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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!



Western Missouri Medical Center

pulse

WMMC Hosts Luncheon for Volunteer Chaplains

Spiritual care is an important element in the healing process. In an effort to plan for the future, Volunteer Services hosted a chaplain's luncheon and orientation on Tuesday, January 27, for those that provide spiritual care at WMMC. Chaplain Alex Wales and Volunteer Services Coordinator, Teresa Collins, facilitated the session. Chaplain Wales, a long-time volunteer chaplain at WMMC, shared many insights with the group.



We would like to extend our gratitude to Chaplain Wales for his many years of dedicated service to WMMC—and to all those who give their time to help meet the spiritual needs of our patients, visitors and staff. With their help and input, we plan to strengthen the Volunteer Chaplaincy Program. If you would like to be a volunteer chaplain, please contact Teresa at extension 6460.



Photographed above: Chaplain Alex Wales (standing center) shares his experience as a long-time volunteer chaplain at WMMC.

Photographed left: Craig Marks, President and CEO (right), explains Chaplain Wales' role in offering feedback for the design of the chapel in the new patient tower.

Spotlight

One of Our Own is Going to Jail!

In an effort to raise funds and awareness, the Muscular Dystrophy Association (MDA), a voluntary health agency working to defeat neuro-muscular diseases, is holding a "Lock Up" for our community.

One of our very own, Teresa Collins, Volunteer Services Coordinator, is going to be locked up—that's right, she's going behind bars to help Jerry's Kids and MDA. She will be released on good behavior—but, she must raise bail. She needs our help! Teresa's goal is to raise \$1,000.00, and so far has received several pledges for donations.



Teresa Collins

Muscular Dystrophy (MD) is a hereditary muscle disease that causes progressive muscle weakness. There are many types of MD, and of those, Duchenne Muscular Dystrophy (DMD) is the most common, fatal genetic disorder to affect children around the world. An estimated 15,000-20,000 children in America are afflicted with DMD.

Your donation could help reach one of these goals:

- \$85 - Fund One Minute of Research
- \$100 - Support Group Session
- \$800 - Send one child to MDA Summer Camp
- \$2,000 - Assist with Wheelchair or Leg Braces

If you or anyone you know is interested in donating, please call Teresa at ext. 6460 or go to: <https://www.joinmda.org/MyLockup/MyHomepage/tabid/47347/Participant/volunteers/SID/2286018/Default.aspx>.

Thank you for your support!

Volunteer Services: Meet Sara Williams, Auxiliary Member

Sara Williams has been a member of the Auxiliary for 10 years. About six months ago, her friend Linda asked her to "learn the ropes" of a volunteer position in WMMC's West Lobby on Mondays. Sara shares, "Then I could substitute for her when she was unable to be here. I had such a positive experience that I was open to volunteering other times in other areas, such as the Ambulatory Care Lobby."

Sara spent 34 years teaching 2nd, 3rd and 6th grades at Marshall, Grandview, Whiteman AFB and Knob Noster. Her other work experience has been lifeguarding, teaching swimming lessons, and clerking at Penney's.

"It makes me feel good to help others," says Sara. "I like to meet new people and learn new things. We all need to take a turn in helping make our community better."

Sara spends time reading and working crossword puzzles, as well as motoring

with her husband, Tom in their Model T during nice weather. Tom and Sara have been married for 45 years and have a son Tom and a daughter Dannon. They have six grandchildren who call them 'Gram' and 'Pop.' Sara also spends much of her time piecing quilt tops; walking with her Bassett Hound; working out at Curves and participating in water aerobics and physical therapy.

When Sara was asked about her favorite volunteer activity she was quick to respond: "Working at the Small Mall, which I did for the first time this year. I'm already looking forward to next year and have begun gathering supplies for gift wrapping!"

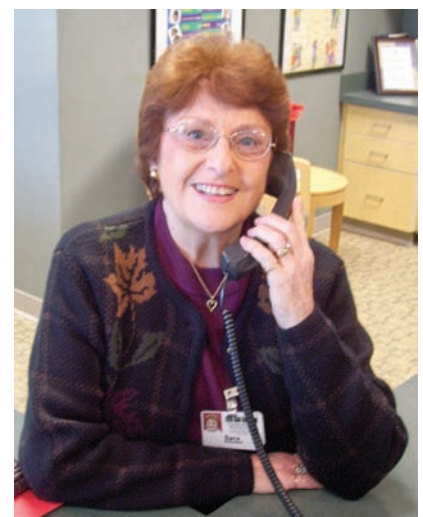
Let's all take this opportunity to thank Sara for her willingness to serve others at WMMC with such a positive attitude and great smile! We encourage others to follow her lead and "learn the ropes with a friend."

Customer Service

Comments from our patients:

- "The nurses were all attentive, kind and overall very helpful." "Lab tech was very helpful in explaining everything before he did the test." and "Emergency staff was very good; especially Dr. Funk." (ED patients)
- "All of the OB nurses were outstanding." (OB)
- "Eric was my 1st tech—I was in desperate need of a joke—I was very emotional. He did not have one for me. The next time he came in he had one for me! Marilyn is the best tucker-inner. She wrapped me up in a warm blanket and put a pillow at my back and I slept like a baby. I felt very well cared for! By everyone." (Surgical)

Your care and compassion is remembered by those we serve. Thank you for providing quality care!



Sara has been in the WMMC Auxiliary for 10 years!

Reminders

ASPIRE Program Launches Today!

The ASPIRE Team is pleased to announce the launch of the ASPIRE Program that recognizes employees, providers or volunteers, who:

- Δ Live/model the WMMC Values and Standards of Behavior
- Δ Demonstrate an "Above and Beyond" approach to the WMMC Standards of Behavior
- Δ Exceed the expectations of those we serve

Nominations are now being accepted and considered for award selection. For more detailed information about the ASPIRE

Program, please refer to the insert with this issue of *The Pulse*.

ASPIRE



Note from the Pharmacy: "Do Not Use List"

A visit by The Joint Commission is fast approaching, so all WMMC staff are preparing accordingly. One of the items that the Joint Commission will be looking at is our adherence to the "Do Not Use" abbreviations list that was implemented in May of 2005. These abbreviations are not allowed in any part of a medical record. Thus, your help is needed to ensure we are compliant with this regulation. Here is the official list for informational purposes:

Do Not Use	Use Instead
IU (International Unit)	Write "International Unit"
Q.D., QD, q.d., qd (daily)	Write "daily"
Q.O.D., QOD, q.o.d., qod, (every other day)	Write "every other day"
Trailing zero (X.0 mg)	Write X mg
Lack of leading zero (,X mg)	Write 0.X mg
MS, MSO4	Write "morphine sulfate"
MgO4	Write "magnesium sulfate"

If you have questions, please contact Becky Garton or Jamie White.

A Bright Future...

As we settle into our new fiscal year, it's important for us to reflect on our achievements in FY08. We made significant progress towards most objectives as outlined in the Vision/Operational Plan Annual Report (see your Department Manager for a copy). As we close the book on FY08, we are excited to move forward with our FY09 Operational Plan objectives, which you helped us develop in our departmental strategic planning meetings last summer.

Similar to last year, this year will be full of challenges (e.g., economy), growth (e.g., Pain Clinic, Holden Clinic), and development (e.g., new patient tower). This is a time of change at WMMC and will continue to be—if we plan to thrive in this competitive industry. As we begin a new chapter in our journey from "good to great," together, we will make significant progress in becoming the preferred provider of healthcare services in our service area.

In addition, I would like to take this opportunity to thank the employee development team who worked together in launching the ASPIRE Program today. A lot of thought and hard work went into creating this program that rewards employees, providers and volunteers for living our ASPIRE Values and Standards of Behavior—the Values/Standards of Behavior that you helped create in 2007. So, I encourage you to take the time to nominate the individuals who you believe represent these Values/Behaviors, so that they may be rewarded. Because their contribution is what helps us exceed the expectations of those we serve.

Sincerely,

Craig J. Marks
President and
Chief Executive Officer

Craig's Column

Stat Chat

Beyond the Bedside

Only 5 Days Left to Turn in Healthy Lifestyle Forms!

There's still time to receive a bi-weekly reduction in your medical insurance premium! Employees must fill out a Healthy Lifestyle Agreement form no later than Feb. 2. The forms are available in Human Resources and should be returned once completed.

For each criteria met, a \$5 reduction will be taken off each pay period with a total possible savings of \$15 and \$30 for family plans!

**BMI Tables are available in HR. Questions on the form regarding BMI must be completed by Karen Doyle, Health Promotions. To schedule an appointment for measurement, please contact Karen at ext. 4004.*

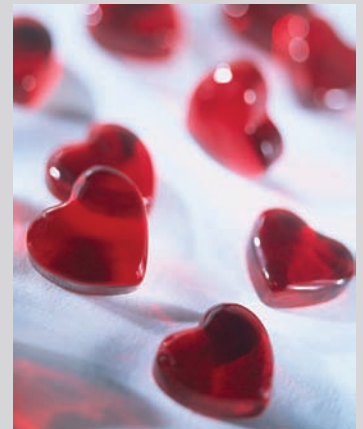
February Anniversaries

HEATHER BAKER: 2	NATASHA MOORE: 6
LINDA BENSON: 7	DEE ANN NEAL: 4
MEENA BHATTARI: 3	STEPHANIE NICHOLAS: 1
JOHNNIELY CARRASCO: 11	CHERYL POANDL: 21
TIFNY DODSON: 7	TONYA SCHUBER: 9
LORI FAUST: 11	RENEE SCHWERMER: 12
MARSHA GIESELMAN: 7	SANDRA SEILER: 11
BOBBIE GOODRICH: 13	NANCY SHIRLEY: 2
GAIL GREY: 10	CLEORA SICHT: 1
DONNA HARRIS: 29	JESSICA STERN: 1
ROBIN HOY: 1	MARK SWANK: 1
ANGELA HUNTER: 8	CHERYL TOMPKINS: 4
CANDY JAEGER: 31	ANGELA UPTEGROVE: 4
SHELLY JONES: 1	NANCY WECKENBORG: 1
CONNIE JUDD-SULLIVAN: 9	MELISSA WELLS: 5
JENNIFER KOEPKE: 4	EVA WHITAKER: 12
CRAIG MARKS: 2	RANDALL WHITCOMB: 37
DARLA MCQUITTY: 7	MATINA ZIMMERMAN: 7
TIARA MCRAE: 7	VICTOR ZIMMERSCHIED: 3

February Birthdays

2/1 LYNETTE STEIDLEY – OB MAYETTA ALDRICH – MEDICAL RECORDS CAROLYN MCCONNAUGHAY – HSK	2/14 MARILYN SUTTON – MS ERICA BECK – ER LINDA BELL – BUSINESS OFFICE
2/2 JULIA MORRIS – MS TRACI LOWERS – LAB ANGELA FRITSCH – BUSINESS OFFICE PAULA SELF-STEVENSON – IS	2/15 RITA WHITE – OR JANIS ALLEN – ER KAREN KOPP – ER JANE MOTHERSBAUGH – RADIOLOGY MONICA BYSOR – HSK
2/3 ANITA EDWARDS – AMBC	2/20 GRETCHEN COWHERD – NURSE ADMIN JILL HUNTER – MS SHERRY MOON – NS
2/4 KRISTI MILLER – SLEEP LAB	2/21 SHEILA FITTERLING – MEDICAL RECORDS
2/5 SUZETTE TALLANT – MS NICOLE TURPIN – MS ATOMALA WATTS – MS TINA ZIMMERMAN – OR MARY BERGER – IS	2/22 JEANNE STARK – ER NANCY SHIRLEY – BUSINESS OFFICE
2/6 BRIAN FRANK – REHAB KIM JOHNSON – MEDICAL RECORDS	2/23 SUSAN MALONE – ER JESSICA VIELBIG – REHAB
2/9 JENNIFER BURROWS – MS LEE ANN CRAWFORD – OR PATRICIA JUSTICE – NUTRITIONAL SVS	2/24 CONNIE SALLEE – OB
2/10 DORI ELLIS – NURSE ADMIN LINDA BENSON – HSK SUSAN NELSON – OB/GYN	2/25 ANGIE HOCUTT – LAB
2/11 LANA SCOTT – MS	2/26 KATHLEEN HARRISON – OB
2/13 MARLYS LOCKARD – MS JOANN RIGGS-REEVES – REHAB	2/27 CONNIE JUDD-SULLIVAN – OB NANCY WECKENBORG – LAB LINDA POSPISIL – CPS NORMAN RIGGS – CPS
	2/28 TERRI MEYER – CASE MANAGEMENT

HAPPY VALENTINE'S DAY!!



Month:
February

Stone: **Amethyst**

Flower:
Primrose or Violet

Trivia