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Respiratory Therapy staff reaches top 25th percentile

Over the past three years, CHC has become an even more outstanding organization by promoting employee engagement. Corporate-wide, our grand mean score — measured by the annual i.C.A.R.E. survey — has increased significantly. One of the many departments to enjoy improvement is Respiratory Therapy.

“Our mission is to improve processes within the departments to make patient care better,” said Justin Srygler, director of Respiratory Therapy. His team has had significant increases on all Q12 questions and their grand mean was in the top 25th percentile.

Throughout the last year, Respiratory Therapy has done several things to improve their survey results. Employees attend a staff meeting every month to discuss each question individually. They give their own opinions about what the questions mean to them. Justin said, “By writing these down and posting them on a bulletin board, the questions will be on their minds all the time.” They focus

on all questions, but are currently paying particular attention to Q9: *My associates or fellow employees are committed to doing quality work.* The Respiratory Therapy team members take pride in their work and in how their increased engagement improves patient care.

Communication plays a huge role in this department, ensuring that everyone has a good understanding of what they are supposed to do. In addition, team members are encouraged to get to know their fellow employees and patients to enhance quality service. Justin also says he wants his employees to have fun, which results in a positive workplace.

In Memoriam



Charles M. Moore

The Commonwealth Health Corporation family mourns the loss of Charles M. Moore, Chairman of the Commonwealth Health Foundation Board of Directors. Mr. Moore began his service on the Foundation board in 2000 and became Chairman in 2010. He served the Foundation in its many endeavors including recently as Chairman of the Investment & Allocation Committee and member of the Hospitality House Steering Committee. He was a member of the Warren Society, a distinguished group of benefactors who support the Foundation through significant financial commitments.

His dedication to supporting CHC's not-for-profit healthcare initiatives through his service with the Foundation will be greatly missed. He was truly a man who loved and supported his community and will be remembered for the mark he left on Bowling Green and Southcentral Kentucky.

PRIDE Ideas help everyone

Do you have an idea that can improve your workplace and/or patient care? If so, don't keep it to yourself! Submit your PRIDE (**P**rogress **R**ealized by **I**deas **D**esigned for **E**xcellence) Idea via Citrix by clicking on *CHC Intranet > PRIDE*. All PRIDE ideas are reviewed and will be responded to by the department head or manager in the area for which the idea was submitted.

PRIDE Ideas for May

Vickie Pape

5B

Gregory A. Buelow

6B/6C

Sandra D. Gross

4C

Lora Slaughter

Ambulatory Surgery

Terri Webb

Corporate Audit & Appeals

Carla Reagan

Free Clinic/Hospitality House

Steve Ramsey

EMS/Central Transport

Samantha Rich

*The Medical Center at Scottsville
Acute Care*

Rebecca Henderson

Lab

Katriina Oliver

Patient Registration

Sarah Graves

ICU

Upcoming Events

Stages Of Senior Care: A Look At Long Term Care Options

June 14 **10 to 11 a.m. or 5:30 to 6:30 p.m.**

The Medical Center Health & Wellness Center at Greenwood Mall

Learn about the continuum of care for older adults, from in-home care to skilled care, and the costs associated with each option. Appropriate for seniors or their families. Presented by Social Worker Megan Chetelat with Home Instead Senior Care. *Preregistration required by calling 745-0942.*

Grandparents Class

June 14 **6 to 8 p.m.**

The Medical Center Auditorium

Expectant grandparents are invited to attend class with expectant parents. A pediatrician will discuss newborns and answer questions about caring for an infant. A tour of the OB unit is included. *Preregistration required by calling 796-2495.*

Dermscan Screening

June 15 **9 a.m. to 1 p.m.**

The Medical Center Health & Wellness Center at Greenwood Mall

Sun damage can be a forecast for future skin cancer. With a painless and simple screening device, representatives of the Kentucky Cancer Program can identify potential trouble spots on your face. Please remove all make-up and sun screen before screening. *Preregistration required by calling 745-0942.*

AARP Driver Safety Program

June 15 **9 a.m. to 1 p.m.**

The Medical Center Health & Wellness Center at Greenwood Mall

This course is designed to meet the specific needs of older drivers. Graduates of the program are entitled to a premium discount on automobile insurance. Cost of the program is \$12 for AARP members and \$14 for non-members, payable to AARP. *Preregistration required by calling 745-0942; space is limited.*

Twins Or More!

June 15 **6 to 8 p.m.**

The Medical Center Medical Conference Room

This class will explore how to prepare for twins, triplets, or quads and will cover issues you will face that create a challenge for new moms and dads. Support networks will also be discussed. This class is led by Tracy Wheeler, RN, a Nursery nurse at The Medical Center and a mother of twins. *Preregistration required by calling 796-2495.*

Back Screening

June 16 **8:30 to 11:30 a.m.**

The Medical Center Health & Wellness Center at Greenwood Mall

A physical therapist with Bluegrass Outpatient Center will provide back screenings and education for the prevention of back problems. *Preregistration required by calling 745-0942.*

Ready, Set, Go!

June 16 **6 to 8 p.m.**

The Medical Center Auditorium

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. *Preregistration required by calling 796-2495.*



Register for the free Sleep Screening on June 17.

If you're getting poor sleep or not enough sleep, you may not even realize that you're living your life in a sleep fog. Poor sleep leads to poor memory, decreased productivity, moodiness, weight gain and other health problems, such as heart attack. Break out of your sleepy fog and get better sleep to **Have a Sunny Kind of Day!**

You're a candidate for the screening if you:

- Snore
- Hold your breath while sleeping
- Have trouble staying awake
- Always feel tired
- Have trouble keeping your legs still when it's time to rest
- Have trouble falling asleep or staying asleep

Call the Sleep Center at ext. 6559 to register for the free sleep screening.

New Employees



Standing, left to right: Christye Newsom, 5C; Joanna Cardwell, Emergency Dept.; Tisha Witcher, MCS Acute Care. Seated, left to right: Brian VanderPloeg, 5A; Andrew Milhouse, Oncology; Cedric Fykes, 3D.



Standing, left to right: Adrea Davis, 5A; Krystal Young, 5C. Seated, left to right: Erinn Basista, CCU; Jamie Sears, OB/GYN; Brittney Gregory, Emergency Dept.



Standing, left to right: Leonard Clay, ED Pt. Reg.; Katherine Moss, Quick Care Clinic; Adrienne Floyd, Pharmacy; Jenn Baize, Lab. Seated, left to right: Corey O'Nan, Pharmacy; Adam Scott, Corpcare; Brad Croslin, Radiology.



Standing, left to right: Casey Bray, 2B; Kayla Harding, 4B. Seated, left to right: Cody Gray, 4B; Kimberly Dearing, 5B; Cori Schaefer, Nursing Resource Team.

Employees with Service Excellence!

June 2011

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.



Terry Blankenship Ambassador

Commonwealth Regional Specialty Hospital

"Terry is always helping us wherever he can. He does an excellent job in his work, and he will stay late to complete it. He is always professional. We are so lucky to have him on the CRSH team!"



Carolyn Floyd Ambassador

Home Care Rehab

"Carolyn does so much for the Rehab department, from transcriptions to insurance authorizations. She is a hard worker, a wonderful organizer, and does what it takes to get the job done. She always does all of this with a smile on her face!"



Harlan Klankowski Ambassador

Patient Registration

"Harlan is always polite and smiling with patients. He handles patients and their requests quickly and with kindness. He is a wonderful example of superb service excellence in all that he does. We love Harlan!"



Golden Pineapple – 2nd Quarter Teresa Wilson

Human Resources

"Teresa is an outstanding example of customer service because she is a genuinely caring, giving person. She consistently goes out of her way to assist employees, retirees and their families. She thinks of employees as her own family. We are privileged to have Teresa."