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Jason Shuffitt, ARNP, chats with Fountain Run City Council member Joyce Howard during the Open House of Fountain Run Rural Health Clinic on June 22.

Rural Health Clinic opens in Fountain Run

Many rural communities in Kentucky lack adequate healthcare facilities; but The Medical Center at Scottsville is helping solve the problem through its two rural health clinics — Scottsville Rural Health Clinic and, now, Fountain Run Rural Health Clinic.

The community of Fountain Run is in Monroe County, and is known as the “Crossroads of Three Counties” because it is nestled near the Barren and Allen County borders. Fountain Run Rural Health Clinic opened June 1 to serve the needs of patients in Fountain Run and its surrounding counties — and, because Fountain Run is near the state line, patients also come to the clinic from Tennessee.

During the open house, several members of the community came out to see the facility and meet the clinic’s Nurse Practitioner, Jason

Shuffitt, ARNP. Jason welcomes the chance to help a rural population. “I love working in a rural area,” he said. “I have time to get to know my patients, and I especially enjoy working with the elderly.” The clinic offers general healthcare services, including health screenings and complete physicals.

Fountain Run Rural Health Clinic is open Tuesdays and Thursdays, 8 a.m. to 4:30 p.m. Jason also sees patients at the Scottsville Rural Health Clinic alongside Grover Dils, MD, Michael Lang, DO, Lynetta Stiltner, DO and Gwen Wright, ARNP.



Online bill pay coming soon!

Patients of The Medical Centers at Bowling Green, Franklin and Scottsville and Commonwealth Regional Specialty Hospital will soon be able to access and manage their hospital accounts online. Tentatively scheduled to start in July, Commonwealth Financial Resources (CFR) will begin offering online bill pay.

Through a new secure website, patients will be able to:

- 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.

Another change that patients will soon notice is a redesign of CFR's printed statements, making them easier to understand. Patients with multiple accounts will also begin receiving consolidated statements, eliminating multiple statements and making it easier for them to track their accounts.

Watch for updates in future issues of the *CHC Intercomm*.

A blast from the past for Cal Turner Extended Care Pavilion residents



Residents at Cal Turner Extended Care Pavilion got a special treat on June 24 when members of the Southern Kentucky Street Rods pulled up outside the door. Street rods are antique cars and trucks that have been given new life by custom paint jobs and modern modifications, but still maintain their vintage character.

According to Brittney Childers, Activities Director at Cal Turner Extended Care Pavilion, the cars were a hit with the residents. "Their eyes lit up when they saw the cars," she said. "It sparked great conversation about the model and color of each car or truck. Residents even reminisced about times in their past — their first date, what car they used to drive, and going to car shows." Even after the street rods had rumbled off into the distance, the residents continued to talk about them. "It was so nice for those guys to bring their cars," Brittney said. "I know it was uplifting for the club members to see the residents' smiling faces and to know just how much they really brightened their day."

Thanks to Bobby Hughes and all the members of the Southern Kentucky Street Rods who took time to share their love of cars with the residents of Cal Turner Extended Care Pavilion.

Retirements



Congratulations to **Kay Ragle, RN** (right), on her retirement after 15 years of service at The Medical Center. She is pictured above with Bridget Kilpatrick, RN, Clinical Manager of 4C.



Congratulations to **Patsy Shaw**, Food Services Cook at The Medical Center at Scottsville (center), who retired after nearly 17 years of service. She is pictured above with Eric Hagan, Vice President for The Medical Center (left) and Ken Jenkins, Food Service Manager.

Upcoming Events

July 8

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.*

July 14

8 – 9:30 a.m.

Grocery Store Tour: Choosing Healthy Food

Location: Kroger on Scottsville Road, Bowling Green

Andrea Norris, registered dietitian with The Medical Center Medical Nutrition Therapy Program, will lead a grocery store tour to help individuals make healthier food choices while grocery shopping. The cost is \$10. *Preregistration required by calling 745-0942; space is limited.*

July 14 or 28

9 a.m. – 2 p.m.

Babysitting Clinic

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

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 and all materials. *Prepayment and registration required by calling 745-0942; class size is limited.*

July 15

10 – 11 a.m.

Nutrition Facts Label Workshop for Kids

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

Kids will learn the importance of reading the Nutrition Facts label and be able to practice reading labels. They will have the opportunity to win prizes in the MyPyramid Relay! *Preregistration required by calling 745-0942.*

July 15

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 or online at www.TheMedicalCenter.org.*

July 21

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.*

Witness to Wellness



Before



After

Camille Taylor, an employee at Hillcrest Credit Agency, has been nominated for the Witness to Wellness award by her co-worker, Heather Hays.

"Camille completely changed her lifestyle," Heather wrote, "and now works out weekly along with running on weekends — even with being a mom and full-time nursing student. She is an inspiration!" Camille had this to say about her lifestyle change: "I decided to change my lifestyle because I wasn't too keen on remaining unhealthy. I wanted to live a long and healthy life, and I didn't want to wait until it was too late." When asked how she started to change her lifestyle, she said she started out small. She gave up sodas and caffeine for the first month, then no fast food. She also began to incorporate exercise into her routine by running and weight training.

Camille drinks only water, eats no fast food or fried foods and stays away from sugar. She said she gets plenty of "good" sugar from fresh fruits. As a result of these changes, Camille said "I am loaded with energy, and I have more stamina and hardly ever get sick. My skin has also improved from all of the water that I consume. I no longer have high blood pressure." When asked what suggestions she has for others who are trying to change their lifestyle, she said, "Start out small, because defeating small goals drives you more to the big goals and boosts your confidence." Her closing remarks were, "It's all mind over matter. So once you have made up your mind, the rest is a done deal!"

Congratulations to Camille for being such a great role model! For more information about activities and benefits available through CHC Employee Wellness Program or to nominate someone for Witness to Wellness, contact Laura Hall, CHC Employee Wellness Coordinator, at 796-5554 or by email at hallll@chc.net.

New Employees

June 21 & 22



Seated: Jaclyn Dugan, Cath Lab; Gina Wall, Endoscopy.
Standing: Courtney Bratcher, Long Term Care; Jennifer Ralph, Ortho/5B.



Seated: Lindsay Houchens, Respiratory; Niki Gruszczuk, Pharmacy; Annie Long, Catering. *Standing:* Dana Lamar, Respiratory; Deanna Smith, Respiratory; Paige Davenport, IT; Lou Ann Sanford, Physical Therapy.

PRIDE Ideas for June 2010

Liz Robey
2A

Kevin Hetzer
Performance Excellence

Kimberlee Gipson
Labor & Delivery

Kristy Reagan
Women's Health Specialists

Crystal Keith
Obstetrics

David Banahan
Ambulatory Surgery

Julia Basil
4A

The Medical Center maintains cancer accreditation

On May 18, The Medical Center completed its triennial cancer accreditation survey by the American College of Surgeons Commission on Cancer. Following the daylong survey and review of its documentation of compliance, The Medical Center received a three-year accreditation (with contingency) and six commendations.

The six areas of commendation included: publishing an annual report for outcomes analysis; meeting quality criteria on initial submission of data to the National Cancer Database; achieving 100% compliance with CAP (College of American Pathologists) protocols; providing three or more prevention and early detection programs; offering cancer education for cancer registry staff; and, implementing more than two improvements that directly affect cancer patient care. The contingency was related to the timeframe for abstracting data. Cancer Registry staff has addressed this issue and will resubmit documentation of compliance.

The survey is a voluntary evaluation of The Medical Center's performance according to national standards of the accreditation program. According to the Commission on Cancer, accredited institutions like The Medical Center "represent a broad-based network of comprehensive cancer programs that offer the entire spectrum of cancer control activities, from prevention to rehabilitation and long term follow-up."

Employees with Service Excellence!

July 2010



Michelle Willoughby
Golden Pineapple
Rural Health Clinic

"Michelle is always smiling, helpful, hard working, and kind. When her co-workers are busy and need help, she steps up by answering phones or waiting on patients. She is a great leader and an example to others."



Kevin Hetzer
Ambassador
Performance Excellence

"Kevin helps departments throughout the organization improve their performance using Lean and Six Sigma methodologies. CHC is lucky to have Kevin because he helps us all to create a better customer experience for our patients and their families."



Steven Sablan
Ambassador
Information Technology

"Steven is a great problem solver; he is always kind and customer focused; he takes into consideration the benefit to managers, employees and patients. As a non-clinical employee, he exemplifies CHC's mission and purpose."



Dwayne Sanford
Ambassador
The Medical Center at Franklin – Ultrasound

"Dwayne is excellent at caring for patients and doing what he can for the physicians and the hospital. He provides the best customer service to our patients, physicians and staff. He represents The Medical Center at Franklin and CHC's mission in everything he does."