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Letter From CEO, Rick Napper

Ah, summertime in Mississippi. Need I say more?

Your opinion counts! When you find 5 minutes in your schedule, please head down to the Compass Café and complete the employee opinion survey. This survey is your chance to let us know your feelings about being an employee at Magnolia Regional Health Center. The survey is completely anonymous and is being conducted to measure your satisfaction as employees. Your opinion and comments are a vital part of keeping MRHC a great place to work for all of us. Your participation is appreciated.

Can you believe that we are already into the middle of June? Spirit Week is coming up as we approach July 4th. Get ready for excitement and celebration the week of June 27th – July 1st. The team is planning an entire week of fun from smoothies to a blue jean day and, yes, fireworks.

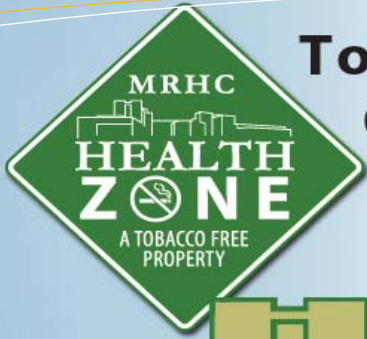
We recently held the 2011 Dr. Mark S. Wells Memorial Golf Classic on June 2nd and 3rd. Our sponsors were treated to a cruise on the Pickwick Belle, a songwriters' night and dinner and a full day of fun and games on the golf course. This event supports the Magnolia Foundation and is really gaining recognition in our area. Thank you to all the volunteers who worked the tournament. The heat was almost unbearable, but the entire tournament turned out to be a huge success.

As we enter into this era of healthcare reform, measures such as customer satisfaction scores are very important to our delivery of patient care. In the present time, healthcare requires not only the clinical skill to help heal a patient, but also a business sense along with a compassionate side. You have proven once again, that there are no tasks that we can't overcome as a team. MRHC Inpatient and Ambulatory Surgery Center scores are at the 90th percentile once again! Congratulations! We plan on celebrating – details to come soon.

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

Sincerely,

Rick Napper, CEO



Tobacco Free. Campus Wide.



EFFECTIVE JUNE 1ST, 2011



Announcements

Spa Day



Summertime Tips from Crossroads Center for Emotional Care

SURVIVING SUMMER STRESS SYNDROME

All year we look forward to leaving work behind and enjoy the sweetness of doing nothing. And sweet it is for about two or three days. But after the novelty wears off, many of us start getting restless, obsessing over personal problems or feeling guilty for not doing something productive.

Why? Because we don't know how to relax. Studies reveal that people are not having as much fun when they leave the office as everybody thinks, says Mihaly Csikszentmihalyi, author of "Finding Flow" (Basic Books, 1997) and professor of psychology and management at Claremont Graduate University, California. People, he found, were more satisfied when focusing on work than during their "free time." When people were at work, he says, they reported being "creative and alert and experience satisfaction because they were confronted with challenges and had to use their skills."

Once they left work, however, their motivation plummeted. They reported feeling passive and dull while engaged in activities many might

think are relaxing, like watching TV or eating out. Most people, he said, would find vacations more stimulating, meaningful and relaxing if they invested energy

in pursuing hobbies that kept their interests aroused, their mind focused—and their brains from frying. Relaxation, he said, is a state of mind that can be achieved anywhere.

Doing Nothing is Not Relaxing
Csikszentmihalyi says that people feel the best when they are engaged in an activity or thought. Learn to play tennis, read books you think are important or get closer to your children. Do something that requires a skill and involvement different from what you do in other settings."

Think About What You Want to Do and Do It!
Choose an activity that strikes your interest. Find an experience that's challenging, empowering and relaxing.

Avoid Stress by Planning Activities Ahead of Time.
Saying, "Oh, we'll think of something to do when we get there," hardly ever

works. Before going on a trip check the tourism section of that state's Web site to see a listing of activities. Choose a few.

When in Rome, Do as the Romans.
Don't limit yourself to boardwalks, shopping outlets and other tourist spots. You can stimulate your senses and spark your curiosity by spending time with the natives.

Mini-vacations Can Offer the Same Stimulation.
Many people prefer shorter vacations. Weekend trips are becoming much more popular these days.

Local Day-trips Can Regenerate Your Spirits, Too.
If you are stuck at home, check out local activities, spend a day at a state park, go to museums—pretend you are a tourist in your own hometown!

*Written by Marcela Kogan
www.thestressoflife.com*

Now Open ...

Announcements

Congratulations to Debbie Weeks on passing her CCRN test!

The CCRN certification is a very distinguished title and difficult to attain.



MAGNOLIA WOMEN'S CENTER AT WALNUT • 41 Mitchell Avenue • Walnut, MS 38683 • 662-223-4248

Welcome Diane Evans, D.O.



DIANE EVANS, D.O., F.A.C.O.G.
Obstetrics & Gynecology

Monday - Friday
8:00AM - 5:00PM

DIANE EVANS, D.O., F.A.C.O.G., is a board certified physician in Obstetrics & Gynecology with Magnolia Regional Health Center. She received her medical degree from the University of Health Sciences in Kansas City, MO, and completed her residency at Sinai Hospital of Baltimore. Dr. Evans is associated with numerous professional organizations including the American Medical Association, American College of Osteopathic Family Physicians, the American Osteopathic Association and the American Congress of Obstetricians and Gynecologists.

The Clinic staff includes Jennifer Braddock, LPN and Lisa Brock, Clerk.

SERVICES OFFERED:

- Annual Well Woman Exams
- Hormone Replacement Therapy
- Follow up treatments for abnormal pap smears
- Family Planning-Birth Control
- Consultations for surgery including: Hysterectomy, Tubal Ligation, Bladder Repairs
- Treatment of Endometriosis, minor female infections, bartholin's cysts, irregular menses, and other women's health issues
- Fertility consultations
- Prenatal & Obstetrical Care
- All women's preventative health
- And More ...

18th Annual Athletic Physicals

Approximately 520 adolescents from Alcorn and Tish Co. were given sports physicals at this year's annual event.

MRHC's PT department would like to thank EMS, OP/IP rehab staff, security, NEMCC nursing students (Joy Price nursing instructor from NEMCC), Dr. Thomas, Dr. Frazier, Dr. Foropoulos, Dr. Downs, MRHC's medical students and residents and other hospital staff and volunteers.





Osteopathic Medical Education

Magnolia Regional Health Center inaugural class of Internal Medicine will complete their residency on June 30th, 2011. Dr. Earles has been accepted into a Cardiology Fellowship in Chicago, Illinois; Dr. Brown has established a practice in Kentucky; Dr. Herford will be practicing in Corinth.



Please take the time to congratulate our group of graduating residents as they complete their final rotation during the month of June and welcome 7 new incoming first year residents. Congratulations from the entire OME Department!

We are so proud of our graduating Student Doctors: Valerie Dye, Rachel Whitehead Thibodeaux, Laviesta Ferrell and Andrew Westmoreland.

Andrew, Valerie and Rachel graduated from KCUMB May 14th, 2011 and will be part of the incoming group of IM residents in July.

Laviesta Ferrell graduated from PCSOM May 21st and is currently completing final coursework at MRHC.

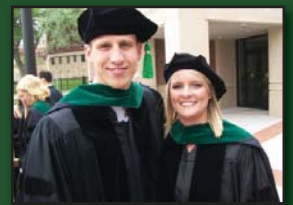
Please congratulate our group on their accomplishments!



Laviesta Ferrell



Rachel Whitehead Thibodeaux



Andrew Westmoreland

Valerie Dye



Department Winners

INPATIENT WINNER: Pediatrics

Score of 93 or 99%

Debbie was nice as always. She smiled and made small talk all thru the admission process!!

All the Pediatric nurses were awesome. Stacie has hand picked some of the best!!

I was very pleased with Dr. Pratt, he is a great doctor.

My child was given the best care by all of the nursing staff I was very satisfied with the care that was given. Special thanks to Marta Hans, all nurses, Minair RN, Katrna RN, Theresa, MC, Tabitha RN, Vickie RN, Brandy RN, Jennifer RN, Danielle RN, Chetrell Parove respiratory, for giving Zyrion such good care.

INPATIENT

We have been in hospitals many times and Stacie was the most dependable and knowledgeable nurse we have ever had!!

OUTPATIENT WINNER: ASC

Score of 96.9 or 99%

Melanie was very nice.

Paula was great! Andrea stood by my side and comforted me. She was great!

Candy, RN was very good with me through the procedure.

Dr. Armstrong is great. Judy & Andy with all the girls were awesome.

Every one was very nice and treat me like family Dr. Wooten and all the workers were very good.

Doctor Reed, Doctor Senf, Doctor Johnson, Dr. HSU, Doctor Pidikiti. I love all the doctor's here. They gave me an answer I could not get any where else.

Gayla was very nice and did a good job! Amanda and Angela drew my blood the week before surgery and they were very kind and did a great job.



OUTPATIENT

Thanks for all your help and kindness. Julia, Amanda, Judy, Bobbie, RN. THANKS.

Dr. Peery is the best! Candee did my IV and I never felt it.

Customer Service Excellence Monitor

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

The May 2011 acknowledgements are:

Must be mentioned more than 5 times

# times mentioned	Name	Dept.
5	Dr. Johnson	
6	Aftan Kelly	SDC

Must be mentioned more than 3-4 times

SILVER

# times mentioned	Name	Dept.
3	Amanda Caldwell	ASC
3	Jennifer Cain	Pediatrics
3	Stacie Mitchell	Pediatrics
3	Vicki Meeks	Pediatrics
3	Janie Gray	SDC
3	Jennifer Potts	SDC
3	Amy Johnson	SDC-OR
3	Dr. Bell	
3	Dr. Hsu	
3	Dr. Marta Hans	
3	Dr. Prather	
3	Dr. Ross	
3	Dr. Senf	
4	Gayla Nix	Patient Access
4	Beth Bartlett	SDC
4	Dr. Pidikitti	
4	Dr. Pratt	

Must be mentioned more than 1-2 times

BRONZE

# times mentioned	Name	Dept.
1	Christy McCreary	2 South/MICU
1	Heather Sharp	2 South/MICU
1	Jeanette Nelson	2 South/MICU
1	Jessica Nooner	2 South/MICU
1	Merri Patrick	2 South/MICU
1	Brad Lewis	3 Tower
1	Dana Lee	3 Tower
1	Dawn Jones	3 Tower
1	Jennifer Smith	3 Tower
1	Mandi Humbers	3 Tower
1	Missy Breland	3 Tower
1	Renee Howard	3 Tower
1	Amy Carnachiel	4 Tower
1	Brooke Winchester	4 Tower
1	Chad Sanders	4 Tower
1	Dorena Roatan	4 Tower
1	Elizabeth Willis	4 Tower
1	Emma Warren	4 Tower
1	Galina Shalimova	4 Tower
1	Jennifer Carpenter	4 Tower
1	Tabatha Harrison	4 Tower
1	Vickie Pivetti	4 Tower
1	Wanda Bullock	4 Tower
1	Samantha Freeman	5 Tower
1	Brid Jones	Anesthesia
1	Keith Barnett	Anesthesia
1	Andrea Huddleston	ASC
1	Angela Higgs	ASC
1	Barbara Dickerson	ASC
1	Bobbi Case	ASC
1	Cassy Evans	ASC
1	Melanie Tap	ASC
1	Melody Brown	ASC
1	Paula Bonds	ASC
1	Linda Dixon	Case Management
1	Anna Palmer	ED
1	Dorian Ruedas	ED
1	Kelly Hall	ED
1	Kim Dickerson	ED
1	Mike Marecki	ED
1	Nathan Palmer	ED
1	Pam Holder	ED
1	Sonya Butler	ED
1	Tila Johnson	ED
1	Vic Salvaggio	ED
1	Terry Johnson	EVS
1	Ann Walker	Home Health
1	Deecee Haugh	Home Health
1	Heather Lee	Home Health
1	Kayce Hayes	Home Health
1	Blake Graham	Lab
1	Jeanette Sullivan	Lab
1	Seldina Borden	Lab
1	Debbie Bradford	Lab
1	Julia Cooper	Lab
1	Patty Loncar	Patient Access
1	Tasha Emily	Patient Access
1	Brandy Lowry	Patient Access
1	Danielle Wright	Pediatrics
1	Libby Michael	Pediatrics
1	Miriam Trullet	Pediatrics
1	Tammy Johnson	Pediatrics
1	Tiffany Ryan	Pediatrics
1	Ben Harnelson	Pediatrics
1	Cary Grace	Radiology
1	Jerry Williams	Radiology
1	Cheryl Pardue	Radiology
1	Cindy Elliott	Respiratory Therapy
1	Deba Madala	Respiratory Therapy
1	Amy Mathis	SDC
1	Jessica Latch	SDC
1	Mary Ann Clardy	SDC
1	Terra McLemore	SDC
1	Roxie Meeks	SDC
1	Wendy Butler	SDC-OR
1	Tagua Moody	SDC-OR
1	Misty Kip	SDC-Recovery
1	Clint McNair	Security
1	Lisa Gant	SCU
1	Belinda Prather	Social Worker
1	Jennifer Chaffin	Women's Health
1	Jessica Miller	Women's Health
1	Kristin Walden	Women's Health
1	Laurie Pritchett	Women's Health
1	Mary Duncan	Women's Health
1	Rita Holley	Women's Health
1	Wendy Vess	Women's Health
1	Mr. Nagper	
1	Dr. Downs	
1	Dr. Flannery	
1	Dr. Fowler	
1	Dr. Gohann	
1	Dr. Gregory	
1	Dr. Hutchinson	
1	Dr. Jones	
1	Dr. Lee	
1	Dr. McKinney	
1	Dr. Pace	
1	Dr. Peery	
1	Dr. Senf	
1	Dr. Welch	
1	Dr. Wooten	
2	Anna Ervin	3 Tower
2	Candice Switzer	ASC
2	Cindy Mills	ASC
2	Judy Samler	ASC
2	Betsy Butler	ED
2	Jon Watkins	ED
2	Judith Cooper	Patient Access
2	Jessie Waldrep	Patient Access
2	Patty Loncar	Patient Access
2	Vickie Morrow	Patient Access
2	Anna McNair	Pediatrics
2	Ashley Moore	Pediatrics
2	Katrina Edwards	Pediatrics
2	Manal Al-Qaswas	Pediatrics
2	Tabitha Andrews	Pediatrics
2	Theresa Rainey	Pediatrics
2	Sylvia Taylor	SDC
2	Regenia Wigginton	SDC-PAT
2	Sherris Choate	SDC-Recovery
2	Jodi Carter	SDC-Recovery
2	Shelia Duncan	SDC-Recovery
2	Alyssa Fortune	SDC-Recovery
2	Hannah Jones	SDC-Recovery
2	Kayla Huggins	SDC-Recovery
2	Dr. Armstrong	SDC-Recovery
2	Dr. Batson	SDC-Recovery
2	Dr. Buchanan	SDC-Recovery
2	Dr. Cornwell	SDC-Recovery
2	Dr. Frazier	SDC-Recovery
2	Dr. Jobe	SDC-Recovery
2	Dr. Simpson	SDC-Recovery
2	Dr. Stephenson	SDC-Recovery
2	Shelia Duncan	Service Excellence Ambassador
2	Alyssa Fortune	Women's Health
2	Hannah Jones	Women's Health
2	Kayla Huggins	Women's Health
2	Dr. Armstrong	Women's Health
2	Dr. Batson	Women's Health
2	Dr. Buchanan	Women's Health
2	Dr. Cornwell	Women's Health
2	Dr. Frazier	Women's Health
2	Dr. Jobe	Women's Health
2	Dr. Simpson	Women's Health
2	Dr. Stephenson	Women's Health

What is Service Excellence?

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

Announcements



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

FALSE CLAIMS ACT

The federal False Claims Act (Section 31 USC 3729-33) makes it a crime for any person or organization to knowingly make a false record or file a false claim with the government for payment. "Knowingly" can include deliberate disregard or reckless ignorance of facts that make the claim false. False billing is a serious offense. Medicare and Medicaid rules prohibit knowingly and willfully making or causing to be made any false statement or representation of a material fact in an application for benefits or payment. It is also unlawful to conceal or fail to disclose the occurrence of an event affecting the right to payment with the intent to secure payment that is not due.

Examples of false claims include, but are not limited to: Inaccurate or incorrect coding, claiming reimbursement for services that have not been rendered, filing duplicate claims, upcoding to more complex procedures than were actually performed, unbundling of services, including inappropriate or inaccurate costs on hospital cost reports, falsely indicating that a particular healthcare professional attended a procedure or that services were otherwise rendered in a manner they were not, billing for a length of stay beyond what is medically necessary, billing for services for items that are

not medically necessary, failing to provide medically necessary services or items, billing excessive charges, and providing services at sub-standard care.

Penalties for violating the federal False Claims Act can be up to three times the value of the false claim, plus from \$5,500 to \$11,000 in fines per claim. The person (as well as the Hospital) may be excluded from participating in the Medicare and Medicaid programs.

MRHC's Corporate Compliance Plan supports compliance with the False Claims Act and Mississippi law by:

1. Auditing and monitoring business activities to prevent or detect errors in coding and billing;
2. Educating our employees, vendors and associates that they are responsible to report any concern about a possible false claim;
3. Investigating all reported concerns and correcting any billing errors discovered; and
4. Protecting our employees, vendors and associates from adverse action when they do the right thing and report a concern.

In addition to these federal prohibitions and penalties, Mississippi law also prohibits a person from making, presenting, or causing to be made or presented a claim for Medicaid ben-

efits if that person knows the claim to be false, fictitious or fraudulent. Miss. Code Ann. § 43-13-213. A health care provider or vendor violating such law is directly liable to the state. Penalties include forfeiture of and payment of a fine equal to the full amount received plus treble damages. Miss. Code Ann. § 43-13-225. A criminal conviction may result in imprisonment and other fines. Miss. Code Ann. 43-13-215. Additionally, under Mississippi law, any person who knowingly files, attempts to file, or aids and abets in the filing of a claim for services to a recipient of benefits under any state or federally funded assistance program for (a) services which were not rendered or (b) for non-authorized services is guilty of fraud. Miss. Code Ann. § 97-19-71 (4). This would include a hospital submitting bills to Medicaid for non-rendered or non-authorized services. Further, any person who knowingly bills the recipient of such benefits, or his family, for an amount in excess of that provided for by law or regulations is guilty of fraud. Id. A conviction under section 97-19-71 results in imprisonment, fines or both, and an order to make full restitution of the money or services or the value of those services unlawfully received.

Don't say what you believe about ethics...show what you believe.

- Price Pritchett



June Birthdays

01

Emily Lauderdale
Mishesta McDonald
Jerry Miller

02

Ronny W. Ward
Stephanie Devore

03

Jody E. Lambert
Keith Barnett
Paula E. Smith

04

Allison Beene
Heather Lindsey
Lori Null
Wayne Redwine
Marissa Cruz
Don Lloyd

05

Jennifer Stuart

06

Karen C. Jackson

07

Brandy Lowrey
Christopher K. Hopper
Misty Cobb

08

Kaylin Moore
Leanna N. Huff

09

Leanna Brooke Martin
Michael Cooper
Wendy Butler
Mary Anne Clardy
Andrea L. Huddleston
Timothy D. Young
Linda S. Southard
James Gilmore

10

Cynthia Morton
Barbara Beavers

11

Dianne L. Linton

12

Jared A. Carter
Jennilyn McDaniel

13

Chad Poindexter
Debbie L. Jones
Jennifer L. Martindale
Judith Kelley

14

Michelle Hurt
Marla Shettles

15

Miriam Trullet
Brittany Crowell
Kimberly G. Fielding
Ashley Carter

16

Sonya Jowers
Terry Harris
Ingrid Rea

17

Kristan Berryman
Jason J. Terry
Roy Norman

18

Susan Coleman
Teresa Roberts
Galina Shalimova
Bobbie Case
Pamela Moss
Fallon Thompson

19

Leisha E. Westbrooke
Amanda Mills
Cissy Altman

20

Chad Garrett
Robert Rogers

21

Laura Tucker
Mildred Gasaway

22

Jennifer Mills
Linda Kay Dixon
Tabatha Pace
Jessica L. Wheeler

23

Tonya Gardner
Debra Simning
John Lentz

24

Carlotta Rees
Kayla Stutts

25

Amberly Tidwell
Heather Johnson

26

Jeffery Thornton

27

Angela Avent

28

Jacqueline Burt
Tricia Tomlinson
Kayla D. Lambert
Vera Riddles

29

Rita Holley
Linda Crowson
Janis Switcher
Stephanie Saine

30

Jessica Harkey
Bethany Young
Katie Reeves
Amy Langston



July Birthdays

01

Amy Humphries
Erika Martinez
Melanie S. Cummings
Michelle Butler
Randy Wood

02

Bradley W. Jones
Michael W. Hawley
Angela Bostick

03

Heather D. Williams
Sharon Suggs
Donna McCormack

04

Christina Crum
Jodie L. Carter
Sherri Lewis
Amy Mauney
Jinger Brown
Tiffany L. Martinadale
Vesta Hudson

05

Jana Harville
Sherry Patterson
Melissa J. Nichols
Theresa Stricklen
Melissa Lipford

06

Kimberly Dickerson

07

Mary Jane George
Patty Reaves

08

Ivory Brooks
Tracy Jones
Kristi Evetts
Debbie Bradford

09

Danielle Gore
Anna L. Wooley
Dixie Brooke Winchester
Ashley M. Talley
Regina Dunaway
Gregory Hurd
Jacquelyn Richardson
Julia Cooper

10

Wanda Bullock
Haley Huggins
Rennett Hurd
Della Ross

11

Pamela Hyde
Thomas Massengill

12

April McClendon
Sarah Smith
Lindi Thornburg
Nathan Palmer

13

Meredith Wood
Kelly B. Huggins
Sandra Bennett

14

Theresa Rainey
Melissa Qualls
Shereda Saint
Carmen Yancey
Kristi Hollan
Cheryl R. Smith

15

Emily A. Noble
Jennifer Dew
Kenneth Stewart
Nikki McDonald

16

Angela Darlene Powers
Brandilyn Davis
Dwight Pharr
Susan J. Sellers

17

Brandy Lawrence
Emily Veach

18

Lucinda Carey
Elizabeth K. Woodruff
Mike Bugg

19

Karen Taylor Michael
Patsy Cornelius
Charles Swanson

20

Douglas Lomenick
Karen Doles

21

Amy Carmichiel
Kimberly Holt
Patricia Stevens
Megan L. Hill
Jill Jenkins
Annie Rhoades

22

Sommer Quinn

23

Leah R. Ramsey
Amy Grace
Jonathan D. Mayfield

24

Tammy Johnson
Holly Arthur
Patricia Wilbanks
Gina Brown

25

Donna L. Blakney
Lila V. Wade
Mary E. Straub
Alan A. Fisk
Jeannie Lafever

26

Chyritha Owens

27

Margaret A. Mills
Anna D. Woodruff
Mark Wages
Amber Calton
Lynn Shelton
Christopher Bush

28

Patrice M. Gaines
Melisa McEwen

29

Emma L. Warren
Brandy Poindexter
Tommy McDougal

30

Donna Austin
Randy Jowers
Regina Stanphill
Theresa Hotz
Glenda Rogers
Deborah Gray
Tammy Pace

31

Brandi Henry
Regina Potts
Belinda C. Berryhill