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Hospitality House Prayer Room Dedicated to Chaplain James Britt

Chaplain James Britt has dedicated his life to serving others. To recognize his service, the Prayer Room at the Hospitality House now bears his name. A donation was made by Covella Biggers and Beth and David Bradford to name the room in Chaplain's honor. Covella is a good friend of Chaplain Britt; Beth is his daughter.

"It is a perfect way to honor such a giant of a man," said David of his father-in-law. "I couldn't think of a better place than a prayer room."

At the dedication ceremony on July 16, Doris Thomas, Vice President of Marketing/Development for Commonwealth Health Corporation, began by saying, "The Hospitality House is very dear to many of us and impacts lives far and wide, and this is also true of a man who we all know and admire. Chaplain Britt has touched the hearts and lives of so many, and his kind smile and caring demeanor are something we've all grown accustomed to."

On October 2 this year, James Britt will celebrate his 34th anniversary of service as chaplain. In this role, he ministers to the spiritual needs of patients, their families and hospital staff. He visits with new patients and follows up with patients and families who may need additional spiritual care. Depending on the needs and requests, he provides spiritual guidance, prayer, literature and counseling.

The Prayer Room at the Hospitality House is a true reflection of the work of Chaplain Britt. The Hospitality House offers a place of refuge for family members and caregivers to rest and recharge. But, the Prayer Room provides an even more restful and secluded space within the house for individuals to reflect, meditate or pray. It is so valuable to individuals in a time of stress and crisis.

Chaplain Britt said, "This is indeed an honor, a blessing. I am humbled by this. I appreciate the respect and love I have been shown since coming to the old City County Hospital. I am just proud of the work and the ministry of The Medical Center."

Reverend Steve Ayers said it best as he described Chaplain Britt before leading those gathered at the dedication in prayer. "If God ever designed a chaplain with the compassion of his own heart, it was Jim Britt."

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



Upcoming Events

Unless otherwise noted, events are held at The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.

Watercolor Class

Mondays, July 23 through August 27

10 a.m. to noon

Limited to 15 participants; bring a 9- by 12-inch cold-press paper pad and #1 and #8 round brushes.

Did you know that using your creative side is healthy for you? It provides relaxation, may improve memory, helps blood pressure and aids in stress reduction. Local artist Nell Peperis will lead this six-week class. The cost is \$45, payable to the instructor at the first class.

Women-in-Charge Luncheon: End of Life Care

July 24

noon to 1 p.m.

The Medical Center Auditorium. Cost is \$8 per person; preregistration and prepayment required. [Click here](#) to register online. For more information, call 745-1010.

Family members often have to make difficult decisions when a loved one is near death. Join James Gaffney, M.D., medical director of Hosparus, as he prepares individuals with the knowledge they need to make those decisions proactively themselves while they are well and able to do so.

Hearing Screening

July 26

9 a.m. to 1 p.m.

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.

Basic Yoga Class

Mondays, July 30 through September 10

5:30 to 6:30 p.m.

Taught by Susan Polk, registered yoga teacher, this class is intended for those students with some prior experience. Cost is \$60, payable to instructor at first class.

Babysitting Clinic

July 31

9 a.m. to 2 p.m.

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.

Dermscan Screening

August 1

9 a.m. to 1 p.m.

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/sunscreen.

Understanding Medicare Class

August 1

10 a.m. to noon

Insurance Agent Austin McCay will be on hand to provide an overview of how Medicare works and discuss steps to take before you enroll. Information will also be provided on Medicare supplemental and prescription drug plans.

Lung Capacity & Carbon Monoxide Screening

August 2

10 a.m. to 2 p.m.

Staff from the Barren River District Health Department will provide these valuable screenings to assess your maximum lung capacity after taking a deep breath and check the carbon monoxide (CO) level in your lungs. CO is a poisonous gas that you cannot smell, taste or see. Sources include smoking, vehicle exhaust fumes, malfunctioning heaters, stoves and secondhand smoke.

Retirements



Gloria Jean Clark-Hanner, MCBG Surgery (center), retired after 14 years of service. Congratulating her are (left to right): Nick Nauman, Director of Surgical Services; Mary Basham, Surgery Clinical Manager II; and Betsy Kullman, Executive Vice President/Chief Nursing Officer.



Congratulations to **Margaret Huffines**, MCF Acute Care, who retired after 12 years of service.

90 seconds
TO BETTER
HEALTH

Watch WBKO for these upcoming segments of *90 Seconds to Better Health*, a medical news program presented by The Medical Center.

Heart Attack and Chest Pain Center Humair Mirza, M.D.

Tuesday, July 24, 6 p.m. News
Wednesday, July 25, AM Kentucky
Tuesday, July 31, 5 p.m. News
Wednesday, August 1, AM Kentucky

PET/CT

Jeffrey Brannick, M.D.

Tuesday, August 7, 6 p.m. News
Wednesday, August 8, AM Kentucky
Tuesday, August 14, 5 p.m. News
Wednesday, August 15, AM Kentucky

Welcome to new CHC employees!



Standing, left to right: Stacey Beasley, 4D; Rachel Tinsley, ED; Sandra Mingle, Nursing. Seated, left to right: Kimberly Gambino, Urgentcare; Jennifer Johnson, L&D; Melissa Feltner, 4B.



Left to right: Jordan Chapman, 4D; Joey Love, CRSH; Anthony Terrell, Nursing.



Standing, left to right: Kasey Matthews, 5A; Mallory Carter, Nursing. Seated, left to right: Austin Elmore, Nursing; Ashley Meredith, ICU.



Standing, left to right: Mickenzi Farinelli, Ultrasound; Whitney Bailey, Ultrasound; Lara Boothe, Urgentcare. Seated, left to right: Josh Wilhelm, Center Care; Ryan Gilbert, Transport; Justin James, Security.

CHC Customer Service Standards

CHC's customer service standards were covered independently in the last four issues of *CHC Intercomm*. The four standards were developed as guidelines to ensure that we are always initiating positive and friendly interactions with our co-workers and customers. In a more patient-focused effort, the acronym AIDET was introduced. AIDET helps health professionals remember comforting ways to communicate with their patients, who are often feeling scared and anxious. Used in hospitals throughout the country, AIDET reduces patient anxiety, improves clinical outcomes, and ultimately improves patient and staff satisfaction. Make it your goal to prevent patient confusion and misunderstanding. With AIDET, you are approaching all patient interactions with their comfort and well-being in mind!

A Acknowledge the Patient

Make eye contact, smile and greet patient.

I Introduce Yourself

State your name and role; highlight your skills and the skills of other staff.

D Duration

Give the patient an estimate of time for any procedure or process and include wait times.

E Explain

Explain all procedures and processes so the patient has a clear understanding of what will occur.

T Thank the Patient

Thank the patient for choosing us as their healthcare provider; remember they have a choice. Ask if you can do anything else for them.

ROCK ON!

Employees Contributing to Help Others has raised \$1 million!

To celebrate this accomplishment, all employees are invited to enjoy cake on the following dates:

The Medical Center at Bowling Green Cafeteria
Tuesday, July 26, 11 a.m. – 1 p.m.
and 10:30 p.m. – midnight (Night shift)

The Medical Center at Franklin Canteen
Friday, July 27, 10:30 a.m. – 12:30 p.m.

The Medical Center at Scottsville Courtyard
Monday, July 30, 10:30 a.m. – 12:30 p.m.

This is an incredible milestone for ECHO, but the need continues as we raise money for Commonwealth Health Free Clinic, The Dental Clinic and the Hospitality House through payroll deduction.

For more information, contact

Kathy Smith, Development Coordinator, at ext. 6519 or KASmith@chc.net
or visit the website at www.CommonwealthHealthFoundation.org.

Stand for Children



The Bowling Green community celebrated its children at the 15th annual Stand for Children Day held at the Bowling Green Ballpark on June 20. The theme this year was “Good Neighbors,” and the event attracted over 1,000 children and their families. The Dental Clinic’s booth featured a toothbrush drop game and prizes, as well as information about the dental program available for children. Community Wellness also supplied fun for kids while providing information about healthy living and the many services available for both children and adults through The Medical Center.

Cal Turner Rehab and Specialty Care

Cal Turner Extended Care Pavilion is changing its name to Cal Turner Rehab and Specialty Care. “The facility will operate in the same capacity, providing skilled nursing care for patients on a short- and long-term basis,” says Eric Hagan, Vice President of The Medical Center. “But the new name is a more accurate reflection of the services provided here and something we have been putting an emphasis on — rehabilitation and specialty care.”

The staff of Cal Turner Rehab and Specialty Care are trained and committed to helping patients achieve their individual goals — whether it’s returning home after an injury, illness, or surgery; improving their level of activity or ability to care for themselves; or receiving skilled nursing care over an extended period of time.



Pick up the Pace!

Have YOU completed your 2012 Annual Wellness Visit?

Due no later than December 31, 2012

An Annual Wellness Visit with a Healthcare Provider of your choice is required during calendar year 2012. To demonstrate completion, you must fax your completed Annual Wellness Visit Form to 796-4517 before 12/31/12. If you do not do so, effective April 1, 2013, you will be defaulted to the PPO Plan AND you will pay a higher premium cost (computed to be \$1,058.00 annually).

The Annual Wellness Form is available in the CHC intranet HR Payroll folder (Human Resources / Benefit Programs / Wellness Pay\$ / Annual Wellness Form).

Reminder: Annual Wellness exams are also available in the Employee Health Clinic. Make your appointment now, before appointments are filled. Call 745-1263, or extension 1263.

Applies to employees enrolled in the CHC Medical Plan before November 1, 2012.

Questions? Contact Human Resources at 745-1540.

Welcome to new CHC employees!



Standing, left to right: Jared Graham, Urgentcare; Renata Ardon, Food Services; Nicole Jolicoeur, Food Services. Seated, left to right: Nathan Gevock, 3D; Brittany Bratcher, CRSH; Jeremy Schott, ED.



Standing, left to right: Melissa Calvert, Food Services; Donita West, Environmental Services; Zach Higdon, Food Services. Seated, left to right: Philip Hines, Food Services; Russell Siemer, Food Services; Joel Shipworth, Food Services.

Accomplishments

Congratulations to **Steve Creekmore**, Barren River Adult Day Care Center, whose original activity was featured in a recent issue of *Creative Forecasting*, a monthly professional publication for Activity and Recreation Therapists.

Congratulations to **Candice Watkins**, Corporate Purchasing, who recently completed a master of science degree in counseling from Capella University, and was on the President’s List for Academic Excellence.

June 2012 PRIDE Ideas

- LeKeeshia Lawson4A
- Carrie D. JonesScottsville Acute Care
- Tiffany Merten EMS
- Holly Minton..... Radiation Oncology
- Sherry White..... Bluegrass Outpatient Center
- Lori RaulstonLab
- Vicki WeaverEmployee Health
- Margaret Baker Free Clinic
- Holly Gray Service Excellence
- Peggy Hunter..... MCF Rehab