



DIAGNOSTIC IMAGING STAFF PARTICIPATE IN 5K RUN/WALK FUNDRAISER

Submitted by: Kevin Sharp



*front row (l-r) Becky Stamper, Sigrid Adams, David Gevedon, Courtney Hollingsworth, Allison Fultz
back row (l-r) Tiffany Clark, Lecann O'Bryan, Matt Lewis, Shelly Kidd, Kevin Sharp*

Twenty - three employees of the St. Claire Regional Diagnostic Imaging Department recently participated in the Habitat for Humanity and Blessing Hands 5K Run/ Walk on Saturday October 3rd. The Run/ Walk for families started at the Moonlight Stage on First Street and participants followed the course running through Morehead State University and downtown Morehead.

The Run/Walk event was a fund-raiser for two local charities: the Morehead Chapter of Habitat for Humanity and Blessing Hands, a local organization serving the educational needs of Morehead's sister city, Yangshuo, China.

SCR's Diagnostic Imaging Department, led by nuclear medicine technologist, Kevin Sharp and registered nurse, Tiffany Clark, sponsored a team comprising of twenty – three runners and walkers. Together,

through fund – raising and donations, “Team Rad” collected \$1,000 to benefit these two charities. “Team Rad” received special recognition at the run/walk award ceremony for having raised the largest sum of donations.

Members of the SCR Diagnostic Imaging Department “Team Rad” were:

- | | |
|------------------------|------------------|
| Allison Fultz | Kristy Perry |
| Lisa Henderson | Jessica Baldrige |
| Tania Cornett | Lee Ann O'Bryan |
| Caryn Grim | Scott Miller |
| Rhonda Thomas | Ashley Brown |
| Courtney Hollingsworth | Tammie Phillips |
| Rebecca Stamper | Kevin Sharp |
| Sigrid Adams | Tiffany Clark |
| Shelly Kidd | David Gevedon |
| Jessica Cox | Matt Lewis |
| Casey Johnson | Morgan Burkhart |
| Casey Razor | |

In addition to the Team Rad runners and walkers, Dr. Craig Butler of SCR Diagnostic Imaging generously contributed three University of Kentucky football tickets which were raffled as part of the fund raising activities.

SCR FAMILY MEDICAL SUPPLY IS POSITIVELY PINK

In celebration of Breast Cancer Awareness Month, St. Claire Regional (SCR) Family Medical Supply is offering a Free Fitting Day on Wednesday, October 28th from 9:00 a.m. to 6:00 p.m. All breast cancer survivors are invited to join the Positively Pink festivities.

Pam Ferrell, breast cancer survivor and motivational speaker, will be on-hand for inspiration and laughter. Beverly Powell, of Beverly Hills Beauty Salon and participant of the American Cancer Society's "Look Good, Feel Good" program will offer free makeovers and wig fittings for survivors. Information from the American Cancer Society and refreshments will be available. The Pink Ladies, MSU young ladies' philanthropic group, will be assisting throughout the day.

SCR Family Medical Supply is introducing Amoena, post-breast surgery products. Certified fitters will be available by appointment to measure and suggest the most suitable

post-breast surgery products. We will be providing services for patients immediately following lumpectomy, mastectomy and reconstruction surgeries. The staff will work with each survivor to provide a friendly atmosphere, innovative products and education resources before and after surgery.

St. Claire Regional Family Medical Supply retail store carries a large inventory of quality home medical supplies and equipment as well as day-to-day healthy living items. Providing more than 4,000 sq. foot of retail space and Free in home delivery, St. Claire Regional Family Medical Supply is conveniently located in Kroger Shopping Center across from Lowes in Morehead.

Please contact Amanda Ramey at 606-784-2414 to schedule a fitting appointment or to participate in the Free Fitting Day.

HOUSING NEEDED FOR HEALTH CARE STUDENTS ON CLINICAL ROTATION

Submitted by: Kayla Rose



Many health care students from the University of Kentucky, University of Louisville, Pikeville College of Osteopathic Medicine and others conduct part of their clinical rotations with physicians and other health care professionals in the Bath, Carter, Elliott, Fleming, Mason, Montgomery, Menifee, and Rowan county areas.

Students are in need of clean, safe housing for the month that they are in town.

UK will pay \$80 per week, all others pay \$70 week; if you can provide a furnished bedroom, access to a bathroom and kitchen. Students will adhere to your house rules.

If you are interested in serving as a housing host, or have further questions, please contact:

Julie Stephens, Student Services Coordinator Northeast KY Area Health Education Center (AHEC) and 606.783.6470 or jbstephens@st-claire.org

October is **BREAST CANCER AWARENESS** Month

Make early detection a habit for life

Schedule your mammography screening in the month of October to be entered to win a gift basket.

606.783.6761

The date scheduled for the screening mammogram does not need to be in the month of October to be entered in the giveaway.

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



One of the best defenses against breast cancer is a yearly mammogram



HIGHLIGHTING OUR CHAMPIONS

Submitted by: Sonya Brown

The following comments are from our patients that completed our Press Ganey patient satisfaction survey during the month of September.

I commend **Shane Whitaker** from Morgan County for the skill in taking blood. I have a fear of needles and I honestly did not feel a thing. He is a special, caring individual.

I had all wonderful nurses & CNA. Very friendly, kind, compassionate, & knowledgeable. (3Central)

I know of nothing that could have been improved upon - Great group of nurses!!!! (3North)

Drs. Conn and Carpenter were excellent - Made me feel that they were concerned about my health.

The nurses were so friendly & good. (3Central)

The nurses took excellent care of me. (3Central)

Two nurses were outstanding, Marsha and Tammy. (3North)

Dr. Burton - awesome - caring - concerned - wonderful - dynamite - omega - beginning & end.

Nurses names that were awesome & caring - always Angie, Jeannie, Anita, Mega, Dessee, Brittany, Erica, Connie, Charla, Mandy, Ann, Nicole, Krista, Debra, Jana, Lisa, Ramona of these were very concerned & caring!!!! 3rd & 5th floor are wonderful.

Excellent nurses and aides. Best of anywhere have even been. (3North)

Dr. Scott - Excellent. **Dr. Crouse** - Excellent surgeon.

I would go no where else or my family but St. Claire. Have... many times.

The nurses were the BEST EVER!! (4Central)

The nurses and aids were excellent in all aspects. (3Central)

They have the most wonderful nurses at St. Claire. They put you at ease. (ICU)

Couldn't ask for nicer place or people. We are lucky to have St. Claire in our area.

I had the best doctor any one could ask for. I had seen **Dr. Daniels** two times. She is a very good doctor wish she had an office I would go to her.

Couldn't be treated any better. I was proud of them all. (Emergency Department)

It was all good. Treated me good, like a person wants to be treated. (Emergency Department)

I felt like I had her complete attention, even though there were a lot of patients. (**Dr. Daniels**)

SCR ADVANCED WOUND CARE NOW OFFERING HYPERBARIC OXYGEN THERAPY



St. Claire Regional (SCR) Advanced Wound Care recently expanded services with the addition of Hyperbaric Oxygen (HBO) Therapy. This treatment provides an even more advanced healing therapy for patients who suffer from non-healing wounds. Every year, approximately 6 million Americans suffer from chronic open sores caused by diabetes, circulatory problems and many other conditions. Patients include people with diabetes, leg ulcers, non-healing surgical wounds, foot ulcers, radiation skin reactions, trauma wounds, burns or any problematic wound.

“Chronic wound care is emerging as one of the major health challenges for the future. Not only is the American population getting older, but people are becoming chronically ill at younger ages,” says Karen Holifield, SCR Advanced Wound Care Director.

Age, smoking, poor dietary habits and obesity can increase a person’s risk of developing a chronic wound. Conditions such as hypertension and diabetes also increase a person’s risk because they limit blood flow and slow the body’s healing process. Hyperbaric Oxygen Therapy accelerates healing and helps fight infection by quickly delivering high concentrations of oxygen to the bloodstream. During the painless treatments patients breathe 100% oxygen inside a pressurized chamber. Hyperbaric oxygen therapy is indicated for approximately 20% of wound care patients.

If you have a wound that won’t heal, ask your healthcare provider about SCR Advanced Wound Care services or contact 606.783.6857 for more information.

FLU PREVENTION AND AWARENESS EDUCATIONAL EVENT

SCR will be hosting a “Flu Prevention and Awareness” event

Thursday, October 22nd
from
4:00 p.m. to 7:00 p.m.
at the
SCR main entrance.

Educational pamphlets, prevention tips and free hand sanitizer will be available. Nursing staff from SCR employee health and infection control will be on hand to discuss questions and concerns regarding the flu.

For more information on the flu prevention and awareness event please contact 606.783.6649.

Amazing • Medicine Close to Home

SCR NOVEMBER BIRTHDAYS

Jennifer L. Meade	Health Information Management	11/ 1	Brent D Barnette	Facilities Management	11/16
Merry-Jo Lynne Cloud	3rd Floor Central	11/ 2	Shirley A Caudill	Development	11/16
Kathy Faye Hall	Food Services	11/ 2	Judy Lynn Easterling	Mental Health Unit	11/16
			James T Lee	Radiology Physicians	11/16
			Anthony D. Weaver	Hospitalist Physician	11/16
Tammy Ann Bailey	3rd Floor North	11/ 3			
JiSun Choe	Hospitalist Physician	11/ 3	Sherry Kay Adkins	Clinical Nutrition	11/17
Mary E. C. Ferguson	Cave Run General Surgery	11/ 3			
Danielle Renee Halbleib	AHEC	11/ 3	Jeffrey Dean Butts	Environmental Services	11/18
Sylvia A Kerr	Family Medicine - Morehead	11/ 3	Tammy Davis	Health Information Management	11/18
Karen Silvey	Quality Management	11/ 3	Tamara R Helton	Nursing Administration	11/18
			Margaret Mary Mouch	Administration	11/18
Tara Beth Mays	3rd Floor Central	11/ 4	Andrea L Story	Quality Management	11/18
Rebecca A Roysel	Hospice	11/ 4			
			Carrie Ann McClain	3rd Floor Central	11/19
Mark Gibson	Physical Therapy	11/ 5	Diana Jo Stegall	Patient Access	11/19
Richard W Proudfoot	Cave Run General Surgery	11/ 5			
Brenda C Stanley	Financial Services	11/ 5	Sarah Jane Brown	4th Floor Nursing	11/20
			Jaclyn F Lewis	Respiratory Therapy	11/20
Chad Daniel Collett	Information Services	11/ 6	Shirley Ann Prater	Home Health	11/20
Robert Combs	Social Services	11/ 6	Lori A Reynolds	Home Health	11/20
Beverly Jo Penix	3rd Floor North	11/ 6	Rachel L. Young	Health Information Management	11/20
Kymerly Little-Bailey	Emergency Department	11/ 7	Tona Y Kidd	Float Dept - Unit Sec	11/21
Sherry Lynn Reynolds	Family Medicine - Sandy Hook	11/ 7			
Clinic			Zaheer Uddin Ahmed	St. Claire Counseling Services	11/22
Jackie D Stamper	Patient Financial Services	11/ 7	Victoria Jayne Kittle	Home Health	11/22
Jeffrey Wicker	Emergency Physicians	11/ 7	Kimberly Scott McClain	Family Medicine - Morehead	11/22
			Mark J Neff	Administration	11/22
Teresa Jo Chandler	3rd Floor North	11/ 8	Donna D. Stanton	Hospitalist Physician	11/22
Gregor Dike	Emergency Department	11/ 8	Ryan Stanton	Emergency Physicians	11/22
Levonda L Thomas	Family Medicine - Owingsville	11/ 8			
Steven D Vice	Mental Health Unit	11/ 8	Cyndea L. Farrow	Laboratory	11/23
			Courtney Hollingsworth	Radiology	11/23
Amanda Glover	Float Dept - Unit Sec	11/ 9	Ann Louise Colbert	Palliative Care	11/25
Angela Gail Price	3rd Floor North	11/10	Ashley G Christy	Respiratory Therapy	11/26
Ronnie R Reynolds	Facilities Management	11/10	Patricia Pergrem	Environmental Services	11/26
Wanda S Routt	Laboratory	11/11	Kiana M Cunningham	TCU	11/27
Beverly Jill Cornett	Food Services	11/12	Cheryl Gale Bussell	Outpatient Care Center	11/28
Linda L Craft	Hospice	11/12	Patrick A Dillon	Home Health	11/28
Amanda J Johnson	Physical Therapy	11/12	Cherie Renee Ogden	Mental Health Unit	11/28
Patricia Kiser	Health Management Resources	11/12	Joseph F. Pierce	Family Medicine Administration	11/28
Amy Bond Lewis	Physical Therapy	11/12	Rita D Shumate	Cytology	11/28
Mohammad A Siddiqui	Pharmacy	11/12	Sherry J Swim	Home Health	11/28
April Adkins	Respiratory Therapy	11/13	Alfred K Hicks	Cave Run General Surgery	11/29
Honey Baker	Nursing Administration	11/13	Thomas C Knopp	Hospitalist Physician	11/29
Amy E. Barnes	3rd Floor North	11/13			
Nicole June Brewer	ICU	11/13			
Philip Stanley Nelson	Infusion Solutions	11/13	Paula Ann Collins	Float Dept - Unit Sec	11/30
			Susanna O Haney	Home Health	11/30
Evelyn J Erwin	Homemaker II	11/14	Linda Gail McKee	Surgery/Same Day Surgery	11/30
			Joel E. Porter	Family Medicine - Menifee Dental	11/30
Julie C Allen	Home Health	11/15			
Timothy James Blevins	Food Services	11/15			
Shelly Don Kidd	Radiology	11/15			

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

Presents

Fall Festival 2009

**Event for staff & volunteers
and their immediate family**

Date: Saturday October 24, 2009*
Rain date: Sunday October 25, 2009
Time: 1:00pm to 5:00pm
Place: Harold White's Picnic Area
*In case of rain call 783-7500

Rock Climbing Wall



Food will be served from 1pm to 4:30pm!

Attention:

We have noticed that many people bring their own chairs and blankets to the picnic in the past and thought what a great idea. So for our new Fall Festival we are asking that everyone bring chairs and/or blankets as we will not be providing tables or chairs. It will give our Festival a more country old time festival appeal. Thanks and we hope that you have a great time.

Dianna Bentley, Empact Leader

Event Schedule:

1:00 – Picnic begins
1:30 – Halloween Costume Contest
2:00 – 4:00 - Hayrides
3:00 – Story Telling (pending)

Other activities:

Corn- hole games
Tattoo (temporary) Booth
Morehead Fire Truck

Dragon Hide-n-Slide



Super Slide



Halloween Costume Contest
Judging begins promptly at 1:30

Categories:

Prettiest
Scariest
Most Original

Ages Groups

0 – 4
5 – 9
10 - 12

Menu:
Hamburgers
Hot Dogs
Baked Beans
Chips
Cookies
Iced Tea
Lemonade
Kool-aid

No Swimming Allowed!
No Alcoholic Beverages Allowed!

Disclaimer: St. Claire Regional Medical Center will not be held responsible for accidents

UPCOMING EVENTS

BLS RECERTIFICATION

Date: Friday, October 16, 2009

Location: SCR Outreach Conference Room

Program: 2:00 p.m. - 4:30 p.m.

MUST PRE-REGISTER with AHEC
RSVP to lkwilliams@st-claire.org or 783-6431

KASPER UPDATE

Date: Tuesday, October 20, 2009

Location: Cafe' D

Dinner/Registration: 5:30 p.m.

Program: 6:00 p.m. - 7:00 p.m.

Speaker: Dave Sallengs, RPh

RSVP to lkwilliams@st-claire.org or 783-6431

ALZHEIMER'S SUPPORT GROUP MEETING

Date: Thursday, October 22, 2009

Location: TeleCare Conference Room

Program: 6:30 p.m. - 8:00 p.m.

Topics: Caring for the Caregiver and Helpful tips to prepare for the holiday season.

RSVP to Mary Horsley at 783-6864

HEALTHY LIVING SERIES- FREE HEALTH SCREENINGS

Date: Tuesday, November 3, 2009

Location: SCR Family Medical Supply

Program: 9:00 a.m. - 12:00 p.m.

Topics: Free health screenings will include: Blood Pressure, Cholesterol, Glucose, Pulse Rate & Oxygen. Romeo Sporic, MD and Sayama Rashid, MD will review screening results, provide framingham heart scores, and discuss health questions.

CUSTOMER SERVICE LESSONS FROM THE MOUSE

Submitted by: Janie Waltz

Lesson Four Little Wows Add Up

Walt Disney World guests often exclaim, "It seems like Disney employees will do anything to make a guest happy!" And while cast members may sometimes do extraordinary things – like arranging for a family to be grand marshals of the parade – cast members are usually extremely busy loading people on rides, scooping ice cream nonstop, sweeping the streets, checking guests into hotels, and so on. While they create "big wows" when they can, the reality is that cast members focus on doing little things that wow, such as asking guests where they're from, taking a quick photo for a family, or just smiling sincerely.

While these examples represent genuine acts of kindness, they don't necessarily knock your socks off. But the magic of these little wows is that they add up. Small, yet sincere personalized actions, as they accumulate, have a tremendous impact. When these wowed guests leave at the conclusion of their vacations, they can't wait to come back. And they tell their friends, "Disney employees will do anything to make a guest happy!"

While it can be a daunting task to constantly come up with grandiose gestures that dazzle customers, it's pretty easy to come up with behaviors that cause a customer to simply think, "That was nice." Think of a time when a company's employee remembered something about you, paid attention to your children, or shared some useful information you didn't know about a product. These are all examples of little wows. And while taken individually these actions may seem like no big deal, little wows add up.

So, while the big wows are wonderful (and we should all create them when we can), the real magic is consistently creating little wows.

Press Ganey Conference 2008. Snow and Associates, Inc.