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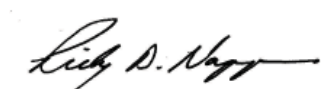
## Letter From CEO, Rick Napper

We did it! Magnolia Regional Health Center has reached a milestone. We have achieved a customer satisfaction rating for Inpatient and Ambulatory Surgery of the 99th percentile! THE 99th PERCENTILE! Finally your hard work has paid off. I have always known that MRHC has the best, most competent and compassionate staff and now we have the numbers to prove it! CONGRATULATIONS! You all deserve a big "pat on the back" for a job well done.

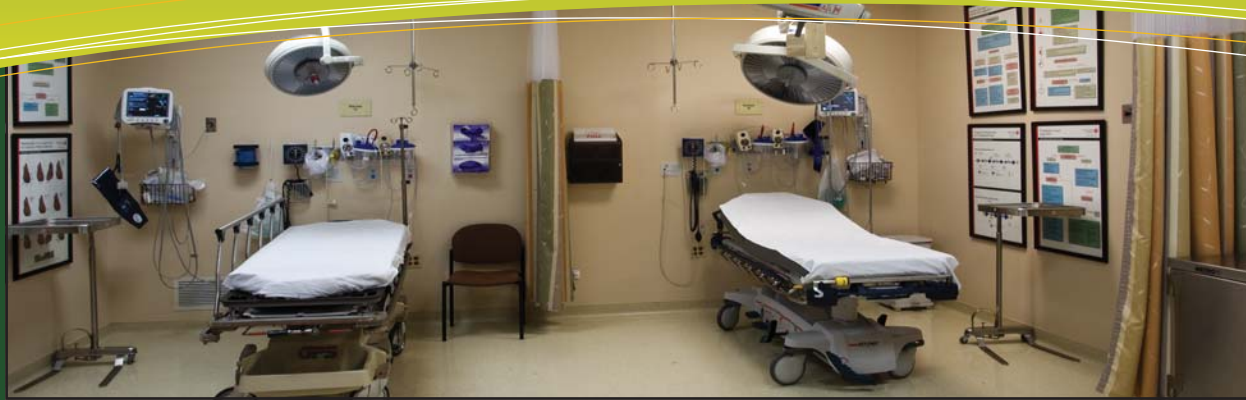
On behalf of the Board of Trustees, Executive Offices and Administration, please join us in celebrating this highlight with a congratulatory cake cutting on Tuesday, October 19th in the cafeteria. You definitely deserve a treat to recognize your accomplishment.

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

Sincerely,



Rick Napper, CEO



## Magnolia Wound & Hyperbaric Center of Excellence

### Magnolia Wound & Hyperbaric Center of Excellence Achieves National Recognition

The Wound and Hyperbaric Center located at Magnolia Regional Health Center was recently named a "Center of Excellence" in wound healing by Shared Health Services, Inc. Designation as a "Center of Excellence" recognizes the Wound and Hyperbaric Center for exceeding benchmarks in positive clinical outcomes, patient and physician satisfaction, proper documentation and safety compliance. The Center is only one of four in the nation to receive this prestigious award. The award was presented at the hospital on Wednesday, September 29, 2010.

It is estimated that over six million Americans suffer from chronic or hard to heal wounds. The Wound and Hyperbaric Center at Magnolia Regional Health Care specializes in the treatment of patients who experience these debilitating wounds. Most wounds heal quickly, usually within four weeks, but there are specific types of wounds that cause severe problems if left untreated.

"We have seen several patients who have been suffering from wounds for ten to twelve years. These chronic wounds have healed by utilizing evidence based wound care incorporating HBO (Hyperbaric Oxygen Therapy), synthetic skin grafting and multiple other cutting edge modalities," explained David Pizzimenti, D.O., Medical Director of Magnolia Wound & Hyperbaric Center of Excellence. Dr. Pizzimenti, who also serves as Director of Medical Education for MRHC's Medical Student and Internal Medicine Residency Programs, continued, " This is one of the only medical student and residency sites, where participants in the programs have the opportunity to complete clinical rotations in wound care and hyperbaric

treatment."

Rick Napper, MRHC CEO & President stated, "Our vision is to not only treat the patients that need wound care now, but to also prepare our students and residents to treat the diabetic population, which is now skewing younger than in past years." He added, "We are excited to hear that we are doing well and hope to continue to provide the highest quality care to our community."

Under the direction of Drs. David Pizzimenti and Marissa Cruz, a multi-disciplinary team of wound care specialists, including general surgeons, podiatrists, vascular surgeons, and highly-skilled certified wound care registered nurses, works to achieve some of the best healing rates and fastest healing times in the nation. During the patient's visit, the wound care team is able to perform many advanced treatment modalities making it one of the most convenient, comprehensive and sophisticated wound facilities in the region. The Center's staff, working in conjunction with the patient's primary care physician, help with the diagnosis and treatment of arterial ulcers, diabetic and neuropathic ulcers, lower extremity edema (swelling of the feet and/or ankles), pressure ulcers, problem surgical wounds, animal and insect bites, trauma wounds and venous stasis ulcers.

The Wound and Hyperbaric Center offers evidence based care which is proven to reduce complications and amputations related to these chronic, non-healing wounds. During a typical visit to the Center a patient will undergo a complete assessment, wound measurement and photographs, debridement to aid in the removal of dead, damaged, or infected tissue by surgical or other means to improve the healing potential of the remaining healthy tissue, infectious disease manage-

ment, laboratory and vascular evaluation, advanced wound dressings, compression dressings, prosthetic and pressure relief assistance, wound VAC and/or hyperbaric medicine.

Hyperbaric medicine is a non-invasive procedure often used to increase the rate of healing of chronic non-healing wounds. During a hyperbaric medicine treatment the patient is placed in a chamber containing 100% oxygen at pressures of more than one Atmosphere. Hyperbaric treatments typically last about 2 hours. Most patients will feel no differently than they would at home in their beds. They can listen to music or watch TV, talk to family members, or simply take a nap.

"We are honored to be named a Center of Excellence" said Ronny Humes, Vice-President of Operations with MRHC. "Our team of physicians, nurses, and staff is committed to healing chronic wounds and this award recognizes our efforts".

Magnolia Regional Health Care partners with Shared Health Services, Inc., a nationally known provider of Wound and Hyperbaric Medicine Centers, to provide some of their advanced therapies. "We pride ourselves not only in treating every patient like they are a member of our own family, but on the success of helping our hospitals remain up to date on every aspect of wound healing. We are very proud of the team at Magnolia Regional Health Care," said SHS President David Davis.

Shared Health Services, Inc. is based in Johnson City, Tennessee and currently works with hospitals from Florida to Pennsylvania and from West Virginia to Kansas. More information is available at [www.sharedhealthservices.com/](http://www.sharedhealthservices.com/).



Rick Napper, CEO  
David Pizzimenti, D.O.  
Marissa Cruz, D.O.

David Davis, BS, RRT, CHT  
Marla Shettles, PT, MS, WCC,





## Announcements

Congratulations to Lacey Hopkins for passing her Pharmacy Technician Certification Examination (PTCE)!

# Crossroads Center for Emotional Care

On September 30th, Crossroads celebrated their 18th year with Magnolia Regional Health Center! Thank you to everyone who has helped to make this happen and for those who attended our anniversary reception! We look forward to the next 18 years with MRHC!

Crossroads Customer Satisfaction Award for the month of August was Jenny Gifford, Med Tech! Way to go Jenny and thanks for all you do for our patients!



were: Mike Davis, Jessica Glidewell, Beth Bartlett, Ashley Carter and Jeff Thornburg! Thanks again for everyone's participation!

Don't forget on Tuesday, October 19th from 5:30-6pm Crossroads will sponsor speaker, Mary Katherine Spencer, in honor of October being Domestic Violence Month! Mary Katherine is the Community Educator for S.A.F.E, INC. This presentation is open to anyone in the community who would like to learn more about Domestic Violence Awareness!

October the 4th-11th was Mental Illness Awareness Week and through out the week Crossroads provided an informatin booth in the MRHC lobby, brought back Snax-for-Fax and played Movie Trivia for several chances to win a door prize! Out of over 50 responses we had for the Snax-for-Fax only 4 offices had all the correct answers. Those offices were, Corinth Medical Specialists, Cardiac Rehab, Rienzi Clinic and Magnolia Anesthesiology! Thanks to everyone who played and look for a special Christmas Snax-for-Fax edition!!! The winners of the door prize drawings on Thursday the 7th



**Dr. Marta's Annual Halloween Party**



Please join Dr. Marta and her staff for some ghoulish fun and delicious treats!


Friday, October 29th  
3:00 pm - 5:00 pm

**SKATEWORLD**



We hope to see you there!

MRHC IS CARRIED AWAY WITH QUALITY!



**MAGNOLIA**  
REGIONAL HEALTH CENTER  
COMPASSION • INNOVATION • HEALING  
*One patient at a time.*

MRHC is celebrating  
**National Healthcare Quality Week**  
October 17 - 23, 2010  
Check out displays in the Conference Center hallway this week and join us for the  
**FREE EMPLOYEE MEAL** on Friday, October 22nd

Also, November is Alzheimer's Awareness Month and on Tuesday, November 2nd, Crossroads nurse manager, Sonya Wyke and social worker, Michelle Essary, will present a presentation on Alzheimer's Disease at the Corinth Library from 5:30-6:30 pm. This event is also open to anyone in the community who would like to know more about Alzheimer's Disease. For more information contact Dana Jenkins at ext. 5524.



"We love the nurses on the pediatric floor! They are excellent!"

## INPATIENT

## Department Winners

INPATIENT  
WINNER: Pediatrics

Score of 97.7 or 99%



"Dr. Jobe has been nothing short of excellent."

"Dr. Armstrong and his team and assists - do well, I love to come there for services, will recommended anyone to this place."

"I trust Dr. Jeff completely."

"Whitney Butler was an excellent nurse."

"Mimi was very nice after surgery."

"I've never meant nicer people in my life. Dr. Stewart was awesome."

"Amanda Caldwell was my pre-op nurse. She went out of her way to make me comfortable and reassuring me that everything would be fine. She even prayed with me. I knew then. I was in very good hands."

## OUTPATIENT

"Everyone from start to finish was very kind and concerned. I will recommend MRHCOPS to others. Dr. Berry was great and made sure I was comfortable in the hospital and at home. Thank you all."

OUTPATIENT  
WINNER: ASC

Score of 97.1 or 99%

# Customer Service Excellence Monitor

## What is Service Excellence?

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

### The September 2010 acknowledgements are:

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

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	Dr. Johnson	
3	Dr. Pratt	
3	Dr. Armstrong	
3	Amy Shirley	5 Tower
3	Ginger Robinson	5 Tower
3	Daniel Brown	5 Tower
3	Amanda Caldwell	ASC
3	Candi Switcher	ASC
3	Kathy Young	Home Health
3	Kayla Huggins	Nursery
4	Dr. Tina Jobe	Anesthesia
4	Amanda Kerr	SDC
4	Dr. Edmondson	

2	Dr. Earles	
2	Dr. Mohammad	
2	Dr. Chase	
2	Dr. Gregory	
2	Susan Hardin	2 South
2	Debbie Chatham	4 Tower
2	Sara Smith	5 Tower
2	Sherry Patterson	5 Tower
2	Judy Sumler	ASC
2	Mary E. Ponders	ASC
2	Tiffany Martindale	Dietary
2	Brian Mitchell	Home Health
2	Melissa Herrin	Nursery
2	Beth Bartlett	SDC
2	Lindi Thornburgh	Transport
2	Sandy Parker	Transport
2	Laura Tucker	Transport
2	Jody Roberts	Transport
1	Dr. Kirby	
1	Dr. Cain	
1	Dr. Corder	
1	Dr. Pratt	
1	Dr. McKinney	
1	Dr. Flannery	
1	Dr. Hsu	
1	Dr. Morgan	
1	Dr. Thomas	
1	Dr. Hutchinson	
1	Dr. Foropoulos	
1	Dr. Frazier	
1	Dr. Berry	
1	Dr. Frazier	
1	Dr. Buchanan	
1	Cathy Lambert	2 South
1	Sandra Stanley	2 South
1	Kelsie Glenn	2 South
1	Emily Bradley	2 South
1	Carrie Brewer	3 Tower
1	Amanda Michael	3 Tower
1	Mallory Patten	3 Tower
1	Jennifer Carpenter	4 Tower
1	Chad Sanders	4 Tower
1	Carla Meeks	4 Tower
1	Brittany Glidewell	4 Tower
1	Jana Harville	4 Tower
1	Cindy Pittman	4 Tower
1	Dana Lee	4 Tower
1	Jessica Harkey	4 Tower
1	Misty Malone	5 Tower
1	Andrette Morrison	5 Tower
1	Susan Ross	5 Tower
1	Denise Short	5 Tower
1	Becky Schroeder	5 Tower
1	Jennifer Chandler	5 Tower
1	Leah Green	5 Tower
1	Carlotta Reece	5 Tower
1	Cynthia Inman	5 Tower
1	Cheryl Braddock	Anesthesia
1	Whitney Butler	ASC
1	Paula Bonds	ASC
1	Dr. Stewart	ASC
1	Tammy Lambert	ASC
1	Angela Higgs	ASC
1	Gayla Nix	ASC
1	Barbara Dickerson	ASC
1	Trinity Rickman	ASC
1	Bobby Case	ASC
1	Sarah Clemmor	Case Management
1	Anna Browder	Cath Lab
1	Christina Crum	Cath Lab
1	Brandy Poindexter	Cath Lab
1	Anna Browder	Cath Lab
1	Diane Baldwin	Dietary
1	Jennifer Pickens	ED
1	Michelle Cecil	ED
1	Lisa Davidson	EO Receptionist
1	Judy Eaton	Home Health
1	Jessica Kebodeaux	Home Health
1	Rhonda Mitchell	Home Health
1	Seidena Borden	Lab
1	Kristen Walden	LDRP
1	Michelle Cole	LDRP
1	Jessica Miller	LDRP
1	Donna Blakney	MICU
1	Laurie Prichett	Nursery
1	Melissa Herrin	Nursery
1	Kim Basham	OR
1	Brittany Coleman	OR
1	Rhonda Stewart	Patient Access
1	Tammy Johnson	Pediatrics
1	Ben Harrelson	Radiology
1	Jennifer Mills	Recovery
1	Taqua Moody	Recovery
1	Amy Mathis	Recovery
1	Jason Terry	Respiratory Therapy
1	Jessica Adams	SDC
1	Janie Gray	SDC
1	Cindy Wolfe	SDC
1	Ronnie Ward	SICU
1	Barbara Leatherwood	SICU
1	Carrie Wilbanks	SICU
1	Tina Wallin	SICU
1	Sharon Bray	SICU



## Corporate Compliance Corner

### GO THE EXTRA MILE TO MEET COMPLIANCE

With just a pinch of initiative, you can help ensure our organization's culture of compliance. Here are some simple things you can do to promote compliance day to day:

- Learn and be able to articulate the ways in which your job is critical to our organization's compliance efforts. Consider how errors on your part could place our organization in jeopardy.
  - Be willing and interested to take those extra steps concerning your compliance duties—ask hard questions, and when in doubt, double-check policies or ask your supervisor.
  - Discuss and act in accordance with the concepts expressed in our organization's code of conduct. Don't just give it lip service.
  - Feel free to raise issues with your supervisor or other manager informally or by using other reporting mechanisms. Know that it is better to ask questions and raise issues than to leave issues unresolved.
- View compliance as an opportunity rather than a burden, and consider it to be a critical component of our organization's overall quality-improvement process.
  - Actively request and seek out training and education as needed.
  - Regard auditing and monitoring findings as opportunities for improvement.
  - When new policies or procedures arrive, take time to study them and incorporate them into your job. If you are confused, ask questions. Be flexible. Understand that changes are bound to happen.

Rise to the challenge and go that "extra mile."

Thanks,  
Renee Bullard, 7673  
Compliance/Risk Management

"It takes less time to do a thing right, than it does to explain why you did it wrong."  
~Henry Wadsworth Longfellow

## 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.



## October Birthdays

01

Trina Nelms  
Beatrice Mitchell  
Amanda Newcomb

02

Mary Leonaitis  
Vicki Privett  
Jennifer Potts

03

Janet Lindsey  
Verdenda Adams  
Terry L. Harmon  
Cynthia S. Inman  
Aubrey Morelock  
Anna L. McNair  
Caitlynn Mask

04

Janie Bruner  
Lisa Smith  
Mary E. Pounders  
Chad M. Sanders

05

Melba Barker  
Chauntay Bradley  
Christopher Kelly  
Donna Dunn  
Amanda L. Ray  
Lindsey B. Franks  
Emiee Clay  
Cristi Medlin

06

Margaret Smith  
Paula Campbell  
Natalie Sleeper

07

Mathew Johnson, Jr.

08

Elizabeth Cooper  
Lanny Cleveland  
Cory Pleasant

09

Carl Edward Clement  
Randy Thomas  
Renee Bullard  
Jennifer Carpenter

10

David Pizzimenti

11

Jennifer L. Smith  
Melanie Tapp  
Tyler Box  
Ryan McCoy

12

William Stephenson  
Theresa Hubanks  
Gena Lindsey  
Jon Szubski  
Audrey Crawford

13

Willie Porterfield  
William Clay Wells  
Susan Bugg

14

Seresa Houston

15

Debbie Shelton  
Casey Evans

16

Angie Briggs  
Lorri Rice

17

Carissa Searcy  
Misty Flurry

18

Jerry L. Mitchell  
Kristy Church  
Manal Al-Qawwas  
Samantha Freeman

19

Tammy Bullock  
Jana Gifford  
Margaret Russell  
Dustin Drew Williams

20

Tangila Turner  
Mettie Walker  
Kevin Schwechten

21

Betsy Borden  
Tasha M. Emily  
Selena Massengill

22

Cathy Crum  
Penny McDonald

23

Pamela S. McGowan

24

Dana Lee  
Marcella S. Harville

25

Rita K. Walden  
Laurie Pritchett  
Nancy Jo Puckett  
Ashley Flatt

26

Tonia Brock  
Chris Wilson  
Brandy D. Waddle

27

Oliver D. Fields  
Stella Powell

28

Rhonda Atkins  
Sue Dye  
Linda Wood  
Phillip Prather  
Starnner Jones, Jr.

29

30

Carter Byrd  
Theresa M. Herndon  
Barbara Dickerson

31

Sheila Kiestler  
Alison N. Wiginton



## 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