

People you know. Care you trust.

# Monday Morning



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**Highley Honored as Legendary Caregiver** p. 2

## Maternity Awards Basket to Family of First Baby Born of 2016



*Pictured (from left): Stacy Matheny, R.N.; KC Quance, R.N.; Liz Crites, R.N.; Lydia Weaver, R.N.; Candace Hogsett, New Year baby Mother; Sara Wright, R.N.; Kodi Stebelton, R.N.; Tracy Gurewicz, R.N.; Eva Payne, R.N.; and Debbie Paynter, R.N.*

On Tuesday, Jan. 19, the Maternity Department presented a gift basket to Candace Hogsett of Logan, the mother of the first baby of the new year. Candace's daughter, Paislee Marie Alleman, was born a month before her due date Jan. 1, 2016 weighing 4 pounds, 1 ounce. Paislee is named after country singer Brad Paisley. The gift basket contained a handmade quilt donated by the Lancaster Rose Quilters, a \$50 gift card to Babies 'R Us from the FMC Foundation, a \$60 gift card to Giant Eagle from the Marketing and Community Services Department, and a piggy bank, memory box, picture frame, photo album and engraved ornament from the Maternity Department.

### Shumaker Leaves a Legacy

With 16,000 hours in her 36 years of serving as a volunteer at Fairfield Medical Center, many of you knew Louise Shumaker. She was a legendary volunteer and her smile would light up a room. Louise passed away on Tuesday, January 12, at her beloved Fairfield Medical Center. Prior to her retirement from volunteering, you would find her joyful smile on Wednesday afternoons at the South Information Desk. In October, 2013, Louise made the very difficult decision to retire from her volunteer position as her health was declining. She requested to have Monday Mornings sent to her so she could continue to stay up-to-date on what is happening at the place she so dearly loved, Fairfield Medical Center. It was always with great excitement that she would open an envelope with several editions of the Monday Morning, and she would read them cover to cover. If you would like to send a note of condolence to Louise's family, you may direct it to the Volunteer Office. I know her family will greatly appreciate our demonstration of support and encouragement.



## SYSTEMS CORNER

### Best Practices: Writing a Great Email

Microsoft suggests the following helpful tips for writing a great email message:

- Read your message before you send it and be cautious with humor.
- If there are more than a few messages without a resolution, consider a meeting or phone call. Email is not always the best form of communication.
- Make your subject descriptive and action oriented, such as "Project Team: Quick update, see Action Items below."
- Change the subject of the message if the topic of conversation changes.
- Messages should be kept short and to the point while organizing your thoughts most important to least.
- To save space, send links rather than attachments whenever possible. Also avoid pictures and decorative signature blocks.
- Consider bolding important information.
- Put action items or questions on separate lines so that they stand out.
- Bold people's names when asking questions. For example "Ryan: What is the status of the project?"
- Limit the number of people to whom you send a message. Only send to those who need to read it.
- Put people who need to be informed on the "Cc" line.
- Put people who need to respond or take action on the To line.

## Ronda Highley Honored as Legendary Caregiver by Foundation

A donation was recently made to the FMC Foundation in the name of Ronda Highley, R.N., naming her a Legendary Caregiver. The staff of the 4th Floor gathered together to celebrate Ronda and watch her receive this surprise award. Thank you, Ronda, for living the values of FMC! "I was very fortunate to have Ronda as my R.N. for two nights following my mastectomy. She was outstanding!" – Grateful Patient

## HR Corner

### Review your Pay Statements

You are encouraged to review your pay statements for accuracy each payday (benefits, taxes, pension election, deductions, etc.). The Jan. 15 paycheck was the first check benefit elections for 2016 were deducted. Please review your check to be sure any benefit elections, if applicable, are correct. If you have any questions or concerns, please contact Human Resources at 740-687-8017.

### WellLiving Program Participation Deadline for 2016

The deadline to participate and achieve the wellness tests is Feb. 28. This applies to employees who were covered with a Fairfield Medical Center sponsored health plan in 2015. If you and/or your spouse achieve the goals, the incentive will begin in April of 2016.

The WellLiving Program is practicing timely preventative care through regular wellness exams and recommended screenings. It helps to keep you healthy, and it saves you money in the long run! WellLiving recommends five screening tests based on age and gender. You will complete these screenings with your primary care physician.

Visit MedBen's website at [www.medben.com](http://www.medben.com) and click on "MedBen Access" to view your WellLiving dashboard. If you have any questions about the program, contact Human Resources or MedBen's Customer Service at 800-686-8425.

## Cultural Transformation Update

Thank you to everyone who took the time out of their busy work schedules to meet with a member of the Cultural Transformation Work Teams. As mentioned in last week's update, our Work Teams have been busy gathering input regarding communication and care/recognition from members throughout the organization.

During this time, the Communications Work Team conducted 400+ interviews and our Care/Recognition Work Team conducted 250+ interviews. These interviews conclude the Work Team's Discovery Phase and our teams will now take their findings and move into the Dream Phase. The work that they are doing is broken up into four phases. They are:

- Discover – getting the voice of the customer and determining current state. Conducting interviews, surveying, etc.
- Dream – stimulating ideas and solutions based on those key findings from the Discover Stage. They focus on and dream of future state and possible ways to get there.
- Design – actually taking those dreams to workable solutions based on feasibility and impact.
- Do – testing out the ideas and fine-tuning the recommendations and resources.

As we continue our journey, we will keep you updated on the progress of our work teams. Your continued support of these individuals and our Cultural Transformation is greatly appreciated.

For questions or more information, please contact Regina King at 740-687-8578 or [reginak@fmchealth.org](mailto:reginak@fmchealth.org).

You can easily get the **Monday Morning** emailed to you by reaching out to Risha Wagner, Marketing, at ext. 6494 or [rishaw@fmchealth.org](mailto:rishaw@fmchealth.org).

**THE ONLINE DOCTOR OF NURSING PRACTICE**

MOUNT CARMEL College of Nursing

If you are a Nurse Practitioner (NP), Certified Nurse-Midwife (CNM) or Clinical Nurse Specialist (CNS) and are ready to take your career to new levels in nursing leadership, this is the program for you! Designed with your professional advancement and personal goals in mind, the 35 semester hour Doctor of Nursing Practice (DNP) program features flexibility with online courses.

To understand how you can positively impact patient population outcomes with the DNP degree, learn more by visiting [www.mccn.edu/DNP](http://www.mccn.edu/DNP) or for your questions please contact [DNP@mccn.edu](mailto:DNP@mccn.edu).

**LEARN MORE!**

**APPLICATION DEADLINE MARCH 1**  
**CLASSES BEGIN AUGUST 2016!**

## Medical Observation Unit Celebrates One Month

The Medical Observation Unit on the 4th floor opened on Dec. 15, 2015 to expedite the care of Hospitalist patients in observation status. A Nurse Practitioner is assigned to the unit daily to assist with timely admissions and discharges. The average length of stay for observation patients in the former observation pilot

on 5th floor was 45 hours in August. The average length of stay for the first month of the new Medical Observation Unit is 25 hours and 5 minutes. Thank you to everyone involved with opening the unit. Thank you to all of the staff involved with the Medical Observation Unit for your hard work and for taking on this new venture.

## The New Intranet is Coming!

The Marketing and HR departments are working on replacing our current Intranet tool with an updated version. Within the new Intranet, each department has the opportunity for their own section of pages. Departments can use their section as a communication tool within the department and for posting information for the entire organization. You can use your department pages as a resource for housing

documents, posting training resources, sharing department updates and photos. Departments that choose to have their own sections will be responsible for managing their pages. HR and Marketing will be available to offer backup support. If your department would like to have their own section, please contact Mike Kallenberg at [mikeka@fmchealth.org](mailto:mikeka@fmchealth.org) or 740-687-6920.

## Family Flu Shots

Did you know that the spouses and dependents of FMC employees can receive a FREE FLU SHOT from Kroger pharmacy? As long as they are covered

under the Center's insurance plan, they can receive their vaccine at any Kroger pharmacy, no appointment needed!

## Leadership STAT-Strengthening Today, Achieving Tomorrow

Leadership STAT is designed to create leaders who will drive culture and embrace FMC values. This program is a series of monthly educational offerings designed to enhance leaders' current skill set, as well as provide support for leaders to effectively drive outcomes within the organization. The focus for 2016 is Leadership Onboarding. This program also is recommended for leaders seeking assistance in any of the classes being offered:

- Staffing & Scheduling – February 2016
- Culture of Safety; Just Culture; HRO; At-Risk Behavior
- Performance Evaluation
- Meeting Management
- Rewards & Recognition
- Developing a Trusting Culture
- Coaching
- Talent & Development Center Overview

- Annual Competencies
- Counseling & Discipline
- Finance & Budgeting – May 2016
- Conflict Resolution & Effective Communication

The first class being offered is Productivity Management Guide for Managers, Part One. This four-hour course is an overview of Staffing & Scheduling presented by Parallon Workforce Solutions. To sign up for classes, enroll in the Talent & Development Center with keyword "Productivity" or call Learning & Development at ext. 8491 for further assistance. Limit of 20 attendees per class.  
Feb. 24, 8 a.m.-noon – for non-clinical  
Feb. 24, 1-5 p.m. – for clinical  
Feb. 25, noon-4 p.m. – for non-clinical  
Feb. 26, 8 a.m.-noon – for clinical

TWIG 17's bookstore

## Books & More

♥ **It's February**, love is in the air and all romance titles are half-off all month long!

🔍 **In March**, curl up with a good mystery – all mystery titles are half-off all month long!

All proceeds from the sales go directly back to the hospital through the Fairfield Medical Center Foundation.

HALF-OFF PRICES:  
Hardbacks 50¢  
Paperbacks 25¢

Location in Kroger Plaza:  
1151 E. Main St. (Lancaster)

Hours:  
Wednesday & Thursday 1-6 p.m.  
Saturday 10 a.m.-4 p.m.

## Birthdays

### MONDAY

**Matthew Baker**, ICU  
**Lora Bowersock**, Housekeeping  
**Rebecca Keyes**, Vascular Interventional Radiology  
**Linda Lally**, Volunteer, Patient Pal, 2/6  
**Jaimie Mc Cown**, Physical Therapy  
**Danielle Metcalf**, Respiratory Therapy  
**Cheryl Muetzel**, Volunteer, Systems  
**Joan Ray**, Maternity  
**Chuck Schooley**, Volunteer, North Info. Desk

### TUESDAY

**Danielle Digiannantoni**, Third Med./Surg.  
**Casey Henderson**, Emergency Dept.  
**Alyson Johnston**, Dietary  
**Lori Mapes**, Emergency Dept.  
**Brenda Piper**, Surgery  
**Linda Shoemaker**, Fifth Med./Surg.

### WEDNESDAY

**Mandolin Dawson**, Orthopedic Unit  
**Lyndsay Kemmerer**, 2 Surgical  
**Tammy Nester**, FHP Cardiology  
**Dana Parker**, 2 Surgical  
**Ashley Rhodes**, Dietary  
**Melinda VanBuren**, Ewing Square Infusion

### THURSDAY

**Linda Graybeal**, Medical Information Services  
**Jamie Morris**, Radiology-General  
**Marlene Oliver**, Volunteer, South Info. Desk  
**Jeremy Ryan**, Lab, Chemistry  
**Courtney Shaner**, Respiratory Therapy  
**Heather Talbot**, FHP Cardiology

### FRIDAY

**Thad Bowersock**, Physical Therapy  
**Candice Carver**, Respiratory Therapy  
**Andrea O'Rear**, ICU  
**Andrea Riffle**, FHP Cardiothoracic Surgery  
**Debra Shelpman**, Case Management  
**Lydia Weaver**, Maternity

### SATURDAY

**Aaron Adams**, Wellness Services  
**Angela Cooper**, Dietary  
**Dick Getz**, Volunteer, Diagnostic Services  
**Lacey Cooper** Fifth Med/Surg  
**Jack Kelley**, Volunteer, Cardiovascular  
**Kelli Wakefield**, 2 Surgical

### SUNDAY

**Juan Anda**, Physical Therapy  
**Kaitlin Angle**, Endoscopy  
**Robert Cahill**, Emergency Dept.  
**Daisy Knight**, PCU  
**Ron Nixon**, Volunteer, North Information Desk  
**Donna Peterson**, Emergency Dept.  
**Nancie Predmore**, Wound Therapy



Congratulations to Tina Schooley, FHP Internal Medicine, for passing her MA Certification!



## Hospital Happenings

### Grand Rounds

Join us Jan. 28 at noon in Assembly Rooms 1, 2, 3 and 5 for a presentation by the Critical Care Team about coordinating the care of a multi-system failure patient through a multi-disciplinary approach. For questions or information, contact Vickie at ext. 4960.

### Discover Your Strengths

Do you know what your strengths are? If not, our Strengths Finder class is perfect for you! The Strengths Finders class will be Jan. 29 and will be led by Debbie Palmer. For more information on the class, contact Learning and Development at ext. 8491.

### Sudden Death Grief In-service at FMC

Profound loss is overwhelming and often leaves those left behind struggling with how to move forward and find closure. Join us Feb. 3 from 3-4 p.m. in the Second Floor Conference Room at

## Wellness News

### Build a BETTER YOU Series

Prepare yourself to be a BETTER YOU for 2016! The following Lunch and Learn series is brought to you by the FMC Health and Wellness Team. These classes are held in Assembly Room 2 from noon-12:30 p.m. on the Wednesdays noted below. Register to attend any or all of these events by calling 740-689-6822. Pre-registration is required and lunch will be provided.

**Pantry Makeover with Kate Kanner, R.D., L.D.** - Give your pantry a healthier look for 2016 on Jan. 27.

**Everyday Exercises with Aaron Adams** - Whether you have five minutes or 60, we will show you Feb. 10 exercises you can fit into your daily schedule.

**Recipe Challenge Workshop with the Wellness Team** - Prepare and try two tasty dishes from the recipe challenge on Feb. 24.

**Saving for the Future with Vince Carpico, Fairfield National Bank** - On March 9, learn expert money saving and financial planning tips about establishing a budget, emergency funds, savings rates and pension benefits.

**Desk Pilates with Stacey Scarmack** This is your official office workout! On March 23, learn how to stay fit while working.

FMC for a sudden death grief in-service with Sheila Cripps, FairHoPe Hospice Grief Counselor. Sheila is very skilled on sharing key concepts of sudden grief and effective at facilitating healing and hope through group sharing. For questions or more information, contact Greg Schmalfeldt at ext. 8433.

### 2016 "SQ Port Access and Care"

**Sessions** (Attendance at only one of these two-hour classes is necessary) Join us in the Mid-Level Classroom Alpha on:

- Feb. 16, 10 a.m.-noon
- March 22, 8-10 a.m.
- May 4, 10:30 a.m.-12:30 p.m.
- Aug. 31, 10:30 a.m.-12:30 p.m.
- Oct. 26 10:30 a.m.-12:30 p.m.

Self Registration via TDC Key Word: SQ Port. Participants who successfully complete the learning activity will earn two contact hours. To successfully complete the learning activity, each participant must attend 100 percent of program and complete an evaluation form to earn contact hours. Hands-on experience with observation in FMC Infusion Clinic is required. For questions, contact Mary at ext. 8529.

### Heart Failure Management & Support Class

- Have you or a loved one been diagnosed with Heart Failure? Would you like to learn more? Then come to our next class at 4 p.m. in the FMC Cardiac Rehab Gym. on Feb. 4. RSVP by calling Brittany Meszaros, B.S.N., R.N., HF coordinator at 740-689-6818.

**Complete your Systems Access Security Agreement and Winter Weather Safety MOSTs by Feb. 15. Each lesson should take no longer than 10-15 minutes. If you have any questions, contact ext. 8632.**

## Oxygen for the Soul

"BE BOLD!" ~General George S. Patton  
(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](http://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.

**Join us for Bingo Boogie** on Saturday, Feb. 27 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.) Snacks will be provided and a cash bar will be available. Special 50/50 raffle to benefit the Employees Helping Employees Fund (drawing at 10:30 p.m.) The VFW Post 1380 located at 1131 Sugar Grove Rd. SE. For more information, contact Amy Black at ext. 8241 or Kellie Sharp at ext. 6822.

### Chicago St Patrick's Weekend Bus Trip

**March 11-13.** Enjoy a fun-filled weekend watching the parade, seeing the river dyed green, and experiencing all the Windy City has to offer. Registration form, release of liability form, and trip information can be found on the Employee Activities button.

**Join us at the Cleveland Cavaliers vs. Dallas Mavericks** on March 16 at 7p.m. Tickets are \$62 for lower level seats and \$30 for upper level seats. Questions? Contact Jennifer at ext. 8345.

**TIME CHANGE for Ice skating at OU's Bird Arena in Athens.** This FREE event will be held Saturday, March 19 **from 1:30-4:30 p.m.** Refreshments available for purchase. Free skate rental. No reservation needed.

**Monstar Jam Trucks** at Schottenstein Center on April 2 at 2 p.m. or 7:30 p.m. Tickets starting at \$14.

**Cirque du Soleil – TORUK (inspired by Avatar)** at the Schottenstein Center May 11-15. Tickets starting at \$43.

**Ohio State vs. Minnesota Men's Hockey** Feb. 13, 2016 at 1 p.m. Tickets are only \$9 each.

**Order forms can be found on the FMC Intranet/Employee Activities button for any of the above listed events.**

Please remember to submit your pictures from our EAC events to Wendy Travis to be considered for a feature in our Monday Morning newsletter or on FMC's Facebook page.

## Share Your Patient Story

Do you know someone who has a great story about the care he or she received as a patient at FMC? If you know of a great patient story, please contact Michelle George in Marketing at ext. 6636 or [michellege@fmchealth.org](mailto:michellege@fmchealth.org).

## Retro Meal for January

Our retro meal for Friday, Jan. 29 will feature an American icon – the hamburger and French fries.