

## St. Claire Regional Medical Center

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St. Claire Regional  
Medical Center



**YOUR MEDICAL RECORDS,  
ALL IN ONE PLACE,**

with a few Simple  
Mouse Clicks

On July 1, SCR patients will be able to access a secure online version of their medical records using St. Claire Regional's MyHealth patient portal. The free online portal will allow patients access to their up-to-date medical records and other SCR information with just a few simple mouse clicks.

SCR's MyHealth patient portal will allow patients to:

**ACCESS HEALTH INFORMATION**

- Lab results and radiology reports
- Medical visit history
- Discharge instructions
- Health summaries

**ACCESS ALLERGY AND MEDICATION INFORMATION**

- Allergies and conditions
- Immunization records
- Hospital-discharged medications with instructions

**VIEW SCHEDULED APPOINTMENTS**

**VIEW MEDICAL BILLS**

*Continued on pg. 2*

Soon patients will be able to access even more great tools including;

#### **SCHEDULE DOCTOR'S APPOINTMENTS**

- Appointment requests
- Upcoming visit reminders

#### **PAY MEDICAL BILLS**

- Pay outstanding balances
- Make scheduled payments

All of the patient information on SCR MyHealth patient portal as of July 1 will come from St. Claire Regional, Morehead Medical Specialists, Cave Run Surgical Specialists and the St. Claire Regional Outpatient Center. In the near future, patients will be able to access their electronic medical records from all the SCR Family Medicine locations as well.

Beginning July 1, you will be able to access SCR's MyHealth patient portal from SCR's website. Stay tuned for much more information about our new patient portal and how it will benefit our patients.



## **SCR Medicare Patients Greatly Benefit from SCR's Goodhelp ACO partnership.**

St. Claire Regional's Medicare patients are able to participate in Aetna's nurse care management program due to SCR's GoodHelp partnership. Aetna's nurse care managers provide assistance to St. Claire Regional's complex and compassionate care (end-of-life) Medicare patients, managing their health symptoms, overall coordination of care and funding resources.

"We strongly feel that the impact of Aetna's specialized case management program will provide significant quality of life benefits for our patients while lowering their health care costs," says Mark J. Neff, SCR President/CEO.

In addition, St. Claire Regional is excited about sharing iTriage® with our patients. This mobile patient engagement tool allows our patients to help take charge of their own health by providing them with a symptom checker, education on possible causes of multiple related symptoms and the location of nearest quality healthcare providers and facilities. We are pleased to say that all St. Claire Regional healthcare providers and facilities have been included in the search criteria within iTriage®.





# Newborn & Breastfeeding Classes

offered by St. Claire Regional Family Medicine

## **Newborn Care Class**

July 24 & August 21, 2014

6:00 - 8:00 p.m.

Presented by Alyssa Hunter, MD

## **Breastfeeding Class**

July 17 & August 14, 2014

6:00 - 8:00 p.m.

Presented by Franny Meritt, CNM

For more information about these classes contact Edna Gagliano at 606.783.7554  
or call our Family Medicine location in Morehead at 606.784.3771.

St. Claire Regional  
***Family Medicine***  
MOREHEAD



# Storyteller Bil Lepp Tickles Funny Bones

AT ST. CLAIRE FOUNDATION SIGNATURE EVENT

*Submitted by Tom Lewis*

**Storyteller Bil Lepp makes no bones about it. He's a liar.** But Lepp's tall tales – from changing a flat tire on a jet at 30,000 feet to nearly being crushed in an out-of-control dentist's chair – left the sold-out crowd in stitches at the St. Claire Foundation's 2014 Signature Event.

More than 150 people attended the Foundation fundraiser on June 5 at the Center for Health, Education and Research.

A resident of Charleston, WV, Lepp is a nationally renowned humorist, five-time champion of the West Virginia Liars' Contest, a recipient of the National Storytelling Network's Circle of Excellence Award and a regular headliner at the annual Cave Run Storytelling Festival.

Lepp's stories usually start with a morsel of truth but take several twists and turns along the way, like the one about an elementary-school classmate who spent several days in the gym rafters as a protest because the school wouldn't recognize the islands of Wallis and Futuna as a country.

"I laughed so hard, my sides hurt," said Mary Lou Forman, who echoed the sentiments of many other Signature Event attendees.

The event also featured a wine-and-appetizer reception, silent auction and fine meal featuring filet mignon and Maryland crab cakes. (Thanks to the SCR and MSU divisions of ARAMARK for the amazing food!)

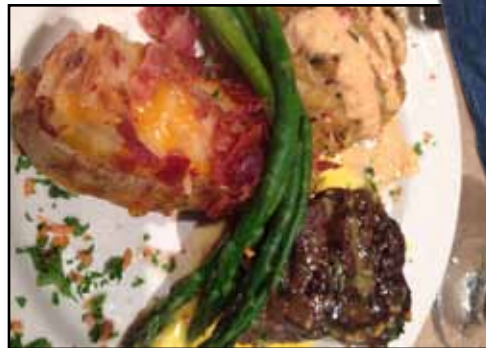
The event raised nearly \$11,000, which will assist with preparations for a new St. Claire Regional medical office building.

"While the actual building is still in the development phase, we need to have plans in place for when we are ready to begin construction," said SCR President/CEO Mark J. Neff. "The new medical office building will be planned to combine the healthcare providers and services of Cave Run Surgical Specialists and Morehead Medical Specialists in one modern and conveniently located building."

Storyteller and champion liar Bil Lepp spins a tall tale at the Foundation Signature Event



Attendees packed the CHER Building Multipurpose Room



The event dinner featured filet mignon and Maryland crab cakes.

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to "WOW"

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**St. Claire Regional  
Medical Center**

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**Juvéderm**  
VOLUMA® XC

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# NEW EMPLOYEE INCENTIVE PROGRAM PAYS OFF FOR CHARLIE MERS

*Submitted by Charles Moore*

Charlie Mers, Environmental Services, Utility Assistant is always looking for ways to make our waste disposal more efficient. Mike Montes, Foodservice & EVS General Manager says “There’s no telling how much money that Charlie has saved us”. In fact, during a recent Value Analysis Council meeting several managers acknowledged that Charlie has helped their departments save money as well. So when the Council recommended that SCR implement the new Employee Incentive Program to reward employees for cost saving ideas, it was inevitable that Charlie Mers would be on the receiving end of a “big fat check”.

Employed by SCR for the past five years, Charlie’s job is to transport waste and soiled linen throughout the hospital. Medical and pharmaceutical wastes go in separate containers so knowing the difference is an important part of his job. Charlie monitors pharmaceutical waste so well that staff often seek his guidance prior to disposal rather than use the wrong container. He is also responsible for reviewing bin counts on medical waste invoices to insure accuracy. Recently Charlie noticed that SCR was paying Darob a \$300 facility pickup fee for medical waste bins that were being picked up next door at MMS, so he volunteered to transport those bins to the hospital and eliminate the weekly fee.



Chris McClurg, VP, Financial Services and Sonny Jones, CPA, Senior Vice President, Financial Services/CFO present the check for \$925 to Charlie Mers, Environmental Services, Utility Assistant.

This \$15,600 annual savings qualifies Charlie to receive the first SCR Employee Incentive Program cash award. Add \$2,700 saved by his suggestion to replace several disposable medical waste containers with reusable ones and Charlie’s initiative has already produced \$18,500 in total annual savings. He has a vacation coming up next month and has said that an extra \$925.00 will sure come in handy, but knowing Charlie don’t be surprised if you see his picture again.

*If you have a great idea for quality improvement, cost reduction savings or both, we want to hear from you! Submit your idea by obtaining the information packet on SCR’s Intranet containing information on the entire process, necessary forms and other items that will be needed in order to submit your idea or request.*

# Healthcare Risk Management WEEK

June 16-20, 2014

*Submitted by Tami Brandenburg*

June 16-20, 2014, is Healthcare Risk Management (HRM) Week. This annual campaign from the American Society for Healthcare Risk Management (ASHRM) raises awareness about the critical role healthcare risk managers and safety professionals play in patient safety, patient care practices, quality improvement, safe work environments and liability.

A comprehensive, organization-wide framework for risk management includes all healthcare employees—from operations, to clinical, to financial and beyond.

## The role of a Healthcare risk manager includes:

- Identifying risks that could lead to serious, preventable safety events and work toward preventing these events from happening
- Playing an active role in a healthcare organization's clinical, finance, regulatory and business issues
- Working to protect the patient and the organization's reputation
- Communicating with patients' families; interact with physicians and clinical staff; educate medical staff, board members and senior leadership; and help put processes in place to reduce the risk of adverse events
- Reducing organizational costs through optimal patient outcomes
- Managing enterprise risk and increasing success in risk prevention

"I am extremely proud of how our entire staff works together, along with Risk Management to ensure our number one priority of patient safety," says Tamara Brandenburg MT(ASCP), MAHCA, CPHRM. "I recognize the important role each employee plays in promoting safe and trusted healthcare. As we celebrate this special week, I applaud everyone's safety efforts. Thank you!"

## Congratulations to Jean Jones, RD, CDE

*Now a Master Licensed Diabetes Educator (MLDE)*

The state of Kentucky now requires licensure for diabetes educators. Jean Jones, RD, CDE is now a Master Licensed Diabetes Educator (MLDE). Licensing as a MLDE acknowledges that the diabetes educator has completed an intense credentialing program and has passed the examination of the National Certification Board for Diabetes Educators. A Licensed Diabetes Educator may practice in the state of Kentucky, providing comprehensive diabetes education and supervise individuals who provide limited diabetes information.



Jean Jones, RD, CDE, MLDE

## The following comments are from SCR patients that completed our Press Ganey patient satisfaction surveys in May

### MEDICAL PRACTICE

**Frannie Meritt, CNM**, went above and beyond her job duties during my visit. I felt so comfortable with her and disclosed personal issues with her. She was so comforting to me and gave very helpful advice. She is so sweet and this visit meant so much to me.

**Franny Meritt, CNM, and Sabra Stevens, RN**, really care about their patients. I would recommend them to anyone.

I love **Mary Caric, APRN**. She is good.

The office staff was nice as usual.

The nurses were pleasant and **Don Hughes, APRN**, is always pleasant.

**Leslie Watts, APRN**, was very helpful and did not try pushing me to have unnecessary tests.

**Stephanie Harris, Registration Clerk**, was the lady who waited on me. She was extremely nice and friendly

**Dr. Burrows** is the best. His assistant is also one of the best.

**Dr. Ali Syed** is an excellent provider!

My experience with **Dr. Ali Syed** was excellent.

**Dr. Burrows** has been my doctor for several years and has been very concerned with my health conditions. He is always interested in helping me improve my health.

**Dr. Burrows** is very thorough and is an excellent doctor. I am fortunate he took me as a patient. Also, the resident that was there that day was great.

The nurses here are very good. The staff is always helpful and friendly.

I am very happy that **Dr. Amanda Ramey**, is joining SCR in August. I like her very much. She has already helped me control my BP and DM during her residency. I am so glad to have an opportunity to request one provider for all of my healthcare needs.

All the staff at the clinic are friendly and professional. They treat us like family.

I would recommend **Leslie Watts, APRN**, to anyone. I am very confident in her care.

The staff are wonderful. **Molly Carew, APRN**, is very thorough. She takes the time to explain everything I need to know.

**Mary Caric, APRN**, always takes the time to listen to you no matter how busy she may be.

**Martha Gulley, Clinic Coordinator**, was excellent in gathering and logging my information.

**Glenn Standafer, APRN**, was recommended to me. I was pleased with the care and treatment I received from him. He also spotted some other issues of concern that I will have checked out.

**Kim Cundiff, CMA, and Stephanie Harris, Registration Clerk**, were excellent and courteous in scheduling my appointment.

**Jessica Duncan, APRN** is a very caring and patient-oriented.

### AMBULATORY SURGERY

The staff at SCR were very nice and took great care of me. I recommend St. Claire Regional to everyone. **Dr. Carolyn Moore** has been my doctor for 19 years and **Dr. Kahloon** has been my doctor for eight or nine years. Both doctors have been most kind and a lot of help. Thank you both.

### HOME HEALTH

**Debbie Blankenship, RN**, is very understanding and helpful.

I only saw one nurse and one physical therapist during my five visits, **Nathan Dillon, RN, and Violet Vago, RN**. I was very satisfied with them.

**Shannon Moore, RN**, is always very professional and helpful.

**Shannon Moore, RN**, showed me how to change my bag and gave me suggestions from her experiences.

**Larry Hutchinson, PTA**, has been excellent. I feel like he is family caring for me. He was always concerned about my pain, yet he encouraged progress.

**Missy Lillard, RN**, provided excellent care above and beyond her call of duty.

**Nurse Denise Dunaway** is a wonderful lady (God is Good).

**Shelley Brown, RN**, was wonderful. I couldn't ask for a better person.

**Pam Compton, RN**, is excellent. We love her!

**Crystal Reeves, RN, and Gina Porter, PTA**, are wonderful, kind people. Not only are they my caregivers, they are good friends.

### INPATIENT

**Dr. Burton** a fine doctor. He is why I go to SCR.

**Dr. Hatton** from SCR Family Medicine in Sandy Hook was great.

Overall the doctors, nurses and staff were very good. **Amanda Skaggs**, my social worker was great. I feel she went above and beyond her job duties. I tried getting into a nursing home five weeks prior to my stay. She had me accepted to West Liberty NH before the end of my first day.

**Dr. Kahloon** is very good.

**Frannie Meritt, CNM**, was beyond amazing and supportive. She treated me like family or a friend would.

**Dr. Turley** saved my life in the ER with his quick actions.

HIGHLIGHTING  
Our Champions



# UpToDate® A Very Useful Tool for SCR Healthcare Providers

**Submitted by Terri Winkleman**

## ***When health care providers have questions, where do they go?***

At St. Claire Regional, they often go to UpToDate.com, an online resource for medical information specifically designed for medical professionals. From this website providers can research drug interactions, learn more about different diseases and disorders, calculate dosages and keep up-to-date on practice changes. The website also provides quick and easy access to educational information for providers to give their patients.

“UpToDate® can be used at the point of care with a patient, such as having a question that comes up when taking care of a patient, or as a resource to broaden your general knowledge base,” says Dr. Alyssa A Hunter with St. Claire Family Medicine in Morehead. “It is a great resource to have at your fingertips. At this time in medicine, being able to have an easily searchable resource makes a huge difference to doctors and their patients.”

With over 20,000 hits at SCR in the last 4 months, the most utilized feature of UpToDate® is the drug information section. Here, providers can look up information about a particular medication, its uses and its interactions with other medications. Another commonly researched topic is infectious disease, where providers can research specific diseases, their signs and symptoms and suggested therapies.

Dr. Carolyn Moore at St. Claire Regional Family Medicine in Olive Hill uses the basic and advanced patient information

features in her practice, allowing her to print off information for her patients. “I prefer doing this rather than just having them look it up on the internet,” she says. “I can review the information they are receiving and answer their questions during the visit. Patients seem appreciative of the information they receive.”

As all providers know, staying up-to-date is critical to patient care. Practices change as new information becomes available and this happens almost daily. UpToDate® provides a central place to research many of these new practice changes in their “Practice Changing UpDates” section. Here, peer-reviewed articles are compiled for providers in order to help them make the best treatment recommendations for their patients.

Caregivers at St. Claire Regional have easy access to UpToDate® via an integrated link in the Meditech EHR system. They can simply click the external links icon on the bottom right portion of the screen and then select the UpToDate® option. St. Claire Regional Family Medicine locations also have access to UpToDate® via the Allscripts “Infobutton.” Staff may also open the site from any SCR computer by simply visiting [www.uptodate.com](http://www.uptodate.com).

## ***To learn more about UpToDate®,***

visit [www.UpToDate.com/home/webinars](http://www.UpToDate.com/home/webinars). Webinars are hosted bi-monthly and highlight product features and functionality, new specialties, best practices, and product demos.



# Happy Birthday

**7/2**

Anna Lynn Holbrook 3rd Floor North  
 Sherri L. Layne OPCC  
 Paul George Prabell Pastoral Care  
 Julie B Wright 3rd Floor North

**7/3**

Abigail S. Hay Pharmacy  
 Betty G. Kidd Patient Access  
 Andrew H. Pelfrey Surgery  
 Elizabeth D. Reffitt SCR Case Management

**7/4**

Crystal L Limings Home Health  
 Melinda L McGlone Home Health  
 Taylor Morgan Patrick Physical Therapy  
 Raezan Carrian Youmans 4th Floor Nursing

**7/5**

Allen S. Lim MMS Clinical Services

**7/6**

Cynthia A. Hamon Surgery  
 Tina Lynn Parsons Behavioral Health Unit

**7/7**

Jessica Dawn Ballard Infusion Solutions  
 Pamela Ellen Copher Emergency Physicians  
 Teresa Lynn Frizzell FM- Owingsville

**7/8**

Mohammad M Marashdeh MMS Clinical Services  
 Cindy Kay Moore Environmental Services  
 Kristin Elizabeth Moore FM- Owingsville  
 LaDonna Nicole Murphy 3rd Floor Central  
 Jon Nicole Tate 4th Floor Nursing

**7/9**

Ashley Nicole Tillett Float Dept - Unit Sec  
 Marsha Dawn Wall Cave Run General Surgery

**7/10**

Mohammad Aslam Anesthesia Professionals  
 Rebecca J. Bocook Cave Run General Surgery  
 Caren L. Daniels-Thacker Emergency Physicians  
 Kimberly D. Lycans Infusion Solutions  
 Jesse F. Perry Pastoral Care  
 Kimberly J Plank Food Services  
 Krystal Klepal Smalley MMS Clinical Services  
 Teresa Ann Wheeler Hospice

**7/11**

Cynthia J. Blankenship Anesthesia Professionals  
 Elizabeth Ann Hesson Infusion Solutions  
 Samantha Jo Jordan Respiratory Therapy  
 Heidi Elaine Kerns ICU  
 Paula Lynn Miller TCU

**7/12**

John Charles Atkins Infusion Solutions  
 Jessica L. Cox Radiology  
 Pamela M. Crose Pathology  
 Dava L. Jordan 3rd Floor Central  
 Randall W. Perry Nuclear Medicine  
 Marcia Ann Shrout Human Resources

**7/13**

Rhonda Louise Alexander Patient Access  
 Meghan G. Howard Laboratory  
 Mindy Ann Huston Nursing Administration  
 Rhonda K. Martin Cave Run Clinic Admin.  
 Teresa K. Russell Family Medical Supply  
 William A. Staton Emergency Department

**7/14**

Kathy Marie Gray Echo  
 Clarissa G. Hensley FM - Morehead  
 Tonya Rae Kennedy Home Health

**7/15**

Barbara J. Corbin ICU  
 Heather Natasha Kiser Laboratory  
 Christine R O'Kelly MMS Clinical Services

**7/16**

Patricia J. Barnes Float Dept - Unit Sec  
 Dwayne L. Johnson SCR Family Medicine

**7/17**

Mary Ruth Conn MMS Clinical Services  
 Vickie L. Nesbitt ICU  
 Nicholas Wayne Rodgers 3rd Floor North  
 Mitchell Kyle Sharber Physical Therapy

**7/18**

Samuel Levi Claxon Emergency Department  
 Tiffany Renee Morris Infusion Solutions  
 Helen C. Peck FM - Frenchburg

**7/19**

Courtney Fultz Environmental Services

**7/20**

Morgan M'Shay Hardin Emergency Department  
 Vanessa Harris FM - Menifee (Dental)  
 Stephanie Lynn Lewis FM - Morehead  
 Susan L. Wallace MMS Clinical Services

**7/21**

Ashley Brown Family Medical Supply  
 LeAnn Nicole Davidson Home Health  
 Gerald Wade Lykins Cave Run General Surgery  
 Heather Leigh Schulte SCMG Central Billing Office

**7/22**

Rita Christine Arnold MMS Clinical Services  
 Donna Kirkwood Barnett ICU  
 Jill Ann Caudill Environmental Services  
 Mary Jane Humkey SCR Family Medicine  
 Tina Renee Roberts 4th Floor Nursing  
 Kelly R. Steagall Emergency Physicians

**7/23**

Courtney Nicole Adams Emergency Department  
 Helen Marie Donathan Environmental Services  
 Arpie Hampton OPCC  
 Angela J. Justice ICU  
 Natasha Randolph Knipp 3rd Floor Central

**7/24**

Nicki A. Burchett Surgery  
 Krista Marie Childers Occupational Therapy  
 Jessie Pearl Conn ICU  
 Penny Dunaway Environmental Services  
 Gina Rhna Lewis Respiratory Therapy  
 Connie Sue Scaggs 3rd Floor Central  
 Ashley Marie Ward MMS Clinical Services  
 Jumell S. Wilson Central Transport  
 Lorey Dawn Winter Sleep Lab

**7/25**

Amanda Brooke Arnett Food Services  
 Linda Michelle Conyers SCR Informatics  
 Nancy J. Stone Infusion Solutions

**7/26**

Hannah Beth Conn FM - Morehead  
 Tyleshia L. Harris Sleep Lab  
 Shannon M Minor Home Health  
 Dianna S. Porter FM - Sandy Hook  
 Wade Austin Prater CT Scan  
 Tammy Lou Rasche ICU

**7/27**

John Allen Duff Printing  
 Cosby E. Fannin OPCC  
 Sarah Lynn Gilliam OPCC  
 Nowwar G. Mustafa MMS Clinical Services  
 Sarah Ann Small Laboratory

**7/28**

Karen Wells Bailey Laboratory  
 Jeannie L. Lacock MMS Administration  
 Marsha Jordan Plank Surgery  
 Chelsey Ann Roe 4th Floor Nursing  
 Mary Juanelle Thiel Health Information Mngt.  
 Gregory S. Wright Infusion Solutions

**7/29**

Carolyn L. Brown Patient Financial Services  
 Christy McKinney Patient Financial Services

**7/30**

Pamela S. Earehart Home Health  
 Markeeta Hall FM - Morehead Dental  
 Jaime J. Wagoner Central Billing Office

**7/31**

Allison Kay Carson Surgery  
 Amanda R. Hester Emergency Department  
 Janet L. Horn Quality Management  
 Heather Marie Shrout 3rd Floor Central

Happy  
Birthday



# UPCOMING C.E. Programs



## June 20 | Tumor Board

8:00 - 9:00 AM

SCR Teleconference Room

*Credit:* ACPE, Category 1 AMA

## July 2 | Journal Club

8:00 - 9:00 AM

SCR Library - Education Room

*Credit:* ACPE, Category 1 AMA

## July 4 | Tumor Board

7:30 - 9:00 AM

SCR Teleconference Room

*Credit:* ACPE, Category 1 AMA

## July 8 | Morbidity & Mortality

8:00 - 9:00 AM

SCR Library - Education Room

*Credit:* ACPE, Category 1 AMA

## July 8 & 15 | BLS Check Off

1:00 - 4:00 PM

CHER 102C

RSVP with KaSandra Hensley

at ext. 6830 or [kasandra.hensley@st-claire.org](mailto:kasandra.hensley@st-claire.org)

## July 18 | Tumor Board

8:00 - 9:00 AM

SCR Teleconference Room

*Credit:* ACPE, Category 1 AMA

## August 1 | Tumor Board

7:30 - 9:00 AM

SCR Teleconference Room

*Credit:* ACPE, Category 1 AMA

## August 6 | Journal Club

8:00 - 9:00 AM

SCR Library - Education Room

*Credit:* ACPE, Category 1 AMA

## August 12 | Morbidity & Mortality

8:00 - 9:00 AM

SCR Library - Education Room

*Credit:* ACPE, Category 1 AMA

## August 15 | Tumor Board

8:00 - 9:00 AM

SCR Teleconference Room

*Credit:* ACPE, Category 1 AMA



**St. Claire Regional  
Medical Center**

222 Medical Circle • Morehead, KY 40351

## BREASTFEEDING CLASS

Presented by Franny Meritt, CNM

**Date:** Thursday, July 17 & Thursday, August 14

**Location:** Family Medicine location in Morehead

**Time:** 6 p.m. - 8 p.m.

For more information contact  
Edna Gagliano at ext. 7554 or call the  
Family Medicine location in Morehead  
at ext. 3771

## NEWBORN CARE CLASS

Presented by Alyssa Hunter, MD

**Date:** Thursday, July 24 & Thursday, August 21

**Location:** Family Medicine location in Morehead

**Time:** 6 p.m. - 8 p.m.

For more information contact  
Edna Gagliano at ext. 7554 or call the  
Family Medicine location in Morehead  
at ext. 3771

Have an article  
or event to submit  
for the Newsbrief?

St. Claire Regional Medical Center  
**NEWSBRIEF**

Please send articles and/or information  
to be placed in the SCR Newsbrief to  
[nick.bear@st-claire.org](mailto:nick.bear@st-claire.org).

Visit the SCR web site at  
[www.st-claire.org/newsbrief](http://www.st-claire.org/newsbrief) to read  
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NEED A CAMERA TO  
COVER A SCR EVENT?



The Marketing/PR Dept. has several cameras  
available for loan. Contact ext. 6419 for more  
information.