System Honors
Employees of the Year

Congratulations to the 2007 Employees of the Year! These eight employees, who were selected from the 2007 Employees of the Month at each campus, are:

- **Ingrid Marks**, Respiratory Therapist, Respiratory Care, The Moses H. Cone Memorial Hospital.
- **Sara Spencer**, RN, Telemetry, Wesley Long Community Hospital.
- **Lynn Fowler**, CT Tech, Radiology, The Women’s Hospital of Greensboro.
- **Jennifer Cooper**, CT Tech, Diagnostic Radiology, Annie Penn Hospital.
- **Anne Tuttle**, RN, Administrative Coordinator, Nursing Administration, Moses Cone Behavioral Health Center.
- **Yesenia Frank**, Patient Care Referral Coordinator, GI Clinic, LeBauer HealthCare.
- **Cindy Shaw**, RN, Research Nurse, Moses Cone Regional Cancer Center.
- **Melissa Knight**, Secretary, Moses Cone Occupational Health Services.

The employees each received $500, a weekend trip for two, preferred parking, a plaque and recognition at the Service Awards banquet. See pages 10-12 for more information on each of the award recipients.

**Hospital Week Events Planned**

Moses Cone Health System will observe National Hospital Week from May 19 to 23 with events on several campuses. Sponsored by the American Hospital Association, the week recognizes more than 5 million staff members and volunteers in nearly 6,000 hospitals throughout the country. Watch for more information on dates and times for your campus.
Free Money: Health System Contributions Add Up

403(b) Match
Moses Cone Health System contributed $4,480,648.33 to employees’ 403(b) retirement accounts in the first quarter of calendar year 2008. This represented the Health System match on employees’ 2007 contributions.

If you are not contributing to the 403(b), you may be missing out on free money.

The Health System matches 50 cents on the $1, up to 4 percent of your pay (a 2 percent match). Consider taking advantage of this opportunity.

401(a) Contribution
The Health System contributed an additional $2,124,428.18 to the defined contribution 401(a) employee accounts in the first quarter of 2008. This was the matching amount for employee contributions made during the 2007 calendar year.

The defined contribution plan is the “new” retirement plan that was established for employees hired on or after Oct. 1, 2002.

Employees hired before Oct. 1, 2002, made a choice to go into the new defined contribution plan or to continue earning years of service in the defined benefit pension plan. If you have a question about your plan, you can check the AIG Web site www.aigretirement.com. If you are in the defined benefit plan, you may also get more information at https://www.bluefinpensions.com.

It’s never too late to start planning for your retirement. To find out if you are eligible for the matching contributions, to start saving or to change your current contribution or investments, call:

David Dupont – 832-7995 for The Moses H. Cone Memorial Hospital and surrounding facilities, LeBauer HealthCare, HealthServe Community Health Clinic, Administrative Services Building, Greensboro-based physicians and Kernersville sites.

Kevin Hanner – 832-0090 for Wesley Long Community Hospital, The Women’s Hospital of Greensboro, Annie Penn Hospital, Behavioral Health Center and surrounding facilities, and Reidsville-based physicians.

Other HR News

Do you have a college student graduating this year? Remember: If you have dependent children who are covered on your healthcare, dental, vision or dependent life plan, you may carry them until they graduate from college (or until age 25 – whichever comes first). Student coverage terminates at the end of the month that they graduate. COBRA will be offered for a period of 18 months following graduation. It is your responsibility to notify Human Resources within 30 days of your child’s graduation. Late notification will result in premiums refunded for a 30-day period only and may result in a forfeiture of COBRA coverage rights.

Do you have a high school student graduating this year? If your son or daughter is covered on the Health System benefit plans and will attend an accredited educational facility in the fall, coverage will continue until age 25 as long as the student is enrolled full-time at least one semester per year and part-time one semester per year. Commerce Benefits Group will request proof of student status each semester claims are submitted. If proof is not provided, claims will not be paid until the information is received.

If you have questions about student status or any other benefit issues, call the Benefits Service Center at 832-8777.

More Information about Emergency Benefits
Last month, CODEU had an article detailing the higher costs employees and their covered dependents will pay if they have emergencies while traveling and require treatment outside Moses Cone Health System. To clarify, if an emergency requires a hospital admission, the emergency room charge is waived; however, the in-network, non-Health System co-pay of $1,000 and co-insurance rate of 20 percent apply.
A natural gas leak causes an explosion that rips through a nearby shopping center. Rescue teams dig scores of people from the debris. Medical personnel come from across the Carolinas to help, but where do we put the patients?

Jody Moore, Emergency Management Coordinator, Moses Cone Health System, has the answer in a 6-foot long, 300-pound black box in the back of a trailer. “We have developed a surge case system where we put in one box what you need to take care of six to 10 patients for 24 to 48 hours,” Moore says.

Inside the box – called the Moses Cone Surge Case System – are fluids, the basic medical supplies found on most hospital units and as many as 10 beds. With this system, two people could get six to 10 new hospital beds up and running in about a half hour.

The box is a prototype. Four more are in the pipeline, and more could be ordered.

The Moses Cone Surge Case System is on wheels so that a hospital unit can be set up in a hospital classroom, a school gym or a hotel banquet facility. And the off-site unit would function a lot like any other hospital unit.

“We have the ability to establish networks back to the hospital, so we can have CareCast, E-Chart and the systems that we are used to seeing inside the hospital at an alternate setting,” Moore says. That is possible because of the Critical Incidence Support Unit. The communications truck would park next to the off-site unit and provide wireless, Internet, phones and other communications so vital to healthcare today.

The system was paid for with a $320,000 grant from the VHA Health Foundation. The hope is that other hospitals will create their own surge case systems.

“How do we give our staff the right supplies so that they can do what they do best?” Moore asks. “This is it.”

“We have the ability to establish networks back to the hospital, so we can have CareCast, E-Chart and the systems that we are used to seeing inside the hospital at an alternate setting.”

— Jody Moore
Emergency Management Coordinator, Moses Cone Health System
Recent Fires Spark Need for Reminders

Several fire and smoke incidents at Moses Cone Health System in March underscore the need for all employees to remember that when “Code Red” is announced, it’s not always a drill. Real fire emergencies do occur.

Here, Holli Singleton, Safety Manager, outlines some recent occurrences:

- A curling iron was the culprit in one event that set off smoke detectors. Even simple appliances can pose a fire risk if they are designed to produce heat, especially if they are left unattended and near flammable items.
- When cooking spray was applied to a hot waffle iron, it created enough smoke to activate the smoke alarm. It is important to note that cooking appliances are not allowed in healthcare buildings – this isn’t a Health System rule, it’s national fire code. What about appliances used in the cafeterias? Of course, fire code allows for cooking appliances in food service areas, but it also requires a much higher level of fire prevention than is required for the rest of the building.
- Visitors recently reported a fire in a landscaped area outside a hospital. Despite the policy banning tobacco on Health System property, the fire likely started because of a discarded cigarette. It was quickly extinguished by the Greensboro Fire Department. Recent rains have helped end unusually dry conditions; however, as summer approaches, more dry weather is likely, making discarded cigarettes not only an eyesore, but also a very real fire risk.
- So what do patients do when they “need” a cigarette? Well, in one facility a patient attempted to sneak a smoke – again despite the policy – and set the bed linen on fire. Kudos to the nursing staff for RACE-ing to the rescue! The patient was fine, though he and others had to be relocated because of smoke, and the damaged room was temporarily closed for repairs.

RACE
R \(\rightarrow\) e\(s\)cue anyone in danger.
A \(\rightarrow\) ctivate the alarm.
C \(\rightarrow\) lose doors and windows.
E \(\rightarrow\) xtinguish if possible.

Playing the Part

When Jim Gibson, Technical Analyst, Management Systems, auditioned for a variety of historical roles several months ago, he didn’t tell anyone where he worked.

As it turned out, Gibson got an appropriate role: Moses H. Cone.

An amateur actor, Gibson portrayed the founder of the Health System during the Greensboro Bicentennial celebration on April 12 and 13. He mingled with the crowds downtown and then participated in a skit at Festival Park.

He thanks the employees of the Medical Library for their help in researching the life of Moses H. Cone so he could prepare for the role.

What was the hardest part of the whole process? Gibson says it was “growing the bushy, partial handlebar mustache and growing out my hair so I could do his signature part in the middle.”
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.

“They treated me like a king, to be honest with you. I was really shocked at how attentive they were. I got great service, great customer service.”

“I came to the emergency room with directions from my doctor and still waited for nine hours.”

“Each and every person was very, very caring. They checked on me, did not leave me alone at night. They are very caring people, and they got me through a rough time.”

“People don’t wash their hands enough.”

“The chaplain brought me a quilt that they had made.”

“I had to constantly remind the nurses when I needed to take my next round of medicine. I was taking the lead on counting the hours and making sure I had my next dose of pain medication.”

“The man who worked in the kitchen was extremely nice, trying to help me find things I would eat. He went above and beyond.”

“I asked for ice at 3 o’clock, and at 11 o’clock that evening, I still didn’t have any ice.”

“I wasn’t just put in a bed and left alone. They were caring and came in and said, “Hey, how are you doing?” They’re just great people on that floor.”

“When I was released, I didn’t have any paper work sent home about what to expect due to the pain or what I was supposed to do.”

“I lost my baby during this hospital stay, and the nurses were like angels to me. They gave me what I needed to get through this. I thank everyone.”

“I think maybe sometimes one doctor tells you one thing and another tells you something else. In my case, one said not to have aspirin and another gave me aspirin, so I had a bloody nose for 18 hours.”

“I thought I had some very exceptional nursing care this particular visit. I was impressed by all of them.”

Max Out Your Workout: Health System Now Offers Athletes a Test of Aerobic Power

The Moses Cone Health System Heart and Vascular Center is now offering athletes a specialized test that can measure their aerobic power and be used to evaluate and improve their training programs.

The measurement, called a VO2max test, is being offered through the Cardiopulmonary Exercise Laboratory. During the test, athletes walk and run on a treadmill while an exercise physiologist monitors their breathing, oxygen consumption and carbon dioxide production (as they breathe through a mouthpiece).

The test measures the rate at which oxygen is consumed during exercise, as well as the point at which the body can no longer supply adequate oxygen to the exercising muscles. This information helps endurance athletes improve their training and performance.

The test is self-pay and does not need a physician’s referral. The cost of the test is $175, which includes the test, a printed report of results and a brief meeting with the registered clinical exercise physiologist performing the test.

For more information, call Paul Chase, Registered Clinical Exercise Physiologist, at 832-2546.

New Vendor Requirements Begin in June

On June 1, Moses Cone Health System kicks off its new Vendor Representative Certification and Compliance program.

“Just as we want our employees to be healthy and competent to perform their job functions, the Health System wants to ensure that vendor representatives meet that expectation as well,” says Sherri Barnhill, Clinical Contract Administrator. “This type of program is being replicated nationwide as healthcare systems take a closer look at non-employees who provide services.”

Some of the highlights of the new program include:

• Vendor representatives will receive education on clinical information, which will assist them in working more safely in our environment.

• To decrease patient care interruptions, vendor representatives will be required to have pre-arranged appointments with an individual.

• Vendor representatives will wear photo identification badges that will have the date, time and location of the appointment.

• Many healthcare systems use a visual cue to differentiate hospital staff from non-hospital staff during procedures. The Health System will use red bouffant caps to differentiate procedural vendor representatives from Health System procedural staff.

“There are many other ways the Health System is creating a new partnership with area vendor representatives,” Barnhill says. “Our goal is to increase patient safety and confidentiality, to ensure vendor representative competency, to limit vendor access to clinical areas, and to improve the process of product selection within the healthcare system.”

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“I came to the emergency room with directions from my doctor and still waited for nine hours.”

“Each and every person was very, very caring. They checked on me, did not leave me alone at night. They are very caring people, and they got me through a rough time.”

“People don’t wash their hands enough.”

“The chaplain brought me a quilt that they had made.”

“I had to constantly remind the nurses when I needed to take my next round of medicine. I was taking the lead on counting the hours and making sure I had my next dose of pain medication.”

“The man who worked in the kitchen was extremely nice, trying to help me find things I would eat. He went above and beyond.”

“I asked for ice at 3 o’clock, and at 11 o’clock that evening, I still didn’t have any ice.”

“I wasn’t just put in a bed and left alone. They were caring and came in and said, “Hey, how are you doing?” They’re just great people on that floor.”

“When I was released, I didn’t have any paper work sent home about what to expect due to the pain or what I was supposed to do.”

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For more information, call Paul Chase, Registered Clinical Exercise Physiologist, at 832-2546.
Construction formally began on Moses Cone MedCenter High Point with a groundbreaking ceremony on April 3.

The 76,000-square-foot project is located at 2630 Willard Dairy Road near the intersection with NC 68. The building will house a 24-hour emergency department and many other outpatient services for the people of western Guilford County.

“We can’t wait to bring – not only the emergency department – but a host of other services to the Highway 68 corridor,” says Tim Rice, President and CEO, Moses Cone Health System. “Moses Cone Health System already draws a lot of people from this area. Being able to deliver high quality care in a more convenient setting is the main goal for this project.”

The centerpiece of Moses Cone MedCenter High Point is the 12-room emergency department, which will be designed and staffed to handle most emergencies. (Emergency Medical Services crews will triage patients and take those with trauma or other extreme emergency needs directly to the nearest appropriate hospital.)

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 pre-admission center will allow individuals preparing for surgery or a hospital stay to have blood work and other tests done without going to a hospital for those tests.

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. This will make chemotherapy and other appointments more convenient, so patients will not have to travel to the Elam Avenue Building.

LeBauer HealthCare also will occupy space on the third floor with a primary care office.

Moses Cone MedCenter High Point represents a $19.95 million investment in north High Point. It should open in June 2009.
Two employees take the lead in thyroid cancer survivors’ group

Two members of the Moses Cone Health System team have found they share a common bond. Both Emilie Gilstrap, RN, PACU, Wesley Long Community Hospital, and Joanna Saporito, Clinical Social Worker, Regional Cancer Center, have been diagnosed with thyroid cancer. And both are determined to help others who suffer from the disease.

While many cancer rates are declining, the incidence of thyroid cancer is soaring. In fact, more than 37,000 new diagnoses are expected this year in the United States alone – representing an 11 percent annual increase.

Gilstrap and Saporito are co-leaders of a new local chapter of the Thyroid Cancer Survivors’ Association that provides support to others who share their diagnosis. It meets on the second Saturday of each month at the Wesley Long Community Hospital Education Center.

“When I was first diagnosed, I didn’t know anyone else who had thyroid cancer,” Saporito says. “I was terrified. I didn’t know what questions to ask or what my treatment would be like. That’s the advantage to being part of a group. You don’t feel isolated and alone. We can share common experiences and educate each other.”

When discovered early, most thyroid cancers are treatable. That makes early detection critical. But typically there are few, if any, symptoms associated with thyroid cancer, and thyroid function tests are often normal. So the Thyroid Cancer Survivors’ Association recommends a simple neck check to see if the thyroid gland is enlarged. In effect, that’s how Gilstrap’s cancer was discovered – by touch.

“I was playing on the bed with my son when I found a golf ball-sized lump that wasn’t visible when I was standing,” she said.

To raise awareness of the importance of early detection and to share best care practices, Michael Brennan, MD, an adult and child endocrinologist with Pediatric Sub-Specialists of Greensboro, has begun to organize education sessions for the local medical community. The Thyroid Cancer Survivors’ Association always has time on the agenda.

“Emilie and Joanna are performing a marvelous community service,” Brennan said. “Thyroid cancer is one of the few cancers that isn’t treated with chemotherapy and managed by an oncologist, so there isn’t a formal structure in place to support patients and their families. In this instance, the patients themselves are organizing groups to fill the void.”

For more information on thyroid cancer, visit www.thyca.org. Details on the local support group are available by e-mailing piedmont-nc@thyca.org.
As part of the celebration of National Nurses Week, May 5-9, Moses Cone Health System recognizes nurses, nurse techs and nursing secretaries for excellence. All award recipients are nominated and voted for by their peers. Nursing Excellence recipients are those nominees who best demonstrate the 14 Magnet forces.

THE MOSES H. CONE MEMORIAL HOSPITAL
Joann Acantilado, RN, 5700, Medical/Surgical
Julianne Baker, RN, Intermediate Care
Ella Bethel, RN, 4700, Congestive Heart Failure/Telemetry
Jamie Blue-Mathews, RN, Emergency Department
Carletta Carlton, RN, Cardio/Pulmonary Rehabilitation
Catherine Coman, RN, Coronary Intensive Care/Step-down
Teresa Crite, RN, Medical Intensive Care
Dory Day, RN, Neuro PACU
Doris Ferguson, RN, 3000, Neuroscience
Gretta Frierson, RN, 5000, Orthopedics
Carla Fullk, RN, Surgical Intensive Care
Gayle Gambaccini, RN, Outpatient Clinic
Kristie Garrett, RN, Operating Room
Christina Hall, RN, 3700/CPCU
Candace Hughes, RN, Director, Medical/Surgical**
Kim Kramm, RN, Neuro Intensive Care
Bernadita Licuanan, RN, GI/Endoscopy
Jeanne Lohr, RN, Radiology
Tiffany Marshall, RN, Operating Room
Lisa McMahon, RN, Pediatrics/PICU
Alesha Miles, RN, Medical/Renal
Melissa Orr, RN, Emergency Department
Diane Pryor, RN, Inpatient Rehabilitation
Julia Roberts, RN, Coronary Intensive Care/Step-down
Shirley Rorie, RN, Short Stay
Helena Lee, RN, Medical Oncology
Amber Middleton, RN, Operating Room
Jayne Purdy, RN, Orthopedics/Bariatrics
Neely Richardson, RN, Intensive Care/Step-down
Christy Thomas, RN, General Surgery
Cheryl Whitlow, RN, Anesthesia
Gwen Yates, RN, Inpatient Oncology

THE WOMEN’S HOSPITAL OF GREENSBORO
Leslie Ayers, RN, Lactation/Perinatal Education
Kelly Dixon, RN, Adult Intensive Care Unit
Brenda Erdy, RN, Women’s Unit
Mary Fitch, RN, Mother Baby Unit
Debra Merritt, CRNA, Anesthesia
Debbie Nix, RN, Central Nursery
Nancy Pearson, RN, Maternity Admissions Unit
Susan Rochette, RN, Operating Room
Christine Rowe, RN, Neonatal Intensive Care
Anita Sowder, RN, Antenatal Unit
Mary Ellen St. Clair, RN, PACU
Karen Williams, RN, Neonatal Intensive Care
Rebecca Zhang, RN, Birthing Suites

ANNIE PENN HOSPITAL
Cheryl Austin, RN, Nursing ICCU
Quinta Cunningham, RN, Operating Room
Elisa Haynes, RN, Short Stay/PACU
Chasity Hearn, RN, 2A
JoAnn McCollum, RN, Emergency Room
Tammy Orr, RN, Birthing Center
Janice Smith, LPN, 3A

MOSES CONE BEHAVIORAL HEALTH CENTER
Eric Kaplan, RN, Inpatient Adult Services
Michele Mardis, LPN, Child/Adolescent Services

HEALTH SERVICES
Connie Bouchillon, RN, Moses Cone Surgery Center
Melinda Madtes, RN, HealthServe Community Health Clinic

LEBAUER HEALTHCARE
Heather McGhee, RN, Cardiology
Mary Annette Willis, RN, Gastroenterology

** Leadership Excellence Winners
2008 Nursing Tech Recipients

MOSES CONE HOSPITAL
Doris Colon, Pediatrics
Helen Flinchum, 5500, Medical/Renal
Andrea Michael, GI/Endoscopy

WESLEY LONG COMMUNITY HOSPITAL
Regina Baldwin, Inpatient Oncology
Benedict Harrison, Orthopedics

THE WOMEN’S HOSPITAL
Carol Riley, Women’s Unit
Barbara Ring, Maternity Admissions Unit

MOSES CONE BEHAVIORAL HEALTH CENTER
Anthony Whitley, Inpatient Adult Services

ANNIE PENN HOSPITAL
Tiara Simmons, 2A
Cathy Wood, 3A

2008 Nursing Secretary Recipients

MOSES CONE HOSPITAL
Debra Alston, 2000, Cardiac Department
Jessica Kenney, 5000, Orthopedics

WESLEY LONG COMMUNITY HOSPITAL
Gwen Jones, Intensive Care/Step-down

THE WOMEN’S HOSPITAL
Antoinette Dukes-Haith, Maternity Admissions

ANNIE PENN HOSPITAL
Shirley Stokes, 3A

MOSES CONE BEHAVIORAL HEALTH CENTER
Sybrina Kelley, Inpatient Adult Services

The list of Nursing Excellence recipients was provided by Nursing Administration.

Nurses Week Events

Certification and Professional Organization Fairs
Come learn about how to apply for certification and professional organizations. All nurses who visit will be entered in a drawing for a free one-year membership to an organization of their choice. The fairs will be held:

- **May 5**
  - Annie Penn Hospital
  - 7 to 10 a.m., main entrance lobby.

- **May 6**
  - The Moses H. Cone Memorial Hospital
  - 7:30 a.m. to 4:30 p.m., Room 0031.

- **May 7**
  - The Women’s Hospital of Greensboro
  - 7 a.m. to 4 p.m., the Education Center.

- **May 9**
  - Wesley Long Community Hospital
  - 7 a.m. to 4 p.m., Classroom 1.

Tuesday, May 6
Departmental celebrations.

Wednesday, May 7
The annual Research Day is from 7:30 a.m. to 4:30 p.m. in the Education Center at The Women’s Hospital. The theme is: CSI – Clues, Searching and Investigation – Gathering Evidence for Nursing Practice. Sign up through CBL.

Thursday, May 8
If you were featured in Nursing Beat for a publication, presentation, award, graduation, promotion or certification during calendar year 2007, you will be honored today at a PaceMakers luncheon. The event is from noon to 1:30 p.m. at Moses Cone Hospital in Room 0030.

Nursing Excellence recipients are honored tonight at George K’s restaurant.

All Week
We encourage nurses to write a letter to the nurses who inspired them in their career. Then write another letter to a new nurse or nursing student who has a great career in front of them.

“We grow stronger when we nurture our own,” says Dianna Young, Coordinator, Nurse Retention. “Happy Nurses Week.”
INGRID MARKS
Respiratory Therapist, Respiratory Care

Ingrid Marks earned Employee of the Year for her outstanding level of caring for a homeless patient and his beloved pet.

The patient, who was hospitalized after attempting suicide, came off the ventilator and his first words were, “I want my dog.” The man had been severely depressed because animal control officials had taken his dog after deeming it vicious.

Marks collected money to rescue the dog from the shelter, but the shelter would not release the dog, which was scheduled to be euthanized. Marks volunteered to take the dog herself and adopted it until the patient was released.

“If it were not for Ingrid’s persistence and the support from all the staff, this man would not have his beloved pet,” says Maranda Rakestraw, Site Manager, Respiratory Care, in nominating Marks.

“May it inspire in all of us a sense of pride and touch us in a similar way to reach out to those in need.”

SARA SPENCER
RN, Telemetry

Sara Spencer received Employee of the Year for her willingness to spend her time off helping co-workers and patients in need.

On one occasion, Spencer stayed an hour after her shift had ended to help a nurse who was overloaded with patients. She helped transfer one of these Step-down patients to another department so the nurse could have a safe number of patients in her care. “She kept a great attitude and was a true team player,” says Karen Lockwood, RN, Telemetry, who nominated Spencer. “I truly appreciate her recognizing this unsafe situation and correcting it. She could have easily left me and gone home.”

In addition, Sophia Pickett, RN, Telemetry, nominated Spencer for her “act of generosity and caring spirit for a homeless patient.” When the patient’s clothing was stolen, Spencer brought the patient something new to wear. “She took time on her day off to do this,” Pickett writes. “She is very caring.”
LYNN FOWLER
CT Tech, Radiology

Lynn Fowler earned Employee of the Year for her willingness to relieve a co-worker on Christmas Day. “Not only did Lynn ‘go the extra mile,’ she went several extra miles to drive in at 5:30 a.m. on Christmas to surprise me,” says Julie Spencer, Rad Tech, Diagnostic Radiology. “This allowed me to leave a little early from my night shift and make it home in time to see my daughter’s first real Santa experience on Christmas morning.”

ANNIE PENN HOSPITAL EMPLOYEE OF THE YEAR

JENNIFER COOPER
CT Tech, Diagnostic Radiology

Jennifer Cooper received Employee of the Year for going the extra mile for a patient, literally. Regina Harris, Senior Radi Tech, Diagnostic Radiology, nominated Cooper. “Jennifer always puts her patients first, however, on a recent Friday, she went above and beyond,” Harris wrote. “She had a patient who was here for an urgent CT, and the patient was supposed to go right back to the doctor’s office. Jennifer learned that the patient would have to wait here at the hospital for her ride to arrive from Yanceyville. Jennifer did not want the patient to have to wait that long, so with department manager’s approval, Jennifer took the patient to her doctor’s office and came back to work afterward. Great job, Jennifer!”

MOSES CONE BEHAVIORAL HEALTH CENTER EMPLOYEE OF THE YEAR

ANNE TUTTLE
Administrative Coordinator, Nursing Administration

Anne Tuttle received Employee of the Year for her efforts to make sure a patient received immediate treatment. She was nominated by Ford Warrick, Counselor, Assessment Services, and Ali Black, Administrative Coordinator, Nursing. Tuttle volunteered to stay after her shift to complete paperwork needed to make sure a patient who had been transferred to John Umstead Hospital would be able to remain there for appropriate care. “Anne completed a four-page form in record time to prevent the other hospital from sending the patient back to Greensboro,” Black and Warrick wrote. “She went out of her way to make sure this complicated process was completed so the patient could receive immediate treatment.”
LEBAUER HEALTHCARE
EMPLOYEE OF THE YEAR

YESENIA FRANK
Patient Care Referral Coordinator, GI Clinic

Yesenia Frank earned Employee of the Year for her extraordinary kindness toward a fellow co-worker.

“We had a new employee start, and during her second week here, she was in a car accident,” says Shell McGuire, Site Manager, GI Clinic, in nominating her.

“The new employee had just moved here with her mom from New York and didn’t have transportation to and from work while her car was in the shop. Yesi let her stay at her house and welcomed her into her home. This was an extraordinary act of kindness.”

MOSES CONE HEALTH SERVICES DIVISION
EMPLOYEE OF THE YEAR

MELISSA KNIGHT
Secretary, Occupational Health Services

Melissa Knight received Employee of the Year for her dedication and willingness to assume added responsibilities.

“Melissa has truly served as a role model for her co-workers,” says Jinx Perrou, RN, Manager, Occupational Health Services, in nominating Knight.

“In December, Melissa was asked to assume responsibilities for a co-worker who was going on medical leave. She never hesitated to take on the added work. She has learned quickly and for the last three months performed quality work. Her dedication is admirable, and she still finds time to exhibit all the Health System values.”

MOSES CONE REGIONAL CANCER CENTER
EMPLOYEE OF THE YEAR

CINDY SHAW
Research Nurse, Regional Cancer Center

Cindy Shaw received Employee of the Year for her quick response to help an accident victim. Shaw was nominated by Anna Hurd, Data Assistant, Clinical Research.

On May 6, Shaw and her family witnessed a motorcycle accident in Winston-Salem. “Cindy stopped her car, ran about a quarter mile down the hill and performed CPR on a man involved in the accident until EMS arrived,” Hurd wrote.

Her actions were admirable, adds Vivian Sheidler, Cancer Research Manager. “Cindy not only used her clinical skills but also demonstrated her core values, which are in concert with Health System standards.”
Snapshots from A Parade of Stars

Service Awards

1. **Ceresta Bryant**, Employee Performance Manager, Human Resources, The Women’s Hospital of Greensboro, (left) marks 25 years of service, while **Faye Smith**, Admitting, The Women’s Hospital, celebrates 40 years of service. They are joined by Smith’s husband Charles.

2. **Carol Harrel**, RN, Pre-Admissions, Wesley Long Community Hospital, marks 25 years of service. She is joined by husband Dave.

3. **Barbara Williams**, Nurse Secretary/ Monitor Tech, 2000, Cardiac, The Moses H. Cone Memorial Hospital, celebrates 40 years of service. She is joined by her nephew Glenn.

4. Here, **Bob Goldstein**, Vice President and Director, LeBauer HealthCare, marks five years of service; **Suzi Biller**, Secretary, Human Resources, Moses Cone Hospital, marks 10 years; and **Susan Ward**, Executive Assistant, Human Resources, celebrates 30 years of service.

5. **Ronda Logan**, Record Completion Coordinator, Medical Records, Wesley Long Community Hospital, celebrates her 25 years of service with her husband Levi.

6. A group of Environmental Services staff from Moses Cone Hospital and their guests celebrate their years of service. From left are Jojo and **Willie Donnell**, Environmental Group Leader, with five years of service; **Lol Siu**, Buch Ksor, Environmental Services Tech, with 10 years; **Jack Smith**, Director, Environmental Services; **Hnel Siu**, Environmental Services Tech, with 10 years; and **Hngoi Hngo**, Environmental Services Tech, with 15 years.
Moses Cone Health System has earned recognition as a fundraising standout for the American Cancer Society’s Relay for Life. The Health System team, called the Regional Cancer Center Crusaders, raised more than $50,500 for the 2007 event, ranking 15th of 22,834 teams in the South Atlantic division. The division held more than 800 Relay for Life events in Washington, Delaware, Georgia, Maryland, North Carolina, South Carolina, Virginia and West Virginia.

This year, the Health System team has raised more than $20,000 so far toward its $40,000 goal. The group of 60 people, including 45 employees, will participate in the Relay for Life event beginning at 7 p.m. May 16 at Page High School.

All employees are invited to attend and support the team’s efforts by:

• Buying a luminary in honor of or in memory of someone with cancer. They are $10 each or three for $25.
• Buying cards in the shape of moon, stars or walking feet for $1 each.
• Entering a raffle for two bicycles, an electric scooter or an iPod nano with Bose system. Tickets are $5 each or three for $10.

For more information or to buy a luminary, contact Barbara Neff, Clinical Nutritionist, Wesley Long Community Hospital. Neff is the chairwoman of the Systemwide Relay for Life Team and can be reached at barbara.neff@mosescone.com or by calling 832-1713.
The Moses H. Cone Memorial Hospital volunteers recently purchased six transport chairs for the Short Stay area of the hospital. The chairs provide temporary transportation for patients or visitors who have difficulty walking. The ergonomically designed chairs hold up to 450 pounds, nearly double the weight capacity of many transport wheelchairs. Unlike wheelchairs, the chairs can be stacked in convenient locations for pick up and return, saving space and reducing the need for standard wheelchairs. They also cannot be folded, making it difficult for them to be stolen or misplaced.

“Our volunteers saw a need for this type of service, and we are very proud of their support and hard work in researching and purchasing these chairs,” says Bob Bessey, Director, Volunteer Services, Moses Cone Hospital. “We are confident that these chairs will provide reliable transportation for our patients and visitors. It’s our goal to see these chairs at each hospital entrance in the near future. This investment will improve customer service and decrease staff stress by reducing the need for standard wheelchairs at an already crowded entrance like Short Stay.”

Volunteers Are on the Go with New Transport Chairs

Sock it to DVT

Robin Clayton, Assistant Director, Non-Invasive Cardiovascular Services, and her co-workers at the Moses Cone Health System Heart and Vascular Center designed socks and this display board to raise awareness of deep vein thrombosis, or DVT. The effort, DVT Awareness by Design, was a nationwide campaign of The Coalition to Prevent DVT. DVT is a serious medical condition that occurs when a blood clot forms in a large vein, usually in the lower legs, and blocks circulation.
Look for the E-Chart computer system to go down briefly on May 16, with a major upgrade in its place when it returns to service on May 17.

This upgrade at all five hospitals in the Health System will allow staff from various clinical departments to log on to E-Chart and get patient data, including the admission record, which was previously only in the paper chart.

Physicians will continue to connect with this upgraded system to review data on labs, radiology and other important patient reports. The biggest changes for Nursing and all clinical disciplines will be electronic documentation of the patient’s admission history and physical and medication reconciliation. This upgrade is a more user-friendly, Windows-based program for charting and allows quick retrieval of patient information.

Class schedules are in CBL for hospital-based employees requiring training. Employees are encouraged to register for a class to be ready for the May 17 activation.
Participants gave great marks to the first four-week series of classes designed to help employees monitor their asthma or COPD.

Here are some of their comments:

- “This class has really helped me understand what can cause my asthma to act up. I think everyone with asthma should take these classes.”
- “This has been a wonderful class to help one understand and manage our disease. I feel very fortunate to work for a place that offers these educational classes.”

The asthma/COPD classes run for four consecutive weeks and are held for 45 minutes to one hour during lunchtime.

Classes on diabetes management also have started. This eight-week series is also held at lunchtime, and classes last 45 minutes to 1 hour.

The locations of the series alternate between The Moses H. Cone Memorial Hospital and Wesley Long Community Hospital. The classes are free, and participants are eligible for $300 in medication reimbursement as part of the Personal Wellness reimbursement program.

Evening classes for staff and family members will be arranged if there is enough interest.

Both series are offered by Med-Link, a free and confidential service for employees with chronic health problems. The service can help provide health education, support for caregivers, monitoring of chronic diseases, referrals to community services and help with navigating medical coverage benefits.

For more information or to register for a class, contact Elizabeth Westwater, Director, Med-Link, at 297-2257 or by e-mail at elizabeth.westwater@mosescone.com.
THE MOSES H. CONE MEMORIAL HOSPITAL
EMPLOYEE OF THE MONTH

Melanie Shacklett
LPN, 2000, Cardiac Department

NOMINATED BY: The patient, his wife and Gino Serafica, RN,
Division 2000, Cardiac Department

“When my husband started bleeding badly, Melanie rushed into
the room, took over and helped him for over an hour,” the
patient’s wife writes. “She was not his nurse but she heard me say
he was pouring out blood. She helped, called those she needed
and stayed right beside him doing all the right things. I’m sure
he would have made it if she had not ‘gone that extra mile.’ Many
thanks to her and the others who helped.”

“Melanie used her years of expertise and knowledge to help a
new grad nurse save a patient’s life,” Serafica adds. “This is the
second time she has done this.”

GEMs
Hannah Beha, Nurse Tech, CPCU, 3700
Susan Brady, RN, Medical/Renal, 5500
Rey Buendia, RN, CPCU, 3700
Virginia Cochran, RN, Medical, 6700
Torrian Ferguson, Manager, Nutritional Services
Cameron Hicks, Security Officer, Security Services
Stacey Hinkle, Nursing Secretary, 2900
Christy Johnson, RN, CPCU, 3700
Marc Todd Lewis, Clinical Social Worker, Social Work
Thobeka McCoy, Radiology Order Entry/Receptionist,
Diagnostic Radiology
Gaynelle Powell, Nurse Tech, Surgical Services, 5700
Dean’na Smiley, RN, Outpatient Clinic
Jennifer Watkins, Administrative Coordinator, Nursing
Christina Weaver, Physical Therapist,
Outpatient Rehabilitation
Joyce Whitaker, RN, Medical/Surgical, 5000

WESLEY LONG COMMUNITY HOSPITAL
EMPLOYEE OF THE MONTH

Sherry Dickens
Food Service Tech

NOMINATED BY: Lesia Ireland, Purchasing Associate,
Purchasing

“I was waiting in the line behind a visitor whose total was
$4.70,” Ireland writes. “The visitor realized she had left her
money in her car. Before I could count my money to help her,
Sherry had already pulled money from her pocket and paid for
her lunch. It made me feel like it left a very positive impression
of our hospital staff. Not everyone would have had such a
caring spirit. She is also a very hard worker and very helpful.”

GEMs
Randall Absher, Clinical Coordinator, Pharmacy
Caroline Cheek, Secretary, Human Resources
Theresa Denton, RN, General Surgery
Allen King, Operative Clinical Tech, Operating Room
Deborah Oakes, Sleep Disorders Tech,
Sleep Disorders Center
Caroline Owen, RN, Orthopedics/Bariatric Unit
Sally Pearson, Executive Secretary, Executive Office
Sophia Pickett, RN, Telemetry
Patricia Weatherly, Nursing Secretary/Monitor Tech,
Telemetry

“You don’t work hard because of an
expectation, but rather for the
satisfaction of performing your best
and doing right by those you work
with and serve. That said, it’s a
great feeling when your hard work
gets noticed.”

– Justin Elkes

“The Women’s Hospital is the
best hospital that I have ever
worked for. We have many
exceptional staff providing
exceptional care as a team.”

– Carol Mead, RN

“I work with such loving and
caring co-workers who are great
at their jobs. It is an honor to work
with them.”

– Melanie Shacklett, LPN
THE WOMEN’S HOSPITAL OF GREENSBORO/ ADMINISTRATIVE SERVICES BUILDING
EMPLOYEE OF THE MONTH

Carol Mead
RN, Adult ICU
NOMINATED BY: Brenda Erdy, RN, Adult ICU

“One night recently, Carol was scheduled to work 7 p.m. to 7 a.m. in the AICU,” Erdy writes. “We had two critical patients who both needed one-on-one care. Carol’s car broke down, and she took a taxi from her home in Asheboro to The Women’s Hospital to work her shift. We would not have provided exceptional care that night without her.”

GEMs
Gerald Brown, Security Officer, Security
Sherry Colon, RN, AICU
Jennifer Daley, RN, Birthing Suites
Brenda Erdy, RN, AICU
Heather Krietemeyer, RN, Birthing Suites
Carole Michalski, Administrative Coordinator, Nursing Administration
Bettie Rutherford, RN, Mother/Baby
Bobbye Tate, Nursing Secretary/Monitor Tech, Women’s Nursing Unit
Christy Wicker, RN, Birthing Suites

LEBAUER HEALTHCARE
EMPLOYEE OF THE MONTH

Leisha Kowalk
Certified Medical Assistant, Gastroenterology
NOMINATED BY: Autumn Forest, Clinical Nursing Assistant, Gastroenterology

“After my family and I had a house fire the week before Christmas, I used all my PAL time,” Forest writes. “I did not have any left to take off the day after Christmas like I had planned. Without my knowledge, Leisha called HR and asked to donate her time to me. She was so happy she could do it with such short notice. Despite our situation, my children, husband and myself enjoyed our Christmas and the time we could spend together because of the wonderful gift that Leisha gave. Actually, I wish I could nominate all the staff at LeBauer Gastroenterology and Endoscopy. The generosity, kindness, support and prayers in this department is an A plus.”

GEMs
Keith Bowden, Phlebotomist/X-Ray Tech, Cardiology Office
Sharonda Lloyd-Fate, Patient Care Referral Coordinator, Cardiology
Cathy Monahan-Sigman, Endoscopic Tech, Endoscopic Center
Vanessa Poole, Cardiac Sonographer, Cardiology Office

HEALTH SERVICES DIVISION

Justin Elkes
Clerical Assistant, Occupational Health
NOMINATED BY: Jinx Perrou, Manager, Occupational Health

“The job of receptionist is not an easy one,” Perrou writes. “Justin has managed to impress everyone with his smile, caring attitude and outstanding service. I have had countless phone calls, notes and verbal comments on his great performance. … On a recent Friday when I returned home after work, I remembered the coffee maker in our staff lounge and wondered if other staff had turned it off. I called staff members, and of the ones I could reach, no one had remembered. I called Justin, and he graciously said that he would drive back to the clinic and make sure. Not only did he turn it off, but he went and purchased a timer and installed it to come on and off Monday through Friday. This was above the call of duty and his caring attitude was obvious to all.”

GEM
Loretta Penn, Nurse Tech, Penn Nursing Center

BEHAVIORAL HEALTH CENTER
EMPLOYEE OF THE MONTH

Debra Millikan
Senior Mental Health Tech, Inpatient Adult Services
NOMINATED BY: Marian Friedman, RN, Inpatient Adult Services

“Debra jumped in today and served as a secretary on our unit when we had a last minute call out,” Friedman writes. “She did an outstanding job! She managed to juggle everything coming her way and did so with a calm and positive attitude. Her ability to multi-task is truly remarkable. She did this with no orientation to the role of secretary.”

GEM
Sue Bailes, RN, Adult Inpatient Services
Christine Judge, RN, Adult Inpatient Services
Mavis Nyako, Mental Health Tech, Adult Inpatient Services
Alicia Travis, Nursing Secretary, Adult Inpatient Services

REGIONAL CANCER CENTER

Vicky Howard
Physicist, Radiation Oncology
NOMINATED BY: Allison James, Radiation Oncology Supervisor, Radiation Oncology, and Eiroy Friesen, PhD, Senior Physicist, Radiation Oncology

“Vicky has taken on the immense challenge of switching our department to an electronic medical record,” James writes. “This has been a job that no one would take on due to the amount of work. She has done this on top of all of her regular daily tasks. Vicky has spent many hours educating herself and then the staff during the process. She has had to do a lot of hand-holding, coaching and teaching during this time. Vicky has remained open and positive to our questions with a commitment to getting us through this transition as smoothly as possible. It has been a thankless job at times. … This transition would never have happened without her. We are truly thankful.”
Hospice and Palliative Care Announces Two Appointments

Hospice and Palliative Care of Greensboro (HPCG) has announced two new staffing appointments.

Rita T. Layson, MD, is resuming her affiliation with HPCG as medical outreach specialist. Most recently, Layson was associate professor of medicine in the Internal Medicine program at Moses Cone Health System. She also has been associate medical director of HPCG.

James “Tab” Haigler Jr. is the new chief financial officer for the 28-year-old, not-for-profit hospice. Haigler was previously executive director and CEO of Unified Home Care of Reidsville. He also worked for the Health System previously, as general accounting manager at The Moses H. Cone Memorial Hospital, controller at The Women’s Hospital of Greensboro and vice president of finance at Annie Penn Hospital.

Health System Retains Strong Credit Rating

The S&P has affirmed the AA Stable long-term bond rating of Moses Cone Health System.

“The committee had very positive comments and was very comfortable with the credit,” says Beth Ward, Chief Financial Officer. “This AA rating allows the Health System to pay interest rates on our debt that are between 1 and 2 percentage points lower than if we had a lower rating,” she adds. “On $242 million of debt, 1 percent amounts to $2.42 million per year. That is a lot of money that we can use for other things.”

Desk Calls: Library Staff Can Help You Find Information

Staff of the Moses Cone Health System Medical Library heard your feedback in their recent survey. The library offers the following information services for employees:

- Librarians are available to do literature searches or to give you some tips on finding topics in the medical library more efficiently. They provide “Desk Calls” to meet with you and discuss evidence-based searching strategies for your information needs.
- Need tips on getting access to full-text, online journals? Contact the library or check the A to Z full-text journal list on www.gclic.org/library to see if they have the journal you need available online.

CareLink Team Raises Money for MS

A group of 14 employees, family and friends on the CareLink Team raised $1,825 during the 2008 Asheboro Multiple Sclerosis Walk at the North Carolina Zoo on March 29.

The Health System employees who walked were: Sam Coble, RN, CareLink; Susan Coble, RN, The Women’s Hospital of Greensboro; Mark Young, RN, Assistant Director, CareLink; Carolyn Young, Admissions Associate, Annie Penn Hospital; Kyle Cook, EMT, CareLink; and April Todd, RN, CareLink.

eLink Critical Care Ranks First in Quality

Moses Cone Health System and the eLink Critical Care department ranked No. 1 in overall program performance among all reporting eICU programs for the fourth quarter of 2007.

VISICU, the company that provides the eICU system to 33 hospitals across the country, ranks each one on a variety of quality indicators. For the fourth quarter (October through December 2007), Moses Cone Health System ranked third in the area of providing beta blocker medication to at-risk cardiac patients and ranked fourth in the average number of days patients stayed on ventilators. Other quality indicators with high rankings were glycemic control, prevention of deep vein thrombosis and prevention of stress ulcers.

Two Years Later, Kindness Still Counts

It has been two years since staff at The Women’s Hospital of Greensboro and the Administrative Services Building met to form the Standards of Behavior Committee.

“We came together to address staff’s behavior and interpersonal interactions as perceived by the patients,” says Valeria Pritchett, RN, Staff Education, The Women’s Hospital. Here are some achievements:

- The committee continues to encourage staff to “pay it forward” and “pass it on,” when someone performs a random act of kindness.
- “Kindness Counts, Pass it on!” banners greet employees as they enter and leave the hospital.
- Posters and window clings can be seen throughout the hospital.
- Employees from the ASB and The Women’s Hospital are recognized monthly for demonstrating extraordinary acts of kindness.
- Patient satisfaction scores continue to rise above goals.

Internal Medicine Diabetes Program Recognized

The Moses Cone Health System Internal Medicine Diabetes Program has received the American Diabetes Association’s Education Recognition Certificate.

It ensures that the program, operated at the Internal Medicine Center at The Moses H. Cone Memorial Hospital, meets the national standards for diabetes self-management programs. Certification is valid for three years.
## MOSES CONE HEALTH SYSTEM 2008 GOALS
Results for Oct. 1, 2007 - March 31, 2008

<table>
<thead>
<tr>
<th>SYSTEM INDICATOR</th>
<th>MEASURE</th>
<th>GOAL</th>
<th>ACTUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortality Rate</td>
<td>% Change in Overall Mortality Rate</td>
<td>-5.0%</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Community Health</td>
<td>Smoking Cessation Counseling %</td>
<td>90%</td>
<td>N/A</td>
</tr>
<tr>
<td>Patients Who Would Recommend Us For Care</td>
<td>Would Recommend Inpatient</td>
<td>87.60</td>
<td>87.33</td>
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<tr>
<td></td>
<td>Would Recommend ED</td>
<td>72.35</td>
<td>68.98</td>
</tr>
<tr>
<td>Turnover</td>
<td>Turnover %</td>
<td>15.0%</td>
<td>15.3%</td>
</tr>
<tr>
<td>Employee Satisfaction</td>
<td>Overall Job Satisfaction</td>
<td>79.0</td>
<td>N/A</td>
</tr>
<tr>
<td>Internal Succession</td>
<td>Internal Succession %</td>
<td>60%</td>
<td>63.2%</td>
</tr>
<tr>
<td>Physician Relationships</td>
<td>Physician Satisfaction</td>
<td>71.8</td>
<td>N/A</td>
</tr>
<tr>
<td>Margin (%)</td>
<td>Margin (%)</td>
<td>3.92%</td>
<td>3.69%</td>
</tr>
<tr>
<td></td>
<td>Length of Stay</td>
<td>5.04</td>
<td>5.18</td>
</tr>
</tbody>
</table>

**Who Said There’s No Free Lunch?**

Employees from throughout the Health System were invited to a free lunch as thanks for their hard work and extra effort during the “peak census” period this winter. Here, Robin Green (left) and Gail Howard, both Patient Accounting Representatives, pick up their sandwich, chips and drink at The Women’s Hospital event.

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N/A - Results not yet available.
Don Causey is the new Director, Security Services, Moses Cone Health System. He has been the interim director for the past several months.

Daniel Feinstein, MD, is the new Medical Director, Medical/Surgical ICU, The Moses H. Cone Memorial Hospital. Feinstein recently joined the medical staff of LeBauer Pulmonary and Critical Care Medicine as a board-certified intensivist. He previously served as an intensivist at St. Agnes Hospital in Baltimore. He is experienced in managing critical care patients through an e-ICU, and he also will work with eLink Critical Care.

Karin Henderson, RN, is the new Director, Medical/Surgical Nursing Services, The Moses H. Cone Memorial Hospital. Previously, she was director of the Vascular Access and PICC Program for the Health System.

Marjorie Jenkins, RN, Director, Nursing Administration, has taken on the additional responsibility of Magnet Program Director for the Health System.

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Would patients recommend the Health System for care?*

**Inpatient Scores**

**Moses Cone Hospital**
- GOAL = 87.3
- January: 91.18%
- February: 90.1%
- March: 80.67%

**Wesley Long Community Hospital**
- GOAL = 87.3
- January: 95.15%
- February: 93.6%
- March: 94.87%

**The Women’s Hospital of Greensboro**
- GOAL = 89.3
- January: 80.95%
- February: 80.4%
- March: 85.19%

**Annie Penn Hospital**
- GOAL = 85.19
- January: 92%
- February: 85.19%
- March: 92%

**Behavioral Health Center**
- GOAL = 86.5
- January: 92%
- February: 93.3%
- March: 91%

**Emergency Department Scores**

**Moses Cone Hospital**
- GOAL = 72.35
- January: 68.82%
- February: 58.7%
- March: 66.14%

**Wesley Long Community Hospital**
- GOAL = 72.35
- January: 68.92%
- February: 67.4%
- March: 64.45%

**Annie Penn Hospital**
- GOAL = 72.35
- January: 64.45%
- February: 61.5%
- March: 69.15%

* 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 April:**
- **Raquel Browning**, Patient Accounting Representative, Pro Fee Billing; **Sharon Johnson**, Business Manager, Neonatal and OB/GYN Medical Physician Office Management, The Women’s Hospital; **Tammy McCann**, RN, Moses Cone Surgery Center; **Rosemary Prelich**, Secretary, Dietary Services, Wesley Long Community Hospital; and **Kenny Turner**, Rehabilitation Tech, Physical Therapy, Annie Penn Hospital.

This month’s quiz:
1. When is Nursing Research Day?
2. How many people attended the HealthServe benefit luncheon?
3. When will vendor representatives begin wearing photo IDs?
4. Which Employee of the Year helped a co-worker make it home in time for Christmas morning?
5. Name one award winner featured in this issue.

**ENTRY FORM**

Send your entries to Marketing by May 16. All correct entries will be placed into a random drawing, and five meal-ticket winners will be announced in the June 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