Teamwork pays off as Cone HealthLink goes live

The months of preparation and hours of training paid off as Cone HealthLink went live on Nov. 4 at The Moses H. Cone Memorial Hospital, Wesley Long Hospital, the Behavioral Health Hospital and Cone Health Cancer Center.

“I don’t think that we could have asked for a better response from our staff,” says Chad Grose, RN, Assistant Director, Emergency Department, Moses Cone Hospital. “I was here the night of Go Live, and all of our staff did a great job adjusting to the new system, making it a very easy transition. Monday would have been a busy day no matter what system we were using, but our staff took it in stride, not missing a beat. Our response makes me proud to be a member of the Moses Cone Hospital ED team.”

The Cone Health value of Caring for Each Other was evident as leaders, Super Users and co-workers helped each other adjust to the new electronic medical record system.

“In my role as a Super User this week, I saw a nurse tech Super User assisting a fellow nurse tech document vital signs,” says Eva Hyde, Clinical Nurse Specialist, Moses Cone Hospital. “She was very calm, patient and caring as she reviewed the process with her co-worker. Later that day, the nurse tech who had been taught was documenting again and exclaimed, ‘I can do it!’ Staff has commented that they really feel supported during this transition.”

For pharmacists, Cone HealthLink earned a big thumbs up. “Cone HealthLink is great for the pharmacy,” says Megan Tripp, Pharmacy Tech, Wesley Long Hospital. “It’s easier to use, and I feel we are more efficient.”

Brittany Napier, RN, Intensive Care Unit, Wesley Long Hospital, is a recent graduate of the University of North Carolina and a relatively new employee at Cone Health. She says she is quickly adjusting to Cone HealthLink. “It asks for a bit more information, but learning how to use it is coming along. I also like how all the information that I need is in one system on one screen. That’s very convenient,” she says.

Bob Hamilton, Director, Department for Spiritual Care and Wholeness, worked in the Command Center at Moses Cone Hospital during Go Live as a Zone Leader. “While I know there have been issues, it has been impressive to me to see the tremendous spirit of camaraderie among all staff and our Epic team to make this successful,” Hamilton says. “The support from the Lanyards, both our local folks and those who have come in to help, has been exceptional. Our Cone HealthLink staff needs to be commended for all their hard work. It is an honor to work with such committed and caring colleagues.”

Julie Rakestraw, Employee Performance Manager, Human Resources, echoes Hamilton’s comments. “As a Zone Leader on the first day of Go Live, I was amazed and inspired by the exceptional teamwork of our employees! The professionalism and Caring for Each Other makes me so proud to be a part of this exciting time at Cone Health,” she says.

More about the November Go Live on pages 9-11.
End-of-the-year reminders

• Check your Benefits Confirmation statement for accuracy. Benefit-eligible employees should have received notification that their Benefits Confirmation statement, showing 2013 benefit enrollments, was posted in Lawson HR the third week in November. Changes will be accepted through 5 p.m. on Friday, Dec. 7. To make changes, print the form, mark the changes and submit it to your Human Resources office. This is the last opportunity to make benefit changes.

• For those with healthcare coverage through Cone Health, remember, your 2011 biometric screening values will be used for the 2013 discount. If you were not screened in 2011 or would like to be re-screened because you believe your results have changed, you can schedule a screening with Employee Health Services before Dec. 31. You must also complete the online Health Risk Assessment. To review your 2011 biometric screening values, visit the Cone Health homepage. On the right hand side under Wellness, click on “View your Wellness Results.” Sign in with your employee number and last four digits of your Social Security number.

• If you added Short-Term Disability or added or increased your Supplemental Life Insurance or Dependent Life Insurance for your spouse during the 2013 enrollment, you must complete an Evidence of Insurability form for Lincoln Financial. You may find this form in Lawson HR>Benefits>Lincoln EOI. This form should be completed and mailed directly to Lincoln Financial. Even though the enrollment is listed on your Benefits Confirmation Statement, you will not have the new coverage or deductions until Lincoln Financial approves your application.

• For those in the Choice Healthcare plan, remember that free primary care office visits are available in 2013 by choosing a primary care physician from the list of Triad HealthCare Network (THN) primary care physicians and completing a designation form. To find the list of physicians and the designation form, visit the Cone Health homepage>Departments>Human Resources>Benefits>2013 Benefits and look for THN at the bottom of the page.

• You should not discard your Benny card. Benny cards are used from year-to-year and will be replaced only when they expire, just like other credit cards.

• You can spend any remaining healthcare spending account money on eligible expenses through March 16, 2013, and you can file for reimbursement for these expenses through June 14, 2013.

• New medical cards will be mailed in mid- to late December. If you have not received a new card by Jan. 3, 2013, call the Benefits Service Center at 832-8777.

Quit smoking

The Healthy Lifestyle Premium discount rules require that you and your covered dependents not use tobacco in order to keep the discount. You can still qualify for the discount by participating in an approved tobacco cessation program:

- **Quit Smart** is a free tobacco cessation group therapy program for employees and/or covered dependents. The next class begins in January. To enroll, contact Becca Jones in Greensboro at 832-2590 or Diane Coad in Reidsville at 951-4509.

- **Individual counseling for tobacco cessation** is a free program for employees and/or dependents on the health plan. Offered at all Cone Health Outpatient Pharmacies, the counseling is open throughout the year. To enroll, contact Elizabeth McElreath at 832-6279.

Tuition reimbursement policy changes

The tuition reimbursement process continues to be online and may be accessed from the intranet homepage>Resources>SharePoint>HR>Tuition Reimbursement.

Beginning in January, applicants will have 30 days instead of 45 days to turn in their grades and receipts. Participants may scan and attach these documents to their online application. Participants should check online during the semester to monitor the status of their application and the approval process.

This program currently supports more than 300 employees who are enrolled in school.
United Way nears goal; Annie Penn Hospital wins Caring Cup

Even though the official campaign is over, you can still make a donation to United Way to help push Cone Health over its goal to raise $640,000.

Karen Resh, Director, Emergency Department, MedCenter High Point, and chairwoman of this year’s campaign, expects to meet the goal before the end of the year. At press time, the campaign had raised $557,820.23, which is 87.16 percent of the goal.

“We’ll still be getting some donations through the end of the year,” Resh says. “In many cases, physicians choose to donate at year-end.”

Resh says she is very happy with this year’s campaign, which was compressed into just three weeks because of other major projects under way at Cone Health. The scaled-back campaign launched with a letter to employees’ homes asking them to consider making a donation to United Way.

“We got good feedback about how easy this year’s campaign was,” she says. “This was the first year that Annie Penn Hospital was part of our campaign, and it was also the first time the Cone Health Cancer Center had its own division.”

Annie Penn Hospital won the Caring Cup competition by exceeding its collection goal, having the highest percentage of employees contributing and winning the “Most Creative Flag” honors during the United Way Opening Ceremony.

The Cancer Center also earned kudos for raising $22,312.60 against its goal of $14,000.

Employees who wish to pledge or contribute additional money to the United Way campaign may do so electronically by going to the intranet homepage>Resources>United Way Donations. Paper forms are available on the S drive>Public>United Way>2012 Campaign>Cone Health United Way Pledge Form.

Sign of the season

A United Way campaign is never truly over until Mickey Foster, President, Annie Penn Hospital, follows through on his annual promise to employees to do something outlandish if they meet their goal. There was no pig kissing this year, but Foster did dress up as Lady Liberty and carried an Olympic torch down Main Street in Reidsville. The children from Woodmont Child Development Center joined Foster to sing “We Are the Champions” in keeping with this year’s theme – Champions for the Community.

Code U Online

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

• Protect yourself as you travel, shop during holidays.
• You may still qualify for the Healthy Lifestyle Premium.
• Missions of Mercy Dental clinic provides care for needy.
• Subway opens at Wesley Long Hospital.
• Cone Health sponsors Free to Breathe event.
Sustaining the troops

It took a lot of brain power and energy to sustain the Go Live effort.

Monette Mabolo, Director, Department 4700-Congestive Heart Failure/Telemetry, led a team to keep employees fueled up and running strong by providing food and snacks to clinical areas at The Moses H. Cone Memorial Hospital.

During the first week of Go Live, she and her team distributed 10,080 doughnuts. In the interest of maintaining a balanced diet, they also provided 9,152 pieces of fruit.

On the Wesley Long Hospital campus, Sue Ellen Grounds, RN, Palliative Care, was grateful for the food. “It has been really nice not to have to worry about food during Go Live. I appreciate Cone Health taking care of its employees by providing lunches and dinners,” Grounds says.

Kim Mansfield, Nurse Tech, 3W, Wesley Long Hospital, provided breakfast to her team every morning. “I just love to cook and enjoy working with this exceptional team,” she says.

Snacking during Go Live

During the first week of Go Live, employees at Moses Cone Hospital snacked on a variety of food.
- Total fruit distributed: 9,152 apples and oranges.
- Total healthy snacks (granola bars, trail mix, Nutri-Grain bars): 22,640.
- Total pizza distributed on Nov. 7: 496 pizzas (lunch), 192 pizzas (dinner).
- Total doughnuts distributed: 840 dozen (10,080 doughnuts).
- Total amount of candy: 1,500 pieces.

Saying thanks

Myrtle Rapp (center), Radiology Manager, Wesley Long Hospital, coordinated food and snack distribution to employees involved in the Go Live. Employees signed a poster expressing their appreciation for her efforts. Pictured with Rapp are Bryan Allen, Marketing Manager, and Annette Smith, Vice President, Nursing/Patient Services.

Our Mission

We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.
Tips and Tricks may answer your questions

Got a question about using Cone HealthLink? Help is only a mouse click away.

Rob Smith, Training Director, Cone HealthLink, is understandably proud of the online support system that is helping users access Tips and Tricks to make their jobs easier.

“The Tips and Tricks files are searchable, so if you’re looking for files that contain all the tips related to MRSA, you can just type that in and it will find all the files,” Smith says.

Each file contains step-by-step instructions along with screen captures on how to complete the needed task. These tip sheets were created by what Smith calls “the awesome training team” – including 14 principal trainers – as needs were identified.

The online files also contain Workflow Bulletins and workaround instructions, which are issued when employees need additional information about a new workflow or when something is not working correctly in Cone HealthLink. For example, there was a problem during the July Go Live because nut allergies were not being properly documented. A workaround was developed, and employees received instructions through the bulletin.

Training for Cone HealthLink

Smith says training on Cone HealthLink will be ongoing. He has scheduled 33 training cycles through December 2013, which are tied to new employee orientations.

“For example, we hire a nurse. Depending on what type of nurse she is, the training will be different. There are totally different training modules if she is an endo nurse or an emergency department nurse,” Smith says.

New employees will train on Cone HealthLink following their general orientation. Smith says he has discovered that less training is needed now that Cone HealthLink is live across the network. “Originally, nurses received 16 hours of training, but now that they’re using it all the time, they are experts. I’ve been able to shorten the training time to eight hours because there are experts on the floors,” Smith says. “And we’ve still got 800 Super Users who are providing help.”

Physician training

Another training program that Smith plans to use this year is Doc2Doc. “We’re asking doctors to take a leading role in training their peers and to teach at their service meetings,” Smith says. “Doctors like hearing from other doctors. They show each other tips they have learned.

“We have more than 100 doctors who are Super Users,” says Smith, who adds that the physicians have been fully engaged because “they want to provide great patient care.”

“Overall, I am so impressed with our physicians and our employees,” he says. “Everyone has come to training with great attitudes, they are active learners and they practiced before Go Live. That’s why things went so smoothly.”

To access Tips and Tricks and other helpful information about Cone HealthLink – including a folder with tips for physicians – go to the intranet home page and select Resources>Cone HealthLink. This database is searchable.

Need some help?

Sterile Processing department opens in North Tower

While the North Tower at The Moses H. Cone Memorial Hospital is still about seven months away from opening, the Sterile Processing department has already moved in and is operating in the facility.

Lorrie Campbell, Director, Sterile Processing, says the new location and additional space was needed because of the increased volume of instruments that are needed and reprocessed for patient care. “We will be able to provide more efficient services for reprocessing medical instruments that are used in our surgical and procedural areas as well as in other departments in our facilities,” she says.

New equipment, including high-capacity sterilizers, has been installed to decontaminate used instruments, she says.
Cone Health employees will have an opportunity to participate in six Pay It Forward projects to benefit our communities.

Twelve employees won Golden Tickets worth $1,000 each at the People Excellence Celebrations. The money can be used to fund projects, all of which are based on the Cone Health Values: Caring for Our Patients, Caring for Each Other and Caring for Our Communities.

Six of the projects will be “grown” through gifts from other employees or the public so that the impact will exceed that of the initial $1,000. Those projects include:

**Funding holiday dinners for needy patients at Cone Health Cancer Center.** The project is the brainchild of Pauline Dancy, Nurse Tech/Nursing Secretary, Orthopedics, Wesley Long Hospital.

**Upgrading the security system at Clara House and providing used cell phones to victims of domestic violence.** This project is being developed by Lolita Henley, Clinical Documentation Specialist, Health Information Management, Wesley Long Hospital. Clara House is a domestic violence shelter in Greensboro that provides services to women and children.

**Providing an emergency fund to support needy patients with sickle cell disease.** The project is being developed by Roy Lynch, Environmental Service Tech, Environmental Services, The Moses H. Cone Memorial Hospital, for patients at the Cone Health Sickle Cell Center.

**Funding research on the impact of using karaoke music with patients at the Behavioral Health Hospital.** Donna Overbey, Secretary, Behavioral Health Center at Greensboro, is developing this program, which will also expand the selection of karaoke music available for patients.

**Establishing a program to provide diabetes education and counseling for people who cannot afford co-pays or do not have health insurance, and to support scholarships for Guilford County children to attend Diabetes Camp at Camp Carolina Trails in King.** The project is being developed by Bev Paddock, Registered Dietitian and Certified Diabetes Educator, Nutrition and Diabetes Management Center.

To make a donation to help the Pay It Forward projects grow, go to conehealth.com/payitforward.
Thank you

We are sincerely delighted about the contribution of your “pay it forward” award that Meg Clark received that will be given to our school - Bethany Elementary.

Bethany Elementary will be using these funds to support the important transition of our school into the Common Core curriculum. Because 21st century skills, which include literacy development, are so vital in ensuring that students are globally competitive, we will purchase classroom leveled books and various instructional materials needed to further our children’s 21st century education.

There are times that we lack the necessary funds to provide a larger variety of enriching materials our classrooms need, and with generous institutions like you, we can now provide these much needed materials to our students.

Again, thank you for your generosity for ensuring that our future generation has what they need to be successful!

— Elizabeth Lynch, Principal

Creating an emergency assistance fund for employees at Women’s Hospital. Barbara Smith, RN, Labor and Delivery, Women’s Hospital, is using the $1,000 as seed money for this pilot project.

The remaining six projects and their champions include:

- The Rolling Ridge Riding Program in Rockingham County – Cicely Alston, RN Care Coordinator, Unit 300, Annie Penn Hospital (see related picture).
- A food backpack program for three children and books for the media center at Liberty Drive Elementary School in Thomasville – Donna Beck, Patient Accounting Representative, Patient Accounting.
- Reading materials for students at Bethany Elementary School – Meg Clark, Equipment Technician, Portable Equipment Team, Wesley Long Hospital (see related thank-you note).
- Scholarships for at-risk girls from Guilford County to attend a Girl Scout summer camp – Beth Creamer, Medical Technologist, Blood Bank, Wesley Long Hospital.
- Improvements at the Boys and Girls Club in High Point and supplies, including coats and books, for students at Oak Hill Elementary School – John Hansen, Trainer, EPIC Operations, Management Systems.
- Thanksgiving dinners for families in need – Teresa Staton, RN, IV Team, Moses Cone Hospital.

Ken Boggs, John Jenkins to retire

Ken Boggs, Chief Financial Officer, and John Jenkins, Vice President and Chief Information Officer, are retiring at the end of December.

Boggs has been with Cone Health for 27 years. Before becoming CFO, he served as Assistant Director, Finance; Vice President, Patient Care Management; Vice President, Quality; and Vice President, Supply Chain.

“I’ve really enjoyed my time at Cone Health and have been lucky to work in so many areas throughout this organization with so many talented colleagues,” Boggs says. “It has been great being part of Cone Health’s growth over the years, and I feel really good about our progress to be among the best healthcare organizations in the nation.”

Boggs became CFO in July 2010. His tenure has been marked by rapid growth and large investments in patient care, including construction of the North Tower at The Moses H. Cone Memorial Hospital, an expansion of the Cone Health Cancer Center, construction of a new emergency department at Wesley Long Hospital and the installation of Cone HealthLink — an advanced electronic medical records system.

“Ken and his team have helped us achieve and maintain strong financial performance, including a very strong bond rating,” says Tim Rice, Chief Executive Officer. “He has been an important strategist in a number of major decisions such as our pending merger with Alamance Regional Medical Center and our management services agreement with Carolinas HealthCare System.”

A national search is under way for Boggs’ successor.

Jenkins has guided information technology across Cone Health during nearly 15 years of service. Most recently, this included work with the Cone HealthLink initiative that integrates financial, clinical and outpatient applications to improve patient care. The $82 million project ensured the technical infrastructure was there to support Cone Health’s network.

Jenkins joined Cone Health in 1998 after having served as director of information systems for Legacy Health System in Portland, OR; a senior manager with Deloitte & Touche’s Management Consulting Services in Dallas; and a manager with Coopers & Lybrand in Hartford, CT, and Boise, ID.

The implementation of Cone HealthLink has been the highlight of his career, Jenkins says. “Consultants and Epic say it is one of the smoothest Go Lives ever. They say that we are the benchmark by which they will model future projects,” Jenkins says. “There’s a great deal of satisfaction for me in that.”

During Jenkins’ tenure, the Management Systems department has grown and developed significantly, and the team’s level of competency and professionalism has been exemplary.

“John has been instrumental in developing the high-caliber teams needed to both implement Cone HealthLink and ensure its success for the long term,” says Terry Akin, President and Chief Operating Officer. “His leadership style has been vital in helping us ensure a collaborative spirit during each of the Go Lives. He will be missed!”

Akin expects to name a successor for Jenkins’ role in the near future.
Theresa Brodrick praises accomplishments of nursing staff

CNO to deliver State of Nursing address in December

As Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer, reflects on nursing’s achievements during the past year, you can hear the excitement creep into her voice as she raffles off only a handful of the facts:

• 2,700 nurses work across the network.
• 59 percent hold bachelor’s degrees in nursing.
• 233 nurses are enrolled in school pursuing degrees ranging from BSN to PhD.
• 306 have made poster presentations, received awards and published articles or books.
• 40 percent of our nurses are involved in professional organizations and, of those, 54 percent are involved at the national level.

Brodrick, who plans to elaborate on those facts during her annual State of Nursing address at various locations in December, says she is very proud of Cone Health nurses.

“We have so many incredible nurses,” she says.

This year Cone Health hosted the Nursing Research Symposium, which was attended by about 200 representatives from 16 schools or healthcare organizations from across the state. The keynote speaker was Bernadette Melnyk, Dean of the College of Nursing at Ohio State University and a renowned author, consultant and expert on evidence-based practice and research.

“This was a big deal,” Brodrick says, “because nursing research and evidence-based practice is important to move the profession forward. We were very involved in the research of Dermatherapy. As a result, we were the first (health system) in the country to use it. The only way we got to move forward on it was because of the research that was done at Moses Cone Hospital and Wesley Long Hospital. By getting nurses involved, they could see the fruits of their labor in changing the health system over to therapeutic linen.”

Brodrick is also thrilled about the number of nurses involved in publishing articles and books. “That gets Cone Health on the national map when it comes to nursing,” she says. “One of my dreams is for Cone Health to be recognized among the big hitters on the national circuit.”

Brodrick is very proud of the new graduate academies that train nurses who are just beginning their nursing practice.

“Last year we started with the Academy of Emergency Nursing. There were 14 in that program, and we had a 100 percent retention rate of those nurses. This year, we created the Academy of Med Surg Nurses and the Critical Care Academy,” she says. “By the time they hit the ground running on the floors, these nurses are super nurses. To be able to have this Cadillac model of educational support available for new graduates coming out of school is a big draw. I’m very excited that we’ve been able to support that program.”

Cone Health nurses also broke the record for the greatest number of nurses from a single organization being named to the Great 100 awards program. Cone Health had 23 of the 100 recipients honored this year.

Theresa Brodrick will present her State of Nursing remarks during these sessions in December*:

• Dec. 4 – The Moses H. Cone Memorial Hospital, Heart and Vascular Center.
• Dec. 17 – Annie Penn Hospital, Womankind Center.
• Dec. 20 – Behavioral Health Hospital, Gymnasium.

All sessions will be held at noon, and lunch will be provided.

* The State of Nursing address was presented during November at Wesley Long Hospital and Women’s Hospital.

“Nursing research and evidence-based practice is important to move the profession forward.”

— Theresa Brodrick
Thank you for making Go Live a huge success

Congratulations! Cone HealthLink, our best-in-class electronic medical record, is now live nearly everywhere throughout our network. As you know, the system launched Nov. 4 in our largest Go Live ever across Moses Cone Hospital, Wesley Long Hospital, Behavioral Health Hospital and the Cone Health Cancer Center.

This incredible accomplishment will go far to improve care for our patients and our communities.

When I came in early Sunday morning for the Go Live, people were excited but also a little apprehensive about the change. By mid-week, that nervousness was gone. Now, as I round through our departments, I continue to be struck by your enthusiasm and optimism even as you sort through some challenges. I have also noticed the many ways people are pitching in and Caring for Each Other. Of course, this Go Live is a process, and we will have the opportunity to fine tune the system further in the coming weeks and months. Here is how I see it: We are in the first miles of this marathon – with your continuing positive attitudes and excellent work, we will definitely reach the finish line in great shape!!

Many of you say two factors have been key to our success so far. First, other Cone Health sites blazed the trail for this Go Live and shared their experience, expertise and knowledge. These sites include Women’s Hospital, Annie Penn Hospital, our MedCenters, physician practices and many other ancillary sites. Our Cone HealthLink “veterans” have been very generous with their time and knowledge to help those who are just setting out on the Cone HealthLink journey. Also, many of you have noted our Super Users and the outside consultants who stand ready and willing to help those in need.

That is not to say that there won’t be “bumps in the road” in the days ahead. However, I am convinced that with your positive attitudes, and your spirit of Caring for Our Patients and Caring for Each Other, we now have a much better electronic medical records system. It is a system that you built on a solid foundation of patience, collaboration and teamwork.

I cannot tell you how proud I am of you!! Thank you for all you do to practice our values throughout our Network for Exceptional Care.

Child care centers pull together

A mid-day broken sewage pipe at Kids Connection in late October created a dilemma for parents and staff: How could parents continue to work without child care? Quick thinking on the part of leaders at Kids Connection and Children’s Corner resulted in a solution that kept children safe, staff working and parents caring for patients at Cone Health facilities.

Anjie Clark, Assistant Director, Children’s Corner, says the children of parents who could not leave work or find immediate alternative child care were transported to Children’s Corner for the remainder of the day.

Late that afternoon, staff learned that the pipe would not be repaired in time to open Kids Connection the following day. The staff quickly assessed available space and determined that both centers could operate at Children’s Corner while still following all licensing requirements of the N.C. Division of Child Development.

Clark says that they notified Kids Connection families of the emergency plans and began preparing the classrooms to accommodate the additional children.

“We even labeled classrooms with cute signs to help our visitors know exactly where to take their children when they arrived the next morning,” Clark says. “We prepared a big ‘Welcome’ sign to let them know we were happy to accommodate them.”

The Kids Connection staff was there to greet families upon arrival, and Clark says the families were impressed with the preparations made for their children.

“This was the first time both staffs had the opportunity to work side by side as one team,” she says. “It was a fun day for all, and we learned so much from each other.”
A Jennifer Johnson (left) and Megan Tripp, Pharmacy Technicians, Wesley Long Hospital, check information.

B Clinical Pharmacist Barb Potter, EPIC consultant, Clinical Pharmacist John Fletcher, and Clinical Coordinator Jean Douglas monitor activity at the pharmacy at Moses Cone Hospital as the electronic medical record system goes live.

C Video system allows those staffing the command center at Behavioral Health Hospital to stay in touch with their counterparts.

D Cheryl Cheston, Nurse Supervisor, Radiation Oncology, consults with Val Malloy, RN, Radiation Oncology, as Cone HealthLink goes live at the Cone Health Cancer Center.

E Chris Stone, Physical Therapy Clinical Specialist, and Karen Donawerth, Physical Therapist, work at WOW stations during Go Live.

F Consultant Yiwodes Heramo, works with Becky Dupree, Clinical Social Worker, and Daniel Angiulli, PA.

G Brittany Napier (right), RN, ICU, Wesley Long Hospital, receives some tips on Cone HealthLink from an EPIC consultant.
Go Live ... in their words

“I have noticed the amazing support that has been available to staff during this Go Live,” says Brenda Murphy, Clinical Nurse Specialist, The Moses H. Cone Memorial Hospital. “All levels of Super Users have been very responsive to the needs of the staff. Cone HealthLink is a major change and has led to challenging situations at times, but staff is rising to the challenge and displaying positive attitudes in the process.

“For example, one nurse who was skeptical about the change came up to me this week and said she was really frustrated that the computer would not allow her to barcode her IV fluids. Then she realized she had grabbed the wrong IV fluid and was appreciative that she had that extra safety net to help her throughout the day. She realized that barcoding has really enhanced patient safety.”

“This week has been great for me. I have enjoyed working with my night crew and even though I’m not a Super User, I feel my presence has decreased anxiety,” says Carol Harris, Director, Cardiac Progressive Care Unit, Moses Cone Hospital. “One of my new nurses on nights said, ‘It’s been an awesome experience because of the teamwork; we are a strong team and everyone helps each other.’ Another nurse on weekend option said, ‘What has been great is that team members from the ancillary services have been encouraging and positive. When they came up to the floor, they were very supportive of us and have helped us explain our Go Live to the patients.’

“My Super Users have been a godsend, and we have enjoyed interacting with and getting to know the Divergent team members. They have blended with us as if they were part of our staff.”

Cheryl Cheston, RN, Supervisor, Radiation Therapy, Cone Health Cancer Center, is pleased with the new electronic medical records system. “It was exciting the first day experiencing a new system, but it keeps getting easier and easier to use,” she says. “We are also pleased with the support of Epic to tweak the system to ensure it is most efficient for us.”

Supporting employees during Go Live

Melinda Morton, Phlebotomy Manager, Wesley Long Hospital, polled her staff in advance on their favorite snacks and then surprised them by decorating her office and filling it with their favorite items. She also purchased “Making Faces” stickers and asked the phlebotomy and technical staff to create faces that represented how they looked at the beginning and end of their shifts during the first few days of Go Live. The faces now cover her office door. “It was so funny and encouraging to see how the faces changed in only a few days … most of them so positive,” Morton says. “I see a lot more smiley faces at the end of the shifts than I see sad or angry faces! Our staff has done a great job weathering the storm.”
Let’s Celebrate the Season!
Don’t miss the holiday parties

Please join Cone Health for an employee party to celebrate the holidays. Staff members are invited to attend the event most convenient for them.

Tuesday, Dec. 4
Wesley Long Hospital
Education Center, Classroom 1
1st and 2nd shift: 2-4:30 p.m.
3rd shift: 11 p.m.-midnight

Women’s Hospital/ Administrative Services Building
Classrooms 1 and 2, 5 and 6
1st and 2nd shift: 2-4 p.m.
3rd shift: 11 p.m.-midnight

Monday, Dec. 10
The Moses H. Cone Memorial Hospital
Rooms 0029, 0030, 0031
1st and 2nd shift: 2-4:30 p.m.
3rd shift: 11-12:30 p.m.

Thursday, Dec. 13
Behavioral Health Hospital
Gymnasium
1st and 2nd shift: 2-4 p.m.
3rd shift: 11 p.m.-midnight

Thursday, Dec. 6
Wesley Long Hospital/Cone Health Cancer Center
Education Center, Classroom 1
1st and 2nd shift: 2-4:30 p.m.
3rd shift: 11 p.m.-midnight

Thursday, Dec. 20
Annie Penn Hospital
Dining Room
1st shift: 11:15 a.m.-2 p.m.
2nd shift: 4-6 p.m.
3rd shift: 11 p.m.-midnight

The Cone Health Medical Group will have site-specific holiday parties. Further information on these events will be provided by the physician practice site managers.

SantaLink to make toy pickups Dec. 7, Dec. 10

Members of the Cone Health CareLink team will make pickups of new, unwrapped toys for needy children in the community. The schedule is as follows:

Friday, Dec. 10
6:30-8 a.m. The Moses H. Cone Memorial Hospital, Atrium entrance.
10-11 a.m. Annie Penn Hospital, main lobby.
Noon-1 p.m. Women’s Hospital, Education Center lobby.

Monday, Dec. 10
6:30-8 a.m. Wesley Long Hospital/Cone Health Cancer Center entrance.
8-8:30 a.m. Behavioral Health Hospital, main lobby.
10-11 a.m. MedCenter High Point, Emergency Department lobby
Holiday Bake Sale set Dec. 13

The Volunteers at The Moses H. Cone Memorial Hospital will sponsor their 10th annual Holiday Bake Sale on Thursday, Dec. 13, from 7 a.m. to 4 p.m. outside the Magnolia Gift Shop in the Atrium. In addition to assorted cakes, pies, cupcakes, cookies, breads and candies, there will be holiday arrangements and bows for sale.

A “Santa’s Workshop” at the event will feature small gifts and stocking stuffers.

All proceeds go toward nursing scholarships and special patient needs.

Bring out the holiday garb

Employees will be able to wear holiday attire to work from Dec. 20 to Jan. 1. Last year, holiday dress was piloted for the Hanukkah, Christmas and Kwanzaa holidays in keeping with the new culture and values of Caring for Our Patients and Caring for Each Other.

The type of attire worn must still be of a professional nature.

Direct patient care providers may wear holiday scrub jackets or scrub tops paired with regular scrub pants. Holiday earrings may be worn if they comply with the current dress code policy regarding size and length, and don’t interfere with job performance.

Examples of attire for non-clinical settings include holiday sweaters, vests or ties, holiday pins or earrings.

Lelia Moore wins Woman of the Year

It was a surprised Lelia Moore who heard her name announced as the News & Record’s “Woman of the Year.”

Moore, Coordinator, Cone Health Congregational Nurse Program, says it was “an empowering and humbling experience” when she was recognized Nov. 5 during the Women to Women’s luncheon at the Koury Convention Center.

She was recognized for her work with the Congregational Nurse Program and the annual Missions of Mercy dental clinics. She also earned kudos for establishing the Healing Opportunities for People Experiencing Sickness (HOPES) program, which provides transitional care to discharged homeless hospital patients.

In addition to a crystal vase, Moore received a check for $5,000 to spend on a community program that focuses on women. “Our program has a heavy footprint with the homeless in Guilford County,” Moore says. “I am on the board of the Interactive Resource Center, where it is a challenge to meet the increasing needs and keep the doors open, particularly with winter coming. I can’t think of a better place to donate this gift and try to give a ‘hand up,’ not a ‘hand out.’”
Q What can you tell us about the future of ambulatory care?

A Great question! Healthcare is shifting from a model that focuses on inpatient hospitalizations and procedures to a system that strives to keep patients well and manage their care across the continuum. In other words, our goal is to provide the right care at the right time in the right setting. This is partly because the public, the government and insurance payers are focusing more on quality and outcomes. It is also because of the current economic reality. We simply cannot sustain our current model of care. We are currently working with Cone Health Medical Group and Triad HealthCare Network, which is our partnership with 700 area physicians, to prepare for this type of future. We’re sharing more information between physician practices and the health system, and we are focusing on improving communication between all care providers. Really, Cone Health is partnering with physicians in just about everything. Ultimately, these partnerships will mean better, safer care for our shared patients.

Q As we partner with physician practices, how will we ensure patients receive high-quality care in all these different settings?

A Ensuring high-quality care is one of our most important priorities. Janice Gasaway, Director, Quality and Safety, has a new role working directly with Cone Health Medical Group and Triad HealthCare Network (THN). In addition, one of the largest investments we are making in THN is in a case management team. Much of our work will be about coordinating efforts between inpatient and outpatient settings so that we can provide high-quality, cost-effective care, at the right level, as much as possible. We are also making a major investment in the data and analytic systems needed to measure and report quality indicators. Physicians who want to participate in THN must share their clinical data, and our teams have already identified more than 120 quality indicators they will measure and report. In addition, THN will help healthcare providers share data to ensure all providers have the most up-to-date information on the patients they see. Also, this year, for the first time ever, our Cone Health Triple-Aim dashboard includes two measures related to outpatient care. We’ll keep you posted on how all these efforts are going.

Q What is the plan for when physicians retire?

A Physician recruitment is a key priority across Cone Health and the regions that we serve. Right now, we have a medical staff development plan to recruit for certain needed specialties as we are mindful that certain physicians are approaching the end of their careers. Primary care will also be an area of increased focus.

Q Will Cone Health increase its research efforts to be more competitive in the marketplace?

A We’re fortunate that the quality of our medical staff is very high. Much of that is because we sit between three academic medical centers. So when physicians graduate or complete fellowships, they can come here and practice tertiary medicine with all the benefits of a community hospital setting. Many of our physicians and staff have a real interest in research. Some of our existing efforts in this area include our work through LeBauer Cardiovascular Research Foundation, the Cone Health Cancer Center and a wide variety of other areas. Our partnership with Carolinas HealthCare System may help us increase our research. We have also been in conversations about exploring focused ways to partner with others in research and education. I would expect to see more definitive steps to build our research efforts within the next three to five years.

Q I appreciate you listening to all our feedback on the blog about the attendance policy. The only thing I worry about is if my mother gets sick and it’s a true emergency situation. Could we not bring in a doctor’s note if we have a legitimate sickness or reason we have to miss work?

A Thanks for your feedback. We have to remember that we’re going to be reasonable and not rigid. In terms of your specific situation, rather than having to go to the trouble of getting a physician’s note, we actually think this policy builds in latitude to handle unforeseen circumstances while also ensuring accountability. When we first revised the policy, we felt like maybe we had been a little too stringent, more so than others in the marketplace. We knew the concept was right, but, based on your feedback, we decided to reduce the points a little bit to be more aligned with other health systems.
Q As a supervisor, I’m in favor of the attendance policy. I have not received many complaints from staff.

A I’m glad to hear that. This policy really did come about because of requests from employees who felt overburdened having to routinely cover for co-workers while performing their own jobs. We really wanted to help ensure the necessary accountability to provide the very best care for patients and each other.

Q In my area, the attendance policy hasn’t been that much of an issue. And once I heard that unscheduled absences cost Cone Health $4 million a year, I can see why this was needed.

A I appreciate that. Honestly, I was less concerned about the $4 million a year than the morale of our staff and the quality of our patient care. As I said earlier, we want to ensure that everyone is accountable for doing their jobs on time and as scheduled so we can provide exceptional care.

Q What is the status of the Guilford County community health assessment?

A Several groups in our community, including Cone Health, are in the midst of this process now. Historically, this process has been done every four years by the Guilford County Health Department. With the passage of the Affordable Care Act, similar assessments are now required of hospitals every three years. The process helps examine the health of Guilford County and other parts of our service area and identify ways that organizations, policy makers and residents can work together to improve our community’s health. It involves gathering and reviewing statistical information, such as death rates from heart disease and risk factors that affect health outcomes. In October and November, six public meetings were held around Guilford County to share current ZIP-code specific health data and give attendees a chance to talk about health issues in their communities. In addition to Cone Health, the organizations working on this process include the Guilford County Department of Public Health, the Cone Health Foundation, High Point Regional Health System and UNCG’s Center for Social, Community and Health Research and Evaluation. You can learn more by calling the Department of Public Health at 641-7777. A similar process is under way in Rockingham County and the surrounding area, involving Annie Penn Hospital, Morehead Memorial Hospital, Rockingham County Health Department and the Care Share Health Alliance.

Happy and engaged employees and physicians mean better care for patients. That is the message Annie Penn Hospital executives took to a national conference on patient, employee and physician satisfaction. How Annie Penn Hospital achieved some of the highest scores nationally in those categories was the topic of a presentation at the 2012 Press Ganey National Client Conference held Nov. 12-14 in Washington, DC. Annie Penn Hospital leaders Mickey Foster, President, and Debbie Green, Vice President of Nursing and Patient Services, addressed several hundred healthcare leaders on “Leading for a Trifecta: Top Performance in Patient, Employee and Physician Satisfaction.”

Foster credits Annie Penn Hospital’s outstanding performance on all three satisfaction surveys to an emphasis on making Annie Penn Hospital a better place to work. “For us, it always begins with the employees,” Foster says. “Employees and physicians who feel valued and involved are committed. Committed employees know they are special and help make our patients feel that way too.”

For the last quarter of 2011, Annie Penn Hospital reached the 95th percentile in employee engagement; the 96th percentile in physician satisfaction; and the 94th percentile in patient satisfaction. Most recently in 2012, the hospital ranked in the top 1 percent of hospitals across the country in employee satisfaction. Only a small number of hospitals nationwide manage to achieve top-decile performance in all three key areas.

“Annie Penn Hospital is a leader in the service we provide to our patients and in the working environment we create for our staff and physicians. It is gratifying to be asked to share the Annie Penn Hospital story with healthcare leaders from across the nation.”

– Debbie Green, Vice President of Nursing and Patient Services
Employee award winners recognized

Employee of the Month

**The Moses H. Cone Memorial Hospital**

**Carlette Carlton**
*Cardiac and Pulmonary Rehabilitation*
Nominated by: Maria Whitaker, RN, Cardiac and Pulmonary Rehabilitation

Carlette Carlton coordinated a school supply drive for a patient whose daughters needed supplies to start the school year. She also collected money toward a food gift card for an older patient who was raising his grandchildren. “Both families were having financial difficulties and were very appreciative,” Whitaker writes.

EXCEPTIONAL PEOPLE

**Melissa Bowie**, Speech and Language Pathologist, Department of Rehabilitation

**Teresa Crite**, RN Care Coordinator, Medical/Surgical Intensive Care Unit

**Kimberly Harris**, Nutritionist, Clinical Dietitians

**Kari Mercer**, RN, Medical/Surgical Intensive Care Unit

**Wesley Long Hospital**

**Employee of the Month**

**Amy Gmerek**
*Nursing Tech, Intensive Care Unit/Step-Down*
Nominated by: Angela Ashley, RN, Intensive Care Unit/Step-Down

Amy Gmerek took the initiative to launder the only clothes a homeless man owned. Ashley writes that made the patient very happy.

EXCEPTIONAL PEOPLE

**Alice Cochran**, Coordinator, Human Resources

**Leslie Daniels**, Nursing Secretary/Monitor Technician, Intermediate Urology

**Brooklyn Ryans**, Nursing Tech, Intensive Care Unit/Step-Down

**Micky Squires**, Security Officer, Security Services

What winners say

“I am honored to work with a group of individuals who all care so deeply about patients and their well-being. I truly love my job and am blessed to be able to do something I enjoy so much every day.”

– Dottie Smith

“I like working for Cone Health because it is patient centered. When the patient is the priority, you can never go wrong.”

– Carlette Carlton

“What ever a person comes to me for assistance, I will attempt to help them in whatever capacity I can. … There is no feeling like hanging up from a phone call with a person and their final words are ‘Thank you so very much for helping me.’ That’s where my true smiles come from.”

– Delana Ramey
Women’s Hospital
Employee of the Month

Delana Ramey,
Corporate Regulatory and Reimbursement Administrator
Nominated by: Kelly Rassette, RN, Assistant Director, Outpatient Clinic

A patient called Delana Ramey seeking financial assistance so she could get a screening mammogram. A lump had been discovered when she was in an emergency department (outside the Cone Health network) but, because she had no insurance, her physician would not help her and the emergency department would not provide a referral. Ramey determined that the patient would qualify for a 75 percent discount through the charity care policy, but the patient’s doctor would not order a screening mammogram at a Cone Health facility. Ramey determined to get the patient the help she needed, contacted Christine Brannock, Oncology Outreach Manager, Cone Health Cancer Center, who arranged for her to be seen through the Breast and Cervical Cancer Control Program.

EXCEPTIONAL PEOPLE
Christy Goodnight, RN, Birthing Suites
Annie Handy, Environmental Services Technician, Environmental Services
Rod Moore, CRNA, Anesthesiology
Anita Turner, Reimbursement Manager, Financial Services

Cone Health Cancer Center
EXCEPTIONAL PEOPLE
Reacie Daniel, Office Manager, Radiation Oncology

Health Services Division/
Cone Health Medical Group
Employee of the Month

Carina Akonful,
Respiratory Therapist, MedCenter High Point
Nominated by: Kathleen Thornton, Emergency Medical Technician, and Kyle Dangerfield, RN, Emergency Department, MedCenter High Point

Carina Akonful provided exceptional care for an elderly patient who had been at the facility for several hours with her daughter. “She made them feel comfortable, provided them with food and beverages, found more comfortable chairs for their extended wait and kept them well informed,” writes Dangerfield. “Carina exemplified the AIDET philosophy (Acknowledge, Introduce, Duration, Explain, Thank).”

Behavioral Health Hospital
Employee of the Month

Catherine Harrill
Counselor, Adult Services
Nominated by: Dustin McNeill, Mental Health Technician, Inpatient Adult Services

Catherine Harrill is consistently available to both patients and staff. “If a patient ever requests to see Catherine one-on-one, I know that she’ll do everything in her power to see them at that very moment and also follow-up with them later in the day,” McNeill writes. “You know that a patient is always going to feel better after talking with her. I sincerely appreciate how Catherine volunteers to help out any time something unexpected occurs on the unit and never, ever complains when the going gets tough. She’s very flexible.”

EXCEPTIONAL PEOPLE
Sylvia Hills, Secretary, Outpatient Behavioral Health
Lisa Jones, Environmental Services Technician, Environmental Services
Michelle Wilkinson, Mental Health Tech, Adult Services

LeBauer HealthCare
Employee of the Month

Dorothy “Dottie” Smith
Certified Medical Assistant, GI Office
Nominated by: Sheri Jones, RN, Team Leader, GI Office

Dottie Smith received a patient’s lab results and, after discussing them with the doctor, tried to reach the patient so she could come to the Emergency Department for an evaluation. When she could not reach the patient at any of the contact numbers, Smith drove to the patient’s home where she gave her the lab results and advised her to go to the Emergency Department.
What sorts of words do patients use to describe the care you provide? Are they words like “supportive,” “attentive,” “awesome,” “amazing,” “dedicated” or “kind”? Or do words like “disrespectful,” “rude,” “uncomfortable,” “awful” and “difficult” creep into their evaluations?

Melissa Riffe-Guyer, Senior Manager, Office of Patient Experience, recently created word “clouds” of the nouns and adjectives patients used most frequently in patient satisfaction surveys to describe their experiences.

“It helps us see what our patients are saying,” Riffe-Guyer says. “We think our patients have a lot to say about us. It can serve as a touch point for the network of conversations we should be having.”

At first glance, the word cloud may resemble a bunch of gibberish, but closer examination reveals words of varying sizes. The more frequently the word is used, the larger the type size in the word cloud.

At one hospital, the word “excellent” was large, meaning that many patients used that word to describe their experiences. But the less-than-desired words (while significantly smaller) still appeared in the clouds – words like “noisy” and “annoying.”

“What this emphasized to us is that a patient may come to the hospital and see 15 or 20 or 30 different people – but he or she has one patient experience,” Riffe-Guyer says. “It is up to all of us to make sure that it is a good patient experience.”

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Coaching program graduates

Twenty-one Cone Health leaders have successfully completed the Certified Management Coach program. These individuals graduated after completing six months of rigorous study, passing both written and practical exams, and meeting all the criteria for an entry-level certified coach. Coach Academy International conducted the training. The new coaches will be used to coach Cone Health employees. The class includes (front row, from left) Peggy Dean, instructor; Lavern Delaney, Director, Nursing Administration; Cheryl Somers, Executive Director, Emergency Services; Monette Mabolo, Director, Department 4700-Congestive Heart Failure/Telemetry; Debbie Malick, Director, Department 3300-Intermediate Care Unit; (middle row, from left) Aashka Mehta, Director/Administrator, Penn Nursing Center; Judy Schanel, Executive Vice President, Cone Health, and President, The Moses H. Cone Memorial Hospital; Theresa Brodrick, RN, PhD, Executive Vice President and Chief Nursing Officer; Laura Vail, Inclusion and Internal Employment Manager, Human Resources; Gayle Mueller, Director, Intensive Care Unit/Step-Down; Don Huston, Director/Administrator, Inpatient Rehabilitation; Kristy Holt, Director, Respiratory Care, Moses Cone Hospital; Mona Easter, Director, Intensive Coronary Care Unit, Annie Penn Hospital; Mina Brown, instructor; (back row, from left) Waqiah Ellis, Director, Department 2000-Heart Unit; Stephen Coward, Director of Nursing, Penn Nursing Center; Jean Reinert, Staff Development Manager, Staff Education; Brian Romig, Vice President, Clinical and Support Services; Bob Hamilton, Director, Department for Spiritual Care and Wholeness; Troy Chisolm, President, Behavioral Health Hospital; and Chuck Wallington, Vice President, Marketing. Other graduates not pictured are Cindy Farrand, President, Women’s Hospital, and Sharon Johnson, Director, Physician Office Management, Women’s Hospital.
Cone Health launches morphing website that adjusts to electronic devices

The new Cone Health website offers an improved, more intuitive design, and morphs in appearance to fit whatever device consumers use to view it.

The new ConeHealth.com uses responsive design, which automatically changes the way website content appears, depending on whether the consumer uses a smartphone, tablet or desktop computer. Unlike typical mobile versions, users have access to the entire site instead of a limited version with few features.

“We want the website to be easy to use anytime and anywhere,” says Chuck Wallington, Vice President, Marketing. “The new site was created with our external customers in mind. We want visitors coming to our site to immediately recognize Cone Health and learn more about the services we provide.”

The new design is an extension of the branding efforts that have been under way since May 2011 when the name and tagline “Cone Health – The Network for Exceptional Care” was introduced.

Cone Health partnered with Geometric, a software and website design business based in Iowa, to design the new site. Geometric was selected because of its experience in website design with other nationally known healthcare organizations, including Avera Health, National Jewish Health, Genesis Health System and the Children’s Hospital in Denver. These organizations’ websites are ranked in the top 25 by the Journal of Healthcare Management.

Culture change impacts team

Members of the Enterprise Resource Planning and Business Intelligence (ERP&BI) team are following the principles Tim Rice, Chief Executive Officer, shared during the recent People Excellence Celebration. Rice said that culture starts with each employee living the Cone Health values and taking personal responsibility for “how we show up.”

The team held a retreat in September to reinforce the Be-Do-Have model for extraordinary results. They discussed breakthrough behaviors to move their team’s performance to the next level during the retreat and committed to “be exceptional every day” and live the Cone Health values.

Team members include Tim Autry, Senior Technical Analyst-Lawson; Kim Bui, Systems Analyst; Eileen Caviness, Director; Tony DeFelippis, Technical Specialist; Julie Gesell, Systems Team Leader; Jim Gibson, Systems Team Leader; Beth Highfill, Systems Analyst; Keith Jones, Systems Manager; Derek Ledbetter, Technical Analyst; Arathi Mula, Senior Technical Specialist; Val Necko, Systems Analyst; Mike Robinson, Systems Analyst; Barb Schuetz, Systems Manager; Eric Sherer, Systems Analyst; Anne Smoot, Systems Analyst; Cindy Taylor, Systems Analyst; Maggie Whitaker, Technical Specialist; and Angela Williams, Systems Analyst.
Consumers again make Cone Health their “choice”

For the ninth consecutive year, Cone Health has won the Consumer Choice award from National Research Corporation (NRC). The award goes to hospitals ranked highest by its consumers in four areas: overall quality, best doctors, best nurses, and overall image and reputation.

“At Cone Health, our value of Caring for Our Patients by providing exceptional quality, compassionate care and service has obviously been recognized by those we serve,” says Mary Jo Cagle, MD, Executive Vice President and Chief Quality Officer. “This award will encourage all of us to continue to strive to serve our community in even more exceptional ways.”

NRC, recognized as one of the largest patient satisfaction firms in the United States, surveyed more than 250,000 households in the continental United States for the 2012-13 survey. Consumers named 3,200 hospitals, and the top ones in 300 service areas were recognized as Consumer Choice Award winners.

Cancer Center receives Komen grant

The Susan G. Komen for the Cure, NC Triad Affiliate, has awarded Cone Health Cancer Center a grant to pay for diagnostics for 80 uninsured Guilford County residents. This service is the core activity of the Stop Gap Project that is managed by Tami Knutson, RN, Manager, Alight Breast Center. “Uninsured and medically underserved women with breast symptoms or a history of breast cancer are the target constituency,” Knutson says.

These women, who also meet criteria related to lack of insurance and other financial limitations, will be referred to Solis Women’s Health or the Breast Center of Greensboro for diagnostic mammograms and related follow-up studies at or below Medicaid rates, Knutson says. So far, 33 women have received these services, and three were diagnosed with breast cancer.

Stop Gap was originally implemented to fill the void created when Guilford County could no longer provide the Breast and Cervical Cancer Control Program (BCCCP). “These community partnerships are so powerful, and Komen continues to be a crucial partner for us to help women (and men) in our area,” Knutson says.

Physician Recruiter earns national recognition

Rebekah Driggers, Director, Physician Recruitment, has been named a finalist in the Jackson & Coker Staff Physician Recruiter of the Year competition.

Jackson & Coker is a leading physician recruiting firm. The company sponsors the annual award to draw attention to the role physician recruiting professionals play in hospitals across the United States.

In her nomination, Driggers was cited for the passion, know-how and insight she brings to her job. She was praised for being able to successfully balance the needs of the candidate with the demands of the practice. “While the candidate had an attractive offer to practice in another environment out of state, it was Rebekah’s level of engagement and enthusiasm that influenced this sought-after candidate to strongly consider a position at Cone Health. In short, she closed the deal with a true win-win,” one of Driggers’ clients wrote in his nomination.

Driggers, who holds a bachelor’s degree in human relations from High Point University and an MBA from Wake Forest University, was named Director of Physician Recruitment in 2009. Since joining Cone Health, she has served as Corporate Recruiter; Administrative Fellow; and Manager, Physician and Specialty Recruitment. She is a member of the Association of Staff Physician Recruiters and the Carolina Association of Physician Recruiters.

Management news

Anna Vance, RN, PhD, has been named Director, Department 2300-Surgical Intensive Care Unit. Prior to joining Cone Health, she was the clinical nurse manager for the medical intensive care unit, surgical ICU overflow, coronary ICU and telemetry for the Denver Health and Hospital Authority Level 1 Trauma Center.