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Letter From CEO, Rick Napper

Spring was here – where did it go? I was really enjoying the warm weather. Maybe this is our last cold snap. We should all take the time to do some spring cleaning and get outside and enjoy some sunshine – when it warms up, of course.

Magnolia Regional Health Center is in the process of producing our next Strategic Plan for the upcoming 3 to 5 years. This task is proving to be extremely difficult due to the unknowns of healthcare reform and the unstable economy. We have a weeklong strategic planning session with the operational staff scheduled in April, followed by a planning session with our Board of Trustees, Medical Staff, City and County Officials and local Industry Leaders in June. In those sessions we will brainstorm everything from upgraded services & state of the art technology to how to go “Green”. We also need your help in this process. You will see a survey on the intranet in the near future that will ask for your opinions as to the direction of MRHC. We are also going to open the Private Dining Room beside the Cafeteria for you to come and put your ideas on the planning matrix – look for the schedule in the near future. I sincerely hope you participate in this initiative. Your ideas and comments are a crucial & part of this process and are greatly needed.

I wanted to take this time to let you know that you are being recognized in the healthcare industry. Myself and Pam

Bilbrey of The Table Group recently had the opportunity to speak at the American College of Healthcare Executives conference in Chicago. We had a room full of CEOs and other executives that wanted to hear your story. The story of how a little community hospital in a small hometown in Mississippi went from ordinary to what you are today, which is outstanding. How we increased our customer satisfaction scores, core measures scores and any other score you can pull out of a hat and made our “little” hospital into a widely recognized healthcare facility that our community trusts and recommends. It was refreshing to tell our story to the world. I am proud of our accomplishments & recognize your untiring, hard and faithful work ethic, all in order to take care of our patients. Thank you. We should all hold our heads a little bit higher knowing that others are now looking to us for advice.

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

Sincerely,

Rick Napper, CEO



Announcements

Crossroads Center for
Emotional Care: Social Work
Month Pizza Party!

UNDERSTANDING STRESS

The good, the bad and the ugly

Stress is one of the greatest lifestyle challenges of our time. And it's not just exclusive to adults. Children experience stress too. Changes in family structure, schools, high expectations and awareness of the troubling news of the day can cause unremitting worry and fear. And just as with adults, ongoing stress can break down a child's body systems causing physical and mental health problems.

Remember when you were a kid? Can you recall the kinds of situations that caused you worry and fear? Maybe your parents divorced, or you had to change schools and friends. What if one of your parents was ill? Were there high expectations that you feared you couldn't meet? Or maybe the toughest of all, there was an unspoken, unexplained tension in the air. As a kid, the adults in your life may not have given you all the information and support you needed to make sense of it all, and you experienced the perfect set-up for chronic stress.

Stress is a physical and emotional reaction to a perceived threat of some kind. Very often, this dynamic occurs when children lack the information to fully understand the circumstances causing the fear, and lack the verbal skills to express what they are feeling. Instead, children may exhibit behaviors such as frequent crying, inability to sleep, upset stomach, fear of being alone, changes in eating habits, combative behaviors and withdrawal. In adolescents, stress-related behaviors might include rebellion, anger, distrust, low self-esteem and physical symptoms such as headache or digestive and eating problems.

Parents may not have the power to eliminate the sources of ongoing stress in a child's life, but there are steps they can take to lessen the stress and better understand what their child is feeling.

Ask questions: *Help your child to express what she is feeling. When does your stomach hurt? What are you thinking about when you can't sleep. What are you afraid of? What do you think might happen at your first day of school, at the doctors, at the school dance, when you take the test?*

Create an atmosphere of acceptance: *Communicate to your child that his fears are okay, and that you welcome the opportunity to talk about them. No question is silly. No fear is unfounded. Model good communication skills by talking about your own feelings, especially when you feel fear or stress about a situation.*

Problem-solve: *So, you know what is causing your child's stress, now what do you do about it? Sometimes just expressing a fear is enough, and sometimes an action plan is needed. Engage your child in problem-solving. Is your child over-scheduled? Are expectations too high? Talk about how she might calm herself before the big test by deep breathing, organized study time, assurance that her best effort is good enough.*

Offer choices: *Just as problem-solving gives children a sense of control, so does the power to make choices. Giving them freedom to make well-supervised choices around food, books, games, schedules and other activities will help children hone sound decision-making skills and give them a sense of control.*

Set clear limits: *Along with having well-supervised choices, clear limit-setting can also reduce stress in children. A reasonable schedule that allows for some wiggle room provides a foundation for safety and a sense of security.*

Pay attention: *One conversation isn't going to eliminate stress for your child. Ongoing communication, check-ins and modeling time management, decision-making and healthful choices will provide your child with a range of tools for stress management that will serve him for a lifetime.*

Stress Busters

Start with daily attention to the trinity of good health:

Adequate sleep
Healthy eating
Exercise

Think about other on-the-spot things you can do to reduce stress while at school, football practice, dance class, out with friends or at home

1. Take a slow, deep breath. Fill your lungs completely until you can feel your stomach rise. Exhale and do it again!

2. Get up from your chair, take a walk, and stretch. Spend time outdoors in the fresh air if you can.

3. Look at the world outside yourself and focus on the birds, squirrels, the breeze in the trees, or notice how the shadows dance on the ground.

4. Loosen tight clothing.

5. Close your eyes and imagine yourself in your favorite place, or doing something that you find soothing.

Use whatever stress-reducing techniques work for you. Be creative, and feel better.





Strive for a Healthier You

Take the Right Steps To Improve Your Life

Quitting smoking is the single most important step a smoker can take to improve his or her health. Each time you try to quit smoking, you learn a little more about the quitter in you. You become a little wiser about what to do and not do the next time. Now is a great time to make good on your new resolution to Strive for a Healthier You and discover the Quitter in You!

If You Need a Reminder WHY You Should Quit Smoking, Here It Is

Most smokers will tell you they've always known WHY they should quit; what they've needed is a HOW to quit smoking. We are providing YOU with means to make the HOW possible. Since last month six additional employees have scheduled appointments with the Resident Clinic for Tobacco Cessation counseling and prescriptions starting their journey toward becoming tobacco free. If you are still waiting to make your appointment, Please be aware that after May 31st you will no longer be able to fill the Tobacco Cessation prescriptions which you have/will received at no cost.

If you need the grim facts to convince you to quit or help you stay com-

mitted to quitting smoking, here are some of the statistics. One half of lifelong smokers will die of a tobacco-related disease. Smoking cigarettes is so deadly that every 6.5 seconds, someone in the world dies from a tobacco-related illness. That's about 1,200 deaths per day and 450,000 a year in the U.S. alone — all from tobacco use. Cigarette smoke contains 4,000 chemicals: hydrogen cyanide, formaldehyde, arsenic, ammonia and urea among them.

Quitting smoking is tough. You'll want to try different ways to quit, especially when you get frustrated. But there's no secret way to quit smoking effortlessly. Your best bet is an approach that addresses the physical, social and behavioral aspects of smoking, such as a combination of medication and counseling. New methods you hear about might work for some people some of the time, but the combination of medication and counseling works for more people more of the time.

A Reminder About All Tobacco Cessation Medications Available

Nicotine gum, patches, inhalers, and lozenges are nicotine replacement therapies (called NRT). Replacement therapy works by giving you nicotine to reduce nicotine withdrawal symptoms without you having to smoke or

dip. You may be 50% to 100% more likely to quit tobacco products if you use nicotine replacement therapy. This therapy works best when combined with behavioral therapy and lots of support from friends and family. Some drugs, including Wellbutrin (bupropion) and Chantix, are specially formulated to help people quit smoking. Your doctor must prescribe these medications and will discuss in detail if these are a better option for you. Many people find it helps to take medication and change their habits at the same time. For example, you can keep healthy snacks handy to beat cravings, limit time with smokers, join a smoking cessation program, start walking when the weather gets nice outside or join an exercise program. All of these are new habits which lead toward a new healthier lifestyle.

So whichever of these medication options sounds better to you, don't waste anymore time. Make the first step toward your journey to becoming tobacco free! For those of you who are already on your journey, we stand with you on your way to breathing easier, feeling better, and hopefully living longer. Continue Striving for a Healthier You!



Standards of Behavior Team

Spring is finally here and we can see evidence of it in the warmer weather, the blossoms on the trees and even the pollen on our cars. Spring has been seen as a time of renewal, a fresh start, if you will and even poets have written about this “new beginning”.

We here at Magnolia have a perfect opportunity for a “new beginning” with our Standards of Behavior. We have already introduced Communications, Respect and Responsiveness. Have you seen a difference in our workplace? Word in the halls and on the street is that there is a difference. We have had positive comments from both employees and patients alike. We are excited that the work that has been done so far has had

the desired result.

We will soon introduce Ownership as our fourth Standard. Take a moment and think about what it means to you. Taking ownership must be personal for it to become part of our daily routine and habit, as we build on the standards that will change our culture.

In an effort to help each of us develop as “owners” of Magnolia we are introducing a great new game. You all remember Trivial Pursuit; well this is Trivial Pursuit Magnolia style, the OWNERSHIP EDITION. In the next couple of weeks we will be providing daily quizzes for your enjoyment and hopefully education regarding fun facts about your workplace. It

won't be easy and you will have to get outside your area to participate. It should be fun finding the answers and learning about the place we call home during our workweek. The winner with the most correct answers will be awarded a prize and will come away with some new found knowledge about Magnolia. We hope you are excited about this upcoming event and we wish you good luck.

We look forward to continuing to share these standards with you and ask that you give us your feedback as they are introduced. We hope to make Magnolia a better place for each of us, our families and our community.

- Your Standards of Behavior Team

Promotions within the IT Department

On Monday April 4, **CHRISTI ROUSSEAU** was promoted to IT Clinical Manager. Christi has 31 years clinical experience. Christi joined MRHC in January 2007 after the acquisition of the surgery center. She transferred to the Information Technology Department in October 2009 and has lead the hospital's efforts to implement the foundation for our Electronic Medical Record project. Currently she is leading the IT's intra-departmental team to implement CPOE and Physician Documentation.

On Monday April 11, **WENDY SAIN** assumed the IT Applications Lead position. Wendy earned a BS degree in Computer Science from Freed Hardeman University in 2001. Wendy joined the IT team in September of 2009 as a Business Analyst. She has used her systems knowledge, organizational and project management skills to work on various projects such as Single Sign-on, Intranet Development and IT training. She has served as the subject matter expert on account provisioning and was a key member of the team that developed our help desk.



Department Winners

INPATIENT WINNER: Women's Health

Score of 95.0 or 99%

OUTPATIENT WINNER: ASC

Score of 95.4 or 99%

Dr. Shu is my doctor. He is the nicest of doctors.

Natalie in labor & delivery was WONDERFUL!

Dr. Simpson was great!

Alyssa F. started my IV she was very nice & kind to me.

Dr. Buchanan was very nice, she was very courteous & nice to me. I could not have asked for a better doctor.

My delivery nurse was Belinda Prather & she was very nice to me & my family. I can tell she love her job she's very good at it. All of the nurses were very nice to me.

INPATIENT

We were very happy with Dr. Buchanan. She did a wonderful job. She kept us well informed of what was happening.



Very good physician the best always Dr. Armstrong always tells me every thing he does and why discharge nurse Melanie very good explaining every thing to family.

Dr. Frazier is the best doctor at Magnolia hospital!!

Dr. Tina Jobe as well as her staff are wonderful! They were all very nice to me, made me feel very comfortable, as well as gave me instructions on how to care for myself after leaving.

Amanda was an angel. She was as sweet as can be. She said a prayer before surgery and I love her for it.

Nurses - good care before & after surgery. Dr. Wooten very knowledgeable about surgery will recommend to others.

Love Dr. Peery.

OUTPATIENT

I told my sister to go to Dr. Ship because of her eye sight.

Dr. Stewart was the best & all of the nurses were kind, sweet & did their job.

Customer Service Excellence Monitor

What is Service Excellence?

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

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

The March 2011 acknowledgements are:

Must be mentioned more than 5 times

# times mentioned	Name	Dept.
7	Dr. Johnson	

Must be mentioned more than 3-4 times

SILVER

# times mentioned	Name	Dept.
3	Dianne Linton	3 Tower
3	Emma Warren	4 Tower
3	Jana Harville	4 Tower
3	Maricea Lambert	4 Tower
3	Amanda Caldwell	ASC
3	Gayla Nix	Patient Access
3	Brandy Lowrey	Pediatrics
3	Katrina Edwards	Pediatrics
3	Terra McLemore	SDC
3	Beth Bartlett	SDC
3	Dr. Mckinney	
3	Dr. Buchanan	
3	Dr. Ross	

Must be mentioned more than 1-2 times

BRONZE

# times mentioned	Name	Dept.
1	Chris Wright	2 South/MICU
1	Cathy Lambert	2 South/MICU
1	Marsha McHair	2 South/MICU
1	Tammie Martin	2 South/MICU
1	Scotty Trollinger	2 South/MICU
1	Keith Davis	2 South/MICU
1	Brad Murray	2 South/MICU
1	Jeremy Sanders	2 South/MICU
1	Shelia Mayes	2 South/MICU
1	Debbie Wilmoth	3 Tower
1	Aria Ewin	3 Tower
1	Jennifer Smith	3 Tower
1	Kelly Huggins	3 Tower
1	Kathy Thacker	3 Tower
1	Lauren Lauderdale	3 Tower
1	Reba Crum	3 Tower
1	Sereia Houston	4 Tower
1	Jessica Latch	4 Tower
1	Lauren Norman	4 Tower
1	Christy Eaton	4 Tower
1	Jesse Hartley	4 Tower
1	Leslie Harber	4 Tower
1	Heidi Brooks	4 Tower
1	Wanda Butlick	4 Tower
1	Jennifer Carpenter	4 Tower
1	Devona Roaten	4 Tower
1	Amy Lambert	4 Tower
1	Jackie Vinson	5 Tower
1	Amy Wilkins	5 Tower
1	Sasha Barnes	5 Tower
1	Tracy Jones	5 Tower
1	Stacie Gist	5 Tower
1	Melanie Tapp	ASC
1	Bobbie Case	ASC
1	Angela Higgs	ASC
1	Whitney Butler	ASC
1	Kim Hardwick	ASC
1	Jinger Brown	Dietary
1	Holly Corbin	ED
1	Anna Palmer	ED
1	Sonya Collums	ED
1	Jennifer Pickens	ED
1	Vic Salvaggio	ED
1	Dorian Ruedas	ED
1	Star Harbin	ED
1	Rita Birmingham	EVS
1	Rhonda Mitchell	Home Health
1	Jamie Walker	MICU
1	Amanda Meeks	MICU
1	Christy McCary	MICU
1	Tracy Cornelius	Nursing Supervisor
1	Jan Greene	Nursing Supervisor
1	Debbie Bradford	Patient Access
1	Tasha Emily	Patient Access
1	Patty Loncar	Patient Access
1	Vicki Monroe	Patient Access
1	Jessie Waldrep	Patient Access
1	Ashley Moore	Pediatrics
1	Libby Michaels	Pediatrics
1	Elizabeth Jaggars	Pediatrics
1	Jennifer Cain	Pediatrics
1	Jason Spencer	Rehabilitation Services
1	Perry Kennedy	Rehabilitation Services
1	Johnna Smith	Rehabilitation Services
1	Brandy Smith	Radiology
1	Shannon Essary	Radiology
1	Lindsey Dodd	Radiology
1	Dana Knight	Radiology
1	Dave Nannery	Radiology
1	Toni Mitchell	Respiratory Therapy
1	Tracy Harmon	Respiratory Therapy
1	Garen Michael	Respiratory Therapy
1	Cheryl Pardo	Respiratory Therapy
1	Aftan Kelly	SDC
1	Jennifer Burcham	SDC
1	Cindy Meeks	SDC
1	Brenda Bradley	SDC
1	Phillip Prather	SDC-OR
1	Britt Sheffield	SDC-OR
1	Slybia Jacobs	SDC-OR
1	Amanda Kerr	SDC-OR
1	Buford Fuqua	Service Excellence Ambassador
1	Amy Joslin	SICU
1	Jodi Roberts	Transport
1	Brenda Hopkins	Women's Health
1	Paige Haich	Women's Health
1	Natalie Timbes	Women's Health
1	Alyssa Fortune	Women's Health
1	Dr. Richardson	
1	Dr. Tidwell	
1	Dr. Foropoulous	
1	Dr. Hale	
1	Dr. Edmondson	
1	Dr. Flannery	
1	Dr. Hsu	
1	Dr. Marta Hans	
1	Dr. Blakey	
1	Dr. Hutchinson	
1	Dr. Graham	
1	Dr. Batson	
1	Dr. Armstrong	
1	Dr. Frazer	
1	Dr. Wooten	
1	Dr. Bernard Shipp	
1	Dr. Peery	
1	Dr. Stewart	
1	Dr. Davis	
1	Dr. Mathis	
2	Ruth Shea	2 South
2	Rick Pace	2 South
2	Terry Harris	3 Tower
2	Michelle Brooks	3 Tower
2	Jill Foster	ASC
2	Jon Wadkins	ED
2	Jessica Latch	SDC
2	Regenia Wiggington	SDC
2	Cindy Wolfe	SDC
2	Amy Johnson	SDC-OR
2	Melissa Qualls	Women's Health
2	Belinda Prather	Women's Health
2	Dr. Cambest	
2	Dr. Lee	
2	Dr. Pratt	
2	Dr. Downs	
2	Dr. Simpson	
2	Dr. Stephenson	
2	Dr. Jobe	



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.

Corporate Compliance Corner

Corporate Compliance Plan

Magnolia Regional Health Center believes that conscientious dedication to the highest ethical standards is essential to its mission. This dedication is important because we all share in the responsibility to uphold our reputation, provide patient care while practicing ethical business behavior, meet rigorous professional standards and comply with the laws and regulations that govern our work. For these reasons, the Hospital has established a Corporate Compliance Plan. A copy of said Plan is on the Intranet for easy access by all employees of MRHC. The Program is led by the Corporate Compliance Officer who is supported by a Compliance Committee.

The objectives of the Program are:

1. To assist the Hospital in avoiding unsuitable transactions;
2. To assist the Hospital in avoiding irregularities in payment, reimbursement and other transactions;
3. To assist the Hospital's management in identifying areas of possible concern that might adversely affect the Hospital's good reputation, its participation in public programs, or its status as the holder of public licenses, certifications, and exemptions; and

4. To provide additional oversight of the Hospital's compliance with laws, regulations, and special conditions imposed upon it by any licensing or regulatory authorities.

Included in the Compliance Plan is the Code of Conduct and information regarding such topics as Billing Practices, the Stark Laws, the Anti-Kickback Laws, HIPAA, EMTALA, Controlled Substances, Conflicts of Interest, Market Competition, Physician Recruitment, Employee Responsibility to Detect and Report and other various topics.

Please remember that you have made a commitment to our organization to report any suspected unethical behavior or practices that you become aware of. You are to report any suspected unethical behavior to your supervisor first if possible and if not, to the next leader in the chain of command. If you feel you cannot report in this manner, we have a Corporate Compliance Hotline (293-7672) where you may report anonymously or you may contact the Corporate Compliance Officer (293-7673).

"Character isn't something you were born with and can't change, like your fingerprints. It's something you weren't born with and must take responsibility for forming."

- Jim Rohn



April Birthdays

01

Misty G. Kipp
Barbara Rhoads

02

Brooke A. Miller

03

04

John Hebert
Angelia Richardson
James Hindman

05

Cassandra Dodson
Sharon Carter
Amanda Ham

06

07

Neal Moyers
Patricia Hammett
Kelly Hall
Sara Clemmer
Whitney Spencer

08

Rebecca Strachan

09

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

10

Tina Wallin
Candee C. Switcher
Andrea Harris
Angela M. Nowlin
Scott Thomas
Michael Peery

11

Elisa Puckett

12

Candice Whitaker
Terra McLemore

13

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

14

Shannon Voyles
Angela Vanderford

15

Tammy Copous
Brenda Bradley
Marilyn McKinney
David Stutts

16

Candy McCarter
Melody Brown
Robert Stephenson
Tony McAfee
Felicia Powers
Deonne Henry

17

Sharon Koon
Sylvia D. Taylor
Shirley Embrey

18

Christie Bradley
Andrea McAllister
Rachel B. Estep

19

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

20

Renate Howard
Amy Jo Johnson
Sammy Shelly

21

Brad Murray
David Reynolds
Raina Robertson

22

Amanda Paige Michael
Kimberly Hoyle
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
Caryn Pickens
Sandra K. Hunt
Cara Beth Mitchell
Elisha Thompson

26

Terry Plunk

27

Ruth Ann Glissen
Tina Reddell
Katrina Ramos

28

Tobey Essary
Richard Reeves
Cherry Gifford
Cynthia Inman

29

Amber Haney
Kayce Hayes

30

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



May Birthdays

01

Sabrina Moore
Debra Kirk
Marilyn Vanderford
Tara Spencer

02

Monique Patterson
Timothy Marlar
Amanda Kerr
Wanda Carper
Lydia T. Atkins
Shannon Glidewell
Jonathan Hill

03

Lauren Dunahue
Kristie Nanney

04

Alyson N. Spires
Christina Kirkman
Shanice Holland

05

John Keith Davis
Amanda Meeks
Kimberly Johnson

06

Dana M. Knight
Lisa G. Spencer
Labrette Crump

07

Genelle Pernia
Mary B. Stafford
Rachel McLemore

08

Michelle Brooks
Lauren A. Norman
Jade E. James
Nicole Roach
Diane 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
Tina Johnson
Liza Butler
Shaye Hollins

13

Sydney Mitchell
Clint Randall Green
Missy B. Rhodes

14

Diane Evans

15

Dimple McEwen
Hannah W. Taylor
Bonita Strong

16

Valerie J. Youngblood
Tyler Gray

17

Tabatha Harrison
Brooke V. Meeks
Joanna T. Terry
Jill Tays
Mary Lynn Eubanks

18

Valerie Tutor
Marquetta Trice
Lisa Jones

19

Sheila G. Trollinger
Sonya Wyke
Blakley Fowler

20

Melanie C. Luce
Cory Jones
Ronald Strom

21

Mallory B. King
Stephanie R. Dillon
Bonnie Peters

22

Kathy D. Thacker
James Skelton
Adrian M. Figueroa
Raymond Seay

23

Anna Janzen-Lancaster

24

Teresa Tucker
Michelle Canten

25

Catena Alred

26

Barabara Williams

27

April Dunn
Audra Jones
Vanda S. Lee
Hershel Dale Dees

28

Amanda Hindman
Wayne McAlpin
Mary Catherine White
Amanda J. Finley

29

Maralyn Taylor
Sheriel Martindale
Morgan Crosby

30

Susan Carrington

31