



ST. CLAIRE REGIONAL WELCOMES PULMONOLOGIST – MOHAMAD ABUL-KHOUDOUD, MD, FCCP, D-ABSM

St. Claire Regional is proud to announce the addition of Mohamad Abul-Khoudoud, MD, Pulmonologist to our Medical Staff as St. Claire Regional Sleep Lab Medical Director beginning August 11, 2009.

Dr. Khoudoud earned his medical degree at the American University of Beirut, Faculty of Medicine in Lebanon. He completed a Fellowship in pulmonary and critical care medicine as well as a residency and internship in internal medicine at State University of New York at Buffalo. Dr. Khoudoud is Board Certified in pulmonary, critical care and sleep medicine.

Dr. Khoudoud and his wife Julie, a Nurse Practitioner, currently reside in Flatwoods, KY and have two children

both of whom are in 7th grade at Russell Middle School. He and his family like to travel and enjoy dirt biking, four-wheeling and target, skeet & trap shooting.

Dr. Khoudoud has been serving the area since 1998; therefore, he is familiar with the local culture and the patients' and families' expectations. Dr. Khoudoud states, "My wife and I like the area and more so the people. This is why we have been here so long."

Please join us in welcoming Dr. Khoudoud to St. Claire Regional and our region. Dr. Khoudoud will be providing Sleep and Pulmonary Clinics on Tuesdays and

Thursdays at the St. Claire Regional Outpatient Center. For more information call 606.783.6753.



AMAZING. MEDICINE. CLOSE TO HOME.

JOINT COMMISSION SURVEY A SUCCESS

“The Joint Commission Survey has concluded very successfully! All survey sites, including the hospital, home health, hospice, home medical equipment, and Family Medicine did extremely well! The survey team was very complimentary of our mission (evident throughout the network) and our staff. As usual we have several issues to respond to, but nothing very significant.”

Congratulations for an outstanding effort! Thank you!

Mark J. Neff
SCR President/CEO

SCR FAMILY MEDICINE WELCOMES LESLIE STAMPER

SCR is pleased to welcome Leslie Stamper, ARNP, to SCR's Medical Staff as a Family Medicine provider. Leslie joined St. Claire Regional Family Medicine in Olive Hill and St. Claire Regional Family Medicine Express in Morehead on June 28th.

Leslie earned her Masters in Nursing degree at the University of Kentucky in May of 2009. She has worked as a registered nurse for St. Claire Regional for more than 15 years providing services at the hospital's main campus as well as in HomeCare and Hospice.



Leslie resides in Morehead with her two daughters, Katie and Elizabeth. “St. Claire Regional is home to me. I feel blessed and am looking forward to serving the people in my community,” says Leslie.

Leslie is now seeing and accepting new patients. To schedule an appointment with Leslie, or any of our medical staff in Olive Hill, please call St. Claire Regional Family Medicine – Olive Hill clinic at (606) 286-4152. Leslie can also be seen at St. Claire Regional Family Medicine Express located in Morehead inside Battsons' Drug, where no appointment is needed - walk-ins welcome.

SCR FAMILY MEDICINE PROVIDERS RELOCATE



SCR is pleased to welcome Don Hughes, ARNP to our family medicine clinic in Owingsville. Don has been a

part of the SCR Family Medicine Network since 2001 and has been treating patients at the SCR Family Medicine location in Frenchburg. He earned his Masters in Nursing degree at the University of Kentucky in 1998.



SCR is pleased to welcome Melissa Cox, ARNP to our family medicine clinic in Frenchburg.

Melissa has been a part of the SCR family medicine network since 2007 and has been treating patients at the SCR Family Medicine Express location in Morehead. She earned her Masters in Nursing degree at the University of Kentucky.

 St. Claire Regional
Family Medicine

SCR SEPTEMBER BIRTHDAYS

Sharon Jean Gee	ICU	9/1	Roger D Fulks	Mental Health Unit	9/15
Howard J McClain	Health Information Management	9/1	Roger Dale Russell	Development	9/15
Kimberly D. Perry	Cave Run General Surgery	9/1			
Aleisha M Poole	CRSS - Administration	9/1	Rosemary A Curtis	Pathology	9/16
Illene A Powell	Physical Therapy	9/1	Mary E Jessee	Food Services	9/16
			Kristina R. Martin	3rd Floor North	9/16
Annette Sparks	3rd Floor Central	9/2	Rebecca Jean McRoberts	Food Services	9/16
Karen LeAnn Woosley	Family Medicine	9/2	Jamie Rae Patrick	Respiratory Therapy	9/16
			Cara N. Plank	Laboratory	9/16
Carmela Fletcher-Green	Family Medicine	9/3	Rebecca Deanne Thomas	Laboratory	9/16
Jackie Malone	Family Medicine	9/3			
Lisa Genelle Poage	3rd Floor North	9/3	Carmen Michelle Corbin	Patient Access	9/17
			Carrie E. Dawson	Surgery/Same Day Surgery	9/17
Praveen Raju Chenna	Hospitalist Physician	9/4	Anita Jo Harris	Nursing Administration	9/17
Kimberly S Hamilton	Food Services	9/4	Wilma Sue Miller	Laboratory	9/17
Tim Lee Kuhl	Home Medical Equipment	9/4	Robin L Sorrell	Cave Run General Surgery	9/17
Alisha Jeneane Moore	Patient Access	9/4	Cheryl D. Wright	Patient Financial Services	9/17
Gloria J. P'Simer	Home Health	9/4			
			Kara Nicole Given	Emergency Department	9/18
Geraldine Alice Crossley	Nursing Administration	9/5	Crystal G Howard	Family Medicine	9/18
Angela C Fryman	CRSS - Administration	9/5	Angela Dawn Johnson	4th Floor Nursing	9/18
			Cheryl A Whitt	St. Claire Counseling Services	9/18
Michael L Gilliam	Home Medical Equipment	9/6			
Eugene S Greenberg	Cave Run General Surgery	9/6	Kristen Elaine Smith	Rehab Unit	9/19
Debra A. Hayes	Nursing Administration	9/6	Sherrri D Spencer	Infusion Solutions	9/19
Sharlet N Kidd	CRSS - Administration	9/6	Geoffrey Co Sy	Materials Management	9/19
Donna Parker	Food Services	9/6			
Patricia Lynn Riddle	Laboratory	9/6	Carol Lynn Moore	Environmental Services	9/20
Rehana Tanweer	Nursing Administration	9/6			
			Jeff Flannery	Patient Financial Services	9/21
Kellie Lynn Dillon	Patient Financial Services	9/7	Jill Price Grier	4th Floor Nursing	9/21
Glenna Kay Moore	Family Medicine	9/7			
			Kimberly Renee Cundiff	Family Medicine	9/22
Edith G Fields	3rd Floor North	9/8	Chad W Jaynes	Health Information Management	9/22
Stephanie M Garvin	Emergency Department	9/8	William D Thomas	Emergency Department	9/22
Martha Faye Morrison	Respiratory Therapy	9/8	Jacqueline T Winkleman	Home Health	9/22
Kimberly Hope Scott	Emergency Department	9/8			
			Tara R. Anderson	Pharmacy	9/23
Deborah Sue Griggs	Environmental Services	9/9	Melissa Dawn Gilliam	Family Medicine	9/23
Shelley R. Irving	Nephrology	9/9	Charlotte E Kinney	Nursing Administration	9/23
Gloria J Zornes	Family Medicine	9/9	David Francis Race	Morehead NP	9/23
			Carla Stamper	Float Dept - Unit Sec	9/23
Rachael D Burchett	Outpatient Care Center	9/10	Crystal R. Steele	Emergency Department	9/23
Ashley Ann Moore	Emergency Department	9/10			
Marla E Tolley	Infusion Solutions	9/10	Rodney B Carter	Food Services	9/24
Sharon E Wells	Emergency Physicians	9/10	Amy Jo Conley-Sallaz	Family Medicine	9/24
			Dana L Fannin	ICU	9/24
Rhonda Fannin	Nursing Administration	9/11	Sheila Kay Psimer	Laboratory	9/24
Carolyn D Hardeman	TCU	9/11			
Lisa Carol Henderson	Radiology	9/11	Tiffany N Meadows	Cave Run Clinic Administration	9/25
Karen Marie Hunt	4th Floor Nursing	9/11	Amanda Pennington	Health Information Management	9/25
Kelly A McKenzie	Human Resources	9/11	Jessica Blair Ross	Health Information Management	9/25
Crystal Lorean Waugh	Pharmacy	9/11			
			Deborah L Griffin	Cave Run General Surgery	9/26
Kristi L. Helton	Emergency Department	9/12			
Rhonda Charlene Lewis	Homemaker II	9/12	Delinda B. Mains	Health Information Management	9/27
Suzanne Russell	AHEC	9/12			
Rebecca Ann Winkleman	TCU	9/12	Tania Y Cornett	Radiology	9/28
			Jenelle Frye	Family Medicine	9/28
Heidi K McDaniel	Cave Run General Surgery	9/13	Edna R Loomis	Family Medicine	9/28
Judy May McDaniel	Environmental Services	9/13			
			Kelly C Hise	Bio Medical Engineering	9/29
Carolyn Sue Barker	Environmental Services	9/14	Debra Ann Neff	Wound Care/Hyperbaric	9/29
Jeremy Corbett	Emergency Physicians	9/14			
Cathy M. Dailey	3rd Floor North	9/14	Robert Adams	Radiology	9/30
Robin A Donehue	4th Floor Nursing	9/14	Angela Marie Chapman	ICU	9/30
Rhonda Sue Flannery	3rd Floor North	9/14	Melanie Jean Ledford	Rehab Physician Care	9/30
Jessica Lynn Wright	Cave Run General Surgery	9/14	Sherry J Lowery	Home Health	9/30
			Jamie Lea Swartz	Surgery/Same Day Surgery	9/30
Teresa Applegate	Cave Run General Surgery	9/15			



2009 Golden Reel Video Contest

SCR is looking for creative teams to produce videos relating to customer service issues and service recovery within their departments. All videos will “premier” during Customer Service Week (Oct. 5-9). They will be judged, and an awards ceremony for the casts and crews of each project will be held on Oct. 7.



2008 Golden Reel Award Winners: Clarence Clayton, M.D., Janie Jamison and Nicki Cornett, representing Cave Run Surgical Specialists

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

Sept. 9 (Please submit entries on DVD or jump drive to Janie Waltz in the Patient Representative's Office or Cindy Adams in Quality Management.

FOR MORE INFORMATION

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



**St. Claire Regional
Medical Center**

SCR HOSTS THE LEXINGTON DIOCESE BLUEGRASS QUARTERLY MEETING



The Lexington Diocese Bluegrass ministers and SCR Administration discuss challenges in providing healthcare needs to region.

The Lexington Diocese Bluegrass East Deanery held their quarterly meeting at SCR on August 13th. The ministers of the Catholic Churches in our region who were present were: Father Paul Prabell, Pastor of Jesus Our Savior Church in Morehead; Father Jim Sichko, Pastor of St. Mark Church in Richmond; Father Jay VonHandorf, Hispanic Ministry based at St. Patrick Church in Mt. Sterling; and

Ms. Sue Brown, representing Father Richard Edelen, Pastor of St. Julie Church in Owingsville and Prince of Peace Church in West Liberty.

Mark, Roger, Sonny and Sr. Magaret Mouch shared some of challenges SCR faces in serving the health care needs of the people of our region and answered questions.

FREE Healthy Sleep Screening

SEPTEMBER 2
9:00 pm - 12:00 pm

**St. Claire Regional
Family Medical Supply**
(Located in Morehead Across from LOWE'S)

Blood Pressure • Pulse Rate & Oxygen Screenings
Sleep Disorder Screenings • Information &
Education on Sleep Hygiene • BiPap or CPAP Mask Fittings



CHARLOTTE KINNEY, RN RECEIVES CERTIFICATION



Charlotte Kinney, RN, SCR Infection Control Practitioner, recently obtained the Certification for Infection Control (CIC) by successfully passing a comprehensive examination. The certification is an objective measurement in the standardized current knowledge in infection control. The CIC, represents an Infection Control Practitioner's and SCR's commitment to the improvement of infection prevention. Infection control practitioners work to minimize the spread of communicable diseases in the healthcare environment.

Charlotte obtained her Bachelor's of Nursing degree from Morehead State University and have been employed by SCR for 15 years. She has worked as the Infection Control Practitioner for the past 6 years

SPOTLIGHT



Cave Run Surgical Specialists

Carol Baily, LPN

Clarence Clayton, DPM

Dear Dr. Clayton,

Thank you for all the special care and concern you showed for Mother during her illness. Not only did you provide outstanding medical service for her, both at the hospital and in your office, but your professionalism, and the warmth and concern you always showed her was simply wonderful.

As much as she grew to dislike going to see doctors, she always looked forward to seeing you. Your kind manner and ability to relate and communicate with her was meaningful and made her visits enjoyable.

And Carol-
If ever there was a God-sent nurse that found her niche in life - it has to be you. Your personality and talents and training were always evident when working with Mother. Thank you for all you did for her and the genuine concern you shared with her. You will always be special and always remembered with love and affection from all of us.

Thanks so much. Gary, Anna, and Sharon

SCR LAB RECEIVES 100% ON STATE INSPECTION

On July 29, 2009 SCR's Lab underwent a survey to verify compliance for blood transfusion. The survey verified that correct orders existed for several random patient records and the documentation on the transfusion paperwork was completed according to our standard operating procedures. The EDM system made the survey very quick and simple. All the requested patient files were easily accessed and examined by the state inspectors. SCR Lab received 100% and is accredited until 2012 by the state.



“The Balanced Woman”

SCR Women's Retreat – “Women Refreshed VI”

October 9 - 11, 2009

St. Joseph Heights/Sisters of Notre Dame, Covington, KY
Sponsored by: SCR and Sisters of Notre Dame

Arrival: Friday evening between 7:15 & 8:00 PM

Retreat: A retreat is a time to be with God and friends. This retreat will be filled with quiet, prayer, reflection, sharing and **fun**. Come and be a part of this low stress weekend with the women of SCR and friends.

Rooms will be at St. Joseph Heights, NDA, and St. Agnes Parish House. There will be room for all!
REGISTRATION is needed.

For more information please contact: Sr. Marge 6516 or Vicki 6513

Housing, bedding, food and materials will be provided. There is no specified cost for the retreat; however, a donation (made out to the Sisters of Notre Dame) would be welcomed.

UPCOMING EVENTS

RECOGNIZING AND AVOIDING PROFESSIONAL BURNOUT

Date: August 28, 2009

Location: Cafe' D

Registration: 11:30 a.m.

Program: 12 p.m. - 1 p.m.

Presenter: Julia Neill, LCSW

Coordinator Clinical Services, St. Claire Counseling
Social Work and Nursing Credit only

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

PALS PROVIDER

Date: September 3rd & 4th

Location: SCR Outreach Conference Center

Presenter: Jessie Conn

Must register by August 26, 2009

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

QUALITY ASSURANCE 101 PHARMACY LAW UPDATE

Date: September 10, 2009

Location: Cafe' D

Registration/Dinner: 6:30 pm

Program: 7 p.m. - 9 p.m.

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

Amazing • Medicine
Close to Home

5 STATEMENTS CUSTOMERS NEVER WANT TO HEAR

HOW TO DECREASE TRUST & INCREASE FRUSTRATION

“There’s nothing we can do about it.”

This statement conveys your powerlessness and/or your incompetence, especially if other people can do something about a similar request or situation.

“You’re not our only patient you know”

Patients translate this as “You’re not important to us.”

“I hate to speak ill of a co-worker, but between you and me...”

Expressions of peer review made to patients decreases their trust and confidence in the entire organization.

“We’re short staffed.”

When patients hear this, they may think “poor dear, she’s doing her best.” Or they may think, “Gosh, I’d better not let her go or I may never see her again.” If you prefer clinging, anxious patients, comments about staffing can help guarantee that you’ll have plenty.

“I have no idea.”

It’s virtually impossible to say this with enough compassion in your tone of voice to overcome the patient’s perception that you mean “I’m glad that I don’t know and am therefore unable to help you. I don’t want to know and I don’t care.”