

employee connections

A publication by Southern Regional employees for Southern Regional employees.

October 2011



CELEBRATING

BREAST CANCER AWARENESS

Late night and reduced fee self-pay mammograms throughout the month of October. **Details inside.**

Satisfaction:
Identifying opportunities for patient satisfaction

Notes from Steve:
Patient satisfaction: recognizing surgical services, E.D staffs

They're so Southern:
Employees help returning patient see hospital in new light

Get Social:
10 Years of Babies is back....on our facebook!

**ALSO
in this
ISSUE**



Patient satisfaction is on the rise at SRMC! That's why I'd like to call attention to and recognize the surgical services and emergency department staffs for a job well done. In the past few months, they have markedly improved their patient satisfaction scores, which tells me we are not only delivering the best care possible but creating an environment where patients can rest assure they and their families are being looked after.

I encourage you to use the successes our surgical services and emergency departments have seen as inspiration for your own team. Each time you interact with a patient or family member, think about the things that would make your experience more comfortable, if you were in their shoes. Then, be sure to incorporate those things when you encounter them again.

It is because of you that we've seen such improvement in terms of patient satisfaction. Keep up the good work - I look forward to reaching new heights.

Steve

BREAST CANCER awareness activities

BREAST CANCER AWARENESS DAY

We're kicking off our observance activities on Mon., Oct. 3 at the Women's Center at Spivey Station and the Women's Life Center at SRMC. Staff will wear breast cancer themed shirts and our centers will be decorated accordingly. Women's Breast Cancer Diary Pocket Pal and Pen cards will be provided throughout the month.

LATE NIGHT SCREENINGS

Come out for late night routine screening digital mammograms on Thurs., Oct. 13 and Oct. 20 from 5 - 7 p.m. at the Women's Center at Spivey Station and the Women's Life Center at SRMC. Call (770) 991-8144 to schedule your appointment.

REDUCED FEE SCREENINGS

Throughout October, we will be offering a reduced fee for self-pay patients (cash or credit) on routine screening digital mammograms. The fee is \$175 (includes radiologist's fee) and must be paid in full at time of service. This offer is valid for cash/credit payment. Patients covered by insurance plans are not eligible for this special discount.

SURVIVOR DAY

On Oct. 26, we will be honoring breast cancer survivors at the Women's Center at Spivey Station and the Women's Life Center at SRMC. Any breast cancer survivor who comes to our facilities on this day will receive a special goodie.

FOUNDATION FUNDRAISER

A patient-made quilt will be raffled off Oct. 31. Tickets on sale Oct. 1 at the Gift Shop and at the Women's Center at Spivey Station. Proceeds benefit SRMC Foundation.



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YOU ROCK

Ronnie Owen, OPPU

Dr. Mohan added on 2 cath when only call team was here. Ronnie took our in-house patients and pulled the sheaths and recovered the patient so we could work quickly. - **Susan Bushey, Cath Lab**

Chato Cabrera, David Baptiste, Surgical Services

He rocked by volunteering to save a life. The other night, we had a patient hemorrhaging and we needed a second team and he volunteered to come in. Thank you! - **Pat Thornton, Surgical Services Director**

Natessha Gee, 5 Tower

Miss Tesh was very kind and compassionate to me. She never got cross with me and she had to reaccess my port and got it accessed the first attempt and didn't cause me any pain. - **N.F., Patient**

Katie Adams, Clinical Research

Katie came to my department to help out. She did everything from checking in patients, order labs and lunches, answer phones and took vital signs. Awesome help! - **Peggy VanMeter, Outpatient Oncology**

Christy Burns

Thanks for being a team player. Anytime you are the unit secretary for the day, you will help by warming up trays, giving patients ice and bringing supplies to the room when we [techs & nurses] need extra items. Thank you so much. - **Loretta Adams**

Leah Wilson

Discharge orders were written for a patient at 6:30 pm. Leah hadn't completed her work for the day but she stopped to start the discharge because her co-worker was busy. Always helpful and considerate to her coworkers. - **Jandra Wellington**

Tara, Dietary Tech

I was with my sister all day and had forgotten to eat. As a diabetic, I started to feel ill and she was kind enough to get me crackers and juice which really helped. - **L.P., family member**

Janet Donnelly, Pharmacist, Medical Staff

Janet went above and beyond when I asked her a pharmaceutical question. She stopped her work, ran to the Micromedex, printed all of the information about the drug for me. She is just SUPER!!! She is very knowledgeable, approachable and very helpful. I appreciate you. - **Ginger Butera, Cardiology**

Karen, Food & Nutritional Services

Karen was very attentive to my needs about my meals. I have a lot of restrictions but she was willing to help me find food I can eat. Meals are the only thing I have to look forward to. Her kindness and cheerfulness was very wonderful. I appreciate her thoughtfulness and follow through. - **M.W., patient**

Ladies' NIGHT OUT

Women  in
BUSINESS

Ladies, join us for an after hours mixer on Thurs., Nov. 17
from 5:30 - 7:30 p.m. at the Women's Life Center at SRMC.

Enjoy drinks, hors d'oeuvres and live music,
courtesy of Southern Regional.

FREE for SRMC employees and volunteers. RSVP required. Call Anelsa Fiol at ext.8141.



www.southernregional.org

A Culture of Always

Identifying Opportunities for Patient Satisfaction

BY DOT TOLERSON

It may seem that nurses are the heart and soul of success with patient satisfaction. The major categories (domains) being:

- Communication with doctors
- Communication with nurses
- Responsiveness of hospital's staff
- Pain management
- Communication about medications
- Cleanliness of hospital
- Quietness in the hospital at night
- Discharge information

However, every experience our patients have during their stay factors into their overall evaluation of the hospital. It all counts: how well staff communicated with them, how they were treated by physicians, how responsive staff members were when they asked for something and how clean the hospital was. Ultimately, the patients ask themselves: "Did I get the quality of care and service from people I truly think cared about me as a person?"

CONTEST: Read the patient scenario on the back of this page and tell me all the opportunities we had to improve this patient's experience. Send answers to Dot Tolerson, Patient Relations via inter-office mail or email dondra.tolerson@southernregional.org.

CONTEST WINNERS FROM SEPTEMBER: Pam Lucas, Inpatient Registration; Kelly Anderson, PBX; Regina Conner, Patient Care Services and Patricia Farley, Spivey Station Imaging.

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A Culture of Always CONTEST: Identifying Opportunities for Improvement

“As I was being transported to my inpatient room from the ER, I mentioned to the gentleman transporting me that I was a bit cold. I had been given a lot IV fluid which seemed to make my temperature drop a bit. He responded with a smile and told me once I arrived upstairs the staff would give me a blanket. When we entered the elevator, there was another staff member already in there and as we headed up to my floor the transporter and this other person began talking about the football game from the previous night. As a huge football fan, I would have gladly joined in but they were talking so loud and so fast that I couldn’t find a moment to interject. The only time that they even included me was when my stomach grumbled loudly and I told them I hadn’t eaten in 10 hours. We had a good laugh about my stomach grumbling.

I finally arrived in my room and the transporter got me settled. Before he left, he told me a nurse would be in to check in me in just a few minutes. I reminded him I was cold and he said he would tell the nurse I needed a blanket. 45 minutes later a very bubbly, smiley nurse arrived to begin my admission. I asked her for a blanket and she told me it was very important the admission paperwork got done and I would have to wait for the blanket. After about 20 minutes of assessing me and completing paperwork, she said she would go tell my tech I needed a blanket. I asked her if she could help me use the bathroom before she left and she said the tech would be right in and they would help me because she had another admission. I asked if a dinner tray could be ordered since I hadn’t eaten in 10 hours and the nurse responded dinner time was over.

About 15 minutes later, the tech arrived with ice water and a blood pressure machine to take my vital signs. I asked him about the blanket and assistance to the bathroom. He was pleasant and said he would be happy to help me but he needed to take my vital signs first because the nurse gets upset if the vital signs aren’t done on time. After he took my vital signs, he helped me to the bathroom and told me to use the call light to let him know when I was ready to get back in bed. I asked him to please bring back a snack since it had been hours since I had eaten and told him I would eat just about anything. He told me the snacks were for late night admissions only. I wasn’t sure what a late night admission was but I knew that I was hungry and didn’t want to wait until the morning.

It seemed like just moments later I rang the call light. A “voice” came on the overhead paging system and asked me what I wanted. A little embarrassed I simply said, “My tech asked me to call when I was ready to get back in bed.” The “voice” told me my tech would be there in a minute. I waited and waited. Finally, my tech arrived and scolded me for not using my call light to let him know I was ready to get back in bed. I told him I had, to which he responded the person who answered my call never told him. At this time, it was about 9 p.m. and I was helped back to bed and tucked in for the night.

I slept pretty well through the night. Twice, a staff member walked into my room by mistake but that wasn’t a big deal, I guess. I was woken up at 5 a.m. for blood work, which I know is necessary to have. In the morning, my breakfast didn’t arrive. After inquiring about it, I found out my doctor had written an order for me to be NPO, have nothing by mouth after midnight because I was going to have some tests done. While I waited I surfed the TV channels and watched my trash can fill up from staff placing the wrapping from syringes, gauze, blue pads and other items. A very kind housekeeper had been in my room once to empty the trash. I wondered if she would be back or if the other staff would notice it overflowing. Luckily, after my test my doctor told me I could be treated on an outpatient basis and I was discharged. I couldn’t wait to get back home to “regular” life.”

Crescent Ball raises \$125,000 for Southern Regional

The SRMC Foundation raised \$125,000 for the hospital at the annual Crescent Ball on Sat., Aug. 27 at The Foundry at Puritan Mill.

The Crescent Ball, which was attended by over 400 guests, celebrates the lives saved at Southern Regional with the use of advanced medical technology purchased with the help of SRMC Foundation donors.

For the first time in the history of the event, a celebrity guest gave a performance and spoke of the impact Southern Regional had on her life.

“Six years ago, I was in the dark when it came to my own health,” Ann Nesby, two-time Grammy award winner, said. “I had no idea what life-threatening troubles were beneath my skin.”

Nesby suffered congestive heart failure in 2005 and was treated at SRMC. Medical professionals say if Nesby hadn't come to Southern Regional when she did, she would have likely suffered a stroke or fatal heart attack within a year.

Visit blog.southernregional.org for her full story.



To view photos from the 2011 Crescent Ball, go to www.facebook.com/srhasatlanta.



How has breast cancer affected you? Your words. Your story.

One of the easiest ways you can fight disease is to spread awareness. Consequently, one of the easiest ways to spread awareness is through story-telling. This month, we ask you to help us spread the word about breast cancer by sharing your own experience.

Whether you have gone through it personally or someone you know has, your story is one to tell. Send your story to healthevents@southernregional.org during the month of October for a chance to have your story published on our website.

Story submissions from all employees, volunteers, patients and doctors at SRMC are welcome. Thanks in advance for helping us spread the word about breast cancer!

**** Thanks to a grant from Susan G. Komen for the Cure® - Atlanta Affiliate, the Caring Compressions program at Spivey Station's Women's Center will provide 200 screenings and 145 diagnostic mammograms in addition to 15 ultrasound biopsies, 90 ultrasounds and seven stereotactic biopsies to those who might not have received these services without the aid of the grant. To find out how the Komen grant may be able to help you or someone you know, call the Women's Center at 678-364-4400. ****



10 Years of Babies - They're back!

In June, we celebrated our Women's Life Center's 10th birthday by bringing back the babies born here. We then asked moms to submit their stories and selected some of the most memorable births to date. Throughout the next month, we will be releasing two featured 10 Years of Babies stories a week on: www.facebook.com/srhasatlanta. Check them out!

They're so

SOUTHERN

A patient who has been here many times presented through the emergency department via EMS. Her previous visits here had not had good experiences for her and so, she requested to go to another facility.

The minute she came through our doors she could tell something was different. She even wondered if she was really at Southern Regional. The patient praised **Grechia Prestwood**, saying she was "spectacular" for keeping such a close eye on her.

The patient was then admitted to the critical care unit where she claimed all the nurses were great but **Dean Lindsey** really went above and beyond. She said he was very professional and she knew he was watching after her so she was able to relax and rest. **Amanda Tedder** also was recognized by this patient as she performed her EEG. She said she took the time to really explain the procedure and was so kind to her.

Overall, the patient said she can tell we've been making positive changes and will not think twice next time to say she wants to come to Southern Regional. She said she was with a group of her friends at lunch this week and told them Southern Regional has really changed and they should not hesitate to come. - Tammy M. Hamlin, R.N.



SRMC NEWS & Announcements

RN Satisfaction

Three nursing units had 100% participation on the annual National Database of Nursing Quality Indicators (NDNQI) RN Satisfaction Survey. They received special recognition and an ice cream and cake social. Thanks to all who participated in the survey!

Pumpkin Decorating Contest

The Rewards & Recognition Committee will have a pumpkin decorating contest Oct. 25. Departments need to notify Jana Warren at ext. 8274 of their submission. Pumpkins to be displayed Oct. 26-28. **Prizes awarded for:** Most Representative of Department, Employee's Choice and Most Humorous.

Partnering with Clayton Health Dept.

Jackie Lawson, director of women's and chil-

dren's - labor delivery, made a presentation to the Clayton County Health Dept. on Aug. 17 on trends and issues SRMC is experiencing in terms of pregnancy rates and prenatal care. As a thank you for her continued support, the health department presented Lawson with 400 neonatal car seat beds.

SRMC fights diabetes and obesity

Diabetes Nurse Educator Kathy Marshall and the Diabetes Prevention Coalition have created the "Planting the Seed for Good Health" program with funding from The Rite Aid Foundation.

The program will launch in six Clayton County Public Schools and will focus on the nutrition education and physical activity intervention of 612 fourth grade students.

calendar of events

New Employee Orientation

Oct. 3, 17 and 31

EKG Basic: 3-Day Course*

Oct. 10, 17 and 24 from 8 a.m. - 4:30 p.m.

Initial Responder Class*

Oct. 12 from 7:30 a.m. - 3 p.m.

CNA/Tech Competency*

Oct. 13 from 12 p.m. - 4 p.m.

Preceptor Workshop*

Oct. 27 from 8 a.m. - 4:30 p.m.

Oct. 29 at Turner Field

American Heart Assoc. Heart Walk

*Healthstream Registration required.

Got something you want to share in the next issue?

E-mail Amanda.Bartlett@southernregional.org for consideration.



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