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Letter From CEO, Rick Napper

Happy New Year to everyone! Now that the new year has come and we can look back at 2010 and celebrate our many accomplishments. Every year when it comes time to prepare our Annual Report, we look back to account for our success and every year it truly amazes me to see just how much we have done in the past year. We say "Time flies." or "Where did the time go?" I think the time goes by so quickly because we are running at top speed. We have so many dedicated employees at MRHC and it honestly shows. Your hard work has paid off again. MRHC has become an organization that others envy and look up to while being a hospital that provides state of the art, yet compassionate care to our patients.

Let's see, what were some of the things that MRHC accomplished in FY 2010?

- AIDET training
- Community Educational Offerings
 - » Women's Health Conference
 - » Cancer Conference
 - » Breast Cancer Awareness Luncheon
- MRHC Foundation Golf Tournament
- Emergency Disaster Preparedness training
- "Spirit Week" festivities including a fireworks show
- Implementation of TAR
- Departmental programs/employee engagement activities at lunchtime
- Veteran's Day festivities
- Implementation of Targeted Selection hiring process
- Several new physicians were welcomed to our team
- Implementation of Compass Club
- Completion of electronic medical record initiatives
- Creation and implementation of new Employee Standards of Behavior
- Winter Wonderland & Corinth Christmas Parade

All the while you provided healthcare to our community that was superior. I would like to thank you for everything you do. Your dedication to our community and MRHC is vitally important to our mission, vision and values.

2011 is going to be a great year at Magnolia Regional Health Center! Our community is counting on us and I have no doubt that we will deliver healthcare services that exceed their expectations.

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

Sincerely,

Rick Napper, CEO



Announcements

Amy Austin was moved from a Level II tech in CVOR to a Level III in November.

Crossroads Center for Emotional Care

NEW YEAR GUIDE TO MENTAL WELLBEING

One in four people will have mental health problems in the coming year. After the highs of the holidays, the start of a new year can seem daunting. When all the parties are over, all the money is spent and the weather is at its worst, the New Year can put mental wellbeing at risk.

Exercise

Post-holiday exercise is often associated with shedding the excess pounds gained during the eating frenzy of the festive season. Yet research shows that it is also one of the most effective ways to beat stress and depression. Studies have found that exercise may be more effective than drugs in treating mild to moderate depression. A simple walk can be uplifting. What's more, the effects of exercise on mood are immediate.

Food and Mood

Starting a diet in the New Year shouldn't just be about losing

weight. By avoiding certain food stressors such as sugar, caffeine, alcohol, chocolate and saturated fats you can help improve your mood. Water, vegetables, fruit, oil-rich fish, nuts and seeds, fiber and organic foods can also lift your spirits. Improving your diet can improve coping skills and confidence and help you to feel calm.

Friendship

Research has found that friends are an overwhelming main source of support for people with mental health problems. Those surveyed stated that 67 percent of their friends offered understanding and 71 percent showed concern. Just listening and talking to friends who are feeling down can make a huge difference. So make sure you devote time to maintaining your friendships both for their sake and your own.

Pull Yourself Together

It is well known that a large number of people experience discrimination in response to their own or

another's mental distress. Many false assumptions are made about people who suffer from a mental health problem, such as they aren't reliable, they moan a lot and they're dangerous. So this New Year why not examine your own thoughts and perceptions of mental health? People with mental health problems need support and understanding, not prejudice.

Depression

This new year improve your knowledge of the one illness that the World Health Organization says will be the most debilitating in the world by 2020. Showing that you care, understand and will not judge them can help a lot. People with depression need help and support to overcome a problem that often responds well to treatment.

Source: www.mentalhealth.org.uk/media/news-releases-2002/19-december-2002/

Roylonda Singleton welcomes the birth of son Antoine Stanton. Antoine was the first baby born in 2011 at Magnolia Regional Health Center's Birthing Center. He was born on Saturday, January 1, 2011 at 6:48 p.m., weighing 5-pounds, 15.1-ounces and was 18.5 inches long. Dr. Patrick Hsu delivered Robert and his pediatrician is Dr. Robert McKinney.

Anoitne has one brother, Makhi, who is 1 year old and two sisters, Keyderiana, 5, and Kriana, 2. Congratulations to the family on their new addition!





Department Winners

INPATIENT WINNER: Women's Health

Score of 95.5 or 99%

OUTPATIENT WINNER: ASC

Score of 95.5 or 99%

Everyone was really nice and sweet. Everything was so fast, like the service.

Everything happened so fast but the nurses explained everything to me and made sure I new what was going on at all times. Thank you.

Nursing staff in Labor and Delivery are very well with there patients. Very pleased.

All my nurses were excellent. Especially Belinda Prather & Jessica.

Labor & Delivery nurses care great. Very nice attitudes.

This was my very first time staying in a hospital and I was very impressed. Thank you!!

INPATIENT

I was very pleased by my stay would recommend this hospital to anyone.



Dr. Garrett gave more info on care than the nurses.

Dr. Jobe is a caring and fine doctor.

Jill was great, all the nurses were wonderful - Chart nurses Judy was great.

Dr. Johnson very good. He and his team were very professional.

Dr. Johnson did something so very wonderful when he came & said that beautiful prayer! I wish more drs. would do that.

All of the nurses were awesome Mrs. Caldwell the RN was great! Everyone was VERY nice. Dr. Downs was great as well.

Excellent. Tasha was very friendly and I didn't have to wait long at all.

OUTPATIENT

My overall stay for the procedure was great. Dr. Downs and all the staff were wonderful. I was pleased with all that was done & everyone there. Keep up the great job.

Customer Service Excellence Monitor

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

The December 2010 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	Jill Foster	ASC
3	Amanda Caldwell	ASC
3	Judy Eaton	Home Health
3	Terry Plunk	SICU
3	Clint McNair	SICU
3	Dr.Pratt	

Must be mentioned more than 1-2 times

BRONZE

# times mentioned	Name	Dept.
1	Kelsey Glenn	2 South
1	Dimple Mcween	2 South
1	Michelle Brooks	3 Tower
1	Dawn Jones	3 Tower
1	Mallory Patton	3 Tower
1	Jennifer Smith	3 Tower
1	Amanda Taylor	3 Tower
1	Anna Erwin	3 Tower
1	Angeli Rickard	3 Tower
1	Michelle Brooks	3 Tower
1	Vicki Privett	4 Tower
1	Jessica Harkey	4 Tower
1	Elizabeth Willis	4 Tower
1	Angela Yarbro	5 Tower
1	Amy Humphries	5 Tower
1	MeMe Pounders	ASC
1	Melanie Tapp	ASC
1	Judy Sumler	ASC
1	Candee Switcher	ASC
1	Jona Baker Wood	ASC
1	Trinity Rickman	ASC
1	John Szubski	CRNA
1	Joyce Mathis	Dietary
1	Jon Wadkins	ED
1	Anna Palmer	ED
1	Donisha Lapin	ED-FNP
1	Bonita Stong	EVS
1	Carla Bray	FNP
1	Wanda Carper	Home Health
1	Sue Miller	Lab
1	Lori Mason	Lab
1	Christy McCrary	MICU
1	Karen Kingen	MICU
1	Kyle Hopper	MICU
1	Amanda Kerr	OR
1	Phillip Prather	OR
1	Debbie Bradford	Patient Access
1	Vesta Hudson	Patient Access
1	Vicky Meeks	Peds
1	Elizabeth Jaggars	Peds
1	Theresa Rainey	Pre Op
1	Amy Mathis	Pre-Admit
1	Bobbie Case	Pre-op
1	Wendy Donahue	Recovery
1	Donna Dunn	SDC
1	Janie Gray	SDC
1	Sylbia Jacobs	SDC
1	Beth Bartlett	SDC
1	Terra McLemore	SDC
1	Jessie Waldrep	SICU
1	Donna Powell	SICU
1	Jade Newsom	SICU
1	Melanie Cummings	SICU
1	Brittany Crowell	SICU
1	Amanda Trent	SICU
1	Belinda Prather	Women's Health
1	Jessica Miller	Women's Health
1	Dr. Welch	
1	Dr. Corder	
1	Dr. Chase	
1	Dr. Garrett	
1	Dr. Jacque	
1	Dr. Frazier	
1	Dr. Stewart	
1	Dr. Armstrong	
1	Dr. Davis	
1	Dr. Graham	
2	Jerry Mitchell	2 South
2	Terry Harris	3 Tower
2	Lauren Lauderdale	3 Tower
2	Andrea Huddleston	ASC
2	Hannah Taylor	Home Health
2	Penny Stephens	Home Health
2	Rhonda Mitchell	Home Health
2	Tasha Emily	Patient Access
2	Jennifer Cain	Peds
2	Manal Al-Qawwas	Peds
2	Aftan Kelly	SDC
2	Buford Fuqua	SE Ambassador
2	Todd Thompson	SICU
2	Chad Garrett	SICU
2	Dr. Foropoulos	
2	Dr. Gilmore	
2	Dr. Edmondson	
2	Dr. Prather	
2	Dr. Jobe	
2	Dr. Downs	

What is Service Excellence?

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

Announcements

MRHC celebrated the holidays on December 16th with lots of food, entertainment & prizes for everyone!





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

INTEGRITY – ONE OF MRHC'S STRONGEST ASSETS

As we kick off the new year, always remember that MRHC is an organization which strives to be fully compliant with all of the complex rules and regulations governing the health care industry while providing the highest quality of care to our patients. As you are aware, we have implemented a Corporate Compliance Plan consistent with our Mission, Vision, and Values of Character, Loyalty, People, Respect and Servanthood. This Plan outlines our solemn commitment to our patients, our community, those government agencies that regulate our hospital and to ourselves as employees of MRHC.

One of our strongest assets is our reputation for integrity. Integrity, as set out in MRHC's Strategic Plan for 2009-2011, is comprised of Compliance (acting according to accepted standards), Ethics (motivation based on ideas of right and wrong), Courage (quality of mind or spirit that enables a person to act with one's beliefs in spite of criticism), Honesty (quality of being truthful, upright and fair) and Trust (the confidence to rely upon some-

one based on honesty).

As mentioned above, we share in the collective responsibility to uphold the Hospital's reputation, provide quality patient care while practicing ethical behavior, and comply with all laws and regulations that govern our work. Working together, we can achieve a facility that promotes the highest standards of business and professional ethics. Please help us strive to be the best.

To access MRHC's Compliance Plan, click on "Links to Info" on the left-hand side of MRHC's Intranet home page. Then click on Corporate Compliance Plan.

Happy New Year!

Renee Bullard, 7673
Compliance/Risk Management

"Have the courage to say no. Have the courage to face the truth. Do the right thing because it is right. These are the magic keys to living your life with integrity."

- W. Clement Stone



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



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