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Security officers pictured above are (left to right): Larry Birge, Ashcon Karbasi, James Monroe, Ron Waterbury, and Eric Lacer.

A department of heroes

When you consider the hundreds, sometimes thousands, of people who walk the halls of our facilities each day, you must also consider the challenge our Security Department faces when monitoring these crowds. Also consider the environment: hundreds of rooms containing high-value equipment and medications, and many entrances. Security has a lot on their hands.

Besides these more obvious duties, take into account their assistance to other departments: they transfer deposits each day; they hold the property and belongings of many patients from the Emergency Department and inpatient floors; they dispatch engineering requests; they manage calls going through Switchboard during third shift; and they respond to numerous alarms, such as fire, panic, computer room temperature, truck barrier, burglar, etc. Dead car battery? A Security officer will jump start your car. They will also escort employees and visitors to the parking lot during late hours. Franklin and Scottsville facilities are not forgotten, either: Security Officers try to make their rounds to these locations each day.

On any given day, Security can go from their daily routine practices to a high energy scene in the ED, handle a violent visitor, or work closely with the police department. "If it is out of the

ordinary, Security is right in the middle of it," says Gary Sullivan, Director of Security.

Their willingness to jump into action could stem from their backgrounds. Most of our Security Officers have past military experience. In all, we have 18 employees on the Security staff.

In healthcare, we work among heroes every-day. Those who treat our loved ones deserve our most sincere thanks and praise. But, sometimes, we forget the supportive roles that act behind the scenes. Security's commitment to our protection is obvious when we request their assistance; however, we rarely witness most of the dangerous situations they respond to each day. Our Security Officers are the ones who allow us to safely work toward our ultimate goal of providing a comfortable environment for our patients to rest and heal.

(See related Employee Spotlight on page 2.)

Employee Spotlight



James Monroe

James Monroe, CHC Security Supervisor, has spent his entire eight-year career in Security with CHC. He, like all CHC Security Officers, must be certified through the International Association for Healthcare Security & Safety, with firearm training through the local police department. Prior to joining the CHC family, he was in the Marine Corps for six years. James was originally interested in becoming a police officer, but his experience at CHC revealed a bigger interest: emergency management. In his role today, he helps plan fire drills for the hospital and sits on the Emergency Management Committee.

When visiting the Security Department, the intensity of their jobs is evident. Security Officers are constantly dealing with situations that could put patients and employees in danger. "This job entails more than watching cameras and observing the parking lots," says Monroe. Thank you, James, for your dedication to our safety!

Accomplishments

Sherry Suggs, Clinical Educator with Education and Development, was chosen by the International Board of Epsilon Sigma Alpha (ESA) as the State President of the Year. ESA is a leadership and service organization with more than 1,000 chapters world-wide.

Meg Stamps, Practice Manager of Women's Health Specialists, has been credentialed as a "Certified Professional Coder."

Online bill pay is here!

Commonwealth Financial Resources (CFR) has launched a new secure website that makes it easy for patients to access and manage their hospital and physician accounts online. This new service is available for all entities which CFR provides billing services including Commonwealth Health Corporation's four hospitals and numerous physician practices.

At www.CFRbilling.com, patients can:

- Make payments
- View recent insurance and personal payments applied to their accounts
- Easily update personal information
- Get answers to questions and communicate with CFR via email



Patients can choose to enroll in order to manage their accounts, or simply pay without enrolling.

Wellness programs have something for everyone



Laura Hall, Employee Wellness Coordinator

Employer-sponsored wellness programs are on the rise, and for good reason. Researchers have found that every dollar spent in employee wellness programs saves more than \$3.27 in medical expenses! Seventy percent of healthcare costs are related to behavior and lifestyle choices. If we want to curb health spending, then we must start at the source: our own wellness.

Fortunately for employees of CHC, an employee wellness program is offered to assist each of us in our pursuit of a

healthier lifestyle! A Worksite Wellness Committee exists as a team of employees who plan activities promoting good health. Their goal is to encourage each participating department to create their own wellness programs. There have been quite a few employees who have found success in this program. Several of them have been featured in the *Witness to Wellness* section in the *CHC Intercomm*.

Employee Wellness Coordinator Laura Hall is involved in the activities and classes that are offered—physical activity classes, stress management, smoking cessation, and many more. Hall has extensive training in this field, having received two master's degrees in Physical Education (emphasis in Exercise Science) and Public Health. She has been with CHC two and a half years, aiding in the creation of these programs. If you would like to explore a healthier lifestyle, resources are available to you. For more information, visit iCare-Central, or contact Laura Hall at 796-5554 or halllll@chc.net.

Upcoming Events

August 10

6 – 8 p.m.

Grandparents Class

Location: 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.*

August 11

9 – 10 a.m.

When to Call 911

Location: Health & Wellness Center at Greenwood Mall

Whether to call 911 is a question many people have been faced with or may face in the future. Brett Macomber, communication specialist for Medical Center EMS, will address this question and provide education on when calling 911 means the difference between life and death. *Preregistration required by calling 745-0942.*

August 12

8 a.m. – 4 p.m.

Six Sigma Awareness Training

Location: Human Resources Building, Classroom A

Six Sigma Awareness Training is required for all full-time or part-time employees who have not already attended. *Registration can be completed through NetLearning.*

August 14

7 a.m. Registration

National Kidney Foundation Ride Out Loud Bike Event

Location: Chaney's Dairy Barn on Nashville Road

Ride through the scenic countryside of Southcentral Kentucky in the annual Ride Out Loud Bike Event to benefit the National Kidney Foundation of Kentucky. All levels of riders are welcome—from families and beginners to experienced cyclists. *Call 800-737-5433 to register or for more information.*

August 18

9 a.m. – 1 p.m.

AARP Driver Safety Program

Location: The Medical Center Health & Wellness Center in Greenwood Mall

This course is designed to meet the specific needs of older drivers. Discounts on automobile insurance are available to those who attend the class. Cost of the program is \$12 for AARP members and \$14 for nonmembers and is payable to AARP at the first class. *Preregistration is required by calling 745-0942; space is limited.*

August 19

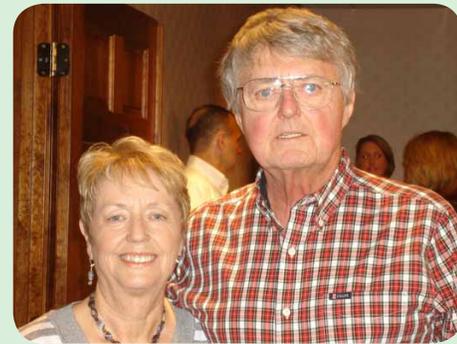
6 – 8 p.m.

Ready, Set, Go!

Location: 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.*

Retirements



Shirley Kendall, Vice President and Administrator for Commonwealth Regional Specialty Hospital, is congratulated on her retirement after 29 years by John Desmarais, President and Chief Executive Officer of CHC.



Barbara Brown, Manager of Hillcrest Credit Agency, is congratulated on her retirement after 24 years by Mark Robison, Vice President - Revenue Cycle.



Doris Manning, Central Sterile Supply, is congratulated on her retirement after 33 years by Mary Basham, Clinical Manager of Surgery (left), and Betsy Kullman, Executive Vice President (right).

New Employees



Seated: Kellyn Campbell, 3B; Brittany Ward, 5A; Katie Steele, 3B. *Standing:* Stephanie Barnett, 3B; Kelli Carter, Intern Surgical Care; Brittany Ashley, Dialysis; Beverly Childress, CSR; Tabitha Wett, CRSH.



Seated: April Daniel, ESD; Lynn Drye, ESD. *Standing:* Ron Waterbury, Security; Beth Sawyer, Marketing.



Seated: Courtney Tyree, 2B; Rachel Morgan, 6B; Jennifer Johnson, 5B. *Standing:* Meredith Hornung, 2B; Chris Reynolds, 5B.



Seated: Mandy Huff, MCS Long Term Care; Lindsey Sullivan, MCS Long Term Care; Megan Meador, MCS Long Term Care. *Standing:* Tasha Matthews, MCS Long Term Care; Kristie Ballard, MCS Long Term Care.

Plan to attend *A Day Just for Women* September 30

The 13th annual women's conference, *A Day Just for Women*, will be held September 30 at the Sloan Convention Center in Bowling Green. The conference promises to be a fun and inspiring day for women in Southcentral Kentucky, providing them with a wealth of knowledge about health and well-being.

Speakers are Donna Tyson, a motivational speaker and author who has been described as a cross between a preacher, a politician and a comedian, and Dr. Kerri Remmel, neurologist and Stroke Center director for the University of Louisville Hospital.

The cost is \$50 per person and includes presentations, health screenings, continental breakfast, lunch, and conference materials. Corporate tables of 10 are available for \$450 each. Registration deadline is Friday, September 3. Through participation in *A Day Just for Women*, 4.4 nursing CEUs, 4.5 dental hygienist CEUs, and 2 dietitian CEUs may be obtained. A registration form is available on the back page of *WellNews*, or call 745-1010 for more information.

Employees with Service Excellence! August 2010



Justin Srygler
Golden Pineapple

Respiratory/Cardiopulmonary Rehab

"Justin is fair, informative, supportive, but most of all he cares about his staff and our patients. He always puts 110% into whatever he is doing and is a very dedicated employee. He is an outstanding leader."



Annette Harlow
Ambassador

Employee Health Services

"Annette is an invaluable employee of CHC. Not only is she the height of customer service, professionalism and exceeding expectation, but she is warm, caring, and always charismatic about helping others."



Gayle Howard
Ambassador

The Medical Center at Franklin – Switchboard

"Gayle is the perfect example of excellent customer service and a great asset to The Medical Center at Franklin team. She is always wearing a smile and greets every person who walks through the front door. She has a way about her that makes each and every person feel at ease."



Casey McCoy
Ambassador

Central Transport

"Casey is the blueprint of what a transporter should be. He goes beyond his job description every day to see that patients get top notch treatment. He is an example of what it takes to be a customer service professional. We are happy to have him at The Medical Center."



In Memoriam



Robert C. "Bob" Eich

CHC mourns the loss of Bob Eich, a former employee who passed away on August 2. Bob loved the "laboratory world" and conducted research for Johnson & Johnson. He served as Director of the Lab at the Bowling Green-Warren County Community Hospital, and designed the layout of the Laboratory for The Medical Center facility which opened in 1980. Bob retired in 1998. He was an avid outdoorsman who loved gardening and woodworking. Bob will be missed by all who knew and loved him.