



Monday Morning



Heart and Lung Run - Registration Now Open p. 4

FMC Participates at Relay for Life

Pie Baking Contest & Auction With the CEO to Benefit Employees Helping Employees

On Friday, Aug. 14, a pie baking contest with guest baker, Jack Janoso, will be held in the cafeteria to benefit Employees Helping Employees.

At the cookie baking contest in February, we had more than 50 entries and everyone who participated had a great time. The competition was fierce, but Tracy Smith from Dietary prevailed and edged out the competition in a very close race. Now we are calling all bakers *and* non-bakers to get out your spoons and mixing bowls and try and beat the CEO for the glory of having your creation named the best of the best. Our impartial panel of judges will be led by our own pie aficionado, Sky Gettys – and Sky knows pie!



All employees, volunteers and physicians are welcome to participate. Contact John Belin, Dietary manager, at ext. 8127 or johnb@fmchealth.org to enter. Bakers need to bring two pies to the cafeteria, along with the recipe, between 7 a.m. and 9 a.m. Aug. 14 for the official judging. The second pie can be a miniature version of the first for judging purposes. After the

judging, a pie auction will be held in the cafeteria starting at 11 a.m. Prizes will be awarded to the baker of the pie that is named the best by our judges and to the pie that sells for the highest price.

Jack is a real competitor and losing the cookie contest was a bitter disappointment, so expect a delightful creation from our CEO and put forth your best effort to be named the Pie Champion of FMC!

Systems Selection Discovery Days: Thank You

Thank you to everyone who took time out of their busy schedules to evaluate the potential system solutions from Meditech, Cerner, OSU Epic and McKesson Paragon. Your scoring and evaluations are very important because we recognize that this is your system that will be used by you every day to provide high quality and safe patient care in a fiscally responsible manner. During July and August, the Dream Team selection

committee will meet several times before presenting a final recommendation to the Board of Directors on August 26.



For any questions, please contact Dr. Jean Robertson, chief medical information officer, at drjrobertson@fmchealth.org.

Don't Miss Out On Festival Tickets

Human Resources has Lancaster Festival tickets on sale for the following dates:

- July 25 – Thompson Square (Adult - \$20 each; Child - \$5 each)
- July 29 – The Police Experience (Adult - \$15 each; Child - \$5 each)
- Aug. 1 – Blues Traveler (Adult - \$25 each; Child \$5 each)

Both Saturday concerts are lawn seating so, plan to bring your own chairs and blankets. The Wednesday concert will have table seating available on a first-come, first-serve basis. You may pay by cash or use payroll deduction for the tickets.

From the Chief's Desk

Climbing the Ladder of Inference



Have you ever been cut off on the roadway by a luxury vehicle, arriving at the conclusion that the driver clearly considers himself superior to you? Ever see unruly kids in the grocery store between noon and 3 p.m. and consider the parents as getting their due for bringing kids out during naptime? Have you ever had to send a repeat request to a co-worker for information, and concluded that the person on the other end must either be stonewalling your efforts, or just isn't a team player?

These very human tendencies can be described as "climbing the ladder of inference," a term coined by Chris Argyris in the 1970s. It refers to the process by which we observe or experience an event, then climb the ladder rung by rung as we translate it into our own terms, explain it to ourselves, and then draw conclusions. Before we know it, we can be standing on the top rung of the ladder convinced of the worst. It's dangerous, because it all happens very quickly inside our head, often unbeknownst to us. However, its impact can be powerful and culturally erosive.

But climbing the ladder of inference does not just apply to our co-workers. It also applies to our patients, the very purpose of our organization's existence. Recently, a patient was described to the oncoming staff as "difficult" and "really cranky" as a warning of sorts prior to entering the room. The new nurse asked some pertinent questions, took a deep breath and walked in. The patient was elderly and frail, and was none too pleased to see her. Despite some gruff comments, she remained kind and slowly melted the ice in the room. As she gently placed her hand on his, he teared up as he said, "I didn't want to die in the hospital." We had climbed the ladder of inference and arrived at the wrong conclusion. His anger was born of fear, not malice.

The FMC value of TEAMWORK (translated into plain English) includes, "I will assume good intent when working with others, own the resolution of issues and will not fall into a "victim" attitude." The adoption and execution of this value in all that we do will build strong teams that deliver superior patient care.

When it comes to assumptions and inference, let's all commit to staying off the ladder.

Martha Buckley, M.D.
Chief Quality Officer



Pictured above is the Lancaster High School Football Team, which received HOPE training on June 25 during one of their practices.

Summer Wellness Lunch n' Learn Series

Preregistration is required to attend by calling 740-689-6822. Seating is limited and lunch is provided.

Growing Herbs for Beginners

Doris Marcus, Master Gardener – Keller Farms Greenhouse on Wednesday, July 15 from noon-12:30 p.m., in Assembly Room 3. Come learn the basics to planting and growing a variety of herbs both indoors and outdoors, as well as how to harvest, dry, and properly store your herbs. Doris will also share some tips for cooking with herbs and share some of her favorite recipes.

Introduction to Essential Oils

Nancy Gray - DòTerra Essential Oils Wednesday, Aug. 19 from noon-12:30 p.m., in Assembly Room 1. Learn what essential oils are, how to use them properly and how they

work with our bodies to enhance our immune system. They can be used to change our moods when feeling down, they have been proven to inhibit bacteria and viruses, and can even be used on your pets and in your garden to deter pesky insects.

Are you Really Ready for a Colon Cancer Screening?

Robin Sheets, M.S.N., F.N.P.-B.C., FMC Employee Health Nurse Practitioner on Wednesday, Sept. 16 from noon-12:30 p.m., in Assembly Room 1. Now that you're 50 or older, come learn what types of screenings are now available and which one is appropriate for you. Robin Sheets will review the standard screening techniques utilized for colon cancer and discuss when a diagnostic test is most appropriate over screening.

Athena Award Nominations Being Accepted

Nominations are being accepted for this year's Athena Award. The 30th annual Athena Award Banquet will be held Aug. 27 at the Lancaster Country Club. Athena, the goddess of Greek mythology, is known for her strength, courage, wisdom and enlightenment. These are qualities embodied in the Athena Leadership Model. Locally, the award is presented annually to a woman who demonstrates professional

leadership, is actively involved in the community and assists women in reaching their full leadership potential. To nominate someone, go to lancoc.org to download a nomination form or pick up a form in the FMC Marketing Department. Nominations should be sent in to the Lancaster-Fairfield County Chamber of Commerce no later than July 31.

Join Us: Lancaster Festival Concert

The Lancaster Festival is joining in our musical centennial celebration kickoff with a special concert by flutist Diane Schick and harpist Hee Jin Yoon on Wednesday, July 29. Please join us at FMC in the South Lobby from 1-2 p.m. to hear these

very talented musicians. Come early to find a spot, as several community members will be joining us for this wonderful opportunity! Many thanks to the Lancaster Festival board and committee for their partnership in our 100th anniversary!

Line/Catheter/ Tubing Management

A patient's path through the healthcare system can be complex. Our most important job is to keep our patients safe during their stay. Currently, there is no standard process for line/catheter/tubing labeling of fluid or medication. A multidisciplinary workgroup was formed to look at this problem after reviewing a Root Cause Analysis involving IV narcotic medication. The workgroup researched best practice for management of lines/catheter/tubing. The goal of the workgroup is to create a safer healthcare environment for FMC's patients and staff. This includes standardization by providing guidelines for clinical staff to promote safe handling of all IV lines, as well as all other tubes and catheters for patients receiving therapy at FMC. Labeling all lines, tubes and catheters establishes a consistent process for patient safety. **Roll-out is planned for July 2015.** The proposed solution consists of the following actions:

- Ensure appropriate lighting in the room before connection or reconnection of lines or tubes.
- Labeling of IV lines/tubing before connecting IV lines/tubing to a patient.

Tubing must be labeled using the FMC standardized hospital labels, including secondary lines (at the connection point, between tubing Y site and patient and below the drip chamber, between drip chamber and IV pump). In addition, the FMC standardized label consists of the name of any fluid or medication infusing in the IV line/tubing and the route of fluid by indication (i.e. IV, epidural, pressure line or as specified other).

- Trace all patient tubes and catheters (IV lines, epidurals, pressure lines, enteral feedings, etc.) from patient to point of origin before:
 - Making any connections
 - Making any reconnections
 - Administering medications, solutions or other products
- Recheck connections and trace all patient tubes and catheters:
 - Upon patient's arrival to a new unit or department
 - Upon return after patient has left the unit or department
 - When initiating a new IV fluid/medication

Wellness Programming For 2016

By now you may have received a letter in the mail from MedBen explaining the new WellLiving Program for 2016. This program is voluntary; however, by following the recommended screenings suggested on the second page of the letter, it helps keep you healthy and saves you money in the long run. WellLiving recommends five

different screening tests specific to your age and gender. The screenings include a wellness exam, a cholesterol screening, a colonoscopy, a mammogram and a pap smear. If you have any questions about this voluntary program or need a replacement letter, you may contact MedBen Customer Service at 1-800-686-8425.

C-Diff Talking Points

Per FMC Employee Health Policy, employees must notify either their manager or go straight to Employee Health to report an illness.

Notification:

- All staff must notify their manager if they have any "new onset" diarrhea. Staff will then follow-up with Employee Health
- Staff who are found to be positive for C-diff must be off work until the diarrhea subsides and/or the completion of their therapy (normal therapy is 10-14 days Flagyl or PO Vanco)
- According to HR, employees will not be penalized for the time off associated with recovery from C-diff infection.

Prevention:

- Practice good hand hygiene, must use soap and water (Purell hand sanitizer is ineffective against C-diff spores)
- Cleaning ALL common areas with bleach and bleach wipes, floors, break rooms, employee bathrooms, locker rooms, work stations etc.
- Cleaning and disinfecting of equipment used by employees should follow manufacturer recommendations
- Wearing gloves and gowns when appropriate

Please contact Infection Control @ ext. 8625, 8493 OR Employee Health @ ext. 8189 for any questions.

Birthdays

MONDAY

Mary Clark, Housekeeping
Rhesa Guess, FHP Rheumatology
Tammy Kraft, Observation Unit
Staci Pabst, Wound Therapy
Bruce Stevens, Housekeeping

TUESDAY

Cassie Chase, Registration
Jessie Cherry, 2 Surgical
Andrea Daley, Fifth Med./Surg.
Stephen Fuller, Cardio/Radiology-Nursing Svc
Patricia Lamb, FHP Cardiology

WEDNESDAY

Kathy Ardrey, Contracts/Collections
Justin Brumley, PCU
Kimberli Carver, Central Sterile
Erica Mack, Third Med./Surg.
Julio Mariscal, Surgery
Jennifer Massie, 2 Surgical
Christina Perry, Central Sterile
Jill Perry, Lab DHS
Angela Ross, Fairfield Diagnostic Imaging
Edgar Tirado, Surgery
Kimberly Yeager, Psych

THURSDAY

Cynthia Coffey, Lab General
Michele Ewing, Medical Information Services
Melissa Hedges, PCU
Robbyn Holt, Endoscopy
Luz C. Jimenez-Eversman, Lab Hematology
Josh Vinson, Lab DHS

FRIDAY

Cassie Fowls, Lab Specimen Procedure
Tisha Ogg, ICU
Lisa Reedy, Case Management
Vickey Tipton, Laundry

SATURDAY

Barbara Barnhart, 2 Surgical
Megan Darnell, Psych
Rachel Hinkle, Physical Therapy
Karen Knisley, FHP Cardiothoracic Surgery
Shauna Lemaster, FHP Ophthalmology
Kimberly McCann, Mammography
Ben Tobin, Volunteer Center Police
Danielle Vanhorn, Fifth Med./Surg.

SUNDAY

Kimberly Castle, Cardio Services Management
Jessica Hughes, Fifth Med./Surg.
Stacy McKee, Emergency Dept.
Jessica Shea, Volunteer North Info. Desk
Debbie Solenbarger, Volunteer Cancer Resource Center
Mary Vandermark, Fairfield Diagnostic Imaging

Oxygen for the Soul

"Freedom is never more than one generation away from extinction. We didn't pass it to our children in the bloodstream. It must be fought for, protected, and handed on for them to do the same, or one day we will spend our sunset years telling our children and our children's children what it was once like in the United States where men were free." ~President Ronald Reagan

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.*)

Hospital Happenings

Prostate Health Education Group of Fairfield County

Join us July 13 from 7-9 p.m. for an informative and educational session on prostate cancer. Guests may ask questions and hear members discuss their experiences. There is no charge to attend and all men and women are welcome. Please meet in the Chapel at Fairfield Christian Church. For additional information, please contact Bill Stevens, Ph.D., at 740-687-6543.

Look Good Feel Better Class

This class is for women undergoing cancer treatment to learn skin care and makeup tips. It will be held on July 13 from 10 a.m.-noon at the Cancer Resource Center located at 616 Forest Rose Ave, Lancaster Call 1-888-227-2345 for the next class time/registration.

Childcare and Baby-Sitting Safety (CABS)

Children ages 11-15 will learn what to expect at what age and how to positively discipline, as well as CPR and Foreign Body Airway Obstruction Training. The next class is July 17 from 8:30 a.m.-3:30 p.m. Registration is required by calling 740-687-8007. The fee is \$35 per person and will be held at FMC.

TeamSTEPS Class

Join us July 22 from 9-11 a.m. in Classroom Beta. Register in the TDC using keyword: "team." This TeamSTEPS Fundamentals class is for any employee who did not complete the training during the initial house-wide rollout. Reminder: New employees receive TeamSTEPS training during their 60-day event. For questions, contact Wendy Travis at ext. 8395 or wendyt@fmchealth.org.

Gynecological Cancer Education Information & Caregiver Support Group

Featuring: Laurianne Scott, D.O., Gynecologist – Join us July 28 at 7 p.m. at the Cancer Resource Center for our first gynecologic cancer support group. We will discuss gynecological cancer (ovarian, uterine and cervical cancer). This is a great way to relate with others dealing with cancer. Questions? Call 740-277-6941 or mytealfriends@gmail.com.

Bike Races for Kids

Grab your helmet and join us July 31 at 5:30 p.m. in front of Standing Stone National Bank. Prizes for best bike decorations and prizes for the bike races are presented by Fairfield Medical Center. The age ranges for the bike races are: 4 and younger, 5-6, 7-8 and 9-10, and are divided into male and female groups.

CPR or First Aid

Join us on Aug. 1 to learn adult, child and infant CPR and first aid. Receive a

certification card upon completion of a written exam. CPR will be held from 8:30 a.m.-noon and first aid will be held from noon-3:30 p.m. in the FMC West Wing Classrooms. Registration is required at 740-687-8477 and the fee is \$35 per person, per class.

Centennial Celebration Rock Party

Join us Aug. 22 from 9 a.m.-10 p.m. at the Fairfield County Fairgrounds, 157 E. Fair Ave., for a full day of rock music from local bands that will conclude with a spectacular fireworks display. In addition to rock music, a Community Healthfest, food and crafts for purchase, and fun giveaways will be offered throughout the day. Price: Admission is FREE (no registration required).

Heart and Lung Run

Join us on Aug. 29 for a 10K run or a 5K run/walk to help provide financial assistance for the rehabilitation of heart or lung patients at FMC. Registration is from at 6:30-7:45 a.m. The race begins at 8 a.m. and includes chip timing. The entry fee is \$25 pre-race and \$30 the day of the race. Bring the kids for a 100 meter dash, which will follow the 10K and 5K Run/Walk! No entry fee for Kids' Race. For race information or a registration form, contact Kelly Marion at 740-687-8951. Register online after July 1 by going to fmchealth.org and clicking on the Heart & Lung Run link on the Events page.

New Employees at FMC

Please welcome the following new employees joining the team on June 29, 2015:

- Courtney Barrick, Medical Resident
- Laura Hernandex, Medical Resident
- Sandi Li, Medical Resident
- Sanjeev Puri, Medical Resident
- David Tillery, Medical Resident
- Sarah Vrooman, Medical Resident
- Zachery West, Medical Resident
- Ryan Enders, Medical Resident
- Hoda Ilias, Medical Resident
- Brian Sampson, Radiology
- Melissa McPherson, Fourth Med./Surg.
- Nancy Keister, Fourth Med./Surg.
- Rosemary Addo, Lab
- Josephine Alley, Lab
- Katrina Moody, Fourth Med./Surg.
- Risha Wagner, Marketing
- Lauryn Dawley, Third, Med./Surg.
- Brandy Price, Medical ICU
- Melissa Richard, Surgery
- Julie Richards, Fracture Unit
- Terra Cox, Emergency Dept.
- Sierra Numbers, Dietary
- Kristy Johnston, Registration
- Kristin Martino, PCU
- Jennine White, Fourth Med./Surg.

EVENTS

From the Employee Activities Committee



FMC Family Day at Kings Island – Aug. 1.

Event will include admission to the park on July 31 after 5 p.m., admission all day on Saturday, Aug. 1 with all you can eat picnic style lunch and admission to Soak City waterpark. Tickets can be purchased in HR. A ticket order form, FAQ sheet, and Marriott reservation form can be obtained from the Intranet (employee activities tab) or from HR. As an employee, physician or volunteer, YOUR ticket is only \$34.09 or \$27.09 for seniors for the first 150 staff members. The deadline to purchase tickets is July 16. If you work that day, Kings Island consignment discount tickets are available for other days through HR. For questions, email Bob at robertw@fmchealth.org.

FREE Arena Football: Cleveland Gladiators vs. Orlando Predators on Saturday, July 18 at 6 p.m. at Quicken Arena. FREE tickets!!!

Bring your family and friends! Join us for "Classic Rock Concert Night" with \$1 soda and \$2 draft beers. Post-game activities: team autograph session and concert by 38 SPECIAL. Gladiators feature multiple players with NFL experience and prospects, including Ohio State alumni. How to order tickets: please send completed order form to Jennifer Dicken, Cardiovascular. Order form located on the FMC Intranet/Employee Activities button. Tickets on a first-come, first-serve basis. Questions? Email Jennifer at jenniferd@fmchealth.org.

Volunteers Needed

Volunteer with us on Aug. 22 for the opportunity to personally thank our community for 100 years of their support. You will receive a free T-shirt if you sign up by July 31. Lots of volunteers are needed for this event to work in two-hour shifts. To sign up, contact Don Duvall, Rock Party volunteer coordinator, at ext. 6829 or dond@fmchealth.org.

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.