

April Birthdays

- 1 - Ron Graham
- 2 - Robbie Rouse, Donna Wilkinson
- 3 - Todd Taylor
- 4 - Pam Kight
- 6 - Cassie Smith, Davina Franklin, Casey Peacock, Gail Barfield, Juliett Jackson, Natasha Richards
- 7 - Sharon Wright, Dan Spitzmiller, Kat Ray, Jim Johnson
- 8 - Teresa Sheppard, Danny Smith
- 9 - Dana Blue
- 10 - Debbie Lauber
- 11 - Loretta Lewis, Gracie Ivey
- 12 - Penny Wilkes
- 13 - Laura Lee Roberts, Casey Smith, Kathy Brown
- 14 - Cara Taylor
- 15 - Stacy Cuyler, Teresa Warren
- 16 - Dianna Gay, Noleen Olckers, Kay Purvis
- 17 - Amber Holton
- 18 - Pam Woodard
- 19 - Ivan Wise, Lindsey Wright, Teresa White, Shirley Carr
- 20 - Pam Brantley
- 22 - Teresa Sally
- 24 - Heather Dorman, Leigh Ann Bjorling
- 25 - Debbie Sizemore, Brandy Vann, Tracie Thacker, Dora Williams
- 26 - Sherry Robbins
- 27 - Laurie Collins
- 28 - Judy Flury
- 29 - Connie Whittington, Brittany Rozar

Dates to Remember

April

- 7 - Employee Birthday Party
- 12 - Clinical Skills Fair
- 19-25 National Volunteer Week
- 22 - Relay For Life Doughnut Sale
- 28 - Relay For Life Silent Auction
- 29 - Chattin' with the Chief
- 30 - Employee Appreciation Month Kick-Off Reception/Relay For Life: West Laurens High School

May

Employee Appreciation Month - events will be announced soon

Employee Milestones

Congratulations to:

- Marrisa Montano, Nurse Tech for Women's Services, honored for Overall Clinical Excellence for Nursing Class of 2010 from Middle GA College
- Joseph Austin for passing his Serv-Safe Certification

Our Condolences to:

- Pam Currie in the loss of her grandfather.
- Monika Graddy in the loss of her grandmother
- Jamie Culver in the loss of her father.

THE VITAL TIMES

AT FAIRVIEW PARK HOSPITAL

APRIL 2010

Frist Award Winner - Debra Howell

DON'S DESK 2

Congratulations to Debra Howell, the 2009 Frist Humanitarian Award Winner! An employee since 1978, Debra is the Director of Surgical Services. Nominations that were received on Debra's behalf, truly show that she personifies the qualities inherent in a Frist Winner. Not only is she highly respected by her staff but by physicians as well. Many people are unaware of her contributions, because a lot of what she does is always anonymous. She frequently leaves little notes with gift cards for staff or co-workers that are struggling financially, she pays employees electric bills and care payments and even pays insurance premiums when tragedy strikes an employee. The below letter submitted by an employee sums up Debra's humble and giving nature...

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"I can think of no other person who would be more deserving of the 2010 Frist Humanitarian Award than Debra Howell. She has demonstrated time and time again her commitment to the care and welfare of family, friends, co-workers and complete strangers.

I have personally witnessed on many occasions, the countless hours she has sat by the hospital bedside while her daughter was sick with on-going health problems. In the many years I've known her, she has accompanied her daughter to the doctor and hospital, on several occasions and provided the care that only a mother could. She has been by her husband and mother's side throughout several procedures and was there for her daughter throughout the birth of her grandson, taking off to be with her while she recovered.

While most would expect these things of someone in dealing with family, I can say from personal experience that those of us who work with and for Debra, receive the same treatment. While hospitalized after an accident, Debra took care of all of the necessary paperwork needed for my leave of absence. She also saw to it that my wife and kids had what they needed while I was here. Since my accident happened at Christmas, she helped my wife with Christmas shopping. Mine is not an isolated case. When another co-worker was diagnosed with terminal cancer, Debra paid this employee's insurance for months while she was unable to work. Upon the death of another employee, Debra took up money to pay outstanding bills that the family had and when the donations came up short, she pulled the remainder of the money from her own pocket. She has always been there should anyone of her coworkers need a babysitter, to borrow a car, or just an understanding ear. All these things I have witnessed time and time again.

Even more remarkable to me, is the way in which she deals with complete strangers. I have seen her interrupt her meal to help an elderly person through the cafeteria line. I've also seen her prove extra money to complete strangers in the lunch line when they came up short. Every charity you can imagine receives donations from her every year.

Her contributions are not merely monetary. She is never afraid to roll up her sleeves and get a job done. For years she's helped Volunteers in Medicine to provide medical care to hundreds of uninsured. She provides hours of volunteer work to the St. Patrick's Day festival every year as well. Daily, we who work for her are encouraged with inspirational lines from various authors on the bottom of our schedule. She is always there with a kind word, a soft shoulder and a strong hand for anyone who needs it."





... from Don's desk

It's ALL about YOU!



At the end of the day, or to be more specific, at the end of a patient's visit to Fairview Park Hospital, their experience here is truly all about the employees who cared for them in one way or another. So, while we typically say that it is all about "the customer," I believe that is really is ALL ABOUT YOU! And of course, "YOU" is defined by each and every Fairview Park Hospital employee.

The one consistent message I have tried to reiterate consistently over the past two years is that we must be, will be, and are becoming an employee centered organization. By continually listening to, serving and taking care of our team – our employees – we will in turn provide outstanding and compassionate care to our patients.

Every time a patient, visitor or physician has an opportunity to use the services that we provide, my desire is that they would have a positive, "knock your socks off" kind of experience. That's a big challenge given the nature of our work. However, the best chance we have in achieving that goal is to take care of our employees. That means to listen to them, respond (and that may be a yes or a no) to them, provide for them the tools and environment they need to perform their work, and most importantly, let them know they matter and that we care about them.

Our values are spelled out in the acronym, ICARE (Integrity, Competence, Accountability, Respect and Excellence). Every time a patient or visitor comes to Fairview, I hope they hear, see and feel "ICARE." I want every employee to feel that same thing. I want every employee to know that I (Don, that is!) care for them as a person and a fellow employee. More importantly, I want them to know that their direct supervisor, department manager, administrator, and every other fellow employee also care for them.

Regardless of your job, regardless of your education or training, regardless of your race, religion, or any other "status," you are important, you are valued, and YOU make THE difference in how we serve others every day. So, yes, it is ALL about YOU!

ST. PATRICK'S DAY SUPER SATURDAY

Fairview Park sponsored a float in the St. Patrick's Festival. We had a Wizard of Oz Theme, "There's No Place Like Dublin". If you are interested in helping the FASTeam with special hospital functions, please contact, Tracie Morgan ext 3935 or Jeff Bruton ext 3102.



REHAB UNIT RECEIVES AWARD - FOURTH YEAR IN A ROW

For the fourth year in a row the rehabilitation unit at Fairview Park Hospital has been recognized for outstanding performance.

The unit received the 2010 Top Performer Award from Uniform Data System for Medical Rehabilitation, a company which collects data regarding patient rehabilitation and outcomes. More than 1,400 facilities throughout the world subscribe to UDSMR, according to the company website. The databases include more than 13 million patient assessments.

The recognition signifies that the unit is in the top 10 percent of more than 800 facilities throughout the nation, according to Stacey Davis, director of therapy and rehabilitation services at Fairview Park. "It's making a difference with our patients and their progress," Davis said of the unit's efforts. The rehab unit provides intensive physical, occupational and speech therapy. The average length of stay for patients is 14-21 days. Treatment includes three hours of therapy per day. "The data tracks the progress a patient makes from admission to leaving the hospital," said Kerri Collins, referral coordinator for the rehab unit.

The rehabilitation unit uses an interdisciplinary approach to patient care and positive outcomes. The 15-bed acute care rehab unit includes a cohesive staff of therapists, nurses and other personnel focused on achieving patient satisfaction well above the national average, according to Dr. J.T. Hardman.

"What sets our unit apart from other rehabilitation units is its people," he said. "It's the people at Fairview that make the difference."

For more information about the Rehabilitation Unit at Fairview Park Hospital, call 274-3255.

PATIENT SAFETY CHAMPIONS



Congratulations to the 2010 Patient Safety Champions!!! The winners are as follows:

Non-Clinical Patient Safety Champion- Karen Platt – *Karen was nominated because she is always willing to assist patients and visitors with wheelchairs in the lobby, she responds quickly when codes are called, and she is committed to keeping the switchboard area clean and tidy. Her daily routines prove she is a patient safety champion.*



Clinical Patient Safety Champion-Nilo Torres – *Nilo was nominated because of his attention to proper patient-transfer techniques. He teaches patients and staff members about safe transfers and consistently uses gait belts, gripper socks, and other fall prevention strategies.*



Department Patient Safety Champion- Environmental Services – *The Environmental Services Department was nominated because of the vast improvement on overall facility cleanliness, environmental disinfection, and attention to detail. Thanks to all of you for your commitment to making Fairview Park Hospital a safe place for patients, visitors, and staff!!!*

APRIL 2010 EMPLOYEE OF THE MONTH

Kerri Collins, Referral Coordinator for the Rehab Unit, was recently named the April 2010 Employee of the Month. The employee of the month award at FPH is voted upon by the Employee Advisory Group and goes to the employee who shows dedication to the ideals and institutions of the I-CARE philosophy. Here are some of the comments about Kerri:

- She is always ready to lend a hand
- She is an active listener as well as has great advice
- She is a true team player
- She is flexible and is able to jump in where needed

Way to go Kerri!!!!

Pictured: Stacey Davis, Kerri Collins



PUT A LID ON IT BUTTONS

The Risk Management Safety Committee invites you to participate in a campaign to promote safety and prevent falls related to spills in the hospital. Please encourage your fellow employees, visitors, and patients to always cover any drinks in the hospital. Signs have been placed at all beverage stations within the hospital, buttons have been made, and a bulletin board has been created to promote the campaign. If you have any questions, contact Beneta Haywood at extension 3178.



KUDOS KORNER

"It is always easy to share comments about problems that we incur in a situation or in an organization. I am writing to share kudos for a great experience in a stressful time. My son broke his leg and our experience from the first step into the ER to loading my son in the car to head home. The receptionist was warm and welcoming in helping us register, the nurses were great, the x-ray tech was so caring and our sweet doctor was just wonderful. Thanks for creating an atmosphere that made the situation so much easier. A heartfelt thank you from a stressed out mom!"



"We had a patient on the Rehab Unit that has a lengthy stay (between three different hospitals). This patient would frequently mention her desire to be outside in the sunshine. Amy Crabtree, after getting physician approval, and after clocking out, took this patient outside and rolled her in a wheelchair around the pond. Amy spent time talking with this patient and making sure she was comfortable. This act of caring demonstrated by Amy, improved the patient's outlook, mood and overall willingness to participate with her therapy."

"Recently we had a confused, weary homeless man in the ED who soiled his clothes. He had no family and was going home by cab. Holly Darsey worked extra hard to get him something clean and dry to wear out of the ED and back to his hotel where he was staying. She called him a cab and the patient was able to leave in dignity thanks to Holly's integrity. Holly is one of a kind and we are thankful to have her."

LET YOUR VOICE BE HEARD!

Each year, we survey our employees to learn how we're doing as an organization and how we can make our workplace better. Your participation in the annual Employee Engagement Survey has provided valuable feedback which has resulted in hospital improvements, such as:

- We've made strides in the patient experience, but still have room to improve
- We've made communication improvements, however we still need improvement in our ability to listen and understand what the employees are saying.
- The importance of an administrative team that is visible, proactive and engaged.



The Employee Engagement Survey is an important tool we use to assess our strengths and opportunities for improvement. To continue our progress, we encourage every eligible employee to complete the survey in May. Our goal is 100% participation.

Why participate? The survey is a formal opportunity to **SPEAK**; it's our chance to speak freely and confidentially about what it's like to work here. In return, the Company commits to **LISTEN** to what employees have to say, **ACT** on what they hear, and **TELL** or communicate back what improvements were made in response to our input.

The survey can be completed online at www.HCASurveys.com (English, Spanish, Vietnamese) or by telephone by dialing 800-207-3580 (English, Spanish). You will be asked to provide the last 4 digits of your Social Security Number and date of birth to take the survey, however, please know that your survey responses are confidential. The survey is administered by an independent organization, The Foresight Group. Foresight guarantees that results and responses are reported back to management in aggregate form only. Employees' responses can never be tied back to any individual; nor can management know who has or has not completed the survey. Foresight uses personal information for login because it is the best way to validate your eligibility. It provides a means to track participation rates and allows the greatest flexibility for analyzing data. We appreciate all that you do and encourage you to take this opportunity to let us know how we can make our workplace better. The 2010 Employee Engagement Survey is May 3-31.

PROTECTING PORTABLE MEDIA



PDAs, USB Drives, CDs, and More

With today's technology, we can often transmit data to a PDA or CD with just a touch of a button. These portable media devices range from

PDAs and similar handheld devices to CDs, diskettes, and USB drives (a.k.a. "USB keys" or "jump drives"). It's easy to forget, though, that one of these tiny devices can easily carry hundreds - or even thousands - of confidential files at a time. We need to protect information on these devices, just as we would if it were in any other form.

Apply the same protection to portable media as you would to the data it carries.

Just as you are responsible for protecting confidential information on paper or on your computer, you have the same responsibility to protect any information that you transmit to a portable media device. This means you need to ensure that the information is only viewed by individuals who have a "need to know" in order to perform their jobs, that the information is locked up when not in use, and that you use passwords to protect the information whenever possible.

When in doubt, lock it up.

These devices are small and are easy for someone to walk away with. If the device contains confidential information, lock it up when you are not using it. If you aren't sure whether a device is carrying confidential data, play it safe and lock it up anyway.

Physical Security Controls for All Laptops

- Secure laptops with a cable lock while you are at work.
- Lock your laptops out of sight in a cabinet or drawer after hours. It is not sufficient to lock your laptops inside an office or to rely on your daytime cable lock after hours.
- Users should only take laptops out of the office when they have a need to use it.
- When laptops are out of the office, users must provide proper protection at all times.
- In a car, lock laptops in the trunk. If the vehicle does not have a trunk, take the laptop with you. If taking the laptop with you is not feasible, move the laptop out of site as much as possible.
- In airports, take laptops on the plane as a carry-on and stow it under the seat. Never include it in check-in luggage.
- In hotels, lock laptops in a hotel safe or use a cable lock to secure it to a desk in the room.
- In other places, users must secure laptops with a locking cable wherever they work.

Report lost media devices immediately.

If you think you may have lost or misplaced a portable media device containing confidential data, contact your information systems help desk immediately.

For more information about protecting data on portable media devices, please contact your information systems help desk, extension 3132 or Facility Privacy Officer, Allison Anderson, extension 3337.