

July 23, 2009

### ST. CLAIRE REGIONAL FAMILY MEDICINE INITIATES CENTERING PREGNANCY SMILES PROGRAM

*Submitted by Dreama Perkins*

St. Claire Regional Family Medicine - Morehead has initiated the Centering Pregnancy Smiles program. Centering Pregnancy Smiles provides prenatal education and support to groups composed of 8-10 women of similar gestational age. The program also incorporates dental therapy to treat chronic oral infections during pregnancy. Through this unique model of care, women are empowered to choose health-promoting behaviors. The program has statistically shown better pregnancy outcomes with improved birth weights and decreased pre-term births and mortality.

“ The open  
environment that I could  
share my feelings and  
experiences with the  
group was great! ”

This program is supported by grant funding made available to the Kentucky Oral Health Network (KOHN) and the University College of Dentistry. St. Claire Regional Family Medicine's first Centering Pregnancy group has been positively received by the participants. Plans are underway to begin a second group in August.



*Participants in the first Centering Pregnancy Group with their newborns.*

The Centering pregnancy groups meet twice a month at the SCR Outpatient Center. The program is facilitated by Sylvia Kerr, CNM along with SCR Family Medicine Residents Twana Hatton, DO and Romeo Sporici, MD. Support staff members for the program are Sabra Stevens, RN, Joel Porter, RDH, Edna Loomis, RN and Crystal Howard.

For more information about Centering Pregnancy Smiles contact St. Claire Regional Family Medicine - Morehead at (606) 784 -3771.



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## SCR LABORATORY ADDS NEW TECHNOLOGY



*Helen Chadwell, SCR Medical Technologist, with the Roche Cobas 6000*

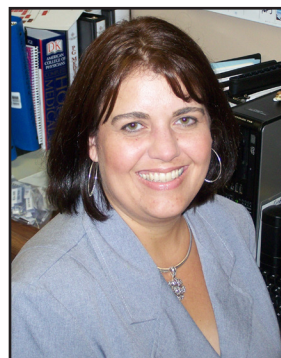
St. Claire Regional laboratory services recently integrated the Roche Cobas® 6000, new diagnostic technology used to analyze lab specimens. This new technology allows the SCR laboratory to expand testing capabilities, provide more accurate results and more efficient work flow. Healthcare providers and patients benefit from the advanced bar-coding system and automation technology used during specimen processing

More efficient specimen turn around will allow providers to begin treatment plans faster, resulting in improved patient care for our region. "Before we had the Cobas, some lab specimens had to be sent to outside laboratories for analysis. Now, we can provide a larger variety of testing for physicians and patients at the medical center," explained Helen Chadwell, SCR Medical Technologist.

## PATIENT SAFETY OFFICER, SONYA BROWN

Sonya Brown began as SCR's Risk Manager in June of 2007 and has this year been designated as our Patient Safety Officer. As Manager, Patient Safety and Risk Management she coordinates the SCR patient safety and risk management programs with the goal of improving patient safety, preventing errors, eliminating complaints, claims and lawsuits.

She is actively involved in enhancing our culture of safety, customer service and serves as our resource for patient satisfaction, Press Ganey information, service education, as well as, works with staff to assure we are meeting Joint Commission's National Patient Safety Goals as well as other patient safety standards.



*Sonya Brown, Risk Manager & Patient Safety Officer*

Having worked in the legal field for over 13 years, Sonya has had the opportunity to speak with many patients who felt the need to consult an attorney. Sonya explained, "The message was always the same. Whether it was an adverse event or the patient perceived it as an adverse event, patients will consult attorneys because they feel they aren't getting their questions answered or that their concerns aren't being taken seriously, therefore, the hospital or physician must not care. I am very active in and passionate about patient safety, satisfaction, and transparency because this is not only the best way to proactively limit risk but also this will create an environment where we have the opportunity to connect with our patients and create a lasting relationship."

## SAFETY OFFICER, CHRIS HOWELL

In January 2009, Chris Howell was appointed SCR Safety Officer. The Safety Officer is appointed by the CEO and is a permanent member of the Safety Committee and responsible for developing, implementing, and monitoring the SCR Safety Management Program. The Safety Officer, with the approval of the CEO or designee, may act immediately to investigate and correct a possible life threatening or hazardous condition. All SCR Staff have a responsibility to assist in the prevention of safety related incidents by reporting concerns to the Safety

Officer and/or the Facilities Management Department. Chris appreciates your input.



*Chris Howell, Facilities Management & Safety Officer*

Chris has been with the Facilities Management Department at SCR for nearly 21 years specializing in Heating, Ventilation, and Air Conditioning (HVAC).

He has an Associate Degree of Applied Science in Occupational and Technical Studies and licensed as a HVAC Master Contractor/Journeyman HVAC Mechanic, a Contractor/Master Electrician as well as a Journeyman Plumber.



# SPOTLIGHT



Heather Wheeler  
Laboratory

July 1, 2009

Bonnie Cooper,  
Office Supervisor  
Saint Claire Regional Outpatient Center,  
1028 E. Main St.,  
Morehead, KY 40351

Dear Ms. Cooper,

I am writing to say how much I appreciate the timeliness, care, and effort Heather Wheeler, your phlebotomist, puts into her work. This past fall and winter I seemed to be in Heather's office just about every week for one blood draw after another. She was always friendly and efficient, which you may expect of her.

But by late winter it was obvious I needed surgery, and that was when Heather demonstrated what an outstanding healthcare worker can do to assure continuity of care to patients. Due to an equipment failure at the hospital (in Lexington) my surgery was delayed, pushing the post-surgery steps up against a deadline. I was to leave the US and spend my recovery time with my son in Namibia. Heather went beyond the call of duty to assure that my post-surgery blood levels reached my surgeon in time, allowing him to assess and monitor my recovery-med regimen. I truly appreciate Heather's initiative and follow-through.

Sincerely,

  
Dr. Carol JC Maxwell

## FOOD SERVICES EMPLOYEE OF THE MONTH

*Submitted by Glenda May*



T.J. Blevins was selected as the Food Services Employee of the Month for June 2009.

T.J. has worked for SCR for one year. He is also attending school to be a Chef. He is a great asset to the department and we appreciate having him as part of our team.

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### UPCOMING EVENTS

#### ROWAN COUNTY CARING & SHARING GROUP

**Date:** June 23, 2009  
**Time:** 6:00 pm  
**Location:** SCR TeleCare Conference Room

Do you have a loved one with memory loss? Are you a caregiver for someone with memory loss? Loved ones and/or caregivers of someone with Alzheimer's disease or a related disorder are invited to attend an informal support group. Attendees will receive education, support, and new information about care giving issues. Dr. Jicha, Sanders-Brown Center for Aging physician and researcher, will join the group via video conferencing to answer questions and lend support.

The Rowan County Caring & Sharing Support Group is affiliated with the Alzheimer's Association - Greater KY & Southern Indiana Chapter. *For more information, contact Mary Horsley at (606) 783-6476 or mahorsley@st-claire.org*

#### COOPER/CLAYTON SMOKING CESSATION CLASSES

**Date:** Beginning August 10  
**Time:** 7:30 a.m. in SCR Libaray or  
12 Noon in Cafe' C

Register now and come to the first meeting to find out how you can be supported as "You give it up"! *For more information or to RSVP contact Leslie Williams at lkwilliams@st-claire.org or 606.783.6431.*

## Amazing • Medicine Close to Home

### JANIE'S PRESS GANEY TIP

*"Friendliness/courtesy  
of the medical staff"*

Voice of the Customer:

"I want to be treated with the same respect I expect in everyday life – at work, at restaurants, with acquaintances and colleagues. The staff called me "sweetie" or "baby" and I don't appreciate it."

Improvement Tip:

Greet the patient using the appropriate name and title (Mr., Mrs., Ms., Miss). If unsure how to pronounce the name, apologize and inquire (e.g., 'I'm sorry, I don't know how to pronounce your name. Would you help me?') If the patient is represented by someone else, extend the same greetings to the patient's representative. Building positive, long-term relationships begins with friendliness and courtesy. How a patient is addressed affirms the patients' basic human dignity and self-respect.

**Have an upcoming event that you would like to be mentioned in the SCR Newsbrief?**

Submit your article to Jessica Robinson in Marketing & PR at [jlrobinson@st-claire.org](mailto:jlrobinson@st-claire.org). Be sure to include the name of the event, date, time, location, as well as whom to contact to receive further information.