FMC Ranked No. 9 on the Top Workplaces List in Central Ohio

Fairfield Medical Center is pleased to announce that it has been named No. 9 on the Top 10 Workplaces in Central Ohio for 2014. The awards are based on the results of staff surveys conducted by Columbus CEO magazine and WBNS 10-TV. FMC participated in the survey last October and had a response rate of 52 percent, which is considered excellent. The April special edition of the Columbus CEO magazine has specific award announcements hitting newstands April 15. Congratulations to all for making FMC such a great place to work!

Grateful Patient Recognizes RN

FMC Wellness Fair is Tuesday, April 29

Congratulations on Winning Top 10 Workplaces from the FMC Board of Directors

Thank you for your hard work and dedication to your job!
Change is Hard, Even When it is for the Good

It should come as no surprise that our Emergency Department is undergoing tremendous change. At the first of the year, we began a new relationship with Emergency Medicine Physicians (EMP). As with any change of this magnitude, there will be a period of transition – and turmoil.

EMP is a highly reputable emergency physician organization that brings a best-practice model of care to FMC. What’s great is that some of our former ED physicians have joined EMP and are playing a very vital role during this transition.

A key part of the EMP model is called PIT or Physicians in Triage. PIT enables doctors to make a quick patient assessment and get orders started sooner for testing, and even admission. In addition to PIT, there are a number of other processes being changed – all designed with the ultimate goal of getting patients in and out of the ED within two hours. Needless to say, this type of change doesn’t happen overnight.

New processes also should help to minimize FMC’s left-without-being-seen rate and raise patient satisfaction.

While these ED changes will be good in the long-run, it doesn’t make them any easier to handle now. We can all help the ED team by showing our support to the staff and by being good advocates for the ED out in the community. Please feel free to contact me directly at ceo@fmchealth.org if you should have any additional questions.

Sky Gettys, Chief Financial Officer & Interim CEO

Register Today for the Spring Clinical Symposium

Register now for the 8th Annual Spring Clinical Symposium: “From Genes to the Genome: The Future is Now, What Every Practicing Clinician Needs to Know.” The event will be held in the Second Floor Assembly Rooms on Friday, April 25. The study of genetics and its implications touch practitioners today both personally and professionally.

The symposium will address genetics across the lifespan, including maternal/fetal genetics and cardiovascular and cancer genetics. Participants will gain an understanding of genetic testing options, social and ethical implications of testing and how they can incorporate the results into their practice. Participants also will be able to describe common forms of inheritable genetic diseases. This is a multidisciplinary event that impacts practitioners personally and professionally and all clinicians are invited and encouraged to attend. The registration deadline is Friday, April 18. Please email Jennifer@fmchealth.org for questions or to obtain a registration form.

From the Chief’s Desk

Listening to the Voice of the Customer

One of the initiatives in Fairfield Medical Center’s 2014 Strategic Plan is to “seek and incorporate the ‘voice of the customer’ into strategic decisions.” The underlying intention of this goal is to make each of us more mindful of going the extra step to not only ask our patients (and their families) what they think, but to then use that feedback when making decisions.

While this may sound like an easy concept in theory, it is not so easy in reality.

For example: We are in the process of seeking voice-of-the-customer feedback on the mock patient rooms for Project BRIGHT. In collaboration with Six Sigma, we developed two survey tools – one for clinical staff and one for non-clinical staff – to complete when touring the rooms. To date, we have more than 200 surveys completed from former patients, staff, physicians and community members.

Admittedly, it is a bit tedious to develop a custom survey, make the logistical arrangements to distribute and collect the surveys, quantify the data and then analyze the information. However, this is NOT the toughest part. The most difficult part is actually listening to the customer.

Customer feedback is based on general perception, not necessarily fact. So now the tough part is finding the right balance between what is needed to best serve patients clinically and meeting the specific preferences of patients and families.

You can see from this one example that seeking and using the voice of the customer is not as easy as it may first appear. This is why we often skip this step and use informal feedback or general comments received from “customers” when making decisions rather than formally collecting this information.

Our goal is to have five examples by the end of the year where FMC has gathered, and used, formal customer feedback on key initiatives. Project BRIGHT is just one.

While you may not be involved in one of our formal voice-of-the-customer projects, you can still help us with this initiative on an individual level by continuing to ask your customers – patients, family members and colleagues – every day what they think before taking action in order to ensure you are delivering the service they truly desire.

Cindy Steen, Chief Strategic Development Officer

TWIG 17 Looking for Volunteers

TWIG 17 is currently looking for additional membership & volunteers to help operate the Books & More Book Store located in the East Main Shopping Center. The store is currently open Wednesdays, Thursdays and Saturdays. We are hopeful to expand our hours of operation with the addition of new volunteers. For questions, contact Tammy VanScoy at 689-0621 or email at: twig17_books@yahoo.com.

Cindy Steen, Chief Strategic Development Officer
28 Providers Honored for National Doctors’ Day (cont.)

Pictured on front page, are 12 of the 28 providers honored on National Doctors’ Day. On Friday, March 28, Fairfield Medical Center celebrated National Doctors’ Day with a luncheon CME presentation that featured nationally-known speaker Dr. Clifford Kuhn. Dr. Kuhn, a previous M.D. turned humorist, also known as the Laugh Doctor, presented The Ha,Ha,Ha Prescription for Healthful Bedside Humor! Doctors had the opportunity to eat lunch while participating in an entertaining continuing education class. Twenty-eight were recognized as a 2014 National Doctors’ Day Inaugural Legendary Caregiver. The following providers received this highly esteemed award: Sarah Alley, MD, Richard Bardales, MD, Jeremy Buckley, MD, P. Aryeh Cohen, MD, Mark D’Onofrio, MD, Michelle Graham, MD, Jayesh Hari, MD, David Hasl, MD, Mark Lepi, MD, Roger Mathewson, MD, Elwood Martin, MD, Tarun Mehra, MD, Martin Menosky, MD, Steven Meliotes, MD, Christopher Nickison, MD, José Norborto, MD, Neelkant Raya, MD, Michael Reinig, DO, David Robertson, MD, Ralph Romaker, MD, David Scoggin, MD, Kanwaljit Singh, MD, Paul Solomon, MD, Robert Sprouse, MD, Andrew Twehues, MD, Jeffrey Yenchar, MD, and Grant Brame, PAC.

Patients and friends of the community were able to make a gift to the FMC Foundation in honor of their doctor(s) through the Grateful Patient Program.

“The comments patients shared about their doctors were just incredible,” said Latricia Johnston, FMC Foundation development officer. “The Grateful Patient program has once again allowed patients to go beyond the usual thank you by really making a statement about their physicians during this annual event.”

Not all honored physicians were able to be present for recognition because of the job they do. Therefore, the Foundation will make a personal presentation to those physicians.

For information on how you can be a part of the Grateful Patient Circle, call the FMC Foundation at 740-687-8107.

Employee Focus - Courtney Clayton

Fairfield Medical Center will welcome Dayton native Courtney Clayton on April 29 as the new service coordinator for the New Vision medical stabilization unit. As service coordinator, Clayton’s role will include collaborating with physicians and community agencies to encourage use of the medical stabilization unit and to educate them about the opportunity it provides for individuals who are battling addiction. Clayton has most recently been living in Florida and is excited to return to Ohio.

National Healthcare Decision Day

April 16 is National Healthcare Decisions Day, a day dedicated to advance care planning. Advance Directives allows you to make your wishes known for future healthcare decisions, and appoint someone to make decisions for you in the event you are unable to do so for yourself. Take action on April 16 and complete Advance Directive documents. A Patient Representative will be available in the South Lobby from 6:30 a.m.-4:30 p.m. on April 16 to answer questions you may have regarding Advance Directives and to offer assistance in completing Advance Directive documents. Questions can also be directed to the Patient Representative phone line at ext. 8555. Your decisions matter. Make your healthcare wishes known.

HR Corner

Medical Insurance Benefits
Do I need a referral to see the specialist? What is my deductible for 2014? Does my upcoming surgery need to be pre-certified? Do I have a co-pay for my doctor appointment? These are just some of the questions the Human Resources Benefits Group receives from time to time. It is important to be familiar with your medical insurance coverage before having services completed. You can find the 2014 Benefits Guide on the FMC Intranet under the Human Resources tab.

If you need assistance, please contact MedBen at the customer service number 1-800-686-8425 or QCP (Quality Care Partners) regarding referrals or pre-certifications at 1-888-258-7621. QCP is a medical management company, responsible for referrals and pre-certifications for Fairfield Medical Center medical health plans. QCP is a reliable source for benefits utilization and insurance questions.

Project BRIGHT Mock Room Tours LAST CHANCE!

The Project BRIGHT Mock Room Tours Committee is looking for community groups that would be interested in touring and providing feedback on two mock rooms located in the back of the TWIG 17 Books and More bookstore, 1151 E. Main St., in the Kroger shopping plaza. While there will not be open tour times during the month of April, Fairfield Medical Center team members are encouraged to schedule tour times for their committees, staff meetings and other groups (even community groups on which they serve). Attendees will have the opportunity to walk through a mock patient room and a mock pre-op/post-anesthesia care unit (PACU) and provide feedback at the end. If you know of a community group that would be interested in touring the mock rooms, contact Lynne Lutz at 740-687-8077.

Volunteer Opportunities

Annual FMC Foundation Golf Outing will be held on Monday, June 9 at the Lancaster Country Club. The Foundation is in need of many volunteers to make this a successful event! Please let Beth Bell know if you are interested and available to volunteer this year at ext. 8999 or bethd@fmchealth.org.

Family Y Spring Open Enrollment

The Robert K. Fox Family Y in Lancaster is having their Spring Open Enrollment for FMC employees from April 27 through May 10. During the open enrollment period, the joining fee is one-half off. Stop by the Robert K. Family Y to complete your application. The cost may be payroll deducted.
Hospital Week is coming! We need your help in nominating fellow employees for the awards listed below. We have changed the awards this year. To vote on the Employee of the Year, you can fill out the nomination form below instead of the normal ballot with names. We will still have two runners-up.

There also will be a new award called the “Excellence in Service Award.” This award will replace the following awards: Community Service Award, Professional Excellence Award, Quality and Safety Service Award and Legendary Service Award. Please fill out the nomination form for any person whom you feel is an ambassador for the Center. We will still give out the following awards as done in the past: Foundation Legendary Employee Philanthropist, Leadership Teammate of the Year, Wellness Star and the President’s Award. Any employee of Fairfield Medical Center who is not currently in the disciplinary process is eligible. Please return all ballots to Human Resources or the Direct Line Box by April 25.

**Excellence in Service Award** ~

This award is given to an employee who is an ambassador for the Center. This person goes above and beyond volunteering and is an advocate for the patient by ensuring that he or she receives safe, high quality care. He or she also makes a significant difference in customer service and demonstrates professionalism and excellence on a daily basis. This person is dedicated to promoting quality as a vital element to enhancing patient satisfaction and operational performance.

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**Teammate of the Year (Employee of the Year)** ~

This person puts Patients First by adhering to a core set of organizational values: empathy, integrity, stewardship, agility and teamwork. This person also makes a difference to patients and fellow co-workers by going above and beyond on a daily basis. They never say it’s not their job when asked to do something and are extremely hard-working and dedicated to the Center. This person is someone you would want to work with during an increased workload and you can always count on him or her for help.

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3. Talk about their nutritional habits:
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4. What has this person done to inspire you (or others) to make changes in your life to improve your overall wellness:
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5. What methods or activities does this person use to handle stress or to relax in their life:
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6. Is this person involved in any community or volunteer activities:
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WELLNESS Corner

Save the Date! FMC Wellness Fair

FMC invites you to attend the FMC Employee Wellness Fair on Tuesday, April 29 from 7 a.m. - 4:30 p.m. in the FMC Assembly Rooms. Attendees of the health fair will benefit from many free or low-cost early detection and preventative health screenings and educational opportunities. Educational presentations also will be going on throughout the day. Some of the exciting opportunities that will be available to employees include the following:

- Screenings and Measurements
- Blood pressure
- Body mass index
- Blood glucose
- Cholesterol*
- Hearing**
- Vision
- Skin
- Bone density

*Cholesterol screenings will available for a $15 charge. Please contact Health and Wellness to register for this screening. Payroll deduct is available.

**Due to noise restrictions, employees will have the opportunity to schedule a hearing screening to take place at a later time.

All screenings and measurements will be conducted privately, and results will be released only to you.

Lessons on Lent

In the gospels is the story of Jesus entering Jerusalem upon a donkey. This story marks the beginning of what many Christians call Holy Week. The Lenten season will culminate with Jesus’ activities in Jerusalem, including cleansing the temple, teaching in the temple, the Last Supper, the agony of Gethsemane, the Crucifixion and Jesus’ Resurrection. It is a week of high drama. The main themes of Lent have been repentance and sacrifice as one draws near to Easter and to God. It is about remembering who Jesus was and what He did for mankind with His sacrifice for the forgiveness of humanity’s sins. It is about His overcoming the power of death and rising from the dead to give hope for a new life after death (if we believe and accept this truth). This was not easily done, however. At the Last Supper, Jesus identified his betrayer. In the Garden, Jesus agonized between His Divinity and His Humanity at the prospect of suffering a horrific crucifixion. He knew what He had to do, but in His humanity, He was not looking forward to the suffering included. He asked the Father three times to remove this burden. He knew the cost of His sacrifice, his physical death. What about you? Have you ever been faced with a very tough decision to make, knowing that you need to do something dramatic, but don’t think that you have the courage to do it? Have you agonized over this decision? Put it off? Decided against it? Or decided to go ahead and get the matter settled once and for all? Jesus faced his accusers, surrendered himself to endure the cross, to bring victory with the event of his resurrection, once and for all. I invite you to consider the significance of Lent and Holy Week for yourself.

~Chaplain Jim

Oxygen for the Soul

Whoever wishes to be my follower must deny his very self, take up his cross each day, and follow in my steps. ~Gospel of Luke 9:23

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.)

ScrubS Needed

The Career Closet serves women in need of clothes for interviewing and employment. Individuals may choose their own outfits at no cost to them. The United Way is looking for people to donate gently used scrubs for the store. You can drop off your gently used scrubs to the Marketing Department front desk on the Second Floor. Volunteers will assist with clothes selection and may help with employment applications, resumes or interviewing skills. In addition to scrubs, donations of clothes are needed consisting of contemporary women’s business/business casual attire and accessories.

New and like new, clean donations on hangers can be dropped off to the United Way office, 115 S. Broad St., from 9 a.m.-4 p.m Monday-Friday. Volunteers also are needed. The Career Closet will rely entirely on volunteers. The store will be open Tuesdays and Thursdays in April. To sign up or for more information, please call Sherry Orlando at 740-653-0643.
Help During Code Assist Appreciated!
Recently, en route to my car, I slipped in the rain and fell, hitting my face on the pavement. I would like to thank all of those who rushed to my aid. From the person who found me and called a “Code Assist” to the many, many people who responded to that call. I couldn’t have asked for more care and compassion. Fortunately, it was just bumps and scratches and the worst injury was to my pride. I don’t want to name names for fear of leaving someone out, but you know who you are. Thank you for your assistance!
~A grateful coworker

Grateful Patient Honors RN
“...I would have never gotten to say goodbye to my brother if Meg hadn’t done what she did,” Robert Seymour said while recording the latest Fairfield Today T.V. show. Seymour went on to tell listeners his story. While in FMC working through his own health issues with COPD, his brother was facing his final hours of life in another facility. Family members were gathered to comfort his sibling, but he himself was unable to be released to say goodbye due to the risk of his own life. With no other options, Meg Fruth, RN on 5th floor, immediately took action by pulling out her own iPhone and setting up Facetime with Robert’s brother and family at the Pickering House. Fruth’s immediate jump-into-action was just in time. The brother was able to hear and understand Robert as “he was hanging on just to say goodbye,” he said. Thank you to Meg Fruth for being the bridge between one of our patients at FMC and someone so very important in his life at such a critical time. Congratulations on your award as our latest Legendary Caregiver. You certainly earned your angel wings.

Pictured on front page: Robert & Mona Seymour with Registered Nurse Meg Fruth.

FMC Encourages You To Share The Gift Of Life
Each day, 18 people die waiting for organ transplants that didn’t come in time. This year, FMC has partnered with Lifeline of Ohio to help save lives by educating our community about the importance of organ, eye and tissue donation and increasing the number of registered donors. FMC encourages you to support this cause by registering today.

The lack of registered donors in America results in a tragic loss of life every day, but there is a known solution. By registering as a donor, you have the unique opportunity to give hope to the more than 3,400 Ohioans awaiting life-saving transplants. You can help with three easy steps. First, visit www.lifelineofohio.org to learn more about donation and how to register. Do not be discouraged by your age or past medical history – anyone can be a potential donor. Second, talk with your family about your decision to register as an organ, eye and tissue donor. You can even share your donation preference on Facebook, using the “Life Events” feature on your timeline. Finally, tell others about the need in our community and how every person can make a difference. One person has the potential to save eight lives through organ donation and enhance 50 more through cornea and tissue donation.

EVENTS
From the Employee Activities Committee
Nashville, Tennessee Bus Trip - Aug. 29-31! Trip includes transportation to Nashville and two-night stay at the DoubleTree by Hilton. Discounts are available for optional attractions, including the Opry and Ryman Auditorium. Prices are Double $309.33, Triple $235.89, and Quad $199.16. Please see the FMC Intranet/Employee Activities button for additional information and reservation forms. Questions? Contact Dustin at ext. 6910.

Kings Island Family Fun Day - Join us Saturday, June 28. As in previous years, our tickets will allow us into the park after 5 p.m. on Friday, June 27. Watch for more information in future editions of Monday Morning. FMC has reserved a block of rooms at the Hilton Garden Inn in Mason, Ohio for both June 27 and 28. Due to the very large number of events occurring in the Mason and Cincinnati area that weekend, we highly recommend employees book rooms as soon as possible. Our block is only guaranteed until April 27. The link to reserve a room can be found on the Intranet under the Employee Activities tab. This link will reserve the room through the Hilton and you will pay FMC for the room (this will waive the Ohio State sales tax). For questions or more information, contact Bob Williams at robertw@fmchealth.org.

Cirque du Soleil’s Michael Jackson - The Immortal World Tour at the Schottenstein Center. Friday, April 18 and Saturday, April 19 at 8 p.m. Tickets ranging from $43.50 to $168. Please see the FMC Intranet/Employee Activities button for ticket information.

Thunder Alley Bowling at Tiki Lanes - on Friday, May 2 from 10 p.m.—midnight. All are welcome. Bowling is $8 per person and includes shoe rental. Lanes can be reserved for 4–6 bowlers per lane. Please see the FMC Intranet/Employee Activities button for reservation form. Reservations are due by April 18.

Vintage Ohio Wine Festival Bus Trip to Lake Metro Parks Farmpark in Lake County, Ohio - Join us Friday, August 1. The bus leaves at 9 a.m. Cost is $52 per adult. Adults only 21 years and older. Ticket includes: bus transportation, admission to the festival, 25 wine tastings, and souvenir wine glass. Please see the FMC Intranet/Employee Activities button for registration.

Creation Museum - The state-of-the-art, 70,000 square foot museum brings the pages of the Bible to life, casting its characters and animals in dynamic form and placing them in familiar settings. Kids 12 and under are free during 2014 with the purchase of an adult ticket. Adult tickets (13–59) are $24.95. Senior tickets 59 and up are $19.95. Both are each a $5 savings. Information on how to purchase tickets can be found on the Intranet. Contact Kellie Sharp at kellies@fmchealth.org for questions.

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

Annual State of Fairfield Medical Center • Wednesday • April 16 • 5:30 p.m. • Assembly Rooms 2 & 3 • Join us for an FMC update and the new services being offered to benefit the community. Refreshments will be provided. Seating is limited. RSVPs are requested at ext. 8009 during office hours or ext. 8077 after hours.

HOPE Class • Friday • April 18 • noon - 2 p.m. • FMC Classroom B • Join us to learn a life-saving technique. Hands-On Practical Experience (HOPE) training is NOT a certification. It does require hands-on skills with a mannequin. There is no charge. Training will be provided by Fairfield Medical Center CPR/HOPE instructors. For questions or more information, call 740-687-8477.

FMC Spirit Logo Wear Sale • April 24 • 7:30 a.m.-5:30 p.m. • Assembly Room 5 • Join us for a Spirit Logo Wear sale and see what logo wear we have available. Payroll deduction, cash, credit card and checks will be taken at the sale.

TWIG 17 Baked Steak Dinner • Thursday • May 1 • 4:30 - 7 p.m. • Millersport United Methodist Church 2310 Refugee Road NE • Adults $9, Children (under 10) $6. Carry out is available. Chinese auction will be available for $1 each or seven tickets for $5. Drawing will take place at 6:45 p.m. – you don’t need to be present to win. All proceeds will benefit patient care at Fairfield Medical Center

Yoga Classes for Men and Women • Mondays • 4:30-6 p.m. or 6:30-8 p.m. • April 21-June 2 • 6 weeks for $90 • 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 mixed level, appropriate for everybody. To register, contact Mickey 740-987-7378 or earthshanti@gmail.com

Race for the Cure

Join us May 17 at 8 a.m. for the Susan G. Komen Race for the Cure 5K Run/Walk. To join FMC’s team, email Joyce Cox at joycecox@fmchealth.org or Jacob Freeman at jacobf@fmchealth.org. FMC has received more than $200,000 in Komen grants last four years, so please consider supporting this event. The race has grown from one race with 800 people in Dallas to a global series of more than 150 races with 1.6 million people participating on four continents. To join FMC’s team, go to http://apps.komen.org/racefortheraces?city=KCMO&event=racetorisk

Tobacco Cessation • May 7 - June 11 • 6-7:30 p.m. • Learn methods to quit tobacco and discuss the latest treatments and medications available. This six-week class is held every Wednesday at the Cancer Resource Center. The expectation is for all participants to quit smoking by the fourth class (May 28). Seating is limited and registration is required. The fee for the class is $30 and will be refunded if participants attend all six sessions. To register, call 740-689-6822.

Acid Reflux Seminar • Thursday • May 8 • 6:30 p.m. • Scenic Hills Senior Center - 187 South Spring St. in Logan • Join us for a free seminar to learn about a new, FDA approved device called the LINX® System. The speaker is Dr. Elwood Martin, medical director for the Fairfield Medical Heartburn Center. Seating is limited. To RSVP, call FMC at 740-687-8007.

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

April Collins – Cardiac Cath Recovery
Christine Cooper – PCU
Wilma Frank – Central Sterile
Heidi Reed – Marketing
Judy Smith – Central Sterile
Tracy Smith – Dietary
Christina Thornton – Physical Therapy

TUESDAY

Cynthia Harlan – Housekeeping
Lacey Snyder – Fourth, Med./Surg.
Betty Weaver – Cardiac Cath Recovery

WEDNESDAY

Maggie Bingham – Respiratory Therapy
Emily Forgrave – ICU
Betty Foundas – Volunteer, Cookie Cart, Courtesy Cart
Mallory Kunkler – Lab, DHS

THURSDAY

April Johnson – Endoscopy
Krysten Johnson – School Based Nursing
Amanda Mack – Lancaster Neurology
Megan Meyer – Pharmacy
Kathleen Wood – PCU

FRIDAY

Rebekah Brumley – Maternity
Ruby Cain – Lab, General
Denae Landis – Volunteer, Outpatient Lab
Steven Nobles – Housekeeping
Tyler Phillips – Surgery
Holly Wilson – School Based Therapy

SATURDAY

Elizabeth Baker – Medical Information Services
Kathleen Connell – Medical Information Services
Heather Hacker – Observation Unit
Debra Wolford – Lancaster Hematology/Oncology
Joanie Young – Volunteer, North Registration

SUNDAY

Kodi McClaskey – Dietary
Heather Schultz – Amanda
Brenda Standeford – Respiratory Therapy
Melissa Thompson – Nursing Services

Ethics & Compliance Hotline
1-855-541-4169 or go to fmchealth.ethicspoint.com