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## Letter From CEO, Rick Napper

Well, the summer season is coming to a close with school starting back. I know the kids wish their summer vacation was longer. School supplies will have to be gathered and schedules put back into a routine. Good luck to everyone's children who are starting a new year of education.

The 2010 Dr. Mark S. Wells Golf Classic was held on August 6th at Shiloh Ridge Golf Course to benefit the Magnolia Regional Health Center Foundation. The event was a huge success this year and we have received many good comments from the participants. We have been working hard to get the name of the foundation out into our community, and the Foundation golf tournament has become a very popular and fun way to help accomplish that goal. For those of you who volunteered your time to make this event such an achievement, thank you. It seems that every year we get a little bit better at running the tournament and we are all looking forward to next year.

Our focus on increasing our customer satisfaction scores and learning, practicing and utilizing AIDET is really making a difference at MRHC. I receive so many good comments about our employees from patients and family members who praise

our pleasant, polite and caring staff, as well as the amazement of the level of care they can receive here at MRHC. Our vision and mission are clearly evident in our every day work routines. Keep up the good work!

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

Sincerely,

Rick Napper, CEO

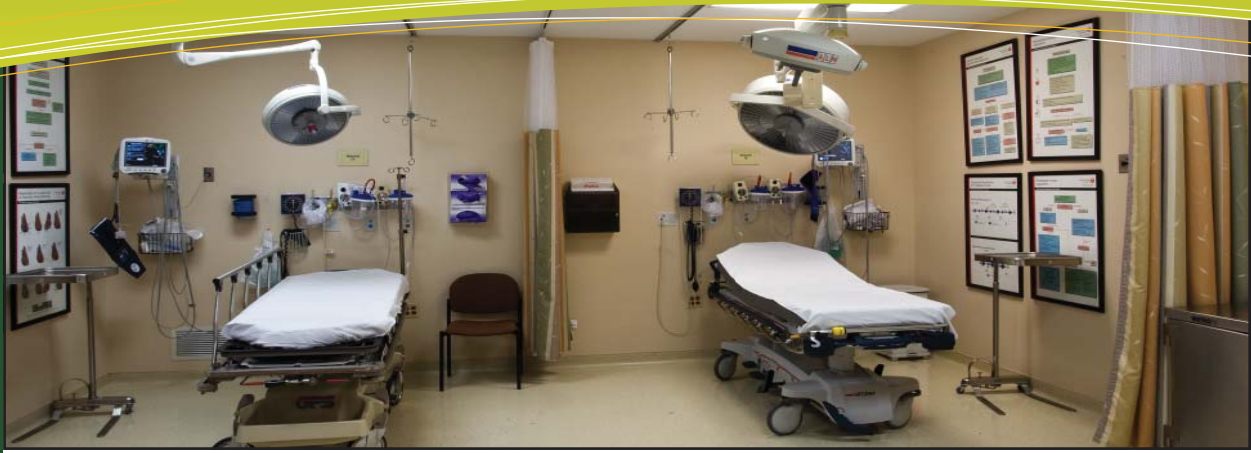
## Announcements

### Thank You

Your generosity and support of the Amen Food Pantry in its efforts to feed the hungry of Alcorn County is greatly appreciated.

Board of Directors  
Amen, Inc.

Amy Gray, RN, BSN, MRHC's Infection Control Preventionist, recently attended the APIC annual conference, held July 11-15, 2010 in New Orleans, LA. The APIC Annual Educational Conference and International Meeting combines thought-provoking sessions with practical skill building workshops to create the most dynamic forum for the learning needs of Infection Control Preventionists.



## Crossroads Center for Emotional Care

Crossroads Customer Satisfaction Awards were: May-Tim Irvin, RN and June- Jackie Burt, Tech.



On July 23rd, Crossroads sponsored "Psychiatric Updates 2010" at the Hillandale Country Club. Over 30 Social Workers, Licensed Marriage and Family Therapist, Nurses and Nurse Practitioners were in attendance. This year's conference was centered around violence with such topics as: Workplace Violence, Suicide, Screen to End Abuse: Domestic Abuse and Assessing Factors that Make People Violent. We would like to thank our speakers for making our conference such a great success: Gordon Marie Crowe, Wanda Hill, Dianne McKissack, Mary Katherine Spencer and Dr. Maxie Gordon.



September 5-11 is Suicide Prevention Week!!!! Crossroads Center for Emotional Care will be sponsoring an In-Service "Suicide: America in Harms Way" on September 9th from 5:30 to 6:30 in the MRHC Conference Center presented by Sonya Wyke, FNP and Michelle Essary, LCSW. Suicide takes the lives of more than 30,000 Americans every year and is the 11th leading cause of death in Americans. Suicide is the 3rd leading cause of death among people

under the age of 24 and the highest suicide rates of any age group occur among persons aged 65 and older. A little bit of knowledge could save a life. Know the risk and signs of suicide. This is a free presentation if you are interested in attending please call ext. 5524 to reserve your seat.

September 5th- 11th is  
SUICIDE TAKES THE LIVES OF MORE THAN 30,000 AMERICANS EVERY YEAR AND IS THE 11TH LEADING CAUSE OF DEATH IN AMERICANS.  
**SUICIDE: AMERICA IN HARM'S WAY**  
September 9th  
5:30-6:30  
MRHC Conference Center  
Presented by Crossroads Center for Emotional Care  
This is a FREE presentation, please call 662-293-5524 to reserve your seat.  
A little bit of Knowledge could save a life.  
Know the risks and signs of suicide!



## Home Health & Hospice

Generous Employees of the Business Office donated Comfort Baskets to Magnolia Regional Health Center's Hospice Department. The beautiful baskets filled with an abundance of toiletries, candies, blankets, pillows, uplifting books, and sundry items will be given to a hospice patient upon admission. It is through the generosity of Hospital Employees and volunteers that we are able to present these baskets - one patient

at a time. Your Hospice Department welcomes all donations toward this endeavor.

Pictured: Front Row: Gina Brown, Customer Ser./BO; Lila Wade, Vol Coordinator.; Kathy Carrington, Hospice RN; Melissa Ingle, Cash Retriever/ BO; Carol Sells, Customer Ser/ BO

Back Row: Ann Walker, HH/Hospice Director; Joyce Smith, Medicare

Follow-Up/ BO; Brenda Yarber, Volunteer; Regina Stanphill, RN, Hospice Coordinator; Wanda Carper, Hospice RN; Belinda Thompson, Hospice Facilitator



**Join Us!**  
**Press Ganey National Client Conference**

Join us in attending the Press Ganey National Client Conference 2010 in Orlando to learn more about customer service skills! We are going to be selecting staff members to attend this conference and are looking for energetic, motivated, and service excellence driven employees to attend who will help influence our journey to excellence.

All we need from you is one paragraph describing: why you would like to attend, what you want to learn, and how you would use this opportunity to enhance your customer service skills.

The only requirements are that you are of full time status and available to travel Nov. 7th-10th.

**Submit your paragraph to Kari Beth Nash before August 30th.**

**\*You will not be required to utilize PTO for this time.\***

## Dr. Thomas Sweat Honored at NEMCC Corinth Library

On Friday, July 30th Dr. Thomas Sweat received a portrait prominently displayed in his honor on the wall of the NEMCC Corinth Library. Several representatives from NEMCC & MRHC attended the event. The library first opened in 2009 as the Dr. Thomas L. Sweat Library.





## Department Winners

**INPATIENT WINNER: Pediatrics**

Score of 99.0 or 99%

“Even though we were not, they made us feel as if we were the only patient that they had. We appreciated everything they done for us.”

“ALL of the nurses during my stay went above and beyond anything we expected. They were ALL GREAT!”

“As a great aunt and guardian to the patient we were very pleased with the wonderful care she received during her stay. Thank you.”

“As the great aunt and guardian to the patient the treatment and care we received was wonderful. Thank you all!”

# INPATIENT

**OUTPATIENT WINNER: ASC**

Score of 94.4 or 95%

“We were very pleased with R. Berry and all the staff. It was worth the 7 hour drive to MS to have my daughter taken care of.”

“Really like Dr. Berry & staff & the Surgery Center is very nice.”

“The entire staff (nurses, anesthesiologist, & doctors) were super - Dr. Stewart was everything you would want in a doctor: Sweet, kind, caring and knowledgeable. I am very pleased with visit.”

“Andrea, pre-op nurse, did a wonderful job starting IV. Thanks.”

“Thank you for Dr. Jacque who came and prayed for me before surgery. It meant a lot to me.”

“Dr. Wooten is THE BEST!!”

“Gayla was the best. She was very friendly & she was very efficient.”



# OUTPATIENT

“Dr. Jennifer Garrett performed my surgery on my eye. She is excellent - Really takes extra time with her patients, Dr. Garrett is really a plus for MRHC!”

# Customer Service Excellence Monitor

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

## The July 2010 acknowledgements are:

### Must be mentioned more than 5 times

# times mentioned	Name	Dept.
8	Dr. Hsu	

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

#### SILVER

# times mentioned	Name	Dept.
3	Angela Higgs	ASC
3	Wendy Vess	Women's Health
3	Jill Mcnair	Women's Health
3	Jessica Miller	Women's Health
3	Rita Holley	Women's Health
3	Sabrina Moore	Women's Health
3	Destiny Vick	Women's Health
3	Belinda Prather	Women's Health
3	Dr. Pratt	
4	Melissa Herring	Women's Health

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

#### BRONZE

# times mentioned	Name	Dept.
2	Leah Green	5 Tower
2	Patrice Gaines	5 Tower
2	Amy Shirley	5 Tower
2	Amanda Caldwell	ASC
2	Kasey Wilson	Patient Access
2	Beth Thompson	Women's Health
2	Melissa Qualls	Women's Health
2	Natalie Timbes	Women's Health
2	Tina Johnson	Women's Health
2	Dr. Berry	
2	Dr. Johnson	
2	Dr. Jacque	
2	Dr. Mathis	
1	Donna Blakney	2 South
1	Debbie Kirk	2 South
1	Sandra Stanley	2 South
1	Jennifer Smith	3 Tower
1	Heather Lassiter	3 Tower
1	Sonya Hargett	3 Tower
1	Tracy Smith	3 Tower
1	Mary Jo Lytal	3 Tower
1	Brad Lewis	3 Tower
1	Randy English	4 Tower
1	Heather Young	5 Tower
1	Betty McCoy	5 Tower
1	Melissa Davenport	5 Tower
1	Sara Beth Armstrong	5 Tower
1	Debra Simning	5 Tower
1	Sherry Patterson	5 Tower
1	Alicia Schryer	5 Tower
1	Angie Yarbrow	5 Tower
1	Mary Elizabeth Pounders	ASC
1	Andrea Huddleston	ASC
1	Gayla Nix	ASC
1	Barbara Dickerson	ASC
1	Bobbie Case	ASC
1	Melanie Tapp	ASC
1	Regenia Wigginton	ASC
1	Candy Switcher	ASC
1	Tara Ray	CRNA
1	Shirley Dees	Dietary
1	Brandy Counce	ED
1	Debbie Melvin	ED
1	Betty Parsons	EVS
1	Julia Cooper	Patient Access
1	Nicole Null	Rehab. Services
1	David Fields	Resp. Therapy
1	Bob Morphis	SE Ambassador
1	Celsa Comer	Women's Health
1	Brenda Hopkins	Women's Health
1	Patty Stevens	Women's Health
1	Paige Hatch	Women's Health
1	Laurie Pritchett	Women's Health
1	Amy Hutson	Women's Health
1	Dr. Gilmore	
1	Dr. Chase	
1	Dr. Corder	
1	Dr. Welch	
1	Dr. Foropoulos	
1	Dr. Simpson	
1	Dr. McKinney	
1	Dr. Bell	
1	Dr. Ross	
1	Dr. Henderson	
1	Dr. Stewart	
1	Dr. Wooten	
1	Dr. Peery	
1	Dr. Edmondson	
1	Dr. Garrett	
1	Dr. Jobe	

## What is Service Excellence?

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

## WELCOME

### DR. MICHAEL PEERY



Magnolia Regional Health Center welcomes Michael L. Peery, DDS, MD, FACS, and his staff to our growing team. Dr. Peery, who became an MRHC employed physician in August 2010, has been practicing at MRHC since 2000. He will continue to practice at Corinth Ear Nose & Throat clinic.

Dr. Peery received his medical degree from the St. Louis School of Medicine and completed his residency at the University of Tennessee. He is a member of numerous professional organizations including the American Medical Association, American Academy of Otolaryngology and Head and Neck Surgery, American Rhinologic Society. Dr. Peery is a fellow of the American College of Surgeons and board certified by the American Board of Otolaryngology and Head and Neck Surgery.

\*Corinth ENT will continue to provide complete allergy and audiology services. Tara Nail, Au.D., CCC-A, will continue to serve as the clinic's audiologist.



**MAGNOLIA**  
CORINTH EAR,  
NOSE & THROAT

Monday - Thursday,  
8:00 a.m. - 5:00 p.m.  
Friday, 8:00 a.m. - 3:00 p.m.  
Phone: 662.293.1565  
Fax: 662.293.4204

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



## Corporate Compliance Corner

### CONFLICTS OF INTEREST

All MRHC employees have an obligation to avoid every potential conflict of interest. MRHC expects good judgment and high ethical standards to be exercised in the Hospital and in every employee's private activities. Adherence to our Conflict of Interest Policy (LD\_002) ensures that the Hospital's employees act with total objectivity in carrying out their duties for the Hospital. A conflict of interest may occur if an employee's outside activities, personal financial interests, or other personal interests influence or appear to influence his or her ability to make objective decisions in the course of the employee's responsibilities to the Hospital. A conflict of interest may also exist if the demands of any outside activities hinder or distract an employee from the performance of his or her role or cause the individual to use Hospital resources for other than Hospital purposes. Hospital employees may not be employed by, act as a consultant to, or have an independent business relationship with any of the Hospital's service providers, competitors, or third party payers. With regard to secondary employment, "service providers," "competitors" or "third-party payers" are hereby defined as any entity or individual (other than an acute care hospital) doing business in competi-

tion with MRHC within a twenty-five (25) mile radius of Alcorn County, Mississippi. Employees may not invest in any payer, provider, supplier, or competitor unless they first obtain written permission from the Human Resources Department. A conflict of interest occurs when an employee receives a kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the hospital. The term "conflict of interest" shall include any "duality" of interest. A duality of interest exists when there is no conflict but the individual has an interest which could benefit from Hospital action or non action; for example, the individual has a significant amount of stock or other ownership interest in a vendor utilized by the Hospital.

Employees should not have other outside employment or business interests that place them in the position of (i) appearing to represent the Hospital, (ii) providing goods or services substantially similar to those the Hospital provides or is considering making available, or (iii) lessening their efficiency, productivity, or dedication to the Hospital in performing their everyday duties. The Hospital expects you to notify the Human Resources Director of any outside work in which you are engaged and to refrain from engaging in certain outside

work activities or business activities if deemed to be a conflict of interest or unacceptable by Hospital. Employees may not use Hospital assets for personal benefit or personal business purposes. Employees may not have an interest in or speculate in products or real estate, the value of which may be affected by the Hospital's business. Employees may not divulge or use the Hospital's confidential information such as financial data, payer information, computer programs, and patient information for their own personal or business purposes. Any personal or business activities by an employee that may raise concerns along these lines must be reviewed with, and approved in advance, by the Human Resources Department. If an employee believes that a conflict of interest may exist, the employee is obligated to report the suspected conflict of interest to the Human Resources Department. A Conflict of Interest Declaration shall be signed annually by all employees or sooner should the need arise.

"There is no such thing as a minor lapse of integrity." - Tom Peters

## 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.



## August Birthdays

01

Sharon Bray  
Brad Laster  
Jonathan Wadkins

02

Margaret G. Moss  
Dana Harland  
Nancy L. Davis

03

Holden Crawford  
Elesha South

04

Kari Beth Nash  
Johnny Scott

05

Demetria Green  
Karen Kingen  
Stacy Shaloam Hamilton  
Janet L. Pruitt

06

Allison Patterson  
Chassidy Brose

07

Betty R. Jones  
Kimberly A. Overbey  
Michele Brewer  
Susan Jerrolds  
Brandon Sumler  
Sarah Darwin  
Brian Davis

08

Angela Joy Joyce  
Bianca Gabriel  
Brittney H. Holcomb  
Sarita Mathis

09

Amy S. Wilkins  
Tracy G. Harmon  
Teresa McCaulley

10

Luke Lothenore  
Jennifer Lambert  
Clara G. Parrish  
Mark Studdard

11

12

Kimberly B. Hardwick  
Shannon Clifton  
Lauren Rogers  
Connie Mauney

13

Randy English  
Betty Talley  
Tammy Lambert  
Starlite Harbin

14

Sonya Hargett  
Beverly Wesson

15

Amanda Humbers  
Jerry Mathis  
Benjamin Harrelson  
Travis Brooks

16

Vanessa Woodruff  
Mechelle Jones

17

Tiffany Wood  
Bonnie Mitchell  
Lance Harrell  
Kimberly Ann Johnson

18

Carron Vanderford  
Clyde Hutchinson

19

Tabitha C. Bobo  
Natalie Timbes  
Regenia Wigginton  
Kimberly Heavener

20

Christina Hopper  
Melissa D. Clifton  
Katrina Edwards  
Sherri Robbins  
Todd Thompson  
George Simms  
Laurie Young  
Leala Steadman  
Charlotte Stanfield

21

Tori Wilbanks  
Michelle Gifford  
Barry Richards  
Cindy Clayton

22

Ginger Robinson  
Jenny Gifford  
Belva Teresa Puckett

23

Kim R. Parvin  
Tammy Dees

24

Hannah R. Jones  
Kellie Williams  
Kathy Nelms  
Stacy Hunt  
Brian Keith Sutor  
Tracy Wood

25

Marieca Lambert  
Joyce Mathis  
Jeanne M. Hughes

26

Amy L. Joslin  
Martha Calomese  
John David Dodd, Jr.

27

Clint McNair  
Jeremy Graham  
Shea Tyson  
Wanda Clifton  
Erik Hamilton

28

Donna M. Huggins  
Francesca Rainey  
Angela Winters

29

Chris Collins  
Tiffany Kay Lee  
Rhonda Crum

30

Jessica Coulson  
Richard McNeilly

31

Emily Bradley  
Jeanette Nelson  
Christina Williams  
Cindy Wolfe  
Charlotte Reynolds  
Timothy Letson  
Eddie Lambert  
Laura L. Fowler



## September Birthdays

01

Rose Evans  
Tanya Martin  
Derek Garvin

02

Kerry South

03

Sharon South  
Bryan K. James  
Lisa Gant  
Angela Lambert

04

Janie Gray  
Tammy R. Spencer  
Misty C. Crotts

05

John Michael Davis  
Beverly Knight  
Billy F. Taylor  
Trey Graham

06

07

Terri R. Payne

08

Ronda Moon  
Karla Schroeder

09

Tammie Martin  
Taylor Wallace

10

Barbara Moore  
Paula Johnson  
Tamra Briggs  
Tiffany Long

11

Jeffrey Taylor  
Kathy D. Butler  
Lynnette Johnston  
Cynthia Wood  
Lisa Latch  
Paige Hatch  
Kristine Myers

12

Wendy Kalimeris

13

Edward Sitton  
Tandalaya Harris  
Brad Jones

14

Brenda Hopkins  
William Beazley  
Carrie Brewer  
Stephanie Berryman  
Tania Jenkins  
Kimberly Basham  
Scott Puckett

15

Maxine Moon  
Theresa M. Massey  
Paula Meeks  
Paula Hannon

16

Martha Lamb  
Shannon A. Smith

17

Barry Barnett  
Tullisha Kuykendall  
Wendy Vess

18

Gwendolyn Evans  
Matthew Gray  
Malisa Dawson

19

Julie Bingham  
Debbie Chatham

20

Edith Havers  
Gayla R. Nix  
Philamenia A. Hutchins  
Ronnie Chappel  
Shuntrisia Ratliff  
Alisha Terry

21

Amy Bullock

22

Tara W. Ray  
Amy Cornelius  
Sherry Grissom

23

Connie Evans  
Sara G. Mills  
Donna Dean  
Jennifer Burcham

24

Alice Faye Newcomb  
Billy Kennedy  
Tracy Rinehart  
Brittney Leckner  
Wesley Richardson

25

Merri Patrick  
Mytisha Adams

26

Shellie Burks  
Robert B. Lewis  
Don Harrison Jr.  
Tiffany Hight  
Sonya Butler

27

Jujuana Meeks  
Tamisha R. Slayton  
Alicia Nabors  
Amy Thrasher

28

Bruce Beene  
Latasha Hall  
James L. Delgadillo

29

Teresa Crowe  
Kortni Gillman

30

Dana Little  
Jade E. Newsom  
Christopher R. Malone