



Monday Morning



FMC Choir at Tree of Light Ceremony



TWIG 16 Book Fair Supports Patient Care

Tree of Light Ceremony at FMC

The Frank S. Benson, Sr. TWIG 7 held its Annual Tree Lighting Ceremony on Nov. 26 in the North Lobby of Fairfield Medical Center, marking its 25th annual "Tree of Light" project. This year, Judith Schullery was honored with the official tree lighting ceremony duties and the FMC choir provided wonderful Christmas carols to help kick off the holiday season. It was a joyous event with more than 50 people in attendance. "All donations this year are designated to help purchase an infant warmer for the Fairfield Medical Center maternity unit," said Alberta Brennan, TWIG 7 Tree of Light chair. It is an FMC tradition for TWIG 7 to place decorated trees in both the North and South lobbies.

The two trees are filled with stars and angels representing symbols of donations from members of the community. "We enjoy kicking off the holiday season with this ceremony each year and I speak on behalf of all of us at FMC when I say a heartfelt thanks to TWIG 7 for all they do to make this happen," said Mina Ubbing, FMC president and CEO.

TWIG 7 asks for your support of this project. With your contribution, you may memorialize or honor a loved one. The names specified will be recorded in the duplicate "Books of Honor" on display in both the North and South lobbies. For more information, call (740) 569-7775.



Pictured (from left): M.R. Martens, TWIG 7 president; Judith Schullery, Tree of Light Honoree; Mina Ubbing, Fairfield Medical Center president & CEO; and Elva Martens TWIG 7 Tree of Light co-chair. Absent from photo is Alberta Brennan, Tree of Light chair.

Promoting GERD Awareness



While many were celebrating Thanksgiving last week, health professionals, including nurse coordinator Tina Cass of the Heartburn Center, were promoting GERD awareness. Cass set up a table in the cafe to educate people about this disease. Which effects approximately 30 percent of the U.S. population. GERD Awareness Week is always the same week as Thanksgiving.

Grand Rounds Held at FMC



Approximately 70 students and hospital employees attended grand rounds on Nov. 21 to learn more about FMC's Healthy Weigh for Life bariatric program. Speakers included Dr. Timothy Custer, Dr. Robert Zee, Exercise

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Readmissions Challenges



President and CEO Mina Ubbing was quoted in the November issue of HealthLeaders magazine, the premiere resource for information on management trends, innovations, market strategies and

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Message from Mina

While I understand that change is difficult and no one wants to give up anything they currently have, I must admit that some of the outrage and rumors about our 2014 proposed wage and benefit package is disappointing. Some of our leaders were uncertain as to how much to communicate when the information we could share was provided because they knew it was still proposed and not final. That led to rumors among departments that had heard about it and those that had not. I heard some of leadership's dissatisfaction with the changes that had to be made based on how they affected you. Believe me, I understand that feeling, but I realize we have to do what is best for FMC as a whole and take all facts into consideration.

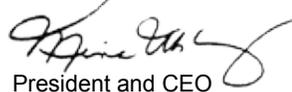
Thanks to those of you who shared what you were hearing and took the time to ask what was really happening. That is always the best option when change has to happen. So all of you can see a different perspective, I want to share the challenges that senior leadership faced. First, we realized that our revenue from Medicare would be flat at best in 2014. This means that half the payments we get will not be increased and may be decreased despite our having to bear the increases in prices from our vendors and meet market pressure for wages. Second, we heard from you that you wanted more cash in your wage and benefit package than other perks. Third, we realized that while our base compensation had fallen below the market, we were offering benefits that exceeded what our competitors were offering. Finally, our wage and benefit package was not helping us retain



the staff we need to have, which created burdens for everyone. With all those things in mind, we knew we had to make changes. When we change wages or benefits, no one is entirely happy—no matter what we do. However,

as I have said many times this year, I wish you would assume good intent, ask questions and try to understand the whole picture. Our goal is to be competitive in the market in wages and benefits and to be able to both recruit and retain qualified staff to care for our patients. Please keep in mind that in our proposal, we have kept a very generous benefits package compared to the market for pension and health coverage and we added the option to pay out PTO time on a quarterly basis so that there will be the opportunity to draw cash four times a year rather than twice. It is our hope that you could do this to overcome the time gap until longevity dollars are paid in May. You will then get cash instead of meal tickets or gift cards based on your years of service. In addition, those of you with 20 or more years of service will have the option to continue parking in the garage. On five year anniversaries, you also will get your longevity bonus. Also, please remember that our organization has not experienced the layoffs that others have seen.

Thank you for taking the time to read this. I am sorry that health-care is the way it is today as an industry with less money coming in and more expectations put upon us. I hope you now have a better understanding of this situation. I will be doing some meetings if you want to talk more.


President and CEO

Visit the TJC Winter Wonderland

The Joint Commission will visit FMC in 2014 for the accreditation survey. As we prepare for their visit, a "Joint Commission Wonderland" readiness event will be held from 7 a.m. - 4:30 p.m. on Dec. 19 in the Mid-Level

Conference Rooms for all employees to attend. This fun-filled day will allow employees to review National Patient Safety Goals, win prizes and enjoy games! More information to follow.

From the Chief's Desk

FMC received another Grade "A" Safety rating last month from the Leapfrog Group, the fourth



time in two years. Leapfrog is a consortium of large corporations, such as Boeing, Fedex and GM, who have banded together to require their health care providers meet certain quality and safety standards. Some of the things that we've done recently to merit this excellent rating include oversight of all our patients in the ICU and PCU by Board Certified Critical Care Specialists 24/7 and the institution of TeamSTEPPS training throughout the hospital (around 1,000 employees and physicians to date). Our infection rates continue to drop and are lower than most hospitals in the U.S. We also have many other safety measures, including the J.J.Roche Quality & Safety Institute, the Root Cause Analysis Committee and close scrutiny of our safety measures by Patient Safety Officer, Eric Brandt. In addition to safety, Leapfrog focuses on important quality and resource use measures. These include use of Computerized Patient Order Entry (CPOE), ICU physician staffing, performance in certain high-risk procedures, maternity care, readmission rates, length of stay and

how we do in prevention of Hospital Acquired Conditions (Catheter-Associated Urinary Tract Infections, Central Line Infections, Pressure Ulcers and Hospital Acquired Injuries). Our latest score puts FMC in the top 20 percent performance in data collected from 1,324 hospitals in the U.S.

We all have a part in making FMC one of the top performing hospitals in the nation. Simple things, such as washing our hands frequently, help to keep our infections low. TeamSTEPPS gives anyone on the team the ability to speak up if they suspect a safety issue and the opportunity to 'stop the line' before an adverse event occurs. If something happens, we need to report it so we can do whatever we need to do to prevent a repeat event. We certainly should take pride in our Grade "A" for Safety and high scores for quality from Leapfrog. Earning an "A" on the Hospital Safety Score demonstrates that FMC has exhibited excellence in Leapfrog's national database of patient safety measures. Thanks to all of you for your help in making FMC a top hospital in quality and safety. You can check out survey results and compare us to other hospitals at www.leapfroggroup.org/cp and our Safety Score at www.hospitalsafetyscore.org


Chief Medical Officer

Dec 2 - 6 is Employee Learning Week

The theme of Employee Learning Week is to "Showcase the Learner." The American Society for Training & Development notes this week is a chance to increase awareness about the value of learning at work. This is a chance for companies to showcase the important link between developing employees' skills and achieving organizational results. Learning & Develop-

ment will host fun activities in the Cafe on Dec. 2 and 5. Come visit our table and play Plinko and Punch-a-Bunch to earn prizes. Please check your email on Monday for a complete list and schedule of activities, as well as a copy of a Bingo card to fill out during the week. Completed cards will be entered into a drawing for a "fabulous prize!"



WELLNESS Corner

Holiday Weight Loss Challenge

Weigh-in: This is a reminder that the second round weigh-in will be held the week of Dec 9. The schedule is as follows:

- 8:30 - 9:30 a.m. Dec. 11, Health

and Wellness Exercise Room

- 11:30 - 1 p.m. Dec. 12, Second Floor Conference Room
- 11:30 a.m. - 1 p.m. Dec. 13, Second Floor Conference Room

We are the Difference!

It was my pleasure to have a conversation today with one of our patients. The patient had requested to speak to a supervisor this morning and declined to tell the staff why. It had become very important to the patient that "someone in authority" hear him. So I responded. The patient began by describing his care as "remarkable." He said staff had been consistently caring and attentive to the needs of him and his family members. The patient especially appreciated his nurse, Carrie, who entered the room and "took time and made him feel like they were the only patient/family members in the hospital," according to the patient. "Everyone has been professional and kind," he said. The patient believes one of the newer nurses, Sarah, is learning from the

best possible example.

The patient also was quick to include others in his compliments -- Jamie, Cathy, Dr. Dewalt, Pre-op, pretty much anyone and everyone he encountered. The patient has been to FMC several times in the last year and said the care has been very comforting and well-delivered. I thanked the patient for his sincerity and promised that the CEO and staff would be aware of the conversation. I'm proud of the people who are giving the care that inspires this kind of commentary and gratitude.

~Terri Higgins RN, House Supervisor

Passion

Commitment

Changes in Store for Adult Crash Carts

Starting Dec. 9, the following changes will take place in the Adult Crash carts:

- Medication drawers 1 and 2 will continue to be stocked in labeled trays and covered with a plastic, tamper-evident wrap.
- This wrap has an easy tear "zipper" on the top of the tray.
- To open the wrapper, grasp each side of the "zipper" and pull.
- Each drawer will have clear "Tear Here" labels placed on each side of the zipper to assist staff in knowing where to tear.
- A sticker with the name/date of the first drug to expire will be affixed on the outside of each filled drawer.

Change in IV Drawer 3 – the 250 ml bottle or Avia bag of D5W - will now be stocked in medication drawer 1. This is dispensed from the pharmacy and stocked with the medications. These changes will facilitate the safe and expeditious restocking of carts after use or with updates, outdates, etc. Updated crash cart supply lists and pictures of drawer interiors will be created and will be placed on each cart as the changes are made to the cart.

If you have any questions, please contact Betsy Winsley in pharmacy at extension 8861 or by email at betsy@fmchealth.org.

Stuff-A-Bus Begins

Lancaster-Fairfield Community Action Agency (LFCOA) and Fun Bus Adventures again are partnering with the goal of collecting enough non-perishable food donations to fill a shuttle bus. Their annual Stuff-A-Bus campaign runs from now until Wednesday, December 11. FMC

is participating as a drop-off site for donations; collection boxes are located in the hospital and River View Surgery Center and Fairfield Diagnostic Imaging. Collected donations will be made available to income-eligible individuals who visit the LFCOA Choice Food Pantry.

EVENTS

From the Employee Activities Committee

The Story Tour - Christmas Celebration at the Schottenstein Center on Dec. 9.

Donny & Marie - at the Schottenstein Center on Dec. 19 at 8 p.m.

Harlem Globetrotters World Tour at the Schottenstein Center at 2 p.m. or 7 p.m. on Thursday, Dec. 26. Tickets starting at \$15 per person. Save up to \$12 per ticket with FMC discount.

Trans-Siberian Orchestra at Nationwide Arena on Thursday, Dec. 26. Show times at 3 p.m. or 8 p.m. Tickets are \$46.50. Order deadline is Nov. 1. Submit pre-order to Cheryl Sroufe in Cardiovascular.

Monster Jam 2014 at Nationwide Arena on Jan. 3 and 4. Tickets are \$16.

Disney on Ice - Princesses and Heroes at Nationwide Arena on Feb. 5-9. Tickets start at \$18.

See the FMC Intranet/Employee Activities button for an order form for the above mentioned events.

New Policies Roll Out

FMC has developed a treatment plan for pulmonary hypertension patients. As a result, there are two new policies to direct the care of these patients. "Flolan/Remodulin Prostacylin Therapies, Intravenous (Nursing)" and "Flolan/Remodulin Prostacylin Therapies, Inhaled (Respiratory)." "Stroke Alert" policy was developed as a guide to provide evidence-based care to stroke patients in our community. The policy details the role of each healthcare provider: Both in-house and ED are required to initiate a stroke alert when needed to meet the standards of TJC as we move toward Primary Stroke Certification. Detailed information will be coming to your unit managers, physician liaisons and will be added to upcoming Nurses Notes.

Grand Rounds at FMC

Specialist Chris Chong, Clinical Psychologist Dr. Jeanine Abbott, Dietitian Emily Curry, Bariatric Program Coordinator Pam Dye, Clinical Nurse Leader Kristin Shuman, ONC, and bariatric patient Tommy Gunn, a pastor from Reynoldsburg. Gunn, who had bariatric surgery over the summer and has lost 100 pounds since his procedure, spoke openly about how the bariatric program changed his life. "Tommy is a very motivated person and he did a great job talking," Dye said. "People had some really good questions and we received several compliments. We were pleased so many attended to learn more about our program."

The Healthy Weigh for Life bariatric program will celebrate its first year in January and, to date, has done 38 surgeries.

Hospital Happenings Readmissions

Yoga Classes • Mondays • Dec. 2, 9 & 16 • 4:30 - 6 p.m. or 6:30 - 8 p.m. • Three weeks for only \$45 • FMC Assembly Room 3 • Registration is required. Mickey Hartung began studying yoga in 1985 and received her teaching certification in 1998. Emphasizing a contemplative and non-competitive approach, her classes are an eclectic blend of posture flow, restorative yoga (relaxing poses of stillness), yin yoga (stretching the deep connective tissue in the joints) pranayama (breathing) and mindfulness. The classes are appropriate for everybody. To register, call (740) 987-7378 or earthshanti@gmail.com.

Heart Failure Management and Support Class • Thursday • Dec. 5 • 6 p.m. • Second Floor Rehab Gym Conference Room • No Charge to Attend • Have you or a loved one been diagnosed with heart failure? Register by calling (740) 687-8261.

Healthy Eating for Life • Wednesdays • 5:30 - 7 p.m. • 8-week Session Starting Jan. 8 - Feb. 26 • 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, RD, LD, at (740) 687-8468.

Ostomy Support Group • Thursday • Jan. 2 • 6 - 7 p.m. • Fairfield Medical Cancer Resource Center • This support group is for anyone who has an ileostomy, colostomy or urostomy. No fee to attend. Questions? Call (740) 689-6430.

Oxygen for the Soul

"How can God stoop lower than to come and dwell with a poor humble soul? Which is more than if he had said, such a one should dwell with him; for a beggar to live at court is not so much as the king to dwell with him in his cottage."
~William Gurnall

Meaningful moments – Prayer time: 11:45 a.m. – 12:15 p.m.
Monday – Friday 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 serve as an avenue for our FMC chaplains to provide weekly inspiration.*)

Challenges (cont.)

organizational development for more than 40,000 healthcare executives and senior decision-makers. The article features quotes from healthcare leaders about how 30-day readmissions as a clinical quality metric pose the greatest challenge to healthcare organizations. "The toughest challenge is that the penalty goes to the hospital provider, but the control over what happens to the patient is dispersed among a number of places," Ubbing said in the article. She added Fairfield Medical Center works closely with its local healthcare network, which includes skilled nursing facilities, home care agencies, long-term acute care facilities and the community health center, to get the patient seen for a follow-up appointment with a primary care physician. "We have two primary care residency clinics that we make available for that patient who either does not have a primary care physician or who can't be seen in a timely manner to try to alleviate that part of the problem," Ubbing said in the article.

Hazards of Healthcare

Please note: This is a fictional scenario to illustrate real-life hazards to FMC staff. The Employee Health nurse answers the phone. It is the Lab calling with the source patient's rapid HIV result. It is negative. She relays the result to the Employee Health physician. They return to the treatment room and tell John the result. He is so relieved! The physician tells him this is definitely good news, but because of the patient's very recent IV drug use, he has ordered a more specific HIV RNA test on the patient's blood to verify he hasn't been exposed to HIV. He wants John to continue his preventative medication for the next 3-5 days until the results come back. He also reminds John that the patient was tested for Hepatitis B and C and these test results will take a couple of days. John's relief vanishes. He is not out of danger yet. How will he make it through these next few days? He realizes that the nurse and physician are giving him more instructions. They explain he will need to take certain precautions until all testing is complete. He cannot donate blood, share razors, toothbrushes or anything that could be contaminated with blood and he is advised not to have unprotected sexual intercourse. He is to return to Employee Health in three days to review all lab results. The physician gives him a prescription for a 3-day supply of medication. John heads to the pharmacy to fill the prescription. He will then go home and tell his wife what has happened.

Birthdays

MONDAY

Julia Blake – Lab, General
Vickie Champ – Psych.
Cindy Dickerson – Housekeeping
Kelly Kidd – Vascular Interventional Rad.
Brandy Moore – Lab, DHS
Misti Rife – Radiology
Cheryl Scholl – ICU
Debbie Zwicker – Contracts and Collections

TUESDAY

Tanya Abner – Housekeeping
Thomas Beery – Radiology, PACS
Linda Brown – Nursing Services
Jamie Mason – Lab, DHS
Megan Parsons – Respiratory Therapy
Sara Rinehart – Third, Med./Surg.
Shianne Swinehart – Marketing
Beth Wallace – Fourth, Med./Surg.

WEDNESDAY

Rachel Carpenter – Surgery Assessment
Joyce Connell – Volunteer, CRC
Melissa Davis – Fifth, Med./Surg.
Charlie Gerken – Volunteer, Messenger Services, Courtesy Cart
Crystal Laughbaum – Fourth, Med./Surg.
Autumn Springer – Fifth, Med./Surg.

THURSDAY

No Birthdays

FRIDAY

Dr. Ayers – Graduate Medical Education
Penny Bondurant – Emergency
Daryl Dyer – Housekeeping
Terrian Graham – Radiology
Sharon Norton – Cardiac Cath
Mandie Taylor – Surgery, River View
Ronnie Williams – Volunteer, North Information Desk

SATURDAY

Kevin Effinger – Accounting
Christina Fondale – Fifth, Med./Surg.
Amy Lewis – Pharmacy
James Ross – Chaplain Services
Sonia Stoneburner – Maternity
Catherine Wright – Surgery Pavilion

SUNDAY

Alexander Bubenhofer – Vascular Interventional Radiology
Mell Glassner – FDI
Jennifer Lape – ICU
Amy Wright – Maternity

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.

Natural Remedies Discount

Receive \$10 off any massage at regular price for any employee/associate affiliated at FMC. Please provide current FMC identification at the time of service. Go to naturalremedies.massagetherapy.com for questions or call (740) 407-2814.