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Letter From CEO, Rick Napper

Christmas will be here in a few days. Everyone is beginning to decorate for the holidays and dedicated holiday shoppers have hit the ground running. As we celebrate this holiday season with friends and family, we should be thankful for the relationships that we have and always remember the people around us that might need special attention.

Winter Wonderland was a success again this year. This is an important event for our community to come out and help us kick off the holiday season while supporting the MRHC Foundation and the Amen Food Pantry. The trees were beautiful and I think all the children had a festive time having their pictures made with Santa, visiting with Santa's Elves, Rudolph and Mrs. Claus, riding the train and playing in the inflatable games. This event has surely become a community holiday tradition.

Another annual holiday event that MRHC participates in is the Corinth Christmas Parade. The Organizational Excellence departments had the honor of creating the float this year. The theme of the parade was "A Story Book Christmas" and I think our float was one of the best. I think crowd was truly impressed with the all parade entries. If you would like to see pictures of these events, you can click on the links in the announcement posted on the intranet home page.

I want to take this opportunity to say thank you for your hard work this past year and I look forward to working together in the coming year. I hope you and your family and friends have the most enjoyable holiday season possible.

Your dedication and loyalty to MRHC is always noticed and is always appreciated. God Bless you and your families.

Sincerely,

Rick Napper, CEO



Leadership Development Team

The Leadership Development Team, part of "Compass University" was recently established and is comprised of eight outstanding leaders from various disciplines in the hospital. The team's vision is "creating a leadership legacy of greatness", and it strives to not only train leaders, but also to assist them in developing the skills necessary to succeed in their role and any growth opportunities. The main focus of

this team is to establish quarterly leadership development sessions, as well as offer other outlets for improvements, such as Compass Club, webinars, educational lunch and learns, and a leadership handbook. The team currently meets biweekly and is lead by Kari Beth Nash. Be on the lookout for more leadership development opportunities and please support this team and their initiatives.



EMS

On Thursday Nov 18th the VFW Post 3962 held their annual Emergency Services Awards banquet. During this banquet they recognize individuals that excel at their jobs by awarding the Paramedic of the year, Police Officer of the year, Deputy of the year and Firefighter of the year. The 2010 recipient of the Paramedic of the year award was Doug Lomenick from Magnolia EMS. Doug has been employed at MRHC EMS since 1996 and was recognized for his hard work and dedication to MRHC EMS. The award was presented by EMS Manager Mike Lutz.





Announcements

Merry Christmas and Happy
New Year from Crossroads
Center for Emotional Care!

Crossroads Center for Emotional Care

Balancing the Stressors of the Season

The holidays can be a difficult time for many people. While it's a time to celebrate with family and friends, the season also can cause much stress and fatigue. How to make the most out of the holidays without letting yourself down could be the biggest challenge you face this season.

It happens every year, and yet it still takes many of us by surprise. If we're lucky, it occurs to us just about the time we take that last bite of pumpkin pie on Thanksgiving. It hits the not-so-lucky around the third week in December. Whenever we realize that the holidays are upon us, there are steps we can take to insure the most wonderful time of the year is indeed just that. Here are a few tips on how you can celebrate the spirit of the season without depleting yourself or your bank account.

Plan a strategy to manage the most stressful elements of the season. If you don't like shopping, start thinking about gifts early. Is there something you can give that doesn't require shopping -- a gift of your time, talent or companionship? How about shopping through catalogues or on-line? Set aside three hours a week to plan your gift list and to purchase gifts. If the crush of social and family obligations is what challenges you, consider what you can realistically do. If you normally don't use a calendar to plan your schedule, now might be a good time to try it. It's helpful to see your obligations in concrete terms. Whatever it is that causes stress for you, the most important thing is to identify it and make a realistic plan to manage it.

Practice moderation with food and drink, which is not to say don't have fun. Allow yourself special treats, but remember the remorse that unwanted weight gain or a debilitating hangover can produce. Also consider the fact that alcohol is a depressant drug and can only exacerbate the blues.

If you have experienced a loss, or if the season brings up painful memories, the holidays can be a difficult time. Don't run away from the feelings. Acknowledge them and find someone to talk to who is supportive and understanding. Change your holiday routine, or start new traditions. Whatever you do, the most important thing is to anticipate the holidays and consider what activity would be the least stressful and bring the most comfort to you.

In spite of the stress that the holidays can bring, there are positive and happy moments to enjoy and recognize too. Think of those times that you enjoy, or have enjoyed in the past. Don't just focus on the negatives. In the final analysis, the holiday season is time-limited and life, as always, will return to its normal routine come the new year.

Have a Happy New Year

Here are a few tips on how to think about setting and achieving goals. A goal must be:

Conceivable: Can you state your goal in simple terms? If you can clearly communicate it to yourself and others, chances are the steps to achieving it will be clear as well.

Believable: Do you believe you can do it? In addition to being consistent with your own personal values, your goal must be one you can believe you will reach.

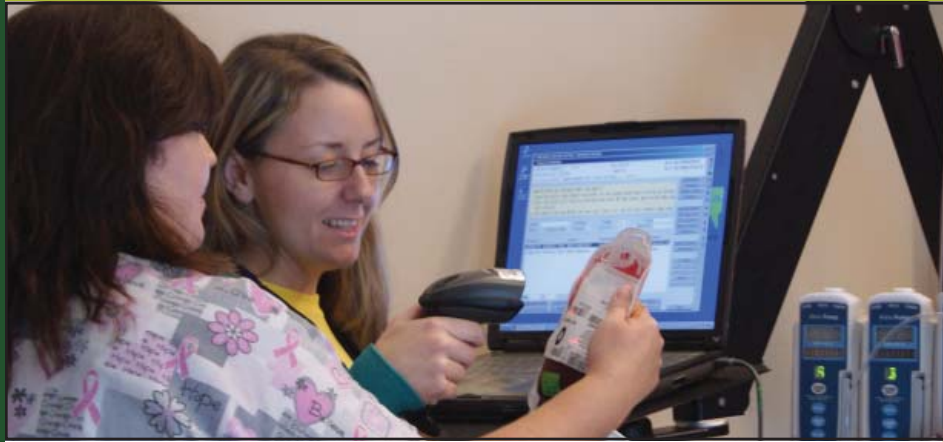
Achievable: Good intentions and desire aside, your goal must be achievable given your current personal and material resources.

Controllable: How much control do you have over the outcome? If your goal depends on the weather, you'd better make a rain date. If it includes the involvement of other people, then clear communication of your needs and expectations is necessary.

Measurable: Your goal must be measurable in time and quantity. For example, if your goal is to clean out all of your closets, you can specify it by saying "I will clean out the hall closet by next Monday." In this way, when next Monday comes, you will know whether or not you have achieved your goal.

Desirable: Your goal should be something you really want to do, rather than something you feel you should do.

Growth Facilitating: Your goal should be healthful to yourself and others.



Raising the Bar, with TAR

Article featured on *Meditech.com*

Leaders at Magnolia Regional Health Center describe how MEDITECH's Transfusion Administration Record (TAR) has improved the safety of medication and blood product treatments.

For Magnolia Regional Health Center (Corinth, MS), patient safety has long been a priority, as the MEDITECH customer has been successfully using Bedside Verification (BV) and the electronic Medication Administration Record (eMAR) to ensure quick and accurate patient treatment at the point of care. Recently, the facility decided to take their efforts one step further, as they became the first facility in Mississippi to implement MEDITECH's Transfusion Administration Record (TAR), so clinicians can easily scan and verify patient information for medication and blood product compatibility.

After already seeing dramatic improvements in patient safety at their health care organization just eight months after going LIVE, Hershell Foster, CIO; Shelia Calvary, RN, CNO, senior vice president of nursing; John Lentz, RN, clinical analyst; and William T. Jones, PhD, laboratory services director; recently took the time to discuss their TAR journey with us.

Have BV and TAR provided your

clinicians with the tools they need to review real-time documentation of all medication and transfusion administrations? What functionality within BV/TAR do they see as most beneficial?

Calvary: TAR, coupled with the BV solution, has certainly given our caregivers the tools they need to safely document the administration of blood products. Because all transfusion information is available immediately in the system, it's easy for nurses to go into Clinical Review and view transfusion and administration histories on their patients in real time. Having all historical data in one easy-to-access, secure area is a huge patient safety benefit for those who have lengthy or multiple transfusions, or are prone to certain types of reactions. There is no manual tracking down of pertinent clinical information like we had to do in the past.

In addition, our clinicians really benefit from the scanning process, which allows them to see the exact time an administration took place. Before we implemented TAR, nurses would look at the documentation on our paper MAR, which always listed the scheduled time but not necessarily the administered time. Now, our clinicians feel confident

of exactly when medications and blood products were administered, thanks to the electronic TAR.

Jones: Our clinicians are also having a lot of success with our recently adopted hand-held scanners, to collect blood samples. Everything is based off bar codes, and because information is well-maintained and flows seamlessly, caregivers are able to easily verify their patients throughout the entire blood product cycle. The nurses also rely heavily on the Status Board, as they can quickly go into Blood Bank to see if a blood product is at a ready status. This functionality allows them to stay on top of everything and see the most critical and up-to-date information.

Our Lab department also appreciates the safety checks which are available right in the system. We have heard testimonials from many of our nurses that they would not feel comfortable administering medications or blood without the added support of the BV, eMAR, and TAR solutions.

What has been the overall impact of implementing TAR for patient safety and improved quality of care? How have transfusion processes improved? (cont.)



(cont.)

Calvary: Before we had TAR, we had a very disjointed hybrid paper and electronic system. There was no congruency and there was a constant juggling back and forth between the two. Since implementing TAR, nurses are thrilled because they are no longer tracking down charts. This has led to a much cleaner, safer, more streamlined, and efficient system.

Even our patients have witnessed improvements, thanks to our new TAR functionality. With the addition of the TAR solution, patients are reporting a greater sense of safety, knowing that the system is assisting their caregivers with proper blood administration.

Could you explain how you achieved clinician buy-in and support for TAR? Were there key leaders at your facility who helped to inspire others?

Foster: Dr. Jones and Shelia Calvary had a lot of knowledge about the TAR solution before we implemented, and they ultimately became two of our biggest advocates. Since we already had the eMAR and BV components in place, TAR was the next piece we needed to make sure our transfusion and medication goals were being met. Because TAR would put us on the right path to achieving our patient safety

goals, buy-in was relatively easy since everyone was already on the same page.

To facilitate a smooth transition and to process feedback, we did develop a Core Team, which consisted of representatives from nursing (including certified registered nurse anesthetists (CRNAs)), surgery, and our short stay unit. Members met once a week to provide input, learn the solution, and ask questions. This proved to be a time-saving training benefit for everyone involved.

Please explain your clinician education and training strategy. How do you train new clinicians?

Lentz: We provide a Computer-Based Tracking System (CBTS) Power Point presentation to all nurses. We also hold separate TAR training sessions for our CRNAs and superusers. It is our superusers' responsibility to train new nurses. In order to instill a sense of accountability and make sure everyone was where we wanted them to be in terms of training and knowledge, we also created a competency checklist at the bedside. When a nurse successfully completed training, it was checked off by the educator.

What advice would you give to other customers hoping to implement TAR?

Lentz: In addition to the right administrative support, it's absolutely necessary to have the BV and eMAR components in place. We made sure we leveraged what we already had, in order to move in a logical progression to TAR. It's also important to have the correct equipment and hardware in place prior to the implementation. This made things a lot easier and less costly for us than doing everything at once.

It was not planned this way but on the day of go-LIVE, an American Association of Blood Banks (AABB) inspector came to our facility. The inspector had never seen a TAR product before and needless to say, she was very impressed with what we were accomplishing. That really confirmed for us that we were headed in the right direction.

What's next on the horizon for Magnolia? Do you have your sights set on achieving Meaningful Use?

Foster: In order to get ready for our CPOE project, we are currently implementing Zynx for Evidence-Based Medicine, and we just signed with DrFirst for e-Prescribing. Our physicians are currently using iPhones for clinical results, and we are implementing a Physician Information Portal. We are currently on track to meet Stage 1 Meaningful Use criteria in 2011.



Department Winners

INPATIENT WINNER: SICU

Score of 92.2 or 99%

"I had some of the best nurses I have ever had while being in a hospital. Clint McNair was one of my nurses he was very smart and took very good care of me - The other nurses were good also.

I want to tell the nurses on SICU that got me right after my procedure that I am sorry & would normal not hurt a fly, I didn't mean to hurt or hit anyone. I think it was the

medicine. I am sorry & you were all wonderful.

Every one was very nice and done there job very well.

Mother received the best nursing care that I have ever seen. EVERYONE assigned to her was exceptional!

Drs. Prather and Gilmore LISTENED to mother, did not "fly in

and fly out" and kept me informed in every way.

INPATIENT

I couldn't ask for anyone to be any nicer and concerned about me.

I was impressed.

OUTPATIENT WINNER: ASC

Score of 95 or 97%

Dr. Frazier is wonderful!!!
Nurse Mi Mi was awesome!!
Mi Mi was great!

Dr. Wooten is amazing.

Dr. Peery explained any questions we had & we were very pleased to see a nurse holding & talking to Paisley after her procedure.

Dr. Wooten was very skilled.

Dr. Peery, the nurses, & Dr. Armstrong were very informative & reassuring before the procedure.



The surgery as a super, my son was VERY WELL taken care of! THANK GOD for all of you. Dr. Frazier & nurse Mi Mi, two thumbs way up.

Dr. Randall Frazier is the reason we came to Magnolia Regional Health Center. We found a staff and surgery center that is beyond wonderful. People who care for the patient and family.

OUTPATIENT

Dr. Wooten always goes the extra mile. He treats us like family. He is the BEST!

Dr. Frazier and nurses were concerned and caring for the welfare

Tasha was very sweet and helpful.

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 November 2010 acknowledgements are:

Must be mentioned more than 5 times

# times mentioned	Name	Dept.
5	Dr. Davis	

Must be mentioned more than 3-4 times

SILVER

# times mentioned	Name	Dept.
3	Mary E. Pounders	ASC
3	Dr. Wooten	
4	Dr. Pratt	
4	Dr. Frazier	

Must be mentioned more than 1-2 times

BRONZE

# times mentioned	Name	Dept.
1	Susan Hardin	2 South
1	Ashley Wildmon	2 South
1	Kimberly Newell	2 South
1	Heather Sharp	2 South
1	Tammie Martin	2 South
1	Heather Lassiter	3 Tower
1	Chris Wright	3 Tower
1	Terry Harris	3 Tower
1	Tobey Essary	5 Tower
1	Gayle Moss	5 Tower
1	Jennifer Chandler	5 Tower
1	Misty Malone	5 Tower
1	Debra Simming	5 Tower
1	Becky Schroeder	5 Tower
1	Sasha Burress	5 Tower
1	Cheryl Braddock	Anesthesia
1	Tullisha Kuykendall	Dietary
1	Linda Rush	Dietary
1	Lisa Mattox	Dietary
1	Nena Holland	Dietary
1	Shirley Dees	Dietary
1	Diane Baldwin	Dietary
1	Brandon Sumler	ED
1	Bobby Holley	EKG
1	Rita Brimingham	EVS
1	Janet Jones	Home Health
1	Jennifer Tennyson	Lab
1	Chad Poindexter	OR
1	Jeff Thornburg	OR
1	Sylvia Taylor	OR
1	Michelle Muse	OR
1	Katrina Edwards	Pediatrics
1	Danielle Wright	Pediatrics
1	Morgan Jones	Pediatrics
1	Libby Michaels	Pediatrics
1	Miriam Trullet	Pediatrics
1	Jennifer Cain	Pediatrics
1	Donna Holland	Pediatrics
1	Katrina Edwards	Pediatrics
1	Tiffany Long	Pediatrics
1	Regenia Wigginton	Pre-Op
1	Aimee Briggs	Radiology
1	Brenda Bradley	Recovery
1	Tasha Emily	Registration
1	Vicki Morrow	Registration
1	Jason Spencer	Rehab. Department
1	Brian Mitchell	Rehab. Department
1	Cheryl Pardue	Respiratory
1	Helen Clemmer	SDC
1	Jennifer Burcham	SDC
1	Chris Bush	Security
1	Tommy Churchwell	Security
1	Clint McNair	SICU
1	Kayla Huggins	Women's Health
1	Alyssa Fortune	Women's Health
1	Melissa Qualls	Women's Health
1	Destiny Vick	Women's Health
1	Jessica Reese	Women's Health
1	Dr. Mathis	
1	Dr. Chase	
1	Dr. Prather	
1	Dr. Gilmore	
1	Dr. Downs	
1	Dr. Mohamad	
1	Dr. Marta Hans	
1	Dr. Kerby	
1	Dr. Ross	
1	Dr. Pernia	
1	Dr. Edmondson	
1	Dr. Hsu	
1	Dr. Jacque	
1	Dr. Buchanan	
1	Dr. Mathis	
2	Amy Shrifey	5 Tower
2	Tammy Spencer	4 Tower
2	Sara Beth Armstrong	5 Tower
2	Andrette Morrison	5 Tower
2	Ginger Robinson	5 Tower
2	Gayla Nix	ASC
2	Jinger Brown	Dietary
2	Nathan Palmer	ED
2	Stacie Mitchell	Pediatrics
2	Aftan Kelly	SDC
2	Jennifer Burcham	SDC
2	Beth Bartlett	SDC
2	Dr. Bell	
2	Dr. Peery	
2	Dr. Armstrong	
2	Dr. Johnson	



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

Deficit Reduction Act of 2005

The Deficit Reduction Act of 2005 was enacted by President Bush on February 8, 2006, and was directed to reduce the federal deficit along with increasing detection and prevention of fraud and abuse in the Medicaid program. The Medicaid program is the largest health insurance program in the United States. This Act applies to all entities that receive five million in Medicaid reimbursements, which means that the provisions of said Act affect our hospital. The Act requires:

- Mandatory compliance programs
- Employee education regarding said Act
- Mandatory language in Employee Handbooks regarding said Act
- Hospital policies and procedures regarding said Act

Medicaid reimbursement is at stake if health organizations do not comply with the requirements of said Act. All of said requirements were to be implemented by January 1, 2007. The State of Mississippi Medicaid Program sends a questionnaire to me every year inquiring about

our education regarding the Deficit Reduction Act and our policies and procedures related to it.

Below are some of the areas Medicaid will be looking for fraud and abuse:

- Billing for services not rendered
- Billing for undocumented services
- Including improper entries on cost reports
- Billing for medically unnecessary services
- Assigning incorrect codes to secure higher reimbursement
- Characterizing non-covered services or costs in a way that secures reimbursement
- Not seeking payment from beneficiaries who may have other primary payment sources
- Participating in kickbacks

It has been quoted that "the False Claims Act is about more than money. It is also about discouraging fraud and changing the culture of corporate America." As employees, please do your part in making sure that we are doing our very best with regard to documenting, coding and billing. As an employee, please feel

free to report any suspected fraud or abuse to your supervisor, or to the next person in the chain of command, to the Compliance Officer or to the Compliance Hotline at 293-7672, without any fear of retaliation. It takes everyone working together from the documenting process down to the billing process to make sure that we are doing the right thing.

Work joyfully and peacefully, knowing that right thoughts and right efforts will inevitably bring about right results.

James Allen



December Birthdays

01

Sharon Harbin
David Boren

02

Wesley Wyatt
Jessica Spencer
Erica M. Johnson
Spring McCalister
Ashley Jones

03

Nayoka Roach
Leah Suzy Cooper
Keith Robert Mansel
Dela Mullins

04

Fran Kerby
Karla K. Shumpert
Katie Rushing

05

Karen Breazeale
Edith Boren
Tara Michael
Edward E. Evans
Wendy R. Alexander

06

Maritza Del Chen
Linda Blassingame
Amanda Bishop

07

Patti Moore
Aimee Briggs
Justin A. McDaniel

08

Edith Mosley

09

Kristy Hopkins
Marla Southern
Ross Thurmond

10

William J. Bell
Amber H. Hendrix

11

William Ross
Cheryl Braddock
Shelia Mays
Melonie Burnett
Kelly Jemison

12

Vivian Davis
Vicki L. Snow
Aftan Kelly

13

Retha Spencer
Rick Napper
Elizabeth Jagers

14

15

Kathy Larsen
Mary Mechelle McClain
Sylbia Jacobs
Sonja Trousdale
Holly Corbin

16

Betty E. Derrick
Gosta Graham
Cristina Fields

17

Victoria Crabb
Anecia Knight
Lindsay Valderaz

18

Robert Deberry
Tamara Davenport
Rhonda M. Dunlap
Brandie Childs

19

Sherry Crum
Jacqueline L. Vinson
Jillian McNair

20

Felton Combest
Martha Perme
Tammie Chandler

21

Mac Ayers
Dorian Reudas

22

Deborah Wilmoth
Libby Patterson
Heather Lassiter
Jennie Foster
Audie Patterson
Marcus Smith-McGee

23

Randy Moore
Shelia Settlemires
Honey Stivers
Cory Grace
Erin A. Phelps

24

James Robert Plaxico
Wanda Duckworth

25

Carol Sells
Chris Mills
Amy Gray

26

Theresa Rencher
Jennifer Chaffin
Heather Maxedon

27

Bobbie K. Dickey
Heather Burkhalter
Brian Taylor
Joseph Bishop
Anna McLemore-Gray

28

Lisa Davidson
Michelle Muse
Jamie Vanderford
Jennifer Rencher
Frances E. Dixon

29

Dewayne L. Parker
Christopher Counce
Britney Coleman
Saydreana Porter

30

Sharon Daniel
Jason M. Matlock
Ashley Gray

31

Sharon Hawkins
Carina Blythe



January Birthdays

01

Marissa D. Edgetson
Jeremy Sanders
Cindy Elliott

02

Deborah Scott
Jessica Latch
Julia Jones
Ray Gregory

03

Stephanie J. Williams

04

Jeremiah Thomas

05

Betty McCoy
Debra West
Christina Brown

06

Leslie Harber
Terra L. Weeks

07

Dan Shappley
Deborah L. Essary
Hope Harrelson
Jennifer Brumfield

08

Jennifer Cain
Elizabeth Willis
Kayla Huggins
Sidney Kelton Pace

09

Kelsey Glenn
Jona Baker Wood
Deborah Williams
Jeana Wallin
Jessica Kebodeaux
J. P. Dallaire

10

Amy Lambert
Elizabeth Bartlett
Anthony W. Reddin
Steven Brown

11

Paul W. Maddox

12

Anna Browder
Britt A. Sheffield
Devin Jones

13

Jennifer Chandler
John Reaves
Natalee Hebert
Keisha McCormick
Aaron Earles

14

Susan J. Ross
Jennifer E. Pickens
Martha Sue Miller
Iver Vandiver
Jerry McEwen
Brenda Null

15

Belinda Prather
Wanda Aristorenas
William Moore
Seidina Borden
Tommy Churchwell
Chelsie D. Lozada

16

Amy Selmon
Krystal M. Hudson
Stevi Bogan
Neida Fuqua
Loretta P. Phillips

17

Amy Shirley
Robert Reeves
Celisa Comer
Valerie Bray

18

Misty N. Malone

19

Dawn Jones
Haven Caldwell

20

Kelley Hebert

21

Olivia Wallin

22

Sandy M. Parker
David Goodman

23

Amy Sanders
Cody Bill Pittman
Angela Shipman

24

Doris E. Thompson
Timmy McAnally
Lori Mason
Latorrie Barnette

25

26

Barbara Leatherwood
Elizabeth F. Nowell
Michael L. Shook
Katey Ginn
Adriana Barnett

27

Wallace R. Pace
Anne M. Nethery
Devona Roaten
William Craig Hall
Cynthia Ganus
Kimberly Floyd
Linda J. Rush

28

Barbara D. Short
Amanda Caldwell
Angela L. Higgs

29

James Bryant
Jesse Petty
David D. Baker

30

31

Cathy Yates
Sondra E. Tidwell
Brenda Brown