

# JACK'S JOURNAL

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## Mission Statement

“Treat patients, staff and visitors as you would like one of your family members to be treated.”

## Extra effort required by all to reach our ultimate goal

I hope everybody is having a great 2010 so far and enjoying this beautiful spring weather. The spring season has always represented a new beginning, a new hope, a fresh start, a new energy, and a refreshed commitment.

Everybody who has the privilege of working at Jack Hughston Memorial Hospital needs to be committed to our jobs, our responsibilities and the overall welfare and reputation of the hospital. Being the best hospital in the region and consistently exceeding our patient's expectations **requires dedication and extra effort by everyone** in the building.

Recently, in a manager's meeting, we talked about “212: The Extra Degree,” from Sam Parker's book. It's a simple concept to understand. At 211 degrees water is just hot, but at 212 degrees water boils. With boiling water comes steam, and with steam you can power a train. Think about that. Applying one extra degree of temperature is the difference between something that is very hot and something that generates enough force to power a locomotive.

The same principle applies to work and life. One bit of extra effort could be the difference between achieving your goals and missing them. Extra effort could be the difference between overcoming adversity and giving up or quitting on yourself. **Extra effort separates the best employees from the average ones.** Cumulative extra effort by all of



us will make the difference between being a good hospital and a great hospital.

We have made great strides at the Jack. We have overcome much adversity, but still face many challenges moving forward. Many of these challenges we can control, such as **servicing our patients better and acting as more responsible**

**stewards** of the hospital property and equipment. Some obstacles are out of our control, such as the new Health Bill and the changing laws forthcoming.

It is paramount that we all take responsibility, exert extra effort in our daily job duties and collectively work to make Jack Hughston Memorial Hospital a top-notch hospital respected by our peers and requested by patients. **It is my vision that we become a destination hospital throughout the United States and world.** That patients choose to come here from all corners of the globe because they want the best surgeons, the best care, the best treatment and the best results.

We have come a long way in a short amount of time. But the quest for excellence and distinction is an ongoing journey. Let's enjoy the ride.

Best regards,

Mark Baker

# HUGHSTON DAY

## **CELEBRATE! CONGRATULATE!**

Hughston Day is an annual celebration of Dr. Jack Hughston's birthday. It is also a great occasion to say thank you to all of the hard working employees at the Jack. On Friday, April 16, employees enjoyed birthday cake and punch in the cafeteria and also received a pedometer as a gift.



**From left, Tracey Ware, Chareka Hines and Yolanda Jones.**



**Nathan Cash and Bill Deal**



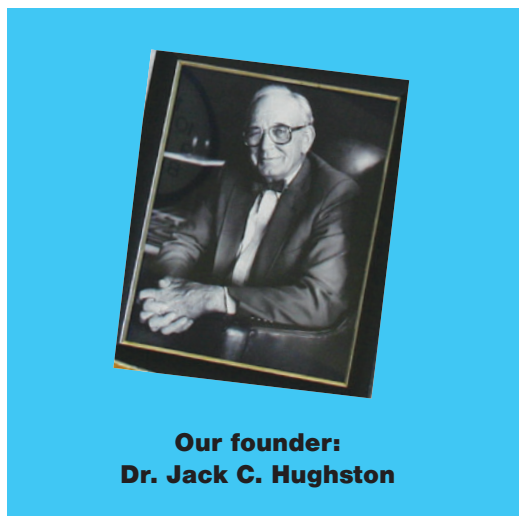
**From left, Gina Rolling, Alice Titus and Vivian Cobb.**



From left, Gina Rolling and Melanie Yomes.



From left, Angela Burrell and Gayle Durham



Our founder:  
Dr. Jack C. Hughston



From left, Angela Tobbert, Ken Jordan, Mary Ainsworth and Amy Jordan.

# EMPLOYEE BIRTHDAYS

## MAY

- DAVIS, TERESA K 5/2
- HILL, MARTHA FATE 5/2
- DURHAM, JENNIFER GAYLE 5/3
- AMARO, ISABEL A 5/5
- CLAUSELL, DEBORAH ANNE 5/5
- MORRIS, SHENA O 5/7
- MCCAIN, LINDA 5/8
- BOWSER, ERIN 5/8
- BLANKENSHIP, JENNIFER 5/11
- ROBERTS, TRUDIE M 5/12
- LUNCEFORD, RENAE N 5/14
- TAYLOR, IDELLA H 5/15
- ANDERSON, PETER F 5/15
- ALEXANDER, JENNIFER L 5/18
- KELLEY, JOSHUA CALEB 5/19
- LEONARD, JESSIE KATHERINE 5/19
- BARBER, ABBY LEONA 5/20
- WILLIAMS, PATRICK DEMETRI 5/21

- DAVIS, JONI D 5/22
- JONES, JOSHUA D 5/23
- NORTH, FAYE L 5/23
- BATTLE, SELMA PATRICIA 5/24
- WINNS, MELISSA MARIE 5/29
- PITTS, BRIDGETT RYAN 5/31
- LIVINGSTON, VIRGINIA ANN 5/31
- SCRIMPshire, CODY 5/31

## JUNE

- LITTLETON, DAVID MARTIN 6/1
- BENHAM, ASHANTA 6/2
- WILLIAMS, SHANANDRA N 6/3
- DAVIS, JENNIFER LYNN 6/5
- LARKEY, ANNELLA C 6/7
- BYRD, MELISSA ANA 6/11
- DEWBERRY, SANDY L 6/12
- SMITH, DONNA S 6/14
- DEAL, WILLIAM E 6/17

- STRINGFELLOW, PAUL 6/17
- DUNN, KATHY E 6/19
- GAYLER, APRIL GUNTER 6/20
- OWEN, CHRISTINA 6/21
- MOORE, BRENDA A 6/21
- SANDERS, CYNTHIA 6/21
- BLAIR, NINA PATRICIA 6/22
- RUSSELL, LESLIE P 6/22
- RIBOLINI, VICKI B 6/22
- THOMAS, DANNY KEITH 6/22
- LIRA, LEESHEAN D 6/24
- SIGNER, JUDITH DIANE 6/24
- SIMPSON, LATASHA 6/24
- WILLIAMS, BRIDGET D 6/25
- HAMLET, PAULA L 6/28
- CULLEFER, KIM E 6/29
- ABLES, JUDY L 6/30

# NEWS @ THE JACK

## *What's Cooking at the Jack?*

We may have expanded a little in our waistline over the winter, and for good reason. Who can resist the fabulous comfort dishes that our chefs are preparing daily?

### **Have no fear, salad is here!**

The café is expanding the salad bar this spring! With the introduction of a large selection of grab-and-go specialty made salads that are sure to delight even those who are counting calories.

The chefs will continue the traditional culinary delights while adding seasonal twists on the favorite classics. Thanks to the dietary department for all the work and planning that goes into the menu each day. Compliments to our chefs and team!

The café is open to the public Monday-Friday for breakfast, lunch and dinner. Open Sunday for lunch only.

## *Customer Service Classes*

In March, Jack Hughston rolled out its customer service training classes. We began with a quick introduction of how a bad first impression can leave a customer bewildered. The tone was set with a hasty entrance, on my behalf, followed by the enjoyment of a little snack I had on hand, a gulp of soda, a personal phone call, and the application of makeup. I displayed disorganization and left the class in question of why they were in the so-called customer service class. It was a success, as I grabbed the class's attention with act one, scene one!

I was thrilled with the class participation and feedback from employees. Credit is due to Jack's mission statement, which is, "Treat patients, staff and visitors as you would like one of your family members to be treated."

I took this statement and built around it. If we could display the mission statement each day, the customer service class would be a success. The mission is simple. It starts with the act of kindness, followed by wrapping each customer in service.

Who are our customers? Our customers are our visitors, our patients, our patient's family members, our co-workers, our physicians, and other departments.

Gold stars to Jack employees! I have seen many acts of kindness throughout the hospital. It is truly amazing what a few pleasant words and proper communication can do for a business, person and home. Good spirits are contagious.

Keep the kindness flowing, remember to be an angel, guide our visitors, make eye contact, acknowledge, introduce, describe the duration of procedure, explain anything else that may ease the customer. Always thank them, for without our customers we have no business. Let's keep them talking and spreading the good word!

— Jennifer Mordic

## *Customer Comment Cards*

Unlocking the comment boxes each morning and finding fresh cards inside is thrilling for me! Easily entertained, yes, but here is why: I do not know what

I am going to read or who may be mentioned. That is the exciting part of it. I care about so many of the people employed with Jack Hughston. When I see that their efforts are being appreciated by others, it really makes all the hard work worth it. Here are some of the comments I have received over the past month.

*"We would like to thank everyone for being so nice to us and our daughter. All were very professional and well trained. Thank you so very much."*

*"Mrs. Fuller shows extreme kindness and compassion with us when admitting to the hospital."*

*"Starting with all the pre-op staff, they made me feel like everything was going to be just fine. My nurse, the one with the pretty highlights (Patty) was super. I love this place."*

*"The care was excellent! ALL the nurses, PT and doctors were great. New York is grateful. (This patient was from New York.)"*

*"Our experience was wonderful everyone was so nice and professional. One nurse in particular, Nekisha on 4th floor, she went out of her way to be super nice and helpful to me. I would recommend this hospital and staff to anyone."*

*"Wonderful idea for electronic update on patients in surgery."*

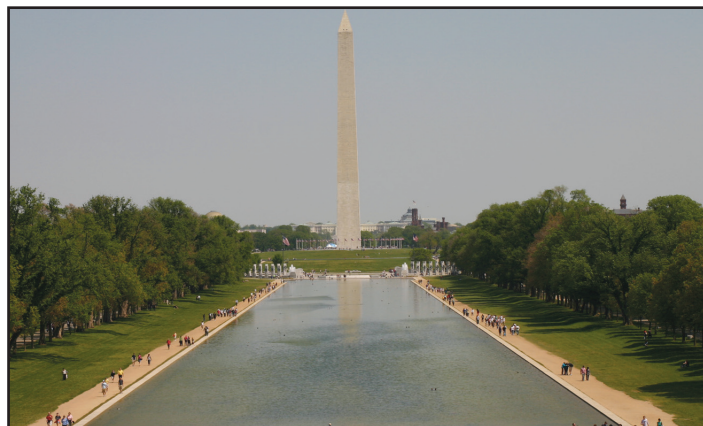
*"The experience here at Jack Hughston was excellent. Everyone was nice and helpful, especially the young lady in the gift shop. She was very pleasant."*

— Jennifer Mordic

# COMMUNITY SERVICE

## HUGHSTON MEDICAL TEAMS SERVE HONOR FLIGHT

West Georgia Honor Flight is an organization dedicated to taking World War II veterans to Washington, D.C., to visit their memorial and other sites. Hughston is a founding sponsor and the official medical provider of West Georgia Honor Flight. Last month, two Hughston medical teams served on Honor Flights on April 16 and April 23.



**The Washington Monument.**



**World War II veterans (blue shirts) and guardians (yellow shirts) at Arlington for the changing of the guard.**



**Hughston medical team on April 16.**



**Hughston medical team on April 23.**

# Employee of the Quarter: Joni Davis

JHMH is pleased to announce our first Employee of the Quarter for 2010 is Joni Davis.

Joni is our Payroll Coordinator and has been with Jack Hughston since July 5, 2006.

When asking her peers for reasons why Joni should be awarded the EOQ, they replied:

“Her dependability, friendliness and consistent willingness to go above and beyond on behalf of the employees and patients alike.”

“She always stops what she is doing to help others when she can.”

“She has been seen helping patients, directing them the right way, making the hospital patient friendly. She demonstrates excellent customer service. She is very proud to work here and is very loyal. Her loyalty, work ethic and adherence to all policies and standards makes her a perfect Employee of the Quarter.”

Congratulations, Joni! Enjoy that parking spot!



From left, Mark Baker, Joni Davis, Divya Matai and Jeane Schomburg.

## Message from the COO/CFO

Spring is here and there are a lot of exciting things happening. We have added several new programs for our employees like the Employee of the Quarter, Hughston's Heart of Healthcare, Hughston Day, and many more.

We are fully accredited by Joint Commission. We have been graded in the top 10% of all hospitals in the U.S. by Healthgrades. **We have come a long way since late last year and in a short time we have made significant changes.** I want to thank everyone for making the difference. The current economic times are challenging for any industry, however at Jack Hughston Memorial Hospital we continue to create a dynamic

atmosphere and challenge ourselves to push our limits to achieve quality, service, efficiency, compassion, and value. **We have great strength in innovation and partnership with our local and regional partners.** We are working to further promote these ties and expand this collaborative spirit in our effort to exceed our community's expectations and strive to be the best provider to the people we serve.

My calendar for the last few weeks has been filled with budget meetings. As I evaluate the needs to the hospital, not only am I mindful about the infrastructure of the hospital but also the individual needs of each department and all



Divya Matai

the hard-working staff.

In this climate, we must reward productive people who are helping us achieve our amazing milestones. I therefore want to reach out to you all to be mindful of the waste around you so that we can use the same resources to put it back in to our people and our hospital.

Keep up the good work in helping us be an extraordinary hospital.

# Department Spotlight: Materials Management

Materials Management has a strong heartbeat that can be felt throughout Jack Hughston Memorial Hospital. Thanks to this team of four — Paul Stringfellow, director; Donna Brown, receivables clerk; Meredith Mitchell, materials manager; and Adam Dillard — we are able to operate in an efficient environment. They operate the importing docks and exporting stations for the hospital and all departments.

I asked the department to create a list of their job descriptions. Needless to say, the lists are long.

It is estimated that Donna and Adam cover more than three miles each day while making deliveries. Donna supports areas of accounting to delivery. She charts, checks, counts, and replaces. She is constantly on the move and doesn't mind tossing out the trash at the end of the day.

Adam spends much of his time in the OR handling and delivering supplies. He takes the heavier loads off of Donna and pulls requisitions for OR. Donna or Adam control the check-in of Medline orders along with all Fed Ex and UPS daily deliveries.

Meredith is busy placing orders for all departments, handling returns, exchanges, and replacements. She also has a



**From left, Paul Stringfellow, Adam Dillard, Meredith Mitchell and Donna Brown.**

hand in the billing side of the department working to resolve any invoice discrepancies. She keeps a close eye on inventory counts and keying in the system. Also, Meredith processes a good amount of paperwork for surgery to insure patients are billed correctly.

Paul oversees that this department is running smoothly. He is busy reporting and relaying information between administration and materials management. Paul spends a good amount of his time

representing his department in meetings, with vendors, administrators, and directors from other departments. He continues to negotiate pricing with suppliers.

Paul, Donna, Meredith, and Adam are strong assets to Jack Hughston. Their attitudes are positive. They are dedicated to going above their job descriptions. Thank you Materials Management for all the hard work!

— Jennifer Mordic

**CALENDAR**  
of  
**Events**

**May 6-12 National Nurses Week**

**May 10-16 National Hospital Week**

**May 10 New Hire Orientation**

**June 10-17 Nursing Assistants Week**

**June 14 New Hire Orientation**

# Message from the CNO

The JHMH nursing and clinical departments as a whole, have come a long way since Feb. 12, 2008. During the past two years, I have witnessed attrition of staff, development of a teamwork mentality and tireless commitment to provide exceptional patient care with personal service.

Service has been a major focus with the desire to exceed our patients' and family members' expectations. It has become the norm rather than exception to receive calls, e-mail messages, and letters of gratitude for the wonderful care and experience the patient and/or family member has received during their hospitalization. Here are a few:

*"I will never go anywhere else but the Jack Hughston Memorial Hospital for medical care. The level of professionalism and effi-*

*ciency demonstrated at every level in the hospital is utterly amazing."*

— Royce Richardson

*"I felt that everyone we met had a vested interest in making sure that our stay was a good one."*

— Elizabeth Ross

*"Let me take this opportunity to express my gratitude to you and especially your great staff. I was totally blown away at the efficiency and the professionalism of everyone I came in contact with..."* —Maria Blaxton

National Hospital and Healthcare Week occurs May 9th through May 15th. This is a time to recognize and celebrate the history, technology and dedicated professionals that make our facility a beacon of confidence and



**Jeane Schomburg, RN**

care 7 days per week, 365 days per year.

We have much to celebrate this year. I am very proud of the team we have in place and the quality of patient care that is delivered daily. Each member of our team has specific duties that they have and will continue to provide as JHMH moves to the next level of success. In closing, I leave you with a thought as quoted by General Robert E. Lee. "Do your duty in all things. You cannot do more, you should never do less."

## NEW EMPLOYEES - first quarter

Patrice Campbell  
RN  
20-Jan

Jacquetta (Tina) Walker  
Biller/Collections  
14-Jan

Leah Pigg  
Patient Access Rep  
15-Feb

Annjuntoria Clements  
Surgical Tech  
1-Mar

Kenneth Jordan  
Facilities Director  
13-Jan

Melanie Yomes  
HR Manager  
4-Jan

Carl Sumbry  
Patient Access Rep  
14-Feb

Timothy Jackson  
Surgical Support Tech  
1-Mar

Cheryl Land  
Business Analyst  
25-Jan

Tyler Bish  
Cook  
1-Feb

Alice Titus  
RN  
18-Feb

Marilyn Jones  
Financial Analyst  
8-Mar

Vincent Moore  
Cook  
16-Jan

Lisa Lavalliere  
Radiology Tech  
15-Feb

Earl Williams  
Nurse Support Tech  
17-Mar

Kimberlee Jones  
Surgical Tech  
17-Mar

Lorraine Mote  
Cert. NST  
25-Jan

Linda McCain  
RN  
10-Feb

Latoysa Arnold  
Sterile Tech  
1-Mar

Robert Simpkins  
RN  
1-Mar

Candace Tharp  
Surgical Tech  
4-Jan

Tommy Moore  
Maint Tech  
23-Feb

Temeka Carter  
Dietary Aide/Cook  
31-Mar

Brandy Smith  
Patient Accounts Rep  
9-Mar