Jaylen Woodard got an early start on his 15 minutes of fame.

Born at 7:29 a.m. Nov. 18, Jaylen was the 100,000th baby delivered at The Women’s Hospital of Greensboro. He and his mother, Tasha Woodard, were featured on News 2, FOX 8 and News 14 Carolina as well as in the Sunday News & Record and the Carolina Peacemaker.

“It was a surprise to me,” Tasha Woodard says. “It was exciting.”

Jaylen weighed 8 pounds, 15 ounces. He joins a sister, who is 15 months old.

“One hundred thousand times, the people of our community have trusted The Women’s Hospital with one of the most important events of their lives,” says Cindy Farrand, Vice President/Administrator, The Women’s Hospital. “We are proud to earn that trust every day.”

Jaylen and his mom received:

- A basket of baby items from the Sweet Pea Gift Shop run by volunteers at The Women’s Hospital.
- A baby portrait from Abigail Seymour Photography.
- Two Great Beginnings baby wall plaques from hospital volunteers (one they can take home and one will remain on the wall permanently).
- A floral arrangement from Botanical Floral.
- A Happy Together photo package from 365 Photo.
- A $500 savings bond (at maturity) from First Citizens Bank.
- A gift basket and $100 gift card from Babies “R” Us.

Moses Cone Health System opened The Women’s Hospital in 1990, after buying the building (then Greensboro Hospital) from Humana in 1988. It was the first free-standing hospital dedicated to women’s healthcare in North Carolina.
Don’t Wait for the Mail: Electronic W-2s Available Sooner

It’s hard to believe that we are entering the holiday season, the end of the year and the dreaded tax season. But did you know that if you sign up to get your W-2 electronically, you will receive it much earlier than if you wait for the hard copy in the mail?

Electronic W-2s will be available on Jan. 17, 2009. If you haven’t signed up to receive your W-2 electronically, you can do so at any time through Jan. 16, 2009. The next time you visit Lawson HR to view your paycheck, check out the electronic W-2 site as well.

Here’s all you have to do:
• Sign on to Lawson HR Self Service using your employee number and password (the same one that you use for e-Pay).
• Click on Pay.
• Click on Electronic W-2s.
• Enter your employee number and password again.
• If you have not signed up for electronic W-2s before, click on Authorize and follow the steps.
• If you have previously authorized your W-2 electronic delivery, you do not have to authorize again. However, you should review your secondary e-mail address in case it has changed.
• You also may change your mind about receiving your W-2 electronically at any time.

If you do not sign up for electronic W-2 delivery, your W-2 will be mailed to your home on Jan. 31.

Lunch and Learn Series Kicks Off with Sessions on Generational Differences

Do you think younger workers spend too much time texting to get their jobs done?
Do you wonder how to balance work and family?
Do you want to know more about how to communicate with Baby Boomers or Gen-Xers at work? And are you even ready for Generation Y?
Learn more at “Generational Differences in the Workplace,” the first in a series of Lunch and Learn events about diversity within Moses Cone Health System. Linda Lucas, a counselor with the Employee Assistance Program, will lead these sessions this winter.

Lucas, who works with Frank Horton Associates, has counseled employees and provided training to Health System staff for more than 10 years. Her presentation will include information about each generation in the workforce as well as tips on how to recognize the needs and strengths of each one and use them to work together effectively.

“At the end of the day, this does have a great impact on us,” says Ceresta Bryant, Employee Performance Manager, Human Resources, and a coordinator for the Health System’s Diversity Task Force.

Employees are asked to bring their own lunch to these events. Supervisors and department directors have been asked to give interested staff the entire hour off to attend.

The Diversity Lunch and Learns will continue this spring and summer with sessions about how cultural differences can impact patient care. These sessions will be presented by the Rev. Mark Sills, who works with immigrants through FaithAction International House, a center for cross-cultural learning and service in Greensboro.

Want to Go?

Generational Differences in the Workplace (Linda Lucas)
Jan. 13 Moses Cone Hospital, Room 0043
Feb. 3 Wesley Long Community Hospital, Classroom 2
March 3 The Women’s Hospital of Greensboro, Classroom 4

How Cultural Differences Can Impact Patient Care (The Rev. Mark Sills)
May 14 Moses Cone Hospital, Room 0043
June 2 Wesley Long Community Hospital, Classroom 2
July 14 The Women’s Hospital of Greensboro, Classroom 4

You can register via CBL or by calling 832-6845.
**Why Do You Work Here?**

Moses Cone Health System hires nearly 100 new employees each month. **Tim Rice,** President and CEO, speaks to each group during New Employee Orientation sessions. When he asks them why they choose to work here, here’s what they say:

- **Dawn Caruthers,** Secretary, Risk Management
  
  “I was a secretary at a large company that laid off 350 workers. I had not had an interview in 24 years. For me, it was such a blessing that Moses Cone Health System had jobs.”

- **Debra Dixon,** Food Service Tech
  
  The Women’s Hospital

  “I like the family atmosphere of this hospital. I’ve been looking for that for a long time. You can stay here 20 or 30 years and still be happy.”

- **Tammy Ellwood,** Receptionist, Service Excellence

  “I wanted to give back what I’ve been given and treat others the way I want to be treated.”

- **Shirley Hagemann,** Physicist, Randolph Cancer Center

  “I was impressed with the quality of the technology available.”

- **Deborah Dalton,** Environmental Services Tech
  
  Moses Cone Hospital

  “My mother was a patient here, and she got the best care ever. Everyone is so nice.”

- **Anna McCollum,** RN
  
  Emergency Department, Moses Cone Hospital

  “As a nurse, I’m impressed that the Health System has Magnet status. I’ve worked at a lot of health systems, and there’s a distinct difference between the two in how employees treat each other. It’s a totally different feeling here.”

- **Judy Bell,** Social Worker, Behavioral Health Center

  “I was impressed with the people I met and with how employees and management interacted.”

- **Henrietta Mayo,** Utilization Review Specialist, Care Management

  “I left for a time to work with an insurance company, but our whole department was eliminated. This is the best place I’ve ever worked, and I’m thrilled to be back. The difference in my previous work environment and this environment is just amazing.”

**Want More News?**

**Tune in to Code VU**

The following is a letter from **Barbara Keeler,** Site Manager, Pediatric Sub-Specialists of Greensboro.

I just wanted to let you all know how much I enjoy and appreciate Code VU. I VU every month and look forward to each edition. Code VU keeps me informed, entertains me and gives me so much good information to pass on to my staff. I was “acquired” into Moses Cone Health System from a private practice three years ago. Coming from a very low-tech background, it took me awhile to discover Code VU and all the other Health System Intranet/Internet resources. Looking at all the old Code VUs really helped orient me to the Health System. I also get a big kick out of seeing people I know featured in Code VU. Keep up the good work!

To watch Code VU, go to www.mosescone.com/employees and click on Code VU or check out a VHS copy available in your Human Resources department.
And the Answer Is … Stroke Bowl

The Health System’s very own Alex Trebek was on hand in November for the Stroke Bowl, a continuing education event with a fun twist.

Teams of clinical staff from throughout the Health System competed, answering questions about stroke treatment and best practices before an audience of clinical staff. Continuing education credits were awarded to those who attended the half-day program.

“This is an opportunity to use creativity and an exciting game format to help people learn difficult, clinical and technical information in a fun way,” says Judy Schanel, Vice President, Moses Cone Hospital.

“People learn more when they’re having fun,” adds Ann North, RN, Continuing Education Coordinator, AHEC.

Schanel said she was impressed with the hard work and creativity of Sharon Biby, Stroke Nurse Practitioner, and Rita Mintmier, Stroke Coordinator, who planned the program. “Rita wrote 100 questions for this,” Schanel says. Doug Allred, Public Relations Specialist, Marketing, played the role of Trebek.

Poster presentations also were on display at the event, which was attended by nurses, pharmacists, physical therapists and others. The event was a partnership between the Moses Cone Health System Stroke Center and the Greensboro AHEC.

In addition to the team winners (listed in the photo caption), the winners of the afternoon competition included: Debbie Stowe, RN, 3100; Audrey McDade, RN, 3100; Laurie Taylor, RN, 3100; Barbara Smock, RN, 2100; Rachel Fountain, RN, 2100; and the alternate, Brooke Wilson, RN, 2100.

Following the competition, Taylor won a drawing for a weekend at the Grove Park Inn, and each of her team members received a gift certificate to the Chop House Grill.

Lori Willis, Speech Language Pathologist, Acute Rehabilitation, and Chrissy Davis, RN, 3700, Moses Cone Hospital, won the poster contest, and each received an iPod.

Chief Nursing Officer Launches Blog

Joan Wessman, Chief Nursing Officer, has launched a blog to increase two-way communication with staff.

Nurses and employees can use the blog to ask questions, voice concerns or offer suggestions. In turn, Wessman will use the blog to give updates and communicate new information about nursing practice and patient care.

She plans to check the blog routinely for at least three months to see if the pilot project works.

If you want to be notified when there are new postings, click on “Subscribe to Topic” from the main page of her blog. “I look forward to hearing from you,” Wessman writes on the first posting. “Happy Blogging!”

Accessing the Blog

From the intranet, type forum.mosescone.com in the address bar of your web browser. Or you can go to http://homepage.mosescone.com and select the “Help” menu, then click on the “Forum” link.

Once you get to the forum, you will need to log in. You can use the user name and password you use to access e-mail, or you can use your employee ID account that is used for Lawson HR and e-Pay.

After logging in, click on the “Departments” section (one of the blue sections), then click on “Joan’s Blog.”
What They’re Saying

Patient satisfaction is all about treating people with kindness, giving them our full attention, keeping them informed, and meeting or anticipating their needs. Here are some examples of best and worst practice. These comments are taken directly from what our patients told phone surveyors about their hospital experience.

“The nurses were very helpful. One of them brought me a warm blanket and pillow. The housekeeping staff even brought me a get well card.”

“I felt kind of isolated.”

“I was impressed with having the same nurse and nurse tech care for me. I was impressed that they listened to me and that they responded very promptly when I needed something.”

“I was told I was going home. I called my daughter and she came. Then, they told me I wasn’t going home until later. They didn’t know what was going on between staff.”

“When I was getting ready for my colonoscopy and endoscopy, they gave me a lot of privacy with a curtain.”

“My instructions when I left were very poor, and I took my medicine somewhat wrong because of that.”

“I think the food was good. I wasn’t expecting good food at the hospital.”

“I think the staff should have some kind of training of what it is like to be in that bed and be that patient … people don’t understand.”

“They were right there when you needed them.”

“Communicate with each other so they know what each one is doing. They should know who has done what.”

“They made me feel very comfortable and very safe.”

Wellness Updates

MAKE HEALTH A PRIORITY AT THE HOLIDAYS
If you are participating in the Health 4 the Holidays campaign – a fun, 28-day program to help you enjoy the holidays in great health – don’t forget to log your health activities and complete the evaluation form at the end of the program. Make your health a priority this holiday season.

WELL POINTS 2009 BOOKS NOW AVAILABLE
Well Points is a free incentive program that allows all Health System employees to earn cash for practicing healthy behaviors.

Beginning Jan. 1 and continuing through Dec. 31, Health System employees can practice wellness activities in 10 program areas and track these behaviors. The Well Points you collect will become dollars. Take an active role in your health and earn up to $200 in 2009.

To get started, ask your Human Resources department for a copy of the Well Points 2009 book or download one from www.mosescone.com/employees (and click on the WIN logo). Complete the enrollment form and submit it to Becca Jones, Wellness Coordinator.

Specific instructions are available in the Well Points 2009 book.

DEADLINE TO FILE FOR $300 IS JAN. 31
Employees enrolled in the Moses Cone Health System healthcare plan who completed the Personal Wellness Profile OR the “myhealthIQ” health risk assessment and workplace screening are eligible for taxable reimbursement of up to $300 in 2008.

The reimbursement covers approved products and services that contribute to improving health and that were purchased between Jan. 1 and Dec. 31, 2008. This reimbursement program will not be offered in 2009.

You must complete and mail or fax a Wellness Reimbursement Claim Form to Commerce Benefits Group, along with the receipts to prove that you paid for an eligible product or service. Claim forms must be submitted by Jan. 31, 2009.

- Claims received by Dec. 31 will be added to the paycheck received Jan. 22, 2009.
- Claims received by Jan. 31, 2009, will be added to the paycheck received Feb. 19, 2009.

For a list of eligible products and services, go to www.mosescone.com/employees and click on the apple logo. For more information about this program, please contact the Health System Benefits Service Center at 832-8777.

Questions? Please contact Becca Jones at 832-2590 or by e-mail at becca.jones@mosescone.com.
Outpatient Rehabilitation Center Launches Osteoporosis Program

The Moses Cone Outpatient Rehabilitation Center now offers a full-service program to help patients with low bone mass disorders such as osteopenia, osteoporosis and related conditions.

This program, which stresses treatment and education, is safe even for those patients who have already suffered a fracture.

With a physician’s referral, patients will receive a one-to-one, hour-long examination that assesses posture, mobility, functional strength, knowledge of the disease, pain and current activities that may be contributing to fall or fracture risks. Based on that assessment, an individualized education and treatment program is implemented once a week for approximately four weeks. The appointments are about an hour long and are designed to help patients:

- Understand their disease, including the “do’s and don’ts” of exercise and daily activities.
- Develop the skills and knowledge about how to prevent falls, fractures and other injuries.
- Plan an individualized fitness program that incorporates strength training, weight-bearing and cardiovascular exercise.
- Develop a structured home exercise program that stresses improved fitness, better balance and ongoing prevention strategies.

Medicare and most insurance plans cover this program because it is within the scope of skilled physical therapy services.

Patients can now be referred to the Guilford College or Brassfield clinics. For more information, call Vince Carlson, Physical Therapist, Outpatient Rehab at Brassfield, at 282-6339, or Kim Harnett, Physical Therapist, Outpatient Rehab at Guilford College, at 315-4760.

Organizational Development Receives National Award

The Organizational Development department at Moses Cone Health System has received a national award for excellence in learning.

The awards are presented annually by Brandon Hall Research, one of the leading research firms in training and development.

The Organizational Development department – which includes Joan Evans, Director; Sarah Arnett and Elena Hackney, Organizational Development Specialists; and Chris Wilson, Manager, Talent Development – earned a silver award for “best learning team.”

The winners “set the standard for what innovative learning looks like today,” according to Brandon Hall Research.

Some of the innovative processes and programs described in the award application include linking training programs to business strategy; providing team and individual coaching to improve employee satisfaction; creating a Succession Planning program to increase internal leadership promotions; and using technology to complement classroom learning.

“I think it is significant that the other award winners were working with major national consulting firms to accomplish their results,” says Noel Burt, Chief Human Resources Officer, Moses Cone Health System.

“Our Organizational Development department has done everything in-house with their colleagues and other leaders at the Health System.”

For more information, see the department’s Intranet Web page located under Departments – Organizational Development.

A Magnetic Personality

Mike Clark, Master Mechanic, and his co-workers in Facilities Management at The Moses H. Cone Memorial Hospital have a creative way to show how they support Magnet status in the Health System. They designed a cutout of a Facilities staff member holding magnets in both hands and posted it on the door to their department. Strips of paper with the names of all the nursing units are attached to these magnets. “This is a very clever way to show how non-nursing units understand and support Magnet status,” says Vicki Block, Vice President, Heart and Vascular Center.
I wanted to pass along a couple of neat things about Relationship Based Care and the Reigniting the Spirit of Caring class.

This year, Department 3700 sent doughnuts to our department and Department 3000 made a cake for each shift in honor of Respiratory Care Week. I can’t tell you how much that meant to the Respiratory staff. It made them feel valued and appreciated as members of a larger team. In past years when celebrating Respiratory Care week, no other department ever showed that type of thoughtfulness. This change in employee-to-employee, department-to-department relationships is definitely a result of the work you are promoting around Relationship Based Care.

Also, I did rounding at Wesley Long Community Hospital this past Saturday and spoke to the son of a patient. He talked to me for several minutes and said many positive things about the care his mother had received. I asked him, “Is there anything that we could do better?” He said everyone was doing a great job individually, but it seemed like the care was fragmented. He said it seemed like we needed one person to pull it all together.

When he told me this, I realized immediately that RBC and the lead nurse concept was exactly what he was asking for. I shared our plans to do RBC and what that would look like. He was very excited and felt like we were perfectly on track to address his only concern. I left the room with a new skip in my step knowing that we are definitely going down the right path. … I think these stories are a testament that this will revolutionize the way care is provided at Moses Cone Health System and that all your hard work toward this end is really paying off.

What’s Next?

Ten Moses Cone Hospital departments, as well as Environmental and Nutritional Services staff members who support those departments, kicked off Relationship Based Care on Nov. 17. The program will go Systemwide in 2009, beginning with these departments:

- The Moses H. Cone Memorial Hospital – 2100 and 3100.
- Wesley Long Community Hospital – Third floor, fourth floor, ICU.
- The Women’s Hospital of Greensboro – Mother/Baby, Birthing Suites, Central Nursery, Antenatal.
- Behavioral Health Center – Adult and Child/Adolescent Inpatient Services.
- Annie Penn Hospital – 2A, 3A, ICU.
- Pharmacy and Respiratory staff at the above hospitals.
- Environmental Services and Nutritional Services staff who support these departments.

Hospital Weans Patients from Ventilators Faster

The percentage of heart surgery patients weaned from ventilators within a recommended six-hour timeframe has nearly doubled at The Moses H. Cone Memorial Hospital, thanks to the work of Respiratory Therapy, the Surgical Intensive Care Unit and cardiac surgeons.

Reducing patients’ time on ventilators is important because it means they are less likely to develop other complications that could increase the length of their hospital stay. They are able to talk and return to their normal activities sooner.

The improved times also mean that patients spend less time in the Intensive Care Unit, freeing up critical care beds and reducing costs.

Before the project began in April, just 38 percent of heart surgery patients were weaned from the ventilator (extubated) within the six-hour goal.

“In an astoundingly short, four-month period, we have improved that to 78 percent,” says Garry Robertson, Respiratory Therapist, who was a key liaison in the effort. “We have been successful because of teamwork, enthusiasm and increased staff awareness.

“Of course with success, there sometimes comes contentment. To ensure that we continue to monitor our rates and improve them, the team has developed a plan and set a goal for the coming year.”

Next year’s target is for 80 percent of heart-surgery patients to be weaned from ventilators within six hours. “With the continuing team effort and work ethic, we will succeed,” Robertson says.

Magnet Forces

This project incorporated the following Magnet forces:

Quality Improvement
“Quality improvement activities are viewed as educational. Staff participate in the quality improvement process and perceive the process as one that improves the quality of care delivered within the organization.”

Interdisciplinary Relationships
“Interdisciplinary relationships are characterized as positive. A sense of mutual respect is exhibited among all disciplines.”
Stay Safe This Holiday Season

The holiday season is once again upon us. It is a time of joy and celebrations, but it also is a time when we typically see an increase in robberies, burglaries and thefts.

"Reducing the chances of becoming a victim starts with an awareness of your own personal security and a willingness to limit the chances of being victimized," says Don Causey, Director, Security Services.

Here are some ways to protect yourself and your valuables:

• Secure your packages and valuables in the trunk of your car.
• Park in well-lit areas, particularly at shopping malls.
• Use ATMs during daylight hours only.
• There is safety in numbers – travel in groups with friends or co-workers.
• Avoid carrying a large amount of cash or multiple credit cards.
• Close zippers and snaps on purses, and secure the bag snugly under your arm.
• Walk with your head up and be alert for potential danger.

Your home is also at risk during the holidays:

• Cancel deliveries and have neighbors collect mail and newspapers when you’re traveling.
• Know your neighbors and be alert to anything suspicious in your neighborhood.
• Use a timer to turn on the lights, radio or a TV when you are away.
• Remember to keep all exterior doors locked at all times.

A Surprise from Security

Employees who leave their offices unlocked or their belongings unsecured may find a surprise from Security.

Officers are distributing cards called “Outsmart Crime.” The cards read, “While you were out, we were in! Had we been thieves, we could have taken anything in your area. Please help us help you; lock your doors when you are out.”

The cards are designed to build employee awareness of the importance of protecting their valuables. They are signed by the security officer on patrol.

So secure your valuables, and don’t get “carded.”
Don’t Miss the Holiday Party!

Employees are invited to attend an event that is most convenient for them:

**Moses Cone Hospital**
Monday, Dec. 8  
Rooms 0029 - 0031  
First and second shifts: 2 – 5 p.m.  
Third shift: 11:30 p.m. – 12:30 a.m.

**Behavioral Health Center**
Wednesday, Dec. 10  
Gym  
First and second shifts: 2 – 4 p.m.  
Third shift: 11 p.m. – Midnight

**The Women’s Hospital/Administrative Services Building**
Thursday, Dec. 11  
The Women’s Education Center  
First and second shifts: 2 – 4 p.m.  
Third shift: 10:30 p.m. – Midnight

**Annie Penn Hospital**
Thursday, Dec. 18  
Dining Room  
First and second shifts: 2 – 4 p.m.  
Third shift: 11 p.m. (trays delivered)

A party was held at Wesley Long Community Hospital on Dec. 3.

**SantaLink 6: Rudolph to the Rescue**

Want to help brighten the holidays for children in need? Consider bringing a toy to your holiday party (or to your Human Resources office by the day before your holiday party).  
As part of its sixth annual SantaLink toy drive, CareLink wants to fill an ambulance – maybe even three or four – with toys for needy children.  
The event benefits families at KidsPath of Guilford and Randolph counties, Hospice of Rockingham County, Help Inc. of Rockingham County and other agencies in Guilford and Rockingham counties.  
For more information, call CareLink at 271-4854.

**Catch CareLink in the Holiday Spirit**

CareLink will be participating in a number of holiday parades throughout the region. Here’s where you can spot CareLink staff and vehicles:  
- Dec. 5 – Asheboro parade, 7 p.m.  
- Dec. 6 – Greensboro parade, noon.  
- Dec. 13 – Madison-Mayodan parade, 1 p.m.  
CareLink also participated in the Reidsville and Eden parades in November.
HealthServe Community Health Clinics’ recent photo exhibit showcases a day in the life of the clinic and its patients. The photos were displayed at the clinic’s first Donor Stewardship event, held in October to recognize and thank HealthServe’s longtime donors and volunteers. The exhibit showcased 25 black-and-white photographs by Christine Rucker, a Winston-Salem photographer.

“The staff and volunteers at HealthServe assist each patient on a journey to a better quality of life,” says Heather Renshaw, Community Relations and Development Coordinator, HealthServe. “Glancing into this personal experience is crucial to sharing with the community how valuable HealthServe is for thousands of our neighbors who are without insurance or other means to receive quality healthcare. The photo exhibit was commissioned to capture some of these experiences. Each person in these photographs was proud to be part of this story.”

David Talbot, MD, Medical Director, HealthServe, agrees. “These photos are a compelling way to connect our patients and staff with our donors and volunteers,” he adds.

More than 100 people attended the event at Revolution Mill Studios Event Center. In addition to Talbot and Rucker, speakers at the event included Tim Rice, President and CEO, Moses Cone Health System, and Bill Porter, Vice President, Office of Fund Development.
Health System Raises $20,000 in Greensboro Juvenile Diabetes Walk

Moses Cone Health System employees raised $20,000 for the Juvenile Diabetes Research Foundation at the Greensboro JDRF Walk in late September. The amount, which is nearly double that raised last year, includes $10,000 raised by employees and a $10,000 contribution from the Health System.

Linda Newman, Residency Coordinator, Internal Medicine Residency Program, raised nearly $4,000 herself.

Tim Rice, President and CEO, Moses Cone Health System, served as the 2008 corporate chairman of the annual walk at Grimsley High School.

The Health System team also received a prize for “Most Outstanding Shirt.” The children’s T-shirt was designed by Alex Anton, 9. Alex is the son of Polly Anton, Special Projects Coordinator, Diabetes Treatment Program. Anton, who has Type I Diabetes, is the chairwoman of the JDRF Walk Team. Alex’s T-shirt reads, “I wish I may, I wish I might . . . find a CURE for diabetes tonight!”

The Greensboro walk raised a total of $245,000.

The Spine Center Opens

Spine surgery patients now have a new place to recover – The Spine Center at The Moses H. Cone Memorial Hospital.

This outpatient spine surgery recovery department was expected to open in early December in the area formerly occupied by Department 3500. It will provide specialized nursing care for spine surgery patients as well as a dedicated area for their pre-op preparation and post-surgical recovery.

Moses Cone Hospital performed more than 1,300 outpatient spine surgeries in 2008. Those patients recovered in one of two different departments, 3000 or 5000.

This new outpatient setting has comfortable amenities, hotel-like features and ample waiting space for families.

“We are excited about the opening of The Spine Center because it will enable us to provide a more specialized and comfortable environment to our patients,” says Andy Pool, MD, a neurosurgeon and Co-Medical Director, Neurosciences, Moses Cone Hospital. “It also will allow for improved, more efficient patient care and education.”
Greensboro photographer Abigail Seymour recently donated four photographs of newborns to The Women’s Hospital of Greensboro.

Seymour had her daughter, Lila Mae, at the hospital 18 months ago and wanted to give something back. “I was so loved and cared for by this hospital,” she said when the images were presented in November.

The photographs now hang in the family waiting room outside the Nursery.

Cindy Farrand, Vice President/Administrator, The Women’s Hospital, thanked Seymour for the gift.

“We love images that portray what we are definitely all about,” Farrand said. “We really treasure this and greatly appreciate your capturing all these moments.”

After receiving the telephone call that our mom was in surgery in Greensboro, we (her two daughters and one of her grandchildren) drove from Mississippi through the night to arrive at your hospital mid-morning. Not knowing what would await us, we walked through those double doors at the Neurology Intensive Care Unit with dread in our hearts.

Immediately, we were greeted, directed to Mom’s room and given a few minutes with her. We were then introduced to Dr. Botero, who showed us Mom’s scan and apprised us of her condition, which was grave.

From the very moment that we walked through those doors until the last time we exited, approximately one week later, your nurses and nurse technicians attended to Mom not only in the most professional and timely manner, but with loving kindness and attention to her every need. Although she never regained consciousness, each and every staff member spoke to her before doing what was necessary – always treating her as a person first and a patient second. Every time we would begin to wonder what might be happening to Mom, a nurse would enter the room, tell us what was happening, mention that a doctor had already been consulted and describe what was being done; or, a doctor would enter the room to talk to us.

As devastating as Mom’s death is, we are comforted to know that we have no regrets as to the care that she received from your staff – not a single complaint. As a retired registered nurse, Mom would have been proud of you.

Not only was our Mom taken care of, but everyone tried to make us comfortable and accommodated us in so many ways. Time after time, the nurses and techs took an interest in us, inquired as to our welfare, wanted to make sure we knew what facilities the hospital provided, and generally just wanted to take care of us.

There were so many caring and thoughtful doctors, nurses and techs who attended Mom. While it’s not possible to list each person, know that we do remember you, and we thank God for each of you.

— The family of Mavis Evans Green
## MOSES CONE HEALTH SYSTEM 2009 GOALS


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<td>Physician Relationships</td>
<td>Physician Satisfaction</td>
<td>8.0***</td>
<td>TBD</td>
</tr>
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<td><strong>FINANCE</strong></td>
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<tr>
<td>Margin (%)</td>
<td>Margin (%)</td>
<td>4.97%</td>
<td>3.88%</td>
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<tr>
<td>Length of Stay</td>
<td>Length of Stay</td>
<td>5.05</td>
<td>5.01</td>
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* Meeting or Exceeding Goal  
** Needs Improvement  
Approaching Goal  
TBD - To Be Determined

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* The Core Measure Optimal Care Compliance goal, new for 2009, takes into account how well the Health System meets targets in four core measures: Acute Myocardial Infarction, Heart Failure, Pneumonia, and the Surgical Care Improvement Project. Staff from the Quality department will look at a random sampling of charts to determine if all of the proper documentation has been done for each of the core measure areas. This is a pass-fail process. The number of charts that pass out of all those examined is the percentage reported in this table.

** The risk-adjusted mortality rate considers the severity (acuity) of patients’ conditions instead of simply calculating a mortality rate on the basis of actual deaths. The risk-adjusted measure is more commonly used in other health systems and is a much better indicator of the quality of care being given. A score of 1 is equivalent to the expected mortality rate given the acuity of patients. Any score less than 1 means there are fewer deaths than expected given the acuity of patients. If a score is greater than 1, there are more deaths than expected.

*** The Health System is working on eight strategies to help improve physician satisfaction. This measures how many have been implemented.
Our Mission
We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.

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

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Read CODEU, Win a Prize
Each month, Marketing will draw five entries from the correct responses and award five free $6 meal tickets, valid at any Moses Cone Health System cafeteria.

The following employees won the contest in November:
Ginger Craig, Clerical Assistant, Patient Accounting; Rolitta Dawson, RN, Maternity Admissions, The Women’s Hospital of Greensboro; Traci Mack, Clerical Assistant, Patient Accounting; Alicia Meyers, Physical Therapist, Rehabilitation, Annie Penn Hospital; Karen Vaughn, RN, 3100, The Moses H. Cone Memorial Hospital.

This month’s quiz:
1. What arrives on Jan. 17?
2. Where can you view Code VU?
3. Name one of two area photographers who made a donation to the Health System recently.
4. Name one department that will kick off Relationship Based Care in 2009.
5. Name one award winner featured in this issue.

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

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Name
Department, Campus
Phone