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Letter From CEO, Rick Napper

Have you ever seen so much winter weather in this area? It seems like every time you turn on the news, they are reporting another winter weather advisory. I don't know about you, but I'm ready for spring temperatures. On that note, I want to thank each of you that worked during our winter weather storms. Taking care of our patients while keeping our staff safe is top priority. Hopefully we won't have much more winter weather come our way.

As always the winter months are very busy for hospitals. Thank you for your hard work during this time. As we strive to treat each patient, the healthcare needs of the community continue to grow. Our census has been continually high, yet you have maintained our commitment to treat all of our customers, "One Patient at a Time."

On February 3, 2011, the Board of Trustees approved the next phase in growing Magnolia Regional Health Center. This construction project will relocate the Emergency Department and the Radiology Department and will create a centralized registration area for both inpatients and outpatients. Pre-admit testing will be located in this construction, as well as cardio-pulmonary and women's diagnostics. This project will relocate the front of the hospital to the south side (new tower side). The construction will begin on July 1st and will end in August of 2012. I plan to explain the project in detail at

the next employee meeting. This is a very exciting time for MRHC – "Here we grow again!"

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

Sincerely,

Rick Napper, CEO



Announcements

Chris Spencer moved from a Level II tech in CVOR to a Level III tech.

Crossroads Customer Satisfaction Awards:

Crossroads Center for Emotional Care

National Love Your Pet Day is February 21st! Pets are Good for your Health

Pets: you can love and hate them at the same time. One moment they're sinking their teeth into your expensive shoes, and the next, they shower you with affection. But regardless of what they do and how you feel about them, there is no denying that there are various health advantages of having a pet:

1. Lower stress levels and blood pressure. According to studies conducted at the University of Warwick, interacting with pets (such as stroking them or playing with them) has the tendency to lower a person's blood pressure and relax them. In another study, stockbrokers with high blood pressure readings were asked to adopt a cat or a dog, and those who did were later found to have much lower blood pressure levels in stressful situations than those who did not adopt a pet. Of course, this will not work if you do not like animals or are afraid of them " then they will probably cause more anxiety than they resolve.

2. Recovery from illness. Pets have been known to help ill patients in the most wondrous ways, but heart attack patients have benefited from pet power most frequently. Numerous studies have shown pet owners who suffer from heart attacks live longer and have a lower risk of heart disease than heart attack patients who do not have a pet at home. Pets also offer a great amount of comfort to their bed-ridden owners, and this support speeds up their recovery.

In extreme cases, such as when a person is in a coma, surgeons have even recommended for a pet to be brought to the patient's bedside. While there is no real evidence to support this claim, there have been incidences when the pet's presence helped the patient awake from their coma. Dogs, in particular, have also been known to offer relief to Alzheimers and Parkinsons patients.

3. Improvement in social life. Most domesticated animals are highly social creatures, and are therefore great company. Whether it is a dog

that follows you around the house, or a cat that rubs up against your legs, pet owners have a constant source of social interaction. Pets can also be great conversation topics both in and outside the home.

4. Happiness. People often forget how happy a pet can make us: they help us cope with difficult situations such as pain and loss, and have even helped people suffering from depression to feel better. Stroking a cat, dog, or rabbit elevates serotonin levels in the brain, and some psychologists have even used pets in their therapy sessions. Being greeted by a purring cat or an ecstatic dog every time you return home can be a great self-esteem booster, especially if the world has not been on your side. This is also why pets are sometimes taken to elderly homes " they work wonders against loneliness and isolation.

Regardless of whether you face unemployment or divorce, your pet will continue to love you unconditionally; and it is precisely this love that keeps human beings healthy and happy.



Shondra Davis, October



Melissa Nichols, November



Frances Dixon, December+



Strive for a Healthier You

Every year in the U.S. over 392,000 people die from tobacco-caused disease, making it the leading cause of preventable death. Another 50,000 people die from exposure to second-hand smoke. Tragically, each day thousands of kids still pick up a cigarette for the first time and others try smokeless tobacco products not realizing that they contain 28 cancer causing agents. The cycle of addiction, illness and death continues. Tobacco dependence is a chronic condition that often requires repeated and persistent interventions, but effective treatments and helpful resources exist. Going tobacco free is achievable. In fact, today there are more former smokers than current smokers. MRHC is committed to helping those willing to fight the battle to overcome addiction to tobacco products. Join with us on our journey to overcome and succeed! Strive for a healthier you with support from those that work with you every day. And the journey begins.....!

Why Quit Smoking

Why should you quit smoking? Every smoker has his or her own personal reasons for quitting. Here are some common reasons. Think about what is most important to you.

- For your health! According to the Surgeon General, quitting smoking is the single most important step a smoker can take to improve the length and quality of her or her life. As soon as you quit, your body begins to repair the damage caused by smoking. Of course it's best to quit early in life but even someone who quits later in life will improve their health.
- To save money! It's getting more expensive to smoke cigarettes. State and federal cigarette taxes continue to go up and in some places, a pack of cigarettes can cost \$10.00. Even if a pack costs "only" \$5.00 where you live, smoking one pack per day adds up to \$1,825.00 each year.
- To save the aggravation! It's getting less convenient to smoke. More and more states and cities are passing clean indoor air laws that make it illegal to smoke in bars, restaurants, and other public places. Are you tired of having to go outside many times a day to have a cigarette? Is standing in the cold and the rain really worth having

that cigarette? Wouldn't it be easier if you had the choice to go outside only when you want to and not when you need to?

- It's good for the people around you! Cigarette smoke is harmful to everyone who inhales it, not just the smoker. Whether you're young or old and in good health or bad, secondhand smoke is dangerous and can make you sick. Children who live with smokers get more chest colds and ear infections while babies born to mothers who smoke have an increased risk of premature delivery, low birth weight and sudden infant death syndrome (SIDS).

Both you and the people in your life will breathe easier! Ex-smokers don't have the scent of smoke on their clothes and hair, and their houses don't smell like cigarettes. Better breathing can mean better sleep at your house. Not only are smokers more likely to snore, so are non-smokers who breathe secondhand smoke on a daily basis. Life is just better as a nonsmoker! Smoking along with smokeless tobacco products use interferes with your sense of taste, so food tastes better when you



Strive for a Healthier You

(....cont.)

quit. Both cigarettes and smokeless tobacco can stain your teeth so get ready for a brightened smile. Your sense of smell also improves, so get ready to really enjoy the scent of flowers or fresh-cut grass. You'll be able to make it through a long movie or an airplane flight without craving a cigarette or wanting a dip/chew. Within a few weeks after quitting, your smoker's cough will disappear and you'll have more energy.

Benefits of Quitting Smoking

20 Minutes After Quitting:

- Your heart rate drops to a normal level.

12 Hours After Quitting:

- The carbon monoxide level in your blood drops to normal.

2 Weeks to 3 Months After Quitting:

- Your risk of having a heart attack begins to drop.
- Your lung function begins to improve.

1 to 9 Months After Quitting:

- Your coughing and shortness of breath decrease.

1 Year After Quitting:

- Your added risk of coronary heart disease is half that of a smoker's.

5 to 15 Years After Quitting:

- Your risk of having a stroke is reduced to that of a non-smoker's.
- Your risk of getting cancer of the mouth, throat, or esophagus is half that of a smoker's.

10 Years After Quitting:

- Your risk of dying from lung cancer is about half that of a smoker's.
- Your risk of getting bladder cancer is half that of a smoker's.
- Your risk of getting cervical cancer or cancer of the larynx, kidney or pancreas decreases.

15 Years After Quitting:

- Your risk of coronary heart disease is the same as that of a nonsmoker.

Source: U.S. Department of Health and Human Services. The Health Consequences of Smoking: A Report of the Surgeon General. Atlanta,

GA: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, Office on Smoking and Health, 2004 and American Lung Association (www.lungusa.org).



Dr. Hsu is the best!

Belinda Prather RN & Rita Holley RN were wonderful after my surgery. Afton Kelly RN did a great job getting me ready for surgery. Paula Meeks CTS & Jennifer M. RN took great care of me IN SURGERY. Thanks to Keith Barnett CRNA & Dr. Rodriguez for seeing that I woke up after surgery. They are a great team.

Dr. Alexander is a very caring, skillful doctor and I would use him again.

Dr. Armstrong was amazing. Loved all my nurses. They were very patient even when I was not.

Destiny Vick, J Mitchell, Melissa Qualls, Brenda Hopkins, Paula Meeks, Kayla Huggins, Laurie P - all exceptional people.

INPATIENT

Department Winners

INPATIENT
WINNER: LDRP
Women's
Health

Score of 91.7 or 99%



Melanie was wonderful.

We have a great hospital in our town. MRHC has great leadership with Mr. Napper and the board of trustees.

One girl was super her name is Melody Brown.

Thanks to Dr. Perry and Dr. Rodriguez. Thank you Casey Evans and Donna Dunn. They were all great and cared for John Micah in a great manner.

Cindy Mills was exceptionally good with my son making him feel safe and comfortable.

OUTPATIENT

OUTPATIENT
WINNER: ASC

Score of 97.8 or 99%

Customer Service Excellence Monitor

What is Service Excellence?

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

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

The January 2011 acknowledgements are:

Must be mentioned more than 5 times

Must be mentioned more than 3-4 times

Must be mentioned more than 1-2 times

SILVER

BRONZE

times mentioned Name Dept.

times mentioned Name Dept.

times mentioned Name Dept.

3	Sara Beth Armstrong	5 Tower
3	Sandy Parker	Transport
3	Dr. Pratt	

1	Rick Pace	2 South
1	Kelsey Glenn	2 South
1	Dimple McEwen	2 South
1	Kyle Hopper	2 South
1	Cristi Medlin	3 Tower
1	Jessica Harkey	4 Tower
1	Jana Harville	4 Tower
1	Devona Roaten	4 Tower
1	Wanda Duckworth	4 Tower
1	Heidi Brooks	4 Tower
1	Brandy Waddle	5 Tower
1	Amy Wilkins	5 Tower
1	Cynthia Inman	5 Tower
1	Jennifer Chandler	5 Tower
1	Mishesta McDonald	5 Tower
1	Susan Ross	5 Tower
1	Rebecca Schroeder	5 Tower
1	Sherry Patterson	5 Tower
1	Gosta Graham	5 Tower
1	Angie Yarbro	5 Tower
1	Debra Semning	5 Tower
1	Misty Malone	5 Tower
1	Jon Szubski	Anesthesia
1	Melanie Tapp	ASC
1	Melody Brown	ASC
1	Casey Evans	ASC
1	Donna Dunn	ASC
1	Cindy Mills	ASC
1	Bonnie Mitchell	Case Management
1	Marquetta Trice	Case Management
1	Keith Barnett	CRNA
1	Shirley Dees	Dietary
1	Jinger Brown	Dietary
1	Jon Wadkins	ED
1	Mike Marecki	ED
1	Anthony Reddin	ED
1	Pam Holder	ED
1	Edith Boren	ED
1	Nathan Palmer	ED
1	Rhonda Mitchell	Home Health
1	Janet Jones	Home Health
1	Sharon Hawkins	IV Therapy
1	Jeanette Sullivan	Lab
1	Helen Clemmer	Lab
1	Karen Kingen	MICU
1	Jenny Mansel	MICU
1	Tammy Johnson	Pediatrics
1	Danielle Wright	Pediatrics
1	Mamal Al-Qawwas	Pediatrics
1	Theresa Rainey	Pediatrics
1	Libby Michael	Pediatrics
1	Shannon Essary	Radiology
1	Jason Terry	Respiratory Therapy
1	Cheryl Pardue	Respiratory Therapy
1	Sylvia Jacobs	SDC
1	Beth Bartlett	SDC
1	Jennifer Burcham	SDC
1	Jennifer Mills	SDC
1	Jeff Thornberg	SDC-OR
1	Jennifer Mills	SDC-Recovery
1	Amy Mathis	SDC-Recovery
1	Wayne Maddox	Security
1	Harold Barnes	Security
1	Buford Fuqua	Serv. Excellence Ambassador
1	Maralyn Taylor	SICU
1	Barbara Leatherwood	SICU
1	Laurie Pritchett	Women's Health
1	Board of Trustees	
1	Dr. Alexander	
1	Dr. Armstrong	
1	Dr. Bell	
1	Dr. Ross	
1	Dr. Chase	
1	Dr. Cole	
1	Dr. Davis	
1	Dr. Foropoulos	
1	Dr. Fowler	
1	Dr. Hsu	
1	Dr. Johnson	
1	Dr. Lee	
1	Dr. Marta	
2	Brad Murray	2 South
2	Anna Erwin	3 Tower
2	Emma Warren	4 Tower
2	Ginger Robinson	5 Tower
2	Andrea Huddleston	ASC
2	Mr. Napper	CEO
2	Jennifer Pickens	ED
2	Afton Kelly	SDC
2	Regina Wigginton	SDC
2	Paula Meeks	SDC-OR
2	Belinda Prather	Women's Health
2	Rita Holley	Women's Health
2	Dr. Gregory	
2	Dr. Peery	
2	Dr. Prather	
2	Dr. Richardson	
2	Dr. Rodriguez	



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

ADVANCE BENEFICIARY NOTICE

An Advance Beneficiary Notice ("ABN") is a written document that a Medicare provider gives to a patient before certain services are provided. It is a waiver of liability that shifts the financial responsibility directly to the patient. The provider provides this Notice when it believes that Medicare will not pay for some or all of the services because they are judged to not be "reasonable and necessary." Providers who expect payment of services to be denied by Medicare MUST advise the patient before services are given that the patient will be fully responsible for the payment. This does not always mean that the patient must pay for the services personally. The patient could use other insurance coverage such as a group plan, Medicaid, or other federal or non-federal payment source to pay for the service. The provider is required to give this notice in a timely fashion every time it thinks that Medicare will deny payment. If the provider does not provide a valid ABN in situations where one is required, it may be held liable for payment of the services.

The ABN form we use at MRHC is CMS-R-131. The form is separated into the following items:

1. Patient identification information;
2. The notice that Medicare will not pay for the specific service being performed;
3. The item or the service being denied;
4. The reason the provider is predicting Medicare will deny payment;
5. The estimated cost of the service;
6. The selection of Options 1, 2 or 3 indicating whether to go ahead with the item or service or not;
7. The date and patient or patient representative's signature.

The beneficiary receiving the ABN must be able to comprehend its contents in order for it to be valid. The provider must hand deliver the notice to the beneficiary. If a patient's representative is receiving the notice, that person should be able to comprehend the contents of the ABN. The notice must be delivered in a timely manner. This means the patient must be given enough time to review the document so that he/she can make a rational informed decision of whether or not to sign it.

ALL EMPLOYEES MUST COMPLETE THE ABN IN ITS ENTIRETY. The majority of the information contained in the ABN will print out directly from the computer. Employees must also have

the patient (or the patient's representative) choose Options 1, 2 or 3 and sign at the bottom. Also, every employee who fills out an ABN must print their name at the bottom of the ABN in the right-hand corner as a witness to the document.

The proper use of an ABN is a good way to capture otherwise lost revenue and also to keep medical providers out of trouble with CMS and the Office of Inspector General. **Proper use of ABN's can (1) reduce write-offs, (2) improve cash flow, and (3) recoup potential or real lost revenue.**

You should always make sure that you have a compliant order for a procedure and do not change a diagnosis code or add an additional diagnosis code in order to avoid an ABN. However, you may contact a physician to make sure the diagnosis was accurate for the procedure or have the patient talk with their physician. But in the end, if an ABN is required, **PRINT IT OUT AND HAVE THE PATIENT SIGN.** The patient or the patient's representative shall also be given a copy of the completed ABN.

"You can't escape the responsibility of tomorrow by evading it today."

— Abraham Lincoln, 16th U.S. president (1809-1865)



February Birthdays

01

Sandra L. Diaz
Teresa Curtis
Vicki U. Morrow
Christopher Turner

02

Wanda G. Nelson
Danielle Waldrop
Helen Clemmer
Michael Jones
Jennifer Orman

03

Ruth Johnson
Mary Jo Lytal
David K. Finkel
Lee Ann McDuffy
Theresa A. Roseberry
Peggy Lasley

04

Shelia Calvary
Chris Lengel
Brandie Counce
Thomas Moody

05

Adrienne N. Stafford
Denise Davis
Rebekah McPheters
Ronald Humes

06

Kelly Drake
Denise Lockler

07

Peggy Wilbanks
Will Gunn

08

Sherry Choate
Kay Giles

09

Sylvia Moore
Debra Melvin
Will Shelton

10

Robert Prentiss
Karen Patrick

11

Chris S. Woodruff
Owens F. Childress
Terry Johnson

12

Libby Michael
Wendy C. Sain

13

Carrie Wilbanks
Kaleena Tynes
William Thomas Jones
Janet Elone Jones
Bernadette Damron

14

Lynette Harrison
Jeremy Borden
Thomas K. Hughes
Patrice Cox

15

Donna M. Holland
Melissa Davenport
Timothy Irvin
Deborah A. Weeks
Judith Byrd
Stephanie Tull

16

William Todd Cox

17

Mary Damron
Elisha M. Hamm
Jamie B. Meeks
Tracy Moore

18

Susan Hardin
James Henderson
Zina D. Lee

19

Tiffany Howell
Timothy Burress
Sarah Beth Armstrong
Jason M. Spencer
Hope Murphy

20

Courtney Tigner
Jennifer McCarty
Trista Smith
Seslie Massengill

21

Kerrie L. Carroll
Franci Wood
Chasity Middleton
Leah Green
Phyllis Murphy
Morganna A. Skinner

22

Casandra Jan Greene
Christopher Harville
Terina Devore
Mary J. Wilson

23

Carol Mounts
Amy Austin
Robin C. Wren

24

Jennifer Tennyson

25

Angela Yarbro
Mozella Stevenson

26

Adonua J. Key
Sherry L. Rogers
Jeffrey Hilliard
Donna Benjamin

27

Rebecca A. Schroeder
Steven Burton
Mary C. Derrick
Hester Patterson
Harold Batson

28

Amy Parker
Betty Butler
Thomas Timms
Lacey Hopkins
Judith E. Eaton
Vicki Johnson



March Birthdays

01

Charles Hathcock
Angela Maldonado

02

Jodie Roberts
Jeffrey Underwood
Miriam Edgeston

03

Paula McCalister

04

Leigh Ann Epperson
Nathan P. Kennedy
Susan Darwin
Linda Austin

05

Sara S. Cooley
Tila Johnson

06

Elizabeth Matlock
Jennifer Lynn Manus
Desiree Brook Haugh

07

Evelyn Mathis
Deanna White
Laura Davis
Vincent Salvaggio
Katrina Taylor
Ransom Jones

08

Shannon Essary

09

Holly Baugus
Brenda M. Ford
Sandra Griffin
Rhonda Lynn Mc-
Morris

10

11

Melanie Press
Andrette Morrison
Michelle Shelly
Julie Benson
Thomas Davis
Tina Harvey

12

Destiny Vick
Jason Coley
Thomas Sweat

13

Tracy Cornelius
Amanda Barnett
Britni Glidewell
Nena Holland
Gary Walker
Shirley Curtis

14

Kathy Dixon

15

Missy Breland
Keaton Farris
Harold Barnes

16

Kimberly Mills
Marcy G. James

17

Laura Devaughn
Chelsey Hawn
Oneka Richardson

18

Miriam L. Story
Leigh Anne Dials

19

Deborah J. Kirk
Janet Manley
Darren Lynch
Michael Lutz
Lindsey Dodd
Tammy Rowland
Melita Dunwoody
Darren Ramoutar

20

Gregory Lindsey
Brian Mitchell
Regenia Brown

21

Jetta McAnally
Teresa Lautenbach
Rebecca O'Brien

22

23

Catherine Lambert
Vickie Lambert
Charity Youngblood
Lisa Henson

24

Tabitha Andrews
Pamela Holder
Casey Humphries
Patty Loncar

25

Amanda H. Trent
John Wood
Rhonda Mitchell
Leigh Gardecki

26

Vicky Crum
Marsha M. McNair
Virginia Mansel
Christy McCrary
Janie Tensley

27

Jimmy Harkey
Mary C. Jones
Ashley Sanders

28

Whitney D. Butler
Tyler Peters
Shirley Dees
Angelia Mays
Sandra McAlpin

29

Christi B. Rousseau

30

Jessica Nooner
Sylvia Cooper
Kristin Walden
Stephanie Owens
Lucretia Gardner
Rhonda Wilkins

31

Heather Jo Sharp
Scotty Trollinger
Angeli Rickard
Anna Palmer
Joanie Vaughan