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90 SECONDS TO  
BETTER HEALTH



*Dr. Paul Maglinger, physician at Interventional Pain Specialists, performs a procedure using fluoroscopic guidance.*

## New pain clinic opening at The Medical Center at Franklin

On May 21, Interventional Pain Specialists will open a new pain clinic at The Medical Center at Franklin. The group of anesthesiologists and CRNA's already handle sedation and anesthesia services for The Medical Center at Bowling Green, Scottsville, and Franklin, and they operate another clinic in Bowling Green specifically dedicated to chronic pain.

The new clinic in Franklin will extend their services to chronic pain sufferers in the Simpson County area. The closer location will come as a relief for those patients since travel can be very uncomfortable. "Prior to the Franklin expansion, the residents of Simpson County had to drive to Bowling Green or even Nashville to receive chronic or interventional pain services," says Keith Norman, Vice President, Chief CRNA of Anesthesia and Pain Specialists, the parent company to Interventional Pain Specialists.

Interventional Pain Specialists provides pain management services for patients with chronic pain stemming from many conditions and illnesses like arthritis, migraines, neck and back pain, shingles, sports injuries, and post-surgical pain. In most cases, they offer a non-surgical method to pain relief. To target

the source of pain, most procedures are in the form of injections. One of the newest treatments include implantation of a device called a spinal cord stimulator, which is used to treat patients with severe pain and who are not candidates for injections or surgical remedies.

Anesthesiologists treat complex issues that go far beyond their most visible role of sedation experts during surgery. Chronic pain can be debilitating and take a strong toll on its sufferers, and Interventional Pain Specialists understands that challenge. Dr. Paul Maglinger, Director of Interventional Pain Specialists, adds, "Our greatest desire is to help our patients reach their goals in pain reduction and quality of life." Interventional Pain Specialists can be reached at 745-PAIN or visit [www.managemypain.net](http://www.managemypain.net).

Commonwealth Health Corporation's mission is to care for people and improve the quality of life in the communities we serve.



# Upcoming Events

## Fatherhood 101

**May 15**

**7 p.m.**

*The Medical Center Classroom 2. Preregistration required; register online at [themedicalcenter.org/OBclasses](http://themedicalcenter.org/OBclasses); dads only!*

George Miller, R.N., a Nursery nurse at The Medical Center, will discuss concerns of new fathers with regard to responsibilities and relationship changes with a new baby and mom.

## AARP Driver Safety Program

**May 16**

**9 a.m. to 1 p.m.**

*The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942; space is limited.*

This course is designed to meet the specific needs of older drivers. Graduates of the program may be entitled to a discount on automobile insurance. Cost of the program is \$12 for AARP members and \$14 for nonmembers, payable to AARP at the first class.

## Ready, Set, Go!

**May 17**

**6 to 8 p.m.**

*The Medical Center Auditorium. Preregistration required; register online at [themedicalcenter.org/OBclasses](http://themedicalcenter.org/OBclasses).*

This class will guide you through the paperwork that is required when you are admitted to The Medical Center for delivery. By attending this class, you will be more prepared for your admission and discharge from the hospital. A tour of the OB unit will also be provided.

## Hearing Screening

**May 23**

**9 a.m. to 1 p.m.**

*The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.*

Hearing loss can affect virtually all aspects of life. Audiologists from Doctors Hearing Center will be available to provide hearing screening services and answer questions about hearing loss and amplification.

## Beginner Yoga Class

**Thursdays, May 24 through June 28**

**9 to 10 a.m.**

*The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942. Limited to 15 participants; bring a mat.*

Taught by Susan Polk, registered yoga teacher, this class is intended for those students with no prior yoga experience or for those who have been away from their yoga practice. This class will teach you the basic poses and breathing techniques of yoga to leave you feeling more flexible, relaxed and renewed. Cost is \$60, payable to the instructor at the first class.

## Sneaker Fridays

You are challenged by our Executive Team to get up, get moving and walk a mile in your SNEAKERS every Friday at noon in May and July. All you have to do is show up with your sneakers, and you will be led for a one-mile walk around the hospital campus. What a great way to meet your wellness goals and our CHC Executive Team!

There will be Sneaker Fridays at MCBG, MCS, MCF and CHC. Check with your Wellness Champion, Employee Health or departmental communication board for details. No registration needed. For more information, call Derek Reeder, RN, at Employee Health, extension 1263.

## Accomplishments

**Barren River Adult Day Care Center** received the 2012 Kentucky Adult Day Care Center of the Year award for the second year in a row from the Cabinet for Health and Family Services, Department for Aging and Independent Living. In addition, **Jacque Woodward**, Director, was appointed to the Board of the Kentucky Association for Gerontology.

## Save the date!

### Nurse Walk

**May 12 at 9 a.m.**

The park adjacent to the Emergency Department

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### Mother-Daughter Tea

**May 12 at 3 p.m.**

**The Medical Center Auditorium**

Preregistration is required.

The cost is \$8 per person.

Register online at

[TheMedicalCenter.org](http://TheMedicalCenter.org) or call 745-1010.

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### Women-in-Charge Luncheon

**Why a Good Night's Sleep is Important to Your Health**

**May 22 at noon**

**The Medical Center Auditorium**

Preregistration is required.

The cost is \$8 per person.

Register online at

[TheMedicalCenter.org](http://TheMedicalCenter.org).

## PRIDE Ideas

*April 2012*

Kayla Scruggs.....5A  
Aron London .....Nursing  
Amanda Stidham .....Patient Registration  
Deborah Mann .....Emergency Dept.  
Becca Newby.....CCU

## Welcome to new CHC employees!



Left to right: Lauren Carver, 5A; Robin Moss, Emergency Dept.; Paige Wooldridge, 4B.



Left to right: Marnie Fawns, Emergency Dept.; Melissa Green, Urgentcare; Tasha Love, CRSH.



Left to right: DeAnna Watkins, Laboratory; Beverly Dunning, Environmental Services; Kenneth Riley, Security.



Left to right: Jennifer Tomes, Patient Registration; Kathy Martin, CRSH; Pamela McCluskey, Environmental Services.

## Employees with Service Excellence!

May 2012

Ambassadors and Golden Pineapples are individuals who rise above day-to-day expectations. The monthly Ambassador award recognizes hourly and salaried employees; the quarterly Golden Pineapple is for supervisors and managers. If you would like to nominate someone for **Ambassador** or **Golden Pineapple**, nomination forms are available in your unit or department, and by logging on to Service Excellence through Citrix.



### Kim Bullington Ambassador

*Cal Turner Extended Care Pavilion*

"Kim has a very friendly smile and attitude, and does an excellent job in her work. She is so good to the residents at Cal Turner and treats each one with love and respect. Kim is always willing to lend a helping hand to staff. She is a wonderful staff example of Service Excellence!"



### Ashley Griffin Ambassador

*The Medical Center at Franklin – Acute Care*

"Ashley is a caring and knowledgeable nurse. She is great at precepting as well as training students and new employees. Ashley has a positive attitude. She is always kind and helpful to all staff and our patients. She is an excellent asset to our MCF family."



### Nina Williams Ambassador

*Commonwealth Health Corporation*

"Nina is always sweet and helpful. She is kind and respectful to all with whom she comes in contact. Not only is she the best at her daily work, but is always supportive in all other tasks that are requested of her. We can always count on Nina and are so fortunate to have her as part of the CHC team."



### Martin Reiter Golden Pineapple 2nd Quarter

*Information Technology*

"Martin often provides support to managers and staff in the background of our healthcare operations. He ensures that requests are handled efficiently and in a timely manner. He is respectful and considerate in his interactions with all of us, and views providing quality customer service as a priority. We appreciate Martin's 'can do' attitude and all he does to support our efforts in contributing to quality patient care and improvements in processes."

growing stronger

Commonwealth  
Health Foundation  
Annual Report 2011

[Click to view](#)

## CFR achieves customer service milestone

Commonwealth Financial Resources (CFR), the billing service for CHC, has done what many would have thought impossible. According to CHC's Customer Service Department, CFR received zero patient satisfaction complaints during 2011. That is a remarkable feat for any area, but especially so for a billing department. In addition, the employee turnover rate for CFR over the last 12 months is also zero. All employees who have left the department were internally placed within CHC.

"The cost of turnover is almost impossible to calculate," said Ron Sowell,

Executive Vice President and Chief Financial Officer for CHC, "but even more beneficial to our operations is knowing that our billing folks were able to accomplish all they did without creating one complaint."

For the convenience of employees and patients, CFR recently opened an office within The Medical Center. They also offer online account management. For more information about online bill pay, visit their website at [www.cfrbilling.com](http://www.cfrbilling.com).

## Improving lives in Costa Rica



Dr. Sam Hardcastle (left) and Dennis Strom help with construction at Villas de Ayarco, Costa Rica.

Villas de Ayarco, an outlying community of Tres Rios, Cartago, Costa Rica, is an impoverished community where families are very low income and there are many orphaned children. This is the backdrop of the Abraham Project, a project to bring, in part, social change to the community by providing a place for children and families to receive social and spiritual services.

On April 7, Dennis Strom, Vice President, Facilities Management, Samuel Hardcastle, M.D. and Don Brown, D.O., FACOS with 19 other team members went to Costa Rica for a week with the Abraham Project. The building project is nearing completion and includes a daycare, children's homes, consultation offices, life-skills workshops, and a multipurpose building.

According to the Abraham Project web site, the children's homes provide for

at-risk children who have been declared by the government as "abandoned." The consultation offices will be used to bring local professionals, such as doctors and lawyers, into the community to volunteer their time and talents. The life-skills workshops will teach locals skills, such as sewing, with which they may be able to find a job. The multipurpose building will be used as a church and amphitheater as well as a soccer stadium. The daycare provides a safe place for children while their parents are working, and also serves as Sunday school classrooms on the weekend.

In the six years he has worked with the project, Dennis has seen a lot of good come from their efforts. "The daycare now serves 150 children five days a week and provides them with meals that cannot be provided at home. The three children's homes provide shelter for at-risk children who are hoping to be adopted. Many of the children have been placed in new homes over the past six years."

During this visit, Don worked on preparing and finishing wood planking, then installed it as ceilings in some of the offices. Sam and Dennis poured 98 cubic yards of concrete floors, and installed metal panels and handrails on some of the buildings. This was Don's fourth year on the trip, while this was Sam's first year.

Don jokes, "Next year, we're bringing in an orthopaedic surgeon — they're great with hammers and screws."

## Retirements



**Brenda Herrington** (center), Certified Executive Support Coordinator at Commonwealth Financial Resources, retired after 13 years of service. Congratulating Brenda are Mark Robison (left), Vice President, and Shelia Walker (right), Director of CFR.



**Reta Jolly** (second from left), Infection Control, retired after 33 years of service. Congratulating Reta are Melinda Joyce (left), Vice President, Gerri Glen (third from left), Director of Quality Resource Management, and Tricia Just (right), Infection Prevention Manager.

90 seconds  
TO BETTER HEALTH

Be sure to watch these upcoming segments of *90 Seconds to Better Health*, a medical news program presented by The Medical Center. The program airs on WBKO.

### Emergency Services

**Bart Spurlin, M.D.**

Tuesday, May 15, 6 p.m. News  
Wednesday, May 16, AM Kentucky  
Tuesday, May 22, 5 p.m. News  
Wednesday, May 23, AM Kentucky

### Open Heart Surgery

**Paul Moore, M.D.**

Tuesday, May 29, 6 p.m. News  
Wednesday, May 30, AM Kentucky  
Tuesday, June 5, 5 p.m. News  
Wednesday, June 6, AM Kentucky