PART with Paying at the Pump

Try Two New Options

Did you know that Moses Cone Health System employs people from as far away as Southern Pines, Statesville, Lenoir and even Swansboro (215 miles away)?

As gas prices continue to climb, some of these employees – and even those who live closer to Greensboro – are pumping hundreds of dollars a month into their gas tanks. But there is good news: Carpooling and mass transportation options may be on the way.

Human Resources is gathering information now to help employees line up carpools with co-workers who live near them. If you would be interested in carpooling, e-mail benefits@mosescone.com with your name, address, phone number, campus and work schedule. Note: Names and addresses of interested employees may be published and viewed by other employees. If you are contacted, it is your choice whether to share transportation.

If you’d rather travel by bus, the Piedmont Authority for Regional Transportation (PART) plans to begin transporting riders from Davidson and Randolph counties to The Moses H. Cone Memorial Hospital, Wesley Long Community Hospital, The Women’s Hospital of Greensboro and other Greensboro sites. This service will include express bus routes and new park-and-ride lots. Monthly passes cost $50. For more information, visit www.partnc.org.

Employee Opinion Survey Under Way

All Moses Cone Health System employees, supervisors and directors are encouraged to take the 2008 Employee Opinion Survey.

The online survey began June 29 and can be completed through July 12. The survey can be taken at work, at home or anywhere you have Internet access. It is a shorter survey than usual, with only about 30 questions.

“Thank you in advance for your time and thoughts as we strive to build a stronger Health System to serve our patients and employees,” says Beverly Nipper, Director, Employee Performance.

To take the survey, go to www.jacksonsurveys.com. The login is cone; the password is employee. If you have questions, contact your manager.
Lawson HR Gets a New Look

The Lawson Human Resources/Payroll system allows you to access your pay information, enroll for benefits, and view and change your personal information such as your address. The system was upgraded in June. While the look may be a little different, it works the same way.

To access your information from the Moses Cone Health System Intranet homepage, follow these instructions:

1. You may access the homepage by using the Internet Explorer “MCHS Homepage” icon on the desktop or from the Citrix Program Neighborhood.
2. On the homepage, move your cursor to Applications and a drop-down menu will appear.
3. Scroll down, select Lawson HR and click.
4. A box will appear asking for User ID and Password. Your User name is Your Employee Number (the first five digits on the back of your ID badge — without the last number). Your Password is a seven-character complex password chosen by you. Hit Enter. (If you can’t remember your password, please see instructions at right.)
5. Your personalized information will load and your first name should appear in the upper right of the Portal Home screen.
6. On the left side of the page, you will see a Home tab. By clicking on the subjects listed (Benefits, Employment, Pay, etc.) you can view your pay information, change your address and view your benefits.

For Remote Access:

1. You may access the Lawson HR Self Service from home if you have a PC with Internet Explorer 6.0 or greater and an Internet connection. To access the site, open a Web browser and type https://csa.mosescone.com.
2. A login screen will appear asking for User Name and Password. LOGIN.
3. When your connection has been established, click on MCHS homepage and follow instructions above.

If you have difficulty accessing your information from home, there are computer stations available at each Human Resources office for your use. Access from home is a convenience provided by Information Systems, and Assist is not responsible for troubleshooting your personal home computer.

FORGOT YOUR PASSWORD?

OPTION 1
Call Assist at 832-7242 during normal business hours.

OPTION 2
>> Access the Health System Intranet Homepage.
>> On the far right, click on Password Self-Service.
>> Enter your User Name, which is your employee ID number.
>> Enter your Last Name exactly as it is in Lawson.
For Example: John Smith Jr should be “Smith Jr”
>> Enter the last four digits of your Social Security number.
>> Enter the month and day of your birth.
>> Submit.

You can either accept the random password provided or create one of your own. Make sure that the password is at least seven characters long, has one capital letter, one small letter and at least one number. Your password cannot contain any portion of your name.

If you have questions about your pay, e-mail Payroll_Administrator@mosescone.com. Questions about benefits can be answered by calling the Benefits Service Center at 832-8777 or by e-mailing Benefits@mosescone.com.
North Carolina 529 Plan Attracts College Savers

An independent study by Savingforcollege.com says North Carolina’s 529 college savings program is one of the least expensive in the country for account-holders, which may help explain the growth of the state’s plan.

A 529 is an education savings plan operated by a state or educational institution designed to help families save money for future college costs.

Adding low-cost V Funds, composed of Vanguard mutual funds, to the NC 529 Plan, in addition to the actively managed Aggressive Stock Fund, Balanced Fund, CollegeHorizonFunds and Dependable Income Fund investment options, has proven attractive to investors. Also helping attract interest is the $2,500 annual tax deduction on contributions to the NC 529 plan for individual NC taxpayers or $5,000 for married couples filing jointly.

The NC 529 Plan now has about $400 million invested and more than 50,000 accounts.

For additional information, call 1-800-600-3453 or visit the Web site at www.CFNC.org/NC529. You also may contact AIG Retirement financial advisers David Dupont at 832-7995 or Kevin Hanner at 832-0090.

Look for more information to come in Daily Announcements, departmental staff meetings and Employee Council meetings in July. There will be Lunch and Learn seminars about the plan and its offerings during August.

Fifty People Join ‘Passport to Health’ Program

Fifty people are starting a new journey to learn how to shop smarter, cook healthier, eat well and exercise effectively. They are participating in “Passport to Health,” a new wellness program at Moses Cone Health System that provides education on all aspects of healthy living.

Participants in the 12-week program take classes and visit community partners, including Harris Teeter, Greensboro-area YMCA’s and Let’s Dish. The program is sponsored, designed and coordinated by staff at the Moses Cone Health System Nutrition and Diabetes Management Center, Occupational Health Services and Employee Health.

To enroll in this pilot program, employees must meet three of the following four criteria:
1. Have a Body Mass Index of 30 or greater.
2. Take two or more medications for hypertension.
3. Have a waistline measurement of 35 inches or more for females and 42 inches or more for males.
4. Take one or more medications for lowering cholesterol.

All participants will receive a complimentary membership to area YMCAs for the duration of the program. Other incentive prizes will be available each week.

Depending on the results of the pilot group, more sessions may be offered or the program may be opened to all employees.

A Room of Their Own

Sandra Rivard, MD, cuts the ribbon on the new Cesarean-section recovery area at The Women’s Hospital of Greensboro. The new area allows mothers to remain with their newborn babies immediately after Cesarean-section deliveries. Previously, mothers recovered alone in the Post-Anesthesia Care Unit.
My Uniform Shop to Open at Moses Cone Hospital

Tired of packing up the kids after a long day at work to go uniform shopping? Beginning in August, the Volunteer Services Department at The Moses H. Cone Memorial Hospital will operate an on-site uniform store. My Uniform Shop will carry uniforms, shoes, socks and numerous other medical accessories. The store also will carry specialty Moses Cone Health System logo wear and will offer an online kiosk for customers to place special orders.

PAL Payout Puts Money in Pockets, Helps Pay Debts

Moses Cone Health System paid employees more than $1.2 million during the new April PAL payout. “We’re pleased to have been able to offer this second PAL payout option for our staff this spring,” says Noel Burt, Chief Human Resources Officer. “We hope employees can use this money toward summer vacations or other activities with their families, especially as we all face continually rising gas prices and some tough economic times.”

The Health System was able to apply about $26,000 of this payout to help employees pay off their debts with the Health System. Many employees also used the opportunity to check and follow up on their bills with Patient Accounting, adds Beth Ward, Chief Financial Officer.

In addition to PAL payout options twice a year, there are many ways the Health System can help employees arrange to pay their bills. Patient Accounting can set up payment plans and help employees pay accounts through payroll deduction. Depending on the employee’s income, financial assistance and discounts may be available. Employees can call Patient Accounting at 832-8014 to discuss various repayment options.

The Health System also offers free credit counseling to employees through the Employee Assistance Plan. Call 691-1100 or 1-800-326-3864 to learn more.

Magnet Champion Kick-off Meetings Begin July 11

All hands on deck: Don’t let the ship sail without your crew member.

The “Moses Cone Health System Cruise Line: Destination Re-designation” will begin holding Magnet champion kick-off meetings on July 11. The Magnet champion represents his or her department (this includes both clinical and non-clinical departments). As the primary point of contact, the champion works closely with the department leadership and coordinates education and other magnet activities in each department.

“Our Magnet re-designation journey is a celebration of the caring and competence you each provide to our patients and families,” says LaVern Delaney, RN, Director, Nursing Services, and co-chairwoman for the Magnet Marketing Committee. “We can achieve Magnet re-designation by showing we meet 14 Magnet Forces, or standards, that range from the quality of our care to the image of nursing here at Moses Cone Health System.”

More information about the Magnet re-designation effort will be provided via monthly meetings, magnet education boards, notebooks and more. Each month, the Magnet committee will focus this education on one “hot spot topic” and two forces. In July, the hot spot is Peer Review, and the two forces are Professional Development and Autonomy.

Contact your Magnet champion to help identify how all departments can strive to continue to meet these Magnet forces.

“"We’re pleased to have been able to offer this second PAL payout option for our staff this spring. We hope employees can use this money toward summer vacations or other activities with their families, especially as we all face continually rising gas prices and some tough economic times."”

— Noel Burt
Chief Human Resources Officer
Moses Cone Health System
**Several Relay for Life Efforts Support American Cancer Society**

Moses Cone Health System supported Relay for Life in two events for the American Cancer Society in May.

The Greensboro team, based at the Regional Cancer Center, had more than 60 members from all Greensboro campuses as well as family and friends. Team members raised more than $40,000 at the Relay for Life at Page High School and will continue to collect donations through August. The team raised money through raffles, general donations and by selling luminaries for the event.

Annie Penn Hospital had two teams supporting the Rockingham County Relay for Life – one from its Surgical Services department and another from Radiology. The Surgical Team had 13 members who raised more than $4,000 through bake sales, meals and physician support. The Radiology team had 21 members and raised more than $5,500 through sales of baked goods, T-shirts, buttons, blankets and gift baskets.

Annie Penn Hospital Community Services also sponsored a Survivors’ Dinner at Rockingham County Middle School, with more than 300 people attending.

**Beating the Heat**

Staff and students from The Children’s Corner moved into The Moses H. Cone Memorial Hospital when their air-conditioning system broke and temperatures hit the high 90s in early June. Children from two classes thought it was a great adventure to spend two days in hospital classrooms and even have lunch at the cafeteria (above). A group of children is shown here with teacher Donna McKnight.

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**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 young man who delivered my food noticed I didn’t drink tea, so he brought me an ice cold Sprite Zero every day for dinner.”
- “They were trying to give me insulin that the doctor ordered and some other medication that I don’t take anymore.”
- “One nurse tech would draw a flower or sunshine on the board to light up your day.”
- “(Improve) getting out of the hospital. I was dismissed at 2 and I did not get home until 8:30 that evening.”
- “I was impressed with the improvement of the food. The last time that I was there, it wasn’t up to par and this time it was a great improvement.”
- “Be sure to check the bathrooms ... and refill the tissue on a timely basis.”
- “My labor and delivery nurse was incredible. Felt more like I had a friend with me rather than a nurse. A good experience.”
- “The bed kept going up and down like waves, and it was hurting me. I could not get the bed to stop doing that, and no one knew how to fix it.”
- “The nurse went to bat for me about pain. She really did.”
- “Some nurses need to be trained on getting along with patients with a smile.”
- “One of the nurses on one of the night shifts rubbed some lotion on my back and massaged my back, which really relaxed me because I was having trouble sleeping.”
- “Have private rooms. Shared rooms are unacceptable to me.”
- “I was pleasantly surprised with the nurses and their degree of experience and with the time they took to provide extra care.”
The following projects are progressing throughout Moses Cone Health System, according to Ron Galloway, Director, Construction Management.

**THE MOSES H. CONE MEMORIAL HOSPITAL**

The hospital has received state approval and will begin work this fall to expand its Emergency Department.

Renovation of Department 3000 will continue into the summer. This renovation will include new paint, wall coverings, floor coverings and plumbing upgrades.

Planning is under way for a new and expanded Hemodialysis department on the sixth floor. Construction will start in July and should be complete by the end of September.

**WESLEY LONG COMMUNITY HOSPITAL**

Phase 3 of the comprehensive hospital renovation project, which includes renovations to the Central Tower, is under way. The entire project should be complete by mid-July. The renovations include creating all private patient rooms with private baths, enhancing amenities and support spaces, and replacing the infrastructure, which includes plumbing, electrical, and heating and air conditioning systems.

A parking and traffic circulation study is being commissioned to identify opportunities to improve access to the services provided at this campus. The study will be complete later this summer.

Work is under way to build four recovery rooms at the Wesley Long Surgery Center to offer patients a more comfortable setting during extended recoveries.

**THE WOMEN’S HOSPITAL OF GREENSBORO**

Planning is under way to renovate the Maternity Admissions Unit.

**ANNIE PENN HOSPITAL**

After opening the first phase of a 3,000-square-foot Emergency Department expansion, the hospital has begun work on a second and third phase, which will renovate about 13,000 square feet of interior space by mid-August. In all, the project will expand the treatment area from 13 to 24 rooms, add a second ambulance bay and create new waiting and registration areas.

Construction to replace the emergency and normal electrical distribution systems has begun and should be complete by July. This will increase electrical capacity and improve reliability.

Work has begun on recoating the hospital’s exterior and installing replacement windows in the tower on the Main Street side of the hospital.

**MOSES CONE MEDCENTER HIGH POINT**

Construction has begun on Moses Cone MedCenter High Point, a nearly 76,000-square-foot emergency department and ambulatory care center near the intersection of Willard Dairy Road and NC 68 in north High Point. The project should be complete in June 2009. In addition to the 12-room emergency department, the first floor also will house a lab for patient tests; an imaging center with MRI, X-ray and ultrasound; and a pre-admission center. The second floor will house a full-service outpatient rehabilitation center and an orthopedic office. Moses Cone Regional Cancer Center will have a medical oncology office on the third floor. LeBauer HealthCare also will occupy space on the third floor with a primary care office.
**4700 Works to Improve Patient Satisfaction**

Imagine this scenario:

A patient comments on a survey that she didn’t feel safe in the hospital. “When I call and have to use the bathroom, it takes a long time for someone to come,” she said. “What would happen if I really needed help?”

But when the nurses and nurse techs hear this, they don’t understand how the patient could say this. They checked on her regularly during her stay.

What happened?

According to nursing leaders, there’s a difference between simply checking on a patient and visiting the patient hourly, asking questions that are specific to the situation and patient’s needs. This is called intentional hourly rounding.

Members of the Shared Governance Council for 4700, the Congestive Heart Failure/Telemetry department at The Moses H. Cone Memorial Hospital, have put this technique into practice.

The department started hourly rounds one year ago, but there were inconsistencies. Council members saw an opportunity to work smarter instead of harder and have a chance to improve patient and staff satisfaction, says Marjorie Jenkins, RN, Director, Nursing Administration.

Staff now asks questions targeted to each patient’s needs. If the patient is a fall risk, for example, staff might say, “Would you like to use the bathroom while I am here?” or “I’m here to take you to the bathroom.”

Asking the right questions, which are designed for each patient according to evidence-based practice and patient feedback, can make a difference in patient outcomes and satisfaction.

Nora Gilchrist, Nurse Tech, 4700, was the first to use the intentional hourly rounding in a pilot project and received immediate feedback from patients and families, who said they felt safe and well cared for throughout her shifts. Families even asked when they could expect the same level of care from other staff.

The technique also improves staff satisfaction. Taking care of the patient’s needs during rounds means less call lights and fewer interruptions for staff. “When we all do intentional hourly rounds, we aren’t running up and down the hallways, which allows for more time to complete other tasks,” says Ruthie Pompey, RN, Director, 4700. “Patient needs are met while we are with them. It’s good for patients, and it’s good for our team, too.”

**No Shortcuts to ‘Defend the Skin’**

Help Eliminate and Document Pressure Ulcers

A new campaign, called Defend the Skin, is focusing on pressure ulcers. The program has two goals: to eliminate pressure ulcers that occur during a patient’s stay and to document any pressure ulcers that exist before patients are admitted.

The Centers for Medicare and Medicaid Services now consider pressure ulcers “avoidable events.” Beginning in January 2009, the agency will no longer pay hospitals for the additional care required for patients who develop these ulcers while hospitalized. According to CMS, the ulcers result from errors that occurred during the patient’s stay that caused harm and additional cost. CMS will not reimburse hospitals for that. (See box for more information).

Pressure ulcers also can greatly impact a patient’s quality of life and can lead to loss of limbs or even death.

“It is crucial that nursing staff document skin assessments on admission and throughout hospitalization,” says Amy Clegg, Clinical Nurse Specialist. Pressure ulcers that develop after the patient is hospitalized for two calendar days are considered hospital-acquired, and the hospital will not be paid to provide care for them. Physicians will be responsible for documenting pressure ulcers and their stages - in progress notes.

Beginning in July, a computer-based learning module (CBL) will be provided to nurses and physicians. Color images of pressure ulcers will be in each Wallaroo. Each department will post the number of days since the last pressure ulcer, and hospital-acquired pressure ulcers will be tracked in Safety Zone Portal. Quarterly scores will be monitored in each nursing department.

**Payment Changes**

Beginning in January, Medicare and Medicaid will no longer pay for care provided to patients who develop certain conditions while hospitalized. As a result, it is crucial to document any conditions that are “present on admission.” Some of these include:

- Pressure ulcers.
- Catheter-related infections such as UTIs.
- Surgical site infections after coronary bypass surgery.
- Other hospital-acquired injuries.

“The efforts of CMS to tie payment incentives to the quality of care delivered, if done wisely, can stimulate improvements in quality, in medical costs and in patient safety practices,” says Marion Martin, Patient Safety Officer.
The Children’s Corner and Human Resources held a Tricycle Race to raise money for the Heart Walk. Participants included (from left) John Konicek, Director, Human Resources; Vicki Block, Vice President, Heart and Vascular Center; Tom Gettinger, Executive Vice President/Administrator, Moses Cone Hospital; Sandy Threatt, Worker’s Compensation Specialist; and David DuPont, AIG Representative. Spectators could pay $1 before the race to vote for a winner.

Health System Raises Nearly $35,000 in Heart Walk

More than 330 walkers representing Moses Cone Health System raised nearly $35,000 during the annual Start! Heart Walk in May at Country Park. The walk supports the American Heart Association.

“I appreciate the tremendous support from everyone in the Health System,” says Tom Gettinger, Executive Vice President/Administrator, Moses Cone Hospital, and the chairman of the countywide event. “We raised a lot of money for a very worthy cause and had tremendous fun doing it.”

Here are some highlights:

- Food Services Staff raised more than $4,200 through bake sales and other fundraisers.
- Department 5000 had a hot dog and carnival food sale.
- Operative Services raffled a handmade teddy bear.
- Pharmacy raffled a handmade quilt.
- Department 5700 raffled a basket of beach goodies.

The American Heart Association raised more than $315,000 at the countywide event, with the Health System as the top corporate fundraiser.

Nurses Attend Institute for Nursing Excellence

Two Moses Cone Health System nurses attended the 2008 Institute for Nursing Excellence.

Nancy Caddy, RN, Pediatrics, The Moses H. Cone Memorial Hospital, and Melody Corkhill, RN, IV Nursing, are among 30 North Carolina nurses who were chosen for the honor.

The 2008 Institute for Nursing Excellence was held at the Trinity Conference Center in Salter Path June 2-6. The Institute for Nursing Excellence is a one-week professional development program designed to reward outstanding direct-care nurses; encourage them to remain in the profession; improve their capacity for leadership; enhance their ability to be role models; and extend their ability to attract others into the profession.

A statewide committee of 25 nurses chose the participants based on performance in caring for patients, leadership and activities outside of work.

The North Carolina Center for Nursing (NCCN) coordinates the Institute. The NCCN is a state-supported agency designed to help North Carolina meet the demand for nurses.
Wesley Long Community Hospital Opens Renovated Endoscopy Area

Renovations are complete, and Endoscopy once again will offer outpatient services at Wesley Long Community Hospital.

The suite has a larger recovery and admissions area as well as state-of-the-art endoscopy equipment and new vital signs monitors. “Our patients and families also will be using the spacious new surgical waiting area,” says Debbie Woodring, RN, Director, Endoscopy.

The department offers outpatient gastrointestinal endoscopy procedures, endoscopic ultrasound procedures, Givens small bowel imaging studies, esophageal manometry, 24-hour esophageal pH monitoring, Bravo pH monitoring, and Breath Tek procedures.

Call 832-0180 for more information.

The Moses H. Cone Memorial Hospital will continue to offer endoscopy services for inpatients and patients needing transesophageal echocardiogram and bronchoscopy studies.

Neurosurgery Value Analysis Team Saves Money, Improves Quality

The Neurosurgery Value Analysis Team (VAT) has led two projects recently to change the use of products to save money.

The team worked with Brian Romig, Director, Pharmacy, to decrease the amount of Thrombin used per surgical case. Thrombin is a product used to reduce bleeding in surgeries. The full 20,000 unit packages were not needed in every surgery, and often, some of the drug was wasted. Instead, surgical staff will start by using two 5,000 unit packages. If more is needed, it can be requested immediately. This change will save $144,000 in wasted medication costs over one year.

The neurosurgery staff also has switched to Actifuse Putty, a bone graft material used in spinal surgeries. Previously, the operating rooms had used another type of Actifuse product (granules), but the new putty provides a better quality of bone graft in a faster amount of time. It also costs less and will save $100,222 during the next 12 months.
Patients, Customers Use Online Bill Pay

Since Moses Cone Health System began offering online bill pay in May 2007, more than $1.2 million has been collected via the Internet.

“After a couple of months of getting the word out, our numbers really started to increase in both numbers of users and money collected,” says Todd Shoaf, Director, Patient Accounting.

“We’ve tried to make it as user-friendly as possible, and I think people enjoy having the convenience of making their payments from home.”

The Women’s Hospital Auxiliary Installs Officers

The Women’s Hospital of Greensboro Auxiliary has installed its officers.

They are: Louise MacIntosh, President; Pam French, President-Elect; Sarah Wilkinson and Susan Cochran, Treasurers; and Carolyn Campbell, Secretary.

The Auxiliary also has pledged $1,000 to the Great Beginnings Fund at The Women’s Hospital.

Guilford Child Health Receives Grant for Child Fitness Program

Guilford Child Health’s Take Charge Weight Initiative has received a $10,000 grant from the General Mills Foundation.

The grant comes as part of the General Mills Champions for Healthy Kids Youth Nutrition and Fitness program.

Guilford Child Health was one of 50 recipients chosen from more than 1,000 applicants.

Annie Penn Hospital Closes Birthing Center

Annie Penn Hospital has closed its Birthing Center and is now directing patient deliveries to The Women’s Hospital of Greensboro. The decision, announced in March, comes after many years of trying to recruit and retain the appropriate number of obstetricians and neonatal physicians.

John Ferguson, MD, and Luke Eure, MD, and their clinical staff will continue to provide prenatal care at their Family Tree OB/Gyn office in Reidsville. The doctors have privileges at The Women’s Hospital and, schedules permitting, will handle Cesarean sections and deliveries there. The Women’s Hospital teaching faculty of five obstetricians will handle unscheduled deliveries as necessary.

The Women’s Hospital has a level III neonatal intensive care unit with neonatologists and neonatal nurse practitioners on site 24/7, on-site anesthesiologists for laboring women and a four-bed adult intensive care unit for mothers who experience complications.

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

“I wanted to take a moment and remind everyone of the great work the staff of the E-chart Command Center is doing this week as the system is upgraded. I have had to make several calls to the command center, and everyone I have spoken to has been so pleasant. I am sure they are having a stressful week, and yet they are truly displaying the standards of Caring Spirit and Outstanding Service. I don’t know all the individuals working in the command center, but they all deserve a BIG pat on the back for all they have done. I am sure there have been many Magnet Moments for them as well. Good job folks and thanks so much for making things work for the rest of us. We appreciate it.”

Robin Clayton
Assistant Director, Non-Invasive Cardiovascular Services

I was hoping to get a survey to fill out and may still, but I wanted to let you know how much I appreciated EVERYONE during my recent stay at Wesley Long Community Hospital. From my first visit to the joint replacement class to my discharge, I have not one complaint - only praises. I have never been in such a hospital that everyone seemed to really care about you.

When I went for my pre-admission, every person I saw wished me luck and actually acted like they truly cared. That all makes such a difference.

I thank each and every one of your staff. My special thanks go out to RN Lindsay and Nurse Tech Sandy. They were with me my first day and helped me feel so comfortable and made sure everything was just right for me, answered all my questions and were right there if I needed something. Everyone was just GREAT and deserves special praise. Thanks so much.

Wesley Long is my No. 1 preference of hospitals from here on in. Thanks guys.

Elizabeth Morgan
Asheboro

Have you received an impressive thank-you letter from a patient? Please drop a copy in interoffice mail to CODEU, Marketing, Administrative Services Building.
**MOSES CONE HEALTH SYSTEM 2008 GOALS**

**Results for Oct. 1, 2007 - May 31, 2008**

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**Meeting or Exceeding Goal** ☑  **Needs Improvement** ☐  **Approaching Goal** ☐  **N/A** - Results not yet available.

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Susan Coble, RN, Medical Staff Quality Coordinator, Medical Staff Services, has passed the Certified Professional in Healthcare Quality examination given by the Healthcare Quality Certification Board.

Jinx Perrou, Manager, Occupational Health Services, has been named chairwoman of the Membership and Nominating Committee of the North Carolina Triad Association of Occupational Health Nurses.

Eva Hyde, Clinical Nurse Specialist, Clinical Support, won first place for a poster presentation at the National Association for Orthopedic Nursing Conference in San Jose, CA. The presentation was called “Is Your Joint Practice Evidence Based? The Development and Implementation of Clinical Practice Guidelines for Total Joint Replacement.”

The Marketing Department has won seven Aster Awards from Creative Images Inc., a firm that specializes in strategic healthcare marketing. The department received gold awards for the 2008-09 physician directory and its National Hospital Week Ad campaign; silver awards for MDjournal, the Report to the Community and a televised advertising campaign featuring Barbara Muir, David Baker and Sandra Inman; and bronze awards for the birth and baby ad series and the Barbara Muir total advertising campaign, including radio, television and newspaper ads.
THE MOSES H. CONE MEMORIAL HOSPITAL
EMPLOYEE OF THE MONTH

Bonita Ford
Nutritional Services Ambassador, Nutritional Services
NOMINATED BY: Mary Jane Aldridge, RN, and Jackie Mubiwa, Nurse Tech, both 2000/Cardiac Department

“Bonita Ford serves patients with passion and compassion,” write Aldridge and Mubiwa. “She pays attention to every single patient. She does not just drop the dinner tray on the table, she makes sure each patient is awake, and she sets the table in a comfortable position for the patient. On one occasion, we noticed that every time Bonita put down a patient’s dinner tray, she took extra time to help him eat. She chopped the meat for him, opened his drinks, put straws in them and cheered him up while encouraging him to eat. On the fourth day, she brought the patient dinner already chopped from the kitchen. We were very impressed by her action, and we think she deserves this award.”

GEMs
Sherelle Bennett, Nurse Tech, Cardiac Intensive Care, 2900
Jean Chapman, Environmental Services Tech, Environmental Services
Judy Demetrelis, Nursing Secretary/Monitor Tech, Pediatrics
Rana Hamzi, Rad Tech, Radiology Services
Karena Harris, RN, Medical/Renal, 5500
Linzi Hyatt, Nurse Tech, Medical/Renal, 5500
Jenneh Irving, Nurse Tech, CPCU, 3700
Teressa Jones, Nurse Tech, Flexible Resources
Lynn Miller, RN, Flexible Resources
Lisa Lundeen Nagel, Chaplain Resident, Pastoral Care Services
Leann Nickles, Nurse Tech, Inpatient Rehabilitation, 4000
YPri Nie, Environmental Services Tech, Environmental Services
Tammy Pennington, RN, Flexible Resources
Maria Smith, Order Entry/Reception, Diagnostic Radiology
Thuing Thuing, Environmental Services Tech, Environmental Services

WESLEY LONG COMMUNITY HOSPITAL
EMPLOYEE OF THE MONTH

Angela Moore
RN, Progression Nurse, Telemetry
NOMINATED BY: Sophia Pickett, RN, Telemetry

“Angela coordinated a transport for a cancer patient whose husband had passed away earlier in the week, so that this patient could attend the funeral,” Pickett writes. “Angela called CareLink and was able to get one of our nurses on the unit to attend. She also got orders from the doctor and spoke with all appropriate staff. The patient was so grateful, and the family was also appreciative of this great act of kindness. It took a team to do this; however, Angela saw the need and addressed the issue. This is a perfect example of outstanding service and caring spirit.”

GEMs
Rodney Brasley, Nurse Tech, Oncology
Dawn Bynum, Environmental Services Tech, Environmental Services
Theresa Denton, RN, General Surgery
Tina Miller, RN, Telemetry
Tom Pickering, Clinical Pharmacist, Pharmacy
Ashley Pinnix, Nurse Tech, Telemetry

“I like working for the Health System because I can use my personal and academic background to help others. My patients getting better satisfies me in a way that no other job has.”

– Mark Johnson
THE WOMEN’S HOSPITAL OF GREENSBORO/
ADMINISTRATIVE SERVICES BUILDING
EMPLOYEE OF THE MONTH

Melissa Morgan
RN, Neonatal ICU
NOMINATED BY: Peter Gal, Director,
Pharmacy Continuing Education, AHEC

“We had an infant with citrobacter, a serious bacterial infection, in the NICU,” Gal writes. “We administered appropriate antibiotics based on literature; however, Melissa could not reconcile that things were going right. She pushed us to consider our therapy plan more carefully, leading to a markedly better treatment plan. She aggressively monitored each endpoint on a daily basis, at a level well above expected. The usual outcome of this infection is 82 percent death or severe brain damage. Thanks to Melissa pushing me to think more carefully and to her continuing vigilant advocacy, this patient did exceptionally well.”

GEMs
Stephanie Avery, Nurse Tech, Mother/Baby
Debra Callaway, RN, Maternity Admissions
Donna Humes, Respiratory Clinical Specialist, Respiratory Care
Paul Kivett, Mechanic, Plant Operations
Brittany McGee, Nurse Tech/Nursing Secretary, Antenatal
David McMilliam, Mechanic, Plant Operations
Eda Royal, Spanish Interpreter, Social Work Services
Norine Tamborino, RN, Perinatal Education
Brenda Taylor, RN, Mother/Baby
Deborah Woodward, Audiologist, Physical Therapy

REGIONAL CANCER CENTER

Ebony Smith
Patient Financial Counselor, Admitting,
Regional Cancer Center
NOMINATED BY: Erwin Greene, Office Manager, Admitting,
Regional Cancer Center, and Sharon Shaffer, Patient Accounting
Representative, Pro-Fee Billing

“Ebony has been recognized by her peers in Pro-Fee Billing, Radiology and other departments for being extremely helpful in obtaining insurance pre-certifications and reimbursement as well as going the extra mile to obtain drug replacement or funding for uninsured or underinsured patients,” Greene writes.

“Ebony is so helpful to our Pro-Fee team,” Shaffer adds. “She is always prompt on sending us needed medical records to get our claims processed. She is always pleasant and very helpful to talk to if we need assistance. She is a team player.”

GEM
Latesha Huntley, Scheduler, Admitting

LEBAUER HEALTHCARE

EMPLOYEE OF THE MONTH

Carissa Gilliam
RN, Endoscopy, LeBauer HealthCare
NOMINATED BY: Dixie Doss, RN, Team Leader, Endoscopy

“Carissa had a pre-visit with a patient who needed extensive details about her colonoscopy,” Doss writes. “Carissa gave the patient all the time she needed to ask questions. She even took posters off the wall and detailed the entire process. Carissa gave the patient her name and phone number, and the next week, Carissa spoke with the patient about her fears and anxieties over having the colonoscopy. Finally Carissa guaranteed the patient that she would be with her during the time she was here. So on her day off, she drove 30 miles to work and stayed with the patient throughout her whole stay. This shows caring spirit and outstanding service - two Moses Cone Health System values.”

GEM
Jeff Tolbert, Office Assistant, LeBauer HealthCare at Elam

BEHAVIORAL HEALTH CENTER

EMPLOYEE OF THE MONTH

Mark Johnson
Mental Health Tech, Inpatient Adult Services
NOMINATED BY: The wife of a patient

“My husband was recently a patient at the Behavioral Health Center, which was an especially hard time for our family,” the patient’s wife writes. “Mark went out of his way to make visiting time special for my husband and children. This was a big help for his recovery. I am also an employee of The Women’s Hospital, and it was nice to receive such good care from an area of the Health System that I am not familiar with. Mark is a great asset to your team! A big thank you from our family, including my husband who is much better.”

GEMs
Marguerite Clark, Clinical Social Worker,
Outpatient Services
Nancy White, RN, Inpatient Child/Adolescent Services
Debra Williams, Nursing Secretary,
Inpatient Adult Services
Kiernen Spoonster, RN, is the new Assistant Director, 2000, The Moses H. Cone Memorial Hospital. She comes to the Health System from Akron, OH, where she was a critical care and emergency/trauma nurse.

Nancy Watson, RN, is the Interim Director, 5500, Moses Cone Hospital. Previously, she was assistant director of 5500.

Ann Marie White, RN, a nursing leadership consultant with B.E. Smith, is serving as Interim Executive Director, Operative Services, Moses Cone Hospital. She has more than 30 years of nursing leadership experience. Most recently, she was interim director at Menorah Medical Center in Kansas and Methodist Germantown Hospital in Tennessee.

Heather Whitlock, RN, is the new Assistant Director, Neonatal Intensive Care, The Women's Hospital of Greensboro. Previously, she was an RN in the NICU.

Cheryl Wolff is the new General Manager, Nutritional Services, The Women's Hospital. Previously, she was the patient services manager in the Food and Nutrition Services department at Children's Medical Center in Dallas, TX.

Wendy Wright, RN, is the new Interim Assistant Director, 2300, SICU, Moses Cone Hospital. Previously, she was a staff nurse in the department.

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Mark Your CALENDARS

RED HOT MAMAS: WHERE DID I PUT IT? MY MEMORY AT MENOPAUSE
Carmen Dohmeier, MD, a neurologist with Guilford Neurologic Associates, talks about memory loss and the effects of estrogen on the brain.
Tuesday, July 15, 6:30-8 p.m.
The Women’s Hospital, Classrooms 5 and 6
Registration is required. To register, call 832-8000.

CANCER PREVENTION AND TREATMENT SERIES: PANCREATIC CANCER
Peter Ennever, MD, an oncologist with the Moses Cone Regional Cancer Center, discusses the signs, symptoms and treatment options for pancreatic cancer.
Monday, July 21, 6 to 7 p.m.
Wesley Long Community Hospital Education Center, Classroom 1
Registration is required. To register, call 832-8000.

NEW TREATMENT OPTIONS FOR STROKES AND ANEURYSMS
Tony Deveshwar, MD, a neurointerventional radiologist with Moses Cone Health System, reviews the latest technology available to treat strokes, aneurysms and other neurovascular diseases.
Thursday, July 24, 6:30-8 p.m.
The Moses H. Cone Memorial Hospital, Area Health Education Center, Rooms 0029-0031
Registration is required. To register, call 832-8000.

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Management News
Satisfaction Scores

Would patients recommend the Health System for care?*

Inpatient Scores

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<th>Facility</th>
<th>Goal</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tbody>
<tr>
<td>Moses Cone Hospital</td>
<td>87.3</td>
<td>84.28</td>
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Emergency Department Scores

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<td>72.35</td>
<td>69.15</td>
<td>63.68</td>
<td>71.49</td>
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* These charts show an average of patients’ ratings when they are asked to what degree they would recommend Moses Cone Health System for healthcare services. They answer on a scale of 0 to 10. The ratings are then multiplied by 10 to convert them into the percentages on this chart. On all charts, lines indicate goals or proposed goals, as noted.
More than 7,400 people make up Moses Cone Health System, and the success of the System depends upon the strength of these individuals. A “code” is made up of symbols representing a special meaning. **CODEU** was developed to symbolize the publication’s “It’s All About You!” philosophy.

**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 June:**

- Rashawnda Benton, Secretary, Service Excellence
- Carol Berthel, Secretary, Echo Lab, The Moses H. Cone Memorial Hospital
- Carlene Gardner, Team Leader, Medical Records, LeBauer HealthCare
- Rana Hamzi, Rad Tech, Diagnostic Radiology
- Amy Kyles, LPN, Nursing Services, Annie Penn Hospital

This month’s quiz:
1. How can you get a $2,500 annual state tax deduction?
2. Name one of the “present on admission” conditions.
3. What did the Health System pay $1.2 million for recently?
4. What ends on July 12?
5. Name one award winner featured in this issue.

**ENTRY FORM**
Send your entries to Marketing by July 16. All correct entries will be placed into a random drawing, and five meal-ticket winners will be announced in the August 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

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Phone