



# Magnolia Messenger



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## Letter From CEO, Rick Napper

I have enjoyed the few nice, fall-like days that we have experienced in last few weeks. Maybe the recent 90 degree temperatures will be the last warm spell of the season and we can slip into Autumn. As this fiscal year comes to a close, we are looking forward to the next fiscal year. The Management Action Plan for Fiscal Year 2011 has been carefully and cautiously created in a format to help insure the stability of our organization in an ever-changing healthcare environment. Although the goals for the next fiscal year are substantial, we feel comfortable that meeting these expectations will keep MRHC on the right track to success and we are content that the MRHC staff can accomplish the tasks with confidence.

The new fiscal year also brings a next fiscal budget. The Operating Budget for Fiscal Year 2011 was reviewed and approved by the Board of Trustees at their meeting in September. The budget includes a 2% increase to the salaries of the employees. In a not-so-stable economy and planning for the backlash of healthcare reform legislation, the rumor was that employees' salaries would not receive an increase this next fiscal year. The Board was proud to be able to offer the increase, while keeping our facility in a stable position, still looking ahead and preparing for the future of our facility.

As we head into the fall season, planning for the events of the next few months has begun. The first annual Cancer Conference was held on Friday, September 10th with very good community attendance. Breast Cancer Awareness month is October, the annual Breast Cancer Awareness Luncheon is October 1st and the \$60.00 Mammograms are being offered from September 20th – November 19th. We are also beginning planning for the annual Winter Wonderland, which is a huge community event each holiday season. Community education of healthcare matters is very important and it is also nice to throw a little holiday cheer in the mix.

We have exciting times ahead of us at MRHC and I am proud to be a part of the journey. Thank you for everything you do for our patients and our hospital.

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

Sincerely,

Rick Napper, CEO

## Announcements

Danny Bethay was recently recognized for performing well over 1,500 Coronary Artery Bypass Surgery (CABG) cases using the endoscopic vessel harvesting technique. He was inducted as a Platinum member of the EVH Leadership Circle. This recognition places Danny in a prestigious group of the most experienced harvesters in the United States. Danny has been working along side of Dr. Max Hutchinson for over XX years and together they provide Magnolia Regional Medical Center with one of the regions most tenured and experienced cardiac surgery programs.



## MRHC Internal Medicine Residents

### **MRHC Internal Medicine Residents Get Ahead of the Game with Coding & E/M (Evaluation/Management) Documentation Guidelines Presentation**

In August, Terri Durham, CPC, Billing Supervisor with Magnolia Practice Solutions and Amy Vance, Claims Manager with Tri State Healthcare provided an educational presentation to the MRHC IM Residents on E/M documentation guidelines and coding. While all medical residency programs are focused on providing quality care, many programs often fail to include this important information to their participants. Therefore, when these physicians complete residency and begin to practice medicine, they do not associate their documentation with E/M coding. Terri Durham, CPC, Billing Supervisor with Magnolia Practice Solutions stated, "I am excited to see this education being provided at the residency level." Durham added, "In turn, I hope this will help our residents become conscious, productive

practicing physicians."

The presentation covered the reasons why documentation is important: it facilitates evaluation, planning immediate treatment and a source to monitor a patient's healthcare over time; communication and continuity of care with other healthcare professionals; accurate and timely claims; appropriate utilization review and quality of care evaluations; and collection of useful data.

In addition, the presenters reviewed the seven components for defining E/M levels of service: history, examination, medical decision making, counseling, coordination of care, nature of presenting problem and time. Amy Vance, Claims Manager with Tri State Healthcare, stated, "Knowing the importance of documentation and choosing the correct level of service helps protect both the patient and the physician while improving coordination of care."





## Announcements

In June 2010, Amy Austin passed the certification test for OR Tech with a score of 86. Amy Austin, TSC (Tech in Surgery Certified) has worked in general surgery for eight years and CVOR for two years.

National Healthcare Environmental Services and Housekeeping Week, September 12-18, recognizes the valuable contributions environmental services and housekeeping departments make in the continuum of care, preventing the spread of infections and contributing to patient satisfaction.

The names mentioned in the July patient satisfaction surveys for Crossroads Center for Emotional Care were Tim Irvin, Theresa Hubanks and Jacki Burt. The Crossroads Patient Satisfaction Employee for July was Theresa Leeth, RN.

# Crossroads Center for Emotional Care

Crossroads July Customer Satisfaction Award goes to Theresa Leeth, RN. Thank you Theresa for your hard work and dedication to our patients!



You're invited!

Please join Crossroads Center for Emotional Care

Celebrating 18 Years with Magnolia Regional Health Center  
Thursday, September 30th  
3:00-5:00pm  
MRHC Conference Center

October is going to be a BUSY month for Crossroads!! October is Depression Month, Domestic Violence Awareness Month, October 4-10th is Mental Illness Awareness Week and October 10 is World Mental Health Day.

Keep an eye out for the events that

Crossroads has planned for Mental Illness Awareness Week such as, Snax-for-Fax, Movie Trivia, and an Information Booth. Crossroads would also like to invite everyone to join us for an in-service on Domestic Violence October 19th from 5:30pm-6:00pm in the MRHC Conference Center, Mary Katherine Spencer with SAFE, Inc. will be our guest speaker. Please pass along this information to anyone in our community who may need it.

## Compass Cafe Grand Opening

The Compass Cafe Grand Opening was held on Friday, August 27, 2010, with a luau theme. The Communication Team announced that Dietary won the Communication standard award. The Communication and Standards Teams rapped about the importance of this month's emphasis standard COMMUNICATION.





“Casey was very nice, and speedy which I needed her to be @ the time!”

“All nurses and aides were awesome, they were all so sweet.”

“Awesome job, well done!!!!”

“It’s still a great hospital and I will be back. I like having people I know take care of me and my family.”

“Dr. Hans is awesome!”

## INPATIENT

## Department Winners

INPATIENT  
WINNER: Pediatrics

Score of 91.8 or 99%

OUTPATIENT  
WINNER: SDC

Score of 94.1 or 90%



“Every one was very good to me and my family. All my needs were met.”

“My surgeon, Dr. Matt Johnson was outstanding. I was impressed with his prayer before my surgery.”

“Everyone was great, had plenty of information - Everyone seemed genuinely concerned about my comfort & answered all concerns.”

“Dr. Rodriguez & Dr. Simpson was very informative. Dr. Rodriguez was so nice & caring, he knew or could tell that I was scared.”

“Beth Bartlett was terrific, she got in 1 stick. I have rolling veins.”

“My family has nothing but GOOD to say about Magnolia. They treat us like family when we are patients there. I praise Magnolia Hospital every time I get a chance.”

## OUTPATIENT

“I was very impressed with the service, friendliness, and quality of hospital, staff and doctor. Thank you!”

# Customer Service Excellence Monitor

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

## The August 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	Jennifer Mills	Recovery
3	Dr. Pratt	
3	Dr. Wooten	

Must be mentioned more than 1-2 times

### BRONZE

# times mentioned	Name	Dept.
1	Donna Blakney	2 South
1	Mandy Barnett	2 South
1	Tammy Martin	2 South
1	Elizabeth Willis	4 Tower
1	Heidi Brooks	4 Tower
1	Lauren Norman-Holloway	4 Tower
1	Vicki Privett	4 Tower
1	Sylvia Cooper	4 Tower
1	Angela Higgs	ASC
1	Jonathan Wadkins	ED
1	Donna Austin	LDRP
1	Christy McCrary	MICU
1	Kasey Wilson	Patient Access
1	Lisa Davidson	Receptionist
1	Brenda Bradley	Recovery
1	Sherry Choate	Recovery
1	Aftan Kelly	SDC
1	Janie Gray	SDC
1	Sonja Trousdale	Anesthesia
1	Bob Morphis	SE Ambassador
1	Dr. B. Shipp	
1	Dr. Chase	
1	Dr. Downs	
1	Dr. Edmondson	
1	Dr. Graham	
1	Dr. Hutchinson	
1	Dr. Mckinney	
1	Dr. Mohamad	
1	Dr. Morgan	
1	Dr. Peery	
1	Dr. Simpson	
2	Amy Carmichiel	4 Tower
2	Taqua Moody	Recovery
2	Beth Bartlett	SDC
2	Dr. Frazier	
2	Dr. Johnson	
2	Dr. Marta Hans	
2	Dr. Rodriguez	

## What is Service Excellence?

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

## WELCOME

**DR. ONEKA RICHARDSON**  
INTERNAL MEDICINE/  
PEDIATRICS-HOSPITALIST SERVICE



ONEKA RICHARDSON, M.D., an internal medicine/pediatrics trained physician, joined Magnolia Regional Health Center's medical staff in September 2010. Dr. Richardson received her medical degree from Tufts University School of Medicine in Boston, MA and completed her internal medicine/pediatrics residency at the University of Texas Medical School at Houston. She is the member of numerous professional organizations including the American Academy of Pediatrics and the Texas Medical Association.

The Hospitalist Service provides onsite inpatient care at Magnolia Regional Health Center. We are committed to the goals of high quality care and exceptional patient education. MRHC's Hospitalist Service is an extension of the primary care practices in our community and the surrounding communities that we serve.



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

For a complete listing of MRHC physicians, visit [www.MRHC.org](http://www.MRHC.org)



## Corporate Compliance Corner

### WHAT IS EMTALA?

Emergency  
Medical  
Treatment and  
Active  
Labor  
Act

EMTALA was also referred to as the Anti-Dumping Act. This law became effective April 7, 1986 and was put into place to make sure that individuals with emergent situations were not turned away from the ER because of inability to pay or some other reason. EMTALA applies to all hospitals participating in the Medicare Program that have a dedicated emergency department. It applies to our entire hospital campus. The EMTALA law is triggered whenever a person who is not an inpatient or is not someone receiving out-patient services, enters our grounds and requests medical treatment or examination, or if a person requests it on behalf of the person who is on our grounds.

A request will be considered to exist if a prudent layperson observer would believe, based upon the individual's appearance or behavior, that

the individual needs examination or treatment for a medical condition. As stated above, the person can present anywhere on our hospital premises to obtain treatment. All hospital staff have a responsibility to ensure that emergency medical, obstetric, or psychiatric patients are taken to a location to receive medical screening and treatment to stabilize the patient. Screening and treatment must take place prior to inquiring about a patient's financial status, or their race, color, national origin or handicap. A patient has the right to refuse a medical screening, however, the hospital should fully inform the patient of the health risks in declining an examination and adequately document the patient's refusal to accept medical treatment in the patient's medical record. The record of the patient's visit should reflect continued monitoring according to the patient's needs through the time the patient is stabilized or appropriately transferred. If the medical screening examination is appropriate and does not reveal an emergency medical condition, the hospital has no further obligation under the EMTALA regulations.

A patient transfer can be carried out once the patient is stabilized if appropriate. Please make sure that you report any suspected EMTALA violations in accordance with our compliance reporting procedure as soon as possible whether they deal with patient arrival and registration, patient medical screening, patient stabilization or patient transfer.

Integrity without knowledge is weak and useless, and knowledge without integrity is dangerous and dreadful.

## 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.



## September Birthdays

01

Rose Evans  
Tanya Martin  
Derek Garvin

02

Kerry South

03

Sharon South  
Bryan K. James  
Lisa Gant  
Angela Lambert

04

Janie Gray  
Tammy R. Spencer  
Misty C. Crotts

05

John Michael Davis  
Beverly Knight  
Billy F. Taylor  
Trey Graham

06

07

Terri R. Payne

08

Ronda Moon  
Karla Schroeder

09

Tammie Martin  
Taylor Wallace

10

Barbara Moore  
Paula Johnson  
Tamra Briggs  
Tiffany Long

11

Jeffrey Taylor  
Kathy D. Butler  
Lynnette Johnston  
Cynthia Wood  
Lisa Latch  
Paige Hatch  
Kristine Myers

12

Wendy Kalimeris

13

Edward Sitton  
Tandalaya Harris  
Brad Jones

14

Brenda Hopkins  
William Beazley  
Carrie Brewer  
Stephanie Berryman  
Tania Jenkins  
Kimberly Basham  
Scott Puckett

15

Maxine Moon  
Theresa M. Massey  
Paula Meeks  
Paula Hannon

16

Martha Lamb  
Shannon A. Smith

17

Barry Barnett  
Tullisha Kuykendall  
Wendy Vess

18

Gwendolyn Evans  
Matthew Gray  
Malisa Dawson

19

Julie Bingham  
Debbie Chatham

20

Edith Havers  
Gayla R. Nix  
Philamenia A. Hutchins  
Ronnie Chappel  
Shuntrisia Ratliff  
Alisha Terry

21

Amy Bullock

22

Tara W. Ray  
Amy Cornelius  
Sherry Grissom

23

Connie Evans  
Sara G. Mills  
Donna Dean  
Jennifer Burcham

24

Alice Faye Newcomb  
Billy Kennedy  
Tracy Rinehart  
Brittney Leckner  
Wesley Richardson

25

Merri Patrick  
Mytisha Adams

26

Shellie Burks  
Robert B. Lewis  
Don Harrison Jr.  
Tiffany Hight  
Sonya Butler

27

Jujuana Meeks  
Tamisha R. Slayton  
Alicia Nabors  
Amy Thrasher

28

Bruce Beene  
Latasha Hall  
James L. Delgadillo

29

Teresa Crowe  
Kortni Gillman

30

Dana Little  
Jade E. Newsom  
Christopher R. Malone



## 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  
Starnar Jones, Jr.

29

30

Carter Byrd  
Theresa M. Herndon  
Barbara Dickerson

31

Sheila Kiestler  
Alison N. Wiginton