



MAY 2014

EMPLOYEE NEWSLETTER

Pulse



Reflections on the Past and Looking Towards the Future



This month marks the one year anniversary of the May 20th tornado. It's hard to believe an entire year has passed since that infamous day that changed so many people's lives.

The actions of Moore Medical Center employees on May 20th still amaze me. Their quick thinking and dedication to riding out the storm with their patients and community members literally saved hundreds of lives that day. They should be very proud of themselves and their team.

Moore Medical Center was, and still is, an intricate part of the city of Moore. As you know, we are currently serving its residents with a freestanding emergency room. Our

commitment to bring high-quality healthcare to the community of Moore continues.

In just a few short weeks, we will be breaking ground on a \$29-million, state of the art facility designed to meet the city's current needs and be ready for future growth. This new medical facility will also have a tornado-safe zone for both patients and staff to use during severe weather situations. We are excited about the future of Moore Medical Center and look forward to serving the community stronger than ever.

– David Whitaker, President and CEO of Norman Regional Health System

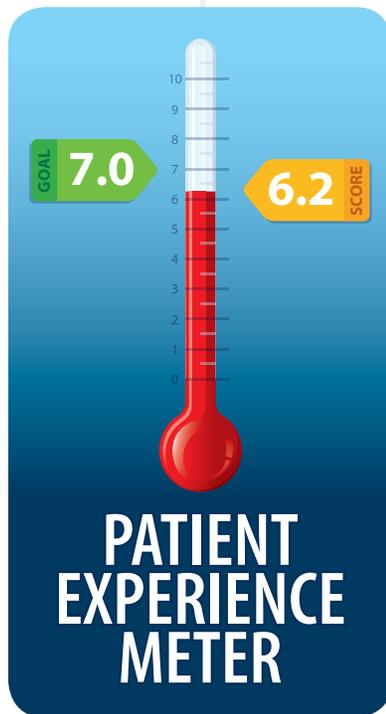
Understanding the New HCAHPS Goal Graphic

You've probably heard of the HCAHPS Goal, but might find it hard to understand. HCAHPS is short for Hospital Consumer Assessment of Healthcare Providers and Systems. It is the first national, standardized, publicly reported survey of patient's perceptions of their care.

After patients are discharged a survey is sent to them with 27 questions about their stay. This survey includes questions about communication with nurses and doctors, the responsiveness of hospital staff, the cleanliness and quietness of the hospital environment, pain management, communication about medicines, discharge information, overall rating of hospital, would they recommend the hospital, and more.

There are a number of ways to look and compare the data that is received from the surveys. Norman Regional's directors and managers decided to communicate one

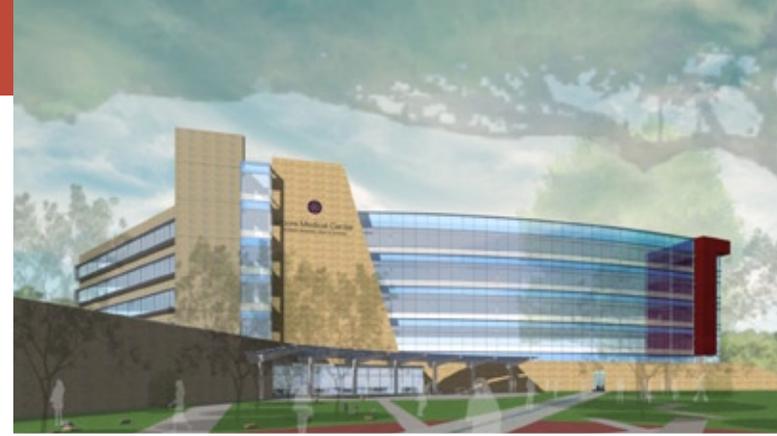
number that represents the Health System's HCAHPS performance score in patient care.



This one number is calculated on a "Net Promoter Score" for customer loyalty and will be based on the overall HCAHPS rating question that each of our patients is given after discharge. It reads, "using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?"

Our first goal as a Health System will be to reach the score of 7.0. Once the goal of 7 is met, we will celebrate our success, and then set a new, higher goal. We are currently at 6.2.

It's important for every employee to recognize that we each have a part to play in the patient perception of care. From the moment a patient walks through the doors to the time they leave, how we treat our patients during that time, is reflected in our overall rating of care.



Remembrance & Groundbreaking

You are invited to join us for the Moore Community Remembrance Ceremony and Moore Medical Center Groundbreaking on May 20th at the site of the former Moore Medical Center.

The program will begin at 10 a.m. by paying tribute to those we lost on May 20, 2013. Oklahoma Governor Mary Fallin, Moore city leaders, and Health System officials will address progress made since last year's deadly and devastating EF-5 tornado. It will conclude with our groundbreaking of the new healthcare facility.

The Moore Medical Center groundbreaking offers Norman Regional an opportunity to give our employees, patients, and community help and healing through rebuilding. This is truly where the healing begins.

Note: This ceremony will be held on the former Moore Medical Center site. Please use the I-35 Service road entering on 6th Street following the signs for parking.

Employees Receive Awards



Rick Garcia **Star of Life Award**

Rick Garcia, Norman Regional EMSStat Paramedic, was honored

for his life-saving work with a 2014 Star of Life Award from the Oklahoma Ambulance Association (OKAMA). The Star of Life award is presented to paramedics, emergency medical technicians and other Oklahomans working in the emergency medical services field who demonstrate a strong commitment to their patients, clinical quality or service excellence.

Rick has been an employee of Norman Regional EMSStat since 2010. In addition to his role as a full-time paramedic he is also a field training officer, involved in emergency operations classes, and a volunteer firefighter with the Watonga fire department.

"From day one, Rick has been a rising star at EMSStat," said Dr. Patrick Cody, EMSStat Medical Director. "The leadership skills he developed in the military and at the Watonga fire department have served him well. In a short time he has gone from an emergency medical technician in

training to one who now teaches new medics how to provide excellent care for our patients. He is a prized asset for our organization."

Barbara Poe **Courageous Service Award**

Barbara Poe, Norman Regional Pharmacist Lead, was selected as a recipient of the American Society of Health-System Pharmacists (ASHP) Chief Executive Officer's Award for Courageous Service for her actions at Moore Medical Center regarding the May 20 tornado.

This award recognizes individuals or groups of individuals in a health-system pharmacy who go beyond the call or assignment of duty to serve patients or assist pharmacists in serving patients, under emergency conditions or in times of natural disaster or cataclysmic events. The award is for specific incidents of inspiring, unselfish service under adverse conditions. Barbara will be presented this award in June during the ASHP Summer Meeting in Las Vegas.

Donna Wilk **Sylvia J Martin Outstanding Technician Award**

Congratulations to Donna Wilk, pharmacy technician! She was recognized as the Sylvia J Martin Outstanding Technician Award for the State of Oklahoma given by the Oklahoma Society of Health System Pharmacists (OSHP).

Donna has worked for Norman Regional since December 2011. As a pharmacy technician her primary responsibilities include screening all new admissions for vaccination history and eligibility for the pneumococcal and influenza vaccines. She also manages drug shortages and assists with drug recalls.

"Being employed by NRHS, I have found a great sense of pride in the work that I do and in our presence within the community," said Donna. "Having been born and raised in small town Washington, I've found that the health system itself can be best described as having that 'small town atmosphere' where our patients are our family members, friends and neighbors."

The Sylvia J. Martin Outstanding Technician Award was created in 1998 to honor the memory of Sylvia J. Martin, a pharmacy technician at Mercy Health Center in Oklahoma City.



Anne Clouse **Norman's Next Under 40**

Norman Regional wants to congratulate Anne Clouse, Director of

Norman Regional Health Foundation! She was recently awarded Norman's NEXT Under 40 at the Norman Chamber of Commerce Annual Banquet.

NEXT under 40 is a collaboration between Norman NEXT and The Norman Transcript. It exists to honor young professionals, 21-40 years of age, dedicated to making a difference in Norman. Honorees are determined based on demonstrated leadership and an interest in making Norman a great community.

"I am so honored to be chosen as one of Norman's NEXT under 40. I love working for the Norman Regional Health Foundation, and I feel privileged to serve my community and our health system in this role," said Clouse. "Norman is my home, and I am deeply invested in doing my part to make our community the best place to live and work."

Clouse and her husband Matt Clouse, President of Valliance Bank of Norman, were both chosen for NEXT Under 40. They are the first couple to win the same year.



Award Winners

This quarter's Spirit of Wellness winners have been awarded! These individuals were nominated by their peers then selected by the NRHS Wellness Committee to receive the Spirit Wellness Award. The third quarter winners are:

- Karen Birkenholz, Clinical Applications Analyst, HIT
- Jason Delgado, Clinical Analyst/PAC Administrator, HIT
- Teresa Garcia, 4 North, Porter Hospital

Karen Birkenholz - Karen signed up one year ago for the Diabetes Prevention Program and has been working hard at making health choices ever since. Based on information from the program, she reduced the amount of fat she ate and also started walking. She realized she could not just diet and fix her weight issues, because she said there is no way she would stay on a diet the rest of her life.

Karen is not a huge fan of physical exercise, but she's found something that works for her. She enjoys reading and can walk on the treadmill at Fitness Works and read at the same time. This has

quickly become her favorite form of exercise during her lunch hour. She said her motto is "don't try to diet, change your lifestyle."

Favorite Healthy Snack/Exercise: Any type of fresh fruit, especially new ones like pomelo/Walking on the treadmill

Jason Delgado - Jason saw a cartoon once that said, "I'd do anything to lose ten pounds, except eat healthy and exercise," and knew that was him (at the time). He decided to stop making excuses and get healthy. He made three simple changes. First, he cut out the soda (even diet); second, he started running; third, he started practicing portion control. Jason said portion control was the hardest for him. "My wife is an amazing cook and usually cooks pretty healthy, but it didn't matter because I would always get seconds, sometimes thirds!" He started tracking his calories using a fitness app. Seeing those calories add up was a big eye opener for him.

Jason also started running five days a week, either before work or at lunch. He said getting up and

exercising every day is more of a mental thing than a physical thing for him. He signed up for his first 5K in March and the Memorial 5K in April.

Favorite Healthy Snack/Exercise: His wife's chicken and potatoes with Cuban beans/Running

Teresa Garcia - Teresa got motivated to get off the couch and in the process lost 62 pounds! She said being team captain for Team NRH Maxims Biggest Loser Competition was a big helper in keeping her going.

"Anything that you set your mind to, you can achieve," said Teresa. "Do not ever say you don't have time, 30 minutes a day of exercise is all you need."

She's found that changing her eating habits from larger meals to small meals six times a day has helped her. She also tries to drink plenty of water and exercise daily.

Favorite Healthy Snack/Exercise: Almonds and cheese/Bootcamp



Happy Hospital Week

Please join us in celebrating National Hospital Week, Monday, May 12th through Friday, May 16th. This week's activities include:

Monday, May 12:

Your director, manager or supervisor will pass out a coupon book with great offers but also an itinerary for each day's celebrations!

Tuesday, May 13:

- Porter: Ice Cream Social, 2-4pm & 9-10pm
- Moore: Picnic, 11:30am-1:00pm & 6:30-7:30pm
- HealthPlex: Ice Cream Social, 2-4pm & 9-10pm

Wednesday, May 14:

- Porter: Popcorn, 2-4pm & 9-10pm
- Moore: Popcorn, 2-3pm & 9-10pm
- HealthPlex: Picnic, 11am-1pm & 5:30-7:30pm

Thursday, May 15:

- Porter: Picnic, 11am-2pm & 6-8:30pm
- Moore: Ice Cream Social, 2-3pm & 9-10pm
- HealthPlex: Popcorn, 2-4pm & 9-10pm

Friday, May 16:

T-Shirts/Jeans & Raffle Day

Hospital Week t-shirts and Jeans Day tickets are on sale through May 9, Monday through Friday from 11 a.m. to 1 p.m. in the hospital cafeterias.

Hospital Week t-shirts are on sale through May 16, Monday through Friday from 9 a.m. to 3 p.m. at the Porter South Information Desk and HealthPlex Main Information Desk. Employees can purchase through payroll deduct only.

Hospital Week t-shirts and jeans can be worn for four Fridays in May: May 9, 16, 23 and 30.



Celebrating National Nurses Week

Every year we celebrate and say thank you to all our wonderful nurses during National Nurses Week, beginning May 5th. Norman Regional Health System believes our nurses are some of the best in the country and we want to thank you for making a difference in the lives of our patients and families. Please see the daily activity agenda posted in your unit for celebration activities going on all week.



Volunteer Credits Screening with Helping Save His Life

You've probably seen the Life Line Screening flyers around the hospital. There are screenings for everything from prostate cancer to stroke to heart disease. Norman Regional volunteer Kenneth Lowery saw one of the Life Line Screening flyers and decided to act on it.

"I went to the screening thinking everything would be fine. I felt well and didn't have symptoms of any condition or disease, but knew I had some risk factors so I wanted to get checked out," Kenneth said. "You can imagine my surprise when the technician who performed the screening on my neck told me I should see a doctor within 24 hours."

Kenneth's artery was 95 percent blocked and his doctor told him it was the kind of blockage that easily breaks off and causes a stroke.

"I'm really glad I had the screening. I firmly believe that seeing the flyer at the hospital, having the screening done, and working with my doctors afterward saved my life."

May is National Stroke Awareness Month. Most people don't realize that up to 80 percent of strokes can be prevented by working with a healthcare professional to manage common stroke risks. Four Facts you need to know about stroke prevention:

1. 80% of stroke victims had no apparent warning signs.
2. Stroke is a leading cause of death and disability.
3. Ultrasound screenings can help you avoid a stroke.
4. Screenings are fast, painless, affordable and convenient.

For more information about Life Line Stroke Screenings visit: www.lifelinescreening.com or call 1-877-237-1383.



Thank You NRHS Volunteers

When a patient or visitor walks into the hospital, often the first person they see is one of our volunteers. NRHS wouldn't be the same without them. Thank you for giving us your time, talent, support, and friendly attitude. The Auxiliary is made up of 415 men, women, college students and teens. Last year the volunteers contributed 61,400 hours of their time, saving the Health System more than \$736,000 in salaries. The Auxiliary plays a vital role in 48 different hospital services. This past year, the volunteers gave more than \$600,000 in departmental grants and donations to the hospital for equipment and furnishings. Their dedication to service is an inspiration to all of us and their hard work deserves to be celebrated!



Safety Department Tip: Cleaning up a Broken CFL

CFLs and other fluorescent light bulbs contain a small amount of mercury sealed within the glass tubing. When a fluorescent bulb breaks in your home, some of this mercury is released as mercury vapor. To minimize exposure to mercury vapor, EPA recommends that residents follow these cleanup and disposal steps:

- Have people and pets leave the room.
- Air out the room for 5-10 minutes by opening a window or door.
- Shut off the central forced air heating/air-conditioning system, if you have one.
- Collect materials needed to clean up broken bulb:
 - stiff paper or cardboard;
 - sticky tape
 - damp paper towels or disposable wet wipes (for hard surfaces)
 - a glass jar with a metal lid or a sealable plastic bag

- **DO NOT VACUUM.** Vacuuming is not recommended unless broken glass remains after all other cleanup steps have been taken. Vacuuming could spread mercury-containing powder or mercury vapor.
- Be thorough in collecting broken glass and visible powder. Scoop up glass fragments and powder using stiff paper or cardboard. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder. Place the used tape in the glass jar or plastic bag.
- Promptly place all bulb debris and cleanup materials, including vacuum cleaner bags, outdoors in a trash container or protected area until materials can be disposed of. Avoid leaving any bulb fragments or cleanup materials indoors.

- Check with your local government about disposal requirements in your area, because some localities require fluorescent bulbs (broken or unbroken) be taken to a local recycling center. If there is no such requirement in your area, you can dispose of the materials with your household trash.
- If practical, continue to air out the room where the bulb was broken and leave the heating/air conditioning system shut off for several hours.

Don't be alarmed if you failed to clean up a broken CFL exactly as instructed. These steps are only precautions that reflect best practices for cleaning up a broken CFL. Keep in mind that CFLs contain a very small amount of mercury -- less than 1/100th of the amount in a mercury thermometer. For more information go to:

<http://www2.epa.gov/cfl/cleaning-broken-cfl>



OBI Blood Drive: May 7th and 8th

Feel good, give blood! The next Oklahoma Blood Institute blood drive is May 7 at the HealthPlex from 11 a.m. to 2:30 p.m. and May 8 at Porter campus from 7 a.m. to 4:30 p.m.

According to OBI, every two seconds someone needs blood. When you give blood, not only are you potentially saving someone's life, but you can also be eligible for prizes. If you successfully donate at a Norman Regional blood drive four times you will join the Feel Good, Give Blood Club. This club makes you eligible to

receive prizes ranging from an iPod shuffle to restaurant gift cards.

Your gift really does make a difference. At the last blood drive, Norman Regional employees were able to credit their donation to Kelly John Gibson, husband of Norman Regional employee Beckie Gibson, Patient Financial Services. Kelly was diagnosed with Hairy Cell Leukemia, a rare form of leukemia. When people credited their gift to him, it helped offset his financial costs. Kelly received 70 credits at the blood drives in February.



OU Corporate Challenge

Norman Regional employees are invited to sign up for the 26th annual OU Corporate Challenge taking place June 6th through the 8th in Oklahoma City.

The Corporate Challenge is a free event for employees, contracted employees, resident physicians and their children (ages 5-17). These events are competitive, but are designed to be a fun demonstration of company spirit. Activities include a 10K, 5K, 3-on-3 basketball, dodgeball, 50 yard freestyle swimming and much more.

For more information and to sign up contact Amber Browning, abrowning@nrh-ok.com or call 307-3178 or contact Tressa Lyon, tlyon@nrh-ok.com or call 307-1362.



Employee *of the* Month

Congratulations to Malachi Hill on being named April Employee of the Month! He has worked for Norman Regional about two and a half years in the Dist/Trans department.

“I’m honored to call the people at Norman Regional my friends. My co-workers are the best and I can’t say enough about them. Thank you to everyone at NRHS, I’m blessed to have a great job.”

Malachi was born in Sitka, Alaska and moved to Oklahoma at an early age. He graduated high school from Shawnee and is currently pursuing a career as a radiology technician. He’s enjoys music and plays the drums. He said he’s the guy that’s always beating his pencils on the table. He’s also a huge Thunder basketball fan!



Promotions

- | | |
|------------------------|-------------------------------------|
| Amy Capers | Registered Nurse |
| Jake Christian | Facilities Coordinator |
| Amanda Clark | Surgical Technologist II |
| Casie Coniglione | Registered Nurse II |
| Terri Davis | Registered Nurse |
| Sarah Eichman | Registered Nurse II |
| Jackie Freelen | Collector |
| Connie Gregg | Registered Nurse II |
| Nola Jones | Surgical Technologist II |
| Crystal Macon | Registered Nurse II |
| Rebecca Mathes | Safety & Emergency Prep. Specialist |
| Joshua Miller | Histology Technician Trainee |
| Amanda Mills | RN Periop I |
| Collin Nelson | Central Core Technician |
| Rex Pace | Nurse Team Manager |
| Jorge Rodriguez | Compensation Analyst |
| Solange Russell | LPN Physician Office |
| Jenni Saylor-Kwitowski | CV Radiologic Technologist II |
| Christa Stremble | Charge Nurse |
| Laun Tse | RN Surgery II |
| Amanda Woodard | Surgical Technologist II |
| Lauren Zellmer | Registered Nurse II |