



Monday Morning



FMC Nurse Advocates for Change

p. 3



Girl Scouts Create Valentines for Patients

FMC Achieves Chest Pain Accreditation

Fairfield Medical Center recently received full accreditation with PCI from the Society of Cardiovascular Patient Care. This accreditation, which expires in February 2018, shows that we have demonstrated expertise and commitment to quality patient care by meeting or exceeding a wide set of stringent criteria and undergoing an onsite review by a team of SPCP's accreditation review specialists. Key areas in which an Accredited Chest Pain Center must demonstrate expertise include the following:



- Integrating the emergency department with the local emergency medical system
- Assessing, diagnosing, and treating patients quickly
- Effectively treating patients with low risk for acute coronary

- Continually seeking to improve processes and procedures
- Ensuring the competence and training of Accredited Chest Pain Center personnel
- Maintaining organizational structure and commitment
- Having a functional design that promotes optimal patient care
- Supporting community outreach programs that educate the public to promptly seek medical care if they display symptoms of a possible heart attack

Please encourage the use of the Acute Coronary Syndrome (ACS) iForm available in CPOE for the admission & care of patients admitted as Chest Pain R/Os, unstable angina, NSTEMI or STEMI. This order set allows the physician to enter admission orders, diagnostic studies, labs and medications associated with the care of the ACS patient.

Employee Education

Annual Employee Education lessons (AEEs) were assigned to all FMC employees, physicians and contract staff the week of Feb. 16. AEEs review information annually that is required by regulatory agencies

that govern our organization. Employees can find these lessons listed within the Talent Development Center under "learning to do list." The deadline to complete all lessons titled AEE and MOST is Nov.

15, 2015. Please contact Learning and Development at ext. 8491 or Michelle Stiver at michellest@fmchealth.org should you have any questions.

New 220 Area Code Coming to Ohio on March 21

Beginning March 21, to complete outside calls and faxes at Fairfield Medical Center, you will be required to enter 9 and then the area code + the seven-digit telephone number. This means that all calls in the 740 area code that are currently dialed with seven digits will need to be dialed using the area code + telephone number. Starting March 21, this also is needed when you make phone calls from your home phone and cell phones, not just at FMC. This change is necessary to ensure a continuing supply of telephone numbers in the future. The 220 area code is being added to the area served by the 740 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number, including calls within the same area code. For questions, call Kelby Conkel, FMC telecom engineer, at ext. 8198.

Culture of FMC Meetings

Listed below is the schedule for the all employee meetings that will be conducted by Jack Janoso regarding the "Culture of FMC." These meetings are open to all FMC staff and you are required to attend one of the meetings. Stop by at your convenience to hear about the new and exciting future of FMC:

- Monday, March 16, 2:30-3:30 p.m. in Assembly Rooms 1, 2 & 5
- Wednesday, March 18, 3-4 p.m. at Diley Ridge Medical Center
- Thursday, March 19, 4-5 p.m. at Fairfield Diagnostic Imaging

From the Chief's Desk



It is often surprising for me to realize that the time I have spent with Fairfield Medical Center has been actually shorter than it has felt to me. I mean this in the most positive way as I continue to feel very much at home

at FMC and have found an organization rich in talent, tradition, opportunity and purpose. In these few short months, I have made it my mission to learn as much about FMC as humanly possible and to build a vision of what our success will look like.

I also understand that many of you have been patiently waiting for change, as well as the hope and vibrancy that come from new ideas, energy and strategies that feed our success. To this end, some early changes that will define the future of FMC have been set into motion. I want to summarize many of them for you:

- We have established as a corporate identity that nothing, absolutely NOTHING, is more important than the quality and safety of care we provide to our community.
- We also have agreed on the fact that HOW we provide this high-quality, highly-reliable care matters equally as much. Our

CULTURE has to positively separate us from the other healthcare providers around us and help us establish FMC loyalty from our community.

- We have made change where we realized that we could better meet the needs of our patients by approaching our work differently, as we have addressed in the changes to our Emergency Department "fast track." While we are early in this change, all signs point to a much more satisfying process for our patients. This change was a result of response to feedback and communication from our customers and the agility and teamwork of our remarkable staff embracing the need for change. Well done by all involved!
- We are addressing changes within the senior leadership team by actively searching for a Chief Nursing Officer and a Chief Medical Officer. These both are critical leadership positions that will have a direct hand in our quality and satisfaction metrics. To accentuate our focus on quality, Dr. Martha Buckley has been named our Chief Quality Officer. Dr. Buckley will be dedicated on a full-time basis to ensure a great experience to all of our customers at FMC.
- We are making headway in building new relationships with our physicians. The culture of open and honest communication is one that is not limited to just our staff. I am doing my best to build lasting relations with the amazing physicians of FMC.

- Our Board of Directors is very engaged in working with me to begin a strategic planning process that will chart the roadmap for our exciting future. It is expected that the planning process will begin in a few weeks and will include many different audiences and stakeholders, including staff members. There is great opportunity ahead of us and it's time to get our plan locked in.
- Finally, there is much positive buzz in the community regarding Fairfield Medical Center. I had the pleasure of presenting our plans for opening Project BRIGHT at the annual "State of the City" presentation last month. **I also had an opportunity to tease the community with a date: Aug. 22. Mark this date in your calendar and plan on being a part of a special all-day event to kick off our Centennial Celebration Year.** Additional details will be forthcoming, and many of you may be asked to play a direct role in this really cool, fun and exciting FMC event for our community.

As you can see, change has already begun. We are gaining positive momentum and are going to have a really fun spring and summer!

John R. "Jack" Janoso, Jr.
President & CEO

2015 Pay for Performance Goals

For 2015, the hospital will have a pay for performance incentive plan for all non-contingent staff members and supervisors. For each quarter that we are able to meet our goals, eligible staff will receive a \$250 bonus. That bonus will be paid through payroll once the results for the current reporting time period are finalized—approximately six weeks after the quarter ends.

The first portion of the goal is financial performance. This will be tracked over a six-month rolling time period. The goal for

the upcoming March 31 ending time period is a 1.8 percent margin from operations. This metric comes from our budget that is approved by the Board of Directors. The metric for this time period includes three months of last year (when our budget was a 1.6 percent margin) and three months of this year at a 2 percent margin. That is why this time period goal is 1.8 percent. The goal for the remainder of the year is the 2015 budgeted 2 percent operating margin.

The second portion of the goal is patient satisfaction. We currently track patient

satisfaction using a firm called Press Ganey. For pay for performance, we will track performance in Inpatient Services, Outpatient Services, Emergency Department, and Ambulatory Services. Below are the four patient satisfaction goals that we track on the corporate scorecard, our score at the end of 2014, our first time period goal and our results through February. To achieve the pay for performance incentive, we need to achieve three of the four goals below in addition to the margin goal.

| Goals | Dec. 31, 2014 Score | March 31, 2015 Goal | Jan. 28, 2014 Results |
|----------------------|---------------------|---------------------|-----------------------|
| Inpatient Services | 69.7 percent | 70.9 percent | 78.5 percent |
| Outpatient Services | 84.5 percent | 85.0 percent | 84.1 percent |
| Emergency Department | 54.7 percent | 57.3 percent | 61.2 percent |
| Ambulatory Surgery | 86.8 percent | 87.3 percent | 82.1 percent |

So far through February, we are achieving two of these four goals. We will be putting together a scorecard to be posted in individual departments that will reflect how we are tracking toward our goals. We also will be reporting each month in the Monday Morning on our progress.

Interested in Karate? The Lancaster location of the American Free Spirit Karate Association is offering discounted lessons to all staff. For \$55, you can enroll in an eight week class in Kids in Karate (KIK), World in Self Defense (W.I.S.D.) or Family Defense. To learn more, call 614-866-1818 or email afska@1freespirit.com. You also can visit www.1freespirit.com.

Cafeteria to be Remodeled

Beginning in mid-March, the Cafeteria will undergo a face lift. In order to expedite this process, the cafeteria will be completely closed on two consecutive weekends from Saturday beginning at 8 a.m. until Sunday at 6:30 p.m. The two weekends involved are March 21 and 22 and March 28 and 29. We will set up a temporary Servery in the South

Lobby. The menu will be scaled down and involve simple items like cold sandwiches, salads, snacks and soup and will be available for carry out only. We do encourage everyone to consider brown bagging as an alternative during this phase of the remodeling. If you have any questions, call John Belin at ext. 8127.

Internship Opportunities

To all department managers, supervisors, and team leaders: is your desk piled with papers are projects coming from all different directions? Do you wish you had eight arms to get all your tasks done on a hectic day? Here is a solution: host an internship for current college students! If you have internship opportunities in mind that you would like current college students or new graduates to participate in, please contact Rachel Thomas, HR, at ext. 8017. These will not be clinical based experiences. Our internships/student experiences here are not paid, but are considered a privilege. We are creating

more opportunities of learning experience for our future healthcare professionals. If there are projects or assignments that need more assistance, please feel free to give Rachel details and then she can help with finding a student that is the right fit for the learning experience. Spring internships/opportunities may start April 6 and would end June 12. Summer internships/opportunities will begin June 22 and end Aug. 7. Send Rachel the name of your manager, a project/learning experience description, and the name of the employee the intern would study/observe under, and the dates of the internship.

FMC Limits Risk of ERCP Scope/CRE Infections

There have been recent reports of ERCP (Endoscopic Retrograde Cholangiopancreatography) scopes contaminated with CRE (Carbapenem-Resistant Enterobacteriaceae) bacteria at a UCLA Medical Center. There were a total of 179 patients notified of possible exposure as of February 2015, a total of seven patients have been infected and two have passed away. CDC (Center for Disease Control and Prevention) along with the FDA (Food and Drug Administration) are working together to explore optimal protocols for duodenoscopy reprocessing to reduce the risk of infection. FMC has taken a strong stance to this news we perform additional cleaning and disinfecting processes (above and beyond manufacturer recommendations) to diminish the chance of CRE contamination with our ERCP scopes.

- ERCP scopes require meticulous

attention to detail when cleaning each scope, followed by a thorough high level disinfecting process after each case.

- FMC staff that perform this process are checked off by the scope manufacturer twice each year for competency and knowledge. There is a thorough, detailed checklist that must be followed.
- FMC performs an additional thorough cleaning and disinfecting process just prior to use of each scope.
- To date, FMC has not had any patients acquire CRE due to inadequate ERCP reprocessing.
- FMC will continue to follow the manufacturer guidelines along with additional protocols implemented by the CDC, FDA and APIC government agencies.

If you have any questions or concerns, please contact Infection Control at ext. 8625.

Series classes and dates:

- Setting Goals and Standards, March 31
- Thinking Clearly and Analytically, April 2
- Making Decisions, Weighing Risk, May 8
- Identifying and Solving Problems, June 4
- Training, Coaching and Delegating, July 21
- Appraising People and Performance, Aug 4
- Disciplining and Counseling, Sept. 3
- Listening and Organizing, Oct. 1
- Giving Clear Information, Nov. 5
- Getting Unbiased Information, Dec. 10

Learn About FMC Strides

FMC Strides Supervisor Track is designed to assist front-line leadership with foundational leadership competencies, starting first with the Managing to Excel Series. If you are a current charge nurse, team leader, supervisor, professional, or aspire to be in these roles in the future, you are strongly encouraged to enroll.

Class descriptions, objectives and enrollment are available online within the Talent Development Center.

FMC INTRANET *As we start to improve our Intranet, we want to make sure that you are a part of the design process. Next week, we will be sending out a short survey asking you about your experience with the Intranet. Please take a couple of minutes and complete the survey. We will take all of your input and try to implement as much of it as possible.*

Birthdays

MONDAY

Bonnie Guseman, Volunteer, ICU Waiting
Tammy Tiedtke, Lab-Bacteriology
Keely Webb, Cardiac Cath
Carl Wollett, Housekeeping

TUESDAY

Joan Evans, ICU
Linda Grove, Surgery
Whitley Hanna, Fifth Med./Surg.
Lindsey Mullins, Emergency Dept.
Amie Romine, Volunteer, North Info. Desk
Kristin Shuman, Fourth Med./Surg.

WEDNESDAY

Jessica Barton, Fifth Med./Surg.
Susan Cooperider, Maternity
Carol DiSanto, FMC Foundation
Matthew Mathias, Third Med./Surg.
Mary Pollock, Wound Therapy
Jennifer Ross, D.O., FHP Diley Ridge
Linda Rowles, Volunteer, Menu Education
Jason Stover, Fourth Med./Surg.
Wendy Travis, Learning & Development

THURSDAY

Maryellen Anderson, Third Med./Surg.
Jack Berry, Emergency Dept.
Mark Hendrickson, Pharmacy
Beverlee Klinebriel, Housekeeping
Ryan Miller, Lab – DHS
Amber Morris, ICU
Annette Sylvester, Recovery/PACU
Suanne Watts, Nursing Services
Sara Wright, Maternity

FRIDAY

Crystal Garcia, Radiology – PACS
SallyAnn Haase, Contracts/Collections
Misty Robison, Materials Management

SATURDAY

Paula Barnhart, Transitional Work
Janice Brenstuhl, Graduate Medical Ed.
Shannon Dennison, FHP Family Medicine of Carroll
Taryn Dunn, Transitional Work
Troy Hampton, D.O., Graduate Medical Ed.
Eileen McClellan, Surgery
Elizabeth Sullivan, Contracts & Collections

SUNDAY

Melissa Ballenger, Maternity
Eric Boyer, Third Med./Surg.
Jovetta Hampton, Dietary
Gloria James, Lab-DHS
Temple Montanez, FMC Foundation
Kathleen Shoults, Housekeeping

Nurse Advocates for Change

Mary Nibert, Health Policy faculty for MCCN-FMC Campus along with MCCN students, met with Sen. Troy Balderson during Nurses Day at the Statehouse on Feb. 18. The group discussed health policy issues pertaining to the State of Ohio and Senator Balderson's district.

Hospital Happenings

TeamSTEPS Class

Join us Thursday, March 19 from 9-11 a.m. in Classroom Alpha. Register in the TDC using keyword "team." For questions, contact Wendy at ext. 8395 or wendyt@fmchealth.org.

SAVE THE DATE! 2nd Annual Employee Wellness Fair

Join us Thursday, March 19, from 7:30 a.m.-3:30 p.m. in the FMC Assembly Rooms. Take advantage of multiple screening opportunities, chair massage, chair yoga, food samples provided by the Lancaster Culinary Arts program, chances for fabulous door prizes and a LIVE food demonstration by our own Chef Jamie Brumbaugh at noon – ALL FOR FREE! For more information, view the flier on the FMC Intranet, Wellness Tab. Would you like to receive via email wellness information such as wellness tips, success stories, lunch & learn opportunities, exercise class schedules and more? If so, email amandano@fmchealth.org and request to be added to our email list.

MS Walk

Walk with us April 11 in the 2015 MS Walk. The three mile walk begins at 9 a.m. at 157 E. Fair Ave. Contact Raneef Faule at FHP Neurology at ext. 8475 or raneef@fmchealth.org.

Give a Gift: Your Living Wish on Decision Day

You are invited to join us for National Decision Day on April 16. We will offer four workshops about living wills, Healthcare Power of Attorney and DNR documents. You will have the opportunity to complete these documents free of charge. You can choose to attend one of the following: FMC Classroom Alpha from 9:30-10:30 a.m. or 11 a.m.-noon, or Reflections Retirement Community from 1-2 p.m. or Olivedale Senior Center from 4-5 p.m. To RSVP, call 740-687-8555.

Yoga Classes

Join us Thursdays from 4:30-6 p.m. or 6:30-8 p.m. at the FMC Wellness Center with Instructor Mickey Hartung. An 8-week session is \$120. Registration is required. The classes are mixed level, appropriate for everybody. To register, contact Mickey at 740-987-7378.

YMCA 5K Run/Walk

Join us Saturday, May 9 at the Robert K. Fox Family Y at 9 a.m. The 5K course will start and end in the YMCA rear parking lot. Awards will be given to the overall male and female winners and the top three in each age group. There also will be a Kids Fun Run in the parking lot following the 5K. Registration fee is \$15 for YMCA members and \$20 for non-members if received by May 2. T-shirts will be given to the first 150 registered. Race day registration and packet pick-up will be held at the YMCA beginning at 7:30 a.m. (actual race time is 9 a.m.). Contact Bob at 740-504-1701 or bobx456@hotmail.com for questions.

Operation Street Smart

Attention parents, teachers and anyone with teenagers in your life. Join us May 16 in the Assembly Rooms from 9 a.m.-3 p.m. to learn more about how substance abuse affects our community. Registration begins at 8:30 a.m. \$5 for lunch from Cristy's Pizza and Arby's. Applications are available in Human Resources.

EVENTS

From the Employee Activities Committee

Bingo Boogie at the Moose – Join us Saturday, March 21 from 6-11 p.m. Admission: FREE (adults-only event). Bingo starts at 7 p.m. and doors open at 6 p.m. Boogie with DJ Jon Bauer after Bingo (about 9 p.m.). RSVP not required. For questions, please contact Marlene ext. 8046.

FMC Movie Night and Easter Bunny Visit – Join us Friday, March 27 in the Assembly Rooms. The featured movie is HOP. The Easter Bunny will be available for pictures from 6-7:30 p.m. The movie begins at 7:30 p.m. No cost to attend. Registration is required due to room capacity for the movie. RSVP to Amy Black of MIS ext. 8241.

Amish Country Bus Trip to Berlin, Ohio – Join us Friday, May 8. This day trip includes a bus ride to Berlin, a guided tour and a meal provided by an Amish family at their home. The cost per person is \$64. Completed forms can be sent to Heather Davis, Six Sigma ext. 8047.

Chicago Bus Trip – Join us Sept. 18-20. Your trip includes two nights at the Hampton Inn & Suites Downtown Chicago. The cost of the trip includes transportation and hotel accommodations; meals not included. The bus departs from FMC at 7 a.m. on Sept. 18 and arrives in Chicago by 1 p.m. On Sunday, Sept. 20, we will depart at noon and arrive at FMC by 6 p.m. Completed forms can be sent to Amy Reedy of the Lab (ext. 8443 for questions).

See the FMC Intranet/Employee Activities button for order forms.

Medical Alliance Scholarship

The Fairfield County Medical Alliance is once again offering its medical scholarship. This scholarship is available to any student who is a resident of or works in Fairfield County and wishes to pursue a degree in the healthcare field. The money may be used for tuition, books or housing. Last year, the Medical Alliance awarded more than \$10,000 to area students. The deadline for the scholarship application is April 6. Applications will be available in Marketing and Human Resources. If you have any questions, please feel free to contact Amy Woo at 740-277-7922.

Reflection: Lent

When I think of Lent, I think of spiritual priorities and making a deeper commitment to God. It is a time of sacrifice and spiritual evaluation. When I think of what God did for the human race on Good Friday and Easter, I am very grateful for His Sacrifice. What should be my response to His love for us, that He would give His Son, Jesus Christ, to die for us, and to be resurrected to prove that He has power over death? Frances Havergal wrote a classic hymn in 1874 as the ultimate answer to the above question. It is titled: Take My Life and Let it Be. The theme of the hymn is consecration, of giving ourselves and our abilities to God and allowing Him to draw us closer to Him in relationship. The hymn is too lengthy for this article, but I'll share the first verse: Take my life and let it be consecrated Lord to thee. Take my moments and my days, let them flow in endless praise. I invite you to find this hymn (either in a hymnal or via YouTube) and learn of the deep commitment to God that needs to be made each day of our lives.

Oxygen for the Soul

Beware in your prayers, above everything else, of limiting God, not only by unbelief, but by fancying that you know what He can do.

~ Andrew Murray, Christian Pastor
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.*)

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

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.



COMING
IN 2015!

Project BRIGHT Talking Points #4: Hybrid Room



Build, Revitalize and Innovate for Greater Healthcare Tomorrow.

- Included in the 10 operating room suites is one suite specialized for open heart surgery and one designated as a “Hybrid OR.”
- A Hybrid OR is a cross between a surgical suite and a cath lab suite, giving us the capability to perform highly technical vascular cath lab procedures within a surgery suite. This technology provides increased safety for patients in case the procedure should become more complex.
- The Hybrid suite has a built in C-Arm system with increased radiological technology.
- The suite will provide a control room in which a radiologist can assist with imaging techniques during the procedure.



Check it out!

Chad Cupp, plant engineering manager, gave *Lancaster Eagle-Gazette* photographer Matt Berry and correspondent Jenny LaRue (pictured left) on a tour of Project BRIGHT on March 3. The story and photos will appear in the March 28 Progress edition of the *Lancaster Eagle-Gazette*.

Let’s Talk About It - Project BRIGHT

Members of our Project BRIGHT leadership team, Pam Reed or Anita Whalen and Teresa Ryan or Carol Stefaniak, will be at each session to provide updates and answer questions.

- March 24 – 7-7:30 a.m. and 11-11:30 p.m. in Assembly Room 2
- March 26 – 7-7:30 a.m. in Assembly Room 3 and 11-11:30 p.m. in Assembly Room 2
- March 30 – noon-12:30 p.m. in Assembly Room 3
- March 31 – noon-12:30 p.m. and 2-2:30 p.m. in Assembly Room 3
- April 2 – 4-4:30 p.m. in Assembly Room 3
- April 7 – 4-4:30 p.m. and 11-11:30 p.m. in Assembly Room 3

March 9, 2015

A special publication for the FMC facility expansion project

Vol. 3, No. 4



Project BRIGHT is a \$37.8 million facility expansion underway on FMC’s main campus. The FMC Marketing Department publishes this newsletter on a regular basis to help keep FMC team members and the community well informed. To be added to our electronic distribution list, or to submit a question about Project BRIGHT, email us at marketing@fmchealth.org.