



Monday Morning



State of the Center Speakers Give Update

CT Scan Tech. Goes Above & Beyond

p. 5



Bariatric patient Tommy Gunn spoke at State of the Center about his weight-loss journey and how thankful he is to the FMC Bariatric Team.



Debra Smith, FMC Board of Directors Chairwoman



Sky Gettys, Chief Financial Officer and Interim CEO

FMC Hosts State of the Center

At the annual State of the Center held on April 16, Howard Sniderman, chief operating officer, was pleased to announce Fairfield Medical Center's Top 10 ranking on the Top Workplaces of Central Ohio List. FMC is No. 9 on the list of large companies (more than 350 employees). The winning 50 companies were selected through a nomination process that includes a confidential employee survey as well as completion of a company profile. The data was collected and analyzed by Workplace Dynamics, LLP in partnership with *Columbus CEO* magazine and WBNS-10TV.

Other topics covered that evening included:

- LINX® - A new treatment for acid reflux

- Navigational Bronchoscopy - a new detection tool for lung nodules
- New Vision™ - FMC's new medical stabilization service
- Three bariatric surgery procedures offered at FMC
- The progression of Project BRIGHT

FMC speakers that evening were: Debra Smith, chairwoman of the FMC Board of Directors; Sky Gettys, interim CEO and chief financial officer; Dr. Charles Pruitt, medical staff president; Dr. Timothy Custer, general surgeon and bariatric specialist; Tommy Gunn, bariatrics patient; Dr. Elwood Martin, general surgeon; Dr. Jessica Conn, family medicine physician; Dr. Jarrod Bruce, critical care pulmonologist; and Howard Sniderman, chief operating officer.

Twig 14 Supports the FMC Foundation by Raising Funds



Members of TWIG 14 recently donated \$14,000 to Fairfield Medical Center through the FMC Foundation. The funds were generated as a result of the TWIG's new fundraising project, Night of Light, held at Rising Park in May. A portion of the monies donated will be used for scholarships for the CHIP program. CHIP is a weight management program offered by FMC that promotes a healthy way of life.

Spirit Logo Wear Sale Coming



Join us April 24 from 7:30 a.m. - 5:30 p.m. in FMC Assembly Room 5 for a Spirit Logo Wear Sale. New apparel options will be available for purchase. Payroll deduction, cash, credit card and checks will be taken at the sale.

Straight Talk From Sky

How are we doing?

It's hard to believe, but we are already through the first quarter of the year. From a performance perspective, it begs the question, "How are we doing?"

First off, patient satisfaction scores through the first three months are pretty good:

	Actual	Goal	At Dec. 31, 2013
Inpatient Satisfaction	73.8%	73.7%	72.9%
Outpatient Satisfaction	83.7%	84.4%	84.1%
Emergency Dept. Satisfaction	54.5%	61.4%	57.6%
Ambulatory Surgery	88.7%	84.8%	84.1%

We made the goal in two of our areas, and three show improvements over 2013 year-end scores. Our goal for 2014 is to be in the top 25 percent of the country in patient satisfaction by the end of the year. Our patients expect and deserve this level of care.



On the financial side we have not done as well. We have lost money every month this year. The reason for the losses is that we have had lower-than-expected volumes in many hospital areas. These trends are not just occurring in Lancaster, Ohio. I just attended a meeting with several CFOs from across the U.S. and most were seeing 5-10 percent decreases in ED volume (some more than 10 percent), and 5-7 percent in inpatient volume. The consensus opinion is that these volume decreases are a result of healthcare reform and the work that has been done to reduce readmissions and ED volumes.

Unfortunately, this means that there is no Pay for Performance bonus for the first quarter of 2014. Remember, to qualify we must make both our financial goal and three out of four of the patient satisfaction scores.

So what do we do now? We continue to work on reducing cost, improving quality and improving patient satisfaction. High quality, low cost and high satisfaction ratings will be how FMC is successful into the future.

What do we need from you? We need all members of the team to work together to identify and make the changes necessary to deliver patient care that makes patients, their employers and their insurance companies prefer FMC.

Sky Gettys, Chief Financial Officer & Interim CEO

TWIG 17 Looking for Volunteers

TWIG 17 is currently looking for additional membership and 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 at 689-0621 or email at twig17_books@yahoo.com.

Lessons on Lent

"For what I received I passed on to you as of first importance: that Christ died for our sins according to the Scriptures, that he was buried, that he was raised on the third day according to the Scriptures, and that he appeared to Cephas (Peter), and then to the Twelve. 6 After that, he appeared to more than five hundred of the brothers and sisters at the same time." I Corinthians 15:3-6 (NIV) The saying "Good things come to them that wait" holds true for the Christian pilgrim whose journey through Lent concludes with the most extraordinary ending: the Resurrection of Jesus Christ. Throughout the centuries many skeptics have doubted this historical fact—claiming it's based on myths from other religions. The strongest proof comes from the testimony and lives of many eyewitnesses. Eleven of the twelve apostles historically suffered a brutal death for refusing to abandon their faith and message that Jesus indeed rose from the grave and that he was the Son of God and savior of those who believe. But after Easter morning, this band of men had seen him, touched him and eaten with him after his crucifixion and were filled with amazement and inspiration. Now filled with the power of the resurrection message, they went throughout the known world to preach the life-changing truth and hope, one they were willing to give up their lives for. Soon the small group of witnesses quickly became hundreds then thousands—expanding through the centuries to every tongue tribe and nation today. Our Chaplain staff, Jim Ross, Travis Dean, Kermit Welty and Greg Schmalfeldt thank you for joining us on this six-week spiritual journey. We invite you to search yourself the case for Christ. You might just discover something good for your soul.

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 beginning in April. To sign up or for more information, please call Sherry Orlando at 740-653-0643.

Relay for Life of Lancaster

Join us June 27-28 for the Relay For Life of Lancaster. This overnight event raises money and awareness while serving as a celebration for cancer survivors, a memorial for loved ones lost, and a rally for the community to take up the fight. American Cancer Society provides support services, wigs and education materials to our local community. Please consider supporting our team and joining the more than 4 million people in over 20 countries to save lives from cancer in the Relay for Life movement. For more information, email Tammy Blosser at tammyb@fmchealth.org, Missy Baugus at missyba@fmchealth.org, or Ivy O'Neal at ivyo@fmchealth.org. Visit our Relay for Life table in the café on April 22 for more information. To join FMC's team, "Finding More Cures," register at www.realyforlife.org/lancaster.

Hospital Week is Coming

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.

Nominator's name _____ Department _____

I would like to nominate _____ From the _____ Department.

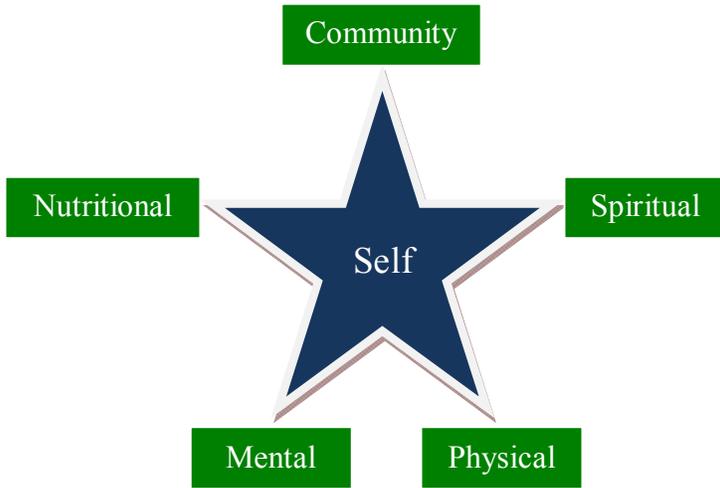
Why does this employee deserve this award? _____

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.

Nominator's name _____ Department _____

I would like to nominate _____ From the _____ Department.

Why does this employee deserve this award? _____



Wellness Star Nomination Form

Nominee: _____

Nominator: _____

Date: _____

(Please limit your comments to the space provided)

1. Describe any major changes this person has made in the last year to improve their wellness:

2. Describe this person's exercise or physical activity program:

3. Talk about their nutritional habits:

4. What has this person done to inspire you (or others) to make changes in your life to improve your overall wellness:

5. What methods or activities does this person use to handle stress or to relax in their life:

6. Is this person involved in any community or volunteer activities:



We are the Difference!

I would like share a project that CT Scan Tech. Melissa Robers (pictured to the right on front page) in Imaging did for our department and more importantly, our patients. Melissa needed to do a project for a class that she was taking and went to her peers asking if there is anything that any of the departments needed for their patients. The Mammography Department shared with her that we have had complaints from patients about our gowns not being big enough. We have wonderful, soft robes that are designed to fit most of our patients, but we also have patients whose body habits do not allow them to fit into one of these robes comfortably. In those instances, the employees will not have the patient undress until they are in the actual exam room and then use a sheet to cover the patient during the exam. We do this to ensure that the patient is not exposed and feels as comfortable as possible. Melissa has improved this process and patient satisfaction by making seven capes that we are now using for our patients. This allows our process to be consistent regardless of the size of our patient and allows us to be more respectful of our patient's modesty. Thank you Melissa for making a difference! ~Kelly Russell, Imaging Supervisor

Passion

Commitment

WELLNESS Corner

Your Employee Health Fair is right around the corner! FMC Community Health and Wellness 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. Do you know your numbers? Many screenings will be available FREE the day of the event on a walk-in basis. If you would like to have a cholesterol screening performed, we are asking that you please call ext. 6822 to schedule your appointment. Appointments are currently being scheduled between 7 a.m. and 9 a.m. in 10 minute increments. Please fast prior to your screening. The cost for the screening is \$15, payroll deduction will be available. Also, be sure to mark your calendar to attend any of the featured presentations, as your schedule allows.

10:45-11:15 a.m. - Natural Remedies Massage - Benefits of Massage
 11:15-11:45 a.m. - Doris Marcus, Keller Farms - Growing and Cooking with Herbs
 11:45 a.m.-12:15 p.m. - Hondre McNeil, SWET Fitness - CrossFit Demonstration
 12:15-12:45 p.m. - Dr. Jeannine Abbott, Bariatric Medicine - Emotional Eating
 12:45-1:15 p.m. - Shannon Carter, OSU Extension - Food Preservation
 1:15-1:45 p.m. - Tina Cass, Heartburn Center - Why Have a Heartburn Center?

Celebrate With Us - April 20 -26

The week of April 20-26 has been designated National Medical Laboratory Professionals Week. Fairfield Medical Center acknowledges the contribution made by the 105 laboratory professionals and Pathologists that are a part of FMC. Our team of laboratory professionals is made up of multiple specialties, all working together for patient care. Pathologists are MDs with a specialty in Pathology, and the Medical Technologist/Medical Laboratory Scientists, and Histotechnologists have a bachelor's degree. Medical Laboratory Technicians and Histotechnicians are required to have an associate's degree in their area of specialty. All must complete a clinical internship and certification exam. Our Phlebotomists have completed an intensive training program in specimen collection, and are also required to complete a certifi-

cation exam. Other laboratory professionals include Lab Assistants, Secretaries and Clerical Specialists who complete a comprehensive program of on-the-job training. In 2013, the lab performed over 1 million billable tests, and collected blood on 279,965 outpatients and 125,494 inpatients.

Accredited by the College of American Pathologists (CAP), the FMC laboratory is committed to maintaining the high standards of excellence set forth by the CAP and dedicated to always putting our "patients first." This week we would like to recognize the laboratory professionals at FMC and show our appreciation for their dedication to providing efficient, compassionate, safe, and high quality healthcare for patients and their families.

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.

Casting Crowns - Thrive Tour at the Schottenstein Center on Friday, May 2 at 7 p.m. Tickets are \$26 per person. Order deadline is April 25 at 3 p.m. See the FMC Intranet for the order form.

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.

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.

Ringling Bros. and Barnum & Bailey Circus at the Schottenstein Center - Join us May 8-11. Tickets start at \$14 with a special Mother's Day offer. Order deadline is May 1 at 3 p.m. Please see Intranet flyer for order information.

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.

Hospital Happenings

TWIG 14 Night of Light • Sunday • May 25 • 8 p.m. • Join us for a live musical celebration with over 200 floating lanterns on Rising Park pond to honor and memorialize loved ones at sunset. The lantern display will be available beginning at 8:00 pm with the lantern launch taking place at approximately 8:40 p.m. To register, pick up a registration form in the Marketing Department.

Ostomy Support Group • Thursday • 6 - 7 p.m. • May 1 • Cancer Resource Center • This support group is for anyone who has an ileostomy, colostomy or urostomy. No fee to attend. For more information, call (740) 689-6430.

TWIG 13 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.

Rotary Health Check (Health Blood Screening) • Saturday • May 3 • 7 - 11 a.m. • Testing Location: Fairfield Medical Center Health & Wellness Services - 1145 East Main Street • The Lancaster-Sherman Rotary is concerned about your health! Our bi-annual community health blood screening is offered each year at an affordable rate. No health insurance needed. Walk-ins welcome. Ten to 12 hours of fasting is recommended. Only cash, check or money orders will be accepted. For questions or more information, call Melissa Newman at 740-687-8139.

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.

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 • Saturday • May 17 • 8 a.m. • Join us 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 the 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/racefortheCure/?itc=homeaction:1>.

Oxygen for the Soul

"Let every man and woman count himself immortal. Let him catch the revelation of Jesus in his resurrection. Let him say not merely, "Christ is risen," but "I shall rise." -- Phillips Brooks

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.*)

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

Beth Alten – Lab, DHS
Megan Embrey – Fourth, Med./Surg.
April Kisor – Central Transport
Dorothy Linehan – Case Management
Angela Purcell – Fifth, Med./Surg.
Lauren Regoli – Fifth, Med/Surg.
Rachel Shaner – ICU

TUESDAY

Steve Anderson – Center Police
Tammy Aucreman – PICC
Jessika Barker – Orthopedic Unit
Rose Clarke – Housekeeping
Joan Hager – Patient Representative
Deborah Hiles – Materials Management
Rebecca Jewell – Psych.
Kathleen Martin – Nursing Services
Amy Reffner – Lab, Chemistry
Joshua Wymer – Lab, Phlebotomy

WEDNESDAY

Julie Coakley – Lancaster Cardio Thoracic Services
Luann Kaiser – Surgery, River View
Lisa Lanning – Six Sigma
Kelly Wiseman – Fourth, Med./Surg.

THURSDAY

Deanna Collins – Lab, Phlebotomy
Tammy Jo Dyer – Volunteer, Chaplain Services, South Information Desk
Heather Fausnaugh – Fifth, Med./Surg.
Matthew Grilliot – ICU
Myrna Hartle – Volunteer, South Information Desk
Wilma Hecox – Cardiac Cath Recovery
Angela Hill – Registration
Brenda Lentz – Radiology, General
Natalie Sharp – Pharmacy
Kelli Wilburn – ICU
Karen Wolf – Emergency Dept.

FRIDAY

Linda Huber – Dietary
Nicole Sabatina – Med. Student/Residency Program
Caren Schultz – Emergency Department
Christine Zachrich – Dietary

SATURDAY

Bridget Geiger – Emergency Department
Debby Hall – Lab, DHS
Judith Levicoff – Volunteer, Pet Therapy
Boraini Melfi – Diley Ridge
Donna Underwood – Lab, Specimen

SUNDAY

Jamie Brumbaugh – Dietary
Kathy Claybourn – Surgery
Nancy Weigman – Clinical Systems Support

Ethics & Compliance Hotline

1-855-541-4169 or go to
fmchealth.ethicspoint.com