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Western Missouri Medical Center

March ASPIRE Winners Recognized!

Recently, the March winners of the ASPIRE Program were honored in surprise ceremonies.

Congratulations to the March ASPIRE WINNERS:

▲ Gold (\$100)

Demetria Dozier, Emergency Department

▲ ▲ Silver (\$50)

Connie Johnson, OB/GYN Specialty Services
Carolyn Ouellette, Obstetrics

▲ ▲ ▲ Bronze (\$25)

Amy Doss, Obstetrics
Carol Lovell, Patient Care Services
Amy McCartney, Obstetrics

The stories of the winners will be posted on the Employee Development bulletin boards located in the Cafeteria and across from the Medical Unit desk. Congratulations to all of the nominees and winners for living our Values! Thanks to everyone who took the time to nominate someone! *Stay tuned for the next "Value of the Month" and April's winners!*

The Winners!

Photographed at left: Demetria Dozier (left) with Laura Pinson; at right: Connie Johnson with Dr. Ferber; below left: Carol Lovell (right) with Dori Ellis; and below (left to right): Amy McCartney, Carolyn Ouellette and Amy Doss with Renee Schwermer.



STORY IDEA?

If you have a story idea for an upcoming issue of *The Pulse*, please send an email to Vanessa Petrizzi, Director of Marketing and Community Relations, or to Barb Tardy, Marketing Assistant. We look forward to your input!

Spotlight

WMMC Lab Welcomes Barbara Shideler, MD

Dr. Barbara Shideler started with PRL in January 2007, as a staff pathologist. She has been officed at St. Joseph Medical Center and has also helped with traveling duties for PRL. She went to Medical School at the University of Kansas School of Medicine in Kansas City, KS. She also did the following residencies and fellowships:

RESIDENCY: Anatomic & Clinical Pathology
University of Oklahoma Health Sciences Center: Oklahoma City, OK

RESIDENCY: Anatomic & Clinical Pathology
University of Kansas School of Medicine: Kansas City, KS
Chief Resident: 07/2003 – 06/2004

FELLOWSHIP: Cytopathology
University of Kansas School of Medicine: Kansas City, KS

Dr. Shideler has been married to her husband Randy for 17 years. Her oldest son is 26 and lives in California and is getting married this month! She also has twin boys who are 14. In her free time, Dr. Shideler likes to cook and go on medical missions trips (although she doesn't get to go on as many as she would like!).

Please join us in welcoming Dr. Shideler to WMMC!



Barbara Shideler, MD

Customer Service

Words of appreciation from an OB patient...

• "Please be sure to extend a huge "thank you" to the following: Kellie for her quick admit, Suzanne and Trish for their help during labor, Cindy for help with delivery and care of our daughter. Amy for her helpfulness after surgery and explaining what to expect. Also, thanks to Renee for her teaching and care. Please, also thank Sara, Angelina (for making us laugh) and Peggy."

• "Very good doesn't even begin to describe Dr. Long! She is amazing. God bless her for bringing our little one into our lives."

• "Please, also thank the OR team that came in so early in the morning to help bring our little one into the world. Thank you Shelly, for helping ease my anxiety; I'M GLAD YOU WERE THERE!!"

Words of praise for jobs well done!

Volunteer Services: Meet Elizabeth DeClue, Auxiliary Member

Elizabeth DeClue started volunteering at WMMC two years ago after she retired. She had worked in banking and before that she worked at a travel agency. She was used to staying busy, so she began to look for something of significance to fill her time. She was asked to become a part of the WMMC Auxiliary, which she joined and began volunteering in the Gift Shop. When the role of the volunteer was expanded to include serving at the information desks, Elizabeth responded with a plucky, "I'll give it a go!" with her lovely English accent and big smile.

Elizabeth is from Oxford, England. She met her husband, Elliott, when he was stationed at nearby Brize Norton Air Force Base. He came to her church and was invited home for dinner. The rest is history...they

were married November 23, 1963, the day after President Kennedy was shot. Their daughter Deborah lives in Knob Noster and their son Stuart resides in the Kansas City area. When her husband served in Vietnam, Elizabeth and the children returned to England to live while he was gone. They are also proud grandparents of four granddaughters: Jessica, Heather, Alexa and Kylie and great-grandson, Aiden.

Elizabeth has served as corresponding secretary for the Auxiliary Board and loves to help the children shop at the Small Mall. Her favorite place to serve is in the West Lobby, where she has faithfully served on Wednesday mornings for the last year. When asked why she volunteers, Elizabeth simply replies: "I just like to help people."

She also keeps the books for First Baptist Church in Knob Noster. Some of her favorite things include: flowers, gardening, nature, wildlife, bird watching and volunteering.

Please join us in thanking Elizabeth for her service to our patients and staff!



Elizabeth's favorite spot to volunteer is in the West Lobby!

Reminders

FROM THE PATIENT SATISFACTION TEAM:

Scripting—Words from the Heart

Have you every found yourself in a difficult situation and you are at a loss for words? Unsure what to say when dealing with an unhappy customer? If so, you are not alone—at those times, it is crucial to send the right message to those we serve. One of the primary purposes of the Patient Satisfaction Team is to *identify and put into practice key words at key times through interactions with all of WMMC's customers in person and in telephone conversations*. Thus, the Patient Satisfaction Team presents: Words from the Heart.

In the envelope with your paycheck stub you received today, a Words from the Heart “stuffer” was included. It briefly describes some of the specifics of scripting. You may be asking about the benefits of using scripting—here are some of the advantages, it:

- can help to change customers' attitudes
- allows for consistency of messages across an organization
- helps when handling difficult situations
- assists in conducting service recovery with disappointed customers
- can contribute to positive survey results by correlating directly to satisfaction surveys

Example: “For your safety, please return your tray tables to their upright and locked position” or “Would you like some fries with your sandwich?” Scripting is an essential practice with many businesses; it sets their organization apart from their competitors and it is what drives their customer satisfaction scores.

Scripting is the use of specific behaviors, phrases and body language that helps an organization to succeed in delivering high quality care while enhancing patient loyalty. It is a powerful tool that can be used by all employees to communicate a positive, consistent message to anyone we serve.

“We are what we repeatedly do. Excellence then is not an act but a habit.”
- Aristotle (Greek philosopher)

Members of the Patient Satisfaction Team are available to explore how this tool can be used to address the needs of your department or work environment. For more information, please contact Renda Nelson, Education/Customer Service Coordinator, at ext. 7470.

Coming in the very near future...“Secret Shoppers.” You never know when you will greet a “secret shopper” in the corridor or in your department.

(References from Studer Group and Baptist Leadership Institute)

Stat Chat

In Appreciation...

This month, we have a number of reasons to celebrate: National Nurses' Week, National Hospital Week and the completion of The Joint Commission survey. This is an opportune time for us to take a step back and acknowledge the hard work and dedication of our nurses and entire hospital staff. Your collaboration and teamwork make it possible for us to exceed the expectations of those we serve—and I thank you.

This week, we honor our nurses and support staff who make a difference in the lives of our patients and their family members every day. As we recognize National Nurses' Week, please take the time to thank them for their commitment and the exceptional care that they provide.

During our Hospital Week celebration next week, I encourage you to reflect on how each of us plays a significant role that impacts the success of our MedicalCenter. A perfect example is how we all came together for The Joint Commission survey. Consider how every employee worked together to ensure that we covered all the bases prior to The Joint Commission's arrival, as well as throughout the survey. This is not a rare occurrence—on a daily basis, we work together to ensure WMMC operates seamlessly. I congratulate you and thank you for all of your efforts.

I hope you will join us next week as we recognize each other during Hospital Week.

Sincerely,



Craig J. Marks
President and
Chief Executive Officer

Beyond the Bedside

Celebrating Our Nursing Staff in Honor of National Nurses' Week!

National Nurses week began in 1974, following a proclamation from President Nixon as a time to celebrate, recognize, and reward America's nurses and nurses' aides. In 1982, May 6th was designated as National Recognition Day for nurses. Today, hospitals, clinics, medical offices and other organizations have scheduled events during National Nurses Week to honor these selfless caregivers.

Did you know?!

- Western Missouri Medical Center has approximately 128 RNs!
- We have roughly 240 caregivers (RNs, LPNs, CNTs, Unit Secretaries, Scrub Techs, Office Nurses) in our organization and clinics!



- Carol Lovell, RN, is the person in Nursing Service that has been at WMMC the longest...30 years! She has worked in a variety of capacities including in our Emergency Department, as a Patient Care Supervisor, and as an Infection Control Practitioner and department manager.

These are just a few of the interesting facts about our nursing staff!

If you should see any of our nursing staff this week, please wish them a Happy Nurses' Week and thank them for all they do!



Get Ready For Hospital Week Next Week!

Next week is National Hospital Week and Western Missouri Medical Center will honor all staff and providers in a week-long celebration:

Δ Monday, May 11: Complimentary breakfast served during breakfast hours of 6:30 – 10:00 a.m.

Δ Tuesday, May 12: Complimentary dinner served by members of the Administrative Team during routine supper hours of 5:30 – 6:45 p.m.

Δ Wednesday, May 13: The Department Managers and Administrative Team will wash the windows of all vehicles in our parking lots during the hours of 1:00 – 3:00 p.m.

Δ Wednesday, May 13 (evening): Complimentary pizza and soda served to the night staff at 11:30 p.m. in Nursing Administration.

Δ Thursday, May 14: Wild West Day!!!! Dress in your favorite "western" wear and enjoy a complimentary cowboy lunch served by the Administrative Team. During lunch, try your hand at several games! Best dressed winners along with the winners of the games will be announced at 2:00 p.m. in the Cafeteria. *Gift to all employees, Medical Staff, Auxiliary Board, Board of Trustees and Friends of WMMC will also be given out during lunch! Gifts can be picked up in Human Resources at another time if you are unable to attend.*

Δ Friday, May 15: Complimentary frozen treats brought to you starting at 2:00 p.m. by members of the Administrative Team.

We hope to see you there! Happy Hospital Week!