

UPCOMING EVENTS

SCR AUXILIARY HANDBAGS & GIFTS SALE

Date: November 9 & November 10

Location: Cafe A & B

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

SCR AUXILIARY HOME INTERIOR & GIFT SALE

Date: November 16 & 17

Location: Cafe A & B

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

SCR AUXILIARY RONDA MACKIN SCENTED CREATIONS

Date: November 19

Location: SCR Lobby

Program: 6:30 a.m. - 6:30 p.m.

SCR AUXILIARY BAKE SALE

Date: November 24 & 25

Location: SCR Lobby in Front of the Gift Shop

Program: 8:00 a.m. - 5:00 p.m.

ST. CLAIRE COUNSELING RECEPTION

Date: November 24

Location: St. Claire Counseling

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

Please come out and join us in welcoming Deb Weber, LCSW and enjoy the beautiful Morehead Art Guild exhibit. Refreshments will be served and the public is invited to attend.

SCR TREE LIGHTING CEREMONY

Date: December 3

Location: SCR Main Lobby

Program: 10:00 a.m.



**St. Claire Regional
Medical Center**

222 Medical Circle • Morehead, KY 40351

WELCOME NEW SCR STAFF

Stephanie Adkins

Robert Besselman

Ryan Blalock

Thomas Cibiras

Kasandra Coffee

Jill Cook

Jessica Copher

Michaela D Fultz

Sarah Lynn Gilliam

Willard Howard

Crystal Little

Dillon Little

Logan, William

Terisa Montgomery

Kirby Ogden

Lisa Parker

Angelia P Ross.

Diane Smith

Sasha Spencer

Jamie Stephens

Alice Michelle Thomas

Joanne Turner

Lois J Vice.

Deborah Weber

Home Health

Environmental Services

Emergency Department

Anesthesia Professionals

Cave Run General Surgery

Home Health

ICU

Emergency Department

3rd Floor North

Nursing Administration

Float Dept - Unit Sec

Food Services

Emergency Department

Emergency Department

Nursing Administration

4th Floor Nursing

Respiratory Therapy

Home Health

Cave Run General Surgery

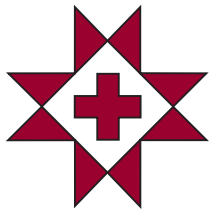
Environmental Services

Laboratory

Patient Access

Nursing Administration

St. Claire Counseling Services



3 Central - "The Devil Almost Made Me Do It"



SCR Counseling - "Jay & Co at the Movies"



Outpatient Care - "Through Pixies"

CONGRATULATIONS 3 CENTRAL - 2009 GOLDEN REEL AWARD OVERALL WINNER

Submitted by: Sonya Brown

Quality Management had three videos submitted this year for the Golden Reel competition: 3 Central with "The Devil Almost Made Me Do It", St. Claire Counseling with "Jay & Co at the Movies" and Outpatient Care with "Through Pixies".

Everyone did a great job and had a lot of fun at the awards ceremony. Be sure to check the videos out on the Intranet. Once you're on the Intranet site, go to Customer Service Videos, Customer Service Videos 2009. If you have trouble playing the videos you may need to contact the Helpdesk.

Everyone was a winner!

Best Drama and Best Comedy Videos

"Jay & Co at the Movies" – SCR Counseling

Best Reality Video

"The Devil Almost Made Me Do It" – 3 Central

Best Science Fiction Video

"Through Pixies" – Outpatient Care

Best Actor/Actress

Pam Evans of 3 Central for her role as Nurse Nellie

Amazing • Medicine Close to Home

SCR FAMILY MEDICINE RESIDENCY GRADUATION AND TEACHING AWARDS BANQUET

Submitted by: Carla Terry

The SCR Family Medicine Residency held its fourth graduation ceremony on August 15, 2009. Tatiana Cardoso, M.D. and Sudha Challa, M.D. were honored during the graduation banquet. Dr. Cardoso will be joining a family medicine private practice in Vancouver, Canada. Dr. Challa will be completing a Fellowship in Geriatric Medicine at the University of Louisville.

Resident selected teaching awards were presented to outstanding teachers in Family Medicine and a Specialty Rotation. Recipients were Amy Conley-Sallaz, M.D., for Family Medicine and O. Thomas Newcomb, M.D., for Urology.



Twana Hatton, D.O., Chief Resident; William Melahn, M.D. Site Director and Amy Conley-Sallaz, M.D.



SCR Family Medicine residency graduates pictured l to r: Dr. Punnanivanam Ravisankar-2006; Dr. Sudha Challa-2009; Dr. Tatiana Cardoso-2009; Dr. Tetyana Tackett-2008; Dr. Denis Alier- 2008



Twana Hatton, D.O., Chief Resident; William Melahn, M.D., Site Director and O. Thomas Newcomb, M.D.

 **St. Claire Regional
Medical Center**
Family Medicine Residency

CUSTOMER SERVICE LESSONS FROM THE MOUSE

Lesson 5

Know What Frustrates Customers and Do Something About it

Submitted by: Janie Waltz

While Disney World's mission is to create magic for guests, sometimes less-than-magical events occur. Guests often save for years to visit Disney World, and their expectations are understandably high. Any glitch in the experience can easily cause frustration that is out of proportion to the actual problem – but the guests' perception of the problem is the only perception that counts.

Rather than ignore those problems, however, Disney faces them head on. Disney "Imagineers" have addressed the wait-time issue in a number of ways, such as posting wait-time signs, and providing entertainment while guests stand in line. Most recently Disney World created Fastpass – a process where guests can make reservations to go on major attractions, reducing wait times dramatically. These are all examples of finding out what frustrates customers and doing something about it.

Most customers have experienced company processes that just don't make sense and cause intense frustration. Sometimes a particular process has been in place so long that the organization simply forgets how irritating it is to customers. Other times the organization decides that their convenience is more important than the customer's convenience.

All it takes to successfully apply Lesson 5 is an understanding of how customers interact with your organization and to identify any "points of pain." When asked, most customers are quick to share what frustrates them. Frontline employees are another source of information regarding customer frustrations. After all, those employees are usually the ones who bear the brunt of the customer's irritation. And when a company identifies customer frustrations and takes steps to alleviate the problem, they set themselves apart from the competition.

Service Recovery

No matter how hard we try to create an excellent customer experience, there will be those times when things go wrong. How the organization handles a service failure will determine whether a customer's loyalty is retained or not.

SCR Service Recovery

Remember to have "A HEART" - Customers will feel you understand the nature of his/her problem. They will know you are sorry the situation occurred and that you tried to 'fix it'.

A ~ Apologize

H ~ Hear Them Out


E ~ Empathize

A ~ Ask Questions

R ~ Respond

T ~ Thank The Customer

Press Ganey Conference 2008. Snow and Associates, Inc.

A desk with a compass, glasses, a magnifying glass, and a photograph of a family. The background is a warm, golden-brown color with a soft glow.

Funny how you'll plan
every aspect of every trip...
except the most important
one you'll ever take.

When you embark on your end-of-life journey, how will you spend your precious time? Where will you stay along the way? Who will provide you with care and comfort? The goal of *hospice and palliative care* is to make sure your final journey is what you want it to be and that you'll have peaceful memories your family will share. As with all trips, information is the starting point.



**St. Claire Regional
Medical Center**

Hospice & Palliative Care

SCR SAFE FUND ARTS & CRAFT RAFFLE NOVEMBER 9TH

The St. Claire Assistance Fund for Employees (SAFE) is a fund that helps SCR employees at critical times. Over the past 7 years, SAFE has provided more than 200 employees with approximately \$102,267 in assistance. SAFE is funded with charitable donations and various fund-raising activities.

There will be another SAFE Arts and Crafts Raffle the week of November 9 and this will be the last raffle for this year. **Raffle tickets will be \$1 each, or 6 tickets for \$5**—a small amount for each person who buys a chance, but the funds raised may make a huge difference for fellow employees. Tickets will be sold during lunch, on 2nd floor, in the hallway outside the front elevators.

Items to be raffled include

2 hand-knitted hats

Crocheted baby blanket

A Drawing

A Painted Tin

Painting

Crocheted bag dispenser.

All of the items that have been raffled this year were donated by SCR employees, giving us an opportunity to see their talents.

SCR DIAGNOSTIC IMAGING SUCCESSFULLY COMPLETES FDA INSPECTION

SCR Diagnostic Imaging recently completed their FDA Mammography inspection at the medical center and outpatient center. The diagnostic imaging department must annually meet strict FDA guidelines to provide mammography services. Louise Lamb, mammography supervisor, did an excellent job preparing for the certification, the inspector commented on the quality and detail of our records.

ENVIRONMENTAL SERVICES EMPLOYEE OF THE MONTH

Submitted by: Glenda May



September 2009

Charles Mers was selected as employee of the month for September 2009.

Charlie has been an employee of SRC for six months. In the past six month Charlie has proven himself over and over. He is our Utility

Assistant. You may see his smiling face anywhere in the hospital. He is a great team player and we are proud to have him as part of our team.

Congratulations Charlie!

Amazing. Medicine. Close to Home.

SCR FAMILY MEDICINE RECOGNIZES NATIONAL NURSE PRACTITIONER WEEK NOVEMBER 8-14

St. Claire Regional Family Medicine would like to recognize the Family Medicine Nurse Practitioners for their service and dedication to our patients.



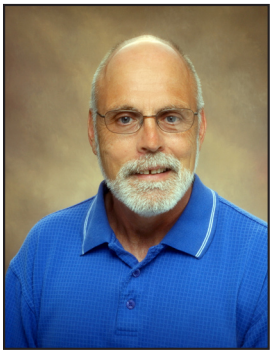
Mary Anne Brown, ARNP
Olive Hill



Molly Carew, ARNP
Sandy Hook



Melissa Cox, ARNP
Frenchburg



Bill Grimes, ARNP
Owingsville



Don Hughes, ARNP
Owingsville



Leslie Stamper, ARNP
Olive Hill

Photos not available: Lisa Back, ARNP, Kathleen Solter, ARNP

GET YOUR SCR FLU UPDATES ON

twitter



Receive flu prevention tips and updates by signing up to receive StClaireDocs tweets at www.twitter.com/StClaireDocs

Hosted by Dr. Melahn

MAGAZINES NEEDED!

Anyone who would like to donate magazines for the waiting areas can drop them off at the Patient Representative's office, #216 on second floor. Magazine dates should be within the 2009 year. If you have any questions please contact Janie Waltz at Ext. 6591

SCR FOUNDATION ONLINE GIVING NOW AVAILABLE



Submitted by: Tom Lewis

We're well aware that the Internet is becoming a common tool for people from all walks of life. We're proud to be able to offer online giving as a tool for any of our givers. We hope it will make supporting the SCR mission much more convenient.

The Foundation will be officially kicking off our 2010 Community Fundraising Campaign in late January. People may make online gifts at any time; they don't have to wait. We hope that the ability to make online gifts will be an integral part of that campaign.

If anyone has a question about the online pledge form, they can call the Foundation office at (606) 783-6512.



SMOKING CESSATION TIP

Write down why you want to quit.

Do you want to—

Feel in control of you life?

Have better health?

Set a good example for your children?

Protect your family from breathing other people's smoke?

Really wanting to quit smoking is very important to how much success you will have in quitting. Smokers who live after a heart attack are the most likely to quit for good—they're very motivated. Find a reason for quitting before you have no choice.

For More Information on the Cooper Clayton Smoking Cessation class contact:

Leslie Williams at ext. 6431

