

Generally Speaking

Generally Speaking is a bi-weekly newsletter for Marion General Hospital

VOL. XVII NO. 16 September 3, 2010

Suzanne McNeal and Kathy Irey are August Service Stars

~Provided by **Carolyn Kile**, director of customer service and operations improvement

A song can make a memory ... and *Don't Stop Believin'* has brought people, movies and television together for several years in such titles as *The Wedding Singer*, *Cold Case*, *My Name is Earl*, *American Idol*, and the final scene of *The Sopranos* – to name just a few.

In sports it became a rallying cry for the Chicago White Sox in their successful run to the 2005 playoffs. The song was played at

Suzanne McNeal (l) and Kathy Irey were celebrated at a recent Leadership meeting as our August Service Stars.

critical points during the stretch run of the pennant race, a season culminating in the team's first World Series Championship in over 80 years!

So now I want to share the story of two Marion General Hospital associates who came together to make a memory for a family in need. These two stars don't work together, and they may not have even known each other very well, but they immediately saw what was needed and took action. **Suzanne McNeal** and **Kathy Irey**



worked hand-in-hand to make a potentially embarrassing situation a great experience.

Suzanne was helping an elderly couple with coupons in the cafeteria. The husband was blind, using a cane, and was holding on to Suzanne's arm as she was pushing his wife in a wheelchair. As it was noon, it became obvious that they were holding up the lunch line! In an

effort to find some help, Suzanne recognized

Kathy five or six people back in line waiting to get her lunch. Kathy moved quickly to help with getting lunch trays and drinks, and she also assisted Suzanne in getting them seated, set up, and ready to eat.

These two ladies did not just help our elderly visitors ... they honored their dignity and worth. Together, they made an awkward situation seem very comforting by seeing the need and positively responding to that need. They

demonstrated that even if we don't really know each other, we are all here to serve, and to do whatever it takes to provide that extra service. The message here is clear – *Don't Stop Believin'* that each person can make a difference!



YTD

July 1–August 26
Inpatient – 79%
Emergency Services – 88%

Nicole Dutton Receives DAISY Award

Nicole Dutton, RN, 1-North, was honored with the presentation of Marion General Hospital's DAISY Award. The words on the DAISY award certificate read, "In deep appreciation of all you do, who you are, and the incredibly meaningful difference you make in the lives of so many people."

Nicole was nominated by her co-worker, **Linda Miley**, who wrote:

"One night while I was working with Nicole, we were getting a patient ready for open heart surgery. This is something that we normally do not handle on 1-North.

The patient was extremely nervous. Nicole was very compassionate with her and actually stayed in the room as much as possible comforting her. Nicole even shed a few tears with the patient and helped to calm her before the surgery.

Nicole was not scheduled to work the following night, but called in to check on this patient. This is just one of the ways that Nicole shows her caring and compassionate nature with her patients."

Nicole received an award certificate, a DAISY Award pin, a hand-carved Shona sculpture entitled, "A Healer's Touch," and Cinnabons, a sponsor of the DAISY Foundation, to share with her co-workers.



Celebrating the DAISY award, are, front row, from left, Angela Edwards, Shina Cauthen, Nicole Dutton, and Kathy Doan. Back row, from left, are Chris Babbs, Eric Wallis, Ashley Edwards, and Crystal Thompson.

Customer Service Spotlight

4-South Team Awarded Clinical Quality Banner

Our 4-South Team was awarded the Clinical Quality Banner for achieving 100 percent throughout FY10 on *Heart Failure Discharge Instructions*. Representing this team are, front row, from left, **Carmen Johnson, Mary Sharrock and Angela Collins**. Second row, from left, are **Libby Hall, Dr. S. Prasad Ravi, Dr. Cregg Ashcraft, Nanette Newsome and Don Alley**. Congratulations to the entire team for their hard work and dedication to providing great customer service!



Clinical Quality Trophy Awarded to ICU Team

The Clinical Quality Trophy was awarded to our ICU Team for achieving 100 percent throughout FY10 on *VTE Prophylaxis with SCIP Core Measures*. Representing this team are, front row, from left, **Kathy Hess, Betty Keller, Jennifer Warner, Angie Mathias, and Jana Bartram**. Second row,



from left, are **Lisa Vance, Ashley Edwards, Amanda Creps, Lindsey Ferguson, Barb McClain, Candy Sommers, and Teresa Foght**. Congratulations to this team for continually striving to meet their goals.

Evie Dean Accepts Role as Director of Perioperative Services



Evie Dean is the new director of perioperative services for Marion General Hospital, having joined the hospital on August 16. Evie has over 20 years of surgical nursing experience and joins us from Promedica Fostoria Community Hospital where she served for more than 10 years as director of surgical services.

Evie earned her nursing degree from Conestoga College, Kitchener-Waterloo, Ontario, Canada, and is a certified operating room nurse (CNOR) as well as a registered nurse first assist (RNFA).

Evie and her husband, Rod, live in Upper Sandusky. Please be sure to introduce yourself to Evie and welcome her to Marion General.



Kudos

Kudos to **Amy McChesney**, registration clerk for the patient access department, on the successful passing of her board exam for Physical Therapy Assistant. Congratulations, Amy!

Generally Speaking

Generally Speaking is published payweek Fridays by the Public Relations Department.

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Please submit story ideas or comments to Susan Loyer, public relations department, at ext. 8838, via e-mail at loyers@ohiohealth.com, or interhospital mail, or from outside the hospital by calling 740/383-8838.

 **Marion General Hospital**
OhioHealth

Nothing compares to the simple pleasure of a bike ride.

~John F. Kennedy



“Pulling for the United Way”

From the United Way website: *Donations to United Way of Marion County fund programs at these local nonprofit agencies:*

American Red Cross – Marion County Chapter
 Boys and Girls Club of Marion County
 Center Street Community Health Center
 Eye to Eye Low Vision Support Group
 FIRST Line Information & Referral
 Heart of Ohio Mentoring
 LaRue After School Area Program (LASAP)
 The Legal Aid Society of Columbus - Marion Branch
 Marion Adolescent Pregnancy Program (MAPP)
 Marion Area Counseling Center
 Marion County Family & Children First Council
 Marion Family YMCA
 Marion Goodwill Industries
 Marion Shelter Program
 Mobile Meals of Marion County
 Ohio Heartland Community Action Commission
 Safety City of Marion, Ohio
 The Salvation Army
 Scouting Scholarship Program
 Turning Point



Many Chances to Show Your Support

- The MGH United Way Committee is conducting a raffle for a **Whirlpool Duet washer and dryer** – valued at over \$2,000. This set will be on display in the hospital cafeteria. Raffle tickets are \$10 each or three for \$20 and tokens are welcome toward the purchase of tickets. Drawing for this raffle is planned for October 18, 2010. **If you want the tickets you receive for being a Fair Share or Pillar donor counted toward this raffle, you must have your donation card turned in before October 11.**
- The committee is also raffling a Sony 46” Class LCD HDTV 1080p television. Ask **Doug McCullough**, materials management for the details! Tickets for this fantastic prize are \$5 each or three for \$10, and again, tokens are accepted. Drawing for this raffle will take place November 1, 2010.
- A **spaghetti dinner**, sponsored by quality/case management, is scheduled for 11 a.m.-2 p.m. and 4:30-7 p.m., September 15, in the Skylight Café. For \$5 (or one token), you will receive spaghetti with sauce, garlic toast, tossed salad, iced brownie and a drink.
- Laboratory services is offering their very popular **“Grill, Beef, and Pork”** raffle again this year! You can win a four-burner stainless steel gas grill (a \$200 value), 20 pounds of beef (an approximate \$120 value) and 20 pounds of pork (an approximate \$68 value). Tickets are one for \$5 or three for \$10, with tokens accepted. Stop by the main lab to check out the grill and purchase your tickets. Drawing is September 20 at 2 p.m.



Mark Your Calendars

September 7, 5:30-7:30 p.m., Office & Conference Center, Grief Recovery® Outreach Program Marion General Hospital Hospice offers this 12-week outreach program, affiliated with and endorsed by The Grief Recovery Institute, which helps guide those who wish to resolve loss issues and move beyond grief to a richer quality of life. The program is conducted by Joanie Worthen, RN, BSN, Certified Grief Recovery® Specialist, and is offered at no cost, regardless of affiliation with hospice. Registration is strongly recommended as class size is limited. To register, or for more information, please call 740/383-8930.

September 11, registration from 7-9 a.m., McKinley Park in Marion, 30th Annual Popcorn 100 Bike Tour This family-friendly bike ride consists of two bike routes (25 and 62-mile) that take riders through some of the most scenic areas of Marion County. Registration forms are available from public relations, 740/383-8980, or online at www.mariongeneral.com.

September 13, Noon-3 p.m., Office & Conference Center, Healthcare Provider CPR Recertification For healthcare providers who need recertification in Basic Life Support Healthcare Provider CPR (adult, child, infant, two-man and AED). Register on HealthStream or call **Devy Dieter** at 740/383-8406.

September 16, Noon-4:30 p.m., Office & Conference Center, Healthcare Provider CPR Training This class is designed for nurses, nursing students, EMS personnel, therapists and other healthcare providers. Participants receive a Cardiopulmonary Resuscitation (CPR) Healthcare Provider card. Class includes adult, child, infant, two-man and AED. Register on HealthStream or call **Devy Dieter** at 740/383-8406.

September 16, 4:30 p.m., Union/Crawford Rooms, Heart Healthy Eating Class Marion General’s registered dietitians want to help you develop heart healthy eating habits. To do this, they have developed a class that helps with grocery shopping, reading labels, making healthier food choices, as well as how to prepare them in a healthy manner. Pre-registration is required for this free class by calling central scheduling at 740/383-8484. Healthy snacks will be provided.

Flu Shots Begin September 13



Seasonal flu vaccinations will be available free of charge to all employees, volunteers, ancillary staff, and physicians, beginning **Monday, September 13**. Vaccinations will also be provided to nursing students who are in the hospital for clinical rotations.

Shots will be administered in the employee health office, located on the ground floor directly across from human resources, from 7:30-11:30 a.m. and 12:30-4 p.m., Monday-Friday. No appointment is necessary.

This year's vaccine will contain two strains of seasonal antigen, plus H1N1. Vaccinations are not expected to be mandated this year, but everyone is strongly encouraged to get vaccinated. Please contact **Joe Howard**, employee health nurse, at 740/383-8959, if you have additional questions.

Give Another Day, Another Year

From 11 a.m.-5 p.m., Thursday, September 9, in the Union/Crawford rooms, you can give the gift of life, as a Red Cross Bloodmobile has been scheduled at MGH.

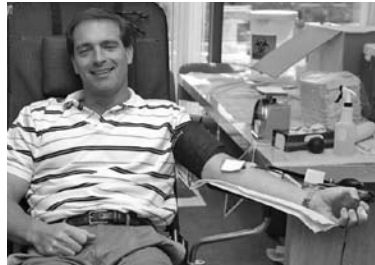
Many of us have valid reasons why we can't give blood, but take a look at this list of five reasons people don't give blood ... and then check out the responses to them. It might just help you decide to make an appointment. Don't wait, do it now ... someone's life could be hanging in the balance and your blood could tip the scales! Please call 1-800-GIVELIFE (448-3543) to make your appointment.

- **I don't like needles/I am scared of needles/I am afraid to give blood**

Nearly everyone feels that way at first. However, most donors will tell you that you feel only a slight initial pinch, and 7-10 minutes later, they are finished and headed for the snack table. If you take the time (and courage) to make one donation, you'll wonder why you ever hesitated.

- **I am too busy**

The entire process takes about an hour and the actual blood donation time is only 7-10 minutes. If you stop to think that an hour of your time could mean a lifetime for a premature baby, someone with cancer undergoing chemotherapy, or someone who's had an accident, you might decide that you can make the time to give the gift of life.



- **No-one ever asked me ... I didn't realize my blood was needed**

Consider yourself asked! There is simply no other way to supply the blood needs of hospital patients except through the generous donations of people like you. Every two seconds someone in America needs blood. More than 38,000 donations are needed every day in communities across the U.S.

- **My blood isn't the right type**

Every type of blood is needed daily to meet patient needs. If you have a common blood type, there are many patients who need it, so it is in high demand. If you have a less common blood type, there are fewer donors available to give it, so it is in short supply.

- **They won't want my blood (I am too old/I've had an illness)**

If you have doubts, check with your physician. The qualified staff on duty at the blood drive will also review your medical history with you. There is no upper age limit to donate blood with the American Red Cross, and a great many medical conditions do not prevent you from donating blood, or may have done so only temporarily in the past.

Coming Up ...

MTC and OSUM Students Welcomed Back



Sponsored by Marion General Hospital and Panera Bread, MTC and OSUM students are invited to the annual *Welcome Back Breakfast*

anytime from **8-10:30 a.m., Thursday, September 23, in the Student Center.**

Health Awareness Profiles

From 7 a.m.-Noon, September 13-18, at the Office & Conference Center, you

can receive a complete series of blood work for \$20. At an additional cost of \$25, a PSA (prostate-specific antigen)

test will be offered. Best results are achieved when participants have fasted eight to 10 hours prior to the test. Call 740/383-8559 for more information.



Welcome New Employees

Environmental Services
Bethany Burton

Medical Services
Deborah Brown

Surgery Services
Dana Cox
Evie Dean

Surgical Services
Megan Karcher
Ashley Summers

Medication Disposal Day Coming Up

America's biggest drug problem isn't on the streets ... it's in our medicine cabinets. Prescription drug abuse ... prescription drug misuse ... it's an issue ... at any age.



With this in mind, Marion General Hospital, in partnership with the Crawford- Marion Board of Alcohol, Drug Addiction and Mental Health Services, Marion County Recycling and Litter Prevention, The Marion Star, and MARMET Drug Task Force, is offering a Medication Disposal Day for Marion and the surrounding communities. On **Saturday, September 25, from 10 a.m.-2 p.m.**, bring your expired

and unused prescription and over-the-counter medications to the parking lot behind the Marion County Building (located at 222 W. Center Street in Marion). Law enforcement officers will dispose of these medications in a safe, legal and environmentally conscious manner. **NO QUESTIONS ASKED.**

Diabetes Drive-Thru Sees Over 350 Community Members

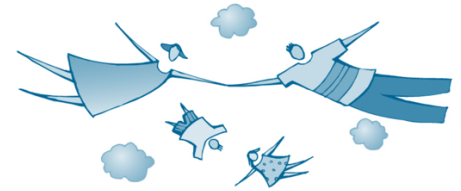
One of the Marion community's largest one-day health-screening events, the Diabetes Drive-Thru encourages community members to drive up in their vehicles and have their blood sugar screened for diabetes at no cost to them. Once again, the event proved popular with over 350 people driving through. Co-sponsored by Marion General

Hospital, Marion Area Health Center, Smith Clinic, and WMRN-AM, the annual event is hosted by more than 40 employees and volunteers who provide screenings, distribute snacks and prizes, and encourage members of our community to drive in and be checked for diabetes. **Dr. Carmen Skinner**, internist,



serves as the event's physician advocate. **Jane Binau** (I), human resources, and **Anna Bomas**, home health services, support the annual Diabetes Drive-Thru by offering snacks to community members who drive thru to have their blood sugar checked. It was a beautiful morning to be outside, and judging from their smiles, Jane and Anna both enjoyed helping out with the event!

Family Friendly Community Health Fair



You're invited to attend a family friendly celebration, scheduled from **3-7 p.m., September 23**, at the Marion YMCA. Co-sponsored by Marion General Hospital, Nucor, Marion Public Health, and the YMCA, admission is **FREE**, and you and your family can enjoy a wide variety of entertainment that will include visitors from the Columbus Zoo. You can have your blood glucose/cholesterol checked, get a flu shot, and even take a tour of the YMCA ... and much more. Boxed dinners and refreshments can be purchased.

Book Sale Offered at Popcorn 100 Bike Tour

In addition to a great bike ride on September 11, you can browse through a really great book sale! In support of the *Monica Douglas*



Memorial Fund, a book sale will take place in the open shelter house at McKinley Park from 8 a.m.-3 p.m. (or until all the books have been sold). All books will be sold for just a quarter, including all titles of books from medical, fiction, romance, Civil War, and children's books to cook books and antiques. Don't miss your chance to find a really great read to finish off your summer, and support a great cause as well! For information about the *Monica Douglas Memorial Fund*, contact **Deb Douglas**, 740/383-8446, **Marge Simpson**, 740/383-8437, or **Judi Brookes**, at 740/383-8821.

Associate Opinion Survey Results are In!

On July 22, organization-level results of this year's survey were shared with our leaders ... and the news was good!

"First of all, about 30 percent more associates completed the survey than in 2009, making this year's participation (at over 85 percent) the highest ever at MGH," states **Linda Alesi**, director of human resources. "That's exceptional, and ensures that our results accurately reflect what we are all thinking and feeling about our hospital!"

In the critical *Employer of Choice* (EOC) attitude area, responses were more positive than last year in seven of the eight questions, with the eighth question staying steady at a very positive 5.2 out of 6 rating. Our overall EOC score of 4.9 exactly matched the system rating for OhioHealth.

Other attitude areas that were significantly **positive** over last year's survey include:

- perceptions of how senior leadership is leading the organization,
- the ability to participate in decision-making at the organization and department level,
- associates' feelings about their managers, and
- how well the organization "lives" our mission/ministry/ethics and compliance values.

You may have noted that the survey was a bit shorter and some of the questions were a little different. The survey was redesigned to better align with our balanced scorecard, as well as the other best practice healthcare organizations we are compared with in the survey.

Another change this year was related to demographic information, which is no longer shared at the department level. That information is reported and used only at the organization and system levels, to help us understand our associate population in the aggregate and to appropriately address the issues important to our diverse workforce.

During the months of August and September, feedback sessions are being held in each and every department. If you haven't already, you'll see an overview of the results for MGH, a comparison of how we stack up to the rest of OhioHealth (very nicely, thank you!) and results specific to your work group. It's your chance to help craft the action plan your department will use over the next year to continue the "best practice" journey toward making Marion General Hospital an even better workplace!

Associate Opinion Survey Results

Attitude Area	2010	National Norm	OhioHealth Norm
Job Satisfaction	5.0	5.0	5.0
Senior Leadership	4.7	4.5	4.6
Director	5.0	4.8	4.9
Manager	4.8	4.7	4.8
Human Resource Programs	4.6	4.5	4.6
Job Security	4.6	4.5	4.5
Teamwork	5.0	5.0	5.0
Productivity	4.7	4.6	4.6
Participation	4.6	4.3	4.4
Employer of Choice (see additional chart)	4.9	4.9	4.9
Mission/Ministry/Ethics/Compliance	5.1	4.8	5.1
Physician Relations	4.6	4.7	4.9
Workplace Diversity	5.3	5.0	5.2

"Associate Opinion ..." continued

Attitude Area	2010	National Norm	OhioHealth Norm
Quality of Service	5.0	4.9	5.0
Patient Safety	5.3	5.3	5.3
Alignment	5.1	5.0	5.1
Associate Engagement	5.0	4.9	5.0

Employer of Choice Results

Question	2010	2009	National Norm	OhioHealth Norm
Good job communicating organization objectives	5.0	4.9	4.9	4.9
Quality/service improvements a high priority	5.2	5.1	4.7	5.1
Taking steps to keep competitive edge	4.8	4.7	5.0	4.9
We will use survey info to make improvements	4.4	4.3	4.4	4.3
I would recommend employment to friends	5.0	4.9	5.0	5.1
I am proud to work for this organization	5.2	5.2	5.4	5.3
My manager communicates performance expectations	5.0	4.8	4.8	4.9
My manager is genuinely interested in associates	4.8	4.7	4.7	4.8
Overall Employer of Choice results	4.9	4.8	4.9	4.9

The Benefit Window

403b Information Available

MetLife representative, Derek Kesig, will be available at Marion General, to provide information and answer questions regarding 403b. Please call **Jane Binau**, human resources, at ext. 8690, to schedule an appointment during the hours of 7:30-11:30 a.m., September 15 and October 1; or Noon-4 p.m., September 9 and 21.

"Education's purpose is to replace an empty mind with an open one."

~Malcolm S. Forbes

Dr. Carol Solie Accepts New Position



Dr. Carol Solie, vice president of medical affairs for Marion General Hospital, has accepted a new position within the OhioHealth system. She will now fill the role of vice president, medical affairs for OhioHealth, focusing on outreach activities in support of the system. In her new role, Dr. Solie will serve as a liaison with several of our regional hospitals, reporting to **Dr. Bruce Vanderhoff**, chief medical officer for OhioHealth.

Dr. Solie joined the Marion General Hospital medical staff in August 1986 and has served as vice president of the medical staff since October 2002. Please join us in thanking Dr. Solie for her years of service to Marion General, and welcome her to her new role with OhioHealth.



From left, **Lisa Cudd**, **Krista Kenner**, **Kim Haviland**, **Dr. Carol Solie**, and **Rona Young** share laughter and friendship at the reception thanking Dr. Solie for her years of service to Marion General Hospital.



Dr. Carol Solie and **Janet Kightlinger** share a hug and some fond memories at the party.

Volunteer Happenings

TWIG I Uniform Sale Slated



“Fall” into the season with brand new uniforms! TWIG I Well Care Clinic is sponsoring a uniform sale from **7 a.m.-5 p.m., September 16, and 7 am.-3 p.m., September 17**, in the Marion/Morrow rooms. Payroll deduction is available for full- and part-time employees. **And remember that employees with 20 or more years of service are offered a 20 percent discount, compliments of hospital administration.**

A portion of the money from sales goes to TWIG I to help support the Well Care Clinic. For questions regarding the uniform sale, please contact **Beth Meadows**, manager of volunteer services, at 740/383-8682.

TWIG I Cleaning Up

TWIG I is sponsoring a garage sale from **8 a.m.-6 p.m., Friday, September 24, and 8 a.m.-Noon, Saturday, September 25, at 807 Vernon Heights Blvd.** You can browse through a great selection of children's and adult clothing, miscellaneous household goods and bric-a-brac, and even a working dishwasher and refrigerator. If you would like to donate items for the sale, you are welcome to do so through Wednesday, September 22, and should deliver them to the address of the sale.

Funds generated from the sale help support the work of the Well Care Clinic with the purchase of vaccine, office supplies, and much more. For information about the TWIG I garage sale, please contact **Beth Meadows**, manager of volunteer services, at 740/383-8682.



“Mum” is the Word!



TWIG VI is gearing up for their annual Mum Sale, planned for **September 23 and 24, with rain dates of September 30 and October 1.** Beautiful potted mums will be offered at \$5 each or three for \$12 and can be purchased at the following locations:

- Marion General Hospital under the front canopy from 10:30 a.m.-4:30 p.m.
- Marion Area Health Center front lawn area from 8 a.m.-2 p.m.
- Marion General Hospital Office & Conference Center 8 a.m.-2 p.m.

For more information, please contact **Beth Meadows**, manager of volunteer services, at 740/383-8682.