK YOUR MEDICINE CABINETS!



**Get rid of your
UNUSED,
EXPIRED,
or UNWANTED
over-the-counter
and prescription
medications
at the first annual**

**NATIONAL
TAKE-BACK
DAY**

**Saturday, September 25, 2010
10 A.M. to 2 P.M.
Carl Perkins Community Center**

NO QUESTIONS ASKED!

sponsored by
Morehead Police Dept., DEA, Rowan Co. Sheriff's Dept.,
Rowan UNITE, and Rowan County Board of Education

A VISIT TO THE EAP COUNSELOR: OUR RESPONSE TO EMOTIONAL DISTRESS

Submitted By: Carol Barnett, PhD, LCSW

I have come to enjoy the sight of friendly smiles at the wee hours of the morning as SCR staff gather around the time clocks, the observation of friends squeezing one more person into the elevator before the door closes, and the sound of positive wishes for a good day by encouraging voices. The experience of a cheerful start to the day is likely not shared by all of our colleagues, co-workers and family members. This can be due to individual difference, or not being a “morning person”, or it could be an indicator of emotional distress.

Recently, a report was published by the CDC (Center for Disease Control and Prevention) that identified Kentucky as ranked dead last in a survey of indicators of frequent mental distress. Respondents in the article published last year in the American Journal of Preventive Medicine were asked to think about their general mental state, including “stress, depression and problems with emotion” and then asked to identify how many days in the past month that their mental health was generally not good.

The researchers, led by Dr. Matthew Zack and David Moriarty, concluded that mental distress resulted from several variables that often included disability and diabetes, or other stressful life events such as unemployment. They also discovered links to the number of days which the sun shines, thus giving sunny Hawaii the ranking of having the “least amount of frequent mental distress.”

Other studies and reports have identified that those most at risk for anxiety are individuals within the age range of 18-24, particularly when those individuals face the responsibilities of young parenthood. Elderly individuals, over the age of 65, are at risk when living on fixed or declining income, lack a support system, or are experiencing loss. Loss is painful—whether a loss of independence, mobility, health, a long-time career, or a loved one. Grieving over these losses is normal, however, losing all hope and joy, however, is not normal. It’s depression.

Common signs and symptoms of depression include:

- Problems with sleeping either too much or very little
- Poor concentration or difficulty completing tasks that were previously easy but are now difficult
- Feeling hopeless and helpless
- Negative thoughts
- Poor appetite or excessive eating
- Irritability
- Thoughts that life is not worth living

Depression is a major risk factor for suicide, therefore, any talk of suicide should be taken seriously and a professional evaluation should be performed immediately.

EAP services are one of the benefits SCR provides to all employees. The staff at St. Claire Counseling is available and willing to help you in gaining the tools you and/or your family need to cope with the events in your life, in addition to more serious conditions such as anxiety and depression. To learn more about depression and other mood disorders in addition to what services are available for you and your family through EAP, call **St. Claire Counseling at 783-6805**.

MENTAL HEALTH SERVICE TO THE COMMUNITY: LIVING THE MISSION

Submitted By: Carolyn Wells, RN-BC

Each year the mental health service line, which includes St. Claire Counseling and the Mental Health Unit, participates in the activities associated with Mental Health Awareness Month. A Mental Health Fair will be hosted in Cafe D. Mental health screenings will be part of the day's events as well as several other groups presenting their programs and resources. Mental Health Services will have a fund raiser lunch with lots of goodies in the lobby of the hospital. Proceeds are going to NAMI of Morehead, which is a support group for families affected by mental illness.

As manager of the mental health unit for the last 25 years, I have been witness to many great deeds of service the staff have provided to the community. None of these services are "required" in job descriptions or have any personal monetary gain. Having said that; however, I believe the value of the experiences is immeasurable. The following highlights just some of the recent activities.

Dr. Salyers, medical director of St. Claire Counseling, provides many extras to the community. Individually she leads a support group for caregivers, serves on the impaired physicians committee, provides instruction to residents and participates in several groundbreaking school initiatives for the prevention of the problems related to mental illness. Additionally she has presented many topical



Dr. Laura Salyers



James Perry, ARNP



Deb Weber, LCSW



Dr. Marc Cruser



Dr. Maria Alboszta



Julia Neill, LCSW



Stever Vice



Carol Barnett, LCSW

programs on depression, grief, and treatment.

James Perry, ARNP see patients in both the inpatient setting and the outpatient setting. For seven years not only has Jim be part of the mental health team he has given his time to help with

projects in the school local system. Jim has read literally hundreds of stories for the Essay contest "When Not to Keep a Secret". This contest helps students identify areas of concern in their lives which they believe should be shared with a trusted adult. We have had multiple State and National winners. Jim, along with Carolyn Wells, Dr. Salyers and the Kentucky Psychiatric Medical Association, implemented a program in Rowan County Middle school last year called "The Science of Mental Illness" from the National Institute of Health (NIH). We hope these evidenced based programs will help remove some of the stigma associated with mental illnesses.

Steve Vice, psychologist, is a therapist in both the inpatient and outpatient services. He has been with St. Claire Regional for over 25 years. Steve has become our specialist in smoking cessation and has volunteered to help with community events. He has also been an advisor to the local drug court.

Julia Neill, LCSW, clinical coordinator for outpatient therapy, has participated in numerous community health screenings during the week and on weekends. Her down

to earth style is appealing particularly to young people. Julia has participated every year in the depression screening events and will be available for the October 1st event also.

Dr. Alboszta spends her day off at the People's Clinic of Morehead sharing her skills with others. She also supports the charitable events and has volunteered to read stories for the essay contest. Dr. Crusier, our children's psychiatrist has done educational programs for various organizations in the community.

Deb Weber, LCSW joined St. Claire Counseling last year and has quickly become an invaluable member of the team. Many know her through her work as the regional expert on domestic violence. Deb was recently a guest on Front Page with Chuck Mraz talking about depression in the work place, presented a stress management class to MSU and also presented a program to our management staff at SCR on customer service.

The staff and nurses on the mental health unit have a tradition of sharing that goes back many years. They have read essays, provided depression screening, raised money for many charities and been the quiet support to families in need during the holidays. One of my personal joys has been to watch the staff enthusiastically wrap gifts for children, mothers and fathers they don't know. These men and women teach me each day what the gift of giving really means.

Regina Thompson, community liaison, coordinates and participates in much of the work done for the community. "Gina" sees the need in her visits throughout the community and identifies individuals on mental health team can meet the need. Her presence on these committees assures that the resources of St. Claire mental health staff are available.

Meet some of these folks on Friday, October 1st at the Mental Health Fair and screening event in Café D from 11:00 a.m. - 5:00 p.m. Take the opportunity to share their healing spirit!

Mental Health Fair

11:00 a.m. - 5:00 p.m.

2nd floor in Cafe. D

Tables and Educational information available on many topics such as:

- Stress ball making and relaxation station
- Educational materials on children's mental health issues
- Depression, anxiety, PTSD and bipolar Screening
- Employee Assistance Program Services available for SCR employees
- Mental health community resources
- UK Positive Parenting Program, Dr. Jeff Reese
- NAMI Morehead, support group information
- SCR mental health professionals available for questions

Contact Regina Thompson for more information 783-6859

A Woman is Diagnosed with Breast Cancer
EVERY 3 MINUTES

Talk to Your Healthcare Provider to
SCHEDULE ANNUAL MAMMOGRAM

During the Month of October
ALL SCR WOMEN
age 35 and older are eligible to receive one

**SCREENING
MAMMOGRAM*
CO-PAY WAIVER**

Waivers are available in
SCR Human Resource Dept.

• This coupon is good for one FREE CO-PAY
on a Screening Mammogram only.
Any further diagnostic services require payment.
ORIGINAL CERTIFICATES ACCEPTED - NO COPIES



**St. Claire Regional
Medical Center**

Diagnostic Imaging

NewHope Clinic

Ministering Hope... ..One Patient at a time.

CELEBRATING 10 YEARS OF SERVICE TO THE COMMUNITY

FRIDAY, OCTOBER 1, 2010

Owingsville First Church of God
320 Slate Avenue
Owingsville, KY

5:30 PM PRAYER SERVICE
6:00 PM FUND RAISING DINNER
Auction to follow....



The Potter's Touch

Women Refreshed Retreat
October 1-3, 2010

Registration required.


Contact Sr. Judi (6738) or Kristi (6513)



2010 Golden Reel Video Contest

SCR is looking for creative teams to produce videos relating to customer service issues and service recovery within their departments. They will be judged, and an awards ceremony for the casts and crews of each project will be held on Oct. 29.



2009 Golden Reel Winner  **"The Devil Almost Made Me Do It"**
Cast & Crew (L-R): Shirley Crawford, Remona Gooding, Megan Lowe, Holly McGlone, Pam Evans, Kathy Mays, Angela Craft and Madison Craft.

PRIZES

Category winners will be honored at the awards ceremony. The overall winner will receive a trophy and \$500 to split among themselves OR for the in-house cause of their choice.

CATEGORIES

- Drama/Soap Opera
- Comedy
- Reality
- Sci-Fi/Fantasy

REQUIREMENTS

Completed videos must be submitted in MPEG format.

VIDEO CONTENT

Must be rated G or PG and must pertain to customer service. It should run no longer than 15 minutes.

DEADLINE

October 4. (Please submit entries on DVD or jump drive to Janie Waltz in the Patient Representative's Office.)

FOR MORE INFORMATION

Contact Janie Waltz at ext. 6591 or Tom Lewis at ext. 6511.



OCTOBER BIRTHDAYS

Rhonda J Elliott	Homemaker II	10/1	Donna E Conkright	FM - Sandy Hook	10/18
Jesse F. Perry	Pastoral Care	10/1	Monica G. Frye	Home Health	10/18
Violet D Vago	Home Health	10/1	Nicole R Gifford	Nursing Administration	10/18
Randa Michelle Hall	3rd Floor Central	10/2	Shirley P King	Float Dept - Unit Sec	10/18
Martha N. Mays	TCU	10/2	Chrystal L. Potter	Hospitalist Physician	10/18
Rachel L Short	FM - Frenchburg	10/2	Brenda Kay Reynolds	Radiology	10/18
Linda Smith-Dike	MSU Caudill Health Clinic	10/2	Christopher Paul Sparks	Information Services	10/18
Melissa Carpenter Yates	Surgery/Same Day Surgery	10/2	Karen L. Stone	Surgery/Same Day Surgery	10/18
Judine Lambert	Administration	10/3	Amber Toller	4th Floor Nursing	10/18
Daniael N Hamm	Emergency Department	10/4	Lanetta Dawn Winkleman	3rd Floor North	10/18
Pauline Maddix	Environmental Services	10/4	Kendall L. Bloomfield	Financial Services	10/19
Anna Ratliff	Environmental Services	10/4	Trisha R Hampton	Home Health	10/19
Ryan R Adkins	Food Services	10/5	William Gregg Barton	Financial Services	10/20
Morgan Burkhart	Radiology	10/5	Mary R Staton	Mental Health Unit	10/20
Shannon Caskey	4th Floor Nursing	10/5	Joshua Andrew Weikle	Food Services	10/20
Bonnie Louise Cooper	St. Claire Regional Outpatient Cent	10/5	Jo Frances Chapman	Cardiac Rehab	10/21
Dessie Gulley	Rehab Unit	10/5	Christopher Allen Greene	Information Services	10/21
Kelley J Mobley	Laboratory	10/5	Lisa Ann Lawhorn	Surgery/Same Day Surgery	10/21
Sherry Lynn Peyton	Environmental Services	10/5	Shawnte LeRae Nichols	Pharmacy	10/21
Emmala J Stamm	3rd Floor North	10/5	Drema D. Tolliver	Patient Financial Services	10/21
Maria H Alboszta	St. Claire Counseling Services	10/6	Brittany Counts	St. Claire Regional Outpatient Cent	10/22
Christopher B. Cross	Hospitalist Physician	10/6	Jo Ann Griffith	Physical Therapy	10/22
Stephen Justice	Radiology	10/6	Tara Rae Watson	Emergency Department	10/22
Brenda G Pendleton	Home Health	10/6	Andrea E. Bloomfield	Laboratory	10/23
Samantha J Skaggs	Home Health	10/6	Norma Jean Ginter	Cave Run Clinic Administration	10/23
Joyce Sue Austin	Environmental Services	10/7	Marilyn Denise Staley	Respiratory Therapy	10/23
Sandra K. McClure	TCU	10/7	Tamara Laven Brandenburg	Laboratory	10/24
Rhonda S. Thomas	Radiology	10/7	Robin Gail McGlothen	Outpatient Care Center	10/24
Tena L. Eldridge	Respiratory Therapy	10/9	Linda S Kidd	Environmental Services	10/25
Linda Parker	Surgery/Same Day Surgery	10/9	Kristy J Layne	3rd Floor North	10/25
Kimberly L Quesinberry	Cave Run General Surgery	10/9	Melissa D Montgomery	Emergency Department	10/25
Charles A Ratliff	EKG	10/9	Kayla D Rose	AHEC	10/25
Cortney P. Johnson	Emergency Department	10/10	Ryane Michelle Davis	Emergency Department	10/26
Lula Mae Pecco	3rd Floor North	10/10	Carolyn A Moore	Nursing Administration	10/26
Rocky Lee Stacy	Primary Care Administration	10/10	Cassandra Porter	Laboratory	10/26
Naomi Irene Williams	Nursing Administration	10/10	Michael Terrill	Emergency Department	10/26
Lindsay Adkins	Patient Access	10/11	Clara Ann Vance	Cave Run General Surgery	10/26
Natalie Lisa Back	FM - Morehead	10/11	Bonnie S Bausch	Nursing Administration	10/27
Pamela K Hanshaw	Health Information Management	10/11	Charles Mers	Environmental Services	10/27
Wilma Jean Markwell	Food Services	10/11	Billie Jo Reynolds	Radiology	10/27
Sheila Ann Brown	Palliative Care	10/12	Gregory Reynolds	Hospitalist Physician	10/27
Melanie Cornett	Patient Access	10/12	Stephanie Kay Hampton	Outpatient Care Center	10/28
Tracy Jean Mabry	Health Information Management	10/12	Twana J Hatton	FM - Sandy Hook	10/28
Stephanie R. Robinson	ICU	10/12	Brenda E Logan	Pulmonary Rehab	10/28
Sheila L Whittaker	Facilities Management	10/12	Erica Renee Murphy	Home Health	10/28
Chris M French	Nursing Administration	10/13	Carolyn S Barnes	Cave Run General Surgery	10/29
Lisa B Stamper	Patient Access	10/13	Ray Melvin Evans Jr.	Infusion Solutions	10/29
Rebecca Jo Hitchcock	Quality Management	10/14	John C. Gibson	Information Services	10/29
Christina Sue Pattison	Patient Financial Services	10/14	Kari Gulley	Health Information Management	10/29
Melissa A Arthurs	Social Services	10/15	Regina S Pettit	Outpatient Care Center	10/29
Rebecca Jean Caudill	Rehab Physician Care	10/15	Lori Lynn Crouch	FM- Owingsville	10/30
Pamela Hughes	Pharmacy	10/15	Christopher Dean	Environmental Services	10/30
Stephanie A Jolly	Home Health	10/15	Scottie L Fultz	Security Services	10/30
Matthew W Caudill	Laboratory	10/16	Pamela Maxine Robbins	Float Dept - Unit Sec	10/30
Margaret I Conn	Emergency Department	10/16	Eugene Dehart	Mental Health Unit	10/31
Rita Marie Sammons	TCU	10/16	Laura T Ellis	FM - Morehead	10/31
Tabitha Sims	4th Floor Nursing	10/16	Amanda S Williams	Emergency Department	10/31
Sherry Lynn Crouch	Pathology	10/17			
Robin Dorene Robinson	Homemaker II	10/17			

UPCOMING EVENTS

HEALTH REFORM'S IMPACT ON KENTUCKY PHYSICIANS PRESENTED BY: PATRICK PADGETT

Date: September 23

Location: Café D

RSVP with Brandi Poskas at bcposkas@st-claire.org

HYPERNATREMIA PRESENTED BY: DR HILLER

Date: September 29

Time: 12:30 p.m. - 1:30 p.m.

Location: Café D

RSVP with Brandi Poskas at bcposkas@st-claire.org

EXERCISE IS MEDICINE PRESENTED BY: MARK DEATON & EMILY FULTON

Date: September 30

Time: Registration 5:30 pm – 6:00 pm

Program 6:00 pm – 7:00 pm

Location: Room 102D, CHER Building

RSVP with Brandi Poskas at bcposkas@st-claire.org

MENTAL HEALTH SERVICES & NAMI MOREHEAD TACO SALAD SALE

Date: October 1

Time: 11:00 a.m. - 2:00 p.m.

Location: SCR Gift Shop

\$5 Salad, Drink, and Dessert

Contact Regina Thompson for more information 783-6859

FREE HEALTH SCREENING

Date: October 7

Time: 9:00 a.m. - 11:30 a.m.

Location: Carte County Senior Citizen Center

Contact Regina Thompson for more information 783-6859

You're invited!

Join us in celebration for:

Roger Russell

Roger is retiring with **23 Years** of dedicated service.

Where: St. Claire Regional Medical Center
2nd Floor - Cafeteria D

222 Medical Circle, Morehead, KY 40351

When: September 27, 2010 from 2:00 - 4:00 p.m.

Refreshments will be served.

Contact Information: HR 606-783-6585



**St. Claire Regional
Medical Center**

**Amazing • Medicine
Close to Home**