Patients seeking emergency treatment at Wesley Long Hospital will soon have a new 28,000-square-foot facility that offers more convenience, privacy and technology.

The $18 million Emergency Department opens Aug. 31. It includes a Clinical Decision Unit and a Psychiatric Unit.

Increasing demand prompted the new facility, according to Paul Jeffrey, President, Wesley Long Hospital.

“The new building is designed to improve the entire patient experience,” Jeffrey says. “Some patients with less critical issues will go to a new Fast Care area, where the medical team can treat certain conditions more quickly. This will allow for a significant reduction in the overall length of the patient’s stay.”

The existing ED will become the hospital’s new Short Stay Center.

The new Emergency Department at Wesley Long Hospital will be the latest in the vast network of emergency services provided by Cone Health. Sites include The Moses H. Cone Memorial Hospital, Annie Penn Hospital, MedCenter High Point, Urgent Care Center, Urgent Care Center at Kernersville and Urgent Medical and Family Care.
Is your health ready for 2013?

In 2010, Cone Health announced a multi-year strategy to provide employees with information about key indicators of their health, with the results tied to a “Healthy Lifestyle” premium discount for healthcare coverage.

2013 will be the final year of the initial three-year process. As planned, employees will need to be non-tobacco users and now meet all three biometric requirements to be eligible for the premium discount.

Biometric screening will not be offered this fall except for employees hired in 2012. Instead, your results from 2011 will be used.

If you are wondering where your results fall, employees who completed the screening process in 2011 can view their results from a link on the intranet home page or online at www.healthgram.com/members/index.cfm. Your username is your employee ID number, and your password is the last four digits of your Social Security number. Click on “Test Results” under the “My Health Record” heading.

If you did not meet all three biometric screening standards, it is not too late to do something to improve your health and avoid losing the Healthy Lifestyle discount for 2013.

• If you do not qualify for the discount because you or a covered family member uses tobacco products, you can qualify if you or your family member completes a free Quit Smart smoking cessation program. For more information, contact the Benefits Service Center at 832-8777 or e-mail or text benefits@conehealth.com.

• If your biometric screening numbers are above the standard, you can still qualify for the discount by enrolling in a disease management program offered by MedLink. For more information, contact the Benefits Service Center at 832-8777 or e-mail or text benefits@conehealth.com.

• If you believe your biometric screening numbers may have changed, you can either be re-tested or have your doctor complete a form with current information. More information will be available in October.

To help us continue to measure the health improvements of our employees, we will collect biometric data in 2013. There also will be a way for employees to have the required data collected during their annual physicals with their physicians during 2013. More details will be available later.

What are the three biometric requirements?

• Blood pressure: Less than 140/90 (both).
• LDL cholesterol: Less than 160.
• Fasting glucose: Less than 125.

Code U Online

Visit conehealth.com/employees for even more news about what’s happening at Cone Health. Featured in our online files for August are:

• Online process simplifies tuition reimbursement.
• Women’s Hospital to participate in effort to encourage breastfeeding.
• New relief program for nurses could mean increased earnings.
• First nurse graduates from RN-to-BSN program.
• Mark your calendars – upcoming events.
• Greensboro AHEC Continuing Education calendar.
• Tim’s Table.
• More answers from Terry Akin’s brown bag meals.
• James Breen, MD, publishes article about healthcare reform and the undocumented community in the New England Journal of Medicine.
• Sunflowers brighten patients’ spirits.

New Quit Smart class begins Aug. 7

Tobacco use is the No. 1 preventable cause of death in the United States. It takes the average smoker at least four tries to quit.

Participants in the Quit Smart classes held at Wesley Long Hospital and Annie Penn Hospital will receive personalized instruction and support from a certified leader, a stop smoking kit, nicotine patches and gum, and prescription tobacco cessation medication (optional).

The next Quit Smart series of classes will meet on Aug. 7, Aug. 21, Sept. 4, Sept. 18 and Oct. 2 from 5:30 to 6:30 p.m. at Wesley Long Hospital or from 1 to 2 p.m. on the same dates at Annie Penn Hospital.

The deadline to register is Friday, Aug 3. For the Wesley Long Hospital class, contact Becca Jones at becca.jones@conehealth.com or 832-2590. For the Annie Penn Hospital class, contact Diane Coad at diane.coad@conehealth.com or 951-4509.
Health screening changes her life

Last fall, Mary Ann Davis, Lead Linen Laundry Tech, Wesley Long Hospital, completed the biometric screening that changed her life. Cone Health requires the screenings for employees to receive a discount on their health insurance premiums.

When Cone Health initially rolled out this initiative, Davis thought the screening was an invasion of privacy. She sees it differently now. “If Cone hadn’t offered the screening, I would have never known anything was wrong with me,” Davis says. “I felt fine, and I had no symptoms.”

Armed with her test results, she made an appointment with her primary care physician and discovered she had high cholesterol and was diabetic. (Her A1C – a test that measures average blood sugar levels by taking a sample of hemoglobin A1C cells – was 9.7 percent. The American Diabetes Association recommends results less than 7 percent. Her cholesterol was at 237).

Her physician placed her on two medications for diabetes, one for cholesterol and urged her to lose weight, exercise and cut back on her meal portions.

Scared but determined to adopt a healthy lifestyle, Davis called MedLink. Janet Hauser, Care Management Coordinator, MedLink, explained the extensive free services MedLink provides: the Link to Wellness Program, medication and testing supplies, exercise programs and classes to learn how to choose healthy foods.

Davis changed her diet and began exercising for 30 minutes each day at the Wesley Long Hospital fitness center. “When I first started, it was very hard,” Davis says. “I could only do five minutes on the elliptical; now I can do 30 minutes.”

Davis has lost 43 pounds, her A1C is normal at 5.9 percent, her cholesterol is good at 133, and she only has to take one drug for diabetes now.

“I encourage all employees to complete the biometric screening and follow through with reading your results because you never know what you’re walking around with,” Davis says.

MedLink is a free service for Cone Health employees provided as an added benefit of the company health plan. Services include: assessment of individual needs, hands-on health education and chronic disease monitoring, referrals to local resources and programs, and transitioning to Medicare. For more information, call 852-3871.
23 Cone Health nurses named to Great 100

A record 23 Cone Health nurses were selected for inclusion in this year’s Great 100. This is the most for any one organization in the Great 100’s 24-year history.

The Great 100 Inc. is a grassroots peer recognition organization honoring the nursing profession in North Carolina by recognizing nursing excellence and providing scholarships for nursing education.

“Having so many of our nurses named to this elite list by their peers is very special,” says Theresa Brodrick, RN, PhD, Chief Nursing Officer.

“Their dedication to the nursing profession, to the communities they live in and to the quality care they provide is reflected in every patient we serve at Cone Health.”

Great 100 nurses include:

- Pamela Alvord, RN, Department 2900-Coronary Intensive Care/Step-down, The Moses H. Cone Memorial Hospital.
- Theresa Brodrick, RN, PhD, Chief Nursing Officer.
- Kellie Capes, RN, Intermediate/Urology, Wesley Long Hospital.
- Waqiah Ellis, RN, Director, Department 2000-Heart Unit, Moses Cone Hospital.
- Dawn Engels, RN, Wound Ostomy Continence, Moses Cone Hospital.
- Lisa Friesen, RN, Department 2300-Surgical Intensive Care Unit, Moses Cone Hospital.
- Shawn Godfrey, RN, Vice President, Nursing/Patient Services, Behavioral Health Hospital.
- Paige Grady, RN, Medical/Surgical Intensive Care Unit, Women’s Hospital.
- Belinda Hammonds, RN, Nurse Educator, Nursing Support, Moses Cone Hospital.
- Nancy Hertlein, RN, Director, Urgent Care Center, Moses Cone Hospital.
- LaChina Hollis, RN, Oncology East, Wesley Long Hospital.
- Sarah Lackey, RN, Rapid Response Team, Moses Cone Hospital.
- Monica Martin, RN, Oncology East, Wesley Long Hospital.
- Margaret May, RN, Coordinator, Nutrition and Diabetes Management Center.
- Kristin McLamb, RN, Staff Educator, Staff Education.
- Pamela Mentley, RN, Short Stay, Wesley Long Hospital.
- Deborah Sharp, RN, Department 4000-Inpatient Rehabilitation, Moses Cone Hospital.
- Kelly Southard, RN, Quality Outcomes Coordinator, Behavioral Health Hospital.
- Abby Stophel, RN, Flexible Resources, Moses Cone Hospital.
- Nancy Summerell, RN, Orientation Educator, Nursing Support, Moses Cone Hospital.
- Paula Trivette, RN, Flexible Resources, Moses Cone Hospital.
- Robyn Wofford, RN, Care Coordinator, Department 3300-Intermediate Care, Moses Cone Hospital.
Triad HealthCare Network has been approved as one of seven Accountable Care Organizations (ACO) in the state to participate in the new Medicare Shared Savings program. It is the only one in North Carolina with a strong hospital affiliation.

“Triad HealthCare Network has been approved as one of seven Accountable Care Organizations (ACO) in the state to participate in the new Medicare Shared Savings program. It is the only one in North Carolina with a strong hospital affiliation. This is a real game changer for healthcare in our region,” says Tim Rice, CEO. “The program rewards organizations that hold down healthcare costs while putting patients and quality care first. This is a real recognition of our progress in working with physicians to prepare for changes in healthcare.”

Triad HealthCare Network is a partnership with many doctors, hospitals and other healthcare providers who communicate with each other and their patients to make sure patients are getting the care they need when they are sick as well as preventive care to help them stay healthy and well. The goal of Accountable Care Organizations is to improve patient access to care, improve quality of care and provide appropriate care.

Triad HealthCare Network’s selection was announced July 9 and starts the clock on an initial 18-month performance period in which coordinated care efforts will be benchmarked.

Physicians will establish quality goals and measure how well their practices and each physician within the practice meet those goals. In return, participating physicians will be eligible for financial rewards for their clinical outcomes, efficiency and cost control achievements.

“I am so proud of our team,” says Tom Wall, MD, Executive Medical Director, Triad HealthCare Network. “As I have said since our beginning, coming together as colleagues to improve the quality and value of healthcare for our patient community has been so rewarding. We will work even more closely to be successful in the future. I feel confident we will succeed.”

Benefits for patients include better value for their healthcare dollars and more effective care management and outreach from a trusted source: their physician.

“All of your healthcare providers will have access to your health information. This will allow them to share that information with each other to provide you with higher quality, more coordinated care,” says Steve Neorr, Executive Director, Triad HealthCare Network. “Instead of only knowing about the health issues they have treated, each of your healthcare providers will have a more complete picture of your health.”

Other benefits patients will notice over time with practices participating in an ACO include:

- They won’t have to fill out as many medical forms that ask for the same information.
- They won’t have to have medical tests repeated because results are shared among the patient’s healthcare team.
- The ACO providers will become partners with the patient in making care decisions and will provide more proactive care in management of chronic conditions and overall patient health.

Neorr says providers will be able to provide better, more coordinated care through the ACO. Instead of waiting for the phone to ring and treating patients for a single complaint, physicians will better know which patients need to be seen, whether it is a diabetic who is past due for a checkup or an elderly patient who needs assistance managing multiple medications.

MedLink Care Management will play an important role in Triad HealthCare Network’s success. MedLink offers home visits for elderly and other patients in order to better assess the patient’s true needs and coordinate the recommended care with the patient’s physicians.

“MedLink will provide holistic care management and outreach to patients,” says Rhonda Rumple, Director, MedLink. “Our care team thinks holistically about the patient and works to apply best practices and individualize care plans to improve patient outcomes.

“It is incredible to see a patient go from feeling hopeless to feeling empowered when he or she understands how to manage a chronic health condition.”

Triad HealthCare Network’s adult primary care physician practices currently care for more than 34,000 Medicare beneficiaries over a 5-county area.

For more information about Triad HealthCare Network or accountable care organizations, go to www.triadhealthcarenetwork.com or www.cms.gov/ACO/.
Terry Akin answers questions at brown bags

Terry Akin, President and Chief Operating Officer, held a brown bag lunch and dinner recently at Wesley Long Hospital. Here are some employees’ questions and his answers:

**Carolinas HealthCare System**

**Q** Can you tell us more about the management services agreement with Carolinas HealthCare and what it means?

**A** We recognized through thoughtful research and study that we could benefit from access to a broader range and higher level of cost-effective services through the Carolinas HealthCare network. The agreement offers us access to even more best practices, healthcare management experts and innovative quality teams. All of this means better care for our patients and community. One of the things that excites me most about this arrangement is that we’re doing it at a time when we’re really strong. So we had the ability to look at our options and make an informed decision. We value the opportunity to maintain local governance. So we really felt that, looking toward the future, a management services agreement with Carolinas was a ripe opportunity. Five senior employees – Tim Rice, Chief Executive Officer; myself (Terry Akin, President and Chief Operating Officer); the to-be-named Chief Financial Officer; Mary Jo Cagle, Chief Quality Officer; and Theresa Brodrick, Chief Nursing Officer – will become employees of Carolinas HealthCare, however we all remain based in Greensboro and focused on Cone Health. Our board remains responsible for Cone Health, and Tim Rice remains accountable to our board locally. This agreement simply enhances our strong efforts to achieve national leadership in healthcare and to provide the very best hospital care for our patients, and it will help us reach these goals even faster.

**Q** Besides buying power, what are some other benefits of the management services agreement?

**A** Carolinas HealthCare has about 60 internal consultants and experts, who assist with everything from preparation for Joint Commission surveys to strategic planning to finance and revenue work. Without a management services agreement, Cone Health would have to hire consultants for these services, as we do now. This agreement will also help us in quality, service excellence and physician integration. Carolinas HealthCare excels in some of these areas, we excel in others, and in many ways, we are a near match. So we will be learning from each other through this journey. On another note, we’ve already had a win-win because of the pending agreement. When our Behavioral Health Hospital was down two psychiatrists, creating a backlog of patients in the Wesley Long Emergency Department, we called Carolinas HealthCare, and they immediately loaned us a psychiatrist to help.

Have you watched Code VU this month?
A Great questions! We are coming together with Carolinas HealthCare in a way that is different than a full merger. A full merger might involve consolidating our companies and our assets. This is an integration of our companies through a contract, in which Carolinas HealthCare will provide certain management services to Cone Health. Carolinas HealthCare will employ the five of us (see leaders’ names on page 11), which ensures certain consistency across all Carolinas-managed hospitals and allows Cone Health to have access to Carolinas’ resources. Cone Health will pay Carolinas HealthCare to cover the cost of our five salaries and benefits, and then, in turn, Carolinas will issue paychecks to the five of us. We remain accountable to our independent Cone Health Board of Trustees.

Alamance Regional Medical Center

Q If our merger with Alamance Regional Medical Center is approved by the Federal Trade Commission, will Alamance Regional convert to Cone HealthLink?

A Right now, Alamance Regional Medical Center has a strong electronic medical record, so there’s no urgency for them to convert to Cone HealthLink. However, our expectation is that when they’re ready to upgrade, the next logical step for them would be to join the Cone HealthLink system.

Q How will the pending merger with Alamance Regional Medical Center impact cancer services provided here and there?

A Cone Health has major initiatives under way in oncology, and Alamance Regional Medical Center also has a big commitment to oncology services. In fact, they’re getting ready to expand their cancer center. If and when our merger is approved, we’ll look at oncology services across our region and talk about collaboration and how we can be stronger together than we can be alone. This is true of any of our major service lines. Our relationship with Carolinas HealthCare System will also enhance our work in this service line. Carolinas has some amazing things going on in oncology as well, having recently hired a physician leader from a prominent academic medical center. All in all, this collaboration will help us achieve better care for our patients sooner.

Terry Akin, President and Chief Operating Officer, and Noel Burt, Executive Vice President, Administrative Services, asked staff at the brown bag lunch about how Cone Health could help employees care for themselves.

“We know that healthcare employees, across the industry, don’t always do a great job of taking care of ourselves,” Burt said. “So in keeping with our value of caring for each other, we would really love your input on how we, as an employer, can help you do that.”

Akin said he has recently been doing a better job of that himself.

“A year ago something sunk in for me,” he said. “For the longest time, my attitude about exercising was ‘I’ll get it in when I can.’ Friends and mentors always encouraged me to make more of a commitment to my own wellness. Somebody said, ‘Terry, taking care of yourself has a direct impact on how effective and fulfilled you are in your work and how present you can be with your family.’

“So it took me a little while to ‘get it,’ but now I am scheduling in time to exercise. I probably get to the gym between two and three times a week, and it makes all the difference. It really does.”

During the discussion, several employees expressed thanks for the number of fitness locations, the group exercise classes and the discounts at Kneaded Energy, a local therapeutic massage business. In addition, other employees suggested:

• Information about how to manage email overload.
• More access to chair massages.
• Access to a swimming pool for those who can’t do high impact exercise.
• Free or discounted access to personal trainers.

What do you think? Feel free to email Noel.Burt@conehealth.com, Terry.Akin@conehealth.com or leave a comment on Terry’s blog, which is accessible from the intranet homepage.

For more answers to questions, go to conehealth.com/employees.

continued, page 8
Wesley Long Hospital / Behavioral Health Hospital

**Q** What is the long-term plan to help relieve the Wesley Long Hospital ED given the frequent struggle with finding beds for behavioral health patients?

**A** Unfortunately, the loss of mental-health resources at the state and federal level is getting worse, and the burden on us only increases. When people need help, they’re going to come to our Emergency Departments. The challenge is how to make the best out of a difficult situation. The design of the new Wesley Long ED will be a dramatic improvement. Our current Emergency Department was built in 1996 to accommodate 25,000 visits a year, and we now see more than 46,000 patients a year. The new ED will have 10 behavioral health beds, three more than we have now, and they will be in a dedicated area, separate from the other beds. The space itself is designed better and provides staff and patients more room. This is certainly not the solution, but it is one step to help. Troy Chisolm, President, Behavioral Health Hospital, is evaluating a plan that could involve building a new Behavioral Health Hospital on, or near, the current site. We expect this would help add inpatient capacity and configure the facility to more closely match today’s needs. We will keep you informed if and when we make a final decision to move forward on that project.

Cone HealthLink

**Q** With Cone HealthLink, are we installing computers in all patient rooms? Why can’t we use handheld computers instead?

**A** We are making computers available in all patient rooms, either wall mounted or on carts. We don’t rely on hand held devices because most workflows are enhanced with a larger screen size, keyboard and mouse.

**Q** What about physicians who might fear change when it comes to using Cone HealthLink?

**A** Change is difficult for everyone and it is important to remember why we are making the change – and that is to advance care for our patients. With this said, we know that it is harder for some people to adapt to new technology so we kept that in mind and made sure that we didn’t implement a one size fits all training model and adapted the training as needed. We also made sure that the support model for Go Live included super users and experienced application analysts and Epic consultants to provide on-site help.

See more questions and answers at conehealth.com/employees.

Management News

Debbie Caldwell has been named Interim Director, Vascular and Vein Specialists of Greensboro.

Jeremy Deaver has been named Director, Ancillary Services and Administrative Support, The Moses H. Cone Memorial Hospital. He recently completed a two-year administrative fellowship with Cone Health.

Steve Marshall, RN, has been named Assistant Director, Inpatient Rehabilitation, Moses Cone Hospital. He most recently worked in Department 2300-Surgical Intensive Care Unit.

Jane Nester, who holds a doctorate in public health, has been named Executive Director of AHEC and Medical Education. She previously served as director for medical education administration at Memorial University Medical Center in Savannah, GA.

Emily Paula has been named Director, Quality Informatics. She joined Cone Health in 2000 as a systems analyst and became informatics manager in 2009.

Revonda Reed has been named Talent Relationship Leader, Talent Acquisition. Reed has 15 years of experience in the healthcare industry with a primary focus on human resources and recruitment.

Kameka Totten, RN, has been named Interim Director, Orthopedics and General Surgery, Wesley Long Hospital. She is director for the Medical/Psych Unit and previously served as assistant director for General Surgery.

Mark Young, RN, has been named Director, CareLink. He was formerly assistant director and recently served as interim director.
Doctors at Wesley Long Hospital are the first in North Carolina to use a new imaging agent – Florbetapir – for early diagnosis of Alzheimer’s disease. Florbetapir, which had been studied at Cone Health in a research trial, became available for clinical use in June.

“Florbetapir identifies brain amyloid plaque, a hallmark of Alzheimer’s disease, which previously could only be confirmed at autopsy,” says Stewart Edmunds, MD, Director of Nuclear Radiology, Greensboro Radiology.

Alzheimer’s disease is the most common cause of dementia among the elderly. There is no cure for this progressive neurodegenerative disorder which destroys memories and thinking skills.

“This is a very important tool for working with early-stage Alzheimer’s patients,” says Pramod Sethi, MD, Director of Research, Guilford Neurologic Associates. “While a positive test alone doesn’t mean someone has Alzheimer’s, combining this with cognitive tests and family history can make an Alzheimer’s diagnosis more likely.”

Florbetapir is injected into the patient’s bloodstream. It binds to the amyloid plaque in the brain associated with the disease. A radioactive tracer in the agent allows it to be seen on a positron emission tomography (PET) scan. “From an imaging standpoint, Florbetapir exceeds any imaging we have in looking at Alzheimer’s disease,” Edmunds says.

Edmunds believes that Florbetapir’s main strength is that a negative test confidently rules out Alzheimer’s, which is a great relief to patients and allows physicians to search for other causes for cognitive decline.

Recognizing exceptional staff

The implementation of Cone HealthLink has not been without extreme efforts on the part of everyday support services. One such group is the Facilities staff at Women’s Hospital. This small group of skilled craftsmen has accepted the challenge of continued daily services to patients and staff and the added burden of additional work related to the infrastructure needs associated with additional computers and new software. Always with a smile and a courteous attitude, they have responded to calls for additions and changes to what was originally planned. I commend this group, led by Coy Neal, Master Mechanic, Plant Operations, for their tireless efforts to make this change successful.

– Paul Brockett, Alphanumeric Systems Inc.

A vendor associated with Cone HealthLink

On March 1, I had a colonoscopy, which indicated possible cancer. A biopsy confirmed the cancer, and I was referred to the Cone Health Cancer Center by my surgeon. Upon my arrival at the Cancer Center, I was impressed with the aesthetics and interior layout. Obviously a lot of thought was used in the planning of the facility. For example, there was someone to greet you, ascertain your needs and give needed direction. There were several cubicles, each staffed with a person who promptly referred you to the area and person you needed to see. This procedure was very expedient and did not simply leave you sitting around, wondering what to do next.

From my own personal experience, I have never received care and concern like I did at the Cancer Center. When one is told he or she has cancer, that news itself is very traumatic, and if ever care and attention is needed, it is at this time. Every employee who I have come in contact with at this facility has been very competent, kind and considerate. Two employees in particular who have been exceptional are Claudia Huntley and Lenora Sayles, Radiation Therapists, Radiation Oncology. I began six weeks of radiation which has been most painful, and I was treated with such empathy by these women – they encouraged me to continue my treatment even when I thought I would give up!

– Walter Cockerham
“The question isn’t ‘Are we ready for Epic?’ Rather, ‘Is Epic ready for us?’”

— Tammy Blackwell, RN Care Coordinator, Nursing Unit 300, Annie Penn Hospital

Employees tackle the challenges of Cone HealthLink and discover...

A lot of preparation and training went into the Go Live of Cone HealthLink on July 7. Experts from Epic and Super Users were on hand along with leadership to ensure the transition went smoothly.

So after the switch was flipped and Cone HealthLink went live, what did the employees think?

“Cone HealthLink improves the workflow. Other areas of the hospital can see what we’ve really done.”

— Christy Wicker, RN, Birthing Suites, Women’s Hospital

“The implementation has been very successful. The staff has embraced Cone HealthLink and met the challenge head-on.”

— Tora Simpson, Assistant Director, Nursing Unit 300, Annie Penn Hospital

“It has been a smooth transition into Epic. I really like the new system.”

— Cicely Alston, RN Care Coordinator, Nursing Unit 300, Annie Penn Hospital

“The Go Live at Annie Penn exceeded my expectations. The staff there was not only very welcoming, but they were all excited with how Cone HealthLink would help streamline their patient care. The staff was patient with any challenge that arose. By days two and three, you could see that it was ‘clicking,’ and everyone realized that the transition really wasn’t that bad. I don’t think Go Live could have gone any smoother.”

— Jamie Tracy, RN, Inpatient Oncology, Wesley Long Hospital – a Super User

“Overall, it’s a great system, very user friendly. I like that there’s not just one way to do something, and you can find what works for you.”

— Lori Doss, RN, Emergency Department, MedCenter High Point
“I have been impressed by the preparation and support by all areas for this Go Live. The experiences we have had working together on Epic can only help pave the way for Moses Cone Hospital and Wesley Long Hospital when they go live in November.”
— Don Conrad, Supervisor, Admissions Services, Women’s Hospital

“The transition from paper to Cone HealthLink has been very smooth in the NICU. All of the different disciplines have embraced the system. While we are still learning, we believe that ‘freedom from paper’ will allow us to continue to provide excellent care to our patients and families.”
— Helen Mabe, RN, Director, Neonatal Intensive Care Unit, Women’s Hospital

“It has united us and brought us together.”
— Donna Herr, RN, Birthing Suites, Women’s Hospital

“We could not have asked for better support from across the system. Staff from all Cone Health campuses came together to make this a successful Go Live.”
— Mona Easter, Director, Intensive Coronary Care Unit, Annie Penn Hospital

“The more you use it and the more you are in direct patient care, the more comfortable you are with Epic.”
— Melissa Wilkins, RN, Birthing Suites, Women’s Hospital

“I think that things have gone amazingly well. I will admit that I was very concerned because of the preconceived idea that it was going to be total chaos and panic. I am happy to say that it was amazing, and people were excited and ready to go. We had smiles, laughing and one nurse even did her ‘Epic Dance.’ They were simply awesome! It was amazing to see and watch. TOTALLY IMPRESSED!”
— Pam Kennedy, Nursing Secretary/Monitor Tech, Flexible Resources, Moses Cone Hospital – a Super User

“I love it. The program was created to fit my position and my needs as a Patient Advocate. It has made my job easier.”
— Sabrina Howard, Patient Advocate, Nursing Administration, Annie Penn Hospital

“I like it, and I’m looking forward to everyone being on it because we can communicate the patient’s information without asking everytime. It’s been very positive. We’ve been helping each other.”
— Vickie Henson, RN, Emergency Department, MedCenter High Point

“Cone HealthLink is going to be a great thing for Cone Health. The Go Live has been quite a challenge and there is a lot of on-the-job-training required, but I feel that once we get the kinks worked out, it will benefit the patients and employees of Cone Health in ways we never imagined. It is thanks to our fantastic teams in both Operative Services/Anesthesia and Birthing Suites that we have been able to maintain our high standard of patient care AND still care for each other as we make this transition. With continued practice and patience, we will come through this stronger than ever!”
— Amy Cassidy, MD, Site Director, Anesthesia, Women’s Hospital

“...It’s a great thing for Cone Health!”
We are moving forward at Cone Health

At the end of the month, we will have our first network-wide People Excellence Celebration for all employees of Cone Health. More than 8,500 of us will gather over the course of four half-day events on Aug. 28, 29 and 30 at the Greensboro Coliseum. Together, we will celebrate our culture work so far and learn more about pursuing our vision to be a national leader in healthcare.

Not many other health systems have held such a large staff celebration, and I know this will be a significant moment in our history. So why are we doing this?

First, it is important to recognize our progress toward being among the best in the nation at quality, service and cost effectiveness. We’re on the right path, and it’s worth taking time to celebrate our efforts so far.

We also want to continue to build on this great foundation. We haven’t reached our vision of national leadership yet, and we can’t get there without you! So we are planning some amazing sessions to teach, to inspire and to have fun together. When we brought together several hundred leaders for a similar program in December, people talked about how transformative the event was. Imagine how much more significant this network-wide celebration will be. I look forward to seeing you there!

At the same time, we are also moving forward in these other key ways:

• As part of our commitment to being a national leader, we’re investing in the very best electronic medical record system possible. Cone HealthLink is now live across much of our network, including two hospitals, the MedCenter High Point Emergency Department, many outpatient sites and physician practices, our eLink critical care department and many systemwide support areas such as patient registration, radiology and accounting. I could not be more proud of our entire team in making this happen! Cone HealthLink will make a tremendous difference in our quality, service and ability to provide exceptional care. If these implementations are any indication, we can expect great teamwork again in November with Go Lives at Moses Cone Hospital, Wesley Long Hospital and the Behavioral Health Hospital.

• Later this month, we will take another step toward exceptional care with the opening of our new Wesley Long Hospital Emergency Department. The new facility doubles our treatment space and offers improved privacy for patients and families, more parking, a new imaging area, and a Clinical Decision Unit for patients needing observation or awaiting test results. This project – and the following one to build a new Short Stay Center in the vacated space – will really help address some of the challenges we have had with overcrowding in the Emergency Department.

• We continue to grow in a smart way, ensuring our continued strength in this changing healthcare environment. Later this month or in early September, we expect the Federal Trade Commission’s decision on our planned merger with Alamance Regional Medical Center, and we will keep you informed about that. We also have started to meet with colleagues at Carolinas HealthCare System in anticipation of our management services agreement that begins on Oct. 1. Both of these new relationships will position us well for the future.

• Finally, Triad HealthCare Network, which is a partnership between Cone Health and local physicians, has been named one of just a few organizations in the state to join the new Medicare Shared Savings program. The program rewards organizations that hold down healthcare costs while putting patients first and meeting performance standards on quality of care. This is a real recognition of our progress in working with physicians to prepare for changes in healthcare.

These are exciting times for Cone Health. With your help, we are preparing for the future while staying true to our lasting mission of providing exceptional care to all. Thank you for all you do to care for our patients, community and each other across our Network for Exceptional Care!
Environmental Services focuses on safety, sustainability

Cone Health’s Environmental Services departments have adopted many practices to help sustain the environment and increase workplace safety during the past year.

As decisions were being made about purchasing new equipment, Environmental Services and Sodexo researched items that were more eco-friendly. The new equipment uses only water to strip floors instead of adding chemicals which created a strong odor. 2011 was the first year chemical-free stripping was performed, and the staff received many compliments from employees about the reduction in chemical smells.

Environmental Services also added an eco-friendly floor finishing product to its cleaning arsenal that is more durable than the previous floor finish. This resulted in less frequent floor stripping.

The department also introduced natural, dye-free paper towels and began using new plastic bags that are recycled from irrigation tubing.

Leaders in Environmental Services will continue to attend seminars offered through Sodexo that focus on sustainability.

Empowering the next generation

Do you know a teenager interested in healthcare? Greensboro AHEC offers a variety of programs for students (K-12) to provide support for pursuing a career in healthcare.

This summer, Greensboro AHEC partnered with The Middle College at the University of North Carolina at Greensboro to educate students about careers in healthcare. Students toured The Moses H. Cone Memorial Hospital and had a question-and-answer session with Ben Stahr, MD, and Joshua Kish, MD, pathologists at Greensboro Pathology, and Theresa Brodrick, RN, PhD, Chief Nursing Officer. Students also toured the autopsy room, blood bank, Cytology and Histology, Orthopedic and Pediatric departments.

Throughout the school year, middle and high school students also can participate in Greensboro AHEC’s monthly Teen Health Career Club, which includes opportunities for health science workshops, health career guest speakers and site visits.

Applications are due by Sept. 7 for the 2012-13 school year.

Don’t forget to register!

The 20th Women’s Only 5K Walk & Run will be on Oct. 6 at Women’s Hospital. All entry fees for the race support the Mammography Scholarship Fund, which provides free mammograms for women who are uninsured or lack the financial means to pay for the screening.

To register online, go to womensonlyrun.com. Volunteers also are needed and may sign up on the Women’s Only website - womensonlyrun@conehealth.com.

For more information about all available programs and to register a child, visit www.gahec.org/careersinhealthcare.shtm.
Physicians’ group gets a new name

Cone Physician Network has a new name: Cone Health Medical Group.

This group includes more than 400 medical professionals who are employed by Cone Health and who practice medicine at almost 100 locations across the Triad.

Cone Health Medical Group members provide a variety of primary care and specialty medical services.

Bariatric program gains reaccreditation

The Wesley Long Hospital Bariatric Program, including four surgeons from Central Carolina Surgery, has been reaccredited as a fully approved Level 1 Bariatric Center of Excellence by the American College of Surgeons.

Jay Wyatt, MD, to chair state committee on trauma

Jay Wyatt, MD, a surgeon with Central Carolina Surgery and Trauma Medical Director for Cone Health, has been named chairman for the North Carolina Committee On Trauma (COT). The appointment was announced by the national COT office.

Wyatt has a long record of service and leadership in trauma-related activities in the state, having served as an active member of the America Trauma Society, as the Medical Director of the Triad Regional Advisory Committee for the past five years, and as an active member of the State Trauma Advisory Committee since its inception.

SunTrust Foundation funds equipment for NICU

SunTrust Foundation made a grant of $2,500 to the Neonatal Intensive Care Unit at Women’s Hospital to support the purchase of BiliTix phototherapy systems.

The new equipment will provide premature babies with quicker and more effective treatment of jaundice. The technology in the BiliTix phototherapy machine includes advanced blue LEDs that generate very little heat, reduce treatment time and use less energy.

$25,000 raised for Advanced Heart Failure program

Four community leaders were honored for their long-term commitments to creating and providing access to leading heart care locally, nationally and internationally during a Grateful Hearts fundraiser.

Honorees included Bruce R. Brodie, MD, E. Joseph LeBauer, MD, Charles Wilson, MD, and philanthropist Leonard J. Kaplan.

The dinner raised $25,000 for the new Advanced Heart Failure program at Cone Health Heart and Vascular Center and to expand opportunities for more local patients to participate in clinical trials conducted by the LeBauer Cardiovascular Research Foundation.

New employees use electronic on-boarding system

A new online on-boarding system is making the paperwork process for new employees a lot easier.

The system – Salute – allows new hires to complete all their paperwork, schedule and confirm an appointment with Employer Health Services, confirm orientation information and familiarize themselves with Cone Health prior to their formal orientation session.

Construction under way for Subway at Wesley Long Hospital

The Wesley Long Hospital Café, located on the first floor, closed in mid-July to allow for construction of a Subway. The change comes as a result of direct feedback from employees asking for more food options.

Construction is expected to take about six weeks.

In addition to soups, salads and sandwiches, the Subway Café will offer a variety of baked goods, breakfast items and specialty coffee drinks by Seattle’s Best coffee. Catering by Subway also will be available.
Advertising campaign takes additional honors

Cone Health’s advertising campaign recently received five Aster Awards for excellence. The medical marketing awards program is sponsored by Creative Images, a firm specializing in strategic healthcare marketing.

Awards included: a gold award for a series of magazine advertisements for “A Network for Exceptional Care”; a gold award for a heart and vascular service line advertisement; a silver award for a magazine advertisement for “5 Centers of Excellence”; a silver award for a women’s service line advertisement; and a bronze award for television/video advertising for women’s health.

The Cone Health Marketing department worked with Quixote Group, a local agency, to produce the material.

Walk with Me continues

Judy Schanel, President, The Moses H. Cone Memorial Hospital, will continue her “Walk with Me. Talk with Me” program at 7:30 a.m. on Aug. 10 and Aug. 24. The walks provide an opportunity for employees to have casual conversations with Schanel and the hospital leadership team while getting in a brisk walk. Walkers meet in the hospital’s Atrium by Subway.

Does your garden need some nourishment?

Sodexo has started a new program to recycle used coffee grounds. Staff in the cafeterias are placing used coffee grounds in Ziploc bags in a bowl near the Starbucks’ brewing area. The grounds are available for anyone who would like to use them in their gardens.

Celebrate Magnet with ice cream, games and learning

This year’s Magnet re-designation celebration will include ice cream, games and learning.

Nursing’s Celebrations and Communications Committee has planned an event for each campus so employees can learn about Magnet through games and share how their departments are living our Magnet components.

Plan to attend the most convenient celebration. Celebrations will be held:

• The Moses H. Cone Memorial Hospital – Monday, Aug. 6, 2-4 p.m., AHEC Classrooms 0029-0031.
• Wesley Long Hospital – Tuesday, Aug. 7, 2-4 p.m., Classroom 1.
• Women’s Hospital – Friday, Aug. 10, 2-4 p.m., Classrooms 1 and 2.
• Annie Penn Hospital – Thursday, Aug. 9, 2-4 p.m., Dining Room.
• Behavioral Health Hospital – Wednesday, Aug. 15, 2-4 p.m., Gym.

Bench honors those affected by cancer

There is a new bench in Annie Penn Hospital’s Serenity Garden thanks to efforts by employees Shane Ellis, MRI Tech, Radiology; Amy Frazier, Physical Therapy Assistant, Physical Therapy; and Patricia Wright, Lead Chaplain, Department for Spiritual Care and Wholeness. Inspired by the breast cancer “button chair” that was temporarily on display in the hospital’s lobby last year, Ellis wanted to create a lasting tribute to those touched by cancer. With the help of Frazier and Wright, Ellis designed and built a bench for the garden. Hospital employees and Relay for Life supporters had the opportunity to sign the bench during this year’s campaign.
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 Cone Health Values: Caring for Our Patients, Caring for Each Other and Caring for Our Communities.

The Moses H. Cone Memorial Hospital
Employee of the Month

Amanda Couture
Speech and Language Pathologist, Acute Rehabilitation Services
Nominated by: Heather Aalbers,
Speech and Language Pathologist, Acute Rehabilitation Services

Amanda Couture received Employee of the Month for persevering in her attempts to help a patient communicate. A patient was diagnosed with locked-in syndrome (a rare condition where the entire body is paralyzed except for the eyes, yet the patient has complete awareness and cognitive abilities). Couture saw the patient as he was just beginning to move his right thumb. She identified it as a communication potential. She had the patient reassessed, contacted a special service to come into the hospital to identify an appropriate computer system so the patient could express his needs, attended practice sessions, provided constant encouragement to the patient and taught the nursing staff how to communicate with him. “The best part of this story is the ending,” writes Aalbers. “The patient began to move his right arm and scan with his eyes by the time he left the hospital, indicating the beginnings of motor return … I was so impressed with the manner in which Amanda treated the patient with the utmost respect, love and care. She was the poster girl for how we deliver exceptional care above and beyond our designated roles.”

Wesley Long Hospital
Employee of the Month

Bonnie Hale, RN
5 East Medical Unit
Nominated by: Kim Wilson, Care Coordinator, 5 East Medical Unit

Bonnie Hale received Employee of the Month for saving the life of a patient. Hale became concerned with some of the information she was reviewing on a patient, whose chief complaint was upper abdominal pain. She got an electrocardiogram test which showed an acute heart attack. She notified Burke Thompson, MD, and transferred the patient to Moses Cone Hospital via CareLink. Later, Hale learned that the patient had total blockage in three vessels and had to have a triple bypass. Thompson credited Hale with saving the patient’s life.

EXCEPTIONAL PEOPLE

Jennifer Burns, Nursing Tech, Intermediate Urology
John Senior, Mechanic, Plant Operations
Sonjia Weaver, RN, Palliative Care
Krystle Williams, Office Coordinator, Organizational Development

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

Michelle Still
Office Coordinator, Volunteer Services
Nominated by: Carole Michalski, RN, Administrative Coordinator, Nursing

Michelle Still received Employee of the Month for comforting a family that had experienced a fetal demise. The family did not have the financial resources to have the pictures of their baby printed, so Still and Pam Schechter, who provides newborn photography services, had the pictures printed and then placed them in an album for the family.

EXCEPTIONAL PEOPLE

Jennifer Cox, RN, Birthing Suites
Ashley Davis, RN, Birthing Suites
Elizabeth Hoeler, RN, Birthing Suites

EXCEPTIONAL PEOPLE

Ann Clark, Diabetes Coordinator, Inpatient Diabetes Program
Kelli Morgan, Nutrition Services Ambassador, Nutritional Services
Megan Potts, Social Worker Assistant, Care Management
NaTashia Rodgers, Outpatient Cardiac Sonographer, Echo Lab
Teri Suits, Case Management, Care Management
Teresa Swoap, RN, Main Post Anesthesia Care Unit
William Turner, Environmental Services Tech, Environmental Services
April Rickman received Employee of the Month for buying clothes for a patient in need. The patient came to the Emergency Department, and Rickman noticed that his clothes were worn and held up with pins. He was admitted, and Rickman purchased pants for him so he would have something to wear when he left the hospital.

Behavioral Health Hospital Employee of the Month

Regina Alexander Counselor, Inpatient Adult Services
Nominated by: Mareida Grossman-Orr, Social Worker, Inpatient Adult Services

Regina Alexander received Employee of the Month because of her efforts in writing most of the curricula for the new groups. Alexander was not assigned this task, Grossman-Orr writes. “She simply saw the need and took many extra hours to do it so that our patients could benefit. Regina cares for our patients and for her co-workers daily, quietly and effectively. She always knows when something is wrong and offers to help.”

EXCEPTIONAL PEOPLE

Ernest Dalton, Mental Health Technician/Nursing Secretary, Inpatient Child and Adolescent Services
JoAnn Glover, RN, Inpatient Adult Services
Nancy Grace, Mental Health Technician/Nursing Secretary, Inpatient Child and Adolescent Services
MacDilla Wollie, Mental Health Technician/Nursing Secretary, Inpatient Adult Services

Cone Health Cancer Center Employee of the Month

EXCEPTIONAL PEOPLE

Tami Knutson, Manager, Breast Cancer Center
Ginna Tucker, Clinical Pharmacist, Pharmacy

Health Services Division/Physician Network Employee of the Month

Donald Moehring, RN
Moses Cone Surgery Center
Nominated by: Tammy Williams, RN, Moses Cone Surgery Center

Donald Moehring received Employee of the Month for helping a patient get the equipment needed for his surgery. The wheelchair-bound patient arrived at the Surgery Center in a taxi, accompanied by his mother, who was also disabled and used a walker. The patient had forgotten to bring equipment needed for his surgery. Moehring offered to take the patient home to pick up the needed items.

EXCEPTIONAL PEOPLE

Jennifer Rich, Patient Care Referral Coordinator, LeBauer Family Medicine, Kernersville

LeBauer HealthCare Employee of the Month

Erika Johnson, RN
Cardio Risk Reduction Clinic
Nominated by: Megan Smith, RN, and Nancy Everett, Site Manager, LeBauer HeartCare at Burlington

Erika Johnson received Employee of the Month for driving to a patient’s home to communicate critical information regarding her Coumadin levels and her immediate need for a dose of Vitamin K. After Johnson could not reach the patient by phone, she tracked down the patient’s address and drove to her home to make sure that she was aware of the problem.

EXCEPTIONAL PEOPLE

Kristin Bankston, EP Device Tech, Cardiology
Paula O’Dell, EP Device Tech, Cardiology
Kathy Smith, RN, GI Endoscopy Center
Leanne Walters, Front Office Representative, Greensboro Cardiology

What winners say

“I truly enjoy working at Women’s Hospital. It’s a joy to work with all the volunteers and staff. We all work together to provide exceptional patient care.”
— Michelle Still

“I like working in an environment with great teamwork and great co-workers.”
— Bonnie Hale

“I love the job I do, and Cone Health allows the opportunity to spread my wings by getting involved in the community and profession in various ways.”
— Regina Alexander

“The rehab therapists at Cone Health are hard-working, innovative and set high standards for the patients and one another. They create a work environment that is consistently motivating and fulfilling.”
— Amanda Couture
Rice receives state Hospital Association’s highest honor

Tim Rice, CEO, has been awarded the North Carolina Hospital Association’s 2012 Distinguished Service Award. The award is given each year to a hospital chief executive and honors the individual’s unique service to his or her institution, the healthcare field and NCHA.

Rice received the award July 19 at the NCHA meeting in Myrtle Beach, SC.

“The Association is proud to honor Tim Rice for his tremendous support of NCHA through the years,” said William A. Pully, President, NCHA. “In Tim Rice, healthcare has enjoyed collaborative leadership, the courage of personal conviction and a passion for quality patient care.”

Trained as a pharmacist, Rice has brought a clinician’s attention to detail to his 34 years of growing leadership responsibility, Pully said. “His passion throughout has been and remains patients. And while his attention to detail and courageous decision-making led to remarkable changes that benefitted patients and the community, his pursuit of the leading edge in medicine brought him opportunities to serve and affect healthcare across the state and the nation.”

In 2010, Rice became chairman of the NCHA Board of Trustees and also took on the role of helping to set standards for hospital care nationwide as a member of The Joint Commission.

“It really takes a team of dedicated leaders and an outstanding workforce to allow me to spend time with the NCHA and various national groups involved in healthcare,” Rice says. “No one earns this alone. This award really reflects how all of us at Cone Health work together to improve the care we provide our patients.”

NCHA is a statewide trade association representing 130 hospitals and health systems. The association promotes improved community health status and delivery of quality healthcare through leadership, information, education and advocacy in members’ interests and for public benefit.
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

EMERGENCY DEPARTMENT PERCENTILE RANKINGS
Don’t miss out on the People Excellence Celebrations

As part of Cone Health’s focus on our cultural transformation, special celebrations are scheduled in August for every Cone Health employee as well as volunteers and physicians.

The 2012 People Excellence Celebrations will be offered in four half-day sessions at the Greensboro Coliseum on:

- Tuesday, Aug. 28, from 1 to 5 p.m.
- Wednesday, Aug. 29, from 8 a.m. to noon.
- Wednesday, Aug. 29, from 1 to 5 p.m.
- Thursday, Aug. 30, from 8 a.m. to noon.

Everyone will have the opportunity to attend one session and get “On the Court and in the Game” as we celebrate Cone Health’s Vision, Values, and Operating Principles and Practices.

Employees should work with their supervisors to find the best possible dates and times to attend this inspirational, informative and fun event. Online registration is available from a link on the intranet home page.

Nurses rank Cone Health above national standard

Nurses across Cone Health have ranked Cone Health above the national average in many areas in a survey conducted by the National Database of Nursing Quality Indicators.

Nearly 1,500 nurses from 72 units took the survey and scored Cone Health as being above the national average in the following areas: nursing’s participation in hospital affairs; foundation for quality of care; nurse manager ability, leadership and support; staffing and resource adequacy; collegial RN-MD relationships; and practice environment.

“This is something that we are required to do as a Magnet facility,” says Theresa Brodrick, RN, PhD, Chief Nursing Officer. “It is a survey that assesses the work environment of staff nurses.”

She said that this unbiased national survey is taken only by bedside nurses and is an important part of Magnet recertification.

“This is the second year that we have been better than the national average in all six categories,” Brodrick says, “I believe that our culture work has an impact on everything, including this.”

Greg Berney takes caregiving to new level

Greg Berney, Senior Manager, Patient Experience, used skills he didn’t even know he had when he and his wife Laura welcomed the arrival of their third child.

When his wife awoke on June 10 in labor, they headed to Women’s Hospital. They made it only a few miles, however, when their new daughter, Amelia, decided it was time to make her grand appearance.

The Berneys pulled over on North Church Street about 7:45 a.m. and delivered Amelia in the front seat of their Honda Accord. Exhibiting quick thinking, they even tied off Amelia’s umbilical cord with Berney’s cell phone charger.

“It certainly did not go as we planned, but we’re so happy Amelia is here,” Berney says. “Given the circumstances, it was actually a very calm experience.”

Guilford County EMS brought the Berneys to Women’s Hospital, and the family was discharged the next day.

Berney praised the multiple caregivers who helped them on the way to Women’s Hospital and once they were there, including a very caring paramedic. “He was the most patient and family-centered caregiver. He made sure I cut the cord and was a great presence during what could have been a high-anxiety time,” Berney says.

Berney’s role at Cone Health involves partnering with staff and leaders to help improve patients’ perception of the care they receive. He says he couldn’t help thinking about patient experience best practices while he was a customer.

“We care for patients during some of the best and, unfortunately, worst moments of their lives. Centering our focus on the patient’s experience as we provide care really makes a huge difference in how satisfied the patient and family are. We experienced that firsthand,” he says.