Nash Health Care Has Been Designated as a Blue Distinction® Center for Bariatric Surgery

In the Spotlight

IV Therapy... pg 8
Blue Cross and Blue Shield of North Carolina has designated the Nash Surgical Weight Loss Center of Nash Health Care as a Blue Distinction Center for Bariatric Surgery. To date, more than 230 facilities nationwide have received a Blue Distinction Center for Bariatric Surgery designation.

Obesity is widely recognized as a contributor to serious health risks. According to the Agency for Healthcare Research and Quality (AHRQ), the total number of bariatric surgeries nationwide increased 400 percent from 1998 to 2004. Bariatric surgery may help some individuals reduce extreme obesity and its associated health risks, and Blue Distinction provides objective information to help them make informed decisions when choosing a provider.

“This distinction is a testament to the dedication to excellence demonstrated every day by our bariatric team,” said Amy Winham, program director for the Nash Surgical Weight Loss Center. “We tailor our continuum of care to serve the individual needs of our patients as well as strive to provide superior quality care throughout their journey.”

The Nash Surgical Weight Loss Center provides a full range of bariatric surgery care services, including inpatient care, post-operative care, outpatient follow-up and patient education. The center sponsors free educational seminars for prospective patients and a surgical weight loss support group for those who have undergone or are considering bariatric surgery.

“Of course, the patients and their success stories provide a unique source of inspiration to the entire staff. We even had one patient who came from Texas to seek care at our facility,” Winham said.

Larry Chewning, president and CEO of Nash Health Care, added, “Eastern North Carolina has some of the highest obesity rankings in the nation, particularly among young people. This is an alarming trend, and as the community health care system, we wanted to provide weight loss surgery services as an option for those who are struggling with health problems that are related to obesity. I’m particularly proud of the physicians, physician assistants, nurses and staff of the Nash Surgical Weight Loss Center for the hard work and effort that resulted in this distinction.”

“Blue Distinction puts a high value on research and evidence-based health and medical information,” says Allan Korn, MD, Blue Cross and Blue Shield Association Chief Medical Officer. “Blue Distinction Centers show our commitment to working with doctors and hospitals in communities across the country to identify leading institutions that meet clinically validated quality standards and deliver better overall outcomes in patient care.”
To be designated as a Blue Distinction Center for Bariatric Surgery, the Nash Surgical Weight Loss Center met the selection criteria posted at www.BCBS.com, which state a center should have:

- an established bariatric surgery program, actively performing these procedures for the most recent 12-month period and performing a required minimum volume of 125 such surgeries annually
- appropriate experience of its bariatric surgery team
- an acute care inpatient facility, including intensive care and emergency services
- full accreditation by The Joint Commission, Healthcare Facilities Accreditation Program (HFAP) or national equivalent
- a comprehensive quality management program.

Blue Distinction is a designation awarded by Blue Cross and Blue Shield companies to medical facilities that have demonstrated expertise in delivering quality health care. The designation is based on rigorous, evidence-based selection criteria established in collaboration with expert physicians’ and medical organizations’ recommendations.

To hear patient success stories and see before and after photographs, please visit the website www.nashhealthcare.com.

Note: Designation as Blue Distinction Centers means these facilities’ overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations’ recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call your local Blue Cross and/or Blue Shield Plan.

About BCBSNC:
Blue Cross and Blue Shield of North Carolina is a leader in delivering innovative health care products, services and information to more than 3.7 million members, including approximately 900,000 served on behalf of other Blue Plans. For over 75 years, the company has served its customers by offering health insurance at a competitive price and has served the people of North Carolina through support of community organizations, programs and events that promote good health. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. Access BCBSNC online at www.bcbsnc.com.

Nash Health Care Ranked One of the Best Hospitals in NC for 2009

For the seventh consecutive year, Nash Health Care was ranked as one of the top 10 hospitals in North Carolina in the areas of clinical excellence, critical care, orthopedic care and stroke care.

“At Nash Health Care, we are dedicated to provide not only compassionate care, but superior quality care for every patient, every time,” said Larry Chewning, CEO of Nash Health Care. “Our motive is not to earn accolades or win recognition, but because, as a community health care facility, our patients deserve and should expect nothing less. Still, it is very exciting when our efforts are recognized, and it testifies that we have some of the best employees and physicians in the state.”

Each year, Business North Carolina Magazine ranks the state’s top hospitals, utilizing data that analyze the rate of post-surgical complications and mortality rates at one- and six-month intervals, as well as post-surgical complications.

Nash Health Care was recognized for clinical excellence, meaning it was among the top 5 percent of hospitals in the nation for the lowest in-hospital mortality rates for at least 19 of 26 procedures analyzed. In addition, Nash Health Care was ranked as one of the top 10 hospitals in North Carolina in the areas of critical, orthopedic and stroke care.

Critical care scores were tallied by examining statistics for patients seeking treatment related to diabetes, pulmonary embolisms and respiratory failure. Orthopedic scores were based on six orthopedic procedures, which included back surgery, knee and hip replacement and hip-fracture repair. Stroke care evaluated the mortality rate in patients at one- and six-month intervals.

“We have been a health care provider for more than 36 years, and we are continually asking ourselves how we can best serve our community. We offer services found in many larger metropolitan areas—only we are able to offer care locally, closer to patients’ family and loved ones, at a demonstrably superior level,” Chewning said. “We have several extensive projects planned — such as the addition of a Pediatric Emergency Care Center and a Nash Breast Care Center— that will enable us to provide an even greater level of service to the community.”

For patient testimonials and information about services at Nash Health Care, visit www.nashhealthcare.com.
The Nash Health Care website at www.nhcs.org recently underwent a makeover, resulting in a design that is easier to use, featuring links to pre-op educational videos as well as the latest Nash Health Care commercials and patient testimonials.

The website was produced by the Public Relations and Marketing Department in cooperation with Lewis Advertising.

The website features a “Guest Toolbox,” where visitors can easily locate information on finding a doctor, viewing upcoming events, making a donation to the Nash Health Care Foundation, and completing an advance directive—all only one click away from the home page. The site is a work in progress, and as new copy is added for hospital departments, the hospital’s web presence will continually improve, said Jeff Hedgepeth, director of marketing and public relations.

“Our previous website contained more than 400 pages, so transforming Nash Health Care’s internet presence was a challenging task,” he said. “We believe that the website is now more intuitive for users, making it much easier for them to find information they need. We have received an unexpectedly high number of positive comments on the website, and we will continue to implement more changes between now and December to enhance the website.”

Through the new website, users can not only view upcoming health events, but register for them online. It also provides more comprehensive information on the admissions process to help ensure that patients arrive at the correct facility and have the necessary items needed.

“As Nash Health Care grows and expands, it is even more important that we provide information on our facilities before patients arrive at our hospital campus. More and more consumers are turning toward the internet to get information about health care facilities. This new design will be an asset in helping Nash Health Care in its quest to become the facility of choice for our region,” Hedgepeth added.
Nash Health Care recognizes Physician Leadership Development Program Graduates

Fifteen members of the Nash Health Care Medical Staff were recently honored as graduates of the newly established Physician Leadership Development Program. Graduates of the program’s inaugural class include:

- Paul Bondy, MD, Boice-Willis Clinic
  Primary Care
- David Browder, MD, Boice-Willis
  Clinic Internal Medicine
- Matthew Collins, MD, Nash OB-GYN
  Associates
- Michael Crawford, MD, Carolina
  Otolaryngology Consultants
- Todd Duncan, MD, Nash X-Ray
  Associates
- Rose Glynne, MD, Women’s Health
  of Rocky Mount
- Scott Lisson, MD, Rocky Mount
  Urology Associates
- Mitchell Mah’moud, MD, Boice-Willis
  Clinic Gastroenterology
- Daniel Minior, MD, Apollo MD
- Michael Roth, MD, Eckert Pathology
  Associates
- Charnette Shade, MD, Boice-Willis
  Clinic Pediatrics
- Michelle Shiver, MD, Boice-Willis
  Clinic Internal Medicine
- Regina Smith, DO, Englewood
  OB-GYN Associates
- Maitreya Thakkar, MD, Boice-Willis
  Clinic Cardiology
- Scott Woodburn, MD, Eagle Hospital
  Physicians

“We appreciate and commend the Class of 2010 for their sacrifice of time to participate in this learning opportunity, as well as their dedication to serving in future physician leadership roles at Nash Health Care.”

In May of 2009, the hospital sponsored memberships to the American College of Physician Executives (ACPE) for 15 physicians identified as potential future physician leaders by their colleagues. The semester began in September 2009 and was built around the ACPE’s Physician in Management (PIM) seminar. The PIM seminar is an ACPE hallmark course that includes six modules worth 35 continuing education credit hours that can be applied toward an ACPE-affiliated MBA or MMM degree, if participants choose to pursue a degree on their own.

“It is my firm conviction that organizations rise and fall on the quality of the leadership they possess. The vitality of our health system and the provision of superior health care services to our community are built upon the quality of our medical staff,” said Larry Chewning, President and CEO of Nash Health Care. “More importantly, through raising the bar for physician leadership standards, this program should serve to improve the health outcomes of our residents.

Nash Health Care recently honored the inaugural Physician Leadership Development Program Graduates. Pictured are, Left to Right Front Row: Regina Smith, DO, Charnette Shade, MD, Rose Glynne, MD, Maitreya Thakkar, MD, Christine Ransdell, MA Back Row: Scott Lisson, MD, Matt Collins, MD, Michael Roth, MD, Scott Woodburn, MD, Todd Duncan, MD, Larry Chewning, CEO, Rick Guarino, MD, CMO Not Pictured: Paul Bondy, MD, David Browder, MD, Mike Crawford, MD, Mitch Mah’moud, MD, Dan Minior, MD, Michelle Shiver, MD

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...continued

As we enter the era of health care reform, I anticipate that marginal hospitals will go out of business and surviving hospitals will fully integrate with doctors,” Guarino said. “Therefore, I believe that nothing we do is more important than developing the next generation of physician leaders. It has been a rewarding experience to implement Mr. Chewning’s mandate to get this started and graduate our first class.”

“Leadership begins with managing yourself and having insight into the effect that you have on other people,” Maitreya Thakkar, MD, a cardiologist, commented. “The physician leadership development program has helped me relate better with patients, hospital staff, and other doctors. The program opened my eyes to the value of honing good communication skills, which in turn helps me strengthen my ability to influence others as a physician leader.”

Twelve members of the Class of 2010 have elected to continue for a second-year program that will include expanded discussions of urgent hospital issues, as well as preliminary medical staff officer training. Another first-year class will begin this fall, too.

Michael Crawford, MD, president of the Nash Health Care Medical Staff, said, “Leadership by a strong medical staff and integration with the administration is more important than ever before. This course shows the commitment that Nash Health Care has made to help us be better physician executives.”
Pursuit of Excellence Continues at Nash Health Care

Nash Health Care leaders were “all shook up” about “working 9 to 5” during the latest Pursuit of Excellence workshop sessions with facilitators from the Baptist Leadership Group. Eli Pagonis and Beverly Begovich offered timely lessons that centered on practical strategies to help Nash Health Care continue working toward its patient satisfaction score goals. Special entertainment was provided by Elvis Presley (courtesy of Steve Pinyan) and Dolly Parton (courtesy of Mary Strickland).

In this leadership exercise, Eli Pagonis demonstrates the importance of empathizing with patient concerns.

Managers/Directors appointed their Super Users/Trainers for their departments on June 25. There are around 300 Super Users/Trainers at Nash Health Care who will be helping NHCS employees with the Cerner Implementation, and 62 physicians who will assist other physicians. Super Users/Trainers will be deployed to assist with testing throughout the remainder of the year. All Super Users completed a class taught by Sandra Vick, RN, learning environment leader, that covered the Cerner project theme, the Cerner newsletters and the location of new Cerner information on the intranet. It also focused on the composition of Cerner as compared to Quadra med, the responsibilities of the Super User/Trainer and a completed review of the Cerner education timeline. This group is now working on the Cerner “WBTs” (web-based training) in preparation for formal “hands-on” training.

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You can easily identify our Super Users by their special badges they received upon completion of the course.
Those Super Users who participated included:

Susan Brown
Kimberly Cary
Krista Duncan
Tamara Overton
Daniel Owens
Emma Pope
Lisa Richardson
Catherine Edwards
Mavis Wade
Tammie Whitehead
Kimberley Barker
Patricia Boyette
Sharon Braswell
Kelly Davis
ChiQuita Hunter-Harrison
Traie Mayo
Lisa Neville
James Seger
Jamie Strickland
Tresa Webb
Leigh Herring
Donna Packer
Misty West
Frances Duff
Rosalind Hinton
Heather Jones
Michael Sisson
Jennifer Stephenson
Lorrie Batson
Amy McBride
Robbin Colbert
John Pollard
Tracey Bratford
Kimberly Reams
Pamela Strickland
Karen Griffin
Karen Mazono
Michelle Johnson
Christopher Wood
Jeffrey Beal
Kelly Boulden
Takuya Hedgedeth
Laura Pate
Tracey Sanderford

Othella Lofton
Amanda Turner
Tampa Cooper
Donna Davis
Avis Faison
Tracy Hicks
Jane Allford
Deborah Lynn
Patricia Vesty
Paula Bush
Katelyn Davis
Amy Dew
Claire Duncan
Holly Hester
Cheryl Jordan
Danielle Rackley
Dorothy Solliman
Kimberly Windors
Rebecca Davison
Karla Dloach
Sara Johnston
Cricket Richardson
Kelly Sanders
Jennifer Baily
Susan Battle
Brandy Earp
Sharlene Edmonds
Carol Gatos
Beth Gore
Allyson Meslin
Andrea Reid
Lukisha Richardson
Latricia Brinkley
Crystal Cherry
Julie Daigle
Felicia Hunter
William Jenkins
Sonya Keene
Linda McCoy
Letisha Richardson
Claire Clark
Deloria Edwards
Sarah Heenan
Tera Joyner
Jennifer Matthews
Pattie Mullins
Megan Conner
Linda Graham
Jennifer Wilson
Stephanie Manning
Charlett Dixon
Joanna Rogers
Patricia Silver
Cynthia Worth
Joel Johnson
Peter Koemer
Sheila Langley
Pamela McClure
Angela Moss
Georgianna Morgan
Ashley Peele
Tashaun Pulley
Cheri Hayes
Sabrina Johnson
Van Holt
Tiffany Gragg
Katherine Parsons
Deidre Steward
Sandra Lynch
Victoria Brock
Karen Brown
Dana Edwards
Linda Gregory
Tavanda Howard
Mary Kearney
Quanza Moore
Teresa Overton
Lindsey Price
Judith Ricks
Wanda Sohn
Viola Williams
Stanley Winstead
Melissa Richardson
Heather Smith
Lynn Bradshaw
Theresa Carter
Susan Driver
Norma Archer
Kathryn Gentry
Gwendolyn Page
Jennifer Pinyan
Amy Winham
Lee Bailey
Hamriet Harris
Elaine Johnson
Barry Page
Dorothy Sarti
Jennifer Joyner
Lisa Lambros
Debby May
Jeanie Farmer
Gwendolyn Messer
Margo Shaw
Michelle Coppedge
Cindy Feagans
Gina Gilley
Jeanette Harrison
Michael Ingram
Gregory Pait
Valerie Pulley
Tammy Drayfus
Catherine Whitehurst
Jamie Andrews
Deborah Brewer
Lindsey Cannady
Kimberly Brayboy
Carolyn Heath
Anna Joyner
Jackie Moore
Deborah Moss
Jennifer Stancil
Linda Williams
Annette Wood
Karen Horton
Jane Davenport
Marlene Everette
Laura Haynes
Sandra Whitaker
Minam Amador
Laura Bailey
Christin Coker
Sandra Hilliard
Donna Moss
Maria Sanders
Patricia Strickland
Kathy Watson
Beverly Winstead
Sarah Roark
Amanda Triplett
David Long

Joseph Nelms
Crystal O’Neal
Christine Trujillo
Wendi Winstead
Crystal Nicholson
Erin Agan
Donna Reams
Manibeth Wootten
Nanette Holmes

Additional Super Users/Trainers not pictured who were later appointed, or missed the first series of classes attended make-up classes in August. To view a list of Super Users/Trainers, go to the Nash intranet and click on Cerner.
Diane Turner likes to state that IV therapy nurses do “excellent needle work.” But while the pun may elicit a smile, it does not necessarily indicate the extensive experience held by the Nash Health Care IV Therapy Team—a group that is often on the frontline of customer service, a team whose attitude, aptitude, and accuracy have a direct impact not only on patient safety and patient care, but on patient satisfaction scores.

“While skill is important to the success of starting IVs, there is much more that is incorporated into IV nursing,” Turner said. “The IV nurse must continue his or her onward growth into several different areas. Just being able to start an IV is not enough because many people can be taught this; it is the ability to know specialized information that makes the IV nurse an asset to an organization.”

IV nurses at Nash Health Care cover all the inpatient areas except for the ECC, ICU, CCU, Radiology, Nash Day Hospital, BTAR, and Labor and Delivery.

“However, we are responsible for going to these areas when these areas need assistance in starting an IV,” Turner stated.

The Centers for Disease Control has continually reaffirmed the importance of having an IV Therapy team in place at hospitals, ranking it as “1A”—the strongest recommendation possible. The reason behind this emphasis is an intense focus on patient safety. IV complications such as phlebitis, infection, and problems caused by poor techniques have prompted many hospitals that had previously dissolved their IV therapy teams to reinstate them. In addition, patients’ veins have become increasingly difficult to access due to medications and IV fluids that may cause irritation.

Nash Health Care, however, has continuously maintained its IV therapy team, and four of its members have maintained continuous IV certification since the certification was available (see photo and caption).

Beth Gore, RN, BSN, is the director of the Nash Health Care IV therapy team.

“IV therapy is both challenging and rewarding,” Turner said. “We have the opportunity to meet patients, families and staff, and we are continually learning. Many of us have been in nursing for a long period of time, and the greatest feeling comes from seeing patients who are greatly satisfied with the work we do. No, IVs do not feel good, but we hope that from our knowledge that we do make it less painful and with less sticks than in situations where no IV team is present.”
The tournament was a lot of fun and a lot of players came up and asked to do it again next year.

—Carol Gates

Participants and teams included:

**Team Sion**
- Jonnie Gates
- Mark Hunter
- Phil Stokes
- Greg Hopkins
- Chari Hopkins
- Daisy Ingram
- Damaris Hopkins
- Jeanette Taylor
- Kevin Dickens
- Jon Lamont
- Diane Gentry
- Chick Mezas
- Jasmine Hudson

**The Pirates**
- Sharette Dunn
- Sharlene Edmonds
- Daryl Williams
- Deana Spears
- Kiandra McClean

**Tri-Community**
- Eddie Searin
- Bobbi McGuire
- Terry McGuire
- Mary Richardson
- Jennifer Smith
- Brandon Artis
- dela Anderson
- Thy Muhammad
- Manetha Muhammad
- Jessica Hood
- Elijah Bount
- Sonya Silver
- Brenda Cockrell
- Maurice Clapp

**The X-Factor Team**
- Shannon Hinkle
- Luke Houts
- Ryan Griffin
- Laura Godwin
- Pam McClure
- Michael Dew
- Amy Dew
- Mandy Triplett
- Angela Hollaman
- Kat Braden
- Allison Nines
- Lisa Rogers

**The Heart Menders**
- Jeanette Edwards
- Angie Baker
- Nikki Joyner
- Michael Joyner
- Olivia Thompson
- Daniel Thompson
- Jackson Taylor
- Tycheia Britt
- Austin Baker
- Dylan Baker
- Kevin Bledsoe

Event raises more than $1,100 for research, awareness

The first annual Nash Health Care/American Heart Association (AHA) softball tournament raised more than $1,100 for education and research to help area citizens fight America’s number one killer: heart disease.

“We had a lot of supporters and I am so proud of everyone—they had a lot of spirit and a lot of fun,” said Carol Gates, fourth-floor shift supervisor, who was instrumental in organizing the event. “As the tournament director, I wanted to make sure everything was in place that we might need: first-aid kit, free blood pressure checks, face painting, tents to provide shade, the Edgecombe EMS, AHA information about heart attacks and strokes, nutritional information to help prevent heart attacks and strokes, and schedules of the games for all the teams and umpires.”

Everyone who played and volunteered received a t-shirt, and the winning team received a team trophy and individual medals. Team Sion captured first place. Members of Team Sion were Jonnie Gates, Mark Hunter, Phil Stokes, Greg Hopkins, Chari Hopkins, Daisy Ingram, Damaris Hopkins, Jeanette Taylor, Kevin Dickens, Jon Lamont, Diane Gentry, Chick Mezas and Jasmine Hudson.

Gates said she hopes the tournament will continue to grow and expand in years to come.

“I wanted the goal of this tournament to be not only to raise money for the American Heart Association but to bring together families, co-workers, neighbors, and communities—to fight against heart attacks and strokes by becoming more active through exercise. The tournament was a lot of fun and a lot of players came up and asked to do it again next year,” Gates said.
Nash Health Care Company Picnic

The heat wave didn’t cause all the sizzle in Nash County this summer. Employees lined up for the grilled hotdogs, hamburgers, and all the trimmings at the hottest event in town: Nash Health Care Annual Company Picnic.

Nash Health Care Auxiliary Announces 2010 Lights of Love

The Nash Health Care Auxiliary is continuing the popular tradition of the Lights of Love with hopes of 2010 being the biggest and brightest year ever. It is not too soon to purchase a light in honor or memory of a loved one. Proceeds from this year’s celebration will go toward creating a soothing and safe waiting room area in the new Pediatric Emergency Care Center.

For $5, a light for the Christmas trees in the hospital lobby may be purchased in memory or honor of a loved one. The trees will be displayed in the hospital lobby throughout the holiday season, and the names will be recorded in a Book of Remembrance, which will also be on display. Names from the Book of Remembrance will be read as a part of a special tree-lighting ceremony that will be held at 5:30 p.m. on November 30. Because the names are written in the Book of Remembrance in alphabetical order, all requests for lights must be received no later than November 26.

“This is a truly beautiful project, and participation from the community, as well as Nash Health Care employees, has been wonderful,” said Jackie Ward, a Nash Health Care volunteer who organizes the project.

In the past, proceeds have been used to purchase equipment, benches at the hospital walking trail, and furniture for lobby and waiting area renovations.

For more information, or to purchase a light, please contact the Volunteer Office at 962-8118 or contact Jackie Ward at 443-2684.
Treadmill donation
The Nash Health Care Volunteer Auxiliary helped area residents get one step closer to a healthier lifestyle through contributing a state-of-the-art Precor treadmill to the HealthFirst Wellness Center. Pictured are, (back row, left to right) Wyatt Phillips, volunteer; Judy Woelke, director of volunteer services; Jennifer Stephenson, exercise specialist, HealthFirst Wellness Center; Cecil Capps, a contributor who helped make the donation possible; and (front row, left to right) Marguerite Brewer, Grace Williams, Bunny Varnell, and Jane Rosenbloom, all members of the Nash Health Care Volunteer Auxiliary.

Larry Chewning, CEO of Nash Health Care, leads the most recent Town Hall meeting, providing logistical information to employees about the new developments on the hospital campus. Chewning presented several different architectural renderings of how the Nash Health Care campus would be transformed due to the new pediatric emergency care center, the Nash Women and Children’s Center and an expansion of the current Emergency Care Center.

Avis Faison, RN, (left) provides information to a 4-H camper during the annual 4-H Health Sciences Camp held in the auditorium of Nash Health Care. The annual event gives local 4-H students the opportunity to learn more about health care careers and first aid techniques.
The Infection Prevention Department has implemented a new rewards program for employees who “get caught” doing the right thing. The I Got Caught Award was created this year to emphasize patient safety and to recognize employees who correctly utilize infection prevention principles. Those who are “caught” are given a pen and their name is placed in a drawing. Each quarter, a name is drawn to receive prizes. (See photo.)

“We felt it was very important to reward employees who are doing a good job,” Wanda Lamm said. “We want them to know that their efforts are noticed and appreciated. We hope that eventually, everyone will ‘get caught.’”

Members of the Infection Prevention Department will continue the program throughout the year.

To earn a spot in the drawing, employees may “get caught” by:

- Being overheard using critical language, such as “Wash In, Wash Out” or “Dress In, Dress Out.”
- Being seen performing hand hygiene or wearing appropriate PPE (gloves and gown required).
- Being observed educating patient and/or family members regarding hand hygiene, Partners in Your Care, and/or contact isolation.
- Being seen cleaning equipment when exiting a room prior to going to the next room.

Look who got caught!
Elizabeth Strange, RN (center), holds the bag full of goodies presented to her by Infection prevention nurses Pam Johnson (left) and Wanda Lamm (right). Strange was a winner in the I Got Caught Award drawing.
New Support Groups at Nash Health Care

In an effort to better serve the community, Nash Health Care has launched two new support groups: a lymphedema support group and a pregnancy loss support group.

Lymphedema is a condition that is caused by a blockage in the lymphatic system, which is an important part of the body’s immune and circulatory system. Blockage can hinder the drainage of lymph fluid, causing swelling in arms or legs. Lymphedema may be a result of cancer or cancer treatment. For information, please call 962-3769.

“For those who have lymphedema, even the simplest tasks such as putting on a coat become difficult. In fact, many may have lymphedema and not even realize it,” said Debra Helmer, the certified lymphedema treatment specialist at Nash Health Care. “While there is no cure for lymphedema, the disease can be managed. We want to provide education and information for those who need it.”

Tiny Heartbeats is a pregnancy loss support group that will meet monthly. The next meetings are scheduled for Oct. 11 and Nov. 8. For more information, call 962-8222.

Nash Health Care’s CPSU receives American Heart Association’s Get With The Guidelines Bronze Performance Achievement Award

Ronald L. Cromartie (center), senior quality consultant with the American Heart Association, presents the Get with the Guidelines Bronze Performance Achievement Award to Nash Health Care’s Cardiopulmonary Services. The recognition signifies that Nash Health Care has reached an aggressive goal of treating heart failure patients for at least 90 days with 85 percent compliance to core standard levels of care outlined by the American Heart Association/American College of Cardiology secondary prevention guidelines for heart failure patients. Pictured are, left to right, Becky Willis, Tera Joyner, Dr. Michael Sunderman, Chief Nursing Officer Leslie Hall, Nash Health Care President and CEO Larry Chewning, Ronald Cromartie of the American Heart Association, Director of Cardiopulmonary Services Sarah Heenan, Jenny Matthews, Vice President of Quality Dr. David Gorby, Delight Strickland and Harriet Buss.

This summer, junior volunteers provided support for hospital employees. From staffing the mobile candy cart to assisting with office duties, the junior volunteers provided smiles for patients and employees. The junior volunteer leaders included (pictured from top to bottom): Zac Rhodes, Christian Parsons, Marsedez Haywood, Cameron Cooke, Anna Coppedge, Bailee Richardson and Junior Volunteer Coordinator Phillip Ramautar.
Important Events for All Employees

Employee Opinion Survey

Soon, your manager will be speaking with you about the results of the employee satisfaction survey. Employees recently had the chance to share their suggestions, thoughts, and ideas to help make Nash Health Care the best it can be! In the past, you have guided us by sharing your opinions, participating in one or more of our many teams, and helping shape the work force as a peer interviewer.

Through the Employee Opinion Survey, we asked you to share your most honest, frank opinions regarding Nash Health Care’s leadership group, your department leadership, benefits, department and system-wide communications, your work environment, and Nash Health Care as an employer. We wanted to know where you believe we need to improve and what you think we are doing right in our quest to become the employer of choice and to deliver safe, high-quality care to every patient, every time.

The Jackson Employee Opinion Survey tool allowed you to confidentially express yourself. The Survey is taken on the Jackson Group survey site and results are compiled by the Jackson Group. Survey results for departments with four or fewer employees participating in the survey were reported in a summary format with no specific detail in order to ensure anonymity. Results from smaller departments may be combined with other similar departments and detailed reports can be provided. For example: Employees who work in the employee pharmacy and participated in the survey would have their results included in the overall hospital pharmacy results when the reports were created. Every effort was made to ensure employees could share suggestions, ideas, and thoughts freely without concern about confidentiality.

Open Enrollment For Benefits

You will soon be seeing information regarding the Benefits Fair happening September 30 and October 1, so make plans to attend. All of our vendors will be on-site in the auditorium with benefit information and prizes. As a result of health care reform, there will be some changes in the health plan for 2011. It is important that you carefully read all benefit-related information sent out and contact Human Resources if you have any questions. Open enrollment will take place during October for benefits effective January 1, 2011. Plan to attend the Benefits Fair and then go online and sign up for your 2011 benefits!

Nash for Life

Disease Management Program

The Nash for Life Employee Disease Management Program is expanding to include asthma among its list for covered diseases.

The program is designed to help employees not only save money on prescription medications, but to make positive lifestyle changes that can help them manage chronic health conditions.

By joining Nash for Life, employees may be able to get their medications for $5 for a 30-day supply, or $10 for a 90-day supply. Nash for Life also serves employees who have been diagnosed with diabetes, high blood pressure, high cholesterol, and heart failure.

For information on joining, please contact Suzanne Buchanan at 962-3466.

New Medical Office Building Gearing Up for Opening

Nash Health Care’s medical campus has a new addition—a two-story, 42,880 square-foot Medical Office Building that is scheduled to open this year. The building will house Boice-Willis Clinic’s General Surgery, Rocky Mount Orthopaedics and Sports Medicine, and Nash OB-GYN Associates. In addition, the Nash Breast Care Center and the Nash Sleep Disorders Center will be housed on the second floor.

“The new Medical Office Building represents Nash Health Care’s dedication to the future of health care in our community. The building will serve as a cornerstone for the Nash Medical Arts Mall,” said Nash General Hospital President Brad Weisner.

The following addresses have been finalized for tenants of the new Medical Office Building:

- Boice-Willis Clinic—General Surgery, 250 Nash Medical Arts Mall, Suite A
- Nash Breast Care Center, 250 Nash Medical Arts Mall, Suite B
- Nash Sleep Disorders Center, 250 Nash Medical Arts Mall, Suite C
- Rocky Mount Orthopaedics and Sports Medicine Center, 220 Nash Medical Arts Mall
- Nash OB-GYN Associates, 200 Nash Medical Arts Mall

The new Medical Office Building is located behind Nash General Hospital on the campus of Nash Health Care.
Winstead earns certification
Beverly W. Winstead, coordinator of Nash Day Hospital’s pre-arrival, has earned certification in ambulatory billing and coding from Edgecombe Community College. Beverly has been with Nash Health Care since 2001 and has previously served in several areas such as bed control and Emergency Care Center registration.

Downey named retail manager
David Downey was recently named dietary retail manager, bringing more than two decades of culinary career experience in the US Navy and hospitals to Nash Health Care. Downey previously worked at Montgomery General Hospital in Maryland. Downey will be handling all catering and retail issues.

FOCUS ON PEOPLE

daniel earns master’s degree
Betty Daniel, certified health unit coordinator for the Women’s Center, earned her master’s degree in religious education from New Grace Bible College and Seminary. Daniel graduated Summa Cum Laude (with highest honors).

downey named retail manager
David Downey was recently named dietary retail manager, bringing more than two decades of culinary career experience in the US Navy and hospitals to Nash Health Care. Downey previously worked at Montgomery General Hospital in Maryland. Downey will be handling all catering and retail issues.

Lilley earns recognition
Stacy Little, who works in the dosimetry department within radiation oncology at Nash Day Hospital, has passed her Medical Dosimetry Certification Boards (MDCB). Stacy has studied for over a year for this exam which retains the pass rate of only around 40-50%.

Marshman earns degree
Valerie Marshman, image specialist in the Health Information Management Department, recently earned her doctoral degree in ministry from Eastern Carolina Christian College.

The three-peat is complete! Materials management earns 2009 VHA award for the third time in a row
The Materials Management Department has once again earned the Novation Standardized Programs Participation Leader Award, making this the third year in a row the department has received the honor.

Welcome New Physicians

Medicine
Ryan Taylor, MD – NSP/Eagle Hospitalist

Surgery
Elizabeth Miller, DDS, MS

New NAII

Congratulations to the following NAI employees who recently completed their NAII certification. These employees were selected by their peers and managers to participate in this course in recognition for outstanding job performance. The candidates completed online course work, skills practice, two weeks of hospital clinicals and a final examination.

Pictured are:
Front Row Sitting/ left to right: Jackie Manley (BTAR), Kelley Coffey (Float Pool), Amanda Brake (CPSU), Latoya Hill (Medicine), Trinia Lynch (Medicine), Allison Banaszak (4th Floor) Back Row Standing/left to right: Otis Barnes (ECC), Leah Hinton (Float Pool), Deborah Jones (4th Floor), Manley McKoy (Coastal Plain)

Lilley joins Nash Health Care Board of Commissioners

James Lilley, owner and vice president of Lilley International, Inc. and Brother Properties, was recently appointed to the Nash Health Care Board of Commissioners, bringing with him a wealth of business experience and an unyielding dedication to the community.

A native of Williamston, Lilley has lived in Rocky Mount for the past 22 years. He attended UNC-Chapel Hill as a Morehead Scholar and earned a bachelor’s degree in business administration. His extensive community involvement includes serving as a board member of the Boys and Girls Club of Nash/Edgecombe Counties, Nash-Rocky Mount Schools, Benvenue Country Club and the Turnage Chapter of the American Red Cross, where he currently serves as board chairman.

A member of First Presbyterian Church, Lilley was elected to the office of Elder and current Member of Session.

“We are very fortunate to have Mr. Lilley join the Board of Commissioners,” said Nash Health Care President and CEO Larry Chewning. “Superior quality health care is the cornerstone of a growing and healthy community, and Mr. Lilley’s extensive business experience, paired with his dedication to the community, will make him an asset to our Board.”

Lilley and his wife, Catherine, have three children, Paul, Sam and Cate.
Nash Health Care continually transforms itself to meet the needs of a growing community. A big part of that transformation is accomplished through providing facilities that reflect a dedication to superior quality health care.

Throughout the summer, construction has continued on a new medical office building, located on the Nash Health Care campus at Nash Medical Arts Mall. Executive Vice President and Chief Operating Officer Brad Weisner provides details on the new medical office building:

Q: Why a new medical office building?
A: When we looked at the long-term goals of our health care system, we thought it would be beneficial to have a new facility that would not only house several physician offices, but also provide space for our Nash Sleep Disorders Center and Nash Breast Care Center.

Q: Which physician practices will move into the building?

Q: How large is the building?
A: The building is two stories with 42,880 square feet of rentable space.

Q: When will the new building open?
A: The building will be open before the end of the year.

Q: What will happen to the Rocky Mount Orthopaedics and Nash OB-GYN Associates buildings?
A: The Rocky Mount Orthopaedics building will be demolished. A new tenant may be found in the future for Nash OB-GYN Associates.