Earlier this month, Moses Cone MedCenter High Point opened, bringing an emergency department and a host of other services to people living in High Point.

In addition to the 12-room emergency department, the 76,000-square-foot facility contains an array of advanced imaging services – from basic X-rays and mammography to CT and MRI. The $30 million facility also will include a Moses Cone Outpatient Rehabilitation facility, a LeBauer HealthCare physicians’ office, a satellite office for the Moses Cone Health System Regional Cancer Center and an office of the Sports Medicine and Orthopaedics Center (SM&OC). A preadmission center will open in the building later this fall.

The facility is located at 2630 Willard Dairy Road, just off NC 68.

Tim Rice, President and CEO, Moses Cone Health System, says he looks forward to expanding the Health System’s relationship with people in High Point.

“Emergency departments at The Moses H. Cone Memorial Hospital and Wesley Long Community Hospital have exceeded capacity,” he says. “The 12-bed emergency department will help relieve that strain. Many people who live in north High Point and Jamestown already use Moses Cone Health System facilities for their care and this should make it much easier.”

Karen Pierce, Director, Campus Projects, says the freestanding emergency department is a groundbreaking concept. There are only about 200 similar facilities nationwide, she says. In North Carolina, there are two in the Raleigh area, but none in the Triad. “It’s really something new and different for us,” she says.
New Federal Laws Affect Employee Healthcare Plan

Several new federal laws pertaining to healthcare plans take effect in the next year. Here’s how Moses Cone Health System has adjusted its healthcare plans to follow the new laws:

**Mental Health Parity Act**
If mental health and/or substance abuse benefits are offered by a healthcare plan, this act requires the plan to provide the same financial and treatment limitations for them as for other medical and surgical benefits. This law is effective for plan years beginning after Oct. 3. The Health System updated its mental health and substance abuse benefits in January 2009 to offer the same co-pays as other therapeutic services ($20 copay for services at Moses Cone Health System or $40 copay for services at non-Health System facilities in the Choice plan). There are no other limitations for these services.

**Michelle’s Law**
Michelle’s Law requires that full-time college students must continue to be covered for up to one year if they must take a leave of absence because of illness or injury. The physician should provide written certification to the healthcare plan. The law does not require the plan to extend coverage beyond the normal coverage age of 25. This law is effective for plan years beginning after Oct. 8; however, the Health System’s healthcare plans were updated on Jan. 1.

Questions about these changes? Call the Benefits Service Center at 832-8777.

**Other Changes**

**COBRA Changes in the Stimulus Bill**
To help employees who have lost their jobs during these difficult economic times, Congress passed a law to provide relief from the high cost of continuing employer-sponsored healthcare coverage. Employees who are “involuntarily terminated” (except for gross negligence) after Sept. 1, 2008, are eligible for a COBRA rate subsidy. Participants will pay 35 percent of the COBRA premium; the Health System pays the remaining 65 percent for a maximum of nine months. At the end of the first nine months, COBRA premiums will return to the normal COBRA rate until the 18-month period is over. Since the Health System has not had any major reduction in force or layoffs, this change has had a limited effect on our healthcare plans.

**Family Medical Leave Act (FMLA) Changes**
New notification requirements as well as two types of military leave are among the recent FMLA updates. You may have noticed that you can no longer obtain paper FMLA forms from a bin outside of the Human Resources offices. This is because a new initial Notice of Eligibility of Rights and Responsibilities Form is required when your forms are given to you. There are also several new FMLA Request forms, so this gives Human Resources staff the opportunity to meet with you to make sure you have the correct forms.

Authorized by the National Defense Authorization Act, eligible employees may take up to 12 weeks of leave during any 12-month period if a spouse, child or parent is on active duty or has been called to active duty in support of a contingency operation. Eligible employees may take up to 26 weeks of leave during any 12-month period to care for a covered service member (spouse, child, parent) with serious injury or illness.

For questions about FMLA, please call Brenda Jones, Leave of Absence Specialist, Human Resources, at 832-8751.

Many of the features of this facility were developed for patients’ convenience. “Our Emergency Room will be the closest facility for many residents of High Point, Kernersville and surrounding communities – saving precious minutes when you need care the most,” she says. “If you need an X-ray or CT scan, you can have it done in your own neighborhood. People who live or work in the area can receive chemotherapy without having to drive to the Regional Cancer Center on the Wesley Long Community Hospital campus.”

Moses Cone MedCenter High Point now employs nearly 80 people, with that number expected to grow as the facility does. “A number of these roles have been filled with employees who were to be reassigned as a result of the Delta staffing changes,” Pierce adds. “So we feel very fortunate that this new facility has offered a wonderful opportunity for continued employment at Moses Cone Health System.”

Any remaining positions will be posted, as with any open position Systemwide. For more information on the High Point facility, go to www.mosescone.com/medcenterhighpoint.
Akin Named Chief Operating Officer

Terry Akin has been named Chief Operating Officer, Moses Cone Health System. He will start July 20.

Since October 2005, Akin has been senior vice president and chief operating officer of Harris Methodist Fort Worth Hospital in Fort Worth, TX. The 724-bed hospital is a flagship facility for the 13-hospital Texas Health Resources system.

“We really had some strong candidates for this position,” says Tim Rice, President and CEO. “Terry has a wide variety of experience from three leading health systems. He put together strong teams that met high targets in patient satisfaction, employee satisfaction and financial objectives. We are eager to begin working with him here.”

Akin says he looks forward to joining the Health System, which has a national reputation for providing exceptional care. “A strong leadership team, a highly engaged board of trustees, a superb medical staff, Magnet nursing and highly committed staff throughout the organization all combine to make this a wonderful opportunity,” he says.

Akin plans to focus initially on developing relationships and familiarizing himself with the operations of the Health System. “Out of that, I will gain clarity as to how I can bring my experience to best support and enhance Moses Cone Health System in fulfilling its mission.”

In his more than 20 years in healthcare, Akin says he has enjoyed the complexities and challenges as well as the opportunity to help others. “My real inspiration and fulfillment comes from walking the halls and seeing the amazing work done daily by those at the bedside, where heartfelt compassion combines with strong clinical expertise,” he says.

Previously, Akin was vice president of operations for Presbyterian Hospital in Dallas, TX; a service line vice president for Cedars-Sinai Medical Center in Los Angeles; and an administrative director for Washington Hospital Center in Washington, DC.

Akin has a master’s of business administration degree in healthcare management from The Wharton School at the University of Pennsylvania; a master’s degree in social work from the University of Pennsylvania; and a bachelor’s degree in psychology from Texas A&M University.

“We really had some strong candidates for this position. Terry has a wide variety of experience from three leading health systems. He put together strong teams that met high targets in patient satisfaction, employee satisfaction and financial objectives. We are eager to begin working with him here.”

Terry Akin

Stroke Center Gains Recertification

The Joint Commission has recertified the Moses Cone Health System Stroke Center, recognizing its exceptional efforts to help stroke victims achieve the most complete recovery possible.

“This certification really validates the outstanding work staff does at the Stroke Center,” says Judy Schanel, Vice President, Neurosciences. “We have neurologists, neurosurgeons and neurointerventionalists available around the clock. We also have a distinct neuro ICU and neuro Med-Surg unit with specially educated nurses, and we are participating in a number of research trials. All of this really expands the number of high-tech stroke treatments we offer.”

Moses Cone Stroke Center treats the second highest number of strokes in the state and has one of the highest rates for administering tPA (a clot-busting drug). Stroke is the third leading cause of death in North Carolina.

The certification is effective through 2011.
Moses Cone Health System plans major upgrades to The Moses H. Cone Memorial Hospital, including the construction of a six-story tower, a central project feature that gives this facility plan its name – The North Tower Project. Moses Cone Health System applied for state permission for the $208.5 million project on May 15.

Planning for this project has been going on for several years. It was delayed as part of the cost savings initiatives undertaken to cope with the economy. The current schedule spreads the project out over eight years.

“Even in this difficult economy, it is important to think years into the future,” says Tim Rice, President and CEO, Moses Cone Health System. “We have to have the ability to serve our community. For example, our operating room space needs to be expanded by 50 percent to support our commitment to state-of-the-art surgical services. This project will do that.”

Moses Cone Health System anticipates the state will approve the project this fall. If so, design work will continue next January with construction beginning in 2011. The entire project should be finished in October 2015.

Construction will add 243,107 square feet to the System’s flagship hospital and redesign 87,000 square feet of existing space. A new main entrance to Moses Cone Hospital will be on Church Street.

The main feature of the project will be the North Tower, which will house three new nursing units. This will allow nearly all patient rooms in the 548 licensed-bed hospital to be private, a design that reflects the contemporary standard for inpatient care. Multiple workstations will allow nurses to complete paperwork in areas closer to their patients. The layout also will help reduce noise on hospital units.

The surgical area also will be redesigned. All 16 operating rooms on the hospital’s second floor will be replaced with larger rooms better able to handle surgical teams and more equipment. The redesign of the pre- and post-surgery areas will improve patient privacy and increase efficiency.

The expansion will add 48,000 square feet to the Emergency Department, improving efficiency and allowing people to get in and out faster.

“It’s a bold step for Moses Cone Health System,” says Jim Roskelly, Vice President, Strategic Planning, Moses Cone Health System. “This will allow us to fulfill our mission of outstanding patient care well into the coming years.”

Updates and additional details will be in future editions of Code U.
Outpatient Pharmacy Offers Big Savings on Medications

Sharron Thompson, Secretary, Contract Administration, still can’t believe what a great deal the Moses Cone Outpatient Pharmacy is for her family’s prescription needs.

Thompson is now saving almost $300 a quarter, or $1,200 a year, on the medications her husband needs to treat diabetes and congestive heart failure.

“We were spending more than $700 for a three-month supply of his prescriptions,” Thompson says. “At the Outpatient Pharmacy, it costs about $450. I came back and told everyone I worked with about it. If I could tell more people, I would. It’s just such a tremendous benefit.”

It’s easy to make the switch to the Outpatient Pharmacy, says Darrell Haymore, Manager. Simply bring your prescription bottle to the pharmacy or call in the information, and the staff there will do the rest.

In addition to convenient and fast service, the pharmacy also offers quite a savings on over-the-counter medications.

The pharmacy is located on the campus of The Moses H. Cone Memorial Hospital campus, behind the Heartland Living and Rehabilitation Center, next to Staff Education. It is open from 7:30 a.m. to 5:30 p.m. Monday through Friday. Call 832-MCRx for more information.

Did You Know?

- The average employee saves $9.25 per prescription at the Outpatient Pharmacy.
- If you have allergies, a 30-day supply of Zyrtec (generic) retails for $10.80. The Outpatient Pharmacy has the same number of pills for $2.37.
- A bottle of 100 Acetaminophen (Tylenol) retails for $6.34. The Outpatient Pharmacy has it for $1.13.
- Outpatient Pharmacy staff members have 35 years of retail experience. They have ample time to counsel employees on their medications, possible drug interactions and how they can save money on prescriptions.

Got Heartburn? Get Free Nexium

Moses Cone Outpatient Pharmacy is offering no copay for Nexium prescriptions, up to a 90-day supply.

In addition to saving money for you, this will reduce costs for the Health System health insurance plan. That’s because Nexium can be filled at the Outpatient Pharmacy for just 5 percent of what it costs to have it filled at a retail pharmacy.

Nexium is one of the top five prescriptions used by those covered on Health System insurance.
Health System Welcomes Magnet Visitors

Staff from throughout The Moses H. Cone Memorial Hospital lined up early on the morning of May 15 to greet Magnet surveyors from the American Nurses Credentialing Center.

Students at the Children’s Corner joined their parents at Moses Cone Hospital to greet the surveyors. Here, Carla Porter, RN, Medical/Surgical ICU, is shown with her son, Alex. He is holding a sign that reads, “My Mommy is a Magnet Nurse.”

Medical Library Can Help with Nursing Research

Make the Moses Cone Health System Medical Library your first stop to Nursing Research. The library offers:

- Access to online journals and online books.
- Help with performing literature searches to find the information you need in a variety of medical and health databases.
- Education on search skills for individuals or departments.

For more information, visit http://www.gahec.org/Library or stop by the library.

The new hours for the medical libraries are:

**The Moses H. Cone Memorial Hospital**
- 8 a.m. – 6 p.m. Monday – Thursday
- 8 a.m. – 5 p.m. Friday

**Wesley Long Community Hospital**
- 8:30 a.m. – 2 p.m. Monday – Wednesday and Friday

**The Women’s Hospital of Greensboro**
- 8 a.m. – 5 p.m. Monday – Thursday

2009 Annie’s Spirit Winner

Ethylanne Burch, Volunteer, Annie Penn Hospital, has been selected the 2009 Volunteer Annie’s Spirit Winner. Burch volunteers in the Annie’s Corner gift shop. She is shown here with Miss North Carolina, Amanda Watson, at the hospital’s volunteer luncheon.
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.

Everybody asked me if I was warm or cold when I was going down the hallway, even nurses and doctors who were not part of my care.

Try to have the same nurses. You know, let the patients get to know the nurses instead of having so many nurses.

Someone saw me right away in the emergency room. The staff could look at my records better, bring me my medication on time, ask me more often if I am in pain.

The kitchen was closed, so they went to Quizno’s and brought me a sub sandwich.

All need to be on the same page. Nobody seemed to be on the same page about schedules or anything. They all would seem to tell you something different.

The nurses and doctors were willing to talk about whatever my question was.

I was having an allergic reaction to the adhesive that was used to cover my stitches. I kept trying to explain it to four different nurses and to my doctor, and no one would listen. If they had listened a little more, maybe that blister wouldn’t have developed on my back.

I had one night nurse who went through the same operation, who was extremely helpful, telling me things to do, how to get up, how to get down. I also had a nurse tech come in with ice cream as a surprise on several nights.

Have the staff not talk about the patient right outside the room where the patient can hear.

The ICU nurses came to check on me when I was moved to another wing.

Give a detailed list of what problems you might have when you go home.

The staff was wonderful and worked together. It felt like they had my best interest at heart. I felt like I was the only one there.

Best in Show

Moses Cone Health System also received “Best in Show” at the Piedmont Triad Business Showcase. The Health System exhibit, which featured the da Vinci Surgical System, was selected from among 133 exhibits. The exhibit was coordinated by Shawn Houck, Corporate Events Specialist, Marketing, and Jan Brown, Graphic Design Specialist, Marketing, with support from Intuitive Surgical. Les Borden, MD, a urologist and surgeon with Alliance Urology Specialists, was on hand to answer questions. Staff from Moses Cone Occupational Health Services including Jinx Perrou, Manager, and Amanda Teague, Health Educator, also presented at this exhibit.
Many new dads will celebrate achievements on Father’s Day, thanks in part to the help and guidance they received at a Moses Cone Health System class.

“Boot Camp for New Dads” is led by two Health System employees who are fathers themselves – Joe Davis, Assistant Director, Materials Management, and Jerome Wheeler, Associate Instructor, Staff Education.

“From the very beginning, my primary reason for participating was the joy of being a dad,” Davis says. “Of the many wonderful opportunities that we have in life, being a parent is very special. Being able to see participants sharing and learning from each other is worth every class and session that we have.”

During the three-hour program on select Saturday mornings, “veteran” dads return to The Women’s Hospital of Greensboro with their newborns to share what they’ve learned. The expectant dads can ask questions and gain information. No topic is off limits – they discuss diaper changes, breastfeeding issues, sleep deprivation, colic and more.

“This is something that never existed 10 or 20 years ago,” Wheeler says. “As fathers, we really want to be a part of our children’s lives. This brings fatherhood back to where it needs to be.”

But on a more basic level, it also gives expectant dads a chance to obtain information they don’t usually have access to, Davis says.

“Changing diapers is not a usual topic during a round of golf or while standing on second base,” he says. “In our class, the guys can ask whatever questions they might have and get an answer from a veteran who has an 8-week-old baby on his lap. … From the first class, I was hooked.”

And so are many in the community, it seems.

“Joe and Jerome have made boot camp a hot commodity for new dads,” says Cindy Jarrett-Pulliam, Nursing Service Director, The Women’s Hospital. “They give up their Saturdays to teach this class, and they have a full house every time. I can’t say enough about them.”

“Theyir commitment to this program and, more importantly, their commitment to building healthy families has been outstanding,” adds Eslie Holliday, Assistant Director, Perinatal Education, The Women’s Hospital. “They are the best!”
Biggest Loser Shares Story of Weight Loss Win

Michelle Dodson, Senior Secretary, LeBauer HealthCare, is a fan of The Biggest Loser television show on NBC. But she never imagined she’d earn a similar title herself.

Dodson lost nearly 16 percent of her body weight to take first place and win $250 in the Moses Cone Health System’s Biggest Loser contest in May. More than 100 employees participated in the 12-week challenge, losing a total of 363 pounds.

The second-place finisher, Rhonda Keel, Rehabilitation Tech, Acute Rehabilitation, won $150 for losing 11.8 percent of her body weight. Kevin Fricke, Senior Technical Analyst, Management Systems, placed third and received $100 after losing 11.1 percent of his total weight.

Dodson says the nature of the competition encouraged her to make a lifestyle change. In the past she had had some dieting success, but tended to fall victim to the “yo-yo effect,” gaining weight back as soon as she went off the diet. She had been planning to lose weight and saw the competition sponsored by the Health System’s Wellness department as the perfect opportunity.

“Knowing everyone else was putting in effort was really motivating,” Dodson says. “It gave me a reason to push myself.”

She believes the key to her success has been to “eat less, move more.” Her exercise routine consisted of cardio workouts at least four or five times a week, mixing up the styles for maximum results. She also focused on portion control, limiting her intake of sweets rather than cutting them out entirely to keep her sweet tooth satisfied.

“It takes a lot of hard work,” Dodson says. “But if you put your mind to it, you can do it.” She plans to continue her weight loss regimen and to focus on maintaining her healthy lifestyle.

Her advice for future dieters? “Stay encouraged,” she says. “If you fall off, pick yourself up, stay motivated, and get back on. You CAN do this.”

A multidisciplinary team has evaluated heart-surgery procedures and saved Moses Cone Health System more than $600,000.

The savings comes through reducing patient length of stay; monitoring the use of ancillary services such as EKG, chest X-rays and respiratory therapy; and renegotiating contracts to save on supply costs.

Participants in the project included five cardiovascular surgeons from Triad Cardiac and Thoracic Surgery; representatives of hospital and nursing administration; and staff with Respiratory Therapy, Perfusion Services and Pharmacy.

They began by looking at national benchmarking data that Goodroe Healthcare Solutions provided for other heart-surgery programs of similar size. Findings showed the Health System was above the national average in some uses of ancillary services. As a result, the team reviewed and altered the post-operative standing orders for these services.

“The changes helped bring the use of EKG, chest X-rays and Respiratory Therapy services much more in line with national benchmarks,” says Vicki Block, Vice President, Moses Cone Heart and Vascular Center.

The surgeons have also been instrumental in reducing the average length of stay for all open-heart surgery patients, by more than a day in most cases, Block says.

“The most important thing is that all this was accomplished without negatively impacting patient care or patient outcomes,” she says. “And this is something we will continue to monitor.”
Phyllis Griffin, Director, eLink Critical Care, (right) talks with members of a group visiting from the Philippines, while Roberta Zambo, RN, eLink Critical Care, looks on.

Health System Hosts Delegation from Philippines

Medical missionaries have visited the Philippines in recent years to help people living in areas with little or no healthcare. But much of the donated medical equipment they have brought to impoverished areas has fallen into disrepair.

Moses Cone Health System is continuing to take steps to help fix that problem.

The Health System hosted a delegation of 15 educators and government leaders from the Philippines. The group toured the Biomedical department at The Moses H. Cone Memorial Hospital to begin learning how to train staff in repairing medical equipment.

The tour was coordinated by Greensboro’s World Apart-One Heart Foundation, which has sponsored medical missions to the Philippines. Rose Hankins, Admissions Services Associate, Regional Cancer Center at Stoney Creek, has long been committed to these medical missions and is a founder of this non-profit organization.

“If the equipment is working properly,” Hankins says, “the patients will be better served. I want to thank the Moses Cone Hospital staff; Tom Gettinger, Executive Vice President, Moses Cone Hospital; and, of course, Rene and Tom Cone, for being so kind and generous to this project.”

The Foundation recently recommended that people in the Philippines be trained in biomedical equipment technology to keep donated equipment working. Two educational institutions that participated in the recent tour are starting biomedical equipment technology courses.

The group visited the hospital to see how equipment repair takes place in a hospital.

Beginning in August, one instructor from a university in the Philippines will attend Stanly Community College in Albemarle for two semesters to study biomedical equipment technology and to be trained to conduct a similar program in Leyte. A second instructor from another Philippines university will attend the same North Carolina college in 2010. This program will prepare individuals to install, operate and repair equipment used in the medical and healthcare system.

Chris Dissinger, Operations Manager, Biomedical Equipment Technology, led the tour of his department and has been instrumental in developing this relationship with Stanly Community College.

He said the project should improve overall patient care in the Philippines. “Hospital staff there now will have the properly functioning equipment that is necessary to effectively treat and diagnose the patients,” he said. “This program should help provide them with the support that they need.”

To volunteer or donate equipment, e-mail rose.hankins@mosescone.com.
New Program Offers Palliative Care for Newborns, Children

A new program at Moses Cone Health System could help families facing the life-threatening illnesses or deaths of their newborn babies or children.

This program, developed by The Women’s, Infants’ and Children’s Palliative Care Steering Committee, helps support families of infants and children not expected to live, most often because of extreme prematurity, various syndromes or congenital anomalies.

The program ensures parents can have the birth plan they want, connects them with community resources, provides palliative care order sets for physicians and even assists with arranging free professional photography of the child, if the parents wish.

“The short time the family has with that baby provides all the memories for their lifetime,” says Helen Mabe, RN, Director, NICU. “Whatever we can do to help these families through this period is what we want to do.”

“It gives them some control when they have no control over what is happening to their child,” adds Nancy Micca, Coordinator, Family Support Network of Central Carolina.

The program also is available for families in the Pediatrics department at The Moses H. Cone Memorial Hospital.

Mabe and Tina Hunsucker, RN, Director, Neonatal Services, serve as co-chairwomen of the project committee, which includes 20 nurses, physicians, chaplains, social workers and other staff. It began meeting last March and plans to begin educating staff soon.

The committee also evaluates each case so members and staff can “learn as we grow,” Mabe says.

Support is provided from Kids Path, Beacon Place, Heartstrings, the Family Support Network and Now I Lay Me Down to Sleep, a nonprofit organization that provides free photography to families who lose an infant.

For more information, contact Mabe at 832-6561 or by e-mail at Helen.Mabe@mosescone.com.

Sodexho Recognizes Environmental Services Team Nationally

The Environmental Services department at The Moses H. Cone Memorial Hospital is getting some national attention for its new patient-focused program, Housekeeping Upon Request (HUR).

Sodexho has selected the Environmental Services department as one of two in the country to be recognized with a spot in a national promotional video. The department also will receive a pizza party to honor its success.

Housekeeping Upon Request focuses on three key initiatives – patient satisfaction, employee satisfaction and department image – and includes the 7-Step Cleaning Process, which ensures nothing is left undone.

The program also helps staff connect with patients by using certain key phrases. For instance, employees are asked to greet each patient by his or her formal name and then say, “I have finished cleaning your room and restroom. Is there anything else you would like me to clean before I mop your floor?”

Employees also have a “Brighten Your Day” committee, which incorporates various ideas such as welcome cards and treasure chest prizes that staff can use to cheer patients during their stay.

The Service Response Center staff plays a key role in the HUR program as well, making courtesy calls to newly admitted patients in several departments at Moses Cone Hospital.

The program has had a substantial effect on patient satisfaction. Before it began, the average score for room and bathroom cleaning was 78.85. In December, it rose to 86.7. The average during the last six-month period was 83.58, which marks a nearly five-point increase since the program began.

“’I honestly felt like I was in a five-star hotel setting,’” one patient wrote. “When the lady from Environmental Services came into my room, she greeted me with a very warm smile. She then introduced herself and asked me if there was anything she could do to make my stay any more pleasant. I told her ‘no thank you’ because the room was way above what I expected. My experience from checking in to being discharged was outstanding.”
Do you see people making rounds through your department and wonder who they are and what they’re doing? Three Quality and Patient Safety staff members are rounding to identify improvement opportunities and to mentor staff as Moses Cone Health System continues to prepare for the Joint Commission survey visit. These employees are focusing on infection prevention, safety and accreditation tracers.

“It is important that all of us see these roles as collaboration and coaching,” says Marion Martin, Executive Director, Quality and Patient Safety. “If they find opportunities for improvement, it is their role to work with department directors, managers, physicians, leadership and staff in recognizing those issues that could lead to patient safety and quality issues.

“We want to help staff, directors and others be at ease with the survey process and to effectively demonstrate compliance to patient safety and standards.

“In the true spirit of quality improvement, leaders should use the feedback as a vehicle to address system and process problems and not as a way to monitor individual employee performance. We encourage you to welcome these employees as an opportunity to learn and find ways to improve our processes.”

Kim Mays, RN, Accreditation Coordinator, goes to departments and announces that she is conducting a Mock Joint Commission Tracer. This approach mirrors what will happen when the Joint Commission conducts the next full survey at the Health System. Charge nurses, shift managers and staff will be interviewed about care processes and will be encouraged to share their tracer experience with their peers during staff meetings. Mays will complete a one-page tracer report of her findings. Unit or department managers are encouraged to observe the tracer process and then begin conducting periodic tracers on their own. Kim will also conduct “tracer tip” sessions as needed.

Mary Faint, RN, Infection Prevention Practitioner, performs Infection Prevention Safety Rounds in all clinical areas twice a year. These rounds help staff provide a safe environment for patients, educate staff and ensure compliance with regulatory requirements. Faint looks for clean patients, clean staff and clean environments.

Larry Sumner, Safety/Environment of Care Manager, combines safety round visits and drills to ensure that facilities are safe for patients, visitors and employees. The Safety Office also works with Construction Management and Facilities on construction projects, responds to safety complaints, and makes entries and evaluates the data in the Safety Zone Portal. To learn more, visit the Safety Web site on the intranet, under Departments.

Staff members in other areas also conduct similar rounds and drills. These individuals use the same site visit documents and criteria as personnel in the Safety Office and then submit their reports to the safety manager for review and entry into Safety Zone Portal. Additionally, Infection Prevention and Biomedical Technology Services conduct their own rounds each month.
Department Collaborate to Help Trucking Firm Build a Healthy Workforce

When Moses Cone MedCenter Kernersville opened last summer, the new $14.2 million complex brought a variety of convenient medical services to local residents. But thanks to the innovative collaboration of two Moses Cone Health System departments, the facility also is helping one of the town’s largest employers build and maintain a healthy workforce.

That employer is the Best family of trucking companies – Best Cartage, Best Dedicated and Best Specialized. At first, the organization needed a new resource to provide the basic physicals and drug tests that the U.S. Department of Transportation requires for truckers, and it turned to Moses Cone Occupational Health Services for help.

Since February, 62 of the company’s approximately 400 workers have undergone physicals at MedCenter Kernersville, located less than two miles from Best’s headquarters.

But employee physicals were only part of the challenge. The trucking firm also wanted a way to make certain new hires were up for the physical demands of the job.

“Workers compensation costs are a significant, rising expense for us, so we need to do what we can to ensure we aren’t putting potential employees or our company at risk,” said Richard Hepler, manager of safety and recruiting for Best.

Jinx Perrou, Manager, Occupational Health Services, and Mary Hunt, MD, Medical Director, Occupational Health Services, turned to the Outpatient Rehabilitation Center for help. They asked staff there to take the lead in designing a new-hire physical dexterity screening process for Best.

“We ended up with a six-part screening that gauges cardiovascular endurance, flexibility, grip and capacity to lift and to climb,” says Sue Shaver, Team Supervisor, Outpatient Rehabilitation, Moses Cone MedCenter Kernersville. “It helps us paint a good picture of each potential employee and weeds out those who simply can’t do the job.”

The screening has been so well received that the Health System team was asked to train medical personnel from Ohio in the process – enabling employees at a remotely based Best Specialized terminal to benefit from the program as well.

As a sign of the Health System’s growing relationship with the Best companies, Hunt has conducted programs for truckers on safety and health issues, and workshops on weight loss and smoking cessation are in the planning stages.

“We wanted a healthcare provider to partner with us, which is precisely what Moses Cone is doing,” Hepler said. “I can’t overstate the willingness of the team to work with us in finding ways to improve the quality of life of our drivers. The customer service we’ve received is exceptional.”
Endoscopy Departments Educate the Community on Their Services

The Endoscopy departments at The Moses H. Cone Memorial Hospital and Wesley Long Community Hospital are getting involved in community outreach to promote their services.

“In the current economic times, outpatient endoscopies have decreased,” says Debbie Woodring, RN, Manager, Endoscopy Services. “Several of us met and came up with a plan, and we are marketing ourselves.”

Debra Brendley, RN, and Lisa Bruneau, RN, developed a program, pamphlets and posters, and they contacted senior centers, assisted living centers and other venues to offer the program. They have already presented several times at various health fairs and church events in the community.

On June 5, a poster will be exhibited at the Friends Home West health fair. Another poster will be presented at the Grasshoppers game on Sunday, July 5, at NewBridge Bank Park, and a poster presentation will be held at a health fair for Community Day in Stokesdale on Aug. 15.

“As far as I know, this is a first for an endoscopy unit such as ours, and I am very proud,” Woodring says. “With these efforts, we are providing the community with education and information regarding colon cancer, and hopefully, they will visit Moses Cone Health System’s endoscopy units if they need our services.”

Thank You Notes

Periodically, Code U 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.”

On April 8, I was involved in an auto accident and was transported to The Moses H. Cone Memorial Hospital Emergency Department. For the next eight days, I was a patient there in Room 5002. I wanted to make sure that the administration was aware of the excellent care I received during my stay.

From the moment I was brought into the Emergency Department to the moment that a volunteer wheeled me out of the building, I was surrounded by people who cared enough to ensure that I was taken care of.

From the Trauma Team who followed my care, to the nurses, nursing techs and GTCC student nurses up on the floor, to Rosa from food service and Dora from housekeeping, each and every employee I came into contact with went above and beyond in ensuring that I was comfortable and understood what was going on – and explaining it to me if I didn’t.

I am very thankful for the time and energy spent by your staff to ensure that I was able to heal and for allowing me to have some input into the healing process.

— Scott Royle

Have you received an impressive thank-you letter? Please drop a copy in interoffice mail to Code U, Marketing, Administrative Services Building.
Snapshots from
A Parade of Stars
Service Awards

More than 800 people recently attended the Annual Service Awards Banquet at the Sheraton Greensboro Hotel at Four Seasons. Here are some photos taken during that event.

Tracey Webster, Executive Secretary, Executive Offices, Health Services, celebrates 10 years of service. She is shown here with Deno Adkins, Director, Kernersville Operations.

Two employees of Moses Cone Hospital mark 10 years of service. They are Chot Siu, Environmental Service Tech, Environmental Services (left) and H’Bli Ksor, Environmental Service Tech, Environmental Services, (second from right) with their children, Clement and Jessica.

A group of Patient Accounting Representatives celebrate service milestones. They are (from left) Connie Cope, with 40 years of service; Judy Martin, with 25 years of service; Donna Steele, with 20 years of service; and Bonnie Saunders, with 5 years of service.

Sally Hammond, Treasurer, Moses Cone Health System, celebrates 10 years of service, while Regina Loflin, Patient Accounting Supervisor, Patient Accounting, marks 40 years.

Karen Hill, Physical Therapist, Acute Rehabilitation, Wesley Long Community Hospital, celebrates 30 years of service. She is pictured with her husband Don.

Ossie Edwards, Nurse Tech, Outpatient Clinic, The Women’s Hospital, celebrates 50 years of service. She is shown here with Ceresta Bryant, Employee Performance Manager, Human Resources.
Lessons Learned

“Empowering the Hand-Off”

This column is a new feature provided by staff in the Pharmacy, Risk Management and Quality Departments. It shares problems with patient safety that have been reported at Moses Cone Health System hospitals. Then, it outlines what can be learned from these events.

What happened
A pregnant woman received an epidural to manage her pain and later delivered a healthy baby in the early afternoon. During the patient’s recovery, the nurse noted that the patient had low blood pressure and was nauseated. The nurse also noted that the patient was moving her legs and was able to position herself in bed.

About 6 p.m., the nurse notified the obstetrician about the patient’s low blood pressure and the doctor ordered IV fluids and a complete blood count. The nurse again noted that the patient could move her legs. At 7:30 p.m. the patient was transferred to the intensive care unit for close monitoring.

When the patient arrived in the ICU, both the ICU nurse and the Labor and Delivery nurse noted that she could not move her legs when trying to move into the bed. Later, the ICU nurse said she didn’t recall the Labor and Delivery nurse telling her that the patient’s inability to move her legs was a change in condition. Therefore, the ICU nurse assumed the obstetrician was already aware of this. This resulted in a delay in reporting and treatment of a serious epidural complication.

What we learned
Since this incident occurred, Quality department staff members have developed and implemented a hand-off form to ensure that all key clinical information is clearly communicated. The form outlines steps that staff can use to share information about patients when sending them to the next caregiver. There also should be time to ask and respond to questions regarding a patient’s current condition. Every caregiver should insist that they receive a completed form on all patients who are “handed off” to them.

Uncovering Germs

Mary Faint, RN, Infection Prevention Services, (right) shows Merri Boyles-Amaya, Service Representative, Greensboro Health Care Credit Union, how to use the Glo Germ Black Light to identify areas where germs can cling to her hands. Infection Prevention sponsored the demonstration and gave away free alcohol-based hand gel at The Moses H. Cone Memorial Hospital Cafeteria in connection with the World Health Organization’s Hand Hygiene Day on May 5. More than 4,761 healthcare facilities from 114 countries held events on the day.
The Moses Cone Health System Internal Medicine and Family Medicine Teaching Programs successfully matched all positions in each residency program for the 2009 – 2010 academic year. The Health System also matched three open positions for its Sports Medicine Fellowship.

“In a time in the United States when primary care is in so much need, the disappointing statistic is that the number of medical students selecting primary care for their career has dropped off significantly,” says Beckie Knight, Executive Director, Greensboro Area Health Education Center. “Being able to fill all open positions in the Health System residency programs speaks to the quality of these programs. The other positive benefit is that 48 percent of our graduates remain in Greensboro or nearby communities, which provides us with a steady supply of excellent primary care physicians.”

### New Interns and Fellows to Begin Residency Programs

#### Family Medicine Residents
- **Kim Briscoe, MD**  
  Medical College of Georgia
- **Khary Carew, MD**  
  University of North Carolina at Chapel Hill School of Medicine
- **Kawanta Durham, MD**  
  Howard University College of Medicine
- **Weston Saunders, MD**  
  Wake Forest University School of Medicine
- **Amber Strother, MD**  
  Loma Linda University School of Medicine
- **Cat Ta, MD**  
  Saba University School of Medicine
- **Thomas Thekkekkandam, MD**  
  Ross University School of Medicine
- **Erica Wallace, MD**  
  University of Georgia at Athens School of Medicine

#### Internal Medicine Interns
- **Vijay Boggala, MD**  
  Kurnool Medical College, India
- **Zac Forsey, MD**  
  Wake Forest University School of Medicine
- **Ruben Kuruvilla, MD**  
  UNC School of Medicine
- **Iskra Magick, MD**  
  Ross University School of Medicine
- **Peter Nicholas, MD**  
  UNC School of Medicine
- **Riddhish Shah, MD**  
  University of Baroda Medical College, India
- **Ramses Vega-Casasnovas, MD**  
  Ponce School of Medicine, Puerto Rico
- **Lance Warren, MD**  
  UNC School of Medicine
- **Zhongguang “Ziggy” Yang, MD**  
  Shandong Medical University, China

#### Sports Medicine Fellows

- **Aaron Leininger, MD**, UNC School of Medicine
- **Mark Rowand, MD**, Milton S. Hershey Medical Center, Penn State
- **Kristen Samuhel, MD**, UNC School of Medicine

All will complete Family Medicine Residency training at Moses Cone Hospital in June.
The Women’s Hospital of Greensboro has announced its Auxiliary officers for 2009-2010. They are: Pam French, President; Louise MacIntosh, Past President; Carolyn Campbell, President-Elect and Secretary; Sarah Wilkinson and Susan Cochran, Treasurers.

Kristi Marshall, Systems Administrator, Contract Administration, obtained certification as a certified materials and resource professional (CMRP). This is an American Hospital Association certification.

Marlienne Goldin, RN, Director, 3100, had a poster presentation, “Retaining Student Nurses,” selected for presentation at the North Carolina Organization of Nurse Leaders Conference. This fall, she will present a poster, “Quiet Time, Healing Brains at Rest,” and conduct a podium presentation about nurse satisfaction and retention at the Sigma Theta Tau 40th Biennial Convention.

Jennifer L. Zinn, RN, Clinical Nurse Specialist, Operative Services, was elected to serve on the North Carolina Council for Peri-Operative Nursing. She will serve a two-year term.

Avon Hines and Murphy Hines, Volunteers, The Moses H. Cone Memorial Hospital, have received the 2009 Governor’s Award for Outstanding Volunteer Service. The award was presented by The Volunteer Center of Greensboro.

Avon Hines began volunteering in 2000 and has contributed more than 3,050 hours of service. Since 2005, Murphy Hines has contributed more than 970 hours of service. They have worked in a variety of areas, helping with patient discharge, shuttle service, Special Request Volunteers, the Uniform Shop and the summer teen volunteer program.

The Governor’s Award is given to volunteers demonstrating kindness, generosity and a meaningful commitment of time and service to address a community need and/or enhance the quality of life in North Carolina.

Jenny Simpson, RN, Diabetes Coordinator, Diabetes Treatment Program, has been selected as a member of the American Nurses Credentialing Center’s (ANCC) Standard Setting Panel for the Advanced Diabetes Management specialty. The national panel of nurses develops the specialty’s ANCC certification examination.

Robert Bessey is now the Director, Volunteer Services, The Moses H. Cone Memorial Hospital and Wesley Long Community Hospital. Since 2007, he has held this role at Moses Cone Hospital, and these positions now have been merged into one. Before directing Volunteer Services, Bessey held supervisory roles on the Subacute Care Unit and in the Comprehensive Inpatient Rehabilitation Center at Moses Cone Hospital.

Michael Hayes is the new Pharmacy Site Manager, Annie Penn Hospital. Previously, he was a pharmacist at Moses Cone Hospital.

Aashka Mehta is the new Administrator, Penn Nursing Center. She had been serving as interim administrator.

Karen Resh, RN, is the new Director, Emergency Department, Moses Cone MedCenter High Point. Previously she managed the office of Drs. Irving, DeSalvo, Russell and Rago, an oral maxillofacial surgery group in High Point. She also worked as an emergency nurse for High Point Regional Health System.

Jennifer Watkins, RN, is the new Assistant Director, 6700, Medical/Renal, The Moses H. Cone Memorial Hospital. Previously, she was an administrative coordinator at Moses Cone Hospital.
### MOSES CONE HEALTH SYSTEM 2009 GOALS

Results for Oct. 1, 2008 - April 30, 2009

<table>
<thead>
<tr>
<th>SYSTEM INDICATOR</th>
<th>MEASURE</th>
<th>ACTUAL</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health</td>
<td>Core Measure Optimal Care Compliance*</td>
<td>82.0%</td>
<td>85.0%</td>
</tr>
<tr>
<td>Mortality Rate</td>
<td>Risk-Adjusted Mortality Rate**</td>
<td>1.09</td>
<td>0.90</td>
</tr>
<tr>
<td><strong>PATIENT SATISFACTION</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patients Who Would Recommend Us For Care</td>
<td>Would Recommend Inpatient</td>
<td>88.61</td>
<td>87.65</td>
</tr>
<tr>
<td></td>
<td>Would Recommend ED</td>
<td>71.72</td>
<td>72.35</td>
</tr>
<tr>
<td><strong>EMPLOYEE &amp; PHYSICIAN ENGAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turnover</td>
<td>Turnover %</td>
<td>12.54%</td>
<td>15.0%</td>
</tr>
<tr>
<td>Employee Satisfaction</td>
<td>Overall Job Satisfaction</td>
<td>TBD</td>
<td>78.70</td>
</tr>
<tr>
<td>Internal Succession</td>
<td>Internal Succession %</td>
<td>64.30%</td>
<td>60%</td>
</tr>
<tr>
<td>Physician Relationships</td>
<td>Physician Satisfaction***</td>
<td>TBD</td>
<td>8.0</td>
</tr>
<tr>
<td><strong>FINANCE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Margin (%)</td>
<td>Margin (%)†</td>
<td>6.15%</td>
<td>5.52%</td>
</tr>
<tr>
<td>Length of Stay††</td>
<td>Length of Stay††</td>
<td>5.12</td>
<td>5.10</td>
</tr>
</tbody>
</table>

AT OR ABOVE TARGET

BELOW THRESHOLD

BETWEEN THRESHOLD AND TARGET

TBD - To Be Determined

The threshold is the lowest acceptable value before the measure fails.

* 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.

† Margin goal at the end of Fiscal Year 2009 is 4.97%.

‡‡ Length of Stay goal at the end of Fiscal Year 2009 is 5.05.
Employee Award Winners Recognized

Employee of the Month, Going the Extra Mile (GEM) and Annie’s Spirit awards recognize employees who go above and beyond their normal job requirements and represent the values adopted by Moses Cone Health System.

The Moses H. Cone Memorial Hospital
Employee of the Month

Pam Alvord
RN, 2900
Nominated by: A patient’s wife

“While my husband was suffering from a stroke, he would thrash his legs, leaving his lower body uncovered no matter how many times we covered him,” the patient’s wife wrote. “Pam took time to use the hospital gown to make pants to cover him so that he could maintain his privacy when his daughters and family visited. This act of kindness was greatly appreciated. She also kept me informed when doctors came in to see me about medications and why something was being done. I felt he was being taken care of and in good hands while she was his nurse.”

GEMs
Lee Browning, Transporter, Radiology Administration
Mike Coughlin, Coordinator, AHEC Education
Angela Gregory, Cardiac Sonographer, Echo Lab
Candace Kanady, Cardiac Sonographer, Vascular Lab
Lisa Lundeen Nagel, Chaplain Resident, Clinical Pastoral Education
Maranda Lyon, Rad Tech, Urgent Care Center
Pat Mabe, Nursing Secretary/Monitor Tech, Medical/Renal, 6700
Felicia Martin, Customer Services Representative, Service Response Center
Judith Minnich, RN, CareLink
Donahue Montgomery, Security Guard, Security Services
Linsey Strader, RN, Intermediate Care, 3300
Brenda Williams, Health Information Analyst, Health Information Management

Wesley Long Community Hospital
Employee of the Month

Gifty Addy
Food Service Tech, Nutritional Services, Wesley Long Community Hospital
Nominated by: Melinda Morton, Phlebotomy Manager, Lab-Venipuncture, The Women’s Hospital

“A man who is a friend of our family died from complications of a stroke. He was 33,” writes Morton. “While this patient was in the ICU, his parents would go to the cafeteria. I cannot even begin to imagine the weight of their heavy hearts as they waited and hoped for a miracle. I believe the miracle did not come in the form of a cure or recovery for the patient, but in the act of kindness shown to that family by Gifty Addy. Somehow, Gifty connected with this family.

“She checked on them during her breaks and after her scheduled work time. She offered them food and beverages every chance she had and even brought the family a rose.

“The patient died on March 14. When I attended the funeral, I was touched beyond belief when Gifty entered the church and sat in the seat in front of me. When she paid her respects to the family, they were truly grateful for her expression of love and compassion.”

GEMs
Theresa Denton, RN, General Surgery
Carol Florence, RN, Telemetry West
Jennifer Kelly, Nursing Secretary/Monitor Tech, Telemetry West
Lydia Konkel, Nursing Tech, Telemetry East
Loretta “Lori” Nawrocki, Nursing Technician/Nursing Secretary, Telemetry East
Carlton Smith, Nursing Tech, Oncology East
The Women’s Hospital of Greensboro/
Administrative Services Building
Employee of the Month

Julie Spencer
Rad Tech, Radiology, The Women’s Hospital
Nominated by: Norman Banner, CT Tech, Radiology,
The Women’s Hospital

“At the end of Julie’s shift, the father of a patient came to our Radiology front
desk asking for help getting his blood sugar levels tested,” Banner writes. “The
man was concerned because without knowing his blood sugar level, he wouldn’t
know if he needed to take his insulin or not. His home was in Charlotte, and his
son was on the way with a Glucometer, but Julie said she would work on a
solution. By this time she was off the clock, but she stayed to make sure this man
was helped. She began to call various hospital departments to see if any of our
employees had a machine and would be willing to help him. When she called
Maternal Fetal Medicine, she found a diabetes nutrition nurse on duty who was
willing to see the fellow. This nurse found his blood sugar was somewhat
elevated. So thanks to Julie’s intervention, the nurse gave him some instructions
and took control of the situation.”

GEMs
Mary Ann Fitch, RN, Mother/Baby
Joe Floyd Jr., Materials Associate, Material Management
Erin Hampton, RN, Birthing Suites
Marie Shelton, Secretary, Radiology Administration
Tanya Stalling, Administrative Coordinator, Nursing Administration
Karen Witt, Nursing Tech/Nursing Secretary, Birthing Suites

Behavioral Health Center
Employee of the Month

Barbara Marksamer
RN, Inpatient Adult Services
Nominated by: Mark Johnson,
Mental Health Technician, Inpatient Adult Services

“What Winners Say

“I wish each and every co-worker will have a chance to become employee
of the month, and I believe we all have the potential to be one.”
Gifty Addy

“Even though I have worked for many hospitals across the country, my
experience with Moses Cone Health System has been one of support, clinical
achievement, lifelong friendships and opportunities to grow.”
Pam Alvord

“It’s always nice to be recognized but especially by co-workers who are
always ‘going the extra mile’ as well.”
Julie Spencer

“It’s a very good organization that cares and helps you to achieve your
work goals to the fullest.”
Jeff Tolbert

LeBauer HealthCare

Jeff Tolbert
Entry Support, LeBauer HealthCare
Nominated by: Joan Curtin, Director,
Gastroenterology, LeBauer HealthCare

“Recently, we had a 90-minute electrical outage at
LeBauer HealthCare at North Elam,” Curtin writes.
“During that time, Jeff willingly and cheerfully escorted
numerous patients who needed assistance with going
up and down the stairs. In addition, he carried several
of the most frail to the Pulmonary department on the
second floor. He not only demonstrated a caring spirit
but also provided outstanding service, of which we can
all be proud. We were very grateful for his assistance.”

GEMs
Gloria LeGrand, Mental Health Tech,
Inpatient Adult Services
Tim McDermott, Admissions Services Associate,
Administration
Joanie Tomar, Counselor, Outpatient Services
MacDilla Wollie, Mental Health Tech,
Inpatient Adult Services

LeBauer HealthCare

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Entry Support, LeBauer HealthCare
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but also provided outstanding service, of which we can
all be proud. We were very grateful for his assistance.”
Cancer Survivors Day Set for June 7

The Moses Cone Regional Cancer Center is sponsoring the ninth annual Cancer Survivors Day for the greater Greensboro community.

Picnic-style dining will be offered for survivors, family, friends, caretakers and healthcare providers. There will be hands-on activities for all ages, live music and massage therapy services.

The event will be from 3 to 5 p.m. Sunday, June 7, at the Regional Cancer Center. Scott Burton, a cancer survivor, comedian and juggler, will speak at 3:30 p.m.

For more information, call 832-8000.

Health System Recognized for Flu Vaccination Efforts

The Joint Commission has recognized Moses Cone Health System for meeting the 2008-09 Flu Vaccination Challenge.

The Health System received a certificate because 98 percent of staff participated in this season’s campaign – either by receiving the flu vaccine or declining for various reasons. This exceeds the national average of 42 percent participation among healthcare workers.

Look for additional information summarizing the results, as well as information on the 2009-10 Flu Vaccination Challenge, by visiting www.FluVaccinationChallenge.com.

Moses Cone Hospital Cafeteria, Atrium Café Post New Hours

The Moses H. Cone Memorial Hospital Cafeteria and Atrium Café have changed their hours slightly as part of a cost-savings measure to help Moses Cone Health System save expenses during this economic downturn.

The Atrium Café will be open for additional hours to serve third-shift employees. Offerings there include Quizno’s, Freshen’s, pasta, wings and pizza. The menu may be expanded later.

The new hours, which took effect May 11, are:

**Cafeteria:**
- 6 a.m. – 7 p.m. (Monday through Friday)
- 6 a.m. – 7:30 p.m. (Saturday and Sunday)

**Atrium Café:**
- 7:30 a.m. – 3 a.m. (Monday through Friday)
- 7:30 p.m. – 3 a.m. (Saturday and Sunday)

AHEC Offers Information, Resources on Pandemic Flu

The Greensboro Area Health Education Center (AHEC) recently partnered with Wake AHEC and the North Carolina AHEC system to sponsor several offerings to inform health providers across the state about H1N1 influenza and pandemic flu.

The approach included:
- A free, professionally accredited online course on pandemic influenza, featuring a video segment with Doug Allred, Public Relations Specialist, Marketing, as anchor for the fictional TV station ZNN video.
- A listing of H1N1 flu resources from the UNC Health Sciences Library available at www.hsl.unc.edu/swineflu.cfm.

“We have had more than 1,000 providers take the course so far,” says Karen Zeliff, Director, AHEC. “We were pleased to be able to provide such timely education for our state’s healthcare providers when they needed it most.”

For more information, visit www.aheconnect.com.

Pills Can Kill: Pharmacist, Physician Speak at Forum on Drug Abuse

Two clinicians with Moses Cone Health System provided key insights about teen prescription drug abuse during a recent forum sponsored by the Guilford County Substance Abuse Coalition.

Darrell Haymore, Manager, Moses Cone Outpatient Pharmacy, and Norman Mayer, MD, with Guilford Emergency Physicians, were panelists at the forum, which was held in April at Grimsley High School.

Jeri Rowe, a columnist with the Greensboro News and Record, was the mediator for the event and presented questions that the audience members submitted. Additional panelists included representatives of the Greensboro Police Department and the Insight program.

“The event was very successful,” says Kate Murr, Marketing Specialist, Moses Cone Health System Behavioral Health Center. “Parents at the event would like the Coalition to present similar events in all middle and high schools in Guilford County. Our thanks to Darrell Haymore and Dr. Norm Mayer for their support on this project.”
Satisfaction Scores
Would patients recommend the Health System for care?*

**INPATIENT SCORES**
100% Possible

- **Moses Cone Hospital**
  - GOAL 87.3
  - Scores:
    - FEB: 85.93
    - MAR: 89.55
    - APR: 88.69

- **Wesley Long Community Hospital**
  - GOAL 87.3
  - Scores:
    - FEB: 90.56
    - MAR: 90.69
    - APR: 93.97

- **The Women’s Hospital of Greensboro**
  - GOAL 89.3
  - Scores:
    - FEB: 95.06
    - MAR: 92.03
    - APR: 92.36

- **Annie Penn Hospital**
  - GOAL 85.19
  - Scores:
    - FEB: 86.67
    - MAR: 82.35
    - APR: 76.67

- **Behavioral Health Center**
  - GOAL 86.5
  - Scores:
    - FEB: 88.7
    - MAR: 89.5
    - APR: 90.4

**EMERGENCY DEPARTMENT SCORES**

- **Moses Cone Hospital**
  - GOAL 72.35
  - Scores:
    - FEB: 67.86
    - MAR: 71.10
    - APR: 67.99

- **Wesley Long Community Hospital**
  - GOAL 72.35
  - Scores:
    - FEB: 73.35
    - MAR: 72.62
    - APR: 74.64

- **Annie Penn Hospital**
  - GOAL 72.35
  - Scores:
    - FEB: 76.24
    - MAR: 70.83
    - APR: 68.37

* 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. Code U was developed to symbolize the publication’s “It’s All About You!” philosophy.

Code U 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.

**CONTACT**

Newsletter Editor  
Marketing Department  
Moses Cone Health System  
1200 North Elm Street  
Greensboro, NC 27401-1020  
Phone: (336) 832-8131  
Fax: (336) 832-7979  
E-mail: newsletter@mosescone.com

**TIM RICE**  
President and Chief Executive Officer

**TOM DORLE**  
Vice President, Marketing

**DAWN MARTIN**  
Editor, codeU

**CONTRIBUTING WRITERS**

Doug Allred, Lennon Dodson, Linda Edgerton, Mary Faint, Molly Groves, Robert Hickling, Carly Hughes, Marion Martin, Kim Mays, Tommye Morrison, Kate Mun, Larry Sumner, Sheryl Thornton, Lisa Wilkerson, Karen Zeiliff

**PHOTOGRAPHY**

Mike Coughlin, Tammy Councilman, Lennon Dodson, Bill Jarrett, Bonnie King, Julie Knight, Hoyle Koontz, Kevin Lee, Rhonda Lester, Lisa Wilkerson

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**Our Mission**

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

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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 May:

1. Raquel Browning, Patient Accounting Representative, Pro Fee Billing  
2. Yesinia Frank, Patient Care Referral Coordinator, LeBauer HealthCare  
3. Deanna Revis, RN, 2900, The Moses H. Cone Memorial Hospital  
4. Natachia Smith, Patient Accounting Representative, Pro Fee Billing  
5. Sherry Sneed, Rad Tech Supervisor, Radiology Administration, The Women’s Hospital of Greensboro

**This month’s quiz:**

1. What is 76,000 square feet?  
2. What hospital has 724 beds?  
3. What should happen in October 2015?  
4. What did 4,761 healthcare facilities participate in recently?  
5. Name one award winner featured in this issue.

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**ENTRY FORM**

Send your entries via interoffice mail to Marketing, Administrative Services Building, by June 15. All correct entries will be placed into a random drawing, and five meal-ticket winners will be announced in the July 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.

**ANSWERS**

1. 
2. 
3. 
4. 
5. 

______________________________  
Name

______________________________  
Department, Campus

______________________________  
Phone