

# Monday Morning



**Patient Experience Event Educates Staff**

**Nationwide Children's Training at River View**

## Groundbreaking Launches Construction of FMC's \$37.8 Million Facility Expansion Plan, Project BRIGHT



During a groundbreaking ceremony on Sept. 12 at Fairfield Medical Center, nearly 300 business leaders, neighbors and elected officials celebrated the beginning of construction for Fairfield Medical Center's \$37.8 million facility expansion plan, Project BRIGHT. BRIGHT stands for Build, Revitalize and Innovate for Greater Healthcare Tomorrow.

Ubbing said that this groundbreaking is made possible because of the perseverance of FMC employees, physicians, volunteers, board members and community leaders. "They go above and beyond every

day to ensure our patients receive the best care possible through family-centered care. Very soon we will have an even better facility to meet the medical needs of people in our community." Among the dignitaries and community

leaders who participated in the event and that are pictured above were: Carol Seubert Marx, chair of the FMC Board of Directors; Sky Gettys, FMC chief financial officer; Howard Sniderman, FMC chief operating officer;

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"As I stand here today amongst my fellow co-workers and community partners, I am overwhelmed with pride," said Mina Ubbing, president and CEO. "It took an extreme amount of effort on the part of a lot of individuals to get where we are today. We recognize that this expansion is needed to continue to provide high quality healthcare to our patients, allowing us to meet the needs of our community for many years to come."

### Flu Vaccine Kick-off Coming Soon



Mid-September is a busy time with kids back in school and all the fall sporting events and activities that go along with it. It is the time of year to also remember that flu season is just around the corner. Flu vaccines for employees, physicians, and volunteers will start Oct. 15. Employee Health will be giving vaccines in Assembly Room 2 that day, from 6 a.m. - 6 p.m. By getting a flu vaccine, you can help prevent the spread of influenza to patients, co-workers, and family members. Watch for more flu updates in the coming weeks. If you have questions, contact Employee Health at ext. 8189 or 8859.

### Key Contributor Award Ceremony



The Key Contributor Awards were held on Monday, Sept. 9 at the Leadership meeting. 36 employees were awarded for being outstanding employees, specifically doing something unique during the time period of Jan. - June, 2013. The next set of applications for the third quarter will be for the time period of July - Sept. The deadline is Oct. Congrats to these recipients!

## Message from Mina

Every once in a while I find a message in one of the publications I read that I want to share with you because I think it is a good perspective. That is exactly what I am doing this week. This comes from a publication entitled "Don't Sweat the Small Stuff at Work." It was recently printed in the Business Digest newsletter. Rather than labeling issues that occur during a typical work day as problems, I try to think of them as "speed bumps." They're simply there to slow me down and get my attention. Depending on how you approach a speed bump, it can be miserable and uncomfortable, or it can be just a little slow down—no big deal. Problems work the same way. You can think about how unfair and awful they are, be upset, and tighten up. Or you can take "speed bumps" in stride each day by relaxing and accepting. You can then calmly decide the best way to get over each hurdle in the most effective, graceful manner. I hope this gives you a view that you can use to make the hard work we all do a little more bearable. Have a great week!



President and CEO

## Groundbreaking (cont.)

Barb Nichols, Patient and Family Advisory Council; Louise Shumaker, FMC volunteer with 37 years of service; Becky DeVoss, 2013 FMC Employee of the Year; Douglas Pope, M.D., president of the FMC medical staff; Ricki Chenault, executive director of the FMC Foundation; Sherm Moreland, CEO of the DesignGroup; Jim Smith, president and CEO of Elford Construction; Dave Smith, mayor of the City of Lancaster; Mike Kiger, Fairfield County commissioner; and Travis Markwood, president of the Lancaster Fairfield County Chamber of Commerce. "Construction will be completed before the FMC's centennial in 2016," Ubbing said. "It will have 11 operating rooms and 36 patient rooms with the goal of making every room in the hospital private." The new sur-



gery wing will allow FMC to have expanded operating rooms; 100 percent private patient rooms; advanced technology, such as robotic equipment; and improved family waiting areas. Chief Operating Officer Howard Sniderman said, "\$37.8 million is a small price to pay to provide better care to our patients, for the jobs and economic effect this expansion will have, as well as the investment in meeting our goal to provide family-centered care."

## Self-Service Password Reset Assistant

The Systems Department understands your need for prompt service, so in an ongoing effort to support you efficiently, we are happy to present you with the Self-Service Password Reset Assistant. This option allows you to bypass the Helpdesk agents and reset your "Windows/Network" password via the phone automatically. The process is secure, quick, and easy. It will require

a one-time set up which will only take approximately five minutes of your time. Once you register – that's it! If you forget your password or lock your account (Windows/Network), call ext. 8070 and then press the option to unlock or reset your password. You will bypass the Helpdesk agents and reset or unlock your Windows/Network password on your own. Just have the password spoken to

you over the phone, to the email on file, or sent to the voicemail of the phone number on file. It is just that simple. Starting Monday, Sept. 16 and 17 we will be emailing the instructions to register and will be activating this feature on Sept. 18 at 9 a.m. Be sure to look for the instructions in your email and register for this new tool.

## HR Corner

### New HRIS System Countdown WE HAVE THREE WEEKS UNTIL OUR "GO LIVE" HRIS PAYROLL SYSTEM!

This new system will have employee self-service which will allow employees to view or edit details regarding their demographics, address, phone number, emergency contacts, etc. As of Oct. 11, employees will be able to view their "paperless" pay stubs. In other words, there will no longer be paper checks/paystubs distributed and all employees will be able to access this information through the employee self-service portal on the new system. All new and current employees must be enrolled in direct deposit to receive a paycheck. If you do not have a current direct deposit, your money will be held in escrow until account information is received. We are also asking

employees not to change banks at the end of September during the transition from the old to the new system. Human Resources will be having demos during the Benefits Fair scheduled Sept. 27. Please be sure to know your computer network login name and password especially those that use single sign on. If you are unable to login, help will be available on this day to correct any problems that you may have. Please note that this is not the Staff Scheduling/Time and Attendance System. It is only the Human Resource/Payroll System. Please contact Hondre McNeil at ext. 8123 if there are any questions or additional information is needed.

**Benefits Fair:** The 2013 Benefits Fair has been set for Friday, Sept. 27 from 7 a.m. to 4 p.m. Please be sure to mark your calendars to stop in the Assembly Rooms that day.

## CEO Let's Talk About It

Employees are invited and encouraged to attend the CEO *Let's Talk About It* meetings with Mina Ubbing, President & CEO.

You may also email Mina at [minau@fmchealth.org](mailto:minau@fmchealth.org) or by using the "Email the CEO" Option on the Center's website at [www.fmchealth.org](http://www.fmchealth.org).

- Thursday, Sept. 26, 5 p.m.  
2nd Floor Conference Room
- Tuesday, Oct. 1, 3 p.m.  
Assembly Room 3
- Friday, Oct. 4 (Thursday, Oct. 3 Night Shift), 3 a.m.  
Assembly Room 3



# 2013 Annual Employee Education

It is once again time to ensure all of our employees have completed their annual employee education. Below, you will find a listing of all of the AEEs and MOSTs for the 2013 year. There are 16 AEE and 5 MOST lessons assigned.

1LD01213	Protection Against Abuse
1LD01223	Confidentiality and HIPPA
1LD01233	Emergency Preparedness
1LD01243	Patient Complaint System
1LD01253	Environment of Care
1LD01263	National Patient Safety Goals
1LD01273	Lean Concepts
1LD01283	Patient & Family Centered Care
1LD01293	Workplace Violence
1LD01303	Lockout Tagout
1LD01313	Organ Donation
1LD01323	FMC Foundation
1LD01333	Fraud & Abuse
1LD01343	Handling Diversity at FMC
1LD01353	Root Cause Analysis and Sentinel Events
1LD01363	Infection Control

All of these online lessons need to be complete no later than 23:59 on Nov. 15. All employees of Fairfield Medical Center must complete both the Annual Employee Education (AEE) tests and Monthly Online Safety Talk (MOST) to meet all Annual Education Requirements for the 2013 year. There are a few exceptions:

- **New Employees:** New Employees, that began employment Jan. 1, 2013, are not required to complete the online lessons titled

AEEs. Their attendance in New Employee Orientation meets their requirement. They do need to complete all of the MOSTs starting with the MOST for the month that they started with our organization.

- **Employees on FMLA/LOA/Short Term Disability:** Employees who are on FMLA/LOA or short term disability during the months of November or December will have 30 days from his/her return to work date to complete the required education. The process listed above will be invoked should the employee not complete the required education within the 30 day period.

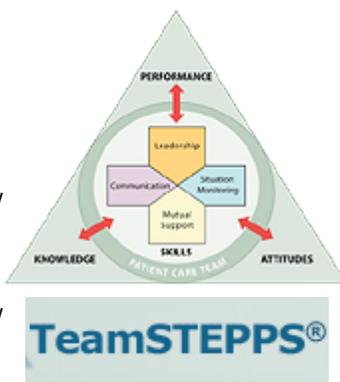
Please make sure to complete your 2013 MOSTs:

- January System Security Agreement
- February FMC Substance Abuse Policy
- May Bullying and Harassment
- July Radiology Safety; Instructions to Workers
- September Chest Pain Center

As always, should you have any questions, please contact Michelle Stiver at ext. 6941.

## Briefs, Debriefs, Huddles and CUS Keep Patients Safe in Cardiac Rehab

Jennifer Turner and Rebekah Copeland, two RNs in our Cardiac Rehab department, recently attended TeamSTEPPS training and enthusiastically shared how their department uses TS tools to keep patients safe. Morning briefs are held around 0700 daily to review staff assignments and to develop "itineraries" for staff so they fully understand their roles and responsibilities. Briefs are structured around new patients and current patients so that specific details and needs of each patient can be communicated among the team. Huddles are called when something comes up during the course of the day and it needs to be shared among the staff. "Noelle frequently calls these during our shift if we need to make staffing adjustments or reassignments" Jennifer noted. This is really helpful to keep a balance of work and make sure aspects of care do not slip through the cracks.



Jennifer also described how using CUS was most effective as a great catch. Her patient was having some problems with being light headed at home. Using the standard terms, "I am concerned Mrs. Smith is getting amiodarone ( a medication used for irregular heart rhythms) three times per day- should it be reduced to just daily?" elicited a very positive response from her physician

who thanked her for the great catch and for calling. Rebekah recognizes that Debriefs are important to review what went well and what didn't. " We help each other and recognize and express appreciation for the support we get during unexpected patient situations" It's important to recognize what we did best in taking care of our patient in these debriefs. Congratulations Jennifer and Rebekah and the entire Cardiac Rehab department for promoting good communication through TeamSTEPPS tools. Keep up the great work!

## EVENTS

### From the Employee Activities Committee (EAC)

**Bengals Tickets at Discounted Rate** - FMC employees will now be able to purchase tickets for five of eight regular season home games, including the Jets, Browns, Colts, Vikings and Ravens, at the season ticket rate, saving about 10% per ticket! The discount is valid for the dates listed below:

Bengals vs. New York Jets - Oct. 27, 4:05 p.m.  
 Bengals vs. Cleveland Browns - Nov. 17, 1 p.m.  
 Bengals vs. Indianapolis Colts - Dec. 8, 1 p.m.  
 Bengals vs. Minnesota Vikings - Dec. 22, 1 p.m.  
 Bengals vs. Baltimore Ravens - Dec. 29, 1 p.m.  
 To purchase tickets, just go to: <https://oss.ticketmaster.com/html/go.html?I=EN&t=bengals&o=2952762&g=1020>. At the website you will have the option to either enter your work email address (with the @fmchealth.org domain name) or use the promotional code: fmchealth. Each person will be asked to set up their own account once you've accessed the Fairfield Medical Center group, then you will be free to browse ticket availability! For questions, please contact Amy Black at ext. 8241.

**Chicago Trip in the Fall** - Nov. 8 - 10. Your trip will include two nights at the Hampton Inn & Suites Downtown Chicago. The cost of the trip includes transportation and hotel accommodations; meals are not included. Bus departs from Fairfield Medical Center at 7 a.m. on Friday, Nov. 8. On Sunday, Nov. 10, we will depart at 11 a.m. Price with transportation and hotel accommodations:

- 2 people per room: \$298 per person
  - 3 people per room: \$225 per person
  - 4 people per room: \$189 per person
- There is a \$350 maximum for payroll deduction. The registration form can be found on the FMC Intranet under the Employee Activities button. Please send or take your completed registration form to Jennifer Dicken in Cardiovascular. Deadline to register is Oct. 3.

## Oxygen for the Soul

"God whispers to us in our pleasures, speaks to us in our conscience, But shouts to us in our pains; it is His megaphone to rouse a deaf world." ~C.S. Lewis - "He who hears to hear let him hear!"

Meaningful moments – Prayer time: Monday – Friday, 11:45 a.m. – 12:15 p.m. in the Chapel. Self-directed or with one of the chaplains. (*The Chaplains' Oxygen for the Soul is not intended to be an endorsement of any particular religion, but rather serves as an avenue for our FMC chaplains to provide weekly inspiration.*)

# Hospital Happenings

**CHIP (Complete Health Improvement Program) • Starting Sept. 24** • This nine-week comprehensive, educational, lifestyle promotion program is designed to prevent, manage and even reduce today's most common diseases. Reserve your seat at any of these FREE one-hour information sessions. All information sessions will be held in Health and Wellness Services (by Outpatient Therapy in the Kroger shopping plaza) on Sept. 10 at 5:30 p.m. or Sept. 11 at noon. Refreshments/light snack will be provided. To register for an information session, call (740) 689-6831 or corinnf@fmchealth.org.

**Healthy Eating for Life • Wednesdays • 5:30 - 7 p.m. • 8-week Session Starting Sept. 25 - Nov. 13 • Fairfield Medical Center** • Join us for this cumulative 8-week nutrition program helping participants change everyday behaviors to achieve and maintain a healthy weight and lifestyle for life! Registered Dietitian Kate Kanner, will lead participants through the program every step of the way! Exercise Specialist Chris Chong, Bariatric Psychologist Dr. Jeannine Abbott and Bariatrician Dr. Robert Zee will provide specialized expertise to this comprehensive program. Included in the \$180 registration fee are individualized nutrition assessments, weekly weigh-ins, a class binder full of helpful resources and some additional prizes and giveaways. For more information or to register contact Kate Kanner, R.D., L.D., at (740) 687-8468.

**Rotary Health Check • Saturday • Oct. 5 • 7 - 11 a.m. • Fairfield Medical Center Health & Wellness Services - 1145 East Main Street (In the stripmall next to Kroger)** • The Lancaster-Sherman Rotary Club has teamed up with FMC to provide residents of Fairfield County low-cost blood testing two times per year. Health Check pricing is \$40 Blood Profile, \$42 Vitamin D, \$25 Prostate Cancer Screening (PSA) and \$20 Hemoglobin A1C. Only cash, check or money orders will be accepted. We recommend 10-12 hours of fasting. For questions, call ext. 8139 or email lsrotary@yahoo.com.

**TWIG 1 Cancer Care Run & Walk • Saturday • Oct. 12 • 9 a.m.** • Join us for this 5K run or 2-mile walk and family fun run. It will start and end at Marten's Park in Lancaster. \$20 early bird registration (until Sept. 28). \$25 regular registration. All proceeds benefit FMC's Cancer Care Fund. For registration, visit twigone.com.

**BRA Day • Wednesday • Oct. 16** • Research shows that 70 percent of women eligible for breast reconstruction after breast cancer are unaware of their options. Dr. Jason Lichten, FMC plastic surgeon, believes all women should be educated about the option of breast reconstruction so they can make an informed decision as to whether or not it is right for them. To raise awareness about this, FMC is partnering with Dr. Lichten and Ohio University-Lancaster to collect new bras for women in need. New bras can be dropped off to the FMC Café, Dr. Lichten's Office, Fairfield Diagnostic Imaging, Diagnostic Health Services, Riverview Surgery Center, Ohio University-Lancaster, Central Ohio General Surgeons and General Surgical Associates. For more information, contact Dr. Lichten's office at (740) 653-5064.

**No One Dies Alone (NODA) Volunteer Orientation • Monday • Oct. 21 • 1 - 3:30 p.m. • Classroom Alpha on the Mid-Level** • This program offers compassionate companions at the bedside of our patients who would otherwise die alone. Volunteers are able to sit with patients here at FMC as well as patients at The Pickering House. To learn more, or to register for this orientation, please contact Melony Rarick, program coordinator at ext. 8194.

**2013 Organ and Tissue Donation Collaborative CEU • Tuesday • Oct. 22 • 8 a.m. • Fawcett Center • 2400 Olentangy River Road, Columbus, Ohio • Located at the North Edge of the OSU Campus** • LOOP is offering this day of education at no cost to hospital staff. A parking permit is required and one will be emailed to you. To register go to <http://tinyurl.com/Collaborative2013>.

**Strike Out Breast Cancer • Sunday • Oct. 13 • 10 a.m. or 1 p.m. • Lancaster Tiki Bowling Lanes** • Help us strike out breast cancer by bowling to benefit cancer patients in our community through the FMC Foundation's Cancer Care Fund. \$10 per bowler. Send entry with fees to: Joy Kellenbarger at 2026 Lake Road S.E., Lancaster, Ohio 43130. For more information, call (740) 653-1598.

**Breast Cancer Awareness Walk & Candlelight Vigil • Tuesday • Oct. 15 • 6 p.m. • Lancaster Downtown Gazebo** • Join us as we promote breast cancer awareness by honoring our survivors and remembering those that have lost their battle. The public is welcome to attend this free event that will start promptly at 6 p.m. at the corner of Main and Broad Street in Lancaster. A brief ceremony will take place with music, the sending off of doves and candle lighting. Participants will then walk to the Cancer Resource Center. Call ext. 8863 for more information.

**Blast Cancer with FMC • Thursday • Oct. 24 • 5 p.m.** • Come blast some paint on the temporary office of FMC's cancer services and brighten up this old building while demonstrating your support for the fight against cancer. Participants will be given paintball guns loaded with bright colors to shoot on the building, which will be demolished in 2015 as part of FMC's facility expansion plan called Project BRIGHT. Sign up to participate by calling (740) 687-8007 or e-mail to [marketing@fmchealth.org](mailto:marketing@fmchealth.org). Commemorative T-shirts will be sold with proceeds benefitting the Cancer Care Fund of the FMC Foundation.

#### Fairfield Medical Center's Mission:

FMC delivers outstanding healthcare for our patients, their families and our communities.

#### Fairfield Medical Center's Vision:

FMC will be recognized as the leader in patient/family-centered care for those we serve both in our facilities and in our communities.

## Birthdays

### MONDAY

**Rebecca Gregory** – Radiology, General  
**Denise Lee** – Endoscopy  
**Lorraine Napier** – Quality Outcomes  
**Jason Snyder** – Housekeeping  
**Sara Stover** – Lab, DHS  
**Mary Wayne** – Fifth Med./Surg.  
**Rhonda Wells** – Cardio Services Management

### TUESDAY

**Cecelia Inboden** – ICU  
**Richard Morris** – Patient Representative  
**Shawn Myers** – Laundry  
**Jennifer Pike** – Surgery Pavilion  
**Tiffany Reynolds** – Quality Outcome  
**Kassie Sargent** – Fairfield Cardiology  
**Kendra Westurn** – Lab, Phlebotomy  
**Marcella Zombek** – Surgery Assessment

### WEDNESDAY

**Sherri Schirmer** – Physical Therapy  
**Larry Sheridan** – Occupational Therapy  
**Lisa Thomas** – Maternity

### THURSDAY

**Kathie Aksterowicz** – Emergency Department  
**Melinda Campbell** – MIS  
**Rebekah Copeland** – Cardio Fitness  
**Roberta Finnearty** – Housekeeping  
**Ovidiu Ghita** – Med. Student, Residency Prog.  
**Timothy King** – ICU  
**Rachel Lott** – PCU  
**Zacharias Skeens** – Police

### FRIDAY

**Dustin Burton** – Dr. Mannava  
**John Picha** – Volunteer, Environ. Services  
**Tylana Pillay** – Lab, Histology

### SATURDAY

**Donna Abram** – Housekeeping  
**Dave Borrer** – Volunteer, Messenger Services  
**Tracy Bussert** – Medical Staff Office  
**Kari Good** – Observation Unit  
**Cynthia Hopper** – FHP, Physician Services  
**Jamie Hurst** – Contracts and Collections  
**Mary Huston** – Dietary  
**Deborah Parrish** – Surgery Pavilion  
**Terri Starnier** – Third Med./Surg.  
**Kimberly Westhoven** – Amanda

### SUNDAY

**Terra Crane** – Fifth Med./Surg.  
**Peggy Dixon** – Bremen  
**John Icenhour** – Fifth Med./Surg.  
**Doreen Johnson** – Respiratory Therapy  
**Mark Marsh** – Volunteer, North Registration  
**Lyle Miller** – Respiratory Therapy  
**Anna Schmelzer** – Fairfield Pulmonology  
**Megan Spergin** – Fourth, Med./Surg.  
**Hope Tindor** – Learning and Development  
**Tamzan Varga** – Lab, Hematology  
**Kelsey Yates** – Fairfield Pulmonology