Cone Health marked the halfway point of the largest construction project in its history with the topping-out ceremony for the North Tower at The Moses H. Cone Memorial Hospital on May 11.

“The North Tower will make a significant contribution to quality healthcare in our community,” said Hank Smith, MD, Chairman, Cone Health Board of Trustees. “As a physician, I can tell you that the quality of this building – when it opens a year from now – will really match the high caliber of care and the world-class medical staff we are proud to have at Cone Health.”

The $200 million, six-story North Tower stands at the center of Cone Health’s commitment to becoming a national leader in quality, service and cost in the delivery of healthcare, said Judy Schanel, President, Moses Cone Hospital, and Executive Vice President, Cone Health.

She noted the project will bring:

- 96 private patient rooms.
- 16 large, state-of-the-art operating rooms sized to handle the technology of today and into the future.
- A new, expanded emergency department that should eliminate the need to use beds in hallways.
- Easier access to the hospital from Church Street through a new main entrance.
- Numerous design features that enhance the safety and care of patients.

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Fun facts about the North Tower

- When finished, the North Tower will contain 196 miles of electrical wire.
- The power required for the North Tower could run 200-250 homes.
- The lightning protection system will protect the building from a 3 million volt bolt of lightning.
- The conduit system in the building will be able to hold enough water to fill two swimming pools.
- The North Tower will have 3.32 acres (144,604 square feet) of vinyl flooring.
- There are 1,243 tons of reinforcing steel in the structure – nearly 2.5 million pounds.
- The North Tower will contain 157 miles of computer cable.
Make your opinion count
Employee Partnership Survey available online June 4-25

The 2012 Employee Partnership Survey, which looks at how well Cone Health has created partnerships with employees, will be available June 4-25.

“We cannot overstate the importance of this survey,” says Tim Rice, Chief Executive Officer. “This is your opportunity to provide meaningful input to help us create and maintain stronger working relationships throughout Cone Health, a key priority as we strive to be a national leader in healthcare.”

Answers to last year’s survey questions resulted in numerous improvements for employees, including expanding health management and fitness programs, opening an employee pharmacy at MedCenter High Point, revising new employee orientation, providing time and one-half pay for shifts worked on systemwide observed holidays, providing market and merit raises, and adding new benefits for part-time employees.

The survey is completely confidential. For consistency, Cone Health will use the same consulting firm as last year – Press Ganey Associates – to handle the survey. No one at Cone Health will ever see anyone’s completed survey.

Employees will use a special PIN number that is unique to them to access the online survey. The purpose of each individual having a unique PIN number is to safeguard confidentiality and to eliminate the possibility of anyone taking the survey more than once. Management staff will provide employees with sealed envelopes containing information about the survey as well as PIN numbers.

The survey includes about 40 questions and should take less than five minutes to complete. Computers will be made available to employees at each facility.

Results of the survey will be shared with employees in the fall.

If you have any questions, contact your Employee Performance Manager in Human Resources.

Researcher visits

Graeme Moyle, MD, a world-renowned HIV researcher from London, visited Cone Health on May 9 to tour the Regional Center for Infectious Disease (RSID) and speak with physicians, residents and the public. Moyle is director of HIV Research Strategy at the Chelsea & Westminster Hospital in London and has published extensively on HIV research. He is pictured here with Jeff Hatcher, MD, (center) with RSID, and Tim Lane, MD, (right), Infectious Diseases Consultant, Infection Prevention, Cone Health.
2012 performance appraisal process announced

Performance appraisals will begin in August this year, a month earlier than usual to allow managers and staff an extra month to complete these very important assessments. The change was designed to accommodate the Go Live plans for Cone HealthLink.

Here are some changes to this year’s appraisal process:

- The self-appraisal process runs from Aug. 15 to Oct. 15, and the mandatory items for everyone remain unchanged:
  - Complete your self-appraisal by Oct. 15.
  - Maintain your professional license or certification without lapse (if required).
  - Complete your Safety at Work CBL by Aug. 31.
  - Complete your Corporate Compliance Safety at Work CBL by Aug. 31.
  - Complete TB skin test within one month after birth month (if required).

For additional information about changes in the performance appraisal process, go to conehealth.com/employees.

Employee benefit choices now include pet insurance

Cone Health added pet insurance to the list of employee benefits, effective June 1, in response to employee requests. Veterinary Pet Insurance (VPI) is offered as part of the MetLife voluntary benefits program.

With the policy, there are special group discounts available, and you may choose from a variety of flexible payment options, including payroll deduction. VPI provides benefits for veterinary treatments related to accidents and illnesses, including cancer. Medical policies cover diagnostic tests, X-rays, prescriptions, surgeries, hospitalization and more. An optional CareGuard wellness coverage is available for preventive care.

For more information or to enroll, call 1-800-GET-MET 8 or visit mygroupahprogram.com/vpi.

Code U Online

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

**Your Financial Wellness Checkup: Gas Prices.** Tips on how to get better fuel economy, provided by the Greensboro Health Care Credit Union.

**Videos.** Check out Code VU Online and a fun video recap of Cone Health Week.

**Volunteer Donations.** Review a list of thousands of dollars in annual donations for special programs and projects.

**Melanie’s Ride for Hope.** Sixty riders participate in the inaugural bike ride honoring the memory of Melanie Payne.

**For your continuing professional development.** AHEC offers a variety of accredited continuing education and training programs.

**Nurses Week photos and Nurse of Distinction honor.** Three Cone Health nurses were among the 10 finalists for this 2012 award.

**Mark your calendars.** See a list of community education classes available during June.

**Performance appraisal process.** Greater details about changes in this year’s performance appraisal process are available online.

**Cone Health Foundation.** New white paper will guide grantmaking.

**Heart and Stroke Walk.** Cone Health employees support annual fundraiser.

**Extreme Magnet Makeover.** Nomination process changes for stories.

**Nurse recruitment fair planned for June 14.**

**Annie Penn Hospital renovations continue.**

**Physician meets the Surgeon General.**

**March of Dimes raises money for research.**

**Leadership Academy graduates.**

**Go Red Luncheon.**
New technology eliminates need for X-rays during catheter placement

Most patients needing a peripherally inserted central catheter (PICC) no longer have to have a subsequent chest X-ray to ensure proper placement.

Cone Health is now using electrocardiography technology to locate the tip placement of the PICC line without an X-ray. A FDA-approved device called the Sherlock 3CG Tip Confirmation System provides real-time PICC catheter tip location information by using the patient's cardiac electrical activity.

In addition to reducing radiation exposure, it also allows immediate use of the catheter.

Cone Health is now the first Magnet facility in North Carolina to eliminate chest X-rays as part of a PICC line placement.
Care for each other, but don’t forget yourself

As we head into the summer months, it’s a busy time for all of us at Cone Health. This includes: ongoing Go Lives with Cone HealthLink, the recent topping out of the North Tower, construction across our campuses, and even celebrations such as Nurses Week and Cone Health Week.

On the personal side, I know many of you are also fitting in end-of-school activities, graduations, and other spring and summer plans.

With all we juggle every day, I encourage you to make room for one more thing – and that is the most important thing of all. As we Care for Each Other, let’s make sure we care for ourselves too. To be the very best caregivers, family members and employees, we all need to find time to recharge.

There are two ways I try to do that.
First, I try to find time for family and relaxation. It is often very difficult to do, and I admit I am not always the best at this (just ask my wife Carolynn). But every now and then, I try to take stock, evaluate and think about whether I can be doing more with my family. I had the opportunity to do that recently as we were all together to celebrate our son’s graduation from college and enjoy time with our daughter, who was back in town for a few days with her young children. Having that time to reconnect as a family is so important and reminds us of what our work is really about.

I appreciate that many of you have not had this time recently, especially as we Go Live with Cone HealthLink, and I value your work tremendously. Please know that you are transforming healthcare and making changes to improve – and even save – the lives of our patients. Thank you for that. If you can find a day here or there in between Go Lives – or if you can look forward to a well-deserved and long break afterward – please do so! You all deserve it.

I also believe physical fitness is crucial to being the best we can be. I have always been a runner, and some of my best thinking and decompressing is done after I lace up those running shoes. Exercise helps decrease stress, increase endorphins and focus our minds. I try to fit in a run five or six times a week in the early mornings or sometimes even in the midst of my daily work schedule. (It’s a good thing I’m a guy with short hair because it does make the personal routine easier after a run!)

Whatever your role or schedule, I encourage you to commit to some kind of activity at least three times a week – whether it is joining one of our walking clubs (before work, at lunch or after work), taking a group exercise class, playing outside with your children or grandchildren, walking your dog or getting out in your yard to garden. Your body, mind and soul will thank you for it.

It is amazing how time for family, short breaks and exercise can really boost our outlook on life and work. I encourage all of you to think about one change you can make today to put yourselves first. And then sit back and enjoy the benefits!
Nationally known obesity expert shares findings

Do signs proclaiming “Hot Doughnuts Now” call out to you? Do you crave popcorn even before you get to the movies? In fact, are you feeling hungry just from reading this? Our brains are wired to react to tempting foods, and the food industry relies on that when marketing its products, according to David Kessler, MD.

The combination is a dire threat to America’s health and a key reason the obesity epidemic is thriving nationwide, said Kessler, who spoke to a group of physicians and others during the recent 25th annual Donal Dunphy Lecture in Pediatrics at The Moses H. Cone Memorial Hospital.


During a lecture marked by both humor and thought-provoking questions, he shared neuroscience research, stressing how our desire to eat is over-stimulated by high levels of salt, fat and sugar in today’s food. People eat, are rewarded by a spike in brain chemicals and the behavior becomes “rewarding and self-sustaining,” he said. As a result, many people experience loss of control over eating, never feel satisfied and obsess about food. “The problem is not the person who is overweight; the problem is the food,” he said.

“When I was growing up, my grandmother cooked with fat, sugar and salt, but I had it occasionally,” Kessler said. “There were boundaries on eating – they were called meals.”

Today, we can have any kind of snack we want, anytime, anywhere. “The culture of food is everywhere; we are no longer restrained to three meals a day,” he said.

All of this is making America sick. By 2030, he said, an estimated one-third of Americans will have Type 2 diabetes.

In his book, Kessler advocates for real, substantive change and offers some strategies to tackle the problem, both from an individual and national level. “By changing the social norms related to food and eating,” he says, “we can change how our brains react.”

He spoke at the invitation of Michael Simmons, MD, Medical Director, Pediatric Intensive Care, Moses Cone Hospital, with whom Kessler trained during his residency at Johns Hopkins in Baltimore. Kessler has a medical degree from Harvard Medical School, a law degree from the University of Chicago, and has been the dean of the medical schools at Yale and the University of California, San Francisco. He is the author of several books including “A Question of Intent,” about tobacco legislation.

Reminder: No latex balloons

Latex balloons are not permitted in any facility at any time, according to a reminder from Human Resources.

A meeting was held recently in a room where a celebration was to follow, and there were numerous latex balloons. One employee, who has a severe latex allergy and takes medications, experienced side effects from the exposure to the balloons.

Area vendors have been notified that latex balloons are not allowed in any facility. Human Resources asks that employees ensure that latex balloons are not brought into facilities. Mylar balloons are acceptable.
Errand Solutions expands to MedCenters

Employees at MedCenter High Point and MedCenter Kernersville can now enjoy the convenience of laundry and dry cleaning pick-up and delivery, oil changes and other car services, custom shopping and completing their “To Do” lists while they are at work.

Errand Solutions has expanded to the MedCenters with its onsite concierge service.

Aaron Saunders, Manager, Ambulatory Development and Operations, worked with Will Balser, Errand Solutions manager, to provide the service at both MedCenters.

“The service is designed to ease the strain on employees by saving them both time and money, and – most importantly – providing them with more time away from work that doesn’t have to be filled with doing errands,” Saunders says.

Balser, who operates the service desk, is working to build partnerships with businesses in the western part of Guilford County to make vehicle service calls and other support more convenient.

“I wanted to handle these locations early on to ensure the employees would be taken care of. This expansion is an exciting time for both Errand Solutions as well as the Cone Health family, and I expect great things in the future,” Balser says.

Saunders and Balser are working to accommodate shift changes and other location-specific needs as the service ramps up. The hours may continue to be adjusted to meet coverage needs.

“It’s a great benefit,” says Belinda Jester, Manager, Imaging Center at MedCenter High Point.

Errand Solutions
hours of operation

MedCenter High Point
7 a.m.-noon, Monday and Thursday

MedCenter Kernersville
12:30-5 p.m., Monday and Thursday

Luncheon recognizes Women’s Hospital volunteers

A luncheon at the Proximity Hotel honored more than 115 volunteers at Women’s Hospital who donated more than 40,200 service hours during the past year. The event honored full-time campus-based volunteers, church and civic groups, and individual home-based crafters. Pictured are members of the Busy Bees home-based crafters who supply baby caps, blankets and layette items. Pictured with Ginger Penley, Director, Volunteer Services, are (from left) Sandra Vernon, Phyllis Wuschke and Erica Rutishauser.

Annie Penn Hospital volunteers honored

Thomas Neal, a patient services volunteer, was named the 2012 Annie’s Spirit Winner during the annual Annie Penn Hospital volunteer recognition luncheon. Neal transports patients, visitors and staff from their vehicles to the various hospital entrances two mornings each week. A total of 92 adult volunteers and interns were honored for providing more than 17,500 hours of service to patients and visitors during the year. The volunteers were also treated to a group outing on April 27.
Tim’s Table

Tim’s Table, a series of luncheons hosted by Tim Rice, Chief Executive Officer, recognizes top-performing employees at each campus in the Cone Health network. The luncheons provide an opportunity for Rice to hear employees’ thoughts and ideas to help Cone Health achieve national leadership in healthcare. Attending the April 24 event recognizing LeBauer HealthCare employees were Sally Putt, Pharmacist, Cardiology Risk Reduction Clinic; Carol Burton, Secretary, Cardiology; Rob Slaughter, Performance Improvement Specialist, Informatics; Tammy Davis, Team Leader, Pulmonary; Stacey Barringer, Patient Account Rep/Front Office, Pulmonary; Ami Bullins, Certified Medical Assistant, Primary Care; Jennifer Sebastian, Registrar, Primary Care; Ashley Dempsey, Patient Care Coordinator, Gastroenterology; and Kathy Smith, RN, Gastroenterology.

Rice also met with employees from the Physician Network on May 11. Attendees included Julie Johnston, Occupational Health Collection Specialist, Urgent Medical and Family Care; Anthony Bond, Patient Accounting Specialist, Guilford Foot Center; Ashley Prevette, Certified Podiatric Assistant, Triad Foot Center-Greensboro; Luann Bullins, Front Office Representative, Reidsville Primary Care; Theresa Merrill, RN, Cone Health Child Neurology; Michelle Blackwell, Office Assistant, Cone Health Child Neurology; Barbie Haskins, Billing and Collection Manager, Piedmont Pediatrics; Amy Barnes, Patient Account Specialist, Family Tree OB/GYN; and Tracie Becht, Front Office Reception/Biller, Triad Women’s Center.

It’s All About U

Alexis Smith, Chaplain, Department for Spiritual Care and Wholeness, Wesley Long Hospital, has achieved board certification from the Association of Professional Chaplains.

Marie Noel, RN, Case Manager, Inpatient Rehabilitation, The Moses H. Cone Memorial Hospital, has earned her certification as a Certified Prospective Payment System Coordinator.

Jennifer Zinn, RN, Clinical Nurse Specialist, Vangela Swofford, Quality Improvement Facilitator, Quality Excellence Initiative, David Newman, MD, and Ruth Sappenfield, Application Analyst, Cone HealthLink, will present their interdisciplinary research on wound classification, titled “Transforming Surgical Quality, One Procedure at a Time,” at the 2012 American Nurses Credentialing Center National Magnet Conference. The presentation was selected from more than 6,000 submissions.

Janice Gasaway, Director, Quality and Safety, Cone Physician Services, made a podium presentation at the Thomson Reuters Advantage Conference in Orlando, FL. Her presentation was titled “Using Data to Connect the Dots: Identifying Actionable Opportunities in a High Risk Population.”

Contest ends

The “Read Code U, win a prize” monthly contest is being discontinued because of a low rate of participation.

The following employees won the contest in May:

Donna Knowlton, Associate Director, Health Information Management, Wesley Long Hospital; Deborah Scharf, Medical Office Representative, Cone Health Developmental and Psychological Center; Janice Jeffries, Coordinator, Human Resources, Annie Penn Hospital; Theresa Hoffman, Nursing Secretary, Department 4000-Inpatient Rehabilitation, The Moses H. Cone Memorial Hospital; and James Bradley, Patient Nutrition Representative, Dietary Services, Women’s Hospital.
Demonstrating our values

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

**Environmental Services and Nutritional Services**

The Cone Health Environmental Services and Nutritional Services departments completed two service projects aimed at fighting hunger in the community. The employees conducted a systemwide canned food drive that collected 17,175 pounds of food. The food was donated to Greensboro Urban Ministry, The Servant Center, Faith in Action, Blessed Table Food Pantry and Reidsville Outreach Center. Annie Penn Hospital surpassed its goal of 2,000 pounds by contributing more than 7,700 pounds.

The second event was a “Block Party” for Greensboro Urban Ministry’s Partnership Village families. The employee teams donated an afternoon of food, fun, relaxation and education to the residents of Partnership Village, a transitional housing program for families who were previously homeless. Cone Health dietitians Heather Pitts and Jennifer Kayaan presented information about healthy eating and also provided low-cost recipes.

**Moses Cone Hospital Laboratories**

During National Laboratory Professionals Week in April, staff members conducted a food drive to stock the food bank in The Internal Medicine Center. They were able to provide more than 160 items.
Snapshots from Service Awards

About 1,100 Cone Health employees celebrated anniversaries this year, and many of them attended Service Awards banquets held at the Sheraton Greensboro Hotel at Four Seasons and Pennrose Country Club. Here are some of the pictures from the celebrations. To see a slide show of pictures from the Service Awards banquets, go to conehealth.com/employees.

1 Attending the Annie Penn Hospital banquet were (from left) Judy Daughtry and her son Jacob Fine, Food Services Tech, Dietary Services, who was celebrating 5 years of service, and Kimberly Pruitt, Environmental Services Tech, who was also celebrating 5 years.

2 Celebrants at the Annie Penn Hospital banquet included (from left) Cynthia Thacker, Cook, Dietary Services, 10 years of service, Patricia Wright, Chaplain, Department for Spiritual Care and Wholeness, and Amy Thacker, Cynthia’s daughter.

3 Celebrants from the Inpatient Adult Services department at Behavioral Health Hospital include (from left) Stephen Weaver, RN, 5 years; Barbara Marksamer, RN, 10 years; Donna Shimp, RN, 10 years; and Carol Davis, RN, 20 years.

4 Celebrating 45 years at Cone Health was Cynthia Hall, Acute Rehabilitation, Wesley Long Hospital, along with her husband Troy Hall and Jay Smith, Director, Acute Rehabilitation, Wesley Long Hospital.

5 Kameka Totten, RN, Director, 5 East Medical Unit at Wesley Long Hospital, celebrates 10 years at Cone Health with Sharon Ridge, Executive Assistant, Medical Staff Services, who was being honored for 20 years of service, and her husband Jack Ridge.

6 Chilon Boone, Admission Services Associate, The Internal Medical Center, Moses Cone Hospital, celebrates 10 years of service with her husband Timothy Boone and Karen Darden, Care Management, who celebrated 5 years.
Volunteers fund WISH Program for heart failure patients

Volunteers at The Moses H. Cone Memorial Hospital are making a difference in the lives of heart failure patients. The organization donated $1,500 to the newly created Weigh In, Stay Healthy (WISH) Program so patients who need financial support can receive free scales as they are discharged from the hospital.

“Daily weights are critically important in helping our heart failure patients avoid unnecessary readmissions,” says Anita Sherer, RN, Clinical Nurse Specialist. Weight gain, especially over a day or two, can be a sign that a patient’s body is retaining fluid and the heart failure is getting worse. “Many patients cannot afford the cost of a scale at home. This grant is a huge help to these patients. We are extremely grateful to our volunteers for this outstanding support.”

“Our volunteers love to get involved in grass root causes and new initiatives,” says Bob Bessey, Director, Volunteer Services, Moses Cone Hospital and Wesley Long Hospital. “Providing direct assistance to our patients is what they are all about. The volunteers at Moses Cone Hospital and Wesley Long Hospital continue to collaborate on many initiatives like this one. They will be contributing well over $35,000 during this fiscal year to Cone Health needs as well as others within our community. They are just a bunch of Robin Hoods – watching them give away the money they raise is really fun.”

For a complete list of donations made to Cone Health by the volunteers at Moses Cone Hospital and Wesley Long Hospital, go to conehealth.com/employees.

Department 2000 receives Golden Trash Can award

There is a new award at Cone Health – the Golden Trash Can award. Right now it is being proudly displayed right alongside the Humpty Dumpty Fall Prevention Award in Department 2000-Heart Unit at The Moses H. Cone Memorial Hospital.

This award, presented by the Environmental Services department, focuses on the Cone Health value of Caring for Each Other.

As James Waddell, Manager, Environmental Services, explains, the purpose of the award is to recognize units that go the extra mile to help Environmental Services provide the best service possible.

Department 2000 was nominated by Tammy Howell, Environmental Services Tech. Howell’s daughter was a patient in the department, and Howell was assigned to the unit to clean the rooms of patients who were being discharged.

“During my daughter’s stay, everyone was very helpful and caring,” Howell recalls. “While I was doing discharges on the unit, they stripped beds and pulled trash for me. They all were talking to me and made me feel like I was more than a housekeeper.”

The idea for the award came from Environmental Services’ Brighten Your Day Committee. This group of managers, team leaders and staff members meet regularly to work on their three focus areas: patient satisfaction, employee morale and department image. Waddell says the team regularly brainstorms ideas suggested by fellow employees that will positively impact those three areas.

The Golden Trash Can award, Waddell says, provides an opportunity for Environmental Services employees to recognize the departments they serve and is a constant reminder that all departments work together to provide the best service for patients and visitors.
Kids learn how to play at Outpatient Rehabilitation

New equipment in the gym area at Cone Health Outpatient Rehabilitation Center is helping children improve their balance, strength and motor skills – all while they have fun.

The Pediatric Rehabilitation team recently installed a new “outdoor” playground in their gym area. Inspiration for this project began two years ago when therapists noticed the average age of their patients was increasing from 4 to 7, and parents were hesitant to take their children to play at the park or on school playgrounds. Now whole families are learning how to play, thanks to the gym set.

The department has seen several positive responses to the playground equipment in just a short time. A 5-year-old patient with weakness on his right side, reduced grasp capability and mild neglect of the right side of his body independently reached with his right arm to climb the ladder wall. His mom was clapping and teary-eyed at the sight.

Another success story was seen in a patient who expressed how excited she was to go down a slide. Confined to a wheelchair for years because of scoliosis, she managed to walk up the steps of the playground equipment and come down the slide with assistance. Her face beamed with excitement.

Jeffrey: Enhancing diversity is not an option, it is a must

In his role as leader of the Diversity and Inclusion Breakthrough Project that is part of the Cone Health Cultural Transformation work, Paul Jeffrey believes enhancing diversity at Cone Health is not an option. It is a must.

The Diversity and Inclusion Breakthrough Project team is working to build this diversity through several efforts, including sponsoring lunch and learns on a variety of topics and speaking about the importance of diversity and inclusion in community presentations.

While about 68 percent of our workforce is white and 27.5 percent is African-American, Cone Health has only 119 Hispanic employees (1.4 percent) and 229 Asian employees (2.9 percent) out of a 8,579-member workforce.

“Is it enough?” Jeffrey asks. “No, I don’t think so. We need more diversity.”

Jeffrey, President, Wesley Long Hospital, understands diversity, and he brings that appreciation to this growing awareness effort across Cone Health. He recently shared his personal story with more than 400 people who attended the 13th annual Spanish Nite Gala sponsored by the Triad’s Hispanic League. Jeffrey was keynote speaker for the event, which awarded scholarships to outstanding students whose first language is not English.

Jeffrey told the group that he learned that nothing is impossible from his mother. “With eight children, she did not have time to think about the impossible. She just did what she needed to do to make it happen.”

Jeffrey came to the United States from Puerto Rico when he was 18 to attend college. “Although I have what sounds like an American name, I spoke little to no English. I learned the language that winter, and four years later I graduated. It was not an option, it was a must,” he told the attendees.

Later, he returned to school at the age of 35 to get his MBA degree so that he could pursue his dream of a career in healthcare.

“The recurring theme of my speech was ‘it is not an option, it is a must.’ It holds true in our organization too,” Jeffrey said. “Employees say that we are not diverse. Perhaps not diverse enough, but we are diverse. Are there opportunities for people with diverse backgrounds to progress within this organization? Do we recognize and respect the differences that we all bring to the organization? I am an example of diversity in a leadership position here. So yes and yes. Can we do better? Absolutely. Are we working on increasing diversity and being inclusive? Yes we are.”

He said that the Diversity and Inclusion team is working to raise awareness of differences all employees bring to the table and how we are inclusive in our patient-centered decisions. “It’s not just about ethnicity, faith beliefs or color of skin. Among the many other diversities, we have multi-generational diversities – from Generation X to baby boomers. We have diversity and inclusion in a number of different areas. The Diversity and Inclusion Team sponsored lunch-and-learn sessions during African-American History Month and again in April prior to the statewide vote on Amendment One with the purpose of raising awareness by talking openly about these differences.

“Raising awareness is one of our primary goals, and it’s working,” Jeffrey said. He points to a note from an employee as an example: “I wanted to send a personal thank you to whoever is responsible for (the Lunch and Learn on Amendment One). My family and many of my loved ones, not to mention so many of our patients, would be directly affected by this amendment, and I think it’s so important that people have information about what the amendment is … It makes me feel so good that my employer is involved in disseminating information so people can make informed decisions.”

“Diversity and inclusion: It is not an option. It is a must,” Jeffrey said.
Celebrating Cone Health Week

Employees from throughout the Cone Health network observed Cone Health Week May 14-18 with circus-themed celebrations. Members of the cultural Enrollment team coordinated the events and quizzed employees about Cone Health’s mission, vision, values, operating principles and practices before awarding them prizes. To see more pictures from the celebrations, go to conehealth.com/employees.

There was cheering for the winners at Moses Cone Hospital.

Employees take their turns pitching balls on the inflatable game at Annie Penn Hospital.

Armed with goodies, these three head back to their night shift jobs at Women’s Hospital.

Employees dance at Wesley Long Hospital.

At Behavioral Health Hospital, the Operation game proves tricky.

Catch your co-workers dancing
Check out this short video re-cap of Cone Health Week.
Kelly Leggett, MD, is among the physicians preparing for the July 7 Go Live at Women’s Hospital. In addition to her role as Medical Director of the OB/GYN Teaching Faculty, she will assist with the upcoming Go Live as a “Provider Super User” – or a go-to person for other providers who need help with Cone HealthLink. With 820 classes scheduled in preparation for the July Go Live, members of the Training Team are incorporating feedback from employees and physicians in their efforts to continuously improve the process.

Here is Dr. Leggett’s perspective about her experiences with the training she completed:

**Q** How did you feel about training on this new system before taking classes?

**A** First, I was frustrated with the online e-learnings. I was trying to access it from home and no sound would come out with the program. I completed all seven e-learning modules using “closed captioning.” However, even with that liability, I was able to complete them easily. They were self-explanatory and gave me some background prior to the start of the first class.

**Q** What was the easiest – and most challenging – part of training?

**A** The first day was by far the most overwhelming. Everything was new, so I was getting lost between screens. On the second day, things started to come together. I was able to navigate more freely without the feeling of being lost. The best part of training was the trainers. They were so patient and calm even when they could tell the students were frustrated. The ratio of instructor to student was perfect so that anytime you needed one-on-one help, someone was there.

**Q** What would you want other physicians to know about your experiences?

**A** Each class gets easier. There is also a test at the end of the fourth class that initially evoked angst, but eventually made me feel reassured that I actually knew more than I thought I did.

**Q** Because change itself can be stressful, what is the best advice you’ve received and can share with others about preparing for this transition?

**A** There will be times when you are stuck on a screen and you will have to ask for help. The good news is lots of help is available. I also recommend taking frequent short breaks so when you start getting frustrated you can walk around for two or three minutes and clear your head.

**Q** When you envision physicians across Cone Health being able to access and use Cone HealthLink, how do you see it changing patient care?

**A** I see easier access to all of a patient’s records, and the ability to read all the notes easily (no more illegible handwriting). I also believe the patient will get better care with an active, thorough patient list that is available to all services across five hospitals. There will also be timesavers with e-prescribing and a decreased need to request old records. Perhaps the best benefit is I only have one log-in and password to remember now.
Chest Pain Center accreditation renewed

The Moses H. Cone Memorial Hospital’s Chest Pain Center designation from the Society of Chest Pain Centers has been renewed for three years.

The accreditation recognizes that the hospital has a higher level of expertise in dealing with patients who arrive with symptoms of a heart attack. Cone Health’s Heart and Vascular Center maintains an average door-to-balloon time ranging from 45 to 55 minutes – nearly twice as fast as the national standard established by the American Heart Association and the American College of Cardiology.

Annie Penn Hospital hosts community leaders

Annie Penn Hospital took its monthly community leader’s lunch on the road in May to the western part of Rockingham County. Key leaders from Madison, Mayodan and Stoneville were treated to a meal at the Northern Belle Restaurant in Madison while Mickey Foster, President, and Debbie Green, Vice President of Nursing and Patient Services, talked about Cone Health’s new values and programs; employee, patient and physician satisfaction scores; physician recruitment; core measures; and future initiatives.

“Participants continually tell us that they are unaware of the quality of care that is available at Annie Penn Hospital,” says Stokes Ann Hunt, Director of Community Outreach. “This program has been a wonderful way to educate our community regarding the new programs and improvements at our hospital.”

Annie Penn Hospital co-sponsors symposium

Annie Penn Hospital co-sponsored the 3rd annual Rockingham County Nursing Symposium at Rockingham Community College.

The symposium was open to practicing nurses or nursing students who want to enhance their learning experience. Chris Wilson, Performance Coach, Organizational Development, was a keynote speaker.

Preparing for our July 7 Go Live

Mark your calendars for these important dates at Annie Penn Hospital and at Women’s Hospital:

- **Monday, June 25, and Tuesday, June 26 - Workflow Demonstrations**
  Cone HealthLink Trainers and Application Analysts will demonstrate various inpatient clinical workflows.

- **Wednesday, June 27, through Saturday, June 30 - Open Labs**
  Employees will have the opportunity to get more practice using the system. Cone HealthLink team members will be available to provide support and answer questions.

Additional details will be provided at a later date.

In brief

What’s next for Cone HealthLink?

**July 7** Go Lives for Annie Penn Hospital, Women’s Hospital and MedCenter High Point.

**Nov. 4** Go Lives at Moses Cone Hospital, Wesley Long Hospital and Behavioral Health Hospital.

More practices go live with Cone HealthLink

Congratulations to the physicians and employees of the following practices who contributed to the success of the May 8 Go Live on Cone HealthLink:

- Mary John Baxley, MD.
- Medical Specialty Services.
- Pediatric Sub-Specialists of Greensboro.
- Piedmont Pediatrics.
- Piedmont Family and Sports Medicine.

Walking the beat

As part of his shadowing program with departments throughout the health network, Terry Akin, President and Chief Operating Officer, joined William Wimbush, Security Officer, in his patrol around The Moses H. Cone Memorial Hospital campus. Akin’s uniform shirt and badge surprised many employees as he introduced himself during his shadowing experience.
Employee award winners recognized

Employee of the Month

The Moses H. Cone Memorial Hospital
Employee of the Month

Darrell Stultz
Emergency Medical Technician, CareLink
Nominated by: Kelly Barham, RN, CareLink

Darrell Stultz received Employee of the Month for administering cardiopulmonary resuscitation and saving a life. Stultz, who is also a Greensboro firefighter, was off duty and shopping at Costco. He was the first responder when a woman collapsed in the store. He performed CPR and saved her life.

EXCEPTIONAL PEOPLE

Monica Atkinson, Nurse Secretary/Nurse Tech, Department 6700-Med/Renal
Holly Church, RN, Department 2900-Coronary Intensive Care/Step-down
Tammy Davis, Lead Teacher, Children’s Corner
Amy Foyles, Assistant Teacher, Children’s Corner
Terah Goad, Clinical Nutritionist, Clinical Dietitians
Latonja Gwynn, Office Supervisor, Communications
Hui Peng, RN, Department 5000-Orthopedics

Wesley Long Hospital
Employee of the Month

Deanna Adams
Nursing Tech, Intermediate/Urology
Nominated by: Amber Melton, RN, Intermediate/Urology

Deanna Adams received Employee of the Month for ensuring a patient could get home. Adams offered to take a discharged patient to the main entrance to meet her ride. When Adams got the patient outside, the patient confided that she didn’t have a ride home or any money to get there. Adams stopped a cab passing through the entrance and paid the driver to take the patient home.

EXCEPTIONAL PEOPLE

Natasha Broadnax, RN, Flexible Resources
Karen Pitchford, Contract Manager, Wound and Hyperbaric Center
Kendra Speed, RN, Oncology East
Elaine Sprauve-Rogers, Nutrition Services Ambassador, Dietary Services
Christina Thomas, RN, Oncology West

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

Walidah Muhammad
Certified Nurse Midwife, Center for Women’s Healthcare
Nominated by: Jolynn Spurlock-Frizzell, RN, Maternity Admissions Unit

Walidah Muhammad received Employee of the Month for serving as a patient advocate for a woman in labor. A patient came to the hospital to have the progress of her labor checked, but after disagreeing with the physician’s opinion, she left the hospital. During the night, her labor became more active, and she looked on the Internet to find a provider who would deliver her baby at home. She found Muhammad’s telephone number and called her at home at about 1 a.m. Although Muhammad was not on call, she spoke with the patient several times, finally convincing her to come to the hospital for the well-being of her baby as well as herself. The patient arrived about 5:30 a.m., and the baby showed signs of distress. The patient still objected to the physician’s plan of care, but Muhammad helped her decide to do what was best for her baby and to understand and consent to the plan of care. Muhammad accompanied the patient to the operating room to provide support.

EXCEPTIONAL PEOPLE

James Bradley, Patient Nutrition Representative, Dietary Services
Cynthia Middleton, Materials Associate, Materials Management
Karol Murray, RN, Post Anesthesia Care Unit
Silvia Sobal Varro, Spanish Interpreter, Social Work
Deborah Warren, RN, Mother/Baby
Christy Wicker, RN, Birthing Suites
Stacey Witt, Nursing Secretary, Mother/Baby
LeBauer HealthCare
Employee of the Month

Jessica Robinson,
Certified Medical Assistant, Pulmonary
Nominated by: Crystal Jones, RN, Pulmonary

Jessica Robinson received Employee of the Month for making sure a patient had his medication. After closing on a Friday evening, the staff discovered that one of their patients had left his medicine in the office. They could not reach him by phone, but Robinson volunteered to drive to Gibsonville so that he would not be without his medication over the weekend.

Health Services Division/Physician Network
Employee of the Month

Annette Tobin, Front Office Rep,
Vascular and Vein Specialists of Greensboro
Nominated by: Kathy Fitzpatrick, Health Information Management Specialist, Vascular and Vein Specialists of Greensboro

Annette Tobin received Employee of the Month for going the extra mile for her co-workers and patients. In addition to doing her job exceptionally well, Tobin is very personable with the patients, providing them with coffee and blankets when they are cold.

What winners say

“I always know I can count on my co-workers. The teamwork at Wesley Long Hospital is awesome.”
– Deanna Adams

“It’s a good feeling to know that what you do actually makes a difference.”
– Walidah Muhammad

“I enjoy working for Cone Health because every day is another opportunity to make someone else’s day better.”
– Jessica Robinson

“The people I work with are great, and I like being able to help people in need.”
– Darrell Stultz

“Everyone I work with on a daily basis is a team player at Cone Health. We all try to provide exceptional care to patients, and I know if I need help, any one of my co-workers will come through. It makes me proud to say I’m an employee of Cone Health.”
– Annette Tobin
Fit4Two classes focus on expectant, new moms

Cone Health now offers yoga and pilates classes for pregnant women and new mothers. These classes can help you stay in shape during your pregnancy by keeping you limber, toning your core and improving balance and circulation with little to no impact on your joints. All these benefits help support a more comfortable pregnancy and delivery. Certified Prenatal Yoga and Prenatal Pilates instructors will guide you through exercises appropriate to your pregnancy.

Similarly, our After Baby Yoga and After Baby Pilates classes will help you get back into shape. Working out may be the last thing on your mind after having a baby, but taking the time for yourself can help speed up recovery, reconnect your mind and body, and even battle postpartum depression.

Fit4Two classes are free to Cone Health employees and spouses. There is a monthly fee for community members who attend the classes.

For more information or to register, go to conehealth.com/classes or contact Becca Jones at 832-2590 or becca.jones@conehealth.com.

Walk with Judy Schanel

Judy Schanel, President, The Moses H. Cone Memorial Hospital, and Executive Vice President, Cone Health, has launched a “Walk with Me” program every other Friday throughout the summer. Walkers meet in the Moses Cone Hospital Atrium by Subway and then head outside – weather permitting – for a brisk stroll. In the event of rain, walkers will use the hospital’s hallways. Walks will begin at 7:30 a.m. on June 15, June 29, July 13 and July 27.

Workout room draws fans

Wesley Long Hospital employees (from left) Sandra Marshall, China Hollis, Bethany Stringer, Kim Osborne and Erica Miller, all nurses from the Inpatient Oncology and Palliative Care departments, get in a workout in the hospital’s exercise room after their night shift.

Management news

Roger Roper has been named Executive Director of Operations for LeBauer HealthCare. He joins Cone Health from Pinehurst Medical Clinic, where he served as chief operating officer.

Joan LoPresti, RN, has been named Interim Director of Nursing/Patient Services, Medical/Surgical Department, The Moses H. Cone Memorial Hospital. She most recently served as Director, Nursing Administration. She assumes this role as Karin Henderson begins her temporary position coordinating the work involved in a planned merger between Cone Health and Alamance Regional Medical Center.

Mary Anne Amos, RN, has been named Interim Director, Inpatient Oncology, Wesley Long Hospital. She is adding these responsibilities to her role as Director, Intermediate Care/Urology.

Gayle Mueller, RN, has been named Interim Director, Wesley Long Emergency Department. She is adding these responsibilities to her role as Director, Intensive Care Unit/Step-down and Portable Equipment.
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
Thank you notes

Periodically, Cone Health will publish letters of thanks from patients, visitors, employees or others. Many of these letters exemplify employees living our mission: “We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.”

I’ve had three babies at Women’s Hospital, and every time was special. The vast majority of the nurses from delivery to recovery are warm and engaging. It is amazing they do it every day and really show they care every time. This makes such a huge difference! Thanks!

Courtney (a patient)

I would like to take a moment to recognize Fransina Miller, Site Manager, and her co-workers at Kids Connection for the wonderful job they are doing on a daily basis with all the children. It is evident that they really love what they do. It takes a special person with patience, love and understanding to be able to do what they do. I do appreciate all of the staff and all you do on a regular basis.

Joyce Agbo
Phlebotomist, Venipuncture,
The Moses H. Cone Memorial Hospital

Cone Health earns additional recognition from United Ways

The Cone Health United Way campaigns in Greensboro and Reidsville have earned additional kudos.

**Greensboro**

The Cone Health campaign won multiple awards during the United Way of Greater Greensboro’s “Breakfast for Champions” campaign celebration. During the event, it was announced that the Greensboro campaign raised more than $10.6 million for the community.

Cone Health received:
- The Leadership Award, which recognizes the campaign with the highest level of participation at the leadership-giving level.
- The Come Back Kid Campaign, which recognizes the workplace campaign with the most significant revitalization of its campaign.
- The “Reaching Out a Hand to Influence the Condition of ALL” award, which recognizes companies that create unique opportunities to increase awareness and meet the critical needs in the community.
- The “I Would Do Anything for United Way” award, which recognizes companies that use creative incentives to get staff involved.
- Cone Health Campaign Chair Karin Henderson, Director, Nursing Administration, won the Employee Campaign Managers Award, which cited her exceptional leadership and commitment to the workplace campaign. Also earning recognition was Deno Adkins, Director, MedCenters, who was recognized as an Engagement Group Stand-Out for his work with African-American Leadership during the campaign.

Cone Health raised the third highest amount of money in the United Way’s Greensboro campaign with a total of $611,843.

**Reidsville**

Annie Penn Hospital received the United Way of Rockingham County Campaign Excellence Award. The hospital was honored for exceeding its goals and running a spirited and fun campaign. The hospital staff raised a total of $57,241 – a 20 percent increase over the previous year.