February Anniversaries

34 YEARS	Karen Shireman	2/13/1978
27 YEARS	Brenda Falter	2/18/1985
26 YEARS	Karla Falls	2/10/1986
25 YEARS	Mary Lou Randolph	2/2/1987
	Kim Zaleski	2/2/1987
24 YEARS	Esther Young	2/29/1988
23 YEARS	Margaret Pollick	2/7/1989
17 YEARS	Cathy Dull	2/7/1995
	Mark Golamb	2/17/1995
16 YEARS	Susan Loreno	2/19/1996
15 YEARS	Christine Baltzell	2/25/1997
12 YEARS	Christina Gonzalez	2/9/2000
	Cathy Hernandez	2/23/2000
10 YEARS	Andrew Gilbert	2/9/2002
9 YEARS	John Kuhn	2/10/2003
	Kelly Ammanniti	2/22/2003
8 YEARS	Bethani Leibengood	2/2/2004
	Tina Deuble	2/9/2004
	Meranda Chumley	2/16/2004
7 YEARS	Nan Ward	2/9/2005
	Jennifer Zamora	2/11/2005
6 YEARS	Alvessa Arndt	2/13/2006
5 YEARS	Kay Schroeder	2/26/2007
4 YEARS	Nicole Gish	2/11/2008
3 YEARS	Melissa Joseph	2/2/2009
	Bob Zilles	2/10/2009
	Brenda Davidson	2/13/2009
	Tanya Hovis	2/13/2009
	Aleeta Somers-Dehaney	2/18/2009
2 YEARS	Karena Landers	2/15/2010
	Cyle Stull	2/15/2010
1 YEAR	Tim Adams	2/14/2011
	Shannon Bingle	2/14/2011
	Kristine LaBonte	2/14/2011
	Catherine McLuckie	2/14/2011
	Rebecca Sherer	2/14/2011
	Gary Caplan	2/21/2011

Welcome New Associates

Front row, L to R: Loraine Coutcher, R.T.(R), MOD-Director, Physician Practices, Chelsea Earhart-ARRT-Radiology Tech- Diagnostic Imaging Back row, L to R: Cody Semer-Contracted-ITS, Gretchen Hermes, R.N.-Med/Surg, Ashley Maynard, EVS Technician-Environmental Services, Lee DiCesare, HealthLink

Memorial Hospital names 2011 Firestarters

Firestarter AWARD

SERVICE
Amy Overmyer – Health Information

QUALITY
Lisa Boonie - Pain Management

PEOPLE
Amy Carper – Physical Medicine

FINANCE
Kim Wright – HealthLink

GROWTH
Nate Perkins, CNMT, ARRT(N) – Diagnostic Imaging

Email story ideas for the Pulse to news@memorialhcs.org.

February 2012

PULSE

First row, L to R: Mariah Paul, Tracy Harvey, Carol Theis, Naquel Binder, Beth Gabel, Michelle Franks Second row, L to R: Jennie McCoy, Brenda Davidson, Jodi Biggert, Sherri Wilbur, Carrie Drown, Crystal Laurer, Beth Zamora, Debbie Dove, Charlene Snyder

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Melissa believes in providing the best customer service...

2011 Firestarters awarded

MEMORIAL HOSPITAL
MEMORIAL HEALTH CARE SYSTEM

Department Spotlight - Memorial Home Health

Memorial Home Health associates commitment to providing high quality health care has been recognized, not once, not twice, but three times recently. First, Memorial Home Health received a deficiency free survey from the Ohio Department of Health in October, 2011. Next, Memorial Home Health was named as a 2011 HomeCare Elite Top Agency in November 2011. Finally, The Joint Commission gave Memorial Home Health its Gold Seal of Approval as a full-accredited home health care agency in January 2012.

According to Carrie Drown, M.S.N.,M.B.A. director of Memorial Home Health, these commendations were the result of her team's commitment to excellence. "Our department associates are constantly being educated in order to stay up with health regulations. We also perform daily chart audits to ensure that we are compliant," said Carrie.

As a home health service, Memorial Home Health provides skilled nursing care and physical, occupational and speech therapy to homebound patients, along with home health aide and social services. Home health nurses monitor patients' vitals, inject medications, administer IVs, assist with wound care and do much, much more based on specific patient needs. Physical medicine professionals teach exercises and establish extensive treatment plans to help patients gain independence.

Much of the care provided by home health professionals is geared at giving patients and their families the ability to live independently. "We spend a lot of time educating patients about the medications they are taking; regarding various aspects of the disease process; and how to perform some of their own health care, such as giving injections and providing wound care," added Carrie.

Memorial Home Health Facts
Year established: 1984
Number of home health associates: Approximately 19
Associate make-up: R.N.s, L.P.N.s, home health aids, social workers, contracted physical medicine professionals, administrative professionals, case managers
Approximate homes visited daily: 35
Average duration of care needed: From one week to several years
Conditions treated by home health: To name a few - surgery recovery, open wounds, various heart conditions such as Congestive Heart Failure, diabetes, MS, respiratory problems, stroke, extensive illness and countless others.

Memorial Home Health provides care to patients based on individual needs, with the aim of giving people the opportunity to live independently. Carrie attributes the department's achievements to its team of associates. "Memorial Home Health associates work extremely well together, like a championship team, which is the most important factor behind our success."

Memorial Hospital enhances care with video interpreting services

Tonnie LeJune, R.N. and Katelyn Murphy, ED registration with a Martti unit in the Emergency Department.

Memorial Hospital has begun utilizing the Martti video interpreting service. The Martti system, which his provided by Language Access Network, LLC (LAN) will allow the hospital to have access to 170 languages – including American Sign Language (ASL) 24 hours a day, 365 days a year. The Martti system provides immediate translating service to patients in need of medical care.

According to Annette Overmyer, Memorial Hospital's volunteer services and Golden Threads manager, this service is essential to Memorial Hospital. "Proper and timely communication forms the cornerstone of high quality healthcare," she said. "The Martti system is a cost-efficient interpreting solution that will aid in improving clinical outcomes by ensuring timely, effective and accurate communication between provider and patient, regardless of language."

Martti Interpreter System Facts
Martti means: My Accessible Real Time Trusted Interpreter
Languages available: 170, including American Sign Language
Number of uses from Jan. 1 – Jan. 21: 36
Languages interpreted: ASL, Spanish, Mandarin, Vietnamese
Hours & days available: 24 hours a day, 365 days a year

The Martti delivers interpreting service from medically trained LAN interpreters through a HIPAA certified secured broadband network via a portable video monitor. To utilize Martti interpreter services, Memorial Hospital patients and associates essentially "SKYPE" with an interpreter by simply entering basic information into the unit. As comprehensive and convenient as the Martti system is, it will not replace the current interpreters who work for the hospital.

"Martti is being utilized at Memorial Hospital to enhance our interpreting services," said Annette. "In-person interpreting services will continue to be used at the hospital as well. Communicating to patients in a way that they feel comfortable is necessary when providing best possible care."

Once the system is fully implemented, there will be three portable Martti units at Memorial Hospital. One will be stationed in the emergency department (ED), another at registration and the third location will be determined based on usage. The Martti system is extremely portable; it is on wheels, and consists of a video monitor with built in camera and microphone. It can also operate on batteries, which will allow all Memorial Hospital departments to have easy access to it.

From January 1 – January 21, 2012, Memorial Hospital associates utilized the Martti system 36 times to interpret in sign language, Spanish, Mandarin and Vietnamese. Thus far, the system has been very well received by hospital associates and patients. "It's an easy system to use, and patients have made positive remarks about the service provided by the interpreters," said Tonnie LeJune, R.N., emergency department nurse.

The Language Access Network is a Columbus Ohio based company. According to its Web site, LAN is a leader in providing remote language interpretation services to the healthcare industry; it provides interpreting services to more than 65 medical facilities nationwide.

Joint Commission Accreditation Update

Memorial Hospital, Memorial Home Health, Hospice of Memorial Hospital and the Memorial Hospital laboratory are now fully accredited with The Joint Commission's Gold Seal of Approval. These areas successfully completed a survey with the Joint Commission in November 2011.

Cookin' Men is February 11

The Memorial Hospital's Cookin' Men event is being held on February 11 at the Fremont American Legion Hall from 7 – 10 p.m. The event is $50 per person with a cash bar. Visit memorialhcs.org/cookin-men for more information information, or call the Memorial Hospital Foundation at 419.334.6667. All proceeds from Cookin' Men benefit Memorial Hospital's obstetrics and pediatrics departments.

Hospital holding Wellness Fair

In an effort to help associates become more aware of wellness resources available locally, the Wellness Team is sponsoring a Wellness Fair on February 24, from 11 a.m. to 3 p.m. in the Chestnut Café. Representatives from local fitness/exercise providers and other wellness vendors will provide information about their products and services.

As part of the Wellness Fair, HealthLink will provide free cholesterol and blood glucose screenings for employees from 6:30 a.m. until 3 p.m. in the Chestnut Café. The screenings include a blood test and will be on a first-come basis. For the screening to be accurate, you must not eat for 12 hours prior to the blood draw. If you work at an off-site location and are unable to come to the hospital for the screenings, talk to your director about arranging a time with HealthLink.

Wellness Screenings

Annual wellness screenings are covered through Memorial Hospital's insurance plan. Associates are encouraged to work their family physician to schedule screenings as needed. More information about the insurance wellness benefits will be available at the Wellness Fair.

Service Excellence News

The Service Excellence Steering Committee, which is made up of service team leaders, physician champions and members of the Executive Team, has been meeting monthly.

Some of their current priorities include:

- Coordinating service excellence projects with IT projects, ensuring manageable timeline for associates
- Reviewing the physician satisfaction survey to identify opportunities with clinical care
- Monitoring service recovery, rewards and recognition and employer of choice projects and patient satisfaction initiatives

After individualized AIDET training for the lab and imaging departments, which was tailored to the results of their patient satisfaction results, the outpatient satisfaction scores improved greatly. Over the past 3 quarters (April 2011-December 2011) they improved by 30 points in percentile ranking in the State of Ohio, moving from a percentile ranking of 15 to 54, meaning out of all the hospital surveyed in the State of Ohio by Press Ganey, our overall rating of care is better than 54 percent of the hospitals. This is the highest quarter score since beginning the Press Ganey survey process. The highest score to date was a 57 in percentile ranking.

HCAHPS (Hospital Consumer Assessment of Health Providers and Systems Survey) scores are being incorporated into improvement initiatives in the inpatient departments. From October 2011-December 2011 scores improved in nurse communication with patients and responsiveness of hospital staff to patients. Areas that consistently score high include physician communication with patients as well as discharge instructions given to patients.

Chestnut Chatter

What do you do to make patients feel at ease?

Hidy Stickland,
MOA, Lab
"Not only do I use AIDET but I also try to go out of my way to be kind and courteous, making sure that the patient's needs are met."

Melissa Joseph,
Representative, Patient Financial Services
"I believe in providing the best customer service, which is why I give the best of myself to everyone everyday. If I can't answer a question, I find the person who can, because even the little stuff makes a difference."

Joyce Craig,
Volunteer, Patient Transportation
"I try to treat the patients how I would want to be treated; always explaining what is happening and just being friendly."

Beats, Blips & More

Memorial Hospital physician Iracema Arevalo, M.D. recently earned board certification in pediatric infectious disease. Dr. Arevalo is also board certified in pediatrics. She sees patients on the ground floor of Memorial Hospital in the Adult and Child Specialty Clinic.

The Auxiliary of Memorial Hospital is currently accepting applications for health education scholarships. Applications can be found online at memorialhcs.org/ auxiliary-scholarships. Scholarships are open to all students studying to enter the field of health care. Pre-med, pre-dental and pre-optometry students do not qualify for scholarships. Applications are due March 16.

The Memorial Hospital Celebrating Women & Wellness Committee is now accepting nominations for the Mary Miller Hayes Leadership Award. The award is presented to a woman who exemplifies leadership and has demonstrated a pioneering spirit. Visit memorialhcs.org/mary-miller-hayes for more information. Nominations are due February 13.

The Memorial Hospital Foundation Board of Directors recently welcomed two new members. Tom Bowlus, a local attorney, and Holly Elder, treasurer for the City of Fremont officially joined the board in January 2012.

Loraine Coutcher, R.T.(R), MOD started as the director of physician practices in January 2012. As director, she will manage the practices of Memorial Hospital's employed physicians.

Fifteen teams and 49 individuals are competing to be Memorial's Biggest Loser! More than $500 in prize money will be distributed to the team and individual losing the greatest percentage of body fat. Winners will be announced in late March.

Starting in February, the Reward and Recognition Team will recognize associates who are mentioned on Press Ganey surveys.

Weekly Memorial Hospital/ProMedica affiliation updates are being sent via email and posted on the Intranet. Printed affiliation updates are also sent to department directors and placed near time clocks.