

## EMPLOYEE ASSISTANCE PROGRAM

*Submitted by: Julia Neill, Coordinator, Clinical Services St. Claire Counseling*

Everyone is talking about the economy these days. People are apprehensive about their future. When you are worried, it's common for your personal and professional life to be effected. There are many events (relationship problems, substance abuse, and parenting) that can seem overwhelming. At that time, turning to your Employee Assistance Program (EAP) for help can be a wise decision. EAPs are counseling programs designed to help you tackle the problems of life that may impact your ability to cope. EAPs are established by employers who know that providing professional support for their staff makes good sense.

St. Claire Regional's Employee Assistance Program offers mental health and substance abuse services for employees and/or family members. As an employee, you are entitled to six visits with a mental health therapist at no cost to you. Appointments with a psychiatrist however are not included and you will be responsible for your regular co-pay. Many issues can be resolved in six sessions or less. However, if you require additional assistance, the guidelines for your insurance will be followed.

Participation in the EAP is COMPLETELY CONFIDENTIAL. The fact that you are in treatment or the nature of your concerns is not shared with anyone without your written permission (Of course, the legal guidelines about reporting abuse or thoughts of harm to self/others are followed.). EAP services are one of the benefits SCR provides to all employees. The staff at St. Claire Counseling is available and willing to help you in gaining the tools you and/or your family need to cope with the events in your life. Take advantage of this service. For more information on EAP, you may call St. Claire Counseling at 783-6805.

Reminder: SCR Mental Health Services will be providing a free, anonymous public education and mental health screening event on October 8th, 2009. Take advantage of this special public service to learn more about depression and other mood disorders in addition to what services are available for you and your family.

## MENTAL HEALTH SCREENING DAY

SCR Front Lobby (First Floor outside the Gift Shop)

Thursday, October 8th, 2009

9 a.m. - 2 p.m. & 5 p.m. - 7 p.m.

For questions about Mental Health Screening Day or  
for more information please call Regina Thompson at 606-783-6859

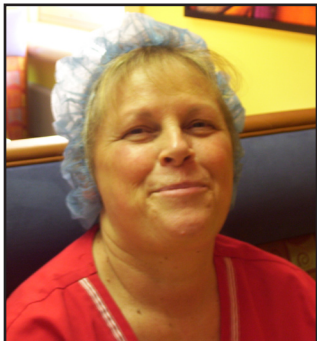
## FOOD SERVICES EMPLOYEE OF THE MONTH

*Submitted by: Glenda May*



### JULY

Vicky Henderson was selected as Food Services Employee of the month for July 2009. Vicky has been a SCR employee for 35 years. We appreciate her dedication to her work and SCR. Vicky is a great asset to the department and great team player. We are glad that she is part of the Food Services team. Vicky is one of the Food Service cooks. Congratulations to Vicky on her 35 years of service at SCR.



### AUGUST

Sheila Caskey was selected as Food Services Employee of the month for August 2009. Sheila has been an employee of SCR for 9 months. She worked at SCR 18 years ago and has chosen to return. We are glad to see Sheila back. She is a Food Services Assistant and many days you can see her smiling face in the Cafe'. She is a great asset to the department. We appreciate Sheila.

## FLU AWARENESS

Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.

Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners are also effective.

Avoid touching your eyes, nose or mouth.

Try to avoid close contact with sick people.

If are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone without the use of a fever-reducing medication.)

While sick, limit contact with others to keep from infecting them.

## SEASONAL FLU SHOTS ARE HERE

Employee health nurses will be visiting each clinical area to give out flu shots beginning September 17th.

**If you are unavailable during your department's designated time and you want your shot, you may come to the nursing office between noon and 4:00 p.m. any weekday to receive it.**

Please try to get you seasonal flu vaccine as soon as possible to not interfere with the H1N1 vaccine that should be out in October.

If you have any questions or concerns please call Sister Jeanne at ext. 6609 or Irene at ext. 6649.

**OCTOBER BIRTHDAYS**

Rhonda J Elliott	Homemaker II	10/1	Karen Faith Doran	Patient Access	10/17
Richard H. Maughon	Anesthesia	10/1	Gayle D Hogge	Family Medicine	10/17
Jesse F. Perry	Pastoral Care	10/1	Robin Dorene Robinson	Homemaker II	10/17
Violet D Vago	Home Health	10/1			
Sonya L. Brown	Quality Management	10/2	Donna E Conkright	Family Medicine	10/18
Randa Hall	3rd Floor Central	10/2	Monica G. Frye	Home Health	10/18
Martha N. Holbrook	Nursing Admin.	10/2	Nicole R Gifford	Nursing Admin.	10/18
Rachel L Short	Family Medicine	10/2	Shirley P King	Float Dept - Unit Sec	10/18
Linda Smith-Dike	Counseling Services	10/2	Brenda Kay Reynolds	Radiology	10/18
Melissa Carpenter Yates	Surgery	10/2	Karen L. Stone	Surgery	10/18
			Lanetta Winkleman	3rd Floor North	10/18
Daniael N Hamm	Emergency Depar	10/4	Kendall L. Bloomfield	Financial Services	10/19
Pauline Maddix	Environ. Services	10/4	Trisha R Hampton	Home Health	10/19
			Pamela R. Kitchen	Environ. Services	10/19
Morgan Burkhart	Radiology	10/5	William Gregg Barton	Financial Services	10/20
Bonnie Cooper	Outpatient Cent	10/5	Mary R Staton	Mental Health Unit	10/20
Dessie Gulley	Nursing Admin.	10/5	Joshua Andrew Weikle	Food Services	10/20
Kelley J Mobley	Laboratory	10/5			
Sherry Lynn Peyton	Environ. Services	10/5	Jo Frances Chapman	Cardiac Rehab	10/21
Emmala J Stamm	3rd Floor North	10/5	Christopher Allen Greene	Information Services	10/21
Maria H Alboszta	Counseling Services	10/6	Lisa Ann Lawhorn	Radiology	10/21
Christopher B. Cross	Hospitalist Physician	10/6	Shawnte LeRae Nichols	Pharmacy	10/21
Stephen Justice	Radiology	10/6	Drema D. Tolliver	Patient Financial Services	10/21
Brenda G Pendleton	Home Health	10/6			
Samantha J Skaggs	Home Health	10/6	Brittany Counts	St. Claire Regional Outpatient Cent	10/22
Joyce Sue Austin	Environmental Services	10/7	Jo Ann Griffith	Physical Therapy	10/22
Sandra K. McClure	TCU	10/7	Brandi V. Hunt	Occupational Therapy	10/22
Rhonda S. Thomas	Radiology	10/7	Tara Rae Watson	Nursing Administration	10/22
Tena L. Eldridge	Respiratory Therapy	10/9	Andrea E. Bloomfield	Laboratory	10/23
Linda Parker	Surgery	10/9	Norma Jean Ginter	CRSS Admin.	10/23
Kimberly L Quesinberry	CRSS	10/9	Marilyn Denise Staley	Respiratory Therapy	10/23
Charles A Ratliff	Radiology	10/9	Robin Gail McGlothen	Outpatient Care Center	10/24
Lula Mae Pecco	3rd Floor North	10/10	Kristy J Layne	3rd Floor North	10/25
Judy Lynn Sexton	Environmental Services	10/10	Melissa D Montgomery	Emergency Department	10/25
Rocky Lee Stacy	Family Medicine Admin.	10/10	Kayla D Rose	AHEC	10/25
Naomi Irene Williams	Nursing Admin.	10/10			
Natalie Lisa Back	MSU Caudill Health Clinic	10/11	Ryane Michelle Davis	Emergency Depart	10/26
Deborah L Fairchild	Emergency Department	10/11	Carolyn A Moore	Nursing Administration	10/26
Pamela K Hanshaw	HIMt	10/11	Clara Ann Vance	CRSS	10/26
Penny Ann Henderson	Patient Access	10/11	Bonnie S Bausch	Nursing Administration	10/27
Terry N Kidd	Emergency Depart	10/11	Charles Mers	Environmental Services	10/27
Wilma Jean Markwell	Food Services	10/11	Billie Jo Reynolds	Radiology	10/27
			Gregory Reynolds	Hospitalist Physician	10/27
Sheila Ann Brown	Palliative Care	10/12	Stephanie Kay Hampton	Outpatient Care Center	10/28
Tracy Jean Kay	HIM	10/12	Twana J Hatton	Hospitalist Physician	10/28
Sandra Lewis	Homemaker II	10/12	Brenda E Logan	Pulmonary Rehab	10/28
Stephanie R. Robinson	ICU	10/12	Erica Renee Murphy	Home Health	10/28
Sheila L Whittaker	Facilities Management	10/12			
Lisa B Lazar	Patient Access	10/13	Ray Melvin Evans Jr.	Infusion Solutions	10/29
Brittney Poe	Nursing Admin.	10/13	John C. Gibson	Information Services	10/29
Rebecca Jo Hitchcock	Emergency Department	10/14	Kari Gulley	HIM	10/29
Christina Sue Pattison	Pt Financial Services	10/14	Regina S Pettit	Outpatient Care Center	10/29
Angela Smallwood	CRSS	10/14	Lori Lynn Crouch	Family Medicine	10/30
Melissa A Arthurs	Social Services	10/15	Christopher Dean	Environ. Services	10/30
Rebecca Jean Caudill	Rehab Physician Care	10/15	Scottie L Fultz	Security Services	10/30
Pamela Hughes	Pharmacy	10/15	Kari Maegan Risner	Pharmacy	10/30
Stephanie A Jolly	Homemaker II	10/15	Pamela Maxine Robbins	Float Dept - Unit Sec	10/30
Margaret I Conn	Emergency Depart.	10/16	Eugene Dehart	Mental Health Unit	10/31
Rita Marie Sammons	CRSS	10/16	Marylyn Ehrman	Pastoral Care	10/31
Tabitha Stone	4th Floor Nursing	10/16	Laura T Ellis	Family Medicine Out Patient Cente	10/31
Sherry Lynn Crouch	Pathology	10/17	Stephen B Mitchell	4th Floor Nursing	10/31
			Rebecca Lynn Purdy	Quality Management	10/31

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



Presents  
**Night at the Drive-In**



Date: Friday, Sept 18<sup>th</sup>, Saturday, Sept 19<sup>th</sup> 2009

Time: Gate opens at 8pm – Movie starts at dusk

Place: Judy Drive-In

Movies: The Final Destination (1<sup>st</sup> movie),  
The Hang Over

Cost: \$14.00 per car *\*Must present your SCR ID badge or SCR parking pass to qualify*

Concession Special:  
Buy 1 Large Popcorn & 1 Large  
Drink and get 1 free Candy of your  
choice.

*\*Must present your SCR ID Badge or  
SCR Parking Pass to qualify*



How to find the Judy Drive-In  
Located at 4078 Maysville Rd in Mt. Sterling  
From I-64 Exit 110 (Mt. Sterling/Paris Exit)  
Westbound go right off of exit, eastbound turn left from exit.  
Proceed 3 miles on KY Highway 11 (Maysville Rd) (going out of  
town from Mt. Sterling)  
The theater will be on your left.



## Free Screenings include:

Bone Density

Blood Pressure

Cholesterol

Glucose

Pulse Rate & Oxygen

Information on SCR Mammography services available with diagnostic imaging staff to answer questions and schedule appointments.

 St. Claire Regional  
**FAMILY MEDICAL**  **SUPPLY**

Dedicated to Healthy, Independent Living

Located in the Kroger Shopping Center  
across from LOWE's



# FREE

## HEALTH SCREENINGS

### WEDNESDAY, OCTOBER 7<sup>TH</sup>

### 9:00 AM - 12:00 PM

## St. Claire Regional Family Medical Supply



### 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

## "The Balanced Woman"

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.

**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.

## UPCOMING EVENTS

### CHRONIC PAIN: THE OPIOID CONTROVERSY

**Date:** Tuesday, September 22, 2009

**Location:** Cafe' D, Via the TeleHealth Network

**Program:** 6:00 pm - 7:30 pm

**Presenter:** Dr. William O. Witt, MD

Professor of Anesthesiology, University of Kentucky

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

### H1N1 UPDATE

**Date:** Monday, September 28, 2009

**Location:** Cafe' D

**Program:** 6:00 pm - 7:30 pm

**Presenter:** Dr. Kraig E. Humbaugh, MD, MPH

Director, Division of Epidemiology and Health Planning, Kentucky Department for Public Health

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

### DOMESTIC VIOLENCE: AWARENESS AND PREVENTION STRATEGIES

**Date:** Thursday, October 1, 2009

**Location:** Cafe' D

**Program:** Registration/Dinner: 5:30 p.m.

Program: 6:00 p.m. – 9:00 p.m.

**Presenter:** Deborah Weber, MSW, LCSW  
St. Claire Regional Medical Center

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

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Close to Home

## CUSTOMER SERVICE LESSONS FROM THE MOUSE

*Submitted by: Janie Waltz*

### Lesson 2

The concepts of “onstage” and “backstage” are critical to preserving the Disney magic. Imagine a child actually seeing Cinderella smoking a cigarette. Years of therapy might be called for. Or imagine seeing a maintenance truck near the Frontierland Train Station – it doesn't really fit the frontier theme, does it? Such disconnects would destroy the illusion that Disney has spent billions to create. As cast members, protecting the magic is a key part of the job. They're expected to ensure everything is “show ready” for guests. **Question: What does being “show ready” mean in our operation?**

No matter the organization, there is a brand image you want customers to have in mind. And that brand image can be compromised very easily. Clearly distinguishing “onstage” from “backstage,” and keeping the two completely separate, helps to preserve the integrity of your brand. **Question: What makes up the physical backstage of this organization?**

And backstage isn't just a physical place; it's also an attitude. We've all overheard employees discussing things that have no business being discussed onstage. Customers don't want to hear employees discussing last night's keg party or hear employees complaining to each other about their supervisor. Most customers are annoyed when they have to get the attention of an employee whose head is buried in a magazine. Each of these perfectly natural employee behaviors belongs backstage where they don't interfere with the customer experience. **Question: What makes up the “attitudinal” backstage of our organization?**

**Question: How can we ensure our operation is always show ready for customers?**

*Press Ganey Conference 2008. Snow and Associates, Inc.*