Cone Health Cancer Center celebrated the completion of its $15 million expansion and renovation with a community open house on Jan. 22. An estimated 300 people toured the building to view the facility which elevates comfort and convenience for patients and marks an ideal blend of art and science.

“This journey really began more than a decade ago when the idea for the original center was conceived,” said Tim Rice, President and CEO. “We opened that center in 2002. Little did we know then that the need for cancer care would grow so much in 10 years … part of that is due to better treatments, better care and increased survivorship. However, with this is also increased demand for state-of-the-art care.”

The open house highlighted the addition of 20,000 square feet and renovation of 16,000 square feet at the Cancer Center, all designed to improve care for patients and their families. Improvements include more private chemotherapy space, an expanded waiting area, the Alight Breast Cancer Center, the Doris S. Tanger Center for Patient and Family Support, new laboratory space, an improved pharmacy, more patient examination rooms and space for counseling, a 100-seat auditorium, and two large conference rooms to expand education and community outreach efforts.

“We believe we have created a Center that makes a difference in each patient’s life as well as in the lives of their loved ones,” said Skip Hislop, Vice President, Cone Health Cancer Center.
Significant improvements announced regarding talent acquisition, pay and benefits

*From Noel Burt, Executive Vice President, Administrative Services*

In our most recent Employee Partnership survey, many of you expressed interest in increased staffing, the creation of more part-time positions, and an overall improvement in salaries and benefits. We heard you!

We appreciate your sharing your opinions, and we are excited to announce the following enhancements and benefits. We are committed to providing an exceptional workforce and creating exceptional experiences for each of our patients every day.

**Talent acquisition**
- As announced in the January issue of codeU, we are reviving the nurse referral bonus and launching a “100 Nurses in 100 Days” campaign. To encourage all employees to seek and refer the best talent to Cone Health, we are offering a $1,000 referral bonus to employees who refer nurses who are hired full-time and a $500 bonus for referrals of part-time nurses. This campaign is already under way. Additional details and the referral form you can use to collect your bonus are available at www.conehealth.com/nursereferralprogram.

- We also want you to know that we are ramping up our efforts with our talent acquisition team, and we will be working with them and our leadership team to fill more positions faster.

**Pay changes**
- Pay ranges for every pay grade in the Cone Health network are being expanded. This will help hundreds of employees currently at the maximum of their pay grades to increase their base pay. This occurred during the merit process in January.

- We are expanding “holiday pay” for all six Cone Health recognized holidays. Previously, we paid time and a half for Thanksgiving and Christmas only. We are adding Memorial Day, July 4th, Labor Day and New Year’s Day to that list. This Memorial Day - May 28, 2012 - will be the first holiday that will be paid at the new holiday rate. The higher rate will be paid to hourly staffs who are required to work on the holiday in order to care for patients. We also will be expanding “holiday pay” to include exempt staff who are required to work on the holiday in order to care for patients.

- Shift differential will increase for RNs and Respiratory Therapists. Currently, the shift differential is $3.75 for second shift and $4 for third shift, except for weekend premium positions which are $2.50 for second shift and $3 for third. The rate will increase to $4 for second and third shifts, including weekend premium positions.

- We will begin paying RN Charge Pay at $1.50 per hour. Any RN who has been identified as being “in charge” of a unit for a particular shift (excluding care coordinators who are already compensated for these duties) and who is approved by his or her department director will receive charge pay.

**Benefit changes**
- Employees with an FTE status of .30 through .44 will be eligible for benefits (with the exception of Short- and Long-Term Disability). This means that employees who work at least 12 hours per week in a non-relief position qualify for benefits. Currently, you must maintain an FTE status of .45 (18 hours per week) to qualify for the benefits. Please note: Benefits eligibility will remain the same in physician practices in keeping with market practices in our area. This change will be effective in March, and an enrollment period will be held for employees currently in an FTE status between .30 and .44 who are interested in pursuing benefits options.

- Employees with an FTE status of .30 to .44 will be eligible for PAL as well. Please note: PAL eligibility remains .75 FTE in the physician practice setting.

- Because we heard from part-time employees that they were having a hard time meeting their annual PAL usage requirement, we have eliminated that requirement for part-time employees who have an FTE status less than .80 and are in a PAL plan.

Thank you again for all you do to make Cone Health the Network for Exceptional Care.
Are you buying a home or car? Leasing an apartment? Applying for a loan?
If so, you will need proof of employment or income before the process can move forward. To assist employees, Cone Health is now offering secure, fast employment and income verifications via The Work Number at 1-800-367-5690.

The advantage of this automated service is that verifications are available quickly whenever you need them, according to Mark Beasley, Employee Relations Director, Human Resources.

The Work Number can be used by employees anytime, anywhere and is available 24/7 at www.theworknumber.com or by calling 1-800-367-2884. The Work Number requires that verifiers have employee authorization to access income information. A “salary key” is one form of employee authorization. Employees can call 1-800-367-2884, which is automated, or the Client Service Center at 1-800-996-7566 to establish a salary key.

To verify employment or income through this service, employees need only provide the website address and/or phone number, 1-800-367-5690, his or her Social Security number and Cone Health’s employer code number – 14600, as well as a salary key you can obtain for income verification.

Electronic strategy
Use the electronic bill pay service your financial institution offers to pay all of your bills each pay period. On payday, go online and pay your bills for that pay period. By doing this, you will know that all of your bills are paid on time.

By paying electronically, you will save time and money by not writing checks and paying for postage. When you are in your bill paying service, remember to pay yourself first. Treat that savings just as you would a bill, and transfer money into your savings account – preferably an account that you cannot easily access.

Non-electronic strategy
After your bills are paid and you have set aside your savings, switch to a cash-only approach for all your spending. It’s easy to lose track of how much you’re spending when you pay with plastic, so switch to cash. Stop using your debit or credit card and try using the envelope system. Have as many envelopes as you need to live on for the two weeks until you get your next check. Examples of envelopes could include Groceries, Entertainment, Dining Out, Gas, etc. When you run out of money in that particular envelope, you stop spending until your next payday. Carrying cash and paying for items as you go helps you control and track what you are spending. This is a basic way to control your money, and it works.

Start taking control of spending today, and you will see the financial rewards tomorrow!

FEBRUARY 2012
3

It’s not too far into the new year to make one more resolution: Save more and spend less in 2012. This is a great time to look at your financial plan and plan your strategy.

Electronic strategy
Use the electronic bill pay service your financial institution offers to pay all of your bills each pay period. On payday, go online and pay your bills for that pay period. By doing this, you will know that all of your bills are paid on time.

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Going back to the basics

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Start taking control of spending today, and you will see the financial rewards tomorrow!
Cone Health wins state award for United Way campaign

Cone Health’s Legendary Giving, Legendary Care campaign for United Way in 2011 has been recognized by the United Way of North Carolina with its Spirit of North Carolina Award for Campaign Excellence.

Karin Henderson, Nursing Service Director, The Moses H. Cone Memorial Hospital, chaired the Greensboro campaign which raised $571,090, surpassing the campaign goal of $500,000. The Spirit of North Carolina awards were developed to recognize companies and employees that demonstrate campaign excellence and community commitment.

The awards committee judged more than 70 submissions from top companies, organizations, governmental entities, healthcare and educational institutions, as well as businesses – large and small. Of those, 32 companies and/or organizations will be recognized Feb. 3 during the United Way of North Carolina’s annual meeting in Pinehurst. Organizations and companies were judged on a variety of criteria outlined in the Spirit of North Carolina Standards of Excellence, including leadership giving, volunteerism, employee participation and giving levels, year-round education, corporate support, incentive programs and campaign rallies.

Cone Health’s Greensboro campaign won in the category of Hospital/Health System with more than 5,001 employees.

Members of the steering committee for this year’s Greensboro campaign include: Julie Fischer-Barker, Quality Improvement Facilitator, Quality Excellence; Christopher Brown, Administrative Fellow, Executive Office; Jan Brown, Graphic Design Specialist, Marketing; Noel Burt, Executive Vice President, Administrative Services; Dennis Campbell II, Executive Director, Quality Excellence Initiative; Mary Cobb-Gutierrez, Director, Cone HealthLink; Jeremy Deaver, Administrative Fellow, Executive Office; LaVern Delaney, Director, Nursing Administration, Moses Cone Hospital; Robin Edwards, Executive Secretary, Executive Office;

Sally Hammond, Physician Practice Administration, Physician/Strategic Services; Cheryl Hauser, Nursing Service Director, Nursing Administration; Denya Hawkins, Director,

Cone Health Family Medicine Center; Robert Hickling, Director, Triad Hospitalists; Jackie Horner, Administrative Assistant, Nursing Administration, Moses Cone Hospital; Alissa Johnson, Financial Analyst, Pharmacy, Moses Cone Hospital; Kimberly Johnson, CT Scanner Tech, Wesley Long Hospital; Lisa Kellner, Financial Analyst, Financial Services; Joan LoPresti, Director, Nursing Administration; Helen Mabe, Director, Neonatal ICU, Women’s Hospital;

Sherri McMillen, Marketing Specialist, Behavioral Health Hospital; Gretchen O’Shay, Vice President, Donor Relations, United Way of Greater Greensboro; Ginger Penley, Director, Volunteer Services, Women’s Hospital; Ann Pinto, Physician Practice Administration, Physician/Strategic Services; Myrtle Rapp, Radiology Manager, Radiology, Wesley Long Hospital; Karen Resh, Director, Emergency Department, Cone Health MedCenter High Point; Mike H. Robinson, Systems Analyst, Management Systems; Brian Romig, Vice President, Clinical Support Services/Supply Chain; Pat Russell, Associate Director, Health Information Management; Aaron Saunders, Planning Associate, Planning and Development;

Cindy Smith, Director, Orthopedics, Moses Cone Hospital; Helen Sneed, Director, Maternity Admissions Unit, Women’s Hospital; Sara Spencer, Administrative Coordinator, Nursing Administration, Wesley Long Hospital; Sheryl Thornton, Benefits Manager, Human Resources; Lindsay Tucker, Clinic Trainer, LeBauer HealthCare; Laura Vail, Executive Assistant, Human Resources; Louise Vaughn, Administrative Assistant, Pharmacy, Moses Cone Hospital; and David Wheeler, Director, Pharmacy Operations and Systems, Moses Cone Hospital.
Just after Thanksgiving, Rachel Cannon-Percival took her 7-year-old son Cole to Cone Health Cancer Center to drop off $46.87.

This was no ordinary gift, but rather a donation from a youngster who saw an opportunity to make a difference in the lives of people he doesn’t even know.

“I saw we had lots of extra tomatoes in our garden, and I thought I could sell them to help people with breast cancer,” says the Greensboro Day School first-grader.

Cole enthusiastically recalls how he went around his neighborhood, carrying tomatoes in recycled boxes and bags and selling them to door-to-door. Fresh tomatoes proved to be a profitable commodity for the young entrepreneur. Soon, the tomatoes were gone and, in their place, was a plastic bag filled with coins and folded bills.

“Giving it away to help others made me feel good,” Cole says.

His mother and his father, Blair, explain that this was completely Cole’s idea. And they, like Cole, could not pinpoint a reason why he chose to help those with breast cancer.

Perhaps the motivation was people Cole knows who have experienced cancer. Or perhaps it stems from a time in kindergarten when he finished second in a school run that benefited the Women’s Only 5K Walk & Run. On that occasion, he also donated all the money in his piggy bank.

Kasie Mahan, Breast Clinic Navigator, Cone Health Cancer Center, knew Cole’s gift could make a huge difference to some of her patients. She used his donation to buy toys and coloring books. Before, young children waiting with their mothers had little to occupy their time. Now, thanks to Cole, they can stay busy and have some fun.

“He’s gift is even more meaningful because it brings attention to how breast cancer impacts others, especially our patients with young children,” Mahan says.
1. Instructor Susan Ashcraft, RN, plays the role of an emergency physician as (from left) instructor Denise Rhew, RN, Sandra Luvender, RN, Elizabeth Ford, RN, and Lindsey Dupell, RN observe.

2. Academy students watch as classmates care for a “patient” in the simulation lab. They will be asked to critique care after the exercise ends.

3. Amber Wilson, RN, adjusts the infusion pump as instructor Denise Rhew, RN, observes.
First class of specially trained emergency nurses graduate

A new program at Cone Health is ensuring that new nurses working in the network’s emergency departments are ready for anything. The Academy for Emergency Nursing for New Graduates started in July, and those 12 Academy graduates are now in permanent emergency department assignments – five at The Moses H. Cone Memorial Hospital, five at Wesley Long Hospital and two at Annie Penn Hospital.

The vision for the Academy became reality shortly after Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer, joined Cone Health. The proposal for the Academy was quickly approved and preparing the curriculum began.

Nancy Summerell, RN, Clinical Orientation Educator, and director of the program, emphasizes the focus of the Academy is to ensure the clinical competency and confidence of the new graduate nurses in all aspects of emergency nursing.

The training was extensive and intensive, according to Denise Rhew, RN, Clinical Nurse Educator, Emergency Services. The program began with a series of rotations though Cone Health’s three hospital-based emergency departments as well as MedCenter High Point, the Urgent Care Center, Maternity Admissions Unit, Pediatric Emergency Department and the Behavioral Health unit in the Wesley Long Hospital Emergency Department.

Classroom instruction in critical care and emergency care as well as Advanced Cardiac Life Support and Trauma Nurse Core Curriculum were included in the first six months of orientation. While the new nurses are now part of the staff, they will receive ongoing mentoring and support, Summerell says.

During their orientation, the nurses spent hours in the simulation lab participating in scenarios that “increased their confidence to assess and react,” according to Sarah Clark, RN, Simulation Center Coordinator, Staff Education. “They actually asked if they could come back to run some more scenarios – STEMI, Code Stroke, sepsis, trauma, our core measures.”

Emergency medicine physicians also have been very supportive of the program, often coming over to the simulation lab to run scenarios with the new nurses. The simulation experience is particularly useful for nurses enrolled in the Academy because they have an opportunity to work with the doctor in a safe environment and to ask questions after the simulation. In the emergency departments, the doctors have sought out the new nurses and encouraged them to come and view a procedure or a patient.

“This is the kind of teaching we need for our new nurses,” Summerell adds.

For Sandra Luvender, RN, Emergency Room, Wesley Long Hospital, the training has been beneficial. “The Academy has been tremendously helpful,” she says.

“We’re more confident in ourselves. This has been a great experience – we get to see how everything really is.”

“We wanted them to feel competent in any setting,” Rhew explained. “We believe that if there is a shortage of nurses at one facility, they can come in and immediately feel comfortable.”

That happened even sooner than expected. During the shooting incident that involved the deaths of six individuals in November, the nurses from Wesley Long Hospital Emergency Department responded to the Moses Cone Hospital Emergency Department to assist in caring for patients. Likewise, when the Annie Penn Hospital Emergency Department was overwhelmed, nurses from the Moses Cone Hospital Emergency Department offered their assistance.

The second group enters the Academy this month, with more nurses scheduled for this summer. Cone Health, like other healthcare systems, is in constant need of ED nurses, Summerell notes.

“We need to train our own and retain them. If we have a pool of ED nurses, we’ll be more flexible.”

Members of the first graduating class of the Emergency Department Academy include:

- Kassie Collins, RN, Moses Cone Hospital
- Katie Cranston, RN, Moses Cone Hospital
- Lindsey Dupell, RN, Wesley Long Hospital
- Elizabeth Ford, RN, Wesley Long Hospital
- Christa Garrett, RN, Moses Cone Hospital
- Lindsay Gore, RN, Moses Cone Hospital
- Irekia Little, RN, Wesley Long Hospital
- Sandra Luvender, RN, Wesley Long Hospital
- Elizabeth Moore, RN, Annie Penn Hospital
- Ramon Paul, RN, Moses Cone Hospital
- Amber Wilson, RN, Annie Penn Hospital
- Haley Workman, RN, Wesley Long Hospital
**Children’s Corner employees get “On the Court”**

Sharon Fouts, Director, Children’s Corner, and Anjie Clark, Assistant Director, wanted to share the new Cone Health Values, Operating Principles and Practices with their staff, so they decided to bring the flavor of December’s People Excellence Symposium to the childcare center located on The Moses H. Cone Memorial Hospital campus. They recreated the events of the symposium, taping out a basketball court on the floor, arranging chairs in a stadium configuration, wearing team sweatshirts, and providing sodas and popcorn for everyone. They even recruited chief cheerleaders Chris Wilson, Performance Coach, Organizational Development, and LaVern Delaney, Service Director, Nursing Administration, to welcome staff into the session with cheers.

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### Cone Share Scorecard (Year to Date)

<table>
<thead>
<tr>
<th>Goal Type</th>
<th>Goal Description</th>
<th>YTD December Results</th>
<th>Goal Not Met</th>
<th>Goal Met at Lower “Threshold”</th>
<th>Goal Met at Higher “Target”</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FINANCE GOAL</strong></td>
<td>Operating Surplus must be at least $600,000 for any bonus to be paid.</td>
<td>$928,645</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>QUALITY GOAL</strong></td>
<td>Total Hospital-Acquired Infections* (Goal - .61 infections per 1,000 patient days)</td>
<td>.81</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>PATIENT SATISFACTION GOAL</strong></td>
<td>Inpatient Experience Percentile Rank - YTD (Goal - 70)</td>
<td>65</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

For the Cone Share bonus to be paid, operating surplus must be at least $600,000. Half of that year-end surplus will be shared equally among approximately 8,000 employees. The complete bonus will be paid if both the quality and patient satisfaction goals are met. Half the bonus will be paid if only one of the quality or patient satisfaction goals is met.

**Our goals are higher for Fiscal Year 2012 as we seek to provide even higher quality and better service to our patients and families.**

All information is year-to-date and could change by the end of the fiscal year.

* Hospital-Acquired Infection (HAI) includes MRSA, ventilator-associated pneumonia, central line-associated bloodstream infection, catheter-associated urinary tract infection and surgical site infection.
While renovation and new construction are occurring on all of the major campuses, many departments within Cone Health’s hospitals are faced with challenges to use their space effectively and efficiently to meet the demands of staff and patients.

Department 3700 – Cardiac Progressive Care at The Moses H. Cone Memorial Hospital is one of the units with older workspaces and little room for storage. Carol Harris, Director, knew a change was needed – staff morale had decreased, and patient satisfaction scores were not improving.

Kendall Johnson, Quality Improvement Team Leader, Quality Excellence Initiative, provided the assistance the department needed by involving them in an in-depth revitalization program known as 5S.

5S is named for the five phases of the program: Sort, Straighten, Standardize, Shine and Sustain. The program, developed in Japan, reshapes workspaces by promoting efficiency and effectiveness through categorizing and storing items, maintaining the space and sustaining the new order. The process is designed to build an understanding of how workspaces should be maintained and instills ownership of the process in employees.

Johnson began with sorting. Every item was evaluated for its level of importance. Everything viewed as unnecessary or rarely used – equipment, furniture, manuals – was stored off the unit, given away or discarded. Only essential items stayed in the immediate workspace in easily accessible places.

The second phase was straightening. Items were arranged to promote efficient work flow, with equipment used most often being the most easily accessible. The location of large items was clearly labeled with red tape on the floors, and shelves were labeled with identification tags.

Shining came next as the entire unit – including cabinets, shelves, floors and the soiled utility room – as well as all of equipment was cleaned, tidied and organized.

Standardizing focused on consistency and standardization. Forms were organized and color-coded.

The final phase of 5S is sustaining. To maintain the months of hard work that had taken place, the staff focused on individual accountability. The unit was divided into six areas, and staff members were assigned to a designated space for a 12-week period to make sure the environment was maintained.

The reaction to the process was overwhelmingly positive.

Farrah Tarpley, RN, Care Coordinator, believes 5S has made the department a more efficient place for better patient care.

Mary Watkins, RN, Assistant Director, thinks the staff’s ability to locate equipment and supplies easily has helped meet patients’ needs quickly and improved their satisfaction.

Employee satisfaction also is improving. Tammy Mebane, RN, believes 5S has made equipment more readily available to staff and, overall, improved the presentation of the unit.
Our caring values on display in recent milestones

A recent thank you letter published in the Greensboro News and Record really showed how our Cone Health values are taking hold!

An elderly woman submitted a note to the newspaper’s “Good Stuff” column, which thanks people in our community for their caring. The woman recounted how she fell and was transported to the Moses Cone Hospital Emergency Department. Chris Chrisco, RN, recognized her as a longtime hospital volunteer and came to visit with her. Upon discharge, the patient did not have a ride to her house and was getting ready to call a cab. Instead, Ellen Flueckiger, RN, was finishing her shift and offered to take the lady home. She also saw that the patient was settled safely back inside the apartment before leaving.

When the patient thanked her, Ellen had a simple response. “Cone cares,” she said. What a remarkable example of sharing our values!

This kind of caring has also been at work in several recent milestones for Cone Health – our award-winning United Way campaign, the opening of our Cone Health Cancer Center, and the first Go Live of Cone HealthLink, now under way. All these achievements involved tremendous amounts of teamwork and effort at the outset, but the positive outcomes will be unmatched in helping us reach our vision of national leadership in healthcare.

- First, I want to thank so many of you who are currently involved in the first Go Live for Cone HealthLink, our new electronic medical records system. I know this huge change will not be easy! There will certainly be difficulties along the way, and I appreciate all you do to put our patients first and to care for each other during this time. We are well prepared, thanks to the training efforts of our IT team, the shared expertise of Super Users in every department, and the involvement of front-line staff in developing these systems from the very start. The payoff will be clear in tremendous improvements in our quality, service and cost. For instance, improved communication among care providers and advances such as bar-code medication administration will go far to improve patient safety. Satisfaction will improve when patients provide their medical history only once and when they can access their medical record at any point of care. And the efficiencies created by this system can only improve our cost effectiveness over the long run. With your help, Cone HealthLink will lead to incredible strides in exceptional patient care.

- Our care will also improve greatly with another project: the opening of our newly renovated and expanded Cone Health Cancer Center. This beautiful new facility allows us to care for more oncology patients with the special attention, leading-edge technology and supportive services they deserve. Improvements include more private chemotherapy space, an expanded waiting area, the Alight Breast Cancer Center, the Doris S. Tanger Center for Patient and Family Support, new laboratory space, an improved pharmacy, more patient examination rooms and space for counseling. Built with $5 million in contributions from community members, physicians and employees, the expansion also improves
our outreach and education efforts. You should see the classroom space and incredible 100-seat auditorium in this facility! If you missed our community open house on Jan. 22, I encourage each of you to visit and walk through this incredible space. It really is amazing to see.

• And of course, I am thrilled with the statewide recognition our 2011 United Way campaign received as a Spirit of North Carolina Award winner. Under the leadership of Karin Henderson, Nursing Service Director, our Greensboro campaign raised more than $570,000 to help care for those in our community who so desperately need it. The campaign also helped fund essential United Way programs for patients and employees in need. Competing against every other healthcare organization with more than 5,000 employees statewide, our campaign came out on top. What’s even better is that Annie Penn Hospital’s campaign won this same award in its category last year! What tremendous validation for the caring we provide our community every day throughout Cone Health.

Thank you all for everything you do to put our patients first, to care for each other and to care for our communities as we build our Network for Exceptional Care.

Awards recognize outstanding care providers

Do you know outstanding nurses or nursing support employees who have made a difference in the lives of their patients, families, their communities and each other?

• If so, nominate them for one of the 2012 Nursing Excellence Awards.

The Nursing Excellence/Retention committee will identify and recognize the top 1 percent of nurses and nursing support staff in the Cone Health network.

There are two categories of awards:

• Nursing Excellence Awards.
  17 Direct bedside care nurses.
  1 Nurse director/manager.
  6 Non-bedside care nurses.
  9 Nursing support providers (NT/NS/EMT/MHT, etc.).

• Multi-Cultural Awards.
  1 for nurses.
  1 for nursing support providers.

Electronic nomination forms will be accepted through Feb. 29. This year, the nomination process will be a collaborative one between the nominator and nominee.

To submit a nomination, go to the intranet home page and click on the Nursing Excellence logo. If you need more information, you can submit a question, browse reference documents and review the FAQs from links on the Nursing Excellence page.
Cone HealthLink is here! This is certainly one of the most exciting and profoundly transformative initiatives we have ever undertaken in our organization. It will touch and enhance every aspect of “patient-centered Triple Aim Performance” on our journey to national leadership for Cone Health.

So now that we’ve experienced our first launch, all is working perfectly, right? Wait a minute – it’s not?

In all seriousness, we know there will be many issues to work through and bumps in the road. Would you be surprised if I told you that these difficulties are part of the plan? Actually, it would be impossible to achieve perfection before we went live. In fact, our Epic consultants tell us that the benefits from refining our system after Go Live are 10 times more effective than all the planning and refinements beforehand. Truthfully, we cannot develop the very best system without going through this period of refinement and “managing breakdowns” along the way.

I heard an example recently that reminded me it’s a bit like flying to the moon. You would think that path would be a straight course from here to there. But in truth, it’s a series of course adjustments – if you looked at a tracing of the Apollo missions, you would see that those pathways were actually a series of continual zigzags as NASA astronauts and engineers accounted for and adjusted to changes along the way.

This is a new way of thinking for many of us. It’s human nature to want perfection. However, the truth is actually more like what Thomas Edison believed: that managing our misdirections or “breakdowns” can actually lead to our greatest “breakthrough” successes. I would say this is true for the overall culture we are striving to create for Cone Health, and it will be among the greatest determinants of our success as an organization.

Certainly, we don’t want to experiment in all settings. We wouldn’t want to take risks in the operating room in the midst of a surgery, for instance. In certain aspects of patient care we want to do things exactly the same way every time for quality and safety reasons. However, for innovation to occur in the greater scope of caring for patients – with transformative projects like Cone HealthLink – it’s OK to step out of that box, embrace our breakdowns, learn from them and continually refine along the way.

Having experienced an Epic implementation at my previous health system in Texas, I can tell you it will most certainly be worth it. It’s amazing to see what will be possible for our patients when we have a fully functioning HealthLink system! It is an essential step as we work to provide the highest quality care, keep patients safe and satisfied with their care and operate cost-effectively.

We certainly owe our IT team much gratitude as they are continuing to work very hard on this Go Live – and all the others to follow. However, as we have said all along, this is NOT an IT project! Sure, it’s about technology, but it’s even more about people, processes and workflows. It is a team effort that will require full engagement and the best from all of us.

So, during this first launch, I ask you each to remember that Cone HealthLink is – and will continue to be – a team sport. Many of you have contributed to the development of Cone HealthLink, and thousands of you have also been trained in using these systems already. This training – supported by designated Super Users for each department and extensive support – will help us all get more comfortable with the HealthLink system.

I request your support and patience as we go through this process. If we continue to focus on caring for our patients and each other – and keep the end result of exceptional care in mind – we will achieve amazing new progress. Thank you for all you do to support the very best for our patients across our Network for Exceptional Care!
Preparation under way for Women’s Hospital’s Go Live in July

By Cindy Farrand, President, Women’s Hospital

Building Cone HealthLink is one thing. Making sure that it can be implemented in a way that fits within your operation and is embraced by your employees is another.

Understanding that every site has its nuances, we know that communications will be critical to our team. Giving departments ample opportunities to ask questions is key to successful implementation.

The good news about this change is that the new Epic-based system will fix many of the frustrations we experience daily. Once we get a few of our folks trained, we have no doubt that our staff will be excited about the transition and even welcome it.

Even though Women’s Hospital will not Go Live until July, we knew our clinical leaders needed a forum to address site-specific questions so that everyone can be engaged in the process and learn from each other. To accomplish that, we’ve already started meeting with the Cone HealthLink team to plan for our communications needs, understand new workflows and influence the training schedule.

Borrowing from the Bon Secours Health System, we worked with Cone HealthLink leadership to establish a Site Planning and Adoption Council (SPAC). We created a charter for this council that outlines our purpose, authority, responsibilities and membership. We also committed to meet twice each month until eight weeks before Go Live when we will move to weekly meetings.

Membership in the council consists of physician and site-based leaders who will act as champions for the implementation. Each will bring specific expertise and responsibilities to the table. One of the principles we established requires members to represent the interests of their respective groups but also the best interests of our patients and the organization.

Specific responsibilities of the council include identifying site-based leaders; communicating and coordinating activities; changing management leadership throughout the implementation process; resolving local operational issues; and, most importantly, organizing our celebrations.

So far, we’ve met several times and uncovered areas that need attention, including:

- Team members seemed reluctant to ask questions. We now know that we need to do more to simply introduce them to the new terminology and applications.
- Questions focused on what will be different and how applications interact. That is easier to understand when you know that we currently juggle as many as five different systems for each patient. Our team has been very creative in developing a variety of workarounds. Now, we’re asking them to apply a new set of behaviors to build and access one chart.
- Help to develop workable training schedules. Given our combination of nursing directors, physicians in multiple specialties, etc., we realized immediately that it is up to us to help develop a training schedule that would be flexible and enable us to get all of our staff trained in a relatively short period of time without impacting patient care.

These are just a few of the questions we’ll raise and resolve as we take ownership of our own implementation of Cone HealthLink at Women’s Hospital. We’ve found that creating opportunities to ask questions is critical to working together as a team. We’ve also realized that the best way to do that is through face-to-face interaction … in other words, plan ahead for a few more meetings.

We’ve found that it’s more effective and it’s more fun.
As planned, leadership of Cone Health and Alamance Regional Medical Center continues to review the details of a proposed partnership, with the intention of finalizing a potential merger this spring.

This review process involves about 90 days of legal and financial review and an additional 30 days of governmental review from the Federal Trade Commission. When completed, the two boards can vote on final approval for the partnership.

In January, Cone Health directors and vice presidents participated in a conference call with Tim Rice, President and CEO, to learn about progress toward the partnership. Since it is very early in this process, no specifics have been discussed. As a result, Cone Health has not begun to analyze how the partnership will impact areas such as patient care, HR issues, daily workflow, organizational structure or contracting. It is very unlikely that any benefits changes for either organization would take place until calendar year 2013, since elections have been made already for 2012.

“Remember it is not essential that we begin operating as a merged system the day this is approved,” Rice says. “We have some time. In most areas, we can continue to operate in ‘parallel universes’ for the foreseeable future.”

Rice adds that he continues to hear positive feedback and will keep Cone Health staff updated. “I view this partnership as an opportunity for both organizations to continue providing exceptional care to our patients,” he says. “Cone Health and Alamance Regional are healthcare organizations with similar missions, cultures and values. Equally as important, we are both focused on providing superior service and quality for our patients.”

Volunteers needed for Missions of Mercy Dental Clinic

Annie Penn Hospital will be assisting again with the Missions of Mercy Dental Clinic scheduled to return to Reidsville on March 23-24.

It is estimated that between 500 and 600 adults will come to Reidsville Christian Church to receive free dental care.

Stokes Ann Hunt, Director, Community Outreach, Annie Penn Hospital, says Rockingham County hosted its first Missions of Mercy clinic last year. More than $273,000 in free dental care was provided to the 484 patients who were seen.

“Last year we had to turn patients away, so this year we are working to provide more volunteers – dentists and hygienists – as well as general volunteers,” Hunt says.

Clinic doors open each day at 6 a.m.

To volunteer for the event, go to www.ncdental.org/ncds/NCMOM.asp.

Work on Alamance Regional partnership continues
Caring for Our Patients

Couple says thanks for exceptional care

Dennis Mayhand was a patient at Wesley Long Hospital last February, recovering from a knee replacement surgery. When he awoke from anesthesia, he was sick and confused and trying violently to get out of bed.

Instead of restraining him, his care providers talked calmly with him, wiped his face and made him comfortable. Mayhand and his wife Cynethia were so impressed with the compassionate care he received that they returned to the hospital nearly one year later to say thanks in a very special way.

Rachael Beal, Nurse Tech, and Lorraine Ajel, RN, were surprised when they were summoned to the nurse’s station. The Mayhards were there along with J.R. Clark, Director, Orthopedics.

The Mayhards presented Beal and Ajel with handmade blankets, each embroidered with a thank you message, the dates of Mayhand’s care and the name of the caregiver. Cynethia Mayhand had also written individual thank-you letters to each care provider and sent copies to Tim Rice, President and CEO. The care, they said, was outstanding and memorable to the point that they wanted to do something special for their care providers.

As it turned out, caring for the patient was just as memorable for the nurses.

“Rachael Beal and Lorraine Ajel remembered the room number, the procedure he had and the circumstances surrounding his care, even though it had been months ago,” Clark notes. “This is a hallmark that the nursing staff was not just providing treatments, but we were providing comfort measures with compassionate care.

“This demonstrates the power of comfort and care in transforming the patient experience.”

System leaders acknowledged the nurses and the couple during January’s Systemwide department directors’ meeting.
HEALTHY LIVING SPOTLIGHT

Aaron Saunders

As Aaron Saunders pounds the pavement, making his average daily 11-mile trek along running paths and city streets, his thoughts are on April 15, 2013.

That’s the day he will join more than 25,000 other runners in the Boston Marathon, the world’s oldest annual marathon.

While Saunders is not new to running, his first marathon was the North Carolina Marathon, held in High Point in November. His time was 3:03:17, with an average mile of 6:59. He finished seventh in the race, fifth in the men’s division.

It was good enough to qualify for the Boston Marathon, the gold standard for running enthusiasts.

Qualifying is only the beginning of training. “I will continue the training and running the mileage I put in during 2011,” Saunders says. “I ran more than 2,800 miles in 2011, and I want to keep my mileage consistent but add in speed and interval training to help me improve on my time. My goal is to schedule at least one more marathon and improve on my time before registering for the Boston Marathon in September.”

He started running about two-and-a-half years ago to get back in shape, “but I didn’t really start taking it seriously until 2011.” He runs between 50 and 70 miles each week.

For would-be marathoners, he has some tips:

- Prepare mentally. Half the battle is in your head.
- There is no perfect training plan. Find what works for you or even use pieces of several training plans. But make sure you put in the mileage.
- Set goals – don’t sell yourself short.
- Run long runs at your goal marathon pace to help you prepare for race day.
- Get a training/running partner. Keep each other accountable.
- Carb load the three days before your race. Pancakes and pasta are my favorites.

The Matchup: Lose weight and win prizes

Are you looking for a way to stick to your New Year’s resolutions to lose weight and get healthy? Now’s your chance to join a competition that can help you get healthy and give you large cash prizes along with bragging rights.

Enlist four co-workers and/or family members and sign up. Compete in teams of five against teams from other companies, including Wake Forest Baptist Health. There are prizes for the winning teams and the winning company. Sign up by Feb. 17 when the challenge kicks off. Final weigh-out will be May 11.

Cost is $20 per month.

The winning team is the one that loses the greatest percentage of weight during the contest. You can also register individually.

Register at www.healthywage.com/clients/conehealth.

New indoor cycle classes

Want an awesome cardio workout? Come and try our new indoor cycle classes – SPIN and RPM.

An inspiring pack leader will lead the group through a guided workout simulating hills, flat roads, mountain peaks, time trials and interval training. The cycle’s resistance is totally controlled by the participant, making the workout as easy or as difficult as needed.

The formats for the two classes are very similar. SPIN is a freestyle class where the instructor chooses the music and the workout; RPM is a Les Mills program which uses a certain format each session.

Bring water and a towel. Let the instructor know you are new, and she will help with your bike set-up.

All Greensboro group exercise classes are held in the Green Valley Medical Center building located at 719 Green Valley Road, Suite 107. There is also a Zumba class at Annie Penn Hospital and other class sessions are coming to MedCenter High Point and MedCenter Kernersville. For more information, go to the Cone Health intranet home page and click on Group Fitness.
She’s got a lot of heart

When the oldest campus-based volunteer at Women’s Hospital celebrated her 93rd birthday Jan. 16, it took many by surprise — partly because no one could believe her age and partly because of her jovial personality.

“My birthday was yesterday,” deadpans Fran Hart. “I was 104.”

She works every Tuesday at Women’s Hospital’s Sweet Pea Gift Shop. She’s got a great sense of humor and a heart filled with caring for patients.

“Her heart and humor clearly illustrate why everyone loves our volunteers,” says Ginger Penley, Director, Volunteer Services.

The Vermont native married into her very appropriate name in 1943. She recalls that her husband teased her for getting a “better” last name. She maintains her French maiden name, Pouliot, “takes up a whole page in the phone book up there!”

Her husband, who died a year after their golden wedding anniversary, was a pharmaceutical salesman for Lederle Laboratories. His job prompted their move to Greensboro, and they opted against moving to Kansas when the opportunity presented itself several years later.

“We had come from the snow,” Hart recalls. “We didn’t need to go to more snow, and we liked it here.”

Hart’s fitting last name mirrors her dedication to more than two decades of volunteer service.

Joan Worrell, Hart’s volunteer service partner, adds, “The best thing in the world was getting paired with Fran.”

Bowling tournament raises money to fight breast cancer

The Annie Penn Hospital Foundation receives proceeds from the Strike Out Breast Cancer Bowling Tournament. The event, organized by Keith Patterson (right) with the Greater Rockingham County Bowling Association, raised $6,724. Accepting the donation are (from left) Mario Singleton, Director, Annie Penn Cancer Center; Darlene Daniel, Assistant, Foundation; and Stokes Ann Hunt, Director, Foundation. The money will be used for breast cancer patients in Rockingham County.

Wilkerson receives Annie Penn Hospital Symposium Scholarship

Amanda Wilkerson (left), a nursing student at Rockingham Community College, recently received the second Annie Penn Nursing Symposium Scholarship during a luncheon held at Rockingham Community College. Presenting the award was Elisa Haynes, RN, Day Surgery Center, Annie Penn Hospital. Wilkerson is currently enrolled in the nursing program at Rockingham Community College, where she maintains a 3.5 GPA. The scholarship is a collaborative effort of Annie Penn Hospital, Morehead Hospital and Rockingham Community College.
Demonstrating our values

Throughout the Cone Health network, there are amazing examples of what individuals and groups are doing to make a difference in the lives of patients, each other and our communities. This occasional feature is designed to highlight some of those efforts.

Short Stay/Endoscopy, Annie Penn Hospital

Noni Walker, RN, Endoscopy, reports that her department wanted to help someone in the community during the holidays. It came to their attention that a co-worker actually had a need, so Walker devised a plan to collect money to give the team member. No one asked any questions because they knew it was for an unidentified co-worker. They raised more than $200. The person they were collecting for actually made a donation herself and expressed concern that her donation wasn’t much.

“That just goes to show her selfless, giving heart,” Walker says. “We privately gave her a card signed by those who gave with our monetary gift inside. She cried and kept saying how fortunate she was to work with such giving people and what a blessing the gift was. Little did she know that helping her blessed each of us far more than any store-bought gift.”

Department 5500 – Medical-Surgical/Telemetry, The Moses H. Cone Memorial Hospital

Marie Trogdon, RN, volunteered to work on Christmas Eve night. She made stockings for all the patients who were on the unit that night and then delivered them to their rooms.

During the holidays, Department 5500 staff did a cookie exchange. They delivered cookies to Pediatrics, the Emergency Department and Department 3100 – Neuro ICU as appreciation for the work they did during the November shooting tragedy. The staff sang Christmas carols during the delivery.

“My staff really appreciated their caring spirit,” says Marlienne Goldin, RN, Director, Department 3100. “It was a true act of caring for each other.”

The staff also adopted the daughter of an Environmental Services employee and provided gifts for her four children.

Quality Division

Staff members of the Quality Division collected $800 that paid for holiday dinners for 14 families at The Pathways Center. Kim Mays, Accreditation Manager, Accreditation Services, worked with management at Lowes Foods on North Church Street to get discounts on food boxes holding a Butterball turkey, potatoes, green beans, dressing and gravy as well as dinner rolls and pumpkin and pecan pies. The store’s staff packaged each family’s items in a separate ribbon-tied box and expressed their excitement at being able to contribute to the project. The store also provided two $25 gift cards that were donated to Pathways.

Hope Rife, Director, Clinical Social Work, coordinated arrangements with Cathy Osborne, Director of The Pathways Center. Pathways is sponsored by Greensboro Urban Ministry and provides homeless families a safe, temporary place to live together while they are seeking other housing. Each family has a private living area, including cooking facilities to prepare their own meals.

(From left) Hope Rife, Rock Sumner, Jennifer McDowell, Melissa Loveday, Kendall Johnson, Jane Lemons, Mary Jo Cagle, MD, Tim Herndon, Cheryl Koob and Kim Mays helped make a difference in the lives of 14 families during the holidays.
Maternity Admissions Unit, Women’s Hospital

Mary Topp, RN, volunteered to coordinate the holiday party for her department. But she wanted more than just cookies and soda – she wanted to create a homey environment so her peers could feel relaxed and enjoy the party.

On the night before the event, she and her husband Steve loaded a large van and pick-up truck with their own home furnishings – including a leather couch, rug, lamps, tables, chairs and a lighted wreath – and delivered them to the Women’s Hospital Education Center. The result was a comfortable setting for the party. Connie Harris, RN, brought wreaths from her home as well as a large flower arrangement, and Belinda Bethea, RN, helped decorate.

Classroom space in the Women’s Hospital Education Center gets a homey touch for a holiday party.

Event continues conversations about healthcare reform

Tim Rice (left), President and CEO, Cone Health, and Allen Johnson, Editorial Page Editor for the News & Record, discuss The Healing of America: A Global Quest for Better, Cheaper and Fairer Health Care by Washington Post correspondent T.R. Reid during a community breakfast at the Greensboro Historical Museum. Facilitated by Greensboro Public Library volunteer Whitney Vanderwerff, PhD, (right), the event drew more than 120 people.

To educate the community about healthcare reform – also known as the Affordable Care Act – the Cone Health Foundation forged partnerships with the Greensboro Public Library, WFDD Radio and the League of Women Voters for a series of book discussions and programs on the subject.

“Cone Health Foundation wants to foster a productive discussion regarding the issues surrounding access to healthcare and an understanding of what the new law means by providing accurate, factual information,” says Susan Shumaker, President, Cone Health Foundation. “Our goals are to engage a wide spectrum of the community in a thoughtful exchange of ideas and perspectives around an issue that impacts our whole community – healthcare.”
Sampling African culture

Employees at Annie Penn Hospital chose to model one of Cone Health’s new Operating Principles recently at Annie’s Café with a celebration of African Day. The Operating Principle modeled is: “In caring for our patients, each other and our communities: I include people with diverse backgrounds, experiences and points of view.” The cafeteria served a variety of African dishes, and there was an exhibition of African art, crafts and music. As part of her internship at Cone Health, Irene Acheampong from the University of North Carolina at Greensboro, assisted with the event. Acheampong, a native of Ghana, West Africa, has lived in the United States for five years. Dressed in traditional African garments, she shared some African history, culture and dances with staff members and visitors. Similar events are planned promoting different cultural themes and foods.

For your continuing professional development

These accredited continuing education and training programs are designed to meet the needs of health and human service professionals throughout Cone Health.

**UPCOMING PROGRAMS**

*Go to [www.gahec.org](http://www.gahec.org) or call 832-8025 for more information or to register.*

- **Feb. 1**  
  **HIV/AIDS: A Growing Threat to Women**  
  The Moses H. Cone Memorial Hospital, Rooms 0029-0031

- **Feb. 3**  
  **RN-BSN/MSN Meeting**  
  Doubletree Hotel, 3030 High Point Road, Greensboro

- **Feb. 16**  
  **Seventh Annual UNC Conference on Melanoma: A Multidisciplinary Perspective**  
  The Friday Center, Grumman Auditorium, 100 Friday Center Drive, Chapel Hill

  **Adult Psychopharmacology: A Practical Update for Clinicians**  
  Moses Cone Hospital, Rooms 0029-0031

- **Feb. 17**  
  **RN-BSN/MSN Meeting**  
  Doubletree Hotel, 3030 High Point Road, Greensboro

- **Feb. 24**  
  **Fifth Annual Cone Health Heart and Vascular Symposium: Diagnosis and Treatment of Coronary Artery Disease**  
  Moses Cone Hospital, Rooms 0029-0031  
  Special Cone Health Employee Rate
Measures of Magnet: 
Tragedy draws healthcare team together

By Vernell Rice, RN, Director, Moses Cone Emergency Services

November 20 began as any other Sunday morning in the Moses Cone Emergency Department: 25-30 patients in the department with various complaints ranging from simple lacerations and sore throats to a couple of patients from motor vehicle accidents. These are the typical patient complaints we deal with every day and, as usual, we knew the volume would steadily increase. This morning, however, changed the lives not only of our staff members and staff from many other departments, but also the lives of thousands of people in our community.

Shortly before 10 a.m., the charge nurse received notice that our Emergency Department would be receiving an adult patient with gunshot wounds. A Level I Trauma Code was activated. Soon after, the Emergency Department would be receiving more patients with gunshot wounds – all life-threatening. There were no details, but the department began preparing for an as-yet-unknown number of victims. The next notification indicated there was another gunshot wound victim – this one a child. Trauma Code and Pediatric Emergency Response Codes were paged.

There was initial confusion about what might be happening in the community – were these patient situations related? The ages of the patients was also a concerning factor – the first patient was an adult, and then they were calling information about children. The injuries reported were severe, critical wounds as we would continue to discover as the last three children arrived by EMS.

Everything happened quickly. Calls went out to alert various people, and the response was overwhelmingly positive. A call to the directors of the other EDs in our system brought help. Surgeons who were on call, and those who weren’t, immediately responded when the call went out for help. Senior administrators arrived to handle the media and communications with our staff.

No one said “I’m off duty” or “it’s not my job” – whenever a need was identified, someone stepped in to take care of the need.

The immediate response of team members from areas throughout Cone Health speaks to our new culture and touches on each of our values: Caring for Our Patients, Caring for Each Other and Caring for Our Community. Our culture is changing, and this is evident from the response we experienced on a personal level and the ongoing focus to reach out to all in need. The resources were here for the victims of this tragedy and for the other patients in our department. Resources were here for the caregivers, and all the departments supported the caregivers.

A debriefing was scheduled for later that afternoon and included all staff who could attend. Resources were also here to meet the needs of the families and friends of the victims – it was amazing to see or hear about the actions of so many of our Cone Health family.

For our department, there were so many little acts of kindness that cannot be measured and mean so much to us. This was a very tragic event, yet it is only one situation out of many our department faces every year while caring for emergencies in our community.

In the past when the ED called out for help, people responded. Chaplains always respond. Environmental Services reaches out to do what is needed. Dietary staff assist us.

So, why did the response to this situation feel so different? Our culture is changing. This tragic event made it evident, even palpable. We are all stepping up our efforts, we are reaching out to show we care for each other, and we are learning everyone has a contribution to make toward living our values.

The Moses Cone Hospital Emergency Department would like to thank all of you who cared for us and helped us care for our patients on this tragic day in November. We know who you are, and you know who you are. There was so much support from so many that to list a few at the risk of leaving someone out would not be appropriate. Know that all of you are our heroes.

Magnet Component

This Measure of Magnet illustrates two components: Transformational Leadership and Exemplary Professional Practice.

- **Transformational Leadership.** A title does not make one a leader – every member of the staff demonstrated the component of Leaders in Action. The charge nurse remained calm and delegated efficiently; physicians called on their off-duty colleagues to come in and provide care for these children; nurses stepped up and without hesitation kept the continuum of care going for patients when their own nurses were reassigned to the trauma patients. Leaders in Action stepped up throughout Cone Health.

- **Exemplary Professional Practice** Patients remained the center of our focus. A respiratory therapist was assigned to each of the trauma patients and remained with that patient throughout the continuum of care. Staff not assigned to care for the trauma patients continued to care for patients in the department with other needs. A cardiac arrest patient arrived in the middle of this tragic event, received outstanding care and was admitted to critical care. Provision of care to the patients not involved in this traumatic event continued, and each received appropriate care. Patients not in the vicinity of the trauma rooms were unaware of the activities happening in another part of the ED. Staff came to the ED to take the newly admitted patients to their assigned inpatient bed. This is how it should be, staff stepping up as Leaders in Action to do what is best for the patient – every patient.
Visitors at Wesley Long Hospital often notice a special piece of art in their loved one’s room. It could be an inspirational quote, a scenic vista, a playful puppy, a grinning toddler or a favorite NASCAR driver – anything that has special meaning to a specific patient.

These Inspiration Frames are the brainchild of LaVay Lauter, Senior Patient Experience Manager. “My premise for this initiative is a belief in healing the whole person,” Lauter says, explaining that this belief is really a hallmark of an exceptional healthcare worker. “You should leverage best practices to build a connection with the patient, ensuring a holistic patient care experience and driving a higher level of care through patient-centered decision making.”

The frames are offered to patients as a gift and are intended to inspire them through meaningful quotes, poems, song lyrics or religious scripture that supports a variety of faiths. Because the patient creates his or her own vision for the frame’s contents, the patient drives his or her own emotional and spiritual care, Lauter says.

Lauter has been fulfilling requests from patients with the help of seven unpaid interns since September, and she believes it has made a significant impact on the patients and their loved ones.

Employees from throughout the hospital recommend patients who would benefit from this extra service.

Michelle Orpiano, Nurse Tech, Intermediate Care/Urology, emailed Lauter a request on behalf of her patient: “I have a patient I think would enjoy a comfort frame. He has been in the hospital for a few days now and has not received any visitors … You can see the hopefulness in his face that maybe today would be different, today he will get a visitor. I asked what he enjoyed as a hobby, and he replied, ‘Racing. NASCAR.’ I was hoping the frame could have a picture of his favorite racer and car, #14, Tony Stewart. And, if you’re able, possibly a positive quote to reinforce his significance to us all.”

Lauter also gets notes from the families of patients. “You came by my mother’s room a couple of days ago and offered to give us a picture with a verse on it and said we could choose the verse … I really appreciate this kind offer. My mother has had excellent care here by everyone in every department and this helps me to be aware that you are also concerned with her spiritual well-being as well as her physical health,” wrote a patient’s daughter.

The special service was especially appreciated by one family who inadvertently left the frame behind when transferring their father to a nursing home. The daughter called Lauter and said her father was very distraught because he had accidentally left his frame at the hospital. She asked if the frame could be recreated, which Lauter and her interns were glad to do. When the woman came to pick up the frame, Lauter recalls, “She hugged me and said, ‘My father will be beside himself.’”
The Medical Executive Committee of the Cone Health Medical and Dental Staff has agreed to fund a partial nursing scholarship for REACH. **Steven Smithers, RN, Department 2900 – Cardiac Care Unit**, is the recipient of the scholarship (see related story at right).

REACH provides financial support for Cone Health registered nurses who return to school to achieve professional growth. REACH, which stands for RN Educational Advancement for Cone Health, strengthens Cone Health’s nursing practice and leadership and enhances patient care.

This is the first time that physicians have provided funding for the scholarship program.

“We are so pleased that our physicians are willing to encourage and support the advancement of nursing education at Cone Health,” says **Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer**. “Our patients will also benefit from this collaboration, since evidence shows that nurses with BSN degrees working at the bedside produce better results for patients in terms of outcomes and patient satisfaction.

Having nurses with higher level degrees also helps Cone Health pursue its vision of national leadership in delivering measurably superior healthcare.”

Currently, 68 percent of Cone Health nurses hold bachelor’s degrees in nursing or higher. There are 675 registered nurses who do not hold BSN degrees. While Cone Health is not forcing staff to go back to school, this scholarship money is designed to be used by any nurse who is interested and wants to take advantage of the program.

Brodrick says there are 52 scholarships either already awarded or in the application process. Of those, 26 are for nurses wanting to go back for their BSN degrees, 24 are seeking master’s degrees and two want to pursue doctor of nursing practice degrees.

Registered nurses are eligible for the scholarship if they are pursuing any of these nursing degrees: BSN, MSN, DNP or PhD. There are other eligibility requirements for the REACH funding.

Additional information on this scholarship program is available from **Lisa Boland, RN, Manager, Nursing Outreach**, at 832-7403.

**Smithers wins scholarship**

**Steven Smithers, RN, Department 2900 – Cardiac Care Unit**, is proud to have received a scholarship so he can complete his BSN degree. Nursing is his second career and his first love.

Years ago he earned a degree in accounting, but he soon discovered that was not what he wanted to do with his life. While he was serving in the US Coast Guard, he discovered that he enjoyed saving lives. “I had friends who were nurses, and that was the closest I could get to that,” Smithers recalls.

He graduated from Davidson County Community College in 2001 and joined Cone Health four years ago. He realized that he wanted his BSN degree, so he enrolled in the University of Phoenix.

Learning in an online setting is convenient, Smithers says, but the biggest challenge is keeping up on a daily basis. “You have to be self-directed and stay abreast of what’s going on,” he adds. “You become more resourceful.”

He’s already looking toward working on a master’s degree in nursing, taking either an education or leadership track.

He believes the emphasis on education at Cone Health is a good thing. “This reflects we are truly a Magnet system and that we care about advancing our nurses,” Smithers says.
Operative Services recognizes excellence

Stacey Perkins, RN, Operating Room, has won the 26th annual Jean Caudle Award for Excellence. The award is presented by The Moses H. Cone Memorial Hospital Peri-Operative Services staff to recognize one of their own for excellence in the department.

The award was established by the late Bob Phillips, MD, a neurosurgeon, in recognition of Jean Caudle, the nursing director of the operating room, for her years of dedication and service to Peri-Operative services.

Nominees are selected by their peers for this honor. Criteria include service to the patient; a positive image of Cone Health to the community; expertise in his or her position; and excelling in working collaboratively with the entire surgical team.

Comments about Perkins from her peers included: “Stacey is a ray of sunshine and greets you every time she sees you”; “She has a great knowledge of her specialty and is a great resource”; “She seems to know when you are having a bad day, and she is there for you.”

Annie Penn Hospital Foundation funds $49,000 in grants

The Annie Penn Foundation Board received more than $100,000 in grant requests and approved six projects worth $49,000.

The projects include:
• Oncology Nurse Navigator position for the Annie Penn Hospital Cancer Center.
• Addition of a mosaic art initiative in the Annie Penn Hospital Serenity Garden.
• New communication boards for the Emergency Department treatment rooms.
• New uniforms for the hospital’s volunteers.
• New elliptical exercise machine for the Annie Penn Hospital employee gym.
• LCD projector for the hospital’s Community Outreach program.

Nurse wins grants for medical mission

Melody Bullock-Corkhill, RN, Assistant Director, Pediatrics, has received grants for a medical mission to Moldova from the Greensboro Rotary Club and Guilford Rotary Club. For years, the North Carolina-Moldova Partnership has provided dental services. Several years ago, a hospice was built through the sponsorship of these Rotary clubs.

Bullock-Corkhill will lead a team to Moldova in March to place PICC lines in 50 patients who will receive chemotherapy for the next six to 12 months. Her goal is to provide each patient with the education and supplies needed to care for their PICC line. She also will teach the physician team how to place intravenous lines in difficult cases using a bedside ultrasound unit which she will provide.

Moldova, a third-world country that became independent from the Soviet Union in the late ’90s, has struggled with the physical and health issues created by the Chernobyl accident of 1986. Cancer is a predominant diagnosis in the capital.

For more information about the medical mission, email melody.corkhill@conehealth.com.

It’s All About U

Christopher S. Golding, RN, Coordinator, Continuing Professional Development, Greensboro Area Health Education Center, was recently accepted into the NC Nurses Association Leadership Academy. The Academy is a competitive application leadership development program for nurses to prepare them for elected office or positions on state and local government boards/commissions, hospital boards/leadership and community boards.

Cynthia Brown, RN, Cone Health Center for Pain and Rehabilitative Medicine, recently completed a seven-day course to become certified in hypnotherapy.

Deborah Sharp, RN, Department 4000 - Inpatient Rehabilitation, The Moses H. Cone Memorial Hospital, recently passed her certification in Rehabilitation Nursing, thereby earning the CRRN credential.
Moving toward top decile performance

Cone Health’s vision of becoming a national leader in delivering measurably superior healthcare depends on the efforts of each department to excel. Here are some examples of special efforts by three departments.

**Department of Pharmacy**

The Cone Health Department of Pharmacy Services recently launched two projects designed to provide better patient care. Through new decision support software, pharmacists can link medications and laboratory results along with other data to identify patients who need an immediate medication change. These changes can become necessary because of a change in their condition, drug interactions or core measure requirements that have not been met.

**Melissa Morgan, RN, Data Analyst, Infection Prevention** believes the tool greatly improves patients’ quality of care.

The infection prevention team also uses this software to identify patients with potentially infectious organisms. “The infection prevention specialist no longer has to make phone calls and manually extract data from printed lab reports and multiple systems,” Morgan says. “The same information can now be obtained at the bedside.”

By rounding each day on patients identified with potentially infectious organisms, the infection prevention team can engage the patient, family and bedside caregivers as well as educate the staff on protecting the patient and preventing infection.

“I believe this has and will greatly impact the safety of our patients,” Morgan says.

The pharmacy has been working closely with information systems colleagues to design a paperless monitoring form using the Amalga data collection software. Patient information that was transcribed by hand is now fed into monitoring forms that were designed by this multidisciplinary team. This saves time for pharmacists and allows them to spend more time educating patients and responding to decision support software alerts.

**Wound Care and Hyperbaric Center**

**Sam Adams, Program Director, Wound Care and Hyperbaric Center**, reports that year-end statistics demonstrate his department’s exceptional quality work. He says the healing rate at the Wound Center in 2011 was 97.26 percent, well above the national average of 93.08 percent.

**Emergency Department, The Moses H. Cone Memorial Hospital**

**Vermell Rice, RN, Director, Emergency Department, Moses Cone Hospital**, will host a site visit in late February from several healthcare facilities from across the country.

She and other members of her team will share their experience of partnering with Errand Solutions and the improvement experienced in patient satisfaction scores. There will be a round-table discussion with representatives from the other hospitals, and they will tour the department. The addition of this guest relations department is one of several changes implemented in the last six months.

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**Thanks to Cone Health**

Staff from Department 4500 – Medical/Surgical/Palliative Care say thanks for their Cone Health bags and water bottles. Pictured from left are Lakysha Williams, Nursing Secretary; Kisha Haskins-Scott, LPN; Toya Coad, Nurse Tech; Teresa Doggett, RN; Andy Brake, Nursing Tech/Nursing Secretary; Mary Yonjof, RN; and Debra Baker, Assistant Director.
Cancer Prevention and Treatment Series: Melanoma
The incidence rates for melanoma have been rising in the last 30 years, especially among those with fair skin that freckles easily, red or blond hair, or blue or light-colored eyes. Peter Ennever, MD, medical oncologist with the Cone Health Cancer Center at High Point, and Susan Stinehelfer, MD, a dermatologist with Greensboro Dermatology, discuss prevention, the importance of screenings and treatment options for melanoma. Registration is required. Go to www.conehealth.com/classes or call 832-8000. Monday, Feb. 6, 6-7:30 p.m., Cone Health Cancer Center, Second-floor Auditorium

Update on Heart Health
Cone Health Heart and Vascular Center is a national leader in heart care. Learn about advanced procedures to help you win the fight against heart disease.
• “When Blood Fats Go Bad: Treating High Cholesterol,” presented by Timothy J. Gollan, MD, a cardiologist with LeBauer HeartCare.
• “To Stent or Not to Stent: That Is the Question,” presented by Jonathan J. Berry, MD, a cardiologist with Southeastern Heart and Vascular Center, and V. Wells Brabham IV, MD, a vascular surgeon with Vascular and Vein Specialists of Greensboro.
Registration is required. Go to www.conehealth.com/classes or call 832-8000. Thursday, Feb. 9, 6:30-8:30 p.m., The Moses H. Cone Memorial Hospital, Area Health Education Center, Rooms 0029-0031

Cervical Cancer Screenings
Free cervical cancer screenings are available to all women 21 years of age and older who are currently or have been sexually active, or have never had a Pap test, or have not had a Pap test within the last two years. The screening is open to women who have no insurance or cannot afford to visit their regular physicians. Registration is required. Call 832-8000.
• Monday, Feb. 13, 6-8 p.m., Cone Health Cancer Center
• Monday, Feb. 27, 6-8 p.m., Cone Health MedCenter High Point, LeBauer HealthCare, Suite 301, 2630 Willard Dairy Road

Heart-Healthy Living for Women
Paula V. Ross, MD, a cardiologist with LeBauer HeartCare, discusses the signs of heart disease and ways to reduce your risk. Registration is required. Go to www.conehealth.com/classes or call 832-8000. Wednesday, Feb. 15, 6:30-8:30 p.m., Women’s Hospital, Classrooms 5 and 6

Degenerative Conditions of the Spine: Symptoms, Diagnosis and Treatment
Mark L. Dumonski, MD, an orthopaedic surgeon with Guilford Orthopaedic and Sports Medicine Center, talks about the symptoms, diagnosis and treatment options for degenerative conditions of the spine that can cause pain in the arm, leg, neck and back. Registration is required. Go to www.conehealth.com/classes or call 832-8000. Wednesday, Feb. 22, 6:30-8 p.m., Moses Cone Hospital, AHEC Classrooms 0029-0031

Preparing for Menopause
Tanya Pratt, MD, an obstetrician/gynecologist with the Center for Women’s Healthcare at Stoney Creek, presents the facts about what to expect as you approach menopause. Registration is required. Go to www.conehealth.com/classes or call 832-8000. Tuesday, Feb. 28, 6-7 p.m., The Clubhouse at Stoney Creek Golf Club, 911 Golf House Road East, Stoney Creek

The Weigh to Wellness Weight Management Program
This program addresses diet, exercise and behavioral changes for managing weight. This class meets on six consecutive Tuesdays, March 6-April 10 at Moses Cone Hospital. Call to register. There is a reduced fee for Cone Health employees.
# Triple Aim Performance

Fiscal Year 2012 System Dashboard  
As of Dec. 31, 2011

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>INDICATORS</th>
<th>ACTUAL</th>
<th>2012 GOALS</th>
<th></th>
<th>GOAL MET?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>THRESHOLD</td>
<td>TARGET</td>
<td>STRETCH</td>
</tr>
<tr>
<td>Mortality</td>
<td>Risk-adjusted mortality index (RAMI) (1)</td>
<td>1.24</td>
<td>1.16</td>
<td>1.12</td>
<td>1.08</td>
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<tr>
<td>Complications</td>
<td>Risk-adjusted complications index (1)</td>
<td>0.65</td>
<td>1.09</td>
<td>1.08</td>
<td>1.07</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>Patient Safety Index (PSI 90) (1)</td>
<td>1.62</td>
<td>1.46</td>
<td>1.38</td>
<td>1.30</td>
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<tr>
<td></td>
<td>Hospital-Acquired Infection Rate per 1,000 Patient Days (1)</td>
<td>0.81</td>
<td>0.68</td>
<td>0.61</td>
<td>0.53</td>
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<tr>
<td>Readmission</td>
<td>Acute Myocardial Infarction (2)</td>
<td>16%</td>
<td>13%</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td></td>
<td>Heart Failure (2)</td>
<td>17%</td>
<td>18%</td>
<td>17%</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>Pneumonia (2)</td>
<td>10%</td>
<td>10%</td>
<td>9%</td>
<td>8%</td>
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<tr>
<td>Core Measures</td>
<td>Acute Myocardial Infarction (3)</td>
<td>99%</td>
<td>98.0%</td>
<td>99.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Heart Failure (3)</td>
<td>100.0%</td>
<td>97.0%</td>
<td>98.0%</td>
<td>99.0%</td>
</tr>
<tr>
<td></td>
<td>Pneumonia (3)</td>
<td>99.0%</td>
<td>97.0%</td>
<td>98.0%</td>
<td>99.0%</td>
</tr>
<tr>
<td></td>
<td>Surgical Care Improvement Project (3)</td>
<td>97%</td>
<td>95.0%</td>
<td>97.0%</td>
<td>98.0%</td>
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<tr>
<td>Patient Safety</td>
<td>Inpatient Experience Percentile Rank (4)</td>
<td>65</td>
<td>60</td>
<td>70</td>
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<tr>
<td></td>
<td>Emergency Department Experience Percentile Rank (4)</td>
<td>41</td>
<td>45</td>
<td>50</td>
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<tr>
<td>Physician</td>
<td>Physician Satisfaction Percentile Rank (5)</td>
<td>TBD</td>
<td>48</td>
<td>53</td>
<td>69</td>
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<tr>
<td>Satisfaction</td>
<td>Employee Satisfaction Survey Percentile Rank (5)</td>
<td>TBD</td>
<td>78</td>
<td>81</td>
<td>84</td>
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<tr>
<td>Length of Stay</td>
<td>Average Length of Stay (6)</td>
<td>5.36</td>
<td>5.39</td>
<td>5.34</td>
<td>5.29</td>
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<tr>
<td>Cost per Adjusted Discharge</td>
<td>Case Mix Adjusted (7)</td>
<td>$7,449</td>
<td>$8,434</td>
<td>$7,667</td>
<td>$6,901</td>
</tr>
<tr>
<td>Margin</td>
<td>Operating Margin (8)</td>
<td>1.49%</td>
<td>-0.34%</td>
<td>0.66%</td>
<td>1.16%</td>
</tr>
</tbody>
</table>

(1) December - Fiscal Year to Date  
(2) November - Fiscal Year to Date  
(3) December - Fiscal Year to Date  
(4) Rolling 3-month average  
(5) Updated Annually  
(6) Rolling 3-month average. Target will change monthly, as documented in the budget.  
(7) December - Fiscal Year to Date. Target will change monthly, as documented in the budget.  
(8) December - Fiscal Year to Date. Target will change monthly, as documented in the budget.
Employee award winners recognized

Employee of the Month and Exceptional People Awards recognize employees who go above and beyond their normal job requirements and represent the values adopted by Cone Health.

The Moses H. Cone Memorial Hospital
Employee of the Month

Beth Gauldin
Nurse Tech, Department 5000 – Orthopedics
Nominated by: Meredith Lineback, RN, Department 5000 – Orthopedics, and Sheryl Hairston, Nursing Secretary, Department 5000 – Orthopedics

Beth Gauldin received Employee of the Month for her patient care. Lineback writes that Gauldin is “an awesome tech and willing to help out with anything at any time without complaints. There was a patient on our unit on a glucostabilizer (which is something we have very infrequently) and needing a complete blood glucose (CBG) test every hour. She was right there to take his CBG each time and very diligently reported it to me.” Hairston adds, “She stays close to her patients’ rooms, and she attends to their needs in a timely manner. Great team work! Great smile! I’m grateful for the hard and caring work she does.”

EXCEPTIONAL PEOPLE

Wendi Conarpe, Occupational Therapist, Acute Rehabilitation
Christiana Egharba, Transporter, Radiology
Sheryl Hairston, Nursing Secretary, Department 5000 – Orthopedics
Elzbieta Nornowski-Kubak, Nuclear Medicine Tech, Nuclear Medicine
Thobecka McCoy, Transporter, Radiology
William Milner, RN, Neuro ICU
Gavin Moran, Systems Analyst, Human Resources
Jonathan Richardson, Nuclear Medicine Tech, Nuclear Medicine

Wesley Long Hospital
Employee of the Month

Benedict Harrison
Orthopedic Tech, Orthopedics
Nominated by: Taylor Council, RN, Orthopedics

Benedict Harrison received Employee of the Month for providing exceptional care to patients that went well beyond the requirements of his job. “He helped turn a patient so that her back could be bathed and her bed changed. He helped so that the unit could function efficiently and provide very good care to our patients,” Council writes.

EXCEPTIONAL PEOPLE

Patricia Ford, RN, GI/Endoscopy
Philip Layton, Nurse Tech, 5 East Medical Unit

Women’s Hospital/ Administrative Services Building
Employee of the Month

Mary Topp, RN
Maternity Admissions
Nominated by: Joy Berrong, RN, Maternity Admissions Unit

Mary Topp received Employee of the Month for working to enhance a patient’s birth experience. Berrong writes that Topp was charge nurse on an extremely busy night when she was caring for a patient who “desperately wanted to deliver in Labor and Delivery. Mary went with the patient from Maternity Admissions to Labor and Delivery and stayed to deliver the patient since our unit was very busy. She did all this just to enhance the patient’s experience here at Cone Health.”

EXCEPTIONAL PEOPLE

Brenda Erdy, Nursing Administrative Coordinator, Flexible Resources
Lealia Martin, RN, NICU
Sheila Williams, PBX Operator, Communications
Sheneka Foskey received Employee of the Month for providing exceptional care to patients and family members. Foskey saw a patient’s family member wandering the hallway on the second floor of the Cancer Center and asked if she could help. The man told her that he had brought his aunt for her chemo treatment, but he wasn’t sure how he would get her home. He said he had to take his car to get a battery, and he didn’t have enough money. He explained that the car was the only form of transportation he had to ensure his aunt got to her appointments. The battery cost $90, and he only had $84. “Sheneka gave the family $10 for the difference,” Witcher writes. “The family member wanted to give Sheneka the money back when he returned for his aunt. However, she would not take the money. She stated that she was glad she could help. The family member was very grateful and appreciative.”

What winners say

“I like working for Cone Health because I enjoy working with patients, their families and my co-workers.”

– Sheneka Foskey

“Having worked at other hospitals, I find Cone Health to be current in the way we deliver our healthcare. Staff Education keeps us informed through CBLS. I really like the fact that we are up to date. Not all hospitals are like that.”

– Mary Topp
Providing medical care in Haiti

Cone Health medical professionals were part of a Samaritan’s Purse team that participated in a medical mission to Haiti. They worked in a general medical clinic while they were there in November. Delivering care were (from left) Steven Klein, MD, LeBauer HeartCare; Karen Jones, RNP; Courtney Anderson, RN, Department 4700; Katrice Keller, RN, Medical/Surgical ICU; Teresa Crite, RN, Medical/Surgical ICU; Lynn Stowe, RN; Vickie Smith, RN, formerly with Women’s Hospital; and Alvin Powell, MD, Carolina Kidney Associates.

Management News

Deborah Humphrey has been named Director of Communications, Marketing. She previously served as director of public relations at the Georgia Health Sciences University/MCG Health System in Augusta. She has more than 30 years of experience in corporate and nonprofit communications. Humphrey has a master’s degree in journalism from Northern Illinois University.

Pamela “Pam” Clay, RN, is the new Assistant Director, Emergency Department, The Moses H. Cone Memorial Hospital. She received her bachelor’s degree in nursing from the University of North Carolina at Charlotte and plans to complete her master’s degree in nursing at UNC-Charlotte in May. An experienced emergency nurse, Clay has worked the past six years at Rowan Regional Medical Center in Salisbury. She is also a licensed nuclear medicine technologist and radiology technologist. Clay received her bachelor’s degree in health services management and supervision from Western Carolina University.

Teresa Crabtree is the new Assistant Director, Moses Cone Urgent Care Center. She has been with Cone Health since 1981 and has more than 24 years of emergency department experience and five years of urgent care experience. She holds a bachelor’s degree in nursing from the University of North Carolina at Greensboro.

Jennifer Eaves has been named the Assistant Director, Non-Invasive Cardiovascular Services, Moses Cone Hospital. Eaves has worked as an exercise physiologist with the Cardiac and Pulmonary Rehabilitation program for 10 years. She is participating in the Cone Health Aspiring Leaders program. Eaves earned her master’s degree in kinesiology from Michigan State University and her bachelor’s degree in health fitness and recreation resources from George Mason University.
Patient Perception of Care – Percentile Rankings

Inpatient Percentile Rankings

These Press Ganey scores reflect the percentile rankings for Patient Perception of Care.

**SELECTED OUTPATIENT PERCENTILE RANKINGS**

<table>
<thead>
<tr>
<th>Cone Health Cancer Center</th>
<th>LeBauer HealthCare</th>
<th>Cone Physician Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>70</td>
<td>60</td>
</tr>
</tbody>
</table>

**EMERGENCY DEPARTMENT PERCENTILE RANKINGS**

<table>
<thead>
<tr>
<th>Moses Cone Hospital</th>
<th>Wesley Long Hospital</th>
<th>Annie Penn Hospital</th>
<th>MedCenter High Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>99</td>
<td>80</td>
<td>31</td>
</tr>
</tbody>
</table>

Inpatient Percentile Rankings

These Press Ganey scores reflect the percentile rankings for Patient Perception of Care.
We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.

**CONTRIBUTING WRITERS**
Jo Andrews, Mark Beasley, Starlyn Crook, Genice DeCorte, Kim Doran, Melissa Howdeshell, Stokes Ann Hunt, Becca Jones, Dawn Martin, Vermell Rice

**PHOTOGRAPHY**
Rachel Cannon-Percival, Mike Coughlin, Carol Harris, Bill Jarrett, LaVay Lauter, Kevin Lee, Sharon Troxler

**Our Mission**
We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.

**ENTRY FORM**
Send your entries via interoffice mail to Marketing, Administrative Services Building, by Feb. 15. All correct entries will be placed into a random drawing, and five meal-ticket winners will be announced in the March newsletter. The contest is open to all Cone Health employees and volunteers. Marketing staff is not eligible. Previous winners are not eligible in the calendar year that they won.

**WIn a prize!**
Each month, Marketing will draw five entries from the correct responses and award five free $6 meal tickets, valid at any Cone Health cafeteria.

**The following employees won the contest in January:**
Terry Cathey, Mailroom Clerk, LeBauer Healthcare at Elam; Damita Rhodie, Social Work/Care Management Assistant, Inpatient Adult Services, Behavioral Health Hospital; Christian Greenfield, Admission Services Associate, Emergency Room Registration, Wesley Long Hospital; Maggie Collins, CRNA, Anesthesiology, Women's Hospital; and Toni Cosgrove, Scheduler; Radiology Administration, The Moses H. Cone Memorial Hospital.

**This month’s quiz:**
1. What is the deadline for submitting a Nursing Excellence nomination?
2. What award did the Legendary Giving, Legendary Care campaign receive?
3. What Cone Health milestone event occurred on Feb. 1?
4. How many pieces of art by North Carolina artists are on display at the Cone Health Cancer Center?
5. What race is Aaron Saunders preparing for in 2013?

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**ANSWERS**

1. 
2. 
3. 
4. 
5. 

Name
Department, Campus
Phone

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