



“LETTERS FROM HOME” RECOGNITION DINNER

Submitted by Julie Stephens

May 5th, 2009 marked the 8th Annual “Letters from Home” recognition dinner. The Northeast Area Health Education Center and St. Claire Regional Medical Center recognized 20 individuals from our region who have been accepted into medical school. These students will be attending University of Kentucky College of Medicine, University of Louisville School of Medicine, Pikeville College School of Osteopathic Medicine or Lincoln Memorial University School of Osteopathic Medicine in the fall.

The emcee for the evening was Dr. Anthony Weaver. In the program, Dr. James Vansant provided the medical students “Words of Inspiration” as they begin their journey in medical school. SCR Medical staff provided insight and advice to students to help them in their educational experience. The evening ended with each individual student being recognized and presented with a personalized medical dictionary.

The “Letters from Home” program is a mechanism for staying in touch with students throughout their medical education through dinners at the colleges, quarterly email and mailing updates. This provides encouragement to them to return back home for rotations as well as hopefully when they complete their education.



*Left to Right Back Row: Kendall Bache, Nathan Hudson, Parker Banks, Peyton Preece, Caleb Meenach, Philip Oliver
Left to Right Middle Row: Bilal Aslam, Kelly DeAtley, Courtney Forbis, Julie Kretzer, Natalie Hurd
Left to Right Front Row: Kayla Lundsten, Miranda Smith, Anna Johnson, Ashley Clevenger, Kendra McQuerry
Not Pictured: Easter Bocoook, Priya Jain, Alex Montague, Matthew Riddle*



AMAZING. MEDICINE. CLOSE TO HOME.

SCR VOLUNTEERS RECEIVE INDIVIDUAL RECOGNITION AND PROJECT AWARD

Submitted by Thelma Johnson



Bonnie Bennett (l) and Bettie Sanchez (r) with their RSVP Awards



Members of the St. Claire Auxiliary with the KHA HANDS Award

This year two of SCR's volunteers received a very special honored from the Retired Senior Volunteer Program (RSVP). Bonnie Bennett and Bettie Sanchez received The Governors Citation, for Kentucky Commission on Community Volunteerism and Service. To receive this, a volunteer had to be nominated and was required to serve over 1,000 hours in 2008. SCR Volunteers will be honored in August for the service and dedication they have given. Volunteers support St. Claire Regional because they want to not because they have to, I am proud to support them.

Each year the HANDS Award is given by KHA to an auxiliary for projects that are voted on by committee. Awards are given in three categories In-service Hospital Projects, Community Outreach/Collaboration Project, and Fund Raising

St. Claire Auxiliary was honored this year at Kentucky Hospital Association Volunteer luncheon by receiving the HANDS award for Community Outreach/Collaboration. The HANDS

Award received is name because of what volunteers do, Helping Accomplish Noteworthy Duties Successfully. The Project submitted by SCR was our Hats, Mittens, Gloves and Scarves initiative. For SCR auxiliary to receive this State award, shows just how dedicated they are to making this the best hospital in Kentucky.

We started this program over 17 years ago. The program was started by Grace Heath, who made over one hundred baby hats each year. The program quickly grew because of the need. We supply Sr. Jeannie for ED and other needs, and many special areas in our community. Our volunteers are already busy on this years supply. We are good at repairing and trimming almost new items also.

We are always looking for a few good Volunteers. Maybe you can not give hours in the gift shop or the information desks but you would like to help with our Hats, Mittens, Gloves and Scarves. Please contact 783-6517 Thelma Johnson.

LUNG CANCER SURVEY

Dr. Lim and the Oncology Department are seeking participants for the lung cancer research survey. Total study time is two hours. The first survey takes 1 hour; followed by two additional surveys at 30 minutes each. Participants will be compensated for their time.

You may be eligible to participate in this study if you are:

- 18 years of age or older
- Are within 10 weeks of surgery for stage I or II lung cancer.

For more information, please contact Mary Horsley, RN at ext. 6476

THANKS FROM OUR PATIENTS & FAMILIES

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

Dr. Proudfoot & ssoc. best ever!!

Numerous stays at St. Claire have always been well cared for by drs., techs, & nurses. Good job everyone!

The foods & meals brought to my wife were greatly appreciated. The first hospital that I was in that did that.

Dr. Conn & his wife are the best.

Nurses in ICU and 3 North were very good to me and took excellent care of me. I thank them.

ALL the nurses were GREAT - a huge thank you! An EXTRA BIG thank you to Becky, the night nursery nurse, who took care of our baby... on her first night - - which was a rough one.

We really like Dr. Burrows and Dr. Crozier - Thanks to both.

A big thanks to all the nurses that worked the 3rd floor June 8-10 for making our stay a good one.

Dr. Conley is the greatest. Dr. Fletcher is real good and I really liked Dr. Weaver admitting dr.

The person who cleaned my room kept it spotless.

One nurse was very nice. She did my hair for me before they sent me to another hospital. Thank you.

Dr. Sy was wonderful.

All staff very courteous before during & after testing. IV started at Sandy Hook - excellent care at both hosp & SCFM

Felt that nurses were very skilled and caring. Felt that my baby and I were in good hands. Always checked baby ID bracelet. Thank you to Robin RN.

The doctors are spectacular, Dr. Burton is one of the best.

I really like St. Claire. I have or we have told people about the doctors & the hospital. I would recommend this place to anyone who needs it.

Dr. Wells was very good. I was very favorably impressed by her performance.

I love Dr. Conley and wish there were more doctors like her that care about the patients.

I have great trust in Dr. Short.

Dr. Moore is the best doctor. She is friendly and takes her time to let you know that she cares. I know she really cares about me as a person.

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UPCOMING EVENTS

SCR AUXILIARY "AROUND THE CLOCK" \$5 JEWELRY SALE

Date: July 12, 2009 @ 9 pm - July 14th @ 2 pm
Location: Cafe' B & C

For more information contact Thelma Johnson at ext. 6517

KENTUCKY RURAL HEALTH ASSOCIATION SUMMER CONFERENCE

Date: July 23 & 24, 2009
Location: Capitol Plaza Hotel
Frankfort, KY

For more information or to RSVP contact Leslie Williams at
lkwilliams@st-claire.org or 606.783.6431.

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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 jrobinson@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.

JANIE'S PRESS GANEY TIP

"Concern showed for questions and concerns"

Improvement Tips:

Validate (do not dismiss or challenge) stress and emotions that are presented.

Allow the patient to "tell the story" without interruption.

Use body language and communication cues to demonstrate interest and concern with what the patient is saying. This means such techniques as leaning slightly towards the patient, head nods, "uh-huhs", putting down the chart for a second, looking into the patients eyes.

Give patients an opportunity to ask questions and explain their concerns or situation adequately. When patients are allowed to speak and feel like they are being heard, a rise in satisfaction is likely.

NEW HIRES

Linda L. Berger	House Staff
Jarrad Castle	Radiology
Evalee Collier	Emergency Department
Betty Dyer	Occupational Therapy
Mark Gibson	Physical Therapy
Dessie Gulley	Nursing Administration
Helen McGuire	Environmental Services
Melissa Minix	3rd Floor North
Misty Moore	Food Services
Leslie Muse	Home Health
Tabitha Stone	4th Floor Nursing
Kasey Workman	Health Management Resources
Samuel Wornall	House Staff