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Letter From CEO, Rick Napper

Myself and 13 employees recently visited Orlando, FL for the Press Ganey National Client Conference. It is quite interesting to rub elbows with staff members of other facilities who are in the same boat as MRHC. Once upon a time we were visiting other hospitals to get ideas and guidance of how to defeat low customer service scores. Now we are the facility that many other hospitals are looking up to. The conference was a great venue to get new ideas. It felt good to refresh our brains and renew our energy when it comes to customer satisfaction. We have been at this a long time and it is obvious that our customers appreciate what you do. Please keep up the good work.

It is hard to believe that the holidays are almost here. Where in the world has this year gone? As we make our plans to be with family and friends on Thanksgiving, please take a minute to remember those who need our assistance, especially during the holidays. MRHC will be accepting donations of canned food and non-perishable food items for the Amen Food Pantry for several weeks. So before you come to work remember to grab a few cans of food to drop off or maybe gather funds within your department and make a grocery store run. The Amen Food Pantry is specifically in need of canned meats, soups, chili, fruit and peanut butter and jelly. MRHC has always been a community-minded organization,

so please participate in this food drive and help our neighbors who are in need this season.

We have been planning for our annual Winter Wonderland for several weeks now and if all goes as planned, this event will be one of the best yet. We have made some additions to the traditional setup of the occasion that we feel will make this year's event even more enjoyable for children and their families. Winter Wonderland is on December 4th at the Crossroads Arena. The employee preview starts at 9:00 a.m. and it is open to the public beginning at 10:00 a.m. Of course we will have pictures with Santa and Mrs. Claus and Rudolph will also be around to greet the public. If you get a chance, come out and see the festivities.

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

Sincerely,

Rick Napper, CEO

Announcements

PUMPKIN CARVING CONTEST



National Radiologic Technology Week (NRTW)

It's that time of year again--time to celebrate how far the radiologic science profession has come since Wilhelm Conrad Roentgen discovered the X-ray on Nov. 8, 1895. It's time to prepare for National Radiologic Technology Week (NRTW), Nov. 7-13, and recognize the medical personnel who perform medical imaging procedures or plan and deliver radiation therapy.

NRTW raises awareness about the valuable role these professionals play as members of the healthcare team. For more than 30 years, the annual event has provided the RT community with an avenue to highlight the profession and honor the dedicated personnel who work in the radiologic sciences.

What's unique about NRTW is that it offers RTs a chance to promote themselves and the profession to their peers, the general public and other healthcare professionals. Regardless of their practice

areas, RTs unite to showcase how they contribute to the healthcare team. NRTW reminds everyone that their contributions have significantly influenced the way medicine is practiced today and the way patients receive care.

To highlight the importance of quality medical images, this year the American Society of Radiologic Technologists (ASRT) chose "Developing Picture-perfect Care" as the theme for NRTW. The theme not only validates the important role of RTs, but it communicates the necessity of securing high-quality images, which helps in diagnosing diseases.

"This year's theme really captures the essence of the radiologic technology profession," says ASRT President Jim Temme, MPA, RT(R) (QM), FASRT. "Radiologic technologists provide patients with top-notch care, whether it is by securing high-quality images or delivering accu-

rate radiation therapy treatments. We are proud of the important work that we do."

Right after NRTW winds down, Congress returns to Capitol Hill Nov. 15 after its district work period concludes. The timing couldn't be better for RTs to advocate for their profession: The Consistency, Accuracy, Responsibility and Excellence (CARE) in Medical Imaging and Radiation Therapy bill is being reviewed by the House and Senate. NRTW is a great time for RTs to hit the ground running and ask their elected officials for their support to establish federal education and credentialing standards.

With everything happening in the radiologic science world this fall and winter, NRTW is the perfect avenue for RTs to recognize their important contributions to the profession.





Announcements

QUALITY WEEK BOARDS

Crossroads Center for Emotional Care

Tips for a Brighter Holiday Season

Good planning and clear communication with family members and friends can make the holidays brighter. The holidays are a demanding time of year – socially and financially. What gets people into trouble is little or no planning on how to approach the concentrated six-week period from Thanksgiving to the New Year.

Around Thanksgiving take some time to think about the following:

- People you want to see
- Places you want to go
- Purchases you need to make

- Invitations or social obligations that you can anticipate

If you are not one to use a calendar, it might prove to be a useful exercise. It's helpful to see your obligations in concrete terms.

Once you've decided what's best for you, the next hurdle is communicating it to others.

If you've never turned down an invitation, or if you find it hard to say no, there are ways to graciously decline—most people realize that it's a busy time of year for everyone. If you can't make it to dinner or to a

party, make a special date for after the holidays.

Finances are another stress-producing issue for many. The holidays don't have to cost a lot. The gift of your time or companionship is valuable. Dinner cooked and served is a great gift. A free night of babysitting is appreciated by many parents. Snow-shoveling or a simple conversation is another way to give.

Remember to get plenty of sleep and save time for yourself.

Happy Thanksgiving from Crossroads!



MRHC Celebrates Quality Week

MRHC participated in the annual National Quality Week celebration with performance improvement-centered activities the week of October 17-23. Thirteen PI teams prepared displays highlighting the improvements they have made over the past year. The Quality Council awarded four certificates for outstanding displays. Health Promotions' Customer Satisfaction and Sterile Processing/CVOR's Instrument Processing Teams tied for "Best Use of PI Principles." Their posters illustrated the use of Plan, Do, Study, Act methodology

and tools, including charts and graphs. Trauma Services was awarded "Project Demonstrating Most Improvement." The Trauma Program has made tremendous strides since its inception, and this was evident from the current performance on their success indicators. The Risk Management Falls Team received the "Best Overall Display" award for its educational theme, promotion of quality, and attractive autumn decorations. All teams are commended on their displays and their ongoing efforts to improve Quality at MRHC



Department Winners

INPATIENT
WINNER: Pediatrics

Score of 95.8 or 99%

"Edith the nurse in the emergency room was excellent & professional. She kept Isaac calm when drawing blood & starting his IV. *Dr. Bell listened to my concerns & conferred with Isaac's doctor."

"Dr. Marta Hans is a wonderful pediatrician."

"We were on the pediatric floor and all the nurses were wonderful."

"All the nursing staff was great. They always introduced themselves during shift change they took really good care of my baby. They explained all meds!"

"My daughter remembers the nurses names still. Especially Mrs. Donna. They were very kind & gentle."

INPATIENT

"Dr. Edmondson was very concerned about what was wrong with Isaac & he kept requesting cultures until he found the problem."

OUTPATIENT
WINNER: ASC

Score of 94.6 or 94%

"Dr. Garrett is a wonderful skilled doctor, very nice & listens when you have a problem - need more doctors like her."

"The nurses answered all questions and were very knowledgeable. Dr. Frazier was super."

"Everyone was very professional and polite. Thanks nurses and thanks Dr. Stewart!!"

"Thanks to everyone to the girls at the Registration Desk - to the nurses - to the whole surgery team & also to Dr. Stewart."



OUTPATIENT

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 October 2010 acknowledgements are:

Must be mentioned more than 5 times

# times mentioned	Name	Dept.
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Must be mentioned more than 3-4 times

SILVER

# times mentioned	Name	Dept.
3	Chrissie Eaton	4 Tower
3	Amy Mathis	SDC
3	Dr. Edmondson	
3	Dr. Morgan	
3	Dr. Mathis	

Must be mentioned more than 1-2 times

BRONZE

# times mentioned	Name	Dept.
1	Christina Hopper	2 South
1	Tammie Martin	2 South
1	Amy Selmon	3 Tower
1	Debbie Chatham	4 Tower
1	Devona Roaten	4 Tower
1	Elizabeth Willis	4 Tower
1	Heidi Brooks	4 Tower
1	Gayle Moss	5 Tower
1	Leah Green	5 Tower
1	Debra Simming	5 Tower
1	Becky Schroder	5 Tower
1	Mr Bob Morphis	Ambassador
1	Greg Hurd	Anesthesia
1	Gayla Nix	ASC
1	Joyce Mathis	Dietary
1	Andrew Howard	Dir. of Surgery
1	Edith Boren	ED
1	Nathan Palmer	ED
1	J.J. Mathis	EMS
1	Mary Stafford	EVS
1	Rhonda Mitchell	Home Health
1	Janet Jones	Home Health
1	Wanda Carper	Home Health
1	Jennifer Jones	Home Health
1	Destiny Vick	LDRP
1	Kayla Huggins	LDRP
1	Jillian McNair	LDRP
1	Jessica Miller	LDRP
1	Kristen Walden	LDRP
1	Natalie Timbes	LDRP
1	Stevie Bogan	OR
1	Amanda Kerr	OR
1	Mytisha Adams	OR
1	Katrina Edwards	Pediatrics
1	Miriam Trullet	Pediatrics
1	Cindy Wolfe	SDC
1	Liz Williamson	SDC
1	Helen Clemmor	SDC
1	Jessica Adams	SDC
1	Terra McLemore	SDC
1	Sonja Trusdale	SDC
1	Jennifer Stewart	SDC
1	Barbara Beavers	SDC
1	Jody Carter	SDC
1	Brenda Bradley	SDC
1	Trina Nelms	EKG
1	Tina Wallin	SICU
1	Terry Plunk	SICU
1	Amanda Trent	SICU
1	Melanie Cummings	SICU
1	Maralyn Taylor	SICU
1	Ashley Montgomery	SICU
1	Tricia Tomlinson	SICU
1	Dr. Richardson	
1	Dr. Lee	
1	Dr. Buchanan	
1	Dr. Bell	
1	Dr. Marta Hans	
1	Dr. Armstrong	
1	Dr. Garrett	
1	Dr. Frazier	
1	Dr. Jobe	
1	Dr. Bob Davis	
2	Dr. Prather	
2	Dr. Hutchinson	
2	Dr. Stewart	
2	Mandy Barnett	2 South
2	Brooke Winchester	4 Tower
2	Judy Eaton	Home Health
2	Paula Meeks	OR
2	Donna Holland	Pediatrics
2	Sylvia Jacobs	SDC
2	Phillip Prather	SDC
2	Beth Bartlett	SDC

Announcements



MRHC Diabetes Center

MRHC recently opened our very own Diabetes Center with an inpatient diabetes management team which includes a board certified adult nurse practitioner, a master's prepared diabetes nurse educator, a licensed and registered dietitian and a doctor of pharmacy.

Below are key features of Magnolia Diabetes Center:

- New up-to-date diabetes protocols and order sets; inten-

sive insulin infusion algorithm.

- Inpatient and outpatient education.
- Diabetes supplies and education material provided.
- Physician may consult any or all of diabetic team, depending on needs: Nurse practitioner available for diabetes medical management (including education); diabetes nurse educator available for diabetic teaching; dietitian available for dietary

teaching and pharmacist available for medication teaching.

Amanda L. Ham, MSN, ANP-BC

Amanda Ham is an adult nurse practitioner. She received her MSN from Vanderbilt University and graduated with honors. She is board certified by the ANCC and has 13 yrs experience as a cardiac nurse. Amanda is also a member of Sigma Theta Tau honor society of nursing.

MRHC Achieves the 99th Percentile!

We did it! Magnolia Regional Health Center has reached a milestone. We achieved a customer satisfaction rating for Inpatient and Ambulatory Surgery of the 99th percentile! THE 99th PERCENTILE! Finally everyone's hard work has paid off. CONGRATULATIONS!





Corporate Compliance Corner

Decision Making Checklist

Behaving in an ethical manner is simply this: knowing the difference between right and wrong and choosing to do what is right. This basic fact applies to ethics in every situation, regardless of whether you're looking at behavior or decision making in a personal or professional context. The concept of workplace ethics is related to how people who work for and who run organizations apply their perceptions of right and wrong to the way that they conduct business.

When making a decision, think about the following checklist:

- Are the decisions made ones that you would be okay with if you - or your children -- were affected by them?
- Would you be okay if your decision or action were to be published on the front page of the newspaper in your hometown or the place where you live now?
- Are you telling the truth?
- Is what you are doing fair to everyone who is involved?
- Will your decision build goodwill for MRHC in the community where it operates?
- Is the decision truly in the best

interests of all who will be impacted by it?

- Is the decision on the right side of applicable civil and criminal laws?

Important Note:

Being able to answer yes to one - or even a few - of the questions on the checklist is not sufficient for determining if a business decision is truly ethical. When you can truthfully answer yes to all of the questions, that's when it's safe to assume that you're making a sound decision.

Renee Bullard, 7673

Compliance/Risk Management

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."

– Martin Luther King Jr.

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.



November Birthdays

01

Betty Parsons
Jeff Mansel
Melissa Herrin
Kristin D. McRae
Kaycee R. Bullard

02

Judy G. Sumler
Cindy Weeks
Sheila R. Young

03

Jessie Waldrep
Mary B. Jones

04

Vicki Meeks
Traci Johnson
Sherry Johnson
Paula Bonds

05

Rita Brimingham
Elwanda Whitaker
Cathy Griffin

06

Keith Steward
Michelle Roberts
Ben Lambert
Thomas Purvis

07

Patricia A. Thacker
Kevin Jones
Stefani Gray
Alaina King

08

Michelle White
Diana Cummings

09

Rhonda Stewart
Denise Gibens

10

Donna McDaniel
Lisa Mattox
Trenton Huddleston
Wendy Tigner
Marty Downs
Candi Childers

11

Jeanette Sullivan
Amy Mathis
Marilyn Holt
Christina A. Page
Trinity P. Rickman
April Clifton

12

Jeffrey Thornburg
Lisa Vargason
Baron Herford
Joey Wilder
Jill Pettigrew

13

Mildred Ann Walker
Greg Davidson
Alyssa Fortune

14

Tony Bradley
Whitney L. Stewart

15

Carita Kuykendall
Stacy Gist
Krissy Johnson

16

Leslie Isbell

17

Lee Ann Story
Amanda H. Jones
Kimberly A. Newell

18

Jamie D. Hajek
Melissa D. Ingle
Courtney Buse
Sandra Stanley

19

Christy L. Austin

20

Elizabeth Wilbanks

21

Kevin Berry
Stacie Mitchell
Michael Wiginton

22

Cora Diane Clement
Buford M. Fuqua
Kathy Young
Kimberly Crawford
Taqualine Moody

23

Mae Gaines
Elizabeth Biggs
Niki Harris
Mallory Stutts

24

25

Rick owens
Penny Stephens
Syletta Holland

26

Natasha Brown
Danielle Wright

27

Annette Williams
Joshua Brown

28

29

Danny M. Bethay
Hannah Mills

30

Elizabeth Williamson
Jessica Glidewell



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