Results of the annual Employee Partnership Survey reveal that Cone Health has made great strides toward being a best place to work nationally.

**Tim Rice, President and CEO**, says employees across the network gave Cone Health high marks. The survey revealed substantial improvements in responses to every question.

“The results give us an even greater understanding of what we are doing well throughout Cone Health and how we can improve. I really appreciate your open and honest feedback,” Rice says.

Participation in the survey increased dramatically – from 69 percent last year to a remarkable 81 percent this year. Nationally, only about 65 percent of healthcare employees participate, according to Press Ganey, the company that surveys health systems nationally.

“With so many responses, the survey provides a true picture of what most employees think of their work environment,” Rice adds.

He notes that issues surrounding resources remain the greatest area for improvement. “We have made clear strides in this area, based on your feedback from last year’s survey. For instance, your rating of how Cone Health provides needed equipment increased from the 28th percentile in 2010 to the 67th percentile in 2011. Your rating of whether you had adequate staffing in your workgroup increased from the 38th percentile in 2010 to the 80th percentile this year. We know there is work still to be done in these areas, and we remain committed to providing you the resources you need to care for patients.”

Survey data will continue to be analyzed, and leaders will share department-specific results between now and Sept. 30. Action plans will be developed by the end of October.

**2011 survey results**

- Our overall employee partnership score – a combination of staff satisfaction and engagement — increased from a raw score of 71.2 last year to 74.3 this year. A two-point improvement would have been notable; Cone Health’s three-point improvement is considered outstanding.
- The employee partnership score is higher than most health systems in the Press Ganey database, ranking Cone Health in the 78th percentile nationwide — or in the top quarter of health systems across the country. This is a remarkable improvement from last year’s 59th percentile ranking last year.
- Employees’ responses to every question improved this year, which Press Ganey says “reflects a very real change.”
- Employee responses rank Cone Health in the top 10 percent nationwide in four indicators: “Leaders plan for the future” (96th percentile); “Leaders communicate major developments” (93rd percentile nationwide); “Excellent performance is recognized” (91st percentile); and “There are effective working relationships between employees and physicians” (90th percentile).
Benefits season is upon us

Join Human Resources and benefit providers as the new benefits season opens with the annual Benefit Fairs. You will be able to find out about benefit changes, talk with providers and register for door prizes.

<table>
<thead>
<tr>
<th>Where</th>
<th>When</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Moses H. Cone Memorial Hospital Rooms 0029-0031</td>
<td>Monday, Oct. 3</td>
<td>7:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Wesley Long Hospital Classroom 1</td>
<td>Tuesday, Oct. 4</td>
<td>7:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Women’s Hospital Classroom 5–6</td>
<td>Wednesday, Oct. 5</td>
<td>7:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Annie Penn Hospital Dining Room</td>
<td>Thursday, Oct. 6</td>
<td>7:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>MedCenter High Point</td>
<td>Friday, Oct. 7</td>
<td>9 – 11 a.m.</td>
</tr>
<tr>
<td>Behavioral Health Hospital Cafeteria</td>
<td>Friday, Oct. 7</td>
<td>2 – 4 p.m.</td>
</tr>
</tbody>
</table>

Biometric testing will be required for insurance coverage

Every employee with Cone Health medical coverage will be required to undergo biometric testing in the fall. Spouses covered under the Cone Health medical plans, employees, and spouses not on the Cone Health medical plan may also participate in the biometric testing, but it is not required.

Dates and locations of the biometric testing will be announced soon.

To qualify for the Healthy Lifestyle medical premium discount, you and all your covered dependents must not use tobacco products. Biometric testing will measure for nicotine this year.

In addition, you must also meet two of these three criteria:

- Blood Pressure < 140/90.
- LDL Cholesterol < 160.
- Fasting Glucose < 125.

The Healthy Lifestyle discount will increase to $30 per pay period in 2012.

New procedure affects spousal surcharge in 2012

Employees who cover their spouses on the Cone Health medical plans are required to pay a spousal surcharge if the spouse has access to other medical coverage with another employer. The spousal surcharge does not apply if the other coverage is Medicare.

If you plan to cover your spouse in 2012, you must complete a new affidavit. The new affidavit will be available during annual benefits enrollment in October and will have the following choices:

- My spouse does have access to coverage through another employer, and I choose to cover him/her under the Cone Health medical plan. I accept the $25 per pay period spousal surcharge.
- My spouse is not employed or is self-employed and does not have access to other medical coverage. A copy of the previous year’s tax return with income blanked out must accompany the affidavit if this option is chosen.
- My spouse is employed and his/her employer does not offer a health insurance plan. A letter from the spouse’s employer on company letterhead must accompany the affidavit if this option is chosen.
- My spouse is on Medicare, and I do not have to pay the spousal surcharge. Please provide a copy of the Medicare card.

If you will cover your spouse in 2012, you should prepare for benefits enrollment by using this time to gather the required supporting documentation. You will have until mid-November to submit the completed paperwork.
Self-appraisals required by Oct. 15

You must complete a self-appraisal through the online Employee Performance Management System between Sept. 15 and Oct. 15.
If you do not complete your self-appraisal within the required time period, you will not be eligible for a merit increase next year.
Also required for a merit increase is completion of all other mandatory requirements, including:
• Safety at Work and Corporate Compliance CBLs. These should have been completed by Aug. 31.
• A TB test, if required. This must be received by the end of the month following birth month.
• Maintaining required licensure/certification without lapse.
No decision has been made on merit increases at this time, but employees will be kept informed of the status of this decision.
Employee appraisals need to be completed between Oct. 15 and Dec. 15.

VALIC meetings set on Target Date Funds

VALIC financial advisers David Dupont and Kevin Hanner will conclude their September meetings about the new Target Date Funds.
Target Date Funds replace the previous nine asset allocation models. You determine what you want your retirement date to be, decide your investment strategy – Conservative, Moderate or Aggressive – and your funds will adjust in five-year increments as you approach retirement.
The September meetings are listed below:

<table>
<thead>
<tr>
<th>Where</th>
<th>When</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women’s Hospital Classroom 1</td>
<td>Wednesday, Sept. 7</td>
<td>11:30 a.m.–Noon</td>
</tr>
<tr>
<td>Women’s Hospital Classroom 4</td>
<td>Thursday, Sept. 8</td>
<td>7:30–8 p.m.</td>
</tr>
<tr>
<td>Annie Penn Hospital Womankind Center</td>
<td>Tuesday, Sept. 13</td>
<td>Noon-12:30 p.m.</td>
</tr>
<tr>
<td>Women’s Hospital Classroom 2</td>
<td>Wednesday, Sept. 14</td>
<td>11:30 a.m.–Noon</td>
</tr>
<tr>
<td>Annie Penn Hospital Womankind Center</td>
<td>Wednesday, Sept. 21</td>
<td>11:30 a.m.–Noon</td>
</tr>
</tbody>
</table>

Reminder

The Dress Code Policy for all employees specifies that “perfumes, personal fragrances and after-shaves should not be worn in any work area.”
A recent letter from an individual in the community pointed out that this policy is sometimes not followed, and this creates problems for patients and co-workers who have asthma or other health issues.
Human Resources reminds all employees to avoid using any products that are scented, including hand or body lotion.

Tim’s Table

Tim Rice, President and Chief Executive Officer, meets with a group of employees from Women’s Hospital. This is the first in a series of events called Tim’s Table for 10 that will rotate across the Cone Health network.
The goal for these luncheons is to recognize top-performing employees at each campus and to give Rice an opportunity to hear their thoughts and ideas for helping Cone Heath achieve national leadership in healthcare.
Beginning in this issue of codeU, you will see small icons attached to many of the stories. The icons are designed to call attention to some of the stories that pertain to or illustrate our values.

The new Cone Health values were announced in July and are part of the process of building our new corporate culture. For more information on the culture-building process, see the center spread of this edition of codeU.

Christmas in July

Volunteers from Jehovah Jireh Entertainment sponsored a Christmas in July program for the patients in the Pediatric department. Children received gifts, food and craft materials to make their stay better. Toys were also donated to the Pediatric playroom. Volunteers include (from left) Mindy A. Butler, who organized the project, Sierra Bizzell and Rebecca Gitlin.

New resource aids non-English-speaking patients

Cone Health is required by The Joint Commission and for Medicare/Medicaid reimbursement to provide the same standard of care for non-English speaking and deaf/hearing-impaired patients as for all other patients. These standards include:

- Making documents available in patients’ primary languages.
- Not using family/friends/non-interpreter staff to “interpret” for patients.
- Having a patient who asks to use his or her own interpreter sign a release form and arranging for a Cone Health interpreter to be present.

A new resource, Translated Documents, is available on the Cone Health intranet. A joint project of the Cone Health Library and the Clinical Social Work Department, Translated Documents is an easy-to-use repository of Cone Health's documents and forms for patients. Staff can search for materials by keyword, language, subject or English title to find consent forms, discharge instructions, pregnancy information and other resources. These resources have been translated into Arabic, Cambodian, Chinese, French, Russian, Spanish and Vietnamese.

To find Translated Documents, use the Cone Health Intranet and click on the Resources tab.

There is a link to the Community Resources directory from the Translated Documents site. This directory is an informational and referral list of local, statewide, and national contacts and programs for our patients and families. It is compiled from lists of the most recommended agencies and programs by the Cone Health staff. Information is easily found by name, category, county or city.

The Translated Documents resource joins the Community Resources directory on the Cone Health intranet to put easy-to-find resources used for patient care at the point of care.

Contact the Clinical Social Work Department (hope.rife@conehealth or 832-7449) for information on having forms or documents translated. Any suggestions for the Community Directory can be sent to the Library (medical.library@conehealth.com or 832-7484) or Clinical Social Work Department.
United Way campaigns promise to be legendary

“Legendary Giving, Legendary Care” is the theme for Cone Health’s United Way campaigns this year.

Greensboro campaign
Caring for our patients, caring for each other and caring for our community – nothing fits in more clearly with our new values than the mission of the United Way, according to Karin Henderson, Director, Nursing and Patient Services, and chairman of this year’s campaign.

“Many of our United Way agencies do all three, too, and we have many employees who benefit from United Way agencies,” she says.

The goal is $500,000 for the Greensboro campaign, and there will be some friendly competition between seven teams to reach that goal. The team scoring the highest number of points during the campaign will receive the Caring Cup, a 4-foot trophy to showcase in their division for a year.

“Our goal is to demonstrate our caring to our community by actively supporting our United Way agencies and to have some fun along the way,” Henderson says. “As a steering committee, we looked at how a top-decile organization would approach a campaign that would reach out to meet the needs of the community. That’s what drives this unique approach using divisional teams.”

Greensboro teams
• Health Services Division (outlying areas)
• The Moses H. Cone Memorial Hospital and Northwood Building
• Wesley Long Hospital and Regional Cancer Center
• Women’s Hospital
• Behavioral Health Hospital
• Administrative Services Building and Network-wide
• Physician Network

Reidsville campaign
Annie Penn Hospital has set a goal of $48,000 for its campaign that ends Oct. 15.

The staff at Annie Penn Hospital is coming off last year’s successful campaign which received the statewide 2010 United Way Spirit of North Carolina Campaigning for Excellence Award. This year, chairman Stokes Ann Hunt, Director, Community Outreach and Hospital Foundation, is promising a lot of fun.

The Sept. 29 kick-off will provide a Chick-fil-A meal for employees and volunteers on all three shifts as well as games with prizes.

“The United Way of Rockingham County continually renews its focus on helping our community Live United, and Annie Penn Hospital is committed to this focus and our community,” Hunt adds.

Other members of the steering committee include Fran Daniel, Director, Woodmont Child Development Center; Lisa Ore, Manager, Distribution; Cynthia Wrenn, RN, Surgical Services; and Mario Singleton, Director, Oncology and Administrative Services.

MedCenter Kernersville open house
An open house at MedCenter Kernersville gave visitors a chance to learn more about the variety of services offered at the facility. It also showcased the relocated Urgent Care Center. Deno Adkins, Director, says the new Urgent Care Center is now more visible to passersby on NC 66. An afternoon of activities and food included tours of the CareLink critical care transport vehicle, led by Thomas Tucker, Lead Communication Specialist (pictured, at left).
Leadership Academy revamps curriculum

Organizational Development has launched Cone Health Leadership Academy’s “Imparting Knowledge, Inspiring Leadership” training.

“As we strive to achieve triple aim performance and build a new culture, we were challenged to offer support for our leaders by providing leadership skills,” says Sarah Arnett, Specialist, Organizational Development. “In response, we have rebuilt our entire leadership curriculum. The Leadership Academy will be the resource that will allow leaders to receive world-class leadership development based on best practices.”

Phase 1 of the Leadership Academy began in July. These classes, designed for newly employed leaders and newly promoted leaders, consist of two parts:

- **New Leader Orientation** (new version) - A two-day program focusing on the fundamentals of success for all new leaders.
- **Fundamentals of Leading and Managing** – Following New Leader Orientation, the same group of colleagues complete an eight-day experience spread across six months that focuses on the best practices around leadership success.

Arnett says the second phase of the Leadership Academy will begin later this year. Targeting established leaders who have attended classes in the past, those classes will focus on refresher and new skills for leaders in a series titled, “Keeping Skills Alive.”

You may register for Leadership Academy through CBL. Organizational Development also has a webpage on the Cone Health Intranet under the Department tab.

Cone HealthLink takes medication management to new levels

Bar codes. They’re on every plane ticket, luggage tag, retail membership program card and just about every item in stores. Scanning bar codes has become part of our lives, ensuring we have access to many of the things we do and places we want to go. Today, the data and verification potential of bar code scanning is enhancing the quality of care and improving patient safety and service delivery in healthcare.

Cone Health will roll out Bar Code Medication Administration (BCMA) with Cone HealthLink in 2012.

Like Cone HealthLink, implementing BCMA requires Cone Health to make a significant commitment to new technology as well as to the alignment of processes and training for all clinical and pharmacy staff. Patient medications will need to come pre-packed in single-dose units. Nurses equipped with medication carts, computers and scanners (similar to those used in grocery stores) will scan bar codes on patient bracelets, their employee badges and medication packets. The computer will enter the date and time of the medication administration, the name of the physician, and the clinic or inpatient unit.

If something doesn’t match or is inaccurate, an alarm will display on the computer screen, alerting the nurse to check for errors in patient information or medication and/or to look for changes to physician orders.

“Today, this process is done manually. Between paper charts, computer files, physician changes and medication adjustments, there is always room for error, even by the best, well-intentioned clinician,” says Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer. “You have to carry the prescription into the patient’s room along with charts and other equipment. Along the way, you may get distracted attending to another patient. At that point, errors can happen.

“Once BCMA is implemented, it will have safeguards that assure clinicians that the patient is getting the right medication at the right time,” Brodrick adds.

“The decision to incorporate BCMA with the roll-out of Cone HealthLink takes our goal of top performance in patient safety and quality of care to the next level,” Brodrick says. “It will allow us to see the entire patient chart at the point of service, and it will be a visible and reassuring reminder of our commitment to patient safety. Patients will know these precautions are being done for their benefit, to ensure their safety as part of receiving truly exceptional care at Cone Health.”

**Five rights prevent medication errors:**
- Right patient.
- Right medication.
- Right dose.
- Right route.
- Right time.
Volunteers commit funding to benefit Heart and Vascular Center patients

Undergoing treatment, managing medications, learning new diets and exercise programs are hard for most heart patients. For those with few financial resources, the challenge is even greater. The Moses H. Cone Memorial Hospital Volunteers Heart and Vascular Center Endowment for Patient Care now makes that easier.

Charles H. Wilson, MD, Medical Director, Cone Health Heart and Vascular Center, is administering the fund. He says interest on the $25,000 donated by the Moses Cone Hospital Volunteers to establish the endowment will be used to provide assistance to patients in need. The Volunteers donated an additional $2,000 that will serve as the first year’s earnings so that heart patients can benefit this year.

Patricia Shoffner, President, Moses Cone Hospital Volunteer Board, says the volunteers are always looking for different ways to support Cone Health. “The Heart and Vascular Center is one of the many gems within the health system and one we are proud to support. This is just another way to give back to those less fortunate than ourselves,” Shoffner says.

“Every penny the volunteers raise through the Magnolia Gift Shop and various fundraisers is given back,” says Bob Bessey, Director, Volunteer Services, Moses Cone Hospital and Wesley Long Hospital. “Our volunteers want to create lasting legacies. Establishing this endowment does that, and it is keenly in line with our new values. These funds will provide caring opportunities for our patients, our community and each other. It’s very exciting for all of us.”

There are 225 active volunteers at Moses Cone Hospital, ranging in age from 19 to 98. A 15-member board represents the volunteers.
Children enjoy ‘Vacation Day’

No one will ever equate a hospital stay to a day at the beach, but for one afternoon in August, it came close. Representatives of the Wyndham Championship, Wishes by Wyndham and the Starlight Children’s Foundation created a “Vacation Day” in the Pediatric department at The Moses H. Cone Memorial Hospital.

The groups took time off from the Wyndham PGA event to donate two Fun Centers and to bring a lot of joy to the Pediatrics department.

The Fun Centers are mobile entertainment units containing a Sharp AQUOS LCD TV, DVD player and Nintendo Wii gaming system. They are pre-loaded with games and DVDs. The stations are the perfect gift for a department that sees more than 800 children a year. Each visit averages from two to 12 days at a time.

“It’s really nice for them to have something like this at the bedside, so if they don’t feel like coming to the playroom and moving around, they have something really fun and interactive that helps motivate them and helps them feel better. Even if they are in the bed in their room, they can sit up and play this. It helps lift their spirits,” says Susan Kalstrup, Recreation Therapist, Pediatrics.

After Tim Rice, President and CEO, accepted the gifts on behalf of Cone Health, it was time for the children to go on vacation. There was a picnic lunch, a magician, sand art, face painting and, of course, mini golf for the kids. Many frequent patients and their families were invited to come back to the hospital to vacation with staff.
Imagine not being able to go to the dentist when your tooth hurts. That is reality for thousands of people in Greensboro and the surrounding counties.

The Cone Health Congregational Nurse Program, local dentists and the NC Missions of Mercy – an outreach initiative of the NC Dental Society – are joining together again this year to sponsor a free clinic to meet the needs of people who cannot afford dental care.

This year’s clinic will be held Nov. 11-12 at the Greensboro Coliseum Pavilion. Lelia Moore, Coordinator, Congregational Nurse Program, says the larger venue means nearly 1,000 people could receive care.

“The issue this year is volunteers,” Moore says. “We will have 80 dental stations set up, and we’re going to need 600 volunteers.”

Those 600 volunteers include professional volunteers (dentists, dental assistants and dental hygienists) as well as general volunteers.

“We hope people will contribute their time and donations for needed equipment and supplies,” Moore says. “This is a critical need in our community.

To make a donation, send checks made payable to the Cone Health Congregational Nurse Program to 1200 N. Elm Street, Greensboro, NC 27401.

Annie Penn Hospital Teen Volunteers finished their summer of service with a performance at Penn Nursing Center. Titled “Annie Penn’s Got Talent,” the performance included both group and solo numbers by the teens. Pictured (from left) are Elizabeth Matherly, Nicole Tejeda, Daniel Tesfaye, Alexa Eure, Jacob Anders, Nathan Hayes, Michael Zheng, Diana Hernandez, Lil’Netha McFalling, Caroline Lindsey and Keyona Watkins.
Once again, 18 of the top nurses in North Carolina work for Cone Health. This is the third consecutive year that 18 Cone Health nurses made the Great 100’s annual list of outstanding nursing professionals.

“Cone Health is honored to have such a large number of RNs selected for such a wonderful award - North Carolina’s Great 100,” says Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer. “The nursing excellence demonstrated across the network will assist us in reaching our Triple Aim goals and support Cone Health reaching the top decile in healthcare. We are ecstatic to have so many incredible nurses recognized for all they do for our patients and our communities.”

The outstanding nurses include:

- Sherry Bolen, RN, Medical/Surgical ICU, Women’s Hospital.
- Rey Buendia, RN, Department 3700, CPCU, The Moses H. Cone Memorial Hospital.
- Jacqueline Clarke, RN, Oncology, Wesley Long Hospital.
- Amy Clegg, Nurse Practitioner, Inpatient Wound, Ostomy, Continence Center, Moses Cone Hospital.
- Barbara Cooper, RN, Clinical Nurse Educator, Moses Cone Hospital.
- Cheryl Denny, RN, Care Coordinator, ICU Step-down, Wesley Long Hospital.
- Elisa Haynes, RN, Day Surgery Center, Annie Penn Hospital.
- Linda Jobe, RN, Assistant Director, Post Anesthesia Care Unit, Wesley Long Hospital.
- Patty Keaton, RN, Department 2300, Surgical ICU, Moses Cone Hospital.
- Debra Mack, RN, Staff Educator, Cone Health Behavioral Health Hospital.
- Rita Mintmier, RN, Stroke Team Coordinator, Cone Health Stroke Center.
- Kimberly Moore, RN, Post Anesthesia Care Unit, Annie Penn Hospital.
- Ashley Olson, RN, Post Anesthesia Care Unit, Women’s Hospital.
- Maryellen Paton, RN, Clinical Nurse Specialist, Moses Cone Hospital.
- Sara Pugh, RN, Care Coordinator, Oncology, Wesley Long Hospital.
- Julia Roberts, RN, Department 2900, Coronary Intensive Care Step-down, Moses Cone Hospital.
- Stacey Toben, RN, Emergency Department, Moses Cone Hospital.
- Jamie Tracy, RN, Oncology, Wesley Long Hospital.

Recipients are nominated by their peers and selected on the basis of several attributes, including professionalism, commitment, caring and integrity.

The Great 100 is a not-for-profit volunteer organization that recognizes excellent nursing care and a commitment to the profession of nursing among registered nurses in North Carolina. The Great 100 nurses will be honored at a gala on Oct. 22 at the Koury Convention Center.

For more information on the Great 100, go to www.great100.org.
Renovations give patio fresh, inviting look

Once an underused storage area, the newly converted patio outside the Women’s Hospital cafeteria is getting a lot more use, thanks to a recent renovation.

With cream-colored walls, outdoor rugs and billowy white curtains, the renewed patio looks like a sidewalk café or quaint French bistro. It boasts attractive art, wall clocks, planters and even the soothing sounds of small fountains.

Ginger Penley, Director, Volunteer Services, Women’s Hospital, led the redesign after a safety-rounds committee noticed the space could be improved.

“This area is so visible from the cafeteria, and its former appearance did not make the best impression for those on our campus,” Penley says. “We also wanted to create an area for our staff, patients and visitors to get a bit of fresh air and enjoy their meals or snacks.”

The patio project – along with the recent renovation of the Exercise/Relaxation Room and the addition of a Breast Pump Room – demonstrate the hospital’s support and appreciation for staff and others, Penley adds.

The Busy Bees volunteer group, New Garden Nursery and other local vendors supported this most recent project.

“To see the space being used and enjoyed by so many is so gratifying,” Penley says. “As the wall plaque says, ‘The time to be happy is now, the place to be happy is here.’“

Pastoral Care gets new name

Pastoral Care Services has a new name: Department for Spiritual Care and Wholeness.

Bob Hamilton, Director, says the change reflects the staff’s focus on each individual patient/family to include all spiritual and diverse cultural needs – the “whole” person.

“This focus includes working with our entire Cone Health team to attend to the spiritual as well as emotional support needs of our staff,” Hamilton says. “It also reflects the work of our Congregational Nurse Program in the community.”

Questions should be directed to Hamilton at bob.hamilton@conehealth.com or 832-7950.

LeBauer HealthCare labs gain reaccreditation

The Cone Health Site 3 Echo Lab located at LeBauer HeartCare on Church Street and the Echo Lab at LeBauer Burlington were granted reaccreditation in June by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories.

Cardiac sonographers Melissa Al-Rammal, Joyce Partee and Vanessa Poole worked to achieve this goal.
More than 600 people attended the 27th annual Neonatal Intensive Care Unit Reunion. The party is a chance for the critically ill children the NICU cared for and their families to reunite with caregivers for an afternoon of art, music, food and fun. At left, neonatologist John Wimmer, MD, greets a former patient and his family.

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 or call 832-8025 for more information or to register.

Sept. 8  2nd Annual Sports Medicine Symposium
The Moses H. Cone Memorial Hospital, Classrooms 0029-0031

Sept. 16  Trauma & Recovery for Adults
Women’s Hospital, Classroom 1

Sept. 19  Ethics of Clinical Boundaries
Moses Cone Hospital, Classroom 0030

Sept. 23  5th Annual North Carolina Men’s Health Symposium
Moses Cone Hospital, Classroom 0030

Moses Cone Hospital, Classrooms 0029-0031

Sept. 30  Physical Assessment for Nurses: The Basics
Cone Health Nursing Education Center, 200 E. Northwood Street, 4th Floor

Sept. 29  2nd Annual Cardiac Bowl
Moses Cone Hospital, Classroom 0030

Sept. 30  Caring in Motion: An Emergency and Critical Care Conference
Moses Cone Hospital, Classroom 0030
Women’s Hospital team steps out for Women’s Only 5K Walk & Run

When the Women’s Only 5K Walk & Run gets under way on Oct. 1, a team of walkers from Women’s Hospital will be front and center, dressed in matching T-shirts. “This will be the second year we’ve participated and walked as a group,” says Sherry Bolen, RN.

The event is a fundraiser for the Cone Health Mammography Scholarship Fund. About a dozen women from the Adult ICU and the Women’s Unit have already signed up, and Bolen hopes to attract more.

“It’s a fun and inspiring event, and taking part helps us set a good example,” she says. “I think it also gives us a chance to pull together as a team and to rally around something outside of work.”

On event day, walkers will follow a paved scenic trail to the Cone Health Regional Cancer Center and back. To get in shape for the 3.1-mile trek, practice walks will be scheduled throughout the month.

Last year’s Women’s Only drew a record turnout and raised more than $95,000 to fund mammogram screenings for women unable to afford them.

If you would like to join the team of walkers representing Women’s Hospital, contact Bolen at sherry.bolen@conehealth.com or 832-6553.
The work to build a new culture

Over the past few weeks, many of you have called, emailed or stopped me in the halls to share your excitement about our new Cone Health values. Dana Bryant, Director, Operative Services, Women’s Hospital, said it quite simply: “Something about this just feels different.”

I am here to tell you this is different.

The creation of these values is the first step toward really transforming our culture at Cone Health. This work will not be achieved overnight – it is a journey to be developed over time.

The next step involves teams from throughout our network doing the hard work of building and defining our new culture. You will read here about how they are helping to develop an environment that inspires all of us, empowers staff, rewards excellence and sets the stage for us to provide exceptional patient care. While this work is just getting started, it is vital to achieving our vision of becoming a national leader in delivering measurably superior healthcare.

Leadership Coalition

The entire effort is guided by a group known as the Leadership Coalition, which consists of about 40 employees and physicians from all levels and areas of our network. Over several months, this coalition has helped shape our new values and developed three teams to carry this work forward:

Keystone Project — People Excellence
Twenty employees from all levels of leadership are working on what we call our Keystone Project, which is all about People Excellence. Like a keystone that supports an arch, this project holds up all the others and underpins our whole cultural transformation. If we get everything right with our employees – making this a best place to work, recruiting and keeping the best talent, rewarding and recognizing excellence – we will create an environment to provide patients with exceptional care. We have some work to do on this. Right now, half of those we hire leave Cone Health in their first year! And while our employee engagement scores are improving, there is room to grow. This Keystone team – led by Mickey Foster, President, Annie Penn Hospital, and Anne Brown, Director, Surgical ICU, Moses Cone Hospital – will challenge our leaders to truly invest in and inspire our employees. The team’s goal, by 2015, is for Cone Health to have less than 7 percent turnover and be in the nation’s top 10 percent in first-year retention, employee satisfaction and overall patient satisfaction. Stay tuned for the great work that will come out of this team!

High Performance Leaders

The culture effort also depends on a team of 20 High Performance Leaders, led by Terry Akin, Chief Operating Officer. These leaders will receive coaching and education as they undertake key projects to achieve national leadership in healthcare. These projects include everything from improving the patient experience to raising the number of nurses with bachelor’s degrees to better engaging physicians. By coaching our leaders to work in the best way possible, these crucial projects will be much more successful.

Enrollment Team

An Enrollment Team of 35 employees, mostly front-line staff, from all areas of Cone Health will help spread the word. Think of this team’s role as taking our new culture viral. Through conversations with colleagues, they will help to “foster conversations” and “promote contagious inspiration.” And let me tell you, this is the right team for this work! You do not have to spend long with this group to see how excited they are and how their enthusiasm and energy spreads. Just talk with Kenny Turner, Rehab Tech, Annie Penn Hospital, or listen to a cheer from Cindy Smith, RN, Director, Department 5000, Orthopedics. Led by Chuck Wallington, Vice President, Marketing, and Chris Wilson, Performance Consultant, Organizational Development, this team’s work is essential to this effort.

These truly are exciting times at Cone Health as we embark on the journey to build a new culture. I want to thank all of you who are volunteering on these teams. If you would like to get involved, please let your manager know – there will be plenty of opportunity as we see this effort spread throughout our Network for Exceptional Care.
Leadership Coalition

EXECUTIVE CHAMPION  
Tim Rice, President and Chief Executive Officer

Terry Akin, Chief Operating Officer
Steve Anderson, Vice President, Cone Physician Network
John Bednar, MD, Wake Forest University School of Medicine Department of Emergency Medicine, Greensboro Region
Greg Berney, Clinical Social Worker, Wesley Long Hospital
Ken Boggs, Chief Financial Officer
Bill Bowman, MD, Executive Vice President, Medical Affairs
Anne Brown, RN, Director, Department 2300, Surgical ICU, Moses Cone Hospital
Noel Burt, Executive Vice President, Administrative Services
Mary Jo Cagle, MD, Executive Vice President and Chief Quality Officer
Allison Causey, RN, Care Coordinator, Department 3100, Neuro ICU, Moses Cone Hospital
Troy Chisolm, President, Behavioral Health Hospital
Tim Clontz, Executive Vice President, Health Services
Joan Evans, Chief Learning Officer and Executive Director, People Development
Cindy Farrand, President, Women’s Hospital
Bert Fields, MD, Cone Health Sports Medicine Center
Kathy Foster, RN, Assistant Director, Family Medicine Center
Mickey Foster, President, Annie Penn Hospital
Debbie Grant, Vice President, Nursing and Patient Services, Moses Cone Hospital
Kathy Haddix-Hill, Vice President, Emergency and Trauma Services
Michael Hayes, Pharmacy Site Manager, Annie Penn Hospital
Karim Henderson, RN, Nursing Service Director, Moses Cone Hospital
Marva Jarman, Senior Controller, Financial Services
Paul Jeffrey, President, Wesley Long Hospital
John Jenkins, Vice President and Chief Information Officer
Kelly Leggett, MD, Center for Women’s Health Care
Myra Lewis, RN, Director, Department 2600, Step-down Unit, Moses Cone Hospital
Eric Mansell, MD, Greensboro Radiology, PA
Chanin Maynard, RN, Assistant Director, Emergency Department, Moses Cone Hospital
Aashka Mehta, Director/Administrator, Penn Nursing Center
Kathy Morrison, RN, Assistant Director, Nursery, Women’s Hospital
Melissa Riffe-Guyer, Outpatient Rehabilitation Supervisor, Cone Health Neurorehabilitation Center
Jim Roskelley, Executive Vice President, Strategic Development
Judy Schanel, President, Moses Cone Hospital, and Executive Vice President, Cone Health
Amy Skrinjar, RN, Director, Birthing Suites, Women’s Hospital
Annette Smith, Vice President, Nursing and Patient Services, Wesley Long Hospital
Kelly Southard, Quality Outcomes Coordinator, Behavioral Health Hospital
James Wyatt, MD, Central Carolina Surgery, PA
Maria Zobro, Office Manager, Pharmacy, Moses Cone Hospital

continued, page 16
High Performance Leaders

EXECUTIVE CHAMPION  
Terry Akin, Chief Operating Officer

Mickey Foster, President, Annie Penn Hospital
Shawn Godfrey, RN, Vice President, Nursing and Patient Services, Behavioral Health Hospital
Bob Goldstein, Executive Vice President, Cone Physician Network and LeBauer HealthCare
Debbie Grant, Vice President, Nursing and Patient Services, Moses Cone Hospital
Debbie Green, Vice President, Nursing and Patient Services, Annie Penn Hospital
Steve Horsley, Vice President and Associate Chief Information Officer

Paul Jeffrey, President, Wesley Long Hospital
Brian Romig, Vice President, Pharmacy Services and Supply Chain
Jim Roskelly, Executive Vice President, Strategic Development
Judy Schanel, President, Moses Cone Hospital, and Executive Vice President, Cone Health
Annette Smith, Vice President, Nursing and Patient Services, Wesley Long Hospital
Chuck Wallington, Vice President, Marketing

Keystone Project Team

EXECUTIVE CHAMPION  
Noel Burt, Executive Vice President, Administrative Services

Anne Brown, RN, Director, Department 2300, Surgical ICU, Moses Cone Hospital
Mickey Foster, President, Annie Penn Hospital

EXECUTIVE MANAGER  
Joan Evans, Chief Learning Officer and Executive Director, People Development

Team Members

Chad Brought, Executive Director, Service Excellence
Chris Brown, Administrative Fellow
Joe Davis, Assistant Director, Materials
LaVern Delaney, RN, Nursing Service Director, Moses Cone Hospital
Laurie Green, Manager, Pharmacy, Women’s Hospital
Jules Guilbeau, Director, LeBauer Pulmonary
Sally Hammond, Director, Cone Physician Network
Von Harmon, Director, Environmental Services, Wesley Long Hospital

Eric Mansell, MD, Greensboro Radiology, PA
Annette McNeill, RN, Director, Penn Nursing Center
Anne Macner, Vice President, Service Line Administrator
Jody Moore, Manager, Customer Service Information Systems and Emergency Management
Rosemary Payne, RN, Director, Adult Services, Behavioral Health Hospital
Karen Resh, RN, Director, Emergency Department, MedCenter High Point

Melissa Riffe-Guyer, Outpatient Rehabilitation Supervisor, Cone Health Neurorehabilitation Center
Sheryl Thornton, Benefits Manager, Human Resources
Youland Williams, RN, Director, Oncology, Wesley Long Hospital
Enrollment Team

**EXECUTIVE CHAMPION** Chuck Wallington, Vice President, Marketing

**TEAM LEADERS**
- Chris Wilson, Performance Consultant, Organizational Development
- Waqiah Ellis, RN, Director, Department 2000, Cardiology, Moses Cone Hospital
- Cindy Smith, RN, Director, Department 5000, Orthopedics, Moses Cone Hospital

**ASSISTANT TEAM LEADERS**
- Lacey Armistead, CRNA, Wesley Long Hospital
- Sarah Arnett, Organizational Development Specialist
- Mark Beasley, Interim Director of Employee Performance, Human Resources
- Frances Brown, Coder, Long Term Care, Health Information Management
- Amy Burns, RN, Emergency Department, MedCenter High Point
- Tamara Caple, RN, Director, Department 6700, MedicalRenal, Moses Cone Hospital
- JR Clark, RN, Director, Orthopedics, Wesley Long Hospital
- Pam Fleming-Hayes, RN, LeBauer HeartCare, Cone Physician Network
- Quinton Hughes, Orthopedic Tech, Orthopedics, Wesley Long Hospital
- Evelyn Judge, Nutrition Services Ambassador, Dietary Services
- Chrystal Land, Clinical Social Worker, Child and Adolescent Services, Behavioral Health Hospital

**Team Members**
- Sherri McMillen, Marketing Specialist, Behavioral Health Hospital
- Michael Nanney, RN, Post Anesthesia Care Unit, Wesley Long Hospital
- Sabrena Oliver, Certified Phlebotomist, Lab, Regional Cancer Center
- Stacey Perkins, RN, Operating Room, Moses Cone Hospital
- Joanna Saporito, Clinical Social Worker, Community Outreach, Regional Cancer Center
- John Senior, Environmental Service Tech, Environmental Services, Wesley Long Hospital
- Allison Shelor, Patient Care Coordinator, LeBauer Gastroenterology, Cone Physician Network
- Tripp Strickland, Director, Environmental Services, Annie Penn Hospital
- Mark Turley, Respiratory Therapist, Clinical Specialist, Moses Cone Hospital
- Diana Turner, Manager, LeBauer Primary Care, Cone Physician Network
- Kenny Turner, Rehab Tech, Rehabilitation Services, Annie Penn Hospital
- Jason Upham, RN, Emergency Department, Moses Cone Hospital
- Laura Vail, Executive Assistant, Human Resources
- Verna Watkins, RN, Director, Women’s Nursing Unit, Women’s Hospital
- Donna Wear, RN, Nursery, Women’s Hospital
- Kim Whitaker, RN, Child and Adolescent Services, Behavioral Health Hospital
- Heather Whitlock, RN, Care Coordinator, Neonatal ICU, Women’s Hospital
- Cynthia Wrenn, RN, Operating Room, Annie Penn Hospital

Members of the Enrollment Team will be distributing buttons and talking about Cone Health’s Values.
Regional Center for Infectious Disease joins international HIV clinical trial

The Regional Center for Infectious Disease at Cone Health is enrolling HIV-infected individuals in an international clinical trial. The new trial seeks to determine if starting medications while the HIV-infected patient’s immune system is healthy is more effective than waiting until the virus has weakened the immune system.

“While it is clearly better and safer for HIV-infected patients to start antivirals well before their immune systems become compromised, even the experts cannot agree upon exactly when infected patients should start,” explains Kees Van Dam, MD, principal investigator for the study at the Regional Center for Infectious Disease. “We believe the study will definitively answer this question and many others as we enter a new era of HIV care in the 21st century.”

The Strategic Timing of Antiretroviral Treatment (START) clinical trial is one of the largest and one of only a few global trials attempting to prove that HIV-infected individuals taking antiretrovirals sooner rather than later may have less risk of developing AIDS or other serious illnesses.

It is being conducted in 30 countries and will enroll 4,000 HIV-infected men and women 18 years of age and older who are not showing symptoms and have never taken antiretroviral therapy. Once enrolled, they will be seen by study staff at regular intervals for up to five years.

The Regional Center for Infectious Disease, the first of its kind in North Carolina, represents a collaborative effort between Cone Health and community partners, including Triad Health Project, Cone Health Foundation, Central Carolina Health Network and Family Service of the Piedmont.

The Center is designed to serve patients facing management of infectious or chronic diseases, including HIV/AIDS, bone and joint infections, skin and staph infections, meningitis, tuberculosis and bloodstream infections.

Magnet celebrations held on each campus provide an opportunity to celebrate the hard work done within Cone Health as well as a way to provide education about the Magnet Components in a fun environment. At Annie Penn Hospital, Debra Dallas, RN, Operating Room, leads educational games for pharmacy technicians (from left) Shannon Lowe, Dianne Alsterberg, Wanda Boyd and Ashley Compton.
Weeks after, I am still glowing from my special, caring and intense radiation treatments for prostate cancer at the Cone Health Regional Cancer Center.

Oh, my glow? Not from the whirring, crackling and humming TomoTherapy linear accelerator. My glow is from a sincerely committed, comforting and dedicated team of highly competent medical professionals — physicians, therapists, nurses, physicists — always radiating endearing, personal concern, support and attention that:

• Allayed any fears during 40 weekday treatments.
• Fortified my resolve to fight that pesky cancer.
• Heightened my spirits to convey strength, especially to other men.
• Confirmed the blessings of superior technology.
• Empowered me when I was unaware that concern appeared in my eyes.

From the moment treatments began, the Cone Health team working with me exuded enveloping empathy. Throughout my series of treatments, their professional action always spoke louder than words.

That is when I felt the gentle touch of concern and comfort from engaged oncologists Robert Murray, MD, and Matthew Manning, MD, joyful therapists Jennifer Chavez, Claudia Huntley, Katera Smith, Emily Vollink and Heather Welker, supported by special oncology nurses Rita Agnew and Cheryl Cheston.

About three weeks into my treatments, in preparation for a routine zapping, I discerned that my regular therapists Katera and Heather seemed sad, yet professional and efficient as always. Because of our growing respectful relationship, I gently inquired and they informed me of the death earlier that day of their colleague Shelly Harris.

Reflexively, as I lay supine on the tray, with Katera and Heather flanking me on each side, I extended my arms and pulled them to me, hugging them as I softly said, “You’re here for me every day, saving my life, now I am here for you.” We bonded again in a poignant way.

All my treatments were special in so many ways. I knew from the start I had the dedicated support of those with whom I interacted backed by hundreds of others working for the best interests of all patients.

While serious in purpose and impact, my treatment time permitted me to be me, to convey my delight and honor those with whom I spent intense, revealing personal time.

For my sensibility as well as the staff’s, I wanted to bring a smile to the faces of professionals who were saving my life. On each treatment, I did something silly or wore a different costume — sumo wrestler diaper; hula skirt; shopping bag, goggle and flippers; American flag; and, finally, a tuxedo on the day of my final treatment.

Without hesitation or prompting and with gratitude and honor, I share with friends the exceptional care I received from an exemplary team whose smiles are genuine, touch is sincere and compassion is authentic.

Thank you, Cone Health. I am happily and confidently on my mission to remission.

Ivan Saul Cutler
Outside looking in

Unfortunately, I had to take my wife Anna to the emergency room at Moses Cone Hospital on Saturday morning. She was experiencing severe back pain. Based on some previous personal experience, I was apprehensive as we arrived as to what to expect.

Immediately my worries and concern were alleviated. Margarita Crepsak, Security, could not have been more helpful and compassionate, as she personally assisted my wife out of the car and into a wheelchair to registration. Brian Terrell, Admission Services Associate, made checking in not only facile but nonthreatening. Triage was efficient, professional and compassionate with Jenna Gage, Nursing Tech, and Lori Berdik, RN.

Upon arrival into room 5, I was first recognized as a staff physician. The care did not fluctuate; it remained professional, consistent and comprehensive. It was a relief that I did not have to “get involved.”

I simply wanted Anna to be made comfortable and cared for. Koula Pate, RN, Jody Garcia, Nursing Tech, and John Bednar, MD, did the rest, gaining our trust and confidence as a diagnosis was established and comfort measures were delivered. Transition to the observation unit was seamless as was the care. Frequent follow-up assessments were made by all staff, including Keshia Reid, RN, and Ashley Long, PA. Comfort measures were a major focus of each staff member. Finally, James Evans, EMT, was so helpful with discharge planning and getting us back to our vehicle safely.

Anna and I both want to personally thank each of you for making a difficult situation much less painful. This type of service has tremendous impact on patient and family perception and satisfaction regarding Cone Health. As I was taking Anna home, I felt a deep sense of pride for my hospital, our hospital system. What a great feeling from outside looking in.

Respectfully,
Thomas C. Wall, MD
President, LeBauer HealthCare

World-class care

I would like to say thank you for the excellent care I received during my procedure and stay at the Heart and Vascular Center.

When I found out that I needed an aortic valve replacement, I immediately began researching my options, including thoracic surgeons, heart centers and locations along with cardiac rehabs. What I wanted was world-class care to achieve the best possible outcome along with a location that was comfortable and as close to home as possible. After many hours of research, I made my final decision to stay in Greensboro and use the Heart and Vascular Center facilities because of the expertise available starting with my surgeon Bryan Bartle, MD, and his wonderful team and my cardiologist, Hank Smith, MD.

A special thanks to Michelle Pettigrew, RN, and Michele Grah, RN, who provided care that went above and beyond their job descriptions during my stay on the 2000 ICU Step-down Unit. Open heart surgery is scary to say the least, and these professionals did everything possible to make sure I had the highest level of care, while keeping me informed and calm through the ups and downs.

Again, my sincere thanks and appreciation to all involved with my care during this time.

— Susan Gerson

Have you received an impressive thank-you letter? Please drop a copy in interoffice mail to codeU, Marketing, Administrative Services Building or email it to newsletter@conehealth.com.
The Department 5500 weekend nursing team is a close-knit family. They have worked side-by-side for many years. So when Peggy Eller, RN, lost a third member of her immediate family in less than a year, everyone knew they had to be there to offer their support at the funeral.

When Smita Glosson, Director, realized the service was going to be held on the weekend, she began searching for a solution. “We thought it would be great if we could find coverage for the entire team – nurses, secretaries and techs – to allow them to go to the funeral,” she says. “I sent out an email to my peers for help. The response was overwhelming.”

Glosson made arrangements for Daphne Wood, Assistant Director, Joyce Robinson, Care Coordinator, and Delcine Johnson, RN, to take over the duties. She received a call from Carol Harris, Director, Department 3700, who offered to send Leatta Martin, Nurse Tech, Department 3700, over to help. Helen Faircloth, Care Coordinator, Department 2900, came up on the day of the funeral to pitch in as well as Keshia Tate, Nursing Secretary, Department 2900.

“We were able to allow the whole team to be there for this employee, and I am thankful that we were able to make this happen. “The amazing thing about this day,” Glosson adds, “is that there were no ‘silos’ between the departments. We were one, and we were all a team.”

Nurses came together to help Peggy Eller (front row, center) after a death in her family. From left, (front row) Daphne Wood, Eller, Smita Glosson and (back row, from left) Keisha Tate, Joyce Robinson, Delcine Johnson and Ginger Gleason.

Measures of Magnet: Nurses make a difference for co-worker when tragedy strikes

The Department 5500 weekend nursing team is a close-knit family. They have worked side-by-side for many years. So when Peggy Eller, RN, lost a third member of her immediate family in less than a year, everyone knew they had to be there to offer their support at the funeral.

When Smita Glosson, Director, realized the service was going to be held on the weekend, she began searching for a solution. “We thought it would be great if we could find coverage for the entire team – nurses, secretaries and techs – to allow them to go to the funeral,” she says. “I sent out an email to my peers for help. The response was overwhelming.”

Glosson made arrangements for Daphne Wood, Assistant Director, Joyce Robinson, Care Coordinator, and Delcine Johnson, RN, to take over the duties. She received a call from Carol Harris, Director, Department 3700, who offered to send Leatta Martin, Nurse Tech, Department 3700, over to help. Helen Faircloth, Care Coordinator, Department 2900, came up on the day of the funeral to pitch in as well as Keshia Tate, Nursing Secretary, Department 2900.

“We were able to allow the whole team to be there for this employee, and I am thankful that we were able to make this happen. “The amazing thing about this day,” Glosson adds, “is that there were no ‘silos’ between the departments. We were one, and we were all a team.”

Magnet Component
This Measure of Magnet illustrates the component Transformational Leadership. Simply defined: leaders in action. Leaders at all levels advocate and support, facilitate, remain visible and accessible, and communicate effectively in an environment of mutual respect. This helps employees perceive their voices are heard and their input valued.

Management News

Camellia Wood is the new Assistant Director, Operative Services, Women's Hospital. A 14-year employee, Wood has served in a variety of roles in the Surgical Intensive Care Unit, Operating Room and Post Anesthesia Care Unit at The Moses H. Cone Memorial Hospital and Women's Hospital. She was recently chosen for Cone Health’s first Aspiring Leaders Succession Planning Program.

G. Phillip Lotti is the new Director, LeBauer Cardiology. Lotti will be responsible for the 24 cardiologists located throughout eight service areas. He joins Cone Health from Florida Heart Associates, PL, where he served as administrator of their 16-physician cardiology practice.
Debbie Underwood, Registered Dietitian, has been appointed system-wide Clinical Nutrition Manager. She has been a clinical dietitian at Cone Health since 1985. Board certified in Nutrition Support, she has been the lead dietitian since 1996.

Laurie McNichol, RN, Clinical Nurse Specialist, Wound, Ostomy, Continence Center, has been invited to serve as a technical expert on an Agency for Healthcare Research and Quality’s Technical Expert Panel regarding pressure ulcer treatment. The results of the effectiveness review will be published on the AHRQ’s Effective Health Care website as well as in the Annals of Internal Medicine.

Stacy Kautza, PharmD, and Tsz-Yin “Jeremy” So, PharmD, Clinical Pharmacists, The Moses H. Cone Memorial Hospital, recently published “Ceftriaxone-Induced Hemolysis in Pediatric Patients with Sickle Cell Disease” in the Journal of Pediatric Sciences.

Lee Browning, Certified Cardiographic Technologist, EKG, has passed the national exam given by Cardiovascular Credentialing International and is now a Certified Cardiographic Technologist.

The EKG department has celebrated a milestone by having 100 percent of its employees certified by the national organization Cardiovascular Credentialing International.

Three Internal Medicine residents were recognized in May for their work:

- Valerie Wilson, MD, won the National Presidential Poster Competition in Epidemiology at the American Geriatric Society in National Harbor, MD.
- Vijay Boggala, MD, presented his work at the Society of Hospital Medicine National Meeting in Dallas.

Suresh Nagappan, MD, Clinical Assistant Professor of Pediatrics, Pediatric Teaching Program, has received the Outstanding AHEC Faculty Award for 2011. Each year the medical students honor faculty members for excellence in teaching. This award was established in 1992 to recognize AHEC faculty members who have contributed significantly to the education of medical students.

Geronda Pulliam, RN, Case Manager, MedLink, and Melissa Sandlin, RN, Case Manager, MedLink, made a poster presentation, “CHF: Connecting the Missing Pieces Improves Transition of Care Outcomes,” at the 2011 Case Management Society of America National Conference in San Antonio. Contributing to the presentation were Lisa Matthews, RN, Care Management Coordinator; Rose Pierzchala, RN, Care Management Coordinator; Rhonda Rumble, RN, Manager; Sandra Spivey, Access Database Specialist; and Carroll Spinks, RN.

A poster titled, “Nurse-Driven Report in the Pediatric ICU; Its Positive Impact on Communication Amongst the Multi-Disciplinary Team in the PICU and Ultimate Result of Better Outcomes and Decreased Length of Stay,” was presented at the 2011 Pediatric Nursing Conference. It was submitted by Melody Bullock-Corkhill, RN, Assistant Director, Pediatrics, Nancy Caddy, RN, Pediatrics, and Suzanne Ferris, RN, Pediatric ICU.

Bullock-Corkhill also presented “Infusion Issues Related to Multi-Drug Resistant Organisms” at the 2011 Infusion Nurses Society Conference in Louisville, KY.

Jennifer Zinn, RN, Clinical Nurse Specialist, Operative Services, and Jeanne Jenkins, Ph.D., from the University of North Carolina at Greensboro, will represent their research at a podium presentation titled, “Intra-Operative Prep: Is There a Difference?” a retrospective chart review at the 59th Annual Association of periOperative Registered Nurses Congress in New Orleans. This is the third year that Zinn has been asked to present Cone Health research projects at the AORN meeting.

Members of the research team include Beverly Harrelson, RN, Clinical Nurse Specialist; Elisa Haynes, RN, Day Surgery Center, Annie Penn Hospital; Sharon McCarter, Assistant Director, Operating Room, Moses Cone Hospital; Wayne Mcfaster, Director, Operating Room, Annie Penn Hospital; Ashley Olson, RN, Post Anesthesia Care Unit, Women’s Hospital; Nicole Small, Assistant Director, Endoscopy, Annie Penn Hospital; Vangela Swofford, Facilitator, Quality Excellence Initiative; and Cynthia Wrenn, RN, Operating Room, Annie Penn Hospital.
Patient Satisfaction Scores

INPATIENT SCORES
These Press Ganey scores indicate the percentage of overall patient satisfaction.

SELECTED OUTPATIENT SCORES
These percentages show overall patient satisfaction.

EMERGENCY DEPARTMENT SCORES
These percentages show overall patient satisfaction.
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

Leekieshia Franklin, RN, 
*Neuroscience Operating Room* 
Nominated by: Ronda Hunt, 
RN, Main PACU

Leekieshia Franklin received Employee of the Month for helping another employee care for a patient. “A patient in the Neuro PACU became extremely anxious,” Hunt writes. “The patient was trying to come off the stretcher, refused pain medicine and was very difficult. Leekieshia came over from Neuro OR to help me calm the patient and helped me keep him safe. She then got his wife for me. I appreciate her because I was the only nurse in PACU at the time.”

EXCEPTIONAL PEOPLE

April Alberson, Secretary, 
*Outpatient Rehabilitation at Guilford College*

Tonya Baldwin, Project Specialist, 
*Greensboro Area Health Education Center*

Kelly Barham, RN, CareLink

Sarah Bower, RN, CareLink

Stephanie Brown, Lab Technician, Cardiac Cath Lab

Jody Drake, Social Worker, Social Work

Hilda Jones, Nurse Tech/Nurse Secretary, Palliative Care

Glenda Tastet, Corporate Recruiter, Human Resources

Phillip Shields, EMT, CareLink

Wesley Long Hospital
Employee of the Month

Sally Williamson, RN, 
*RN, Telemetry/Urology* 
Nominated by: A Patient

Sally Williamson received Employee of the Month for providing exceptional care to a patient. “When I was recovering in my room at Wesley Long, I was bothered by a noisy, clicking IV machine,” a patient writes. “My first nurse told me that they were all made that way. When Sally came on shift, I mentioned it to her and she said, ‘Let me see what I can do.’ She brought in several machines (that weren’t being used), and it was easy to choose a quiet unit. She really helped with my rest and recovery.”

EXCEPTIONAL PEOPLE

Debbie Cates, Nursing Secretary/Monitor Tech, 
*Emergency Department*

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

Connie Peach, RN, 
*Birthing Suites* 
Nominated by: Elizabeth Cone, RN

Connie Peach received Employee of the Month for ensuring that her patients received the highest quality care possible. “Connie truly went the extra mile to support her team and to assure that exceptional care was provided to multiple patients on a very high-census/high-activity day,” Cone writes. “Because a co-worker was having a tough day personally, Connie switched her own patient assignment in order to take a patient admitted with a 21-week intrauterine fetal demise, who she cared for and supported throughout her delivery, recovery and transfer to the Women’s Unit.”

Cone explains that Peach then chose to take back her original patient, who was then in active labor. After the baby was delivered and the mother transferred to the Mother-Baby Unit, Peach received another active admission and had a third delivery before she finished her 12-hour shift.

“Connie’s efforts exemplify her Relationship Based Care caring spirit toward her co-worker(s), as well as demonstrating her commitment to patient-centered care and our Triple Aim goals for assuring that all patients receive the highest quality care possible,” Cone writes.

EXCEPTIONAL PEOPLE

Lamar Allen, Environmental Service Technician, 
*Environmental Services*

Sherry Bolen, RN, Medical/Surgical ICU

James Giddings, CT Technician, 
*Radiology CT Scan, MedCenter High Point*

Paige Grady, RN, Medical/Surgical ICU

Robert Hammond, Laundry Technician, 
*Laundry and Linen*

Betty Harris, Patient Nutrition Representative, 
*Dietary Services*

Theresa Joyce, RN, Flexible Resources

Walidah Muhammad, Certified Nurse Midwife, 
*iOB/GYN Medicine*
**Behavioral Health Hospital**  
**Employee of the Month**

Pamela Sadler, RN,  
_Inpatient Adult Services_  
Nominated by: Rod North,  
_Clinical Social Worker, Inpatient Adult Services_

Pamela Sadler received Employee of the Month for ensuring a patient’s transfer was accomplished without incident. North writes that a patient was being discharged at 7:30 a.m. the next morning and needed samples from the pharmacy. “I left a voicemail message at the pharmacy, asking for meds first thing in the morning. When I came in the next morning, the pharmacist said she had gotten the meds together first thing because Pam had left a note for her where she would see it immediately upon arrival,” North writes. “The patient was transferring to a substance abuse treatment facility that requires two weeks of meds for admission purposes. No meds, no admission. Thanks to Pam’s planning, thoroughness, resourcefulness and ability to see the bigger picture, the patient was accepted with meds in hand.”

**EXCEPTIONAL PEOPLE**

_Toni Stephens, Mental Health Technician, Inpatient Adult Services_  
_MacDilla Wollie, Mental Health Technician, Inpatient Adult Services_

**Annie Penn Hospital**  
**Employee of the Month**

Sharen Larry  
_Environmental Service Technician, Environmental Services_  
Nominated by: Celine Harris, RN, ICU

Sharen Larry received Employee of the Month for her quick action in preventing injury to a patient. Harris writes: “Sharen is truly a team player. She always wears a smile and genuinely cares about the patient. There have been several times that Sharen has answered the phone when everyone is busy. She will get drinks for the patients, and she will answer the patient call lights. One afternoon Sharen and I were in ICU and a patient was climbing out of bed while I was in another patient’s room. The patient was in respiratory distress, and Sharen saw what was happening, alerted me and helped me get the patient back to the top of the bed. Sharen went to get more help for the patient. If she had not alerted me when she did, the patient would have fallen. This is just one incident where Sharen has gone the extra mile. She makes our job in ICU easier when she is working. She is consistently pleasant and does what she can to enhance the care we give our patients.”

**Health Services Division**  
**Employee of the Month**

Wendy Allison,  
_Financial Administration Analyst_  
Nominated by: Tracey Webster,  
_Executive Assistant, Health Services Division_

Wendy Allison received Employee of the Month because she helped a co-worker in need. “Wendy went above the call of duty in assisting employee Zoncy Craig obtain housing after Ms. Craig’s townhouse caught fire. She also sent a handmade quilt to Ms. Craig’s young son to comfort him during this trying time,” Webster writes.

**EXCEPTIONAL PEOPLE**

_Allison Bryant, Senior Secretary, Vascular and Vein Specialists of Greensboro_  
_Katie Welchel, Certified Medical Assistant, LeBauer Pulmonary_

**What winners say**

“I enjoy the relationships that have formed between myself and the people I work with.”  
– Leekieshia Franklin
Matters of the Heart
What is the right age to start taking care of your heart? Experts at the Cone Health Heart and Vascular Center know the importance of starting early. Topics and presenters for this program include:

• “What You Need to Know about Congenital Heart Defects,” presented by Gregory A. Fleming, MD, a pediatric cardiologist with Duke Children’s Cardiology of Greensboro.

• “Raising a Heart Healthy Family: It’s More than Fruit and Veggies,” presented by Mark C. Skains, MD, a cardiologist with Eagle Cardiology.

Wednesday, Sept. 7, 6:30-8:30 p.m., Moses Cone Hospital, AHEC Rooms 0029-0031
Registration is required. Go to www.conehealth.com/classes or call 832-8000.

Cervical Cancer Screening
A free cervical cancer screening is 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 12 months. The screening is open to women who have no insurance, have Medicaid and/or Medicare, or cannot afford to visit their regular physicians. Registration is required. Call 832-8000.
Monday, Sept. 12, 6-8 p.m., Cone Health Regional Cancer Center

Prostate Cancer Screenings
Free prostate cancer screenings are available to men ages 40-64 who do not have a regular physician or who have not had a prostate exam in the last 12 months. The screenings are open only to men who have no insurance or cannot afford to visit their regular physicians. The screening includes a free PSA blood test and a digital rectal exam performed by a urologist. Registration is required. Call 832-8000.

• Tuesday, Sept. 13, 5:30-7 p.m., Cone Health Cancer Center at Stoney Creek, 945 Golfhouse Road West

• Monday, Sept. 19, 6-8 p.m., Cone Health Regional Cancer Center, first floor

• Tuesday, Sept. 27, 5:45-7:15 p.m., Annie Penn Hospital Cancer Center, fourth floor

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. Call 832-7248 to register. Cone Health employees receive a discount on their registration fee.
Tuesdays, Sept. 13-Oct. 18, 5:30-6:30 p.m., Moses Cone Hospital, Room 0031

Choices at the End of Life
Members of the Cone Health Palliative Care Team and Ethics Committee talk about end-of-life care and advance directives documents. Attendees will have an opportunity to complete the documents after the program.
Wednesday, Sept. 14, 6-8 p.m., Moses Cone Hospital, AHEC Rooms 0029-0031
Registration is required. Go to www.conehealth.com/classes or call 832-8000.

Oral Cancer Screening
Regular checkups that include an examination of the entire mouth can detect the early stages of oral cancer. If you use tobacco products such as cigarettes, cigars, pipes or chewing tobacco, you are at greater risk and should be checked. These products are especially dangerous when combined with heavy alcohol intake. These five-minute screenings are for people who have not been checked by a dentist in the last 12 months. No registration is required. For more information, call 832-8000.
Friday, Sept. 16, 9 a.m. to noon, Triad Adult & Pediatric Medicine Inc. – HealthServe at Eugene, 1002 S. Eugene Street

Red Hot Mamas: Memory Malfunctions at Menopause
Tina Goodpasture, Family Nurse Practitioner, Guilford Neurologic Associates, discusses how the female brain changes during menopause and how these changes impact memory. Tuesday, Sept. 20, 6:30-8 p.m., Women’s Hospital, Classrooms 5 and 6
Registration is required. Go to www.conehealth.com/classes or call 832-8000.

Smoking Cessation
Cone Health Regional Cancer Center offers an eight-session series of smoking cessation classes to anyone 18 years of age or older who smokes. Call 832-0838 for more information.
Tuesdays, Sept. 27, through Nov. 8, noon to 1:30 p.m., Regional Cancer Center, Room 2008 (there is one Thursday class on Oct. 20)

Bake Sale for United Way
Annie Penn Hospital Volunteers conduct a bake sale to benefit the hospital’s 2011 United Way campaign.
Thursday, Sept. 29, 9 a.m. until all items are sold

Humana Reunion
Former employees of Humana Hospital are planning a reunion. For more information, contact Cassandra Thacker at thackerg@bellsouth.net. Reservations must be made by Sept. 16.
Saturday, Oct. 1, 10 a.m.-4 p.m., Bur-Mil Park, Shelter 2
## Triple Aim Performance

**Fiscal Year 2011 System Dashboard**

**As of July 31, 2011**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>INDICATORS</th>
<th>ACTUAL</th>
<th>GOAL</th>
<th>GOAL MET?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>THRESHOLD</td>
<td>TARGET</td>
</tr>
<tr>
<td>Mortality</td>
<td>Risk-adjusted mortality index (RAMI) (1)</td>
<td>1.20</td>
<td>1.23</td>
<td>1.2</td>
</tr>
<tr>
<td>Complications</td>
<td>Risk-adjusted complications index (1)</td>
<td>0.90</td>
<td>1.09</td>
<td>1.08</td>
</tr>
<tr>
<td>Patient Safety*</td>
<td>PSI 4: Death among surgical inpatients with serious treatable condition</td>
<td>2.29</td>
<td>2.852</td>
<td>2.480</td>
</tr>
<tr>
<td></td>
<td>PSI 12: Postoperative pulmonary embolism or DVT</td>
<td>2.81</td>
<td>7.751</td>
<td>6.740</td>
</tr>
<tr>
<td>Hospital Acquired Infections**</td>
<td>MRSA</td>
<td>0.22</td>
<td>0.391</td>
<td>0.340</td>
</tr>
<tr>
<td>Readmission</td>
<td>Acute Myocardial Infarction (2)</td>
<td>14.29%</td>
<td>19.4%</td>
<td>19.3%</td>
</tr>
<tr>
<td></td>
<td>Heart Failure (2)</td>
<td>18.42%</td>
<td>23.15%</td>
<td>23.10%</td>
</tr>
<tr>
<td></td>
<td>Pneumonia (2)</td>
<td>11.02%</td>
<td>18.9%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Core Measures</td>
<td>Acute Myocardial Infarction (3)</td>
<td>98.0%</td>
<td>98.0%</td>
<td>98.5%</td>
</tr>
<tr>
<td></td>
<td>Heart Failure (3)</td>
<td>97.0%</td>
<td>88.0%</td>
<td>89.0%</td>
</tr>
<tr>
<td></td>
<td>Pneumonia (3)</td>
<td>97.0%</td>
<td>93.0%</td>
<td>95.0%</td>
</tr>
<tr>
<td></td>
<td>Surgical Care Improvement Project (3)</td>
<td>94%</td>
<td>87.0%</td>
<td>88.0%</td>
</tr>
<tr>
<td>Patient Satisfaction</td>
<td>Press Ganey (Patient rating of overall experience – rolling 3-month average)</td>
<td>86.03</td>
<td>85.0</td>
<td>85.5</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>Employee Partnership Survey (4)</td>
<td>74.3</td>
<td>71.5</td>
<td>71.9</td>
</tr>
<tr>
<td>Length of Stay</td>
<td>Length of Stay (5)</td>
<td>4.82</td>
<td>4.88</td>
<td>4.78</td>
</tr>
<tr>
<td>Cost per Adjusted Discharge</td>
<td>Case Mix Adjusted (6)</td>
<td>$7,241</td>
<td>$8,236</td>
<td>$7,487</td>
</tr>
<tr>
<td>Margin</td>
<td>Operating Margin (7)</td>
<td>6.08%</td>
<td>4.74%</td>
<td>5.74%</td>
</tr>
</tbody>
</table>

(1) May - Fiscal Year to Date
(2) April - Fiscal Year to Date
(3) June - Fiscal Year to Date
(4) Updated Annually
(5) Target will change monthly, as documented in the budget. FY 2011 goal is 4.78.
(6) Target will change monthly, as documented in the budget. FY 2011 goal is $7,525.
(7) Target will change monthly, as documented in the budget. FY 2011 goal is 5.82 percent.
* May - Fiscal Year to Date
** July - Fiscal Year to Date (Preliminary Data)
More than 8,200 people make up Cone Health, and the success of the network depends upon the strength of these individuals. Code U was developed to showcase the strength of our workforce as we strive to become a national leader in delivering measurably superior healthcare.

Code U provides up-to-date news each month for employees and friends of Cone Health. Comments, story suggestions, photos and signed letters to the editor are welcome. Contact:

**CONTACT**
Newsletter Editor
Marketing Department
Cone Health
1200 North Elm Street
Greensboro, NC 27401-1020
Phone: (336) 832-7593 / Fax: (336) 832-7979
E-mail: newsletter@conehealth.com

**CONTRIBUTING WRITERS**
Doug Allred, Sarah Arnett, Ivan Cutler, Kim Doran, Linda Edgerton, Bob Hamilton, Karin Henderson, Leslie Mackler, Dawn Martin, Sheryl Thornton

**PHOTOGRAPHY**
Mike Coughlin, Julie Knight, Carol Lambert, Kevin Lee, Sandro Lamberti Photography

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

**Read codeU 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 August:
Debbie Stowe, Chart Abstractor, Cone Health Stroke Center; Mary Franco, Nursing Tech, Central Nursery, Women’s Hospital; Rhonda Moore, Materials Associate, Materials Management, Women’s Hospital; Terry Cathey, Clinic Mailroom Clerk, LeBauer HealthCare at Elam; Teresa Covington, Secretary, Environmental Services, The Moses H. Cone Memorial Hospital.

**This month’s quiz:**
1. Name one of the Cone Health Values.
2. Name one of the project leaders of the Keystone Project Team.
3. What did the Wyndham give the Pediatrics department?
4. What is the goal for the Reidsville United Way campaign?
5. How many Cone Health nurses were named to the Great 100?

**ENTRY FORM**
Send your entries via interoffice mail to Marketing, Administrative Services Building, by Sept. 15. All correct entries will be placed into a random drawing, and five meal-ticket winners will be announced in the October 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.

**ANSWERS**

1. 
2. 
3. 
4. 
5. 

__________________________________________
Name

__________________________________________
Department, Campus

__________________________________________
Phone