Cone HealthLink: Three reasons to get excited about our next Go Live

By Terry Akin, President and Chief Operating Officer

On Nov. 4, we will work together once again to launch Cone HealthLink. This time, the Go Live will be the largest to date as we bring this state-of-the-art electronic medical record system up at Moses Cone Hospital, Wesley Long Hospital, the Behavioral Health Hospital and the Cone Health Cancer Center.

So, how many of us are feeling 100 percent confident and excited?

If you’re like me, you may have times that you feel something else – maybe some stress or anxiety? That is understandable in the face of such a profound transformation in the way we work and care for patients.

But I encourage you to put aside the worry for a moment and consider something. Here are three very powerful reasons why we will meet this challenge and come out better for it.

1. **We are well prepared.** Teams have worked for months to build this system, test it and learn from earlier launches across our network. We are offering more than 1,440 classes to train the nearly 4,000 employees involved in this next Go Live. Many of you are committed to practicing your skills before launch day.

Photographer Sara Brennan-Harrell with Whitebox Photo captures Tammy Gaydon in a “side plank” yoga pose.

**2013 Cone Health calendar features employees’ success stories**

Employees featured in the 2013 edition of the wellness calendar have some amazing stories to share. Consider these:

- **Wayne Fields,** Mail Coordinator, The Moses H. Cone Memorial Hospital, quit smoking after 53 years of addiction.
- **Jamie Wagner,** Respiratory Therapist, Moses Cone Hospital, lost 101 pounds through Weight Watchers and is down 14 pant sizes.
- **Claire Bell,** Mental Health Technician, Cone Health Behavioral Health Hospital, has lost 100 pounds so far by participating in a variety of exercise classes and making healthy eating choices.

These employees were among 31 who submitted stories about the healthy changes they have made in their lives.
Summary of benefit changes for 2013

Cone Health continues to offer a package of benefits that is equal to or better than most other healthcare organizations in our region. Benefits are adjusted annually based on feedback from employees, comparisons with other area employers and in response to market forces (price increases, government regulations and new Cone Health initiatives).

John Konicek, Director, Benefits, Human Resources, says 2013 will bring some benefit enhancements as well as cost increases. “Our overall goal is to maintain superior benefits at an affordable cost to both employees and Cone Health,” he says.

Here is a quick summary of what is changing for 2013. There will more information available during the annual benefits enrollment process.

Improvements to healthcare coverage
- **Deductibles and copays** – No changes in deductibles and reduced specialist copay from $45 to $35.
- **Free office visits** – Triad HealthCare Network’s (THN) primary care physicians have no co-pay, no deductible primary care office visits for employees who chose a THN doctor as their primary care physician. THN is a partnership between Cone Health and more than 700 local physicians.
- **Improved mental health services outside Cone Health** – Mental health out-of-pocket expenses are equalized between Cone Health and the United Healthcare network.
- **New hire waiting period** – Reduced to first of the month following date of hire.

Other changes to healthcare coverage
- **Biometric screening requirements increase** – No screening (except for 2012 hires). 2011 results must meet all four standards, including tobacco, to qualify for the increased discount of $40 per pay period.
- **Change in coverage level for non-Cone Health hospitals** – Some improvements in coverage for United Healthcare network providers and decreases for out-of-network providers.
- **Small premium increase** – $5 per pay period for all plans.
- **Some changes in prescription drug coverage** – Most benefits stay the same, but the cost for some medications filled at some locations will increase.
- **New ID cards** – The pharmacy company name is changing to Catamaran.

New or improved benefits
- **Adoption assistance** – A new benefit effective June 1, 2012.
- **Concierge service** – Minor adjustments in hours, but continued service growth.
- **Employee purchasing program** – Added Luther Sales program in 2012.
- **Pet insurance** – A new benefit in 2012.
- **Wellness programs** – Adding new classes and new MedLink services to help employees get or stay healthy.

Minor changes
- **Basic life insurance** – No plan changes, but your coverage changes as your pay changes.
- **Dental coverage** – All premiums increase by $3 per pay period.
- **Employee discount program** – Continued growth of discount partners.
- **Flexible Spending Accounts (healthcare and dependent care)** – Reduced maximum to $2,500 for healthcare account.
- **Long-term disability insurance (basic and major plans)** – No plan changes, but your coverage changes as your pay changes.
- **Paid Annual Leave (PAL)** – Temporary changes to minimum-use requirements as the result of the implementation of Cone HealthLink.
- **Retirement plans and on-site VALIC advisers** – No changes but increased fee disclosure notifications.
- **Short-term disability insurance (full- and part-time coverage)** – No plan changes, but your coverage changes as your pay changes.
- **Supplemental life insurance** – No plan changes, but your coverage and costs change as your pay changes.

Annual benefit enrollment may be done online using the Lawson HR system. Employees who do not make 2013 benefit choices will keep the same benefits they have in 2012 with the exception of Flexible Spending Accounts, which must be re-enrolled every year.

For help with the enrollment process or to make changes only to your 2013 Flexible Spending Account, call the HR Service Center at 832-8777 or send an email to benefits@conehealth.com.

Benefits enrollment ends at 5 p.m. on Nov. 2.

Watch for several upcoming issues of Benefits Focus – a summary of benefit changes produced by Human Resources in an e-newsletter format – for more information on many of these changes. More information is also available by contacting the Benefits Service Center at 832-8777.
Time for your flu shot

Employer Health Services will be providing flu shots through Jan. 4. The flu shots are mandatory unless you qualify for a medical exemption.

In addition to regularly scheduled hours listed below, free flu shots will be provided during the benefits fairs.

No prior registration is required.

If you believe you qualify for an exemption, pick up a form from any Employer Health Services location. The form must be completed and signed by your personal physician and returned by 5 p.m. on Dec. 7. Previous documentation is no longer valid.

If you obtain a flu shot elsewhere, provide documentation and your records will be updated.

Free flu shots will be given at the following locations and times:

<table>
<thead>
<tr>
<th>Where</th>
<th>When</th>
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<tbody>
<tr>
<td>The Moses H. Cone Memorial Hospital Solarium, Third Floor</td>
<td>Monday-Friday 7 a.m.-4:30 p.m.</td>
</tr>
<tr>
<td>Wesley Long Hospital Employer Health Services</td>
<td>Monday, Wednesday and Friday 7:30 a.m.-4 p.m.</td>
</tr>
<tr>
<td>Women’s Hospital Employer Health Services</td>
<td>Tuesday and Thursday 7:30 a.m.-4 p.m.</td>
</tr>
<tr>
<td>Annie Penn Hospital Employer Health Services</td>
<td>Monday and Wednesday 7:30 a.m.-4:30 p.m.</td>
</tr>
<tr>
<td>Kernersville Employer Health Services Downstairs (Not the Urgent Care Clinic)</td>
<td>Monday-Friday 8 a.m.-5 p.m.</td>
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Take the $3,000 challenge

Do you know an Emergency Department nurse who is looking for a job? Refer him or her to Cone Health and earn $3,000.

Emergency Department nurses are in high demand, and Cone Health wants to have many more ED nurses in place by Dec. 31. Each time you recruit an ED nurse who remains a full-time Cone Health employee for one year, you will receive the $3,000 bonus.

The bonus will be paid in three installments:

- The first $1,000 will be paid after the 31st day of employment.
- Another $1,000 will be paid after six months employment.
- The final $1,000 comes when the new employee marks one year on the job.

Candidates must be registered nurses (BSN graduates are preferred) and must have at least one year of experience in emergency medicine nursing. Registered nurses with associate degrees and two years of ED experience are also included in this recruitment effort.

Employees at the director rank and above as well as members of the Talent Acquisition team are not eligible for the incentive.

To refer a nurse, go to conehealth.com/nursereferralprogram and complete the form.

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 luncheon provides an opportunity for Rice to hear employees’ thoughts and ideas to help Cone Health achieve national leadership in healthcare.

Invited to the Sept. 17 event recognizing Annie Penn Hospital employees were Sandra Settle, RN, Emergency Department; Christy Hall, Manager, Respiratory Therapy; Courtney Keatts, RN, Unit 300; Pam Tate, RN, Intensive Care Unit; Guadalupe Lopez, Food Service Tech, Dietary Services; Donna Coe, Inventory Control Analyst, Materials Management; Aquah King, Admission Services Associate, Admitting; Kathryn Joyce, RN Care Manager, Case Management; and Elisa Haynes, RN, Day Surgery Center.
Wellness calendar features stories
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Becca Jones, Wellness Coordinator, says that choosing the employees to be featured in this year’s calendar was difficult because all of the stories were inspiring.

“The selection committee had a very long and arduous selection process this year,” Jones says. “We’re excited about the 2013 calendar. Our first calendar in 2012 was received so enthusiastically by our employees that we were eager to begin production on the new calendar.”

The 2013 calendar will be mailed to employees’ homes in December.

Featured in the 2013 calendar:

| Claire Bell, Mental Health Technician, Behavioral Health Hospital. |
| Mary Ann Davis, Lead Laundry Technician, Wesley Long Hospital. |
| Willie Donnell, Group Leader, Environmental Services, Moses Cone Hospital. |
| Wayne Fields, Mail Coordinator, Moses Cone Hospital. |
| Tammy Gaydon, Senior Auditor, Corporate Compliance and Audit. |
| Christy Hall, Manager, Respiratory Therapy, Annie Penn Hospital. |
| Sharon Herronen, Clinical Systems Analyst, Cone HealthLink. |
| Chrystal Land, Licensed Clinical Social Worker, Child and Adolescent Services, Behavioral Health Hospital. |
| Kacie Matthews, Inpatient Clinical Dietitian, Wesley Long Hospital. |
| Robert Stallings, Clinical Systems Analyst, Cone HealthLink. |
| Jamie Wagner, Respiratory Therapist, Moses Cone Hospital. |
| Andrea Wilson, Endoscopy Technician, Moses Cone Hospital and Wesley Long Hospital. |

Management news

Lorrie Campbell has been named Director, Sterile Processing, for Cone Health. She joined the Operative Services department in 1998 and recently was named interim assistant director for the department.

Ann Councilman, RN, has been named Director, Orthopedics and General Surgery, Wesley Long Hospital. She most recently served as Assistant Director, Adult Intensive Care Unit and Women’s Unit, at Women’s Hospital.

Marjorie Jenkins has been named Director, Nursing Research. She was most recently Magnet Program Coordinator.

Debbie Caldwell has been named Director, Vascular and Vein Specialists of Greensboro.
Get ready for Go Lives

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As we Go Live, you will have “at-the-elbow” support from more than 500 Super Users, Management Systems teams and consultants from Epic. This assistance will help ensure everyone gets up to speed on Cone HealthLink as soon as possible.

2. Perfection is not the goal. Given the complexities of this system, we expect to have difficulties along the way. Despite our extensive preparation and training, we won’t be able to flip a switch and have everything work perfectly on Nov. 4. In fact, our colleagues at Epic tell us that the changes we implement in real time, after launch, are 10 times more effective than any tweaks we can make beforehand. When the system is live, we will know the ins and outs of how people are using it and what improvements will be most effective. We have seen this work well during many of our previous Go Lives, including those at Women’s Hospital and Annie Penn Hospital. We expect it could take 12 to 18 months to really feel adept and at ease with the new process and workflow. But, as those who have implemented the system elsewhere tell us, the time is well spent. It will mean vast improvements in care and service to our patients.

3. You are the best team in the business. I continue to be amazed and inspired to see how you care for each other and our patients, showing patience and teamwork even in the midst of challenging circumstances. Attitude is everything, and you exhibit that daily. In previous launches, staff came in early and stayed late to assist colleagues. Nurses huddled with each other to provide direction and to collaborate on this new system. Physician office managers rounded with their doctors even on the weekends, just to make sure they felt comfortable with Cone HealthLink. As we all witnessed during our recent People Excellence Celebration, Cone Health is a place with incredible stories of caring every day. Imagine how we will shine as we undertake our largest Cone HealthLink launch ever!

Thank you for all you are doing to help us build “One Patient. One Chart. One Team. One Network.” I look forward to supporting each of you in this work to provide exceptional patient care.

End User training under way

Training is under way for Cone HealthLink end users and will last through Oct. 26. On Nov. 4, Cone HealthLink will go live at Moses Cone Hospital, Wesley Long Hospital, Behavioral Health Hospital and the Cone Health Cancer Centers at Wesley Long Hospital and MedCenter High Point. All employees working at these sites need to receive Cone HealthLink training. If you have not registered for training, please talk with your leader.

Training tips:

- Make a commitment to get trained.
- Practice a lot before Go Live.
- Talk to your leader if you have questions about Cone HealthLink.
- Have a positive attitude and help others embrace the new electronic medical records system.

Service project

Sally Caldwell, RN, Regional Center for Infectious Diseases, led a drive to collect toiletry items to donate to Triad Health Project. While patients treated at the Center have access to a food pantry, they often have trouble buying items such as shampoo, brushes, lotions, nail clippers, deodorant and other personal-care items. Members of the Gate City Civitans as well as staff at the Center collected a supply of toiletries. Here, Caldwell (right) presents the items along with a check to Amy Faw, Clinical Director, Triad Health Project. Donations can be brought to the Regional Center for Infectious Diseases.
Caring Cup competition heats up

This year’s Champions for the Community campaign for the United Ways of Greater Greensboro and Rockingham County is well under way with a goal of raising $640,000 by Oct. 12.

The competition for this year’s Caring Cup is also heating up with nine divisions vying for bragging rights. Last year’s Caring Cup went to the Cone Health Behavioral Health Hospital.

Divisions include Systemwide, The Moses H. Cone Memorial Hospital, Wesley Long Hospital, Women’s Hospital, Annie Penn Hospital, Behavioral Health Hospital, Cone Health Cancer Center, Health Services and the Cone Health Medical Group.

Points will be awarded for the number of donors, the amount of money raised and the best division flag.

Olympic-style flags for each division were presented during opening ceremonies on Sept. 21. Attendees were able to vote on the flag that best represented its division. Flags also were judged on creativity.

Online donation forms are available from the intranet home page. You may print an electronic receipt. Payroll deductions will begin in January for employees choosing that option.

For employees wishing to donate with a paper pledge form, you may obtain a form from your department advocate, a United Way committee member or from the Errand Solutions desk. Return the completed pledge form to any Errand Solutions desk. At Annie Penn Hospital, return paper forms to Stokes Ann Hunt, Director, Community Outreach.

Welcome to our new physician practices

LeBauer HealthCare Neurology joined the Cone Health Medical Group effective Aug. 27. Also joining the Network was LeBauer HealthCare @ Burlington Station on Aug. 20.

Are your hands really clean?

Before you touch that next patient, consider this: You have between 2 and 10 million bacteria between your fingertips and elbow.

In case that fact isn’t yucky enough, what about this one: 23 percent of people don’t wash their hands after using the bathroom.

You will be seeing those facts and many others in the coming months as part of this year’s hand-washing campaign.

Kristy Holt, Director, Respiratory Care, EEG and the Annie Penn Sleep Center, is chairing the MRSA Task Force, the group leading the hand-washing effort.

“This year’s campaign is different because we’re putting some evidence behind the fact that we need to wash our hands,” Holt says. “This will make it more memorable as people attach themselves to these facts.

“In previous years, we concentrated mostly on staff,” Holt adds. “This year we’re expanding our efforts to educate staff and the public.”

Look for campaign materials and more interesting facts near facility entrances, in patient rooms, on mirrors and stall doors in public restrooms, in common areas and in the Intensive Care Units and surgical areas.
Taking Cone Health to the next level

When people talk about our new Cone Health culture, some have asked me “Are we there yet?” In other words: Is our new culture truly in effect throughout our workplace? I say yes! Not because we are done. But I believe the People Excellence Celebrations in late August were the tipping point to lasting, meaningful culture change.

Our culture work will never be finished. We will always need to work on it. However, there is a clear difference now in the way we operate at Cone Health. You recognize it. Patients recognize it. Even visitors and members of our community are talking about it.

What’s next in our culture effort?

Let’s keep up the good work and build on it. That starts with each of us living the Cone Health values and taking personal responsibility for “how we show up.”

I have committed to following our Operating Principles and Practices in all my interactions. I ask you to do the same. Imagine when all 8,600 of us take these small steps together. As our board member Michelle Gethers-Clark says, we will reach “the next level” both as individuals and as a network.

Cone Health also can reach the next level by growing in a smart way. This includes our plans to merge with Alamance Regional Medical Center and to work with Carolinas HealthCare System through a new management services agreement. Both of these efforts will give Cone Health additional resources and expertise to ensure future success and to reach our vision for national leadership.

Our work with Carolinas HealthCare System

Similarly, our management services agreement with Carolinas HealthCare brings many benefits to Cone Health. We will now have access to the expertise and resources of this large system. At the same time, they are eager to learn from us, as we work together jointly to improve healthcare in our region.

Over the next several weeks, you may see teams from Carolinas HealthCare visiting our campuses. They will be helping identify opportunities to better serve patients, improve quality and be as cost effective as possible. While the Carolinas HealthCare team will make recommendations, Cone Health leadership will choose which areas we focus on and when. As we have stressed throughout this process, there will be no layoffs related to this agreement. In fact, many opportunities to reduce costs will come from materials, supplies, purchasing and contract negotiations. We will work together to evaluate all possibilities before making any changes, and we will always keep our Cone Health values at the center of our decisions.

We will keep you updated on all of these exciting steps to improve our Network for Exceptional Care. In the meantime, please continue your outstanding work to care for our patients, each other and our communities.

If you have any questions, please feel free to talk with your supervisors, send me an email or forward your thoughts to comments@conehealth.com.

Alamance Regional Medical Center

As you probably saw in my recent email, we expect the Federal Trade Commission will ask for more information to complete its review of our proposed partnership with Alamance Regional Medical Center. This request is typical in healthcare consolidations across the country. Unfortunately, it delayed our plans to merge on Oct. 1.

We will let you know as soon as we have a new projected date. In the meantime, I continue to look forward to joining with Alamance Regional, and I am confident that we will be able to complete our merger. Our partnership will be an important step in providing the very best healthcare to this region.
**Laser Safety Officer educates staff, physicians**

Advances in healthcare have brought challenges. One of those is how to ensure lasers are used safely within a health network as extensive as Cone Health’s. 

**Chris Dissinger** is taking the lead on that challenge as the Certified Medical Laser Safety Officer.

Dissinger joined Cone Health 19 years ago as a biomedical equipment technician and was serving as a technical analyst for the Biomedical Technology Services department when he was asked to assume responsibilities for laser safety two years ago. Following training, he passed his three-hour exam and was certified.

**Kevin Steward**, Director, Biomedical Technology Services, says that Dissinger has re-energized the laser safety committee and worked to provide an in-house laser safety training program.

Dissinger says the safety of patients as well as employees has been improved as a result of the training program and the removal of unapproved equipment from the network.

There are now 26 lasers in use throughout the network. Some are used in operating room settings, while others are used to manage pain, to treat varicose veins or to enable a faster recovery for stroke patients undergoing rehabilitation.

Dissinger and **Jennifer Zinn**, Clinical Nurse Specialist, have created educational PowerPoints and CBL modules to help employees and physicians learn more about laser safety.

His future plans include expanding laser safety training for nurses, physicians and biomedical technicians from any organization.

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**AHEC team wins national award for technology**

The Educational Technology Services team at Greensboro AHEC received the National AHEC Organization (NAO) Center of Excellence Award for Learning Resources for “Transforming Education Delivery through Online Classes.”

**Karen Zeliff**, Director, **Tripp Minich**, Programmer-System Analyst, and **Karen Phillips**, Graphic Designer, accepted the award at the NAO Conference in San Antonio.

The award highlights the success of the team’s pioneering work in the development and distribution of online education through NC AHEConnect, a national online learning portal. The team began as early as 1998 to develop a technology that would allow them to extend Greensboro AHEC’s expertise and reputation for high quality, affordable continuing education for health professionals into the e-learning arena.

NC AHEConnect currently hosts almost 200 courses with more than 20,000 participants enrolling annually. Many organizations, like the Citizen Soldier Support Program (CSSP), choose to develop customized portals on the AHEC infrastructure. Nearly 14,000 providers from all 50 states have registered for one of the four courses on the CSSP website.

The Sexual Assault Nurse Examiner (SANE) site, [aheconnect.com/sane](https://aheconnect.com/sane), developed in collaboration with Cone Health with Duke Endowment funding, has provided education for almost 10,000 attendees with more than 440 nurses nationwide taking the complete series of 14 courses as a prelude to SANE certification.
Twelve Cone Health employees now have the opportunity to change the world.

That’s the message Chad Brough, Executive Director, Office of Patient Experience, shared with the recipients of this year’s golden tickets as they gathered for the Pay-It-Forward kickoff breakfast.

The $1,000 tickets were placed in the goodie bags distributed randomly at the recent People Excellence Celebration at the Greensboro Coliseum. Following the golden ticket concept that was the basis for the movie "Willie Wonka & the Chocolate Factory," the funding will be used in pay-it-forward projects to benefit the community.

The recipients will choose their own projects, based on the Cone Health Values: Caring for Our Patients, Caring for Each Other and Caring for Our Communities.

During the breakfast, participants shared heartfelt ideas that were related to their own life experiences and personal commitments to service. Ideas discussed ranged from assisting school children in creative ways to enhancing disaster services to supporting cancer patients.

Brough explained that while the recipients individually received golden tickets, they can enroll Cone Health leadership and staff so that many more of their co-workers can participate in the projects.

“The more people we can involve, the more impact we can have,” Brough told the group.

While some may choose to simply donate the money to an organization, others are likely to use the $1,000 as seed money for a project that could involve hundreds of volunteers contributing money or sweat equity into something that would make a profound difference in the community.

Each of the recipients will work with a project champion to help them as needed during the next six months.

“It can be as simple or complex as you want to make it,” said Susan Shumaker, President, Cone Health Community Health Foundation. “Think about what you’re really passionate about.”

As the projects get under way, codeU and Code VU will feature stories about the efforts.

Golden Ticket recipients include (front row, from left) Bev Paddock, Registered Dietitian and Certified Diabetes Educator, Nutrition and Diabetes Management Center; Lolita Henley, RN Clinical Documentation Specialist, Health Information Management, Wesley Long Hospital; Meg Clark, Equipment Technician, Portable Equipment Team, Wesley Long Hospital; Pauline Dancy, Nurse Tech/Nursing Secretary, Orthopedics, Wesley Long Hospital; (back row, from left) John Hansen, Credentialed Trainer, EPIC Operations, Management Systems; Beth Creamer, Medical Technologist, Blood Bank, Wesley Long Hospital; Cicely Alston, RN Care Coordinator, Unit 300, Annie Penn Hospital; Barbara Smith, RN, Labor and Delivery, Women’s Hospital; Donna Overbey, Secretary, Behavioral Health Center at Greensboro, and Donna Beck, Patient Accounting Representative, Patient Accounting. Not pictured: Roy Lynch, Environmental Service Tech, Environmental Services, The Moses H. Cone Memorial Hospital; and Teresa Staton, RN, IV Team, Moses Cone Hospital.
2012 People Excellence Celebration

“Loved it. It was inspirational. Really loved all the positive energy. If we take the energy we had here and put it into our patient care, we will be a phenomenal healthcare system.”

– Beverly Daly,
  Assistant Director, Perinatal Education, Women’s Hospital

“It’s really great to see the culture change taking effect. You’d be blind not to see it. One of the things that hit home the most for me was seeing the testimonials of our Cone Health Values in action. Things like this get people inspired and make them want to get involved.”

– Rodney C. Cox,
  Cath Lab Supervisor, Invasive Cardiovascular Services, Moses Cone Hospital

“I appreciate that Tim Rice recognized the volunteers during the ceremony. I was very impressed that this was done because this group does so much for our health system. I also thought the thank-you card was a clever idea and really put our Operating Principles and Practices into perspective.”

– Amy Postel,
  Administrative Assistant, Nursing Administration, Wesley Long Hospital

“It’s inspiring to have team spirit like this and to be re-inspired as to why we do what we do each day.”

– Laurie Hunt,
  Manager, Respiratory Care, MedCenter High Point and Wesley Long Hospital

“I thought it was great. Maybe I’m just a visual person, but this really helped me understand the bigger picture — where we are, what we are successful in and where we’re going to go.”

– Mary Ann Joseph,
  RN, Lactation Consultant, Women’s Hospital

“This one was about the employees. I attended the one in December, and it was hard for managers to convey what People Excellence was all about. This was exciting because all employees had the opportunity to share that same sense of team.”

– Anthony Rucker,
  Director, Nutritional and Environmental Services, Women’s Hospital
“What an amazing celebration of our team! I was blown away by all the stories of compassion and generosity shown to our patients, our community and our colleagues. We truly are a family.”

— Chaise Camp,
Senior Patient Experience Manager, Moses Cone Hospital

“I truly enjoyed the symposium; it was awesome. I found it to be invigorating and exciting. I also walked away inspired to do more and be more. I’m proud to be a part of an organization with such wonderful values.”

— Ann Marie Guibault,
Administrative Assistant, Nursing Administration,
Moses Cone Hospital

“I left the People Excellence Celebration feeling renewed and recharged! Listening to Michelle Gethers-Clark gave me a spark, which led to a fire. I felt I had to come back to my unit to see how I could ignite everyone else!”

— Patricia Williams,
RN, Department 5500-Medical/Telemetry,
Moses Cone Hospital

“I thought it was the best thing ever because it made me appreciate my co-workers across the entire network who I don’t get to see every day. I have a newfound respect for Cone Health as a whole.”

— Sonia Bell-Spivey,
Secretary, Executive Office, Cone Health Cancer Center

“I thought it was outstanding. When a system gets so large, that is a good way to bring everyone together as one.”

— Janice Jeffries,
Coordinator, Human Resources, Annie Penn Hospital

“Loved the inspiring stories. Those were the focus for me. They made me feel like there is a real change in our culture.”

— Patricia Wright,
Chaplain, Department for Spiritual Care and Wholeness,
Annie Penn Hospital
Nearly 7,000 Cone Health employees, physicians and volunteers attended the first People Excellence Celebration held Aug. 28-30 at the Greensboro Coliseum.

Among those attending were 18 Montagnard employees who were seated in a private box so the conversations occurring on stage could be translated into their familiar Rhade dialect.

Did you recognize the dancer who came down out of the audience to help rev up the crowd? The guy who had dance moves that made plenty of people jealous was none other than Bruce Barton, Senior Development Manager, Cone Health Medical Group. His onstage performance was impromptu on Tuesday, but he was so popular with the crowd that he returned on Wednesday and Thursday mornings to share his Soul Train-inspired dancing.

Keynote speaker Michelle Gethers-Clark had another big event going on at the same time she was addressing the crowd on the importance of diversity, maintaining a positive attitude and moving your career to “The Next Level.” Her new book – The Next Level: Breakthrough Performance Anchored by Faith – was being delivered. The book is available in the hospital gift stores and is also available in paperback and as an e-book from online retailers Amazon, Barnes & Noble and Books-a-Million.

Sixty-four employees and leaders from Alamance Regional Medical Center attended several of the sessions via the “Party Bus.” Riders were treated to a tailgating experience complete with crazy hats, Hawaiian leis, snacks, campus tours and trivia. During one of the sessions, Preston Hammock, Chief Operating Officer for Alamance Regional, went onstage for some dancing, while his staff shot pictures and forwarded them back to fellow employees.

While this networkwide celebration was a first for Cone Health, it was among the first celebrations of its type for a large health system in the nation. Only a few health systems in the United States have attempted to hold a similar all-staff event.

Yes. That was actually Terry Akin belting out “Mustang Sally” during one of the celebrations. There is no lip syncing for our President and Chief Operating Officer.

Each attendee was asked to consider committing to one new way to live out the Cone Health Values and Operating Principles and Practices.

What is your commitment?
Heart Failure Clinic seeks to reduce patient readmissions

Cone Health’s Advanced Heart Failure Clinic wants to help patients understand that a diagnosis of heart failure doesn’t mean they are out of options. There is a lot they can do to live longer, improve their quality of life and avoid unnecessary hospitalizations.

Anita Sherer, RN, Clinical Nurse Specialist, is excited about the opening of the Advanced Heart Failure Clinic in the Heart and Vascular Center at The Moses H. Cone Memorial Hospital.

“Heart failure is a complex problem to treat, and the number of heart failure patients just keeps growing,” Sherer says. “Over the past few decades, we have made great strides in the care of heart attack patients, but we have not been as successful in preventing and treating heart failure.”

The Clinic’s efforts are aimed at managing patients effectively to improve quality of life, lower readmission rates and identify patients who may be candidates for transplantation or mechanical heart support.

The Advanced Heart Failure Clinic is directed by Daniel Bensimhon, MD, a LeBauer HeartCare cardiologist. He works closely with a multidisciplinary team composed of nurse practitioner Amy Clegg, physician assistant Nicki Bradley, Sherer and a team of pharmacists, a dietitian, case manager and social worker.

“We all come together to treat each patient’s individual needs,” Sherer says.

When a patient is initially hospitalized, the team does inpatient rounding, adjusting medical therapies and interventions, and helping to educate the patient about what he or she can do to prevent returning to the hospital. Techniques patients can use include taking their prescribed medication, monitoring their weight and sodium intake, and being conscious of warning signs of worsening heart failure. A change in how they feel should prompt a call to the team, which can respond with appropriate care to prevent an unnecessary readmission.

The Clinic will follow these patients closely on an outpatient basis. “The Clinic sees patients who have very complex issues related to heart failure and who need close monitoring and careful follow-up,” Sherer says.

To refer patients to the clinic as outpatients or to request an inpatient consultation, call 832-9292.
For Joanna Saporito, Licensed Clinical Social Worker, MedLink Care Management, the Cone Health value of Caring for Our Patients took on an entirely new meaning recently when her 6-year-old daughter was hospitalized. “Everyone provided phenomenally exceptional care,” Saporito says, “from the nurses, to the people who brought her food trays, to the radiology staff. Everyone was focused on doing anything they could do to make her stay more comfortable and more pleasant.”

Saporito’s daughter Emma was admitted through the Emergency Department at MedCenter High Point for a fecal impaction. “Steven Mabe, RN, brought her a teddy bear and was very calming and soothing. He answered our questions, and he got her pain medication. He stayed an hour after his shift to help the new nurse transition.”

CareLink transported Emma and Saporito to The Moses H. Cone Memorial Hospital, and Saporito also praised their efforts. “She was very nervous, but they were engaged with her and me.”

When they checked in, Saporito said the nurses were very attentive to Emma as well as her parents. “They had to place a nasogastric (NG) tube down her throat, and they gave her something to relieve her anxiety. But they had also blown up gloves and drawn faces on them, engaging her and entertaining her,” she says.

Emma was hospitalized for five days, and every morning when she awakened, she had a gift waiting for her from the nursing staff – a blanket, a Care Bear. “It was little, subtle touches that made all the difference in the world,” Saporito says, adding that Donna Weed, RN, Department 6100-Pediatrics, came to visit Emma on her day off in addition to leaving the gifts for the child.

On one occasion, Saporito remarked to the nurses that she could not imagine how they could do what they do every day. “Both of them said to me that it didn’t bother them one bit because they knew my daughter was getting better. This is the part of the job we love, they said, because this is what we need to do to get her where she needs to be.

“The whole experience was very traumatic for Emma, but so much less so because of everyone involved,” Saporito says. “I truly believe that every patient is treated that way, because I could hear the compassion in the voices of everyone involved in Emma’s care.”

Mother sees Cone Health’s values shine

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Through the Lens

A new photography exhibit in the lobby of the Cone Health Cancer Center features the work of 18 individuals whose lives have been touched by cancer. The group gathered weekly for six weeks to learn how the camera could tell their stories. The project is co-sponsored by the Cone Health Cancer Center and the Hirsch Wellness Network, which offers free healing arts and wellness programs to cancer survivors, patients in treatment and caregivers. Each photograph is mounted with a written sentiment expressed by the photographer.

Have you watched Code VU this month?
Thank you to this year’s sponsors of the 20th Women’s Only 5K Walk & Run

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DON’T FORGET: The Women’s Only begins at 8:15 a.m. Oct. 6 with the Girls’ Only Walk & Run. Jazzercise for women starts at 8:30 with the race beginning at 9:30. For more information, go to womensonlyrun.com.
Employee award winners recognized

Employee of the Month and Exceptional People awards recognize employees who go above and beyond their normal job requirements and represent the Cone Health Values: Caring for Our Patients, Caring for Each Other and Caring for Our Communities.

The Moses H. Cone Memorial Hospital

Employee of the Month

Frances Nichols
Chief Vascular Sonographer, Vascular Laboratory
Nominated by: Jennifer Eaves, Assistant Director, Non-Invasive Cardiology Services

Frances Nichols helped a woman en route to Greensboro receive care for a deep vein thrombosis (DVT). A woman was traveling to Greensboro from New York to attend a graduation ceremony when she received a call from her physician saying that the test she had the day before was positive for a DVT. She was midway between her home and destination, so she chose to come to Cone Health after talking to Nichols. Nichols told her how to get to the hospital, called the woman's physician to get her report and told her what she needed to do, including coming to the Emergency Department to get the appropriate injection. Nichols also instructed her to see the vascular tech early the next morning. The patient went to the Emergency Department, met the vascular tech, had her study done and received the appropriate medication needed to take care of the DVT. She was able to attend graduation and returned safely back to New York to see her physician. “She kept her calm and gave her valuable information to help her receive the best treatment possible,” writes Eaves. “This is one of many examples of how Frances cares for our ‘future’ patients, cares for our staff and cares for the community (and even outlying communities extending all the way to New York). She truly is an exceptional employee.”

EXCEPTIONAL PEOPLE

Dina Neal, RN, Department 2000-Heart Unit
Alice Smithy, Nurse Tech, Department 2000-Heart Unit
Calvin Snipes, Materials Associate, Materials Management
Marisha Steps, Nurse Tech, Department 2000-Heart Unit
Chris Stone, Physical Therapy Clinical Specialist, Rehabilitation Department
Samantha Worley, Clinical Nutritionist, Nutrition Services

Wesley Long Hospital

Employee of the Month

Reginald Martin, Transporter, Radiology
Nominated by: Debbie Carter, Manager, Endoscopy Services; Clarissa Staten, RN Care Coordinator, General Surgery; and Gwen Daye, Nursing Tech, Cone Health Wound Care and Hyperbaric Center

An 83-year-old patient was talking with Reginald “Reggie” Martin and confided that he didn’t have anyone to bring him to the hospital the following week for his endoscopy appointment. So on his day off, Martin drove to Jamestown to pick up the patient and then waited during the procedure so he could drive the patient home. On another occasion, Martin learned that several patients did not get their newspapers, so he purchased papers for the patients.

EXCEPTIONAL PEOPLE

Brenna Dunlap, Nursing Tech, Intensive Care Unit Step-Down
John-Eric Manuel, Caterer, Dietary Services
Fonda Prioleau, RN, 5 East Medical Unit

Women’s Hospital

EXCEPTIONAL PEOPLE

Linda Burger, CRNA, Nurse Anesthetist, Anesthesiology
Katherine Forsell, RN, Birthing Suites
Natalie Frazier, Certified Nurse Midwife, OB/GYN Medicine
Brenda Lee, RN, Mother/Baby
Katherine McGee, RN, Women’s Nursing Unit
Annette Millner, RN, Antenatal Unit
Tanya Stalling, Administrative Coordinator, Nursing Administration
What winners say

“Cone Health has given me the opportunity to gain invaluable experience in the mental health field. I have enjoyed working with the patients so much that I have decided to go back and get my master’s degree in counseling. Cone Health has helped me define my career path, which I am ever grateful for.”

– Kristin Cheshire

“I enjoy being a team player and supporting my co-workers in peri-operative patient care.”

– Ruth Ward

“Cone Health allows me to do a job I love and make a difference. I feel if I can make a positive difference in someone’s life every day, I have had a great day.”

– Frances Nichols

“Best job I’ve ever had.”

– Reggie Martin
Sleep Disorders Center earns accreditations

The Cone Health Sleep Disorders Center has been newly accredited by the American Academy of Sleep Medicine (AASM) for Out of Center Sleep Testing.

Eligible patients are able to take home a portable device that records the essential information needed to diagnose common sleep disorders.

The Cone Health Sleep Disorders Center also received overall reaccreditation for five years. To earn an accreditation, sleep medicine providers must display and maintain proficiency in testing procedures and policies, patient safety and follow-up, and physician and staff training.

Walk with Me continues

Judy Schanel, President, The Moses H. Cone Memorial Hospital, will continue her “Walk with Me. Talk with Me” program at 7:30 a.m. on Oct. 5 and Oct. 19. The walks provide an opportunity for employees to have casual conversations with Schanel and the hospital leadership team while getting in a brisk walk. Walkers meet in the hospital’s Atrium by Subway.

Environmental Services team steps into role of patients

Members of the Environmental Services team at The Moses H. Cone Memorial Hospital, Wesley Long Hospital and Annie Penn Hospital recently learned the challenges of patients who are experiencing issues with dexterity, vision and hearing during a series of CARES classes. Employees donned heavy gloves, Vaseline-smereared goggles and ear plugs to become more empathetic to these patients’ needs.

There are two training modules to the CARES training – Empathy Awareness and Responding with Care. Carol Lambert, Service Excellence Manager, Support Services, says the training builds awareness of the patient experience and uses that awareness to better anticipate and meet the needs of patients.

Taking the LEAD demonstrates Cone Health Values

Emergency Department staff at The Moses H. Cone Memorial Hospital recently provided excellent service recovery to a local family, according to Greg Berney, Senior Manager, Patient Experience.

A mother and her two children came to the ED during a weekend after having been exposed to a bat. They wanted rabies vaccines, but because of the mother’s immune disorder, it was uncertain if she could receive the vaccine. She was asked to come back on Monday.

When Stacey Toben, Assistant Director, began her rounds on Monday, she encountered the mother, who was unhappy because she had learned she would incur another ED charge. “The mother felt like this really should have been taken care of over the weekend,” Toben said. Using the new Take the Lead model, Toben quickly apologized to the family for their experience. She then worked with the Office of Patient Experience and Patient Accounting to ensure the family would not be charged another co-pay.

Toben says the mother was really impressed with the response. “Our patients want to know that we value their time and will respond quickly to their concerns.”

Listen

What is the customer feeling?
What is their concern?

Empathize.

“I want to make sure I understand. You are frustrated that you’ve had a wait, is that correct?”
“It sounds like it is frustrating not getting an answer…”

Apologize and acknowledge the concern.

“I’m so sorry this has happened…”
“I apologize that you’ve had to wait so long.”

Do something yourself, direct to person who can recover, and do the follow-up.

“I can take care of this for you.”
“I’ll need the director’s assistance in fixing this. May I call her now?”
Inpatient Percentile Rankings
These Press Ganey scores reflect the percentile rankings for Patient Perception of Care.
Leadership Academy recognizes 19 graduates

Nineteen Cone Health employees have successfully completed the Leadership Academy sponsored by Organizational Development. The Academy is designed to provide leadership training for newly employed leaders as well as newly promoted leaders. These graduates complete a rigorous curriculum over a nine-month time frame designed to give them practical skills to lead successfully in Cone Health’s new culture.

Graduates include: Anita Badgett, Training Specialist, Organizational Development; Brandon Bennett, Executive Director, Operative Services, The Moses H. Cone Memorial Hospital; David Bundy, Supervisor, Security Services; Allison Causey, RN, Assistant Director, Intensive Care Unit/Step-Down, Wesley Long Hospital; Pam Clay, RN, Assistant Director, Emergency Department, Moses Cone Hospital; Kim Councilman, Supervisor, Cardiac Cath Lab, Moses Cone Hospital; Teresa Crabtree, RN, Assistant Director, Urgent Care Center; Beverly Daly, RN, Assistant Director, Perinatal Education, Women’s Hospital; Kim Davis, CT Tech Supervisor, Moses Cone Hospital; Tiffany Hunter, Supervisor, Cardiac Cath Lab, Moses Cone Hospital; Devon Lofters, RN, Assistant Director, Department 3100-Neuro Intensive Care Unit; Phil Lotti, Director, LeBauer HeartCare; Monette Mabolo, RN, Director, Department 4700-Congestive Heart Failure/Telemetry; Tammy Mebane, RN, Department 3700-Cardiac Progressive Care Unit; John Miller, Chief Investment Officer/Treasurer; James Mundy, Coordinator, IV Admixture, Moses Cone Hospital; Steve Neorr, Vice President and Executive Director, Triad HealthCare Network; Wanda Ramer, Supervisor, Radiation Therapy and Dosimetry, Radiation Oncology, Cone Health Cancer Center; and Jordan Roszhart, Recovery Audit Contractor Coordinator, Health Information Management.

Focus on Fitness

Weight Watchers classes

Cone Health offers onsite Weight Watchers classes for the convenience of employees.

Classes meet:
- The Moses H. Cone Memorial Hospital – every Wednesday at noon.
- Wesley Long Hospital – every Thursday at noon.
- Women’s Hospital – every Wednesday at 12:15 p.m.
- Annie Penn Hospital – every Tuesday at noon.

The normal corporate rate for Weight Watchers is $39.95 per month, but Cone Health offers a 25 percent discount to employees and covered dependents for the first three months, bringing the cost to $29.96 per month. Plus, if you attend at least 80 percent of the meetings over a three-month period, you will be reimbursed 25 percent of your cost.

In addition, if you meet your 5 percent weight loss goal within three months, Cone Health will reimburse you an additional 25 percent of your cost.

This pricing applies to any meeting location, so if you would prefer to attend one of the meetings in the community, the same benefits apply.

For more information, contact Becca Jones at 832-2590 or becca.jones@conehealth.com.

Check out MoCoRobics

MoCoRobics is a fun, low-impact aerobics class that includes cardiovascular training for your heart and lungs combined with lower body toning and abdominal exercises. Participants are encouraged to listen to their bodies and modify the routine as needed.

Taught by Carol Harris, RN, this class is offered from 5:15 to 6:15 p.m. every Monday and Wednesday at the Green Valley Medical Center, 719 Green Valley Road.

Reminder

If you participated in this year’s Greensboro Running School to train for the Women’s Only 5K Walk & Run, submit your receipt for a $50 reimbursement by Nov. 1. Scan the receipt and email it to becca.jones@conehealth.com or fax it to 832-8527.