

INTERCOMM

June 20, 2012

UPCOMING EVENTS 2
RETIREMENTS
NEW EMPLOYEES



Participants in the groundbreaking from left to right: Dr. Harvey Wallmann, Director, Doctor of Physical Therapy Program; Dr. Mary Bennett, Director, School of Nursing; Dr. John Bonaguro, Dean, College of Health & Human Services; Dr. Gary Ransdell, President, Western Kentucky University; Gaines Penn, Chairman, Bowling Green Area Chamber of Commerce; Connie Smith, President and Chief Executive Officer, CHC and Chief Executive Officer of The Medical Center; Paul Cook, Vice Chair, The Medical Center Board of Directors; Jean Cherry, Executive Vice President, CHC; Ron Sowell, Executive Vice President, CHC; and Mike Murphy, Chief Executive Officer, Scott, Murphy & Daniel, LLC.

NEW EMPLOYEES 3
RELAY FOR LIFE
EDUCATE THE
COMMUNITY ON STROKE
& HEART ATTACK

Groundbreaking Celebrated for Health Sciences Complex

Nearly 300 representatives from The Medical Center, Western Kentucky University and the surrounding community gathered June 13 to witness the groundbreaking of The Medical Center-WKU Health Sciences Complex on the campus of The Medical Center.

In support of Western Kentucky University, The Medical Center is constructing the new facility to house the university's nursing and physical therapy programs and to provide educational space for the hospital.

The 73,471 square foot, three-story facility will be constructed at 700 First Avenue on the edge of the hospital's campus that borders 31W Bypass, at a cost of \$18.4 million. It is estimated to be completed by the 2013 fall semester at WKU. Eighty percent of the facility will be used by WKU to accommodate assembly, training, classroom and business functions. The remaining 20 percent will be used by The Medical Center for an auditorium and labs for clinical training.

"Southcentral Kentucky, like the rest of the nation, is facing a serious nursing shortage," said Connie Smith, President and Chief Executive Officer of Commonwealth Health Corporation. "We must be diligent in finding ways to prevent a deficit of new nurses in the future. Nursing is

a critical component of a hospital's delivery of care. Enabling Western Kentucky University to expand their program and ultimately their supply of nurses to the healthcare industry will have significant impact on The Medical Center's ability to maintain the quality care we provide in this region. Not as highly publicized but just as vital is the need to guard against a shortage of physical therapists by providing educational space for the university's physical therapy doctorate program."

"Increasing the number of nurses and physical therapists will help address the critical healthcare needs we face today," said Dr. Gary A. Ransdell, WKU President.

The Medical Center will issue bonds to pay for construction. WKU will lease the facility from The Medical Center for 25 years, income from which will be used toward debt service and operating expenses.

CUSTOMER SERVICE
STANDARDS 4
NEW EMPLOYEES
KIDNEY HEALTH
SCREENING

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



Upcoming Events

A New Baby's Coming Class

June 21

6 to 8 p.m.

The Medical Center Auditorium. Preregistration required; register online at themedicalcenter.org/OBclasses.

This is a siblings class for kids ages three and older to prepare for the arrival of the new baby. A tour of the Obstetrics (OB) unit and a view of the Nursery are included as well as refreshments and a video.

Babysitting Clinic

June 27

9 a.m. to 2 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. Prepayment required; class size is limited.

Boys and girls ages 11 through 17 will learn about safety, how to handle emergencies and basic tips for caring for children of all ages. The fee is \$20 and includes lunch, course materials and a T-shirt.

Surgical Weight Loss Seminar

June 27

6 p.m.

The Medical Center Auditorium. Register online at TheMedicalCenter.org or call 796-6333.

If you are considering weight loss surgery, The Medical Center offers free informational seminars to help you learn more. A bariatric surgeon will discuss the various surgery options so you can better understand the benefits and risks associated with each procedure. An insurance specialist will be available to discuss costs, insurance coverage and financing options.

Vascular Screening

June 29

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

Assess your vascular health with three painless, noninvasive tests: carotid ultrasound, abdominal aortic ultrasound, and ankle/brachial index. These tests screen for disorders such as stroke, aortic aneurysm and lower extremity vascular disease. A vascular technologist performs the screenings, results are sent to a board certified vascular surgeon at The Heart Institute, and a report is sent to you and your physician. The cost is \$35 per screening or \$90 for all three. Members of Senior Health Network, Men's Health Alliance and The Women's Center can get all three for \$80.

Retirements



Alice Pope, Endoscopy (center), retired after 32 years of service. Congratulating her are (left to right): Michelle Baucum, Ambulatory Services Clinical Charge Nurse; Gayle Hooks, Ambulatory Services Clinical Manager I; Betsy Kullman, Executive Vice President/Chief Nursing Officer; and Pam Brigl, Endoscopy Clinical Manager I.



Ronda Wilson, Pharmacy (left), retired after 32 years at The Medical Center. Congratulating Ronda on her retirement is Connie Smith, President and Chief Executive Officer.

Welcome to new CHC employees!



Standing, left to right: Caitlyn Blevins, ICU; Meredith Dickerson, Nursery. Seated, left to right: Courtney Penrod, 4A; Jonathan Robertson, Patient Safety.



Standing, left to right: Kelly Bullock, Ambulatory Surgery; Mary Jane Adams, 4A. Seated, left to right: Autumn Creasy, Nursing; Sarah Proffitt, ER.

Welcome to new CHC employees!



Standing, left to right: Tosha Boisseau, Pharmacy; Satina Wood, Respiratory; Ines Dugandzija, Community Wellness. Seated, left to right: Seila Milam, Cath Lab/Radiology; Christine Stewart, Lab/ER; Laura Gregory, Lab/ER.



Standing, left to right: Robbin Young, Environmental Services; Ashli Vannauker, Radiology. Seated, left to right: Jason Evans, Rehab Services; Chelsie Graham, CFR; Bryant Kirby, IT.



Standing, left to right: Kristena Smith, IT; Stacey Ford, Hartland Massage. Seated, left to right: Eleisha Williams, IT; Jane Keller, IT.



Standing, left to right: Morgan Furrow, Labor & Delivery; Jessica Love, 4A. Seated, left to right: Courtney Brown, 5A; Keithena Holman, 4A.

Relay For Life



Hundreds came out to Bowling Green High School to participate in the American Cancer Society's Relay For Life June 1–2, and to help in the fight against cancer. The Medical Center sponsors Relay For Life events each year in Allen, Simpson, and Warren counties.

Help Us Educate the Community on Stroke and Heart Attack

As an accredited Chest Pain Center and certified Primary Stroke Center, The Medical Center is always looking for opportunities to educate the community on the warning signs of stroke and heart attack with its "When to Call 911" campaign. If you are a member of a church or community organization that would benefit from a presentation by a healthcare professional on stroke and heart attack, contact Linda Rush, Director of Community Wellness, at 745-1541 or rushlf@chc.net.

Below are messages that can be submitted to your church bulletin or community organization newsletter:

Important Stroke Message from The Medical Center

At the first signs of a stroke, don't delay. Call 911 immediately.

Learn the symptoms of a stroke: SUDDEN changes in vision, severe headache, weakness or paralysis, confusion, trouble communicating or difficulty walking.

Important Heart Attack Message from The Medical Center

At the first signs of a heart attack, don't delay. Call 911 immediately.

Learn the signs of a heart attack: Discomfort, pain, heaviness, squeezing, fullness or tightness in your chest; discomfort or pain in your jaw, neck, arms or back; difficulty breathing; nausea and vomiting; cold sweats and pale skin; lightheadedness or passing out; severe weakness.

CHC Customer Service Standards

CHC's second customer service standard, featured in the last Intercomm, was about the importance of a positive attitude in the workplace. Positive attitudes have to be presented so our customers – the patients, their families, and other guests – feel confident and satisfied about their experience in our facilities. A major way to foster positive attitudes is to value our co-workers and treat them accordingly. Interactions with our co-workers can directly affect our interactions with customers. We must respect and commit to each other!

CHC's Customer Service Standards

#3 – Commit to Co-Workers

At CHC, we work as a team. Each member is valuable and needed to fulfill our mission. Our commitment to each other is critical. It is evidenced when we practice the behaviors listed below with every member of our team, every day, regardless of position or department assignment.

- Treat one another as professionals deserving courtesy, honesty and respect.
- Welcome newcomers to your department and the organization.
- Show consideration. Be sensitive to a fellow employee's inconvenience by avoiding last minute requests.
- Never correct or embarrass fellow employees in the presence of others.
- Be there for all the members of the CHC team by offering assistance whenever possible.
- Communicate nothing but positive comments about other departments, shifts, or employees to our patients, visitors and fellow teammates.
- Assume the best about your teammates and appreciate the challenges they may face.
- Return all equipment (wheelchairs, IV pumps, office supplies, etc.) to its proper place.

Welcome to new CHC employees!



Standing, left to right: Amy Stockton, 5A; Sarah Lee, MCS Acute Care; Laura Jenkins, 5C. Seated, left to right: Sarah Morris, 5C; Jessica Arterburn, CRSH; Cecelia Nugent, Acute Care.



Standing, left to right: Jenna Wright, ED; Kerissa McKinney, ED. Seated, left to right: Dylan Wilson, OR; Krista Dulay, ED; Tevis Smith, MCS ER.



Standing, left to right: Synthia Healey, OR; Sarah Colbert, 3D. Seated, left to right: Meredith Scarbrough, 3B; Lauren Mahaney, ICU; Jennifer Wheeler, 3D.



Standing, left to right: Laura Amari, Food Services; Brenda M. Duncan, Patient Registration; Nita Mangum, Behavioral Health. Seated, left to right: Keiosha Richardson, Food Services; Anita Mitchell, Patient Registration.

Kidney Health Screening

FREE

Join us if you have:

- **Diabetes**
- **High Blood Pressure**
- Or a family history of these conditions or kidney disease

Presented by:



**National Kidney
Foundation**

**Monday, July 9
9 a.m. – 4 p.m.
First Christian Church
1106 State Street
Bowling Green, KY**

To register, contact Sarah Caston
at 502-585-5433 or email
sarah.caston@kidney.org

Walk-ins are welcome, but prior registration is encouraged. Must be 18 years of age or over.