Work to Begin on Building Epic Computer System

A team of more than 90 Moses Cone Health System employees will begin training in October on a comprehensive medical information system that will be built through a contract with Epic Systems Corp.

The Health System has committed more than $80 million for purchasing and installing the software and hardware, as well as more than $30 million in staffing costs related to the electronic health record over the next five years. The system, which will be in place in two to two and a half years, will result in integrated billing, registration and clinical software packages that seamlessly “talk” to each other.

“I look at this investment as a down payment on our future,” says Tim Rice, President and CEO. “Epic is a national leader in healthcare information systems and has brought similar integrated electronic health records to many other top healthcare systems nationwide.”

Today, the Health System relies on multiple computer systems that don’t connect with each other. It can be frustrating for patients, who must be asked for their health history or medications many times. Also, computer systems in physician offices aren’t integrated with the inpatient system.

“Changing information technology direction has been one of the hardest decisions we have made all year, but we want to be sure we position ourselves to be a national leader in quality, service and cost,” Rice adds. “Epic will help us get there.”

The system will help improve quality by alerting providers when there is a possible medication error or when they need to document a step to improve care. Epic also will eliminate ordering and documentation that is not readable.

Finally, it will help the Health System deal with the future of bundled payments.

“For many of you, it will be a long time before this change impacts your work,” Rice says. “For now, I want you to know how serious we are in achieving Triple Aim performance to become a national leader in quality, service and cost. I want you to know that you will have the tools to make it happen.”
**VALIC Seminars Scheduled for September**

Save the date. VALIC will be conducting seminars on “Discover: Retirement Strategies for Life.” Registration is recommended and can be done online, although walk-ins are also welcome. Online registration will open approximately two weeks before each session. To register online, go to [www.VALIC.com](http://www.VALIC.com), click Seminar Registration and register using the codes listed below.

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Room</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annie Penn Hospital</td>
<td>Sept. 9</td>
<td>Noon - 1 p.m.</td>
<td>Dining Room C</td>
<td>Kevin Hanner</td>
</tr>
<tr>
<td>Registration Code MCHGRE11AD</td>
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<tr>
<td>Wesley Long Community Hospital</td>
<td>Sept. 15</td>
<td>Noon - 1 p.m.</td>
<td>Classroom 1</td>
<td>Kevin Hanner</td>
</tr>
<tr>
<td>Registration Code MCHGRE11AD</td>
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<tr>
<td>The Moses H. Cone Memorial Hospital</td>
<td>Sept. 20</td>
<td>6 - 7 p.m.</td>
<td>Heart and Vascular Center Conference Room</td>
<td>David Dupont</td>
</tr>
<tr>
<td>Registration Code MCHGRE11AC</td>
<td></td>
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</tr>
<tr>
<td>The Women’s Hospital of Greensboro</td>
<td>Sept. 24</td>
<td>Noon - 1 p.m.</td>
<td>Classroom 3</td>
<td>Kevin Hanner</td>
</tr>
<tr>
<td>Registration Code MCHGRE11AD</td>
<td></td>
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</tbody>
</table>

**Self-Appraisals Required by Oct. 15**

You must complete a self-appraisal through the online Employee Performance Management System between Sept. 15 and Oct. 15.

If you do not complete your self-appraisal within the required time period, you will not be eligible for any merit or other pay increases next year. No decision has been made on merit raises at this time, but employees will be kept informed of the status of this decision.

**Benefits Fairs Scheduled for Early October**

Join us as we enter another benefits season. Benefit providers will be on hand to answer questions about 2011 benefits and provide give-a-ways. See below for the fair nearest you.

<table>
<thead>
<tr>
<th>Where</th>
<th>When</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>The Moses H. Cone Memorial Hospital Rooms 0029-0031</td>
<td>Monday, Oct. 4</td>
<td>7:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Wesley Long Community Hospital Classroom 1</td>
<td>Tuesday, Oct. 5</td>
<td>7:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Annie Penn Hospital Dining Room</td>
<td>Wednesday, Oct. 6</td>
<td>7:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>The Women’s Hospital of Greensboro Classrooms 1 &amp; 2</td>
<td>Thursday, Oct. 7</td>
<td>7:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Moses Cone Behavioral Health Center Cafeteria</td>
<td>Friday, Oct. 8</td>
<td>2 - 4 p.m.</td>
</tr>
</tbody>
</table>

**2011 Annual Benefits Enrollment Opens Oct. 7**

The 2011 benefits enrollment process begins on Thursday, Oct. 7, and runs through Friday, Nov. 5. If you do not want to make changes, your current benefit selections will continue into 2011 except changes to healthcare or dependent care flexible spending accounts or pre-tax childcare deductions. You must elect these benefits each year.

This is also the “special 30-day enrollment” period to enroll dependents younger than age 26. If you have not covered them previously, you will need their Social Security numbers and dates of birth to enroll them.
United Way Campaigns Planned

“Heroes in our Communities” is the theme for this year’s United Way campaign throughout Moses Cone Health System.

Greensboro Campaign

The employee campaign for the United Way of Greater Greensboro begins Thursday, Sept. 16. The employee goal for this campaign is $500,000, which is a slight increase above the amount raised last year.

“Within the culture of our organization is a big heart to give to those who are in need. The need is greater now than ever before,” says Brian Romig, Vice President, Pharmacy and Supply Chain Management, and the chairman of this year’s campaign. “We believe we will rise to the challenge and give hope to the United Way programs right here in our community. We have many employees who both benefit from and give time to many supported United Way programs.

The United Way office will organize a separate fundraising drive asking for support from community physicians this year.

“We all look forward to an exciting campaign,” Romig says. “It will be both a fundraiser and a fun-raiser. Watch out in the days ahead for one of our United Way advocates who might tap you on the shoulder to challenge you to be one of our heroes.”

Reidsville Campaign

Annie Penn Hospital launched its campaign for the United Way of Rockingham County on Aug. 26. The campaign runs through Oct. 7.

The employee goal for the campaign is $40,000, a $5,000 increase from the 2009 goal. The steering committee includes Fran Daniel, Director, Woodmont Child Development Center; Lisa Ore, Distribution Manager; Cynthia Wrenn, RN; Kenny Turner, Rehabilitation Technician; and Sharon Troxler, Director, Marketing and Volunteer Services.

The kickoff event will feature a Volunteer bake sale, a free Chick-fil-A meal for employees and volunteers on all three shifts, and a spin on the “Rewards for Heroes” prize wheel. There will also be a drawing for an overnight stay at one of the Autumn Creek Vineyard’s cabins near Madison and travel coupons from Dream by Dream Travel.

Employees who contribute an hour’s pay per month, or a Fair Share, will receive an additional gift.

“Finally, we will have a ‘Heroes Lunch’ with the 82nd Airborne Honors Chorus on Oct. 7 to honor them and to celebrate the end of our campaign,” Troxler says. “We will lead up to that event by posting photos of employees’ relatives who serve in the military.”

Several “fun-raisers” will be held throughout the month of September, and the committee will decide on those in the coming weeks.

Schanel is New President of Moses Cone Hospital

Judy Schanel has been named President, The Moses H. Cone Memorial Hospital, and Executive Vice President, Moses Cone Health System. Schanel succeeds Tom Gettinger who has taken a position with WakeMed in Raleigh.

“I consider it an honor and privilege to be able to work for the patients, employees, physicians and members of our community,” Schanel says. She plans to clear her September calendar of meetings so she can visit various departments to get to know the 3,713 people who work at Moses Cone Hospital.

“Recognizing that hospitals are not Monday-to-Friday operations, I’ll be coming to visit departments on different days of the week and on different shifts,” she says. “I look forward to getting to know you and to hearing what is on your mind.” She also encourages staff to call her at 832-7402, e-mail her at judy.schanel@mosescone.com or drop by her office if they have thoughts and suggestions they want to share.

Terry Akin, Chief Operating Officer, Moses Cone Health System, says he is pleased that the Health System had the talent within the organization to fill this critical role internally. “I believe that Judy’s leadership will serve us well and contribute greatly as we strive toward our new vision of national leadership in quality, service and cost for Moses Cone Health System,” he says.

In addition to working on this Triple Aim goal, Schanel says her personal vision is to ensure Moses Cone Hospital exceeds the goals of national leadership and becomes the standard – the place that others want to visit as a model and the place people want to work.

Schanel joined Moses Cone Health System as part of the Health Services Division in 2002. In 2005, she became vice president and service line administrator for Moses Cone Hospital.

She earned a bachelor’s degree in nursing from Georgetown University, and her master’s of science degree in nursing from the University of Pennsylvania. She is a Fellow in the American College of Healthcare Executives and a 2007 recipient of the Women in Business Award for the Triad.

Schanel also has been involved in various community service activities, currently as a board member and committee chairperson for the United Way and as a board member for Advanced Home Care.
This summer, 115 excited and motivated teens got an up-close and personal look at healthcare from a volunteer perspective. Once again, teens assisted Moses Cone Health System staff by performing tasks in a wide variety of areas, from retail to surgical and beyond.

One hundred teens staffed departments at The Moses H. Cone Memorial Hospital, Wesley Long Community Hospital, Annie Penn Hospital and MedCenter High Point.

“What stands out about this summer’s group was their demeanor,” says Bob Bessey, Director, Volunteer Services, Moses Cone Hospital and Wesley Long Community Hospital. “No matter what we asked them to do, they embraced the task and always with a smile. It was an exceptional group.”

Avon Hines, Volunteer, and the chairperson for the teen volunteer program at the Guilford County campuses, agrees. “They were enthusiastic, excited and committed to their assignments,” she says. “When we talk about our children as future leaders, I truly believe we were fortunate to have many of them volunteering with us this summer.”

With 15 students, the Annie Penn Hospital program was the smallest and most selective in its 39-year history. The application process was competitive, and the students chosen were highly motivated, excelled in their studies and came recommended by their teachers. Many of the teens were interested in pursuing a healthcare profession and wanted the experience of working in a hospital environment.

“This summer, our teens worked in eight different hospital departments, as well as Woodmont Child Development Center,” says Sharon Troxler, Director, Marketing and Volunteer Services, Annie Penn Hospital. “Our staff always looks forward to the arrival of the teens, as their youthful enthusiasm helps to rejuvenate our own. It is also reassuring to know that there are such outstanding young people to follow in our footsteps. In fact, many of our current employees started their careers here as teen volunteers.”

MedCenter High Point also benefited from the program, says Jit Green, Property and Lease Manager, Health Services Division. “We have certainly enjoyed the teen volunteers,” she says. “It was a chance for the teens to gain experience in healthcare, and they helped us in providing exceptional service to the High Point community and patients.”
All Moses Cone Health System employees are encouraged to take the 2010 Employee Partnership Survey, which closes Sept. 12.

“As we strive to be a national leader in healthcare, we need everyone’s input,” says Noel Burt, Executive Vice President, Administrative Services. “We want to know what we are doing right and how we can improve.”

Press Ganey will administer the employee survey this year. The web-based survey is composed of about 40 questions and should take less than five minutes to complete. Computers will be made available to employees at each facility.

Each employee will randomly select an employee packet that contains survey instructions as well as a 16-digit PIN to eliminate the possibility of anyone taking the survey more than once. Surveys cannot be taken without a PIN.

Several changes have been made to the survey based on employee feedback from last year. First, there will be unlimited space for comments on the survey. Also, there will be one survey version for all employees this year, rather than having a separate version for those in management.

In order to protect confidentiality of employees, costs centers with fewer than three respondents will not have a report compiled. Instead, these responses will roll up to the next higher report level.

Each cost center will be assigned to one of four Press Ganey divisions to provide the cost centers with national comparisons. The divisions are nursing, other clinical, fiscal and administrative services, and support services. These comparisons are possible because of a fixed tool within Press Ganey’s services that asks everyone the same questions in the same way.

“One of the key reasons we selected Press Ganey is because they have an enormous national database, which we can compare ourselves against,” Burt says. “Press Ganey works with more than 7,000 healthcare organizations and is really the gold standard in the industry.” The Health System also will work with Press Ganey for patient and physician surveys.

If you have any questions, contact your Employee Performance Manager in Human Resources.

A Congressional Visit

Rep. Howard Coble (R-NC, 6th District) recently visited the Moses Cone Health System Nursing Education Center, located in the Northwood Building. Here, Joan Wessman, RN, Executive Vice President and Chief Nursing Officer, (center) and Wajiah Ellis, RN, Staff Development Manager, give Coble a tour and show him the capabilities of the simulation mannequins. Cheryl Hausner, RN, Nursing Service Director, and BJ Miller, Director, Government Affairs, helped schedule the visit as part of an effort to increase the Health System’s relationship with area legislators and help make them aware of Health System programs.
Measures of Magnet:
Urgent Care Team Ensures Fast, Quality Care for Burn Victim

When a 3-year-old child was brought to Moses Cone Health System Urgent Care Center with severe hot-water burns all over his stomach, the staff there wasted no time assessing the situation and caring for the child.

Brad Chrism on, EMT, and Savannah Fox, Radiology Tech, did everything they could to comfort the child, who would not stop crying because of the severity of the pain. Chrism on also took the initiative to call the police to help locate the child’s parents.

Tamara Johnson, RN, the charge nurse, administered medication, and Kimberly Lapan-Hutchins, RN, and Tamara Hudgin, RN, cared for the boy, while Geeta Ramchandani, MD, assessed the child’s injury and determined the cause of the accident.

The team determined that the child’s injuries were so severe that he should be taken to the Emergency Department as soon as possible.

“It took 30 minutes or less, all because of the teamwork that each and every person contributed to take good care of the patient,” says Aida Dawson, Admission Services Associate, Urgent Care Center.

The Urgent Care Center was able to handle a case meant for a burn unit, easing the child’s pain and providing initial first aid before Monica Jones, Health Information Management Technician, helped ensure the child’s transfer to the Emergency Department. He was later taken to the Burn Center at Wake Forest University Baptist Medical Center.

“This case was handled in a timely and efficient manner to ease the child’s pain and prevent more damage,” Dawson says. “It shows caring spirit and devotion to the patient.”

Want to Share Your Measures of Magnet?
Go to the Intranet to find forms to help you tell your story. Place your completed forms in your department’s “Magnet Drop Box” or send them to Nursing/Magnet Program Director, Nursing Administration, Wesley Long Community Hospital. You can also submit your story by: e-mailing measuresofmagnet@mosescone.com, calling 832-6494 and entering mailbox number 33707, or adding to the blog at Measures of Magnet on the Intranet.

Magnet Celebrations
Moses Cone Health System recently celebrated the anniversary of its Magnet re-designation and kicked off Extreme Magnet Makeover to plan for the next re-designation. Members of the Magnet committee visited clinical and non-clinical departments to provide cookies, candy and new badge cards with information about the five components of Magnet designation. Here, Chris Shrewsby, Accountant, Financial Services, The Moses H. Cone Memorial Hospital, gets a cookie from Donna Albright, Nurse Recruiter. At right, these “construction ducks” were part of an Extreme Magnet Makeover game to begin educating staff on the new components of Magnet.
Staff Finds Support through Relationship Based Care

The nurses of Department 3700 at The Moses H. Cone Memorial Hospital are practicing Relationship Based Care to care for themselves, their patients and their co-workers.

Kelli Martinez, RN, is an experienced weekend option night nurse in the department. Recently, she volunteered to rotate to weeknight shift for several months to support new staff.

“She left her group of peers in order to support staff at another time during the week and to help the new nurses,” says Carol Harris, RN, Director, Department 3700.

Her efforts to be flexible have been contagious within the department. Another nurse on the night shift, Deborah Duvall, RN, volunteered to handle charge nurse duties to support the shift and the new staff.

Harris is also developing new ways to promote Relationship Based Care within the department. She recently hosted the department’s Shared Governance Committee, which represents all jobs and shifts, at her house for a retreat to work on communication techniques.

Each member brought the results of a communication-style assessment they had taken before the retreat. The committee discussed each style of communication and how they could be blended to provide the best care for patients.

Harris plans to hold similar team-building activities quarterly and hopes the committee members will encourage others – both within and outside the department – to take similar personality and communication assessments.

“As department directors, we need to share things with each other, learn from each other and gather new ideas,” Harris says.

Harris says her department already runs more smoothly as the members strive to communicate well with one another.

“The more closely knit your team is and the better the members understand each other, the better care your patients receive,” she adds.

Boggs Outlines Goals for His Role as CFO

Ken Boggs, the new Chief Financial Officer and Treasurer, Moses Cone Health System, has a strong role to play in ensuring the Health System achieves its vision to be a national leader in quality, service and cost.

Boggs, who was promoted from vice president of Supply Chain Management in July, sees his new role spanning three areas.

First, he will work to ensure the Health System preserves its assets, including its investment portfolio, various buildings and equipment. “For the investment portfolio in particular, a good defense is having a strong offense — that is, making sure we are earning the best we can from that portfolio,” he says. “To this end, we plan to hire a chief investment officer with experience in managing investments to strengthen our skills there.”

Second, he says he will lead efforts to accurately record and then communicate the Health System’s financial results to staff, directors, leadership, the Board of Trustees and the community.

Finally, Boggs says he’ll work with departments throughout the Health System to find and pursue opportunities to improve the financial margin.

“As a member of the senior leadership team, I will apply my overall view, hopefully enhanced by 25 years with the Health System, to ensure we meet our goal to be a national leader in quality, service and cost.”

Boggs joined Moses Cone Health System as an assistant director of financial services in 1985. He also has served in vice president roles in Patient Care Management, Quality and Supply Chain.

He began his career in healthcare administration in 1978 as executive staff assistant of finance at the Wake County Medical Center in Raleigh, where he was later promoted to controller for patient accounting.

Boggs holds a master’s degree in health administration from Duke University and graduated summa cum laude with a bachelor’s degree in economics from Washburn University in Topeka, KS.

He is a member of the American College of Healthcare Executives and The Healthcare Financial Management Association. He also is incoming president of the Board of Triad Health Project.
Camp Is Grateful for Years of Cone Capers’ Support

The Cone Capers talent show has come to an end after decades of benefiting area charities, including Camp Carefree.

This year’s show, which was to have been the 40th and final one, has been cancelled because its longtime organizer and champion is in poor health. Judy Demetrelis, Nursing Secretary/Monitor Tech, has organized the show since 1965.

The event, a long-standing tradition that showcases the talents of Moses Cone Health System employees and medical staff, benefits Camp Carefree. The Stokesdale facility provides a free week of camp to children with life-threatening illnesses or children whose family members have life-threatening illnesses.

“I remember coming here to work, and Cone Capers was one of the things you just had to go to,” says Tim Rice, President and CEO, Moses Cone Health System. “It’s been a great connection for our patients in Pediatrics, some of whom go to the camp. I am very proud that the Health System has been a tremendous supporter for so long, and I want to thank Judy for her dedication for so many years.”

While no one has kept a tally of how much the event has raised for Camp Carefree over the years, the last show alone raised about $14,000.

“Judy has been our most diligent supporter of all the many, many people we have had make our camp possible,” says Anne Jones, Executive Director of Camp Carefree. “She was always looking for ways to raise money for us. We are certainly going to miss Cone Capers. I consider it a great blessing.”

Port O’Call

Nutritional Services at Wesley Long Community Hospital has started a Port O’Call program. On the last Wednesday of each month, Nutritional Services will theme its lunch selections around the food of one of its employees’ countries of origin. The first event showcased Indian food. Shown here (from left) are Stephen Benge, Retail Manager; Loretta Toler, Nutritional Food Services Tech; and Trupti Parekh, Patient Services Manager.
## Cone Share Scorecard (Year to Date)

<table>
<thead>
<tr>
<th></th>
<th>Results</th>
<th>Goal Not Met</th>
<th>Goal Met</th>
<th>Cone Share</th>
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</thead>
<tbody>
<tr>
<td><strong>FINANCE GOAL</strong></td>
<td>Operating Surplus must be at least $600,000 for any bonus to be paid.</td>
<td>$6 million (projected year-end results)</td>
<td>✔️</td>
<td>$3 million</td>
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<tr>
<td><strong>QUALITY GOAL</strong></td>
<td>Eliminating Patient Harm(^1) (Goal - 150)</td>
<td>224 (YTD July)</td>
<td>✔️</td>
<td>–</td>
</tr>
<tr>
<td><strong>PATIENT SATISFACTION GOAL</strong></td>
<td>Overall Patient Satisfaction(^2) (Goal - 85.82)</td>
<td>83.87 (YTD July)</td>
<td>✔️</td>
<td>–</td>
</tr>
<tr>
<td><strong>CONE SHARE PROJECTION (YTD)</strong></td>
<td></td>
<td></td>
<td></td>
<td>$0*</td>
</tr>
</tbody>
</table>

\(^1\) Eliminating Patient Harm looks at five categories that are commonly tracked to monitor patient safety – falls with injury, pressure ulcers, device infections (ventilator-associated pneumonia, central line blood stream infections and catheter-associated urinary tract infections), non-device MRSA and sentinel events. This goal will be reported in actual numbers, not percentages, to indicate the actual number of incidents in Health System facilities. A lower number is better.

\(^2\) Overall Patient Satisfaction looks at six categories that impact a patient’s stay: care from nurses, care from doctors, hospital environment, experiences while in the hospital, leaving the hospital and overall experience. A higher number is better.

*If the Health System does not meet quality and patient satisfaction goals before the end of the fiscal year, no bonus will be paid. If both the quality and patient satisfaction goals are met, $3 million will be divided among approximately 7,200 employees. If only one of the quality or patient satisfaction goals is met, $1.5 million would be divided among the employees. All information is year to date and could change by the end of the fiscal year. For more information on how the Cone Share projection is calculated, go to the Intranet and click on Cone Share.

## Greensboro Beautiful Award

Staff from the Outpatient Rehabilitation Center accept the Greensboro Beautiful Award. Shown here are Steven Ohm with Ohm Resources, which provides the landscaping services; Carolyn Allen, representing Greensboro Beautiful; Jit Green, Manager, Property and Lease Management, Health Services; Angela Senter with Ohm Resources; Vince Carlson, Director, Outpatient Rehabilitation Center; and Ricky Langley, Mechanic, Property Management Administration.
Institutional Review Board Earns Commendation

The Moses Cone Health System Institutional Review Board has passed a routine audit and received several commendations from the U.S. Food and Drug Administration.

The Institutional Review Board is a type of ethics committee that reviews each clinical research trial in the Health System to protect patients who participate in these studies.

The Health System IRB consists of 16 members: four physicians, four nurses, two pharmacists and six non-clinical personnel. The board checks to see that each trial is well designed, does not involve undue risks to participants and includes appropriate safeguards for patients.

The IRB functions under the jurisdiction of the Department of Health and Human Services and its subdivisions, the Office of Human Rights Protection and the Food and Drug Administration. The FDA made a routine visit to the System in July and its auditor spent three days reviewing the board’s policies and procedures, looking through minutes from meetings and combing through files in great detail.

At the conclusion of the audit, the auditor made several recommendations for minor process improvements. But overall, the Health System IRB was commended for having an extensive electronic database of protocols and for its electronic storage and distribution of new protocols and business via the Health System Internet website.

“We are extremely pleased with the results of this audit,” says Charles Wilson, MD, IRB Chairman. “We believe that being involved in research offers patients at Moses Cone Health System access to all the latest medicines and devices that may be available at neighboring academic centers. We are very proud of our operation and indebted to our excellent board.”

You Can Have Your Dessert and Eat It Too

You can fit treats into a balanced diet. When selected carefully and enjoyed in moderation, desserts can certainly be part of a healthy diet. An occasional sweet treat is fine, as long as you keep the portions small and consume an overall wholesome diet.

When choosing sweets, consider fruit, which can be a great source of vitamins and fiber.

Also, you can make most of your favorite desserts a little healthier by using substitutions. For instance, swapping two egg whites for every whole egg in a recipe, using apple sauce instead of oil, or using a sugar substitute are good options.

Exercise goes hand-in-hand with a healthy diet. Make a commitment to do a little more exercise on the days you have your dessert. With a little planning and portion control, you can have your dessert and eat it too.

LeBauer HeartCare Opens Asheboro Office

LeBauer HeartCare has opened a new office in Asheboro, which will be staffed by Stewart Allen, MD.

“The practice is opening in response to requests from primary care physicians in the area and to meet the needs of patients in the community currently served by LeBauer HeartCare,” says Jake Hochrein, MD, LeBauer HeartCare Division Chief. “Dr. Allen will be available to provide initial evaluation and treatment for cardiac-related issues as well as on-going follow-up care.”

Allen received his medical degree from Wake Forest University School of Medicine. He performed his residency at the Medical University of South Carolina and Thomas Jefferson University and his fellowship at Wake Forest University School of Medicine.

LeBauer HeartCare at Asheboro is located at 208-A Foust Street in Asheboro. It is open from 8 a.m. to 5 p.m. Monday through Friday. To refer a patient, call 318-1304.
Outpatient Neuro Team Moves to New Facility

The outpatient neuro team at the Moses Cone Health System Outpatient Rehabilitation Center will move to a new facility during the first week in October.

The practice is currently located at 1904 N. Church Street. The new facility will be at 912 Third Street in the Maple Professional Park off Yanceyville Street, next to the new offices of Guilford Neurologic Associates.

The outpatient neuro rehabilitation team provides physical and occupational therapy as well as speech-language pathology and neuropsychology services. It includes the following specialty programs:

- Amputee and Prosthetic Services.
- Balance and Fall Prevention Program.
- Brain Injury Rehabilitation Program.
- Cognitive Rehabilitation.
- Low Vision Rehabilitation.
- Neuromuscular Disorders Program.
- Spinal Cord Injury Rehabilitation.
- Stroke Rehabilitation Program.
- Vestibular Rehabilitation.

All of the therapy services are individualized and focus on helping patients regain and/or maintain independence in their homes, communities and work environments.

If you have questions before Oct. 1, call the Outpatient Rehabilitation Center at Church Street at 271-4840. After the move, call the Outpatient Neurorehabilitation Center at 271-2054. The new fax number will be 271-2058.

New Therapy Program Available for Patients with Parkinson’s

Do you suffer with the effects of Parkinson’s disease or know someone who does?

The Outpatient Neurorehabilitation Center has a new specialty program focused on evidence-based therapy for patients with Parkinson’s disease.

This unique program includes physical therapy for gait training and balance, occupational therapy for fine motor skills and activities of daily living, and speech therapy to focus on swallowing and voice disorders. Patient/caregiver education and community resources are incorporated as a part of every treatment plan.

Call for more information. (See article at left for phone numbers.)
A refurbished outdoor seating area, a farmers market and a car-washing service are just a few of the changes occurring at Annie Penn Hospital to improve the overall work culture.

“I’m really working with our Employee Council on developing a comprehensive plan for improving overall employee satisfaction and work culture,” says Mickey Foster, President, Annie Penn Hospital. “I’m very serious about creating the best possible work culture for employees.”

Foster started by empowering the Employee Council to find out what employees needed to make Annie Penn Hospital the best place to work and then encouraged council members to implement these plans.

First, the group updated the outdoor seating area by the cafeteria. This area was previously a sea of cement with no shade and only two picnic tables, so employees rarely went out there to eat. Now, even on the hottest of days, employees can be found taking advantage of the four new tables and umbrellas.

“The new outdoor courtyard for lunch or breaks is wonderful and gives us time to slip away for 30 minutes, or whatever break time we get, so that we can refresh and regroup before going back to our jobs,” says Mazzie Delancey, Nursing Secretary, Annie Penn Cancer Center, and a member of Employee Council.

The Employee Council also hopes to plant herbs outside that can be used for food preparation in the cafeteria.

In early August, the cafeteria began to accept debit and credit cards as forms of payment. Also, the cafeteria now offers Chick-fil-A sandwiches every other Thursday (on paydays).

On Friday mornings this summer, the hospital hosts a farmers market for employees. “All the employees like the opportunity to buy fresh fruits and vegetables each week,” says Sabrina Howard, Secretary, Nutritional Services, Annie Penn Hospital.

The latest employee benefit is an on-site car-washing service. This service is offered to employees every Wednesday and Thursday from 8 a.m. to noon (weather permitting).

Employees can simply drop off their car and keys in the morning, and their cleaned vehicles are ready for pickup that afternoon.

“We are really blessed to have Mickey Foster as our new president,” Delancey says. “His enthusiasm for a more friendly work culture for his employees is wonderful.”

Employees at Annie Penn Hospital now have an on-site car wash service available. Here, Patricia Neal Youse and her daughter, Morgan Neal, wash a car while the owner is at work in the hospital.
My nurse went out of her way to make sure I was comfortable and had everything I needed. She kept me updated on my plan of care and answered all of my questions.

I called for two hours to get someone to assist me with going to the bathroom, and I had to speak harshly to get help.

All the nurses were friendly, patient and eager to assist me.

The person who removed my IV did a bad job. She knew she did a bad job and did not apologize for it.

Any time I asked for medicine, they were on top of it.

Two employees had a fight outside my room.

My discharge and the instructions were speedy and to the point.

I had to wait hours for a test and was told almost nothing by the person doing the test.

This has been my third stay and I am as satisfied and impressed with all the staff as on previous occasions.

I had no single person I could go to with questions.

I am so proud we have a hospital system in our community that makes excellence and patient care top priorities. I felt no need to go to Duke, Chapel Hill or Wake Forest.
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.”

Dear Women’s Hospital,

Before my little sister I longed for another Playmate. But when God sent her through my mom, you helped. Thank you!

From, [Name]

P.S. You’re the best hospital!

Have you received an impressive thank-you letter? Please drop a copy in interoffice mail to codeU, Marketing, Administrative Services Building or email it to newsletter@mosescone.com.

The Women’s Hospital Auxiliary and Volunteers Announce Fundraisers

The Women’s Hospital of Greensboro Auxiliary and Volunteers have a series of fundraisers planned for the fall.

- Dine out and make a difference. Ref’s Restaurant will offer The Women’s Hospital Volunteer Day every third Thursday of the month, donating a portion of the total sales of food and beverages from 4 p.m. until closing. The dates are Sept. 16, Oct. 21, Nov. 18 and Dec. 16.

- Did you miss an opportunity to get your holiday shopping done? Lena Bengsten, a nationally known silhouette artist, will be back on Sept. 24. Contact The Sweet Pea Gift Shop at 832-6887 for appointments. If you cannot make a sitting, profile photos can be dropped off to the shop in advance. Please be sure your name and contact information is on the back of the pictures. During the event, a representative from Sophie’s Choice will be present, offering mixes for spreads, dips, muffins and quick breads.

- Foot Prints Shoe Sales will be at The Women’s Hospital on Oct. 6, featuring name brand shoes for play, dress and casual styles at bargain prices.

It’s All About

Susan Aquino-Smith, Contract Administrator, Contract Administration, has been elected chairwoman of the Southern Atlantic Healthcare Alliance (SAHA). SAHA is a group of member hospitals that collaborate to improve contracts, save costs, improve quality, education, compliance and knowledge sharing.

Sandra Walker, Certified Cardiographic Technologist, EKG, The Moses H. Cone Memorial Hospital, has passed the national certification exam given by Cardiovascular Credentialing International and earned the credentials CCT.
# Moses Cone Health System 2010 Goals

Results for Oct. 1, 2009 - July 31, 2010

<table>
<thead>
<tr>
<th>Quality</th>
<th>Measure</th>
<th>Actual</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health</td>
<td>Eliminating Patient Harm&lt;sup&gt;1&lt;/sup&gt;</td>
<td>224</td>
<td>150</td>
</tr>
<tr>
<td>Mortality Rate</td>
<td>Risk-Adjusted Mortality Rate&lt;sup&gt;2&lt;/sup&gt;</td>
<td>0.67</td>
<td>0.90</td>
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<table>
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<tr>
<th>Patient Satisfaction</th>
<th>Measure</th>
<th>Actual</th>
<th>Goal</th>
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<tbody>
<tr>
<td>Patients Who Would Recommend Us For Care</td>
<td>Would Recommend - Inpatient</td>
<td>88.66</td>
<td>89.46</td>
</tr>
<tr>
<td>Overall Satisfaction - Inpatient</td>
<td>83.87</td>
<td>85.82</td>
<td></td>
</tr>
<tr>
<td>Would Recommend - ED</td>
<td>76.60</td>
<td>72.77</td>
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</table>

<table>
<thead>
<tr>
<th>Employee &amp; Physician Engagement</th>
<th>Measure</th>
<th>Actual</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover</td>
<td>Turnover %</td>
<td>11.82%</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 %&lt;sup&gt;3&lt;/sup&gt;</td>
<td>77.8%</td>
<td>60%</td>
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<tr>
<td>Physician Relationships</td>
<td>Physician Satisfaction</td>
<td>TBD</td>
<td>4.0</td>
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<table>
<thead>
<tr>
<th>Finance</th>
<th>Measure</th>
<th>Actual</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margin (%)</td>
<td>Margin (%)&lt;sup&gt;4&lt;/sup&gt;</td>
<td>6.33%</td>
<td>6.16%</td>
</tr>
<tr>
<td>Length of Stay&lt;sup&gt;5&lt;/sup&gt;</td>
<td>4.86</td>
<td>5.08</td>
<td></td>
</tr>
</tbody>
</table>

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TBD - To be determined in the Fourth Quarter
The threshold is the lowest acceptable value before the measure fails.

---

<sup>1</sup> The metric is a 15 percent reduction of harm-related events as compared to FY 2009.

<sup>2</sup> Data is a 12-month rolling average through December 2009.

<sup>3</sup> Data is a 12-month rolling average.

<sup>4</sup> Margin target will change monthly, as documented in the budget. FY 2010 goal is 5.0 percent.

<sup>5</sup> Length-of-stay target will change monthly, as documented in the budget. FY 2010 goal is 5.07.
Employee Award Winners Recognized

Employee of the Month and Exceptional People 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

Lee Carden
RN, Med-Surgery/Telemetry, Department 5500
Nominated by: A patient’s daughter

Lee Carden received Employee of the Month for her dedication to going above and beyond for her patients. “My family and I knew Dad was in great hands with Lee as primary nurse,” the patient’s daughter writes. “She is professional, knowledgeable, patient and forthright. My dad was missing his dog, and Lee arranged for the dog to be brought to the parking area for Dad to see. That meant a lot to him and us. Lee would explain aspects of my father’s care, and she did it all while maintaining a smile that welcomes you and displaying confidence and ability for her job. More importantly, my dad felt comfortable and had a great deal of respect for her nursing skills. I must admit my dad could be a handful. He is a veteran and would have flashbacks, but she had nursed other vets and understood the dynamics. My family and I really appreciate Lee!”

EXCEPTIONAL PEOPLE

Eric Bell, Nutritional Services Ambassador, Nutritional Services
Chandra Goulbourne, Customer Services Representative, Service Response Center
Russell Jeter, Equipment Tech, Portable Equipment
Clare Rogers, Rehabilitation Program Specialist, Acute Rehabilitation
Tony Shelton, Team Leader/Courier, Materials Management

Chris Taylor received Employee of the Month for his consistent efforts to assist in any way possible. “Chris goes the extra mile on a consistent basis,” Lulham writes. “Tonight a nurse had to call the Rapid Response team for a patient, who then had a STAT CT ordered. At the same time, the same nurse had another patient arriving by ambulance, and yet another who was screaming and totally out of control. We only had two nurses and one nurse tech on our floor, so no one could take the patient to CT. Chris stayed on our floor and helped out, then took the patient to CT and then to ICU. He is always very helpful and offers his help cheerfully. No matter what is needed, he offers to do it.”

EXCEPTIONAL PEOPLE

Reggie Martin, Radiology Transport, Radiology
Pauline Dancy, Nurse Tech, 6 East, Orthopedics
John Montgomery, RN, 6 East, Orthopedics
Bonnie Hale, RN, 5 East, Medical Unit
Paula Crum, Nurse Tech, 5 East, Medical Unit
Michelle Cecil, Nurse Tech, 5 East, Medical Unit

What Winners Say

“I feel honored because we hold each other to such a high standard in our department every day. My co-workers are like my family. We are close and always there for each other.” — Amy Black

“This experience highlights how going the extra mile for a patient can mean so much to them and impact their care significantly.” — Lee Carden

“My hope and dream as a young girl was to do something to help someone every day of my life and working at Moses Cone Health System has helped me fulfill some of these dreams. Now I can give back to our patients some of the things I wished my mother could have had as a cancer patient.” — Joyce Womack

“Moses Cone Health System is a wonderful company to work for; they care about their employees and it shows with all the extras.” — Katie Welchel

Wesley Long Community Hospital Employee of the Month

Chris Taylor
Nurse Tech, Portables
Nominated by: Susan Lulham, Nursing Secretary, 5 East/Medical Unit

People at Moses Cone Health System all come together as one team to accomplish goals and give the best possible care to patients.”

— Erik White
The Women’s Hospital of Greensboro/
Administrative Services Building
Employee of the Month

Amy Black
Clinical Specialist, Respiratory Care
Nominated by: Carrie L. Evans Watford,
Registered Respiratory Therapist, Respiratory Care

Amy Black received Employee of the Month for her extreme dedication to ensuring a patient’s comfort as he was transported. “Amy put RBC to good use when she volunteered to accompany a long-term preemie to his new home in a chosen facility three hours away,” Watford writes. “She had been lead respiratory therapist throughout a lengthy stay (284 days). Rearranging her schedule for a transport to Duke, she bonded with him, his twin and parents, offering comfort during many stages of his care. By volunteering for a second transport, she made sure he was settled in at the new facility. Amy left him in good hands and was available for questions about his previous care.”

EXCEPTIONAL PEOPLE
Timothy Bryant, Materials Associate, Materials Management
Ingrid Costner, Patient Accounting Representative, Patient Accounting – Self-Pay Follow-Up
Cheryl Antoinette Dukes, Nursing Tech/Secretary, Maternity Admissions
Cynthia Middleton, Materials Associate, Materials Management
Heather Whitlock, RN, Nurse Care Coordinator, Neonatal ICU

Annie Penn Hospital
Employee of the Month

Carla Bray
Admission Services Associate
Nominated by: Amy Frazier, Nursing Director, Child and Adolescent Services, Behavioral Health, and Dresden Grover, Certified Occupational Therapy Assistant, Rehabilitation, Annie Penn Hospital

Carla Bray received Employee of the Month for her generosity in assisting another department in need. “After losing our secretary, our department was stressed, trying to fulfill the many duties she performed on a daily basis,” Frazier writes. “Carla, who works second shift in registration, offered her help to assist before her shift began each day. After an impromptu orientation, Carla quickly learned many tasks and helped get our office organized. Even now that we have a full-time secretary, I can still count on Carla to assist or help if I have a question. I think Carla should be recognized for her hard work and dedication, showing true ‘Annie’s Spirit.’”

Behavioral Health Center
Employee of the Month

Latoya Lumpkin
Mental Health Tech, Adult Inpatient Services
Nominated by: Kelly Southard, Quality Outcomes Coordinator, Nursing, Behavioral Health Center

Latoya Lumpkin received Employee of the Month for taking extra effort to ensure that patients feel comfortable. “Latoya consistently demonstrates a caring spirit especially in the way she treats the patients with dignity and respect,” Southard writes. “Last week, I saw her clock in, enter the cafeteria and greet the patients while other techs sat in chairs by the door. Latoya walked through the cafeteria, smiling and saying good morning to patients. I observed her gently patting some patients on the back in a caring way while asking them how they were doing. Today she was sitting at the desk when she heard a patient yelling. She got up immediately and went down the hall to check on the patient and her co-workers. Upon entering the nurses station, she informed the nurse of the situation, stating that the staff were handling it, but she wanted the nurse to be aware.”

EXCEPTIONAL PEOPLE
Patty Duke, RN, Adult Inpatient Services
Claire Bell, Mental Health Tech, Adult Inpatient Services
Heather Bland, Counselor, Outpatient Clinic

LeBauer HealthCare
Employee of the Month

Katie Welchel
Certified Medical Assistant, LeBauer HealthCare — Pulmonary
Nominated by: Connie Leigh Whitley, Certified Medical Assistant, LeBauer HealthCare — Pulmonary

Katie Welchel received Employee of the Month for going the extra mile to ensure a patient got the medicine she needed. “We have a patient on Coumadin who was having a hard time getting in to have her levels checked and was also unable to afford her medicine from the pharmacy. Katie went beyond what is necessary and picked this patient’s medications up for her and delivered them,” Whitley writes. “Without her doing this, the patient would have gone without her medicines.”

EXCEPTIONAL PEOPLE
Kristen Westbrook, RN, LeBauer HealthCare Endoscopy Center

continued on page 18
Mark Your Calendars

Red Hot Mamas: Colorectal Cancer at Menopause
Malcolm T. Stark Jr., MD, with LeBauer HealthCare - Gastroenterology, talks about the risks, symptoms and screening options women should know concerning colorectal cancer.
Tuesday, Sept. 21, 6:30-8 p.m.
The Women’s Hospital of Greensboro, Classrooms 5 and 6
Registration is required. Call 832-8000 or visit www.mosescone.com.

Cervical Cancer Screening
A free cervical cancer screening is available to all women 18 years of age and older who are currently or have been sexually active, or have never had a Pap test, or have not had a Pap test within the last 12 months. The screening is open to women who have no insurance, have Medicaid and/or Medicare, or cannot afford to visit their regular physicians.
- Monday, Sept. 27, 5:30-7:30 p.m., Moses Cone MedCenter High Point, LeBauer HealthCare, Suite 301
- Monday, Oct. 4, 5:30-7:30 p.m., Moses Cone MedCenter Kernersville, Family Practice, Suite 210
Registration is required. Call 832-8000.

The Weigh to Wellness Weight Management Program
This program addresses diet, exercise and behavioral changes for managing weight. This class meets on six Tuesdays. There is a $150 fee; however, Health System employees receive 50 percent off initially, and if they complete all classes, the entire program is free to employees.
Tuesdays, Oct. 5-Nov. 9, 5:30-6:30 p.m., Moses Cone Hospital, Room 1040
Call 832-7248 for more information and to register.
Patient Satisfaction Scores

**INPATIENT SCORES**

100% Possible

**EMERGENCY DEPARTMENT SCORES**
More than 7,500 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.

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Doug Allred, Annette Ayres, Bob Bessey, Mike Coughlin, Melissa Riffe-Guyer, Sharon Troxler

Our Mission

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

**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 July:
Terry Cathey, Mailroom Clerk, LeBauer HealthCare; Gail Kellam, Nursing Secretary, Neuro Operating Room, The Moses H. Cone Memorial Hospital; Carol Merritt, RN, Orthopedics, Wesley Long Community Hospital; Alice Owens, Bilingual Medical Office Representative, Health Serve Community Health Clinic; and Amy Williams, Administrative Assistant, Plant Operations, The Women's Hospital of Greensboro.

**This month’s quiz:**
1. What aims to raise $500,000?
2. Where do 3,713 people work?
3. What is on Oct. 5?
4. What must be done by Oct. 15?
5. Name one award winner featured in this issue.

**ENTRY FORM**

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