



# Magnolia Messenger



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## Letter From CEO, Rick Napper

As all of you know, Congress has passed legislation to reform healthcare. Although the full magnitude of the bill is yet to be determined, I would like for each of you know my thoughts regarding the impact of this legislation on MRHC.

First and foremost, the hospital inpatient/outpatient and inpatient psychiatric facilities will face a reduction in market basket adjustments equal to 3% from 2010 through 2019 and a decrease to productivity gains of 1.4% per year beginning in 2012.

Second, the government will create an Independent Medicare Commission to operate as follows:

- The Commission will submit proposals for the redirection of Medicare cost growth
- The Commission cannot ration care, increase revenue or change benefits
- The Commission's first proposal is expected in 2014
- The Commission will recommend quality improvements and constrain costs growth in the private sector
- If the growth of Medicare does not decrease the Commission must make recommendations on how to eliminate growth

Third, this legislation does not include any fix to the current physician payment issues. Physician payment (SGR) will require separate legislation. Additional legislation will be required to avert a 21% reduction in physician payment. Medicare/Medicaid disproportionate share hospital (DSH) will incur a 75% decrease in 2015 for Medicare and Medicaid will decrease

proportionately to the Medicaid insured patients. Beginning in 2013 inpatient hospitals will begin to recognize payment increases or decreases directly related to pay for performance measures that will be directly connected to HCAHPS data. Physicians will experience pay for performance beginning in 2011 for reporting and 2015 based on the data collected.

These are a few of the key issues facing healthcare. I want everyone to understand that over the last 36 months MRHC has diligently prepared for the changes of healthcare reform. I do not want to disregard the seriousness of this issue, but I also know that through our vision, strategic plan and focus on excellence, we are positioned to absorb the impending changes. It will take every employee's maximum effort and a constant team effort to overcome the hurdles our government placed before us. I will continue to keep you updated and will communicate changes as they occur. We are one community, one hospital, one team and we have one focus – our patients.

As always, your loyalty to our facility is greatly appreciated. God bless you and your families.

Sincerely,

Rick Napper, CEO



## Crossroads Center for Emotional Care



Anna Davis

March was the month for Awards at Crossroads! Our Customer Appreciation Award for February was Anna Davis-Hill. Anna is the Therapist at Crossroads.

one!!! You are TRULY Appreciated!!!! Not only by fellow employees but by the ones who count the most and those are our PATIENTS!!



Horizon Awards

On March 24th, Horizon Mental Health Corporation's Regional Vice-President, David Chiasson, visited Crossroads to present the Program with 4 Award Nomination Plaques!! Crossroads Center for Emotional Care was nominated for Regional Awards for: Program of the Year, Customer Service Program of the Year, National Finalist for Hall of Fame and Program Director, Gordon Crowe, was nominated for Hall of Fame. Way to Go Crossroads and Magnolia Regional Health Center!!!!

May is Mental Health Month and Crossroads is currently taking orders for Mental Health month t-shirts. Check out the details on the intranet. For other information contact Dana at ext. 5524.



Crossroads Customer Appreciation Awards

On March 29th, Crossroads presented Customer Satisfaction Awards to program employees. There were 4 Honorable Mention plaques given and 1 Most Appreciated plaque! Honorable Mention plaques were awarded to: Michelle Essary, Jackie Burt, Ruth Ann Glissen and Anna Davis-Hill. Crossroads Most Appreciated plaque went to Theresa Leeth!!!! Congratulations to every-

## Announcements

### MPC:

Congratulations to the Magnolia Pediatric Clinic for scoring 99% on the Medicaid Cool Kids audit. This audit measures accuracy of data collection/entry, insurance verification, coding/charge accuracy and quality of care provided during preventive medicine/well child exams. It takes the hard work and dedication of each staff member to receive such a high score.

The Magnolia Pediatric Clinic recently implemented electronic health records which provide customized templates designed to assist staff with more efficient data collection processes as well as offering computerized physician order entry(CPOE) to increase coding accuracy. Thank you for a job well done!

**Surgery:**

Brent Mills that passed his OR tech certification in March. Congratulations, Brent!

### For Your Benefit:

Before turning a completed Referral Form to HR, please be sure the referring physician has entered the Tax ID # of the provider you are being referred to. If it is not on the form, you can call the provider and request this number. It is required.



## April is National Occupational Therapy Month

### WHAT IS OCCUPATIONAL THERAPY?

"Oh, you help disabled people find jobs." "You're an O.T., isn't that like P.T.?"

"Occupational Therapy (O.T.) is a health related profession that helps restore independence to a person's greatest potential whose life has been disrupted by physical injury/illness, aging ailments, psychosocial dysfunction, or children with developmental problems or birth defects" (AOTA).

MRHC established Occupational Therapy as part of the rehab team in 1993. Our current O.T. staff includes four full time O.T.'s, JuJuana Meeks,

Maggie Pounds, Mary Jones, and Will Shelton, and two part-time O.T.'s, Perry Kennedy and Trista Smith.

JuJuana, Maggie and Trista provide O.T. services to clients at MRHC outpatient rehab at the Community Service Complex. JuJuana specializes in O.T. rehab of the elbow, forearm, wrist and hand as well as shoulder injuries from trauma or disease. Maggie treats upper extremity disorders and specializes in pediatric Occupational Therapy. She has received certification in Sensory Integration and Praxis, which allows her to administer the SIPT (Sensory Integration & Praxis Test) to children 4 years to 8 years 11 months. Maggie, Mary and Trista also treat pediatric patients younger than three years old,

through the MSDH First Steps Early Intervention Program, both in the home and clinic settings.

Will, Perry and Mary provide O.T. services for acute care patients to increase function and independence, therefore improving quality of life. This goal is met through performing basic daily activities (ADL's), therapeutic exercise/activities, functional transfers, adaptive equipment recommendations, and patient/family education.



## 17th Annual Athletic Physicals

The 17th Annual Athletic Physicals will be held Thursday, April 29, 2010 from 5 p.m. - 9 p.m. at CROSSROADS ARENA.

Magnolia Regional Health Center will be providing athletic physicals at the Crossroads Arena on Thursday, April 29, from 5 p.m. until 9 p.m. Participating area schools include Alcorn Central, Biggersville, Corinth, Kossuth, and Tishomingo County. Times are assigned for each school, and we urge you to adhere to your school's time slot.

The comprehensive physical exam will include:

Height, Weight, Blood Pressure, Vision, Eyes, Ears, Nose, Throat, Heart & Lung Screening, and Orthopedic Check; Cardiovascular Evaluation if necessary.

If you have questions regarding athletic physicals, please contact Magnolia Regional Sports Medicine at 662.287.1400. Total Exam Cost: \$10.00 and includes a free t-shirt. TIME SLOTS FOR EACH SCHOOL:  
5:00 p.m. Kossuth, 5:30 p.m. Corinth, 6:00 p.m. Biggersville, 6:30 p.m. Alcorn Central, 7:00 p.m. Tishomingo County.

# Customer Service Excellence Monitor

MRHC would like to introduce the Bronze, Silver and Gold for the month.

## The March 2010 acknowledgements are:

### Must be mentioned more than 5 times

# times mentioned	Name	Dept.
5	Angela Higgs	ASC
6	Dr. Pratt	

### Must be mentioned more than 3-4 times

#### SILVER

# times mentioned	Name	Dept.
3	Rhonda Dunlap	5 Tower
4	Jana Harville	4 Tower

### Must be mentioned more than 1-2 times

#### BRONZE


# times mentioned	Name	Dept.
1	Susan Hardin	2 South
1	Catherine Lambert	2 South
1	Heather Sharp	2 South
1	Stephanie Tull	2 South
1	Heather Shinar	3 Tower
1	Missy Breland	3 Tower
1	Emma Warren	3 Tower
1	Amanda Humbergs	3 Tower
1	Debbie Chatham	4 Tower
1	Sharon Harbin	4 Tower
1	Shuntissa Ratliff	4 Tower
1	Elizabeth Willis	4 Tower
1	Emma Warren	4 Tower
1	Wanda Bullock	4 Tower
1	Stephanie Butler	4 Tower
1	Devona Roaten	4 Tower
1	Heidi Brooks	4 Tower
1	Maria Southern	5 Tower
1	Gale Moss	5 Tower
1	Becky Schrader	5 Tower
1	Stacy Gist	5 Tower
1	Melissa Dawesport	5 Tower
1	Mishesta McDonald	5 Tower
1	Andriette Morrison	5 Tower
1	Amy Wilkins	5 Tower
1	Heather Young	5 Tower
1	Tobey Essary	5 Tower
1	Jason Terry	5 Tower
1	Kristy Farris	5 Tower
1	Gosta Graham	5 Tower
1	Sherry Patterson	5 Tower
1	Tara Ray	Anesthesia
1	Helen Clemmer	ASC
1	Jennifer Potts	ASC
1	Jennie Foster	ASC
1	Cindy Mills	ASC
1	Chris Harville	ASC
1	Joyce Mathis	Dietary
1	Brandon Jones	Dietary
1	Tita Johnson	ED
1	Dorian Ruedas	ED
1	Hallary Brown	ED
1	Jennifer Tennyson	ED
1	Bonita Strong	EVS
1	Carla Bray	FNP
1	Cathy Yates	MICU
1	Lynn Harrison	MICU
1	Amanda Meeks	MICU
1	Sylvia Taylor	OR
1	Jeff Thornburgh	OR
1	Bobbie Case	OR
1	Liz Williamson	OR
1	Kimberly Baskies	OR
1	Sylvia Jacobs	OR
1	Gayla Nix	Patient Access
1	Julia Cooper	Patient Access
1	Patty Loucar	Patient Access
1	Jennifer Cain	Pediatrics
1	Andrea Huddleston	Pediatrics
1	Manal Al-Quawas	Pediatrics
1	Christina Williams	Pediatrics
1	Katrina Edwards	Pediatrics
1	Stacy Mitchell	Pediatrics
1	Morgan Jones	Pediatrics
1	Jason Spencer	PT
1	Mary Jones	PT
1	Tiqua Moody	Recovery
1	Donna Dunn	Recovery
1	Janet Russell	Respiratory Therapy
1	Mike Davis	Respiratory Therapy
1	Michelle Hurt	Respiratory Therapy
1	Aftan Kelly	SDC
1	Jessica Adams	SDC
1	Beth Bartlett	SDC
1	Jennifer Burcham	SDC
1	Regina Wiggington	SDC
1	Romy Ward	SICU
1	Jade Newsom	SICU
1	Katie Rushing	SICU
1	Barbara Leatherwood	SICU
1	Deborah Weeks	SICU
1	Melanie Cummings	SICU
1	Sandy Parker	Transport
1	Kristin Walden	Women's Health
1	Rita Holley	Women's Health
1	Celisa Comer	Women's Health
1	Melissa Qualls	Women's Health
1	Beth Thompson	Women's Health
1	Jessica Miller	Women's Health
1	Belinda Prather	Women's Health
2	Amy Selmon	3 Tower
2	Vickie Privett	4 Tower
2	Aubrey Morelock	5 Tower
2	Jennifer Chandler	5 Tower
2	Cayce Redding	5 Tower
2	Leah Carpenter	5 Tower
2	Patrice Gaines	5 Tower
2	Sarah Smith	5 Tower
2	Amanda Caldwell	ASC
2	Candee Switcher	ASC
2	Pazla Meeks	OR
2	Donna Holland	Pediatrics
2	Hannah Beckham	Pediatrics
2	Terra McLemore	SDC
2	Dr. Jacque	
2	Dr. Buchanan	
2	Dr. Foropoulos	
2	Dr. Johnson	
2	Dr. Jobe	
2	Dr. Edmondson	
2	Dr. Hutchinson	
1	Dr. Cole	
1	Dr. Flannery	
1	Dr. Cain	
1	Dr. McKipin	
1	Dr. Frazier	
1	Dr. Gregory	
1	Dr. Pickett	
1	Dr. Simpson	
1	Dr. Mohamad	
1	Dr. Thomas	
1	Dr. Corder	
1	Dr. Jacque	
1	Dr. Armstrong	

## What is Service Excellence?

It is the Service that exceeds the needs and expectations of the customer.


## WELCOME

**DR. WILLIAM E. BROHAWN III**  
Internal Medicine-Hospitalist Service



William E. Brohawn III, M.D. is a board certified physician in Internal Medicine with Magnolia Regional Health Center. Dr. Brohawn joined the medical staff at MRHC in February 2010. He received his medical degree from the University of Florida School of Medicine in Gainesville and completed his residency training at the University of Texas Health Science Center at San Antonio. Dr. Brohawn has practiced as a Hospitalist in Mississippi for more than ten years.

The Hospitalist Service provides onsite inpatient care at Magnolia Regional Health Center. We are committed to the goals of high quality inpatient care and exceptional patient education. Magnolia Hospital Service is an extension of the primary care practices in our community and the surrounding communities that we serve.



MAGNOLIA REGIONAL HEALTH CENTER  
COMPASSION • INNOVATION • HEALING  
Care. It's what we do.™

For a complete listing of MRHC physicians, visit [www.MRHC.org](http://www.MRHC.org).



## Department Winners

**INPATIENT WINNER:**  
Gynecology  
Women's Health

Score of 94.4 or 99%

**OUTPATIENT WINNER:** ASC

Score of 94.8 or 97%

"The nurses were great. They were always checking on me. My IV was started quicker than ever. I love how Dr. Jacque prayed for me. Dr. Frazier is very nice and good at his job."

"Candi and Angela were wonderful to me! No pain whatsoever."

"Excellent staff, excellent hospital from check in to discharge. EVERYONE was so kind and professional."

"Mrs. Helen was great at taking blood, and very sweet. Mrs. Angela was great also, both very good at their job."

"I would recommend anyone to Doctor Johnson."

"Every step from the doctors office to surgery center was easy,

## INPATIENT

comfortable and very informative. Thanks to Dr. Jeff, Gayla, Bobbie, Dr. Jobe, Candace, Angela, & Jenifer for making this process great."



## OUTPATIENT



## Corporate Compliance Corner

### FALSE CLAIMS ACT

The federal False Claims Act (Section 31 USC 3729-33) makes it a crime for any person or organization to knowingly make a false record or file a false claim with the government for payment. "Knowingly" can include deliberate disregard or reckless ignorance of facts that make the claim false. False billing is a serious offense. Medicare and Medicaid rules prohibit knowingly and willfully making or causing to be made any false statement or representation of a material fact in an application for benefits or payment. It is also unlawful to conceal or fail to disclose the occurrence of an event affecting the right to payment with the intent to secure payment that is not due.

Examples of false claims include, but are not limited to: Inaccurate or incorrect coding, claiming reimbursement for services that have not been rendered, filing duplicate claims, upcoding to more complex procedures than were actually performed, unbundling of services, including inappropriate or inaccurate costs on hospital cost reports, falsely indicating that a particular healthcare professional attended a procedure or that services were otherwise rendered in a manner they were not, billing for a length of stay beyond what is medically

necessary, billing for services for items that are not medically necessary, failing to provide medically necessary services or items, billing excessive charges, and providing services at sub-standard care.

Penalties for violating the federal False Claims Act can be up to three times the value of the false claim, plus from \$5,500 to \$11,000 in fines per claim. The person (as well as the Hospital) may be excluded from participating in the Medicare and Medicaid programs.

MRHC's Corporate Compliance Plan supports compliance with the False Claims Act and Mississippi law by:

1. Auditing and monitoring business activities to prevent or detect errors in coding and billing;
2. Educating our employees, vendors and associates that they are responsible to report any concern about a possible false claim;
3. Investigating all reported concerns and correcting any billing errors discovered; &
4. Protecting our employees, vendors and associates from adverse action when they do the right thing and report a concern.

In addition to these federal prohibitions and penalties, Mississippi law also prohibits a person from making, presenting,

or causing to be made or presented a claim for Medicaid benefits if that person knows the claim to be false, fictitious or fraudulent. Miss. Code Ann. § 43-13-213. A health care provider or vendor violating such law is directly liable to the state. Penalties include forfeiture of and payment of a fine equal to the full amount received plus treble damages. Miss. Code Ann. § 43-13-225. A criminal conviction may result in imprisonment and other fines. Miss. Code Ann. 43-13-215. Additionally, under Mississippi law, any person who knowingly files, attempts to file, or aids and abets in the filing of a claim for services to a recipient of benefits under any state or federally funded assistance program for (a) services which were not rendered or (b) for non-authorized services is guilty of fraud. Miss. Code Ann. § 97-19-71 (4). This would include a hospital submitting bills to Medicaid for non-rendered or non-authorized services. Further, any person who knowingly bills the recipient of such benefits, or his family, for an amount in excess of that provided for by law or regulations is guilty of fraud. Id. A conviction under section 97-19-71 results in imprisonment, fines or both, and an order to make full restitution of the money or services or the value of those services unlawfully received.

## MRHC Foundation

### Tribute Garden Naming Opportunities

Magnolia Regional Health Center Foundation, Inc. provides charitable support to Magnolia Regional Health Center and similar non-profit organizations in Alcorn County in order to improve the health and wellbeing of the people of Corinth, Alcorn County and the surrounding region. Through the generous support of our donors, we work to ensure that current and future programs that will assist patients at our facility receive the funding and support which they deserve.

Our Foundation offers individuals an opportunity to create a permanent impression on the Corinth community by taking advantage of one of the many naming opportunities available within the beautiful Tribute Garden located at The Cancer Center at Magnolia. This soothing garden which was dedicated on June 1, 2009 offers patients and their families a place overflowing with peace, comfort, and encouragement. Naming opportunities within the resource center are also available through our Foundation.



## April Birthdays

01

Candice White  
Misty G. Kipp  
Carla Bray

02

Brooke A. Miller

03

04

Jannika Greer  
John Hebert  
Angelia Richardson  
James Hindman

05

Amanda Ham  
Cassandra Dodson  
Sharon Carter

06

Kelly Shipman

07

Sara Clemmer  
Patricia Hammett  
Whitney Spencer  
Neal Moyers

08

Jeni Crumby  
Rebecca Strachan

09

Alicia D. Schryer  
Virginia Brown  
Heather Rhodes  
David Nanney  
Dorothy Shields  
Ginger D. Wood

10

Tina Wallin  
Amy Hutson  
Candee C. Switcher  
Andrea Harris  
Angela M. Jackson  
Scott Thomas

11

Debra Rena Newcomb  
Brandy Watson

12

Candice Whitaker  
Terra McLemore

13

Anna Erwin  
Jacy D. Mitchell  
Rick Bridges  
John Rose  
Jeffery Ellsworth

14

Amanda L. Taylor  
Shannon Voyles  
Pamela B. Wallis

15

Brenda Bradley  
Marilyn McKinney  
David Stutts

16

Candy McCarter  
Melody Brown  
Robert Stephenson  
Tony McAfee  
Deonne Henry

17

Sylvia D. Taylor  
Shirley Embrey  
Dawn Laster

18

Christie Bradley  
Andrea McAllister

19

Marlene Cissom  
Stephanie Butler  
Jerry Williams  
Ryan B. Whitley  
Adisen M. Cooper

20

Renate Howard  
Sammy Shelly  
Kaydee Kilgore  
Amy Jo Johnson

21

David Reynolds  
Ginger Brown  
Raina Robertson

22

Amanda Paige Michael  
Cindy L. Mills  
Brandi Smith  
Brenda Park  
Marcie Ford  
Wade Moore  
Phyllis Crabb

23

24

Sasha Burress  
Ronnie Gray  
Andrew Howard

25

Tonya L. Gunn  
Sandra K. Hunt  
Cara Beth Mitchell  
Elisha Thompson

26

Terry Plunk

27

Lydia Holloway  
Ruth Ann Glissen  
Tina Reddell  
Anna South  
Katrina Ramos

28

Tobey Essary  
Richard Reeves  
Terra Knight  
Cynthia Inman  
Brian Lindsey

29

Kayce Hayes  
Brittany Deaton

30

Alicia J. King  
Travis Brent Mills  
Christopher Spencer  
Heather Lee  
Wendy Hurley

31



## May Birthdays

01

Sabrina Moore  
Debra Kirk  
Marilyn Vanderford

02

Monique Patterson  
Cayce Redding  
Timothy Marlar  
Amanda Kerr  
Sydney H. Sanders  
Wanda Carper  
Lydia T. Atkins

03

Dena Johnson

04

Alyson N. Spires

05

John Keith Davis  
Krystal E. Fontaine  
Amanda Meeks  
Catherine Byars  
Kimberly Johnson  
Janice W. Jones

06

Dana M. Knight  
Cinnamon C. Foster  
Lisa G. Spencer

07

Genelle Pernia  
Mary B. Stafford  
Rachel McLemore

08

Michelle Brooks  
Lauren A. Norman  
Jade E. James  
Nicole Roach  
Diane T. Chapman  
Belinda K. Thompson

09

Hannah E. Beckham  
Phildred Hughey  
Jamie C. Leitschuh  
Margaret Pounds

10

Cheryl Pardue  
Debbie Homan  
Amanda L. Brown  
Jed Dixon

11

Keven Barber  
Theresa Honeycutt

12

Theresa Leeth  
Jamie L. Walker  
Georgia H. Miller  
Tina Johnson  
Liza Butler  
Shaye Hollins  
Michael Bingham

13

Clint Randall Green

14

15

Dimple McEwen  
Hannah W. Taylor  
Bonita Strong

16

Valerie J. Youngblood

17

Joanna T. Terry  
Jill Tays  
Mary Lynn Eubanks

18

Valerie Tutor  
Lisa Jones

19

Sheila G. Trollinger  
Sonya Wyke  
William E. Brohawn

20

Melanie C. Luce  
Donisha D. Lapin  
Rondald Strom

21

Rose Brown  
Mallory B. Patten  
Stephanie R. Dillon  
Bonnie Peters  
Kasey Wilson

22

Kathy D. Thacker  
Jame Skelton

23

Anna Janzen-Lancaster  
Rachael Rinehart

24

Teresa Tucker  
Michelle Canten

25

Catena Alred  
Bobby B. Morphis

26

Barbara Williams

27

Audra Jones  
Vanda S. Lee  
Hershel Dale Dees

28

Amanda Hindman  
Wayne McAlpin  
Mary Catherine White

29

Maralyn Taylor  
Sheriel Martindale  
Morgan Crosby

30

Susan Carrington

31

Linda Gatlin  
Bobby Holley  
Jessica L. Hathcock  
Robbie Jones  
Jason Bragg