More than 8,600 people make up Cone Health, and the success of the network depends on the strength of these individuals. codeU was developed to showcase the strength of our workforce as we strive to become a national leader in delivering measurably superior healthcare.

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

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

Read codeU
Win a prize!

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

The following employees won the contest in February:
Diane Myers, Medical Tech, Lab, Wesley Long Hospital/Cone Health Cancer Center Lab; Margie Roberson, Risk Management Coordinator, The Moses H. Cone Memorial Hospital; Debbie Sparks, Financial Administrative Analyst, Health Service Division; Carol Merritt, RN, Orthopedics, Wesley Long Hospital; and Jennifer Kayan, Clinical Nutritionist, Annie Penn Hospital.

This month’s quiz:
1. Where is the newest Outpatient Pharmacy located?
2. What Cone Health leader has been appointed to coordinate the work involved in the planned partnership with Alamance Regional Medical Center?
3. Who received the Security Officer of the Year award?
4. What was the gift that long-time Annie Penn Hospital Volunteer Ann Foster received from her co-workers?
5. Name one Employee of the Month.

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

ANSWERS

1. 
2. 
3. 
4. 
5. 

Name

Department, Campus

Phone
How is our cultural transformation progressing throughout Cone Health? If ever there was a litmus test for this, it might be our first Go Live for Cone HealthLink.

You don’t have to look further than that to see how people across our organization are working together to accomplish something great. At every stage of this launch, it is obvious that people are Caring for Our Patients and Caring for Each Other.

Here is some of what I have seen and heard throughout our first weeks of the Cone HealthLink Go Live:

- Despite the pressure-cooker environment and numerous challenges and “breakdowns,” there was no finger-pointing, yelling or raised voices. I will tell you that our Epic partners were a bit surprised by this, since they often see a high level of frustration and negative behavior during Go Lives at other sites. This alone is a fabulous testament to our new culture in action – way to go!

- At every stage, we had tremendous support and teamwork from medical, clinical and support staff on the floors and in the outpatient settings. Cone Health team members and physicians throughout the organization had an attitude of “we can get through this together.” People were upbeat, took the time to communicate and to offer help. Even when departments had completed their own launches, staff members came in to assist other teams, often during the evenings or on weekends.

- Steve Horsley, Vice President and Associate Chief Information Officer, was a true “Cone leader” and embodied grace under pressure. He helped us all remain “on the court” and collaborative. His exceptional team of Project Directors, Application Leads and Analysts gave 110 percent to ensure the successful transition to Cone HealthLink. Bruce Swords, MD, also did an excellent job leading the clinical operational side of this huge project.

continued, page 4
Are you missing out on free money?

Effective April 1, the 403(b) Voluntary Savings Plan will match dollar for dollar on the first 4 percent you save, an increase of 50 cents.

If you are not currently contributing at least 4 percent of your pay to the Voluntary Savings Plan, you should consider increasing your savings to take full advantage of the Cone Health matching funds.

Adding a contribution or changing your current contribution amount is simple: Call the VALIC Customer Care Center at 1-800-448-2542, go to valic.com or schedule an appointment with one of our full-time financial advisers – David Dupont or Kevin Hanner (see contact information below).

As advisers, they can also help you design an overall investment strategy and take advantage of the new “target date funds.” With these funds, you can select your retirement date and risk tolerance and then your funds will move into more conservative funds automatically every five years as you approach retirement.

Dupont serves employees at The Moses H. Cone Memorial Hospital and surrounding sites, the Administrative Services Building, LeBauer HealthCare and Moses Cone Affiliated Physician Practices. He can be reached at 832-7995.

Hanner serves Annie Penn Hospital and surrounding sites, Wesley Long Hospital, Women’s Hospital and the Behavioral Health Hospital. He can be reached at 832-0090.

They also are available to attend departmental staff meetings.

2012 403(b) annual contribution limits

- Younger than 50 years of age $17,000
- 50 years of age and older $22,500

Facebook joins Recruitment’s arsenal for hiring exceptional employees

The Cone Health Recruitment Team recently increased its current social media presence with the addition of Facebook pages dedicated to careers and employment at Cone Health.

The pages focus on the daily happenings at the hospitals as well as sharing healthcare and organizational news, providing career advice and, of course, posting current job opportunities. The heightened social media presence is designed to give potential employees an idea about what it is like to work here.

Diane Fleischmann, Director, Talent Acquisition, encourages current employees to “like” these pages and share why they love working at Cone Health. “We’d like for you to relay your own career advice, participate in online activities, upload pictures from Cone Health events and share current opportunities with your friends and families,” Fleischmann says.

She adds that after “liking” the page, employees can write a short recommendation that potential employees can read. “After all, to show why Cone Health is a great place to work, all we have to do is introduce our employees,” Fleischmann adds.

Because of changes in data reporting, Cone Share and the Triple Aim Performance charts are not included in this issue of codeU. They will return in April. Until then, you may view the Triple Aim dashboard located on the intranet home page in the upper right corner.
Leaders to coordinate planned Cone Health, Alamance Regional partnership

Karin Henderson, Director, Nursing and Patient Services, The Moses H. Cone Memorial Hospital, and Vivian Langley, Director, Patient Relations, Management Development and Diversity, Alamance Regional Medical Center, will coordinate the work involved in a planned merger between Cone Health and Alamance Regional.

Henderson and Langley will create and implement specific plans to ensure the success and benefits of this partnership, if it is approved later this spring by both organization’s boards following a standard review process. They will help manage plans related to performance improvement, service line planning, medical staff development, cultural integration and other initiatives related to the proposed merger.

Tim Rice, President and CEO, Cone Health, and John Currin, President and CEO, Alamance Regional, said they expect Henderson and Langley to begin their new roles in April or May. Initially, they will help establish priorities and organize the efforts of the two health systems. Then they will focus on managing teams working on the identified key areas.

More about these leaders

In addition to her nursing responsibilities, Henderson also directs Nutritional Services. Henderson most recently led Cone Health's Greensboro United Way campaign to an unprecedented level of success. The campaign was recognized by the United Way of North Carolina with its Spirit of North Carolina Award for Campaign Excellence (see picture on page 12).

In her role, Langley leads customer service initiatives for Alamance Regional, including overseeing the hospital’s interpreter team. Langley also serves as the day-to-day champion for the Studer partnership, the organizational change process aimed at overall improvements in the patient experience, operational efficiency and quality.

It is anticipated that this assignment will last at least a year. Rice and Currin will assign staff to cover Henderson’s and Langley’s current areas of responsibility.

Update on progress

Currently, both Cone Health and Alamance Regional are in the midst of the formal review, which will involve about 90 days of working through legal, financial and contractual issues related to the planned merger. After this, the Federal Trade Commission will spend about 30 days reviewing the plan, which is standard with any merger of this type. When that work is complete, the two boards can consider final approval for the partnership.

Rice has been spending time meeting with Alamance Regional employees, physician groups, leadership and community members.

“I believe my presence there is important to represent Cone Health and to answer any questions from these groups in Alamance County,” Rice says.

He emphasizes that if this merger is approved, we do not need to operate completely as a merged system on Day One. In most areas, we can continue to operate as parallel health systems for the foreseeable future, as we work through any transitions.

“In the meantime, I certainly appreciate the support from each of you and from our leadership team as we work together on crucial initiatives such as the Cone HealthLink Go Lives, our preparation for The Joint Commission visit, and our focus on Triple Aim Performance,” Rice says. “All of your efforts in these areas are key reasons that Alamance Regional chose to partner with us, and I am confident our combined work will go far to improve quality and service to patients throughout the region. Thank you for all you do as we build our Network for Exceptional Care!”

Interested in nursing research?

Save the date of April 5 if you are interested in nursing research. Jennifer Zinn, RN, Clinical Nurse Specialist, and the Cone Health Nursing Research Committee are planning a faculty/staff engagement dinner at Women’s Hospital.

The event, Zinn says, is designed to further enhance the collaborative relationship with the local schools of nursing and to explore research opportunities.

“This is a fantastic opportunity to partner clinical expertise with research expertise,” Zinn says. “At Cone Health we have discovered there is no limit to opportunity when nurses ask their burning questions and work together to answer them.”

The event is open to any nursing staff member – from bedside nurses to senior nursing leadership – who is interested in pursuing research.

Fliers and invitations will be distributed in coming weeks. For questions or further information, email jennifer.zinn@conehealth.com.
New culture at work  
continued from cover

• Managers at every level asked employees, “What do you need?” and tried hard to ensure that no one lacked for anything.
• I was impressed by the commitment of many of those in our Command Center, including the administrative support, trainers, technical support, phone screeners, application teams and the incident commanders, many of whom worked around the clock to make sure we got this right.
• Most importantly, people focused on getting Cone HealthLink up and running not to make their own jobs easier but to keep our patients safe and satisfied. Everyone recognized that exceptional patient care is what this is all about!

As expected, this Go Live was not without speed bumps and “breakdowns,” but I believe everyone’s responsiveness and desire to learn and improve has been exemplary. There were times of stress, frustration and difficulty, but – in keeping with our Operating Principles and Practices – I saw people consistently taking ownership, involving the right people and being part of the solution. Because of your support, teamwork and living our values of Caring for Each Other and Caring for Our Patients, our first Go Live went amazingly well. I have no doubt our preparation and collaboration will lead to similar success with our future launches.

Congratulations to all of you on this huge milestone in our journey toward “One Patient. One Chart. One Team. One Network.” As always, thank you for all you do to focus on caring for our patients.

Cone HealthLink prepares for ‘Big Bang’

Intensive planning and preparation continues for Cone Health’s next Go Live on March 20 with 26 ambulatory sites.

All sites involved in this “Big Bang” Go Live will transition from GE Centricity to Cone HealthLink. This will involve nearly 100 physicians and different specialties, such as pulmonary, cardiology and gastroenterology.

Bruce Swords, MD, Chief Medical Information Officer, works in one of the three pilot ambulatory sites that participated in the Feb. 1 Go Live. He has been meeting frequently with other practice managers on next steps for this transition to ensure it goes as smoothly as possible.

“We anticipate that these next sites will benefit from everything that was learned from the pilot sites,” he says. “We will undoubtedly discover new opportunities for improvement as this brings us closer toward our goal of one patient, one chart.”

Swords credits the success of the pilot sites to the involvement of physicians and clinical administrative staff. Other practices can do the same, he says, by concentrating on involving staff.

What’s next for Cone HealthLink?

• Support remains in place. Call 832-LINK or visit the intranet for Workflow Bulletins as well as Tips and Tricks.
• March 20: Our next Go Live for ambulatory practices that are now using GE Centricity.
• May 7: Phased rollout to ambulatory clinics that currently use paper charts.
• July 7: Go Lives for Annie Penn Hospital, Women’s Hospital and MedCenter HighPoint.
• Nov. 4: Go Lives at Moses Cone Hospital, Wesley Long Hospital and Behavioral Health Hospital.

Cone HealthLink trainers recognized as national leaders

The first group of credentialed trainers received their certificates during a celebration held at the White Box. Rob Smith, Director, Cone HealthLink, said the group had been instrumental in ensuring that more than 4,000 Cone Health employees were trained in the new HealthLink system. All received five weeks of training in specific applications and then trained others for another 10 weeks to gain the Epic certification. Smith added that they achieved a 100 percent proficiency rate in training which put the Cone HealthLink implementation into “best in the nation” status, according to Epic.
Charles Gruer, Epic Project Director, talks with Chase Olson in the Command Center.

Epic team member returns home to Greensboro to help with transition

Making sure Cone HealthLink is a success is especially important to Chase Olson, Implementation Coordinator, who was a constant presence in the Command Center during Cone Health’s first Go Live in early February.

Born at The Moses H. Cone Memorial Hospital nearly 30 years ago, Olson now works for Epic in Wisconsin and jumped at the chance to work on this project. This job also brought the opportunity to spend time with her parents, who still live in Greensboro.

“I am just so excited to be able to work for a customer who provides care for my family,” she says. “You develop close relationships with customers when you work with them over a period of time, so to do that here really means a lot.”

Olson graduated from Greensboro Day School in 2000 and from the University of Notre Dame in 2004. She moved to Wisconsin after taking a job with Epic in 2004.

She has traveled back and forth from there to Greensboro since December 2010. Her husband Chad, who also works for Epic, provided additional technical support for the Feb. 1 Go Live.

While working for Epic, Olson says she has been involved with approximately 40 Go Lives and that this project is going really well.

“We saw issues and call volumes as we expected,” she says. “What has been impressive is how the teams have worked together to identify and resolve issues as quickly as they have.”

As the implementation coordinator, Olson has worked with application teams in the White Box, a building near the Proximity Hotel, and in other Cone HealthLink offices located off North Church Street.

When she isn’t working long hours, she has been able to experience her home state at its finest, including attending the thrilling Feb. 8 basketball game between the University of North Carolina and Duke University. She also has visited Triad Stage and a Greensboro Grasshoppers’ game.

But the chance to have home-cooked meals with her parents tops her list.

“It’s awesome,” she says. “I never thought I’d have an opportunity to do something I love – and on the road – with a great organization and have the bonus of this family time.”

Employee appreciates well wishes

By Holly Smith, Application Analyst, Cone HealthLink

When I was dropping my daughter off at The Children’s Corner at The Moses H. Cone Memorial Hospital on Jan. 31, I was surprised to see a large sign at the exit that read: “Good Luck Epic Go-Live 2/1/12.”

It was very kind and thoughtful, I thought, that even though the first wave of Cone HealthLink doesn’t impact the daycare, they cared enough to wish us luck.

Then I realized this project actually does impact the daycare because I – as well as many of my co-workers – are working longer days. They are accommodating my crazy schedule and taking care of my pride and joy – my daughter.

It’s just another way to realize that this massive project isn’t just another computer application that IT folks in Management Systems are rolling out. It truly is something that will change the way we deliver healthcare to our community.
Second pharmacy location benefits employees

Cone Health employees, as well as patients who receive care at Cone Health MedCenter High Point, will soon have access to an onsite outpatient pharmacy.

This “closed-door pharmacy” – one that is not open to the general public – opens at MedCenter High Point on March 8.

Cone Health opened its first employee pharmacy in 2009 on The Moses H. Cone Memorial Hospital campus for Cone Health employees and their healthcare dependents.

Now those services are extending to a satellite location for patients using the Emergency Department and practices located at MedCenter High Point. This is an opportunity to address the needs of patients as well as employees, says Darrell Haymore, Site Manager, Employee Pharmacy. This expanded access for employees can be achieved without having to build a separate facility.

“It’s a definite ‘win’ for us to bring in additional, value-added services at MedCenter High Point,” says Deno Adkins, Director, MedCenters Administration. “The added bonus is that our employees will be able to use the location, saving them time and money.”

The outpatient pharmacies offer employees lower prescription copays than those available at retail pharmacies. Employees also can get 90-day supplies of drugs and can purchase certain over-the-counter medicines at reduced prices.

The new pharmacy at MedCenter High Point also can transfer the prescriptions between locations just as a retail pharmacy does, Haymore says. John Konicek, Director, Human Resources, says the pharmacy benefit has received consistently positive reviews from employees since its inception more than two years ago.

“We are excited to expand one of our most popular employee benefits and make these services more convenient for our employees who live in western Guilford County,” Konicek says. “By offering pharmacy services in several different locations, we can provide services closer to where some employees live. Having choices is one of the things employees like most about our benefits.”

A third Outpatient Pharmacy is slated to open on the Wesley Long Hospital campus later this year.

Library staff provide health information to Congregational Nurses with iPads

Staff from the Cone Health Library and Congregational Nurse Program are using technology to provide health information to patients served by the nurses in community-based faith groups.

The two groups received an Express Outreach Project Award from the National Library of Medicine for a collaborative program that uses iPads to provide mobile access to information.

The Library staff kicked off the project with a hands-on workshop focused on evaluating websites and searching recommended sites for evidence-based materials. Now, they are making appointments to visit the Congregational Nurses to help them learn how to find professional as well as consumer-focused health information. The librarians will also use the iPads to show the nurses how to find easy-to-read materials and health information in other languages, since many of the nurses work in congregations where English is not the members’ first language.

“We’re very excited about this partnership with our Congregational Nurses,” says Leslie Mackler, Director, Cone Health Library. “This will help us serve our Congregational Nurses and their patients by supporting them in finding reputable sources of consumer-health
Rice receives Thomas Z. Osborne Award

Tim Rice, President and CEO, has received the Thomas Z. Osborne Distinguished Citizen Award, the highest honor given by the Greensboro Chamber of Commerce.

The award recognizes Rice for his extraordinary service and achievement within the community. He received the award at the annual dinner of the Greensboro Partnership, the city’s main economic and community development organization, which consists of the Greensboro Chamber of Commerce, Action Greensboro and the Greensboro Economic Development Alliance.

Rice serves on the boards of the Greensboro Partnership, the Piedmont Triad Partnership, the National Conference for Community and Justice (NCCJ) and was appointed by Gov. Beverly Purdue to serve on the board of North Carolina A&T State University. Rice and his wife Carolynn recently hosted the NCCJ annual gala and helped lead the organization to its best fundraising year ever.

He has offered his leadership as chairman of many other boards and events, including Hospice and Palliative Care of Greensboro, the Heart Ball and Heart Walk for the American Heart Association, the War Memorial Commission, the United Way campaign, Leadership Greensboro and Big Brothers/Big Sisters. He helped raise money for The International Civil Rights Center & Museum and has served on the board of Bishop McGuinness Catholic High School.

Vending machines to offer healthy choices

Vending machines across the Cone Health network will get a fresh look beginning March 19 when healthy options will be stocked.

The move is part of Cone Health’s cultural transformation and highlights our values. As part of our value of Caring for Each Other, promoting healthy lifestyles and good nutrition among our workforce is essential, members of the Health & Wellness Committee say.

“We want to make healthy choices the easy choices,” said Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer. “We are building a culture of wellness at Cone Health, and this is the natural next step.”

Being healthy ourselves will help us provide better care to our patients, and it will also set an example of healthy living and wellness for our community, Brodrick said.

Beginning March 19, the vending machines will include snack and beverage items that follow current and sensible nutrition guidelines. This will include diet sodas, fruit juices and water for beverages and healthy snacks – an assortment of baked chips, pretzels, light microwave popcorn, nuts, cereal and granola bars and fruit snacks.

In making the joint announcement with Brodrick, Terry Akin, Chief Operating Officer, said he hopes employees will join Leadership in embracing this initiative as a vital step toward modeling healthy lifestyles for ourselves and our communities.

“Leadership Council has approved this initiative, and we encourage everyone to embrace it,” Akin said. “This is the second phase of our long-range plan that began in October with the adoption of healthy catering options.”

In last year’s biometric screening, more than 3,500 employees were either overweight (1,526), obese (1,560) or morbidly obese (498). The Health & Wellness Committee hopes this move will positively impact the health of employees, many of whom suffer from high cholesterol, high blood glucose or diabetes, and high blood pressure. Some employees had multiple health issues.

Signage goes up at Wesley Long Hospital

As part of the rebranding that launched in May 2011 when Moses Cone Health System became Cone Health, signage throughout the network is being replaced. Here, Wesley Long Hospital gets its new name along with the redesigned logo. Jit Green, Property and Lease Manager, Property Management Administration, says the interior and exterior signage for all hospital campuses was slated to be complete by the end of February. Off-site properties will get their signage during March.
Supply Chain celebrates People Excellence

Cone Health’s Supply Chain had its own People Excellence Symposium in February at the offsite distribution center. More than 160 members of the Supply Chain teams participated in three cross-shift events that featured food, entertainment and appreciation gifts. The purpose of the events was to share the Cone Health values along with the new Operating Principles and Practices. Supply Chain is composed of Capital Administration, Central Sterile Processing, Contract Administration, Couriers, Laundry, Lawson, Mailroom, Materials Distribution, Operating Room Materials Distribution, Portable Equipment and Purchasing. Participants received certificates commending them for “getting on the court” and badge pins imprinted with “Committed to Excellence.”

Employees: Park in the deck at Wesley Long Hospital

Paul Jeffrey, President, Wesley Long Hospital, reminds employees that they should use the more than 550 parking spaces available in the new employee parking deck. They should not park in the surface lots designed for patients and visitors. Employees working at other campuses who come to work or attend seminars or workshops at the Elam Avenue facility also should park in the employee parking deck. Employee badges will allow access. If the deck is full, Security will provide directions to overflow parking. The surface lots are reserved for patients, visitors and specially designated parking. Contact Security at 832-1850 with questions or if you need special assistance.
You may have seen me in my tennis shoes last fall after I had outpatient surgery to resolve a running injury to my foot. I wondered about many things before and after that surgery: How would I feel from the anesthesia? How would the recovery go? How soon could I travel? When could I get back to running?

My caregivers were tremendous. They kept me very well-informed along the way, and my wife Carolynn and I really knew what to expect. I am glad to say I am fully recovered now, and that experience truly showed me the importance of good communication when it comes to patient care.

In fact, sharing information with patients while they are waiting is one of the top factors in keeping them satisfied. As one expert has said, the most exceptional caregivers think of themselves as “narrators to a patient’s story.” What a great concept!

In the spirit of this and living our value of Caring for Our Patients, Chad Brough, Executive Director, Office of Patient Experience, and his team have launched several programs. They are showing success toward Triple Aim Performance with:

- Hourly rounding and leadership rounding, which help us anticipate and serve patients’ needs.
- A new focus on service recovery that helps us react quickly to turn patients’ unmet expectations into positive experiences.
- And AIDET – which stands for Acknowledge, Introduce, Duration, Explanation and Thank You. This is a proven framework that improves communication with patients and families, reduces patient anxiety and provides superior service. Chad also has a new team on board, including three new senior patient experience managers – Greg Berney, Chaise Camp and LaVay Lauter – and a data manager, Shahbaz Rabbani. They are all here to help.

Such a concerted focus on patient satisfaction can have a huge impact. You don’t have to look further than our incredible Environmental Services team at The Moses H. Cone Memorial Hospital to see that. Just one year ago, that team was struggling to maintain the 10th percentile in the Press Ganey index. In the second quarter, Jack Smith, Director, took action that included retraining his entire team, increasing management rounding and celebrating successes. The team has shown consistent improvement each quarter and is now in the 81st percentile for room cleanliness and the 88th percentile for courtesy nationwide! (See article on page 20.)

I know that patient satisfaction might seem like one more thing to worry about during these busy times at Cone Health. It is certainly true that we have a lot going on lately: Cone HealthLink Go Lives, a planned merger with Alamance Regional Medical Center, and preparations for a visit from The Joint Commission.

Certainly, though, patients must be our first priority. And if you really think about it, keeping patients satisfied does not have to be complicated. As one of our leaders, Mary Jo Cagle, MD, said recently: “It’s culture.”

How true! If we all live our Cone Health values, our principles and our practices in our daily work, patients can’t help but be satisfied.

So go ahead. Be a narrator and share a story with your patients today. I know they will thank you for it.

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Volunteers get in the game

Volunteers at Annie Penn Hospital receive training about Cone Health’s values as well as the new Operating Principles and Practices at a mid-winter workshop. The 47 volunteers who attended the session also received training on the AIDET model of customer service. Jami Goldberg, Manager, Organizational Development, and Sharon Troxler, Director, Volunteer Services, led the training.
2011 Security Officer of the Year

Mike Kendrick has been named Cone Health’s Security Officer of the Year for 2011. Kendrick was selected because of his enthusiasm, sense of responsibility and commitment to bringing to life the Cone Health values of Caring for Our Patients, Caring for Each Other and Caring for our Communities. Kendrick received an inscribed crystal clock, a certificate of recognition and $50 in Cone Cash. Kendrick is shown here with David Bundy, Security Supervisor, and (back row, from left) James Bowman, Security Supervisor; Troy Chisolm, President, Behavioral Health Hospital (Lead Executive for Security Services); John Hutchinson, Security Operations Officer; Don Causey, Director; Dan Allender, Assistant Director; and Tony Marino, Security Supervisor. Kendrick’s photograph will be displayed on a plaque in the Security Department at The Moses H. Cone Memorial Hospital.

Women’s Hospital Rad Tech earns Spangler Award

Michelle Bullins, Radiologic Technologist, Women’s Hospital, has received the Dr. E.B. Spangler Continuing Education Award. The award was established in 1991 when Spangler, the long-time chief radiologist at Wesley Long Hospital, retired. The award, which Spangler funds, is based on the employee’s demonstrated desire for continuing education, technical ability and caring spirit toward patients, physicians and employees.

Bullins, who has been with Cone Health for 17 years, received a $500 cash prize in addition to the framed award. Bullins is described as a long-time overachiever by her supervisor, Helen Sullivan, Manager, Radiology. Bullins serves as the Imaging Employee Council Chair and has been key in helping improve overall staff morale and making suggestions for departmental improvement. Sullivan points to a 7 percent increase in employee satisfaction scores and credits Bullins’ leadership. Bullins also helped lead the department’s annual Mammography Scholarship fundraising effort, which brought in more than $2,000 this year. “All of this was with volunteer hours,” Sullivan says. “Michelle truly has a passion for the fight against breast cancer.” Additionally, Bullins is influential in the department’s readiness for FDA site inspections. The department has a perfect track record with no recommendations to date.

Policies ensure students meet educational standards

Cone Health is a center of learning for a variety of healthcare-related programs, but employees should take care when asked to provide a student experience. The Centers for Medicare and Medicaid Services and the Joint Commission require each student to meet the same requirements (criminal background check, immunizations, etc.) as any employee hired by Cone Health.

If you are asked to provide an externship, internship or precepted work experience, contact Staff Education at 832-8173 to make sure that Cone Health has an Educational Affiliation Agreement with the school program. This policy applies even if the student is a Cone Health employee.

Cone Health has more than 55 Educational Affiliation Agreements, but if there is not one in place, it can take Staff Education up to 30 days to process the agreement with the school’s legal counsel.

According to Jean Reinert, Manager, Staff Development, many employees who work with students who also are Cone Health employees don’t know that the employee/student must have an educational agreement to establish responsibilities of the school and Cone Health, as well as liability for their student activities.

“When the person is on campus completing requirements for the course, he or she isn’t an employee but a student. These roles must be separated,” Reinert says. “In the educational agreement, student criteria is clearly articulated, and each employee/student must meet the standard.”

If you have any questions about whether the person you are training meets the criteria, contact Staff Education for more information.
Visitors and patients heading to Wesley Long Hospital and the Cone Health Cancer Center are greeted with a colorful sight as they make their way up the driveway toward the buildings—colorful flags fluttering in the wind.

The 150 flags are part of a project by the Department for Spiritual Care and Wholeness.

“It’s a way to wish healing and well-being to everyone who comes in and out of our doors,” says Terry Moore-Painter, Lead Chaplain.

Moore-Painter and Alexis Smith, Chaplain, coordinated the making of the flags in a corner of the Cancer Center lobby in early February. Cancer survivors, family members, staff and leadership stopped by, donned aprons and decorated colorful fabric with painted images and words.

“It exceeded anything we had expected,” Smith says. “It was a week of stories. When people are sitting together painting, they start talking. It’s a safe way to talk about things.”

“We saw emotions, tears and joy. We actually heard laughter,” Moore-Painter says. “Patients consoled each other and shared advice. For instance, we had two painters who both had teenage daughters. They were able to talk about how to help a teenager deal with a parent who has a cancer diagnosis.”

People said that painting the flags was soothing, calming and a good alternative to sitting and waiting to be called for an appointment. One person came to paint after seeing the flags on a friend’s Facebook page. Another came to honor two friends who had died of cancer.

After the flags were hung, they were blessed by the chaplains. The flags will remain on display for a while. As the weeks pass, the flags will fade and fray from exposure to sunlight and wind.

And that’s OK with Smith. “To me, as the flags fray, that represents the prayers going up in support of loved ones.”
**Spirit of North Carolina Award**

Members of the steering committee for this year’s Greensboro United Way campaign traveled to Pinehurst for the annual meeting of the United Way of North Carolina. Cone Health’s campaign received the Spirit of North Carolina Award for Campaign Excellence at the event. Attending the awards luncheon were (front row, from left) Ron Flack, Director, Medical/Surgical ICU; Noel Burt, Executive Vice President, Administrative Services; Mario Singleton, Director, Annie Penn Hospital Cancer Center; (second row, from left) Jan Brown, Graphic Design Specialist, Marketing; Joan LoPresti, Director, Nursing Administration; Karen Resh, Director, Emergency Department, Cone Health MedCenter High Point; Helen Sneed, Director, Maternity Admissions Unit, Women’s Hospital; Robin Edwards, Executive Secretary, Executive Office; Alissa Johnson, Financial Analyst, Pharmacy, Moses Cone Hospital; Helen Mabe, Director, Neonatal ICU, Women’s Hospital; Karen Henderson, Nursing Service Director, Moses Cone Hospital and chair of the campaign; LaVern Delaney, Director, Nursing Administration, Moses Cone Hospital; (back row, from left) Chris Brown, Administrative Fellow, Executive Office; Sherri McMillen, Marketing Specialist, Behavioral Health Hospital; Julie Barker, Quality Improvement Facilitator, Quality Excellence Initiative; Dennis Campbell II, Executive Director, Quality Excellence Initiative; Aaron Saunders, Planning Associate, Planning and Development; Keith Barsuhn, President and CEO, United Way of Greater Greensboro; and Judy Schanel, Executive Vice President, Cone Health, and President, Moses Cone Hospital.

North Carolina has the lowest teen smoking rate in history, and the Cone Health Foundation wants to see that downward trend continue.

The Foundation is joining with other grassroots supporters to ask the General Assembly to maintain funding for tobacco-use prevention efforts in North Carolina.

Last year’s state budget eliminated the Health and Wellness Trust Fund, which has paid for the majority of North Carolina’s tobacco prevention and cessation programs for nearly 10 years. All programs will end on June 30 unless the General Assembly acts.

“Evidence shows that when states have cut funding for tobacco prevention programs, progress has stalled and even reversed. Our children’s health cannot afford that,” says Susan Shumaker, President, Cone Health Foundation.

Cone Health Foundation encourages people to join this effort by signing the North Carolina Alliance for Health resolution to support recurring funds for tobacco-use prevention programs at ncallianceforhealth.org/Tobacco-Prevention-Funding-Resolution.aspx

**Post Therapy Rehab Program meets patients’ needs**

Legislative changes to Medicaid forced the staff at Cone Health Outpatient Rehab to think differently about how they serve our patients and community.

In 2011, Medicaid patients could receive as many as 30 therapy sessions per year. That number was recently cut to three per calendar year. As a result, many rehabilitation patients in the community were left wondering how they would be able to afford continued care.

The solution is Cone Health’s Post Therapy Rehab Program, a cost-effective way for patients to continue their rehabilitation in a group setting. Services are provided on a sliding-fee scale based on financial need, but the scale is more liberal than the poverty scale and Cone Health’s Ability to Pay Policy.

“Another aspect that sets this program apart is our ability to specialize and cater to our patients in a group setting,” says Megan Kaufman, Supervisor. Before enrolling in the program, patients are evaluated to ensure the program meets their needs.

Patients served by the program will include those recovering from rotator cuff repair and joint replacement surgery, as well as those experiencing conditions such as chronic low-back pain. Sessions will run the gamut from range of motion and strengthening exercises to educational topics such as improving posture to making ice packs.

“We see great growth opportunities for this program,” Kaufman says.

The Post Therapy Rehab Program is set to kick off in March.
Red was the color of choice on Feb. 3 as employees from throughout the Cone Health network supported the American Heart Association’s National Go Red for Women Day. Employees wore red to help raise awareness about women’s heart health.

Three television stations broadcast footage of babies wearing red knit hats in the nursery at Women’s Hospital as Cindy Farrand, President, was interviewed about common myths related to women’s heart health. Cameras captured the tiny stars in their bright red caps with crocheted white hearts, which were made by the Women’s Hospital Volunteers.

Heart disease is the No. 1 killer of women. In fact, one in three will die from heart disease – more than the number of deaths from all types of cancers combined.

In speaking with the media, Farrand emphasized that symptoms of a heart attack can present themselves differently in women.

While chest pain is a common indicator of a heart event in both men and women, women may instead experience nausea, back pain or even jaw pain as a symptom of a heart attack.

Eating right, exercising and paying attention to changes and pain are all part of the solution, according to Farrand. “Women so often put themselves last,” says Farrand. “When it comes to your health though, ladies, be on the lookout for symptoms and changes.”

As part of the National Wear Red Day, Cone Health employees contributed $660 for the Make It Your Mission scholarship fund. This fund will allow women, who might not otherwise be able to afford it, to attend the first Go Red for Women Luncheon and Educational Expo in Guilford County on May 15.
BodyPump will challenge you

Intimidated by weightlifting? Try BodyPump.

This is the Les Mills barbell class that sculpts, tones and strengthens your entire body. These exercises strengthen the muscular and skeletal systems, improve bone density, increase metabolism and improve posture.

BodyPump will challenge all of your major muscle groups by using the best weight-room exercises like squats, presses, lifts and curls. Great music and your choice of weight will inspire you to get the results you came for – and quickly.

Like all Les Mills programs, a new BodyPump class is released every three months with new music and choreography.

This class is open to all levels.

All Greensboro group exercises classes are held in the Green Valley Medical Center building located at 719 Green Valley Road, Suite 107. For more information about other classes being offered to Cone Health employees, go to the Cone Health intranet home page and click on Group Fitness.

Going Red

Cone Health CareLink joined the American Heart Association’s National Go Red for Women campaign with a decal wrap of one of the trucks. The truck also promotes the Heart and Stroke Walk, scheduled for May 19 at Greensboro Country Park. Representatives from CareLink will take the truck to various community events in the coming months. People will be able to sign the truck to indicate their support of women’s heart health.
Volunteer gets special gift

Ann Foster, Volunteer, Annie Penn Hospital, is a volunteer extraordinaire. Since 1994, she has performed more than 23,000 hours of volunteer service at Annie Penn Hospital.

To honor Foster for her selfless contributions, the hospital’s Surgical Services Department – employees and medical staff in Surgical Services – gave her a special gift to demonstrate how much they appreciated and valued her presence in the department: the gift of time.

“We knew that what would mean the most to Ann would be service to one of her many charitable groups or missions that she is involved in,” says Wayne McFatter, RN, Director, Surgical Services. “Everyone from physicians on down decided to donate one Saturday to work for the charity or mission of her choosing.”

Foster received a special certificate signed by more than 40 employees who gave their gift of time to “the charity or mission that’s as near and dear to your heart as you are to ours.”

Demonstrating our values

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

Cath Lab, The Moses H. Cone Memorial Hospital

Rodney Cox, Supervisor, Cardiac Cath Lab, was rounding in Department 2900 – Coronary Intensive Care Unit when he realized that staff was struggling with an increase in admissions and needed help. Cox and Tammy Mink, Cardiac Cath Lab Tech, and Debra Young, RN, pitched in to explain procedures to family members, monitor heart rates and blood pressures, and provide patient care following procedures.

To show their gratitude, the Department 2900 staff treated the entire Cath Lab staff to Subway sandwiches.

It’s All About U

Nine members of the traumatic brain injury team on Department 4000 - Inpatient Rehabilitation, The Moses H. Cone Memorial Hospital, are now Certified Brain Injury Specialists and can use the CBIS designation as part of their credentials. Team members include: Dawn Fesmire, Physical Therapy Clinical Specialist; Chris Stone, Physical Therapy Clinical Specialist; Jennifer Smith, Occupational Therapist; Nikki Spivey, Licensed Physical Therapy Assistant; Renee Hamel, Physical Therapist; Tom Lanier, Certified Occupational Therapy Assistant; Maryann Barbour, RN; Angie Joyce, RN; and Karen Pulaski, Diagnostic Team Leader.

Edna Franko, Clinical Nutritionist, Cardiac and Pulmonary Rehabilitation, Moses Cone Hospital, is now a certified diabetes educator. This credential demonstrates distinct and specialized knowledge to promote quality care for patients with diabetes.

Three members of the Human Resources team have earned their Senior Professional in Human Resources (SPHR) designations from the Society of Human Resources Management. They include John Konicek, Director of Employee Services; Elizabeth Blum, Human Resources Manager, Physician Network; and Krista Pelata, Human Resources Specialist, Physician/Strategic Services.

Also certified as Professionals in Human Resources (PHR) are Laura Vail, Executive Assistant; Sheryl Thornton, Benefits Manager; Becca Jones, Wellness Coordinator; Debbie Shelton, Human Resources Coordinator; Julie Rakestraw, Employee Performance Manager; and Mark Beasley, Director, Human Resources.
Transformation Nation begins in Guilford County

Cone Health is partnering with YMCA's in Guilford County in the Transformation Nation Challenge. One hundred people enrolled in this free 16-week exercise, education and motivational challenge as they strive to meet their weight-loss goals.

Annette Smith, Vice President, Nursing and Patient Services, Wesley Long Hospital, and Jeannie Wilson, Director, Bariatric Program, Wesley Long Hospital, were at the Spears Family YMCA for the Jan. 28 kickoff, which was broadcast on WXII, Channel 12.

Cone Health will provide the Guilford County participants in Transformation Nation with wellness screenings, nutrition guidance and educational support throughout the 16-week challenge. The goal is to show participants how to incorporate healthy living practices into their lives to create long-term success even after the program ends.

Cone Health's Nursing Department has developed a new program to support the needs of patients as well as staff by providing non-nursing sitters for patients who are confused or experiencing suicidal thoughts.

In the past, only nurse technicians were assigned as sitters for these patients. That policy reduced the number of nurse techs available to provide care to the remaining patients. With the new program, Cone Health employees who meet specific criteria can be hired to work as sitters.

These non-nursing staff members have been trained and have been serving patient needs since December.

Current regulations require a sitter around the clock for any patient expressing thoughts of self-harm or harm to others. There also has been an increase in the number of patients requiring around-the-clock sitters. In addition, Cone Health also is providing sitters for some patients experiencing confusion. The use of a sitter for these patients helps to increase their feelings of security and reduce the potential for falls.

Joan LoPresti, Director, Nursing Administration, says the non-nursing sitter program supports Cone Health Patient Safety goals to reduce the use of restraints and decrease the number of falls.

“The non-nursing sitters have been positively received by patients, family members and staff,” LoPresti says. “This program is a great example of our new values: Caring for Ourselves, Caring for Our Patients and Caring for Our Communities.”
There’s no doubt the Moses Cone Hospital Environmental Services team has reason to celebrate.

From December 2010 to December 2011, the department’s Press Ganey “room cleanliness” score jumped from the 16th to the 81st percentile – an increase of 65 percentage points. Their “courtesy” score soared as well, going from the 18th to the 88th percentile during the same period.

What’s the secret to that exceptional success?

Jack Smith, Director, believes the way staff members now engage with patients is the biggest change. The entire team was retrained so they were able to create a stronger connection with patients.

“Staff members now make it a point to explain the cleaning process to patients when they are in their rooms, pointing out various cleaning products that are used and guiding them through the process,” Smith says. “If a patient is out of the room when it is cleaned, the employee leaves a ‘While You Were Out’ card in the room, assuring them that their room wasn’t missed.”

Team members also go the extra mile by providing welcome cards, crossword and word search puzzles as well as creating the popular towel animals, similar to those travelers may receive on luxury cruise ships.

Changes also have been made in the cleaning materials used. Microfiber cleaning cloths replaced older terrycloth rags that would often wear out and become unsightly. Patients and their families are quick to notice that the microfiber cloths are color-coded – blue cloths for wiping down room surfaces and orange cloths specifically for cleaning bathrooms.

According to Smith, the Environmental Services management team increased daily evaluations of rooms to monitor the service provided to patients. They now use handheld PDAs and sophisticated quality control software. In addition to observing how employees engage with patients, black light tests are used to monitor infection prevention by determining whether high-touch areas such as doorknobs and faucets have been thoroughly cleaned. At least 14 rooms per manager per day are targeted for cleanliness audits.

“These programs and processes certainly provide us the tools to improve our performance,” Smith adds, “but the heart of what we do every day and what we’ve accomplished is our people.”
Moses Cone Hospital Rehabilitation earns top scores – again

For the second consecutive year, hospital-based rehabilitation services at The Moses H. Cone Memorial Hospital are in the top 10 percent of hospital rehab centers in the United States as scored by Uniform Data System for Medical Rehabilitation (UDSmr). UDSmr is a not-for-profit organization affiliated with the University of Buffalo. It maintains the world’s largest database of medical rehabilitation outcomes.

The group ranks rehabilitation centers based on their success in three areas:

- Returning people to their home or to an assisted living facility instead of a hospital.
- Keeping patients well enough to allow them to complete their rehabilitation program without additional, unplanned hospital care.
- Regaining function and independence through rehabilitation.

“The No. 1 goal of rehabilitation is to return people to their ‘normal lives’ or as close to it as soon as possible,” says Anne Macner, Vice President and Service Line Administrator, Rehabilitation. “And once again, the rehabilitation program at Moses Cone Hospital is one of the best at doing that.”

The Cone Health Inpatient Rehabilitation Center is accredited by the Commission on Accreditation of Rehabilitation Facilities for Comprehensive Rehabilitation, Stroke, and Brain Injury. Compared to other rehabilitation centers nationally:

- 84.8 percent of patients returned home after rehabilitation.
- 93.7 percent of patients completed rehabilitation without needing additional hospital treatment.
- Patients made these gains in 12.4 days, which is considered a very short time in rehabilitation compared to industry averages.

“Being recognized for top quality care is certainly rewarding,” Macner says, “but knowing that the 623 people we helped last year got the best rehabilitation available anywhere, that’s the reward that matters most.”

Volunteers provide a truly warm welcome

Volunteers at The Moses H. Cone Memorial Hospital, Wesley Long Hospital and the Alight volunteers at the Cone Health Cancer Center are making sure that visitors have a warm welcome.

The volunteers at these locations began offering warm blankets to visitors in February. Eldridge Compton, Volunteer, recommended this program to his peers at Wesley Long Hospital, and the idea quickly spread to the other facilities.

In addition to staffing the service, the volunteer organizations support the program financially.

“Our goal is to make all patients, family members and visitors feel welcome the minute they enter our facilities,” says Robert Bessey, Director, Volunteer Services, Moses Cone Hospital and Wesley Long Hospital. “Offering a warm blanket to those individuals who are experiencing chills for whatever reason is just another way to impress upon them that we care.

“The volunteers and staff are truly recognizing the importance of a great first impression. This initiative is just another example of how we can reach out and immediately touch those we serve.”
Tucked away in the back of the Cone Health Health Information Management’s scanning facility are two employees who have a special appreciation for their jobs.

**Brenda Walden** and **Norman Melton**, both *Electronic HIM Techs*, spend their days preparing their share of the 22,000 to 23,000 documents that flow in and out of the office every day. It’s a job that requires a great amount of attention to detail as the medical records are sorted, labeled, scanned and filed.

While it’s not a job that everyone might like, Walden and Melton are thrilled to come to work every day, and **Alan Champ**, *Associate Director, HIM*, is just as delighted to have them.

They are part of the Welfare Reform Liaison Project that is training people in Greensboro for jobs.

Walden was cleaning offices when she suddenly found herself out of work when her former employer lost the cleaning contract. Unable to find a way to support herself, she soon became homeless.

Melton’s story includes a life spent doing miscellaneous jobs – painting, lawn care, etc. He moved from job to job, never finding anything he really liked.

Both heard about the Welfare Reform Liaison Project and, after applying, became involved in a six-week training program followed by another six weeks of on-the-job training. The project, according to Fred Newman, Vice President of Operations, is designed to help workers learn how to work.

They learn about professional dress, they learn how to focus on their work assignments and they learn the skills successful employees need.

“It’s a support system,” Walden says. “They push you because they know you have potential. They follow you every step of the way, and they keep encouraging you. It gives you self-esteem. They know you have a dream, and they give you a hand up, not a hand-out.”

Champ said Cone Health became involved in the project when Newman approached him about a partnership with the program. Champ encouraged Newman to have Walden and Melton apply for open positions in his department. At the time, both were working for the Guilford County Department of Social Services performing similar jobs.

They went through the hiring process and started work with Champ’s department.

Champ says that one of the benefits of the Welfare Reform Liaison Project is that workers have been trained for a variety of positions that could potentially benefit Cone Health. Because of the economy and the resulting business failures that have occurred over the past few years, the program participants are not necessarily unskilled workers.

Newman cites the example of one participant who holds two master’s degrees but willingly took the training so he could secure employment. “That’s an example of people willing to make a change to improve their lives,” Newman says.

As for Walden and Melton, they are believers in the Project. “I tell everyone about it,” Walden said. “And Cone Health is the best place to work.”

“I love coming to work,” Melton says. “We’ve been blessed.”

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**Employees benefit from helping hand**

Norman Melton prepares material to be scanned. Brenda Walden reviews charts to make sure they are ready for scanning into the electronic medical record.
Thank you notes

Periodically, codeU 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 wanted to share my recent urgent care experience with you. On Dec. 15, I visited the Cone Health Urgent Care Center for severe pain in my back.

As I walked in, I was greeted warmly by two people at the front counter. After filling out my paperwork, I was paged to come to the front desk to give insurance information. I spoke with Aida Dawson, Admission Services Associate. She was so friendly and caring toward me. She asked me if I needed a blanket because I looked cold, asked if I needed a pillow to rest behind my back while I waited and also asked if I needed a wheelchair. I turned all these down, but I was very appreciative of being asked! While I waited to go back, she updated me on my status and reassured me it wouldn’t be too much longer. She also was very funny and made me laugh several times, which made me feel a bit better while waiting. She proved to have the true Cone Health spirit!

Once I was called back into my exam room, the medical assistant who took my vital signs was very friendly. The nurse was so caring and reassuring and made sure I was comfortable during my stay. She offered me a warm blanket while I waited since I was in a gown and the room was chilly. She explained things well and answered all my questions. She recognized that I had just come off a 12-hour shift and fixed the exam table so I could lie down, relax and rest my back. I was given amazing patient care by her.

As I checked out, the lady at the checkout desk was also very friendly and told me that she hoped I felt better soon and wished me “Happy Holidays.” As I left, Aida and her co-worker made sure they told me to feel better soon and to have a Merry Christmas. I left the Urgent Care Center feeling better not only physically but mentally because I had such a positive experience. Your staff is to be commended on its excellent patient care! I can’t praise them enough for all they did for me.

Thank you,

Marta Schirloff, EMT, Emergency Department
The Moses H. Cone Memorial Hospital

A little feedback from a visit to the Pediatric Emergency Department at Moses Cone Hospital: Our 11-year-old daughter Peyton hit her head while playing basketball at school. Bad fall, saw stars, head hurt … when she got home, she threw up, felt very nauseous and was lethargic.

We started to our doctor’s office but, over the phone, they said go to the ER, ASAP. I called Paul Jeffrey, President, Wesley Long Hospital, and he referred me to Moses Cone Hospital because of the Pediatric ER Department. So I’m dreading the 15-hour wait ahead of me and the frustration. In the meantime, Peyton throws up two more times on the way to Moses Cone and is totally out of it … not good.

Upon our arrival, I rushed her out of the car, and a guy stopped me. I figured he was going to tell me I could not leave my car there, but he gave me a valet ticket and took my keys … how nice, I thought.

The waiting room was packed, check-in line was long, and I knew I couldn’t wait in line. I approached a guy behind the desk and explained the fall and throwing up. He called to the back and in less than five minutes, Kristie C. Johnson, a nurse, came out to assess Peyton how nice, I thought.

The CT scan team was there in about five to seven minutes … how nice, I thought.

He spent quite a bit of time examining Peyton, making her feel at ease and me too, but mostly her. He then told me she probably had a mild concussion and that we could have a CT scan to confirm the absence of any swelling, bleeding, fracture, etc. … what a nice guy, I thought.

The CT scan took 10-15 minutes, if that, and the wait to get pictures – 15 minutes, maybe. Peyton was feeling much better by then and wandered around talking to folks. They were all very nice.

The pictures came back as expected, nothing serious, mild concussion. Dr. Baab said to keep an eye on her.

I figured by now this was a pretty positive experience … less than two hours and we were checking out (which went as smoothly as the rest of the visit).

This is a long email to say thank you for managing such an efficient and caring system. Every employee we encountered was engaging and positive, had a nice sense of humor and was accommodating. In terms of customer service, we were treated very well. While I hope I don’t have to go back, it was as good an experience as one could have expected … actually better.

I just can’t say enough about how well it all turned out. Thanks again.

Kevin Gray
I would like to commend Ashlee Zackeru, a nurse in Department 2900 – ICCU, Moses Cone Hospital. In September I suffered a massive heart attack and had four stents placed. Ashlee helped me deal with my condition and recovery process. She went above and beyond her job duties to help me. Thank you.

Richard Sherwood

Editor’s note: Sherwood was so impressed with Zackeru’s care that he snapped a picture of her and forwarded the picture to Cone Health so leadership would be sure to know who had provided the exceptional care.

Application process under way for Annie Penn Hospital’s Teen Volunteers

Applications are now available to be a summer Teen Volunteer at Annie Penn Hospital.

The program is open to teens between the ages of 14 and 17 as of June 1.

“The application process is competitive,” says Sharon Troxler, Director, Volunteer Services, “and teens will be chosen based on teacher recommendations, grade point average, a written essay and an interview.”

Application packets are available at hospital information desks and in the Volunteer Services office. The deadline for completed applications is April 20. Letters of acceptance will be mailed the first week in May.

The 2012 summer program will be limited to 15. Troxler says the program is intentionally limited in size to maximize the opportunities for the teens during their seven weeks of service.

In addition to the teens’ regular volunteer responsibilities, each teen will be offered the opportunity to observe a surgical procedure, to interview a director or physician and to shadow in a department other than the one to which he or she has been assigned. Teens are expected to work a minimum of nine hours per week. The teens also work as a group on a service project.

Those who successfully complete program requirements are eligible for reference letters for jobs, enrichment opportunities, college applications and scholarships. Rising seniors may also complete a senior project at Annie Penn Hospital with the recommendation of the summer area supervisor.

The 2012 program will run from June 25 to Aug. 10.

For your continuing professional development

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

UPCOMING PROGRAMS

Go to gahec.org or call 832-8025 for more information or to register.

March 16 What Do I Say? A Course in Talking About Death and Dying
Wesley Long Hospital, Classroom 1

The Moses H. Cone Memorial Hospital, Rooms 0029-0031

March 31 Dionne’s Safe Patient Handling and Bariatric Rehab
Moses Cone Hospital, Rooms 0029-0031
Cancer Prevention and Treatment Series: Colorectal Cancer Seminar and Screening
Cancers of the colon and rectum are among the most common cancers that occur among people older than 50. Kalsoon Khan, MD, a medical oncologist at the Cone Health Cancer Center, discusses prevention, early detection and the importance of screenings for colorectal cancer. Free fecal occult blood test kits will be distributed to all program participants. Registration is required. Go to conehealth.com/classes or call 832-8000.
Monday, March 5, 6-7 p.m., Cone Health Cancer Center, Second-floor auditorium

Cervical Cancer Screening
Cone Health Cancer Center offers free cervical cancer screenings to women who do not have health insurance or who cannot afford to see their physicians. Screenings are open to all women who are 21 years of age and older, who are currently sexually active or have been sexually active, have never had a Pap smear or have not had a Pap smear within the last two years. Registration is required by calling 832-8000.
Monday, March 12, 5:30-7:30 p.m., Specialty Clinics, Annie Penn Hospital

Common Liver Diseases and Their Impact on Health
Najeeb Rehman, MD, a gastroenterologist with Reidsville Clinic for Gastrointestinal Diseases, discusses common liver diseases such as hepatitis A, B and C, fatty liver, and the effects of alcohol and drugs on the liver. Registration is required. Go to conehealth.com/classes or call 832-8000.
Thursday, March 15, 5:30 p.m., Womankind Center, Annie Penn Hospital

Fighting Childhood Obesity
Sara Himmelrich, Clinical Nutritionist, Cone Health Nutrition and Diabetes Management Center, talks about how to identify children at risk for obesity, factors contributing to the prevalence of childhood obesity and ways to help children live a healthy life. Registration is required. Go to conehealth.com/classes or call 832-8000.
Thursday, March 15, 6:30-8 p.m., The Moses H. Cone Memorial Hospital, Area Health Education Center, Rooms 0029-0031

Red Hot Mamas: Gastrointestinal Issues during Menopause
Debbie Brendley, RN, Nurse Educator, Cone Health Endoscopy, talks about digestive and bowel problems women experience during menopause and the latest treatment options. Registration is required. Go to conehealth.com/classes or call 832-8000.
Tuesday, March 20, 6:30-8 p.m., Women’s Hospital, Classrooms 5 and 6

Super Sitter Workshop
Representatives from the police department, fire department and Emergency Medical Services share baby-sitting safety tips at this workshop sponsored by Women’s Hospital and the Greensboro Junior Woman’s Club. The workshop is open to boys and girls, ages 10-14. Registration is required. Go to conehealth.com/classes or call 832-8000. There is a $10 fee.
Saturday, March 31, 8:30-11:30 a.m., Women’s Hospital, Classrooms 1 and 2

Sleep Apnea and Your Heart
Rakesh V. Alva, MD, a sleep medicine physician with the Cone Health Sleep Disorders Center and a pulmonologist with LeBauer HealthCare, explains how breathing disorders during sleep can affect your heart. Registration is required. Go to conehealth.com/classes or call 832-8000.
Monday, April 2, 6:30-8 p.m., Wesley Long Hospital Education Center, Classroom 1

The Weigh to Wellness Weight Management Program
This program addresses diet, exercise and behavioral changes for managing weight. This class meets on six consecutive Tuesdays, March 6-April 10. Call 832-7248 to register. There is a reduced fee for Cone Health employees.
**Inbrief**

**Chaplain to participate in One City, One Author event**

**Terry Moore-Painter**, Lead Chaplain, *Department for Spiritual Care and Wholeness*, will join the citywide One City, One Author project sponsored by Friends of the Greensboro Public Library.

The project features works by the late Reynolds Price, author of “A Whole New Life,” a memoir of his battle with cancer, and “Kate Vaiden,” a novel that earned him the National Writers Award.

Moore-Painter will join Whitney Vanderwerff, PhD, a cancer survivor who found strength in participating in the Cancer Center’s creative support programs, for a discussion titled “Art and Healing: A Conversation About a Whole New Life.”

The program will be held at 8 a.m. on March 13 at the Greensboro Historical Museum, 130 Summit Avenue.

For more information about this year’s One City, One Author project, visit friendsofthegreensborolibrary.org.

**Decisions Near the End of Life classes set**

The Ethics Committee will offer “Decisions Near the End of Life” from 9 a.m. to 4 p.m. on March 15 at The Moses H. Cone Memorial Hospital.

The class will also be offered on May 17, July 19, Sept. 20 and Nov. 15 at Moses Cone Hospital. There is an August class scheduled at Annie Penn Hospital.

Staff may register in CBL for these workshops, and contact hours are awarded through Staff Education.

For more information, contact **Bob Hamilton**, Director, *Department for Spiritual Care and Wholeness*, at bob.hamilton@conehealth.com or 832-7470.

**Cone Health sponsors MLK memorial event**

Cone Health was one of the sponsors of the annual Martin Luther King Jr. Memorial Breakfast held Jan. 16 at the Koury Convention Center.

Cone Health’s support allowed disabled, low-income residents and students to participate in the celebration.

**LeBauer HeartCare Vascular Labs earn national accreditation**

The vascular labs of LeBauer HeartCare-Greensboro and LeBauer HeartCare-Burlington have been granted three-year accreditations in the areas of visceral vascular testing, peripheral venous testing and extracranial cerebrovascular testing by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL). Vascular labs play a major role in detecting cardiovascular disease — the No. 1 cause of death in the United States.

“This award confirms that LeBauer HeartCare meets the highest national standards and demonstrates a continuing commitment to quality cardiac and vascular imaging,” says **Tim Gollan**, MD, a cardiologist with LeBauer HeartCare-Burlington. “We remain dedicated to offering unmatched quality and the highest standard of care for our patients.”

Learn more at intersocietal.org/vascular/main/patients.htm
Employee award winners recognized

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

The Moses H. Cone Memorial Hospital
Employee of the Month

Jessica “Jesse” Scinto
Clinical Social Worker, Social Work
Nominated by: Hope Rife, Director, Social Work Department, Moses Cone Hospital

Jesse Scinto received Employee of the Month because of the exceptional care she provided a patient and her family. Rife writes that while Scinto is assigned to the Moses Cone Hospital campus, she volunteered to work on Christmas Eve at Women’s Hospital so other staff members could have the day off. She received a referral to see a young woman in the Maternity Admissions Unit who had just experienced a miscarriage and was very upset. In the process of counseling and supporting the patient, she discovered that the woman was also distraught because she had no presents for her three daughters (ages 4, 5 and 8) and her 9-year-old stepson. There were no friends or family in the area who could help her. After Scinto finished work, she took information about the children’s sizes and interests and went shopping. She purchased presents for each of the children, including pajamas so the mother’s annual tradition of allowing the girls to open and wear new pajamas on Christmas Eve night could be honored.

EXCEPTIONAL PEOPLE
Rosa Alegría-Duran, Nutritional Services Ambassador, Nutritional Services
Nancy Bindhammer, RN, Medical/Renal Department
Cynthia Bowden, Lab Technician, Histology
Michael Corum, Mechanic, Plant Operations
Avery Daniel, Nurse Technician, Department 3700 – CPCU
Diane Hamrick, Radiology Technician, Diagnostic Radiology
Hannah Nail, Clinical Social Worker, Social Work
Mavis Nyako, RN, Department 4700 – CHF/Telemetry
Ellen Marie Trogdon, RN, Department 5500 – Medical/Surgical Telemetry
Cindy Tuttle, RN, Department 4500 – Medical/Surgical Palliative Care

Wesley Long Hospital
Employee of the Month

Lisa Matthews
Care Management Coordinator, MedLink
Nominated by: Geronda Pullium, MedLink Hospital Liaison

Lisa Matthews received Employee of the Month for her efforts to ensure a patient’s dying wish was met. The terminally ill patient wanted to meet Paula Deen, her favorite TV personality. Matthews spent two months trying to contact one of Deen’s agents, who arranged for an autographed cookbook for the patient. Matthews also arranged for a personal call from Deen. The patient’s medical and physical status was declining, but she was able to listen to Deen’s call. The patient died 12 hours later.

“Lisa was very persistent in assisting this patient with a dying wish,” Pullium writes. “She exemplifies what strong Cone Health values mean.”

EXCEPTIONAL PEOPLE
Atika Hall, Case Manager, Case Management
Alma Pickard, Environmental Service Tech, Environmental Services
Diana Reardon, CRNA, Anesthesiology

What winners say

“I had always worked in manufacturing, but this has been my calling for years: to help people. I love to make my patients feel comfortable and less scared. I’m very eager to learn and get as much experience as I can. It feels totally awesome to be honored as Employee of the Month.”
– Beth Gauldin
Employee of the Month, January
Department 5000 - Orthopedics, Moses Cone Hospital

“It is an honor to be recognized with such an award. I could never do my job on a daily basis without the support of co-workers. Being able to advocate and provide for people who are in need is a privilege that we experience day in and day out.”
– Jesse Scinto

“The best thing about working here is my co-workers, our clerical and clinical teams, management and the amazing providers who come together to provide great patient care.”
– Julie Johnston
**Health Services Division/Physician Network Employee of the Month**

**Julie Johnston, Collection Specialist, Urgent Medical and Family Care**
Nominated by: Michelle Rothrock, Business Manager, Urgent Medical and Family Care

Julie Johnston received Employee of the Month for her exceptional customer service skills as cited by a customer. Rothrock writes that she received an email from the safety manager of Mail Contractors of America that cited Johnston's proactive customer skills. The physician practice handles Department of Transportation physicals for the company, and the safety manager wrote that Johnston "does her job so well, that most of the time she calls and alerts me to problems or errors made on physicals in advance! She lets me know she's already working on the solution … My trust in Julie to get it right gives me tremendous confidence in your clinic."

Rothrock adds, "Julie gets very positive feedback from our providers as well as from the accounts she deals with from Urgent Medical and Family Care."

**EXCEPTIONAL PEOPLE**

**Karen Adkins, Surgical Technologist, Moses Cone Surgery Center**

**Frances Worley, Health Information Management Specialist, Vein and Vascular Specialists of Greensboro**

**LeBauer HealthCare Employee of the Month**

**Krista Whitley, Registrar, LeBauer Pulmonary/Critical Care**
Nominated by: A patient and Lou Ellen Donnelly, Site Manager

Krista Whitley received Employee of the Month for her quick thinking in helping a patient. A patient approached the front desk and asked to see a doctor. After telling her he felt like he was going to pass out, he slumped over the counter. Donnelly writes that without a moment’s hesitation, Whitley leaped over the counter and caught the patient before he fell. As she held the man up, she asked one of the people in the waiting area to bring her a chair so she could seat the patient. He was later transported to the hospital by ambulance.

"The patients in the waiting area looked on in awe at the spectacular sight and later praised her for her amazing response to the emergency," Donnelly writes. "Krista’s quick action saved the man from injury."

**EXCEPTIONAL PEOPLE**

**Jennifer Castillo, Certified Medical Assistant, Pulmonary**

**Behavioral Health Hospital Employee of the Month**

**EXCEPTIONAL PEOPLE**

**Mariya Chestnut, Mental Health Tech, Adult Services**

**Anna “Shadea” Miller, Mental Health Tech/Nurse Secretary, Adult Services**

**Annie Penn Hospital Employee of the Month**

**Faye Fields, Nurse Tech, Department 300**
Nominated by: Tora Simpson, Assistant Director

Faye Fields received Employee of the Month for helping a patient with a special need. A man hospitalized during the Christmas holidays was upset that he could not get to the store to buy his wife a present. “The only thing he wanted to get her was a card that played music,” Simpson writes. “When Faye got off, she went to purchase a Christmas card that played music and brought it back for the patient to give his wife.”

**Theresa Joyce** received Employee of the Month for her exceptional patient care. Prevatt writes that Joyce was providing nursing care to a 19-year-old patient who had delivered a baby at 20 weeks gestational age. The baby died shortly after birth, and, as they usually do, the nursing team took pictures of the baby for the mother. The pictures were placed on a CD, but the patient had no access to a computer or the financial resources to print the pictures. Joyce took the disc to Walmart, printed the pictures and brought them to the patient the following day. “She recognized this would be a barrier for the patient, and she was proactive in ‘going the extra mile’ for this young, grieving patient,” Prevatt writes.

**EXCEPTIONAL PEOPLE**

**Jason Bryant, Manager, Environmental Services**

**Stephanie Cole, RN, Antenatal Unit**

**Barry Cook, Senior Field Engineer, Computer Operations**

**Latisha Madren, RN, Mother/Baby**

**Carolyn Riley, Nursing Tech/Nurse Secretary, Women’s Nursing Unit**

**Amber Ward, Ultrasound Tech, Ultrasound**

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**Faye Fields**

**Theresa Joyce, RN**
Flexible Resources
Nominated by: Jenny Prevatt, Clinical Social Worker, Social Work Department
Free cooking classes at Annie Penn Hospital

Chef Raouti “Rudy” Benallal, Manager, Dietary Services, Annie Penn Hospital, is offering free community cooking classes. Billed as teaching Southern gourmet cooking at its best, the classes are designed to teach participants how to prepare healthy foods with a home-style flavor. His class on March 21 will feature shrimp, sweet potato cakes and kale. Classes are also slated on June 27, Aug. 29 and Oct. 17. The sessions are held at 5:30 p.m. at the Annie Penn Hospital Womankind Center. Registration is required because seating is limited. To register, go to conehealth.com/classes or call 832-8000.

Management news

Deborah Baker, RN, has been named Assistant Director, Department 4500 – Medical/Surgical/Palliative Care, The Moses H. Cone Memorial Hospital. She graduated from Saint Anselm College with a bachelor’s degree in nursing and received her master’s degree in nursing from the University of North Carolina at Greensboro. She joined Cone Health in 1985 and has clinical expertise in medical/surgical, telemetry, wound/ostomy/continence and palliative care. She also has served as a clinical nurse specialist.

Kristie Garrett, RN, has been named Assistant Director, Open Heart, Thoracic and Vascular Services, Operating Room. She previously was specialty coordinator for the vascular specialty and is a Registered Nurse First Assistant. She holds a bachelor’s degree in nursing from the University of North Carolina and is pursuing her master’s degree in nursing at East Carolina University. She joined Cone Health in 1998. She coordinated the establishment of the endovascular and endobronchial stent programs.

April Green, RN, has been named Assistant Director, Orthopedics, Orthopedic Spine and Neuro Specialties. She previously was Registered Nurse First Assistant, Operating Room. Green, who joined Cone Health in 2006, holds a bachelor’s degree in nursing from the University of North Carolina at Greensboro and a master’s degree in health administration from Pfeiffer University. She has served on various committees, including the Allograft Task Force, the Neuro Value Analysis Team and Shared Governance.

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