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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 Secunda Club Visit



WMMC recently hosted a visit from the Secunda Club, a local community group that meets monthly. After learning more about WMMC's plans for the future from President/CEO Craig Marks, Secunda Club members enjoyed a tour of our facility.

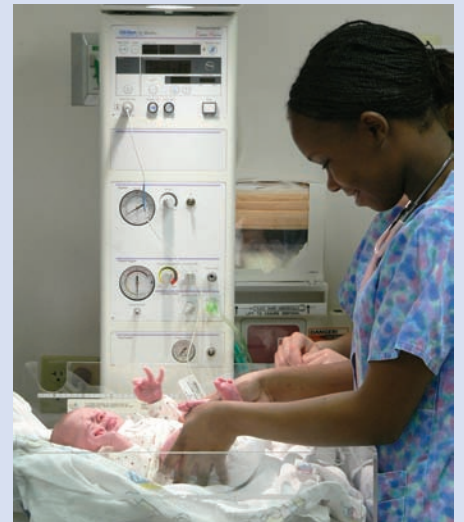


Photographed above: Craig Marks, President and CEO, shows the plans for WMMC's patient tower to Secunda Club members. At right: Dori Ellis, VP of Nursing/Chief Nursing Officer, offers information about WMMC's ICU while giving a tour.

UCM Nursing Films Recruitment Video in Obstetrics Department

Recently, the UCM Nursing Department filmed a portion of their recruitment video in our OB Department to demonstrate the working relationship the school has with WMMC. The video is used as a recruitment tool to attract potential nursing majors.

Thanks to everyone who made this possible!



Spotlight

Pharmacy Launches e-Prescribing

Our Pharmacy at Western Missouri Medical Center is pleased to announce the launch of our QS/1 Electronic Prescribing Service. E-Prescribing is a computer-based means of communication with pharmacies and physicians.

The e-Prescriber system receives inbound requests and refills, then responses are sent directly to our pharmacy system for updating. QS/1(our service provider) works with SureScripts to establish this electronic connection between WMMC's Pharmacy and physicians providing a secure network for exchanging prescription information. The benefits of e-Prescribing include increased accuracy, eliminating phoned-in or faxed-in refill requests, a secure network for exchanging prescription information, and the ability to handle more volume. Our main goal is to increase patient safety by decreasing the amount of errors due to transcriptions when prescriptions are taken over the phone or written scripts are interpreted.

Several hours or even days may be wasted in an effort to resolve prescription concerns and clarifications. Now, a prescription can be sent automatically to the pharmacist while the patient is still in the doctor's office. This allows the pharmacy to begin processing the prescription by the time the patient arrives, thus allowing them more time to focus on providing patient care.

Please note the Pharmacy's new numbers for your records:

Outpatient fax:	(660) 262-7523
Outpatient direct line:	(660) 262-7524
Inpatient direct line:	(660) 262-7521
Outpatient In-house fax:	7523
Inpatient In-house fax:	7491

For further information about enhancing patient care with e-Prescribing, please contact Rebecca Garton, Pharmacy Director at the new extension 7522 or new direct line (660) 262-7522.

Volunteer Services: Meet Jan Walter, Auxiliary Member

When Jan Walter moved out to the country, she had no idea how her life would change. She met a true friend in her new neighbor, Dot, who helped involve her in church and organizations to meet new people. Her husband Joe had always wanted to live in the country, but Jan had always resisted. Well 21 years ago, Joe finally talked Jan into moving to a farm near Kingsville from Independence. Seventeen years ago, Mary Lee Gard of Holden invited Jan to her first Auxiliary Luncheon where she joined and immediately signed up to work in the Wishing Well Gift Shop on the third Friday of each month. She was also recruited by the Holden group that staffs afternoons of the first week of every month in the Gift Shop.

Jan explains: "I started volunteering because Mary Lee said I must! I have found it to be worthwhile, lots of fun and I have met some great gals! My neighbor and best friend Dot and I usually work

together. We have a good time no matter where we go."

Jan and Joe have been married for 55 years and have three children: Tamera, Stephen and Pamela. They also have six grandchildren and five great grandchildren that keep them very busy. She also babysits her 6 month old great granddaughter. In addition, Jan is very active with church events including: homemade ice cream socials, chili suppers, and movie and game nights. Other hobbies include playing bridge, shopping, gardening and BarBQ.

"I love having company. My family all live in Idaho so I look forward to their visits here and our trips out there. I love to drive so that's how I travel." Jan shares.

Thank you Jan for sharing your humor and great attitude with us so faithfully over the last 17 years!

Customer Service

A letter published in the
January 30, 2009,
Daily Star-Journal:

I'd like to extend a public thank you to the staff at WMMC. During my recent emergency admittance (1/23) and brief stay, everyone was professional, attentive and compassionate. I felt so pampered, and guilty to be receiving so much attention. I'd especially like to thank the following people for their kindnesses: Shanon in ER, Doug, the Patient Advocate in ER, Tammy, Peggy, Jenny and Margaret, the ever vigilant nurses in the ICU, and special thanks to Loree and Dan in the kitchen! Also, thanks to Dr. Scott for his prompt action upon admittance. Thank you all for making a frightening experience so much easier to deal with!

Gratefully,
Patricia Grandfield



Jan has been a member of the WMMC Auxiliary for 17 years!

Reminders

Congrats to the Business Office!

A big CONGRATULATIONS to the WMMC Business Office! Due to significant efforts of the Registration, Billing and Collections staff, total collections for the month of January exceeded \$4.8 million. Staff involvement in process improvement and developing efficiencies contributed to the successful month. The overall Accounts Receivable dropped \$982,000, which included decreases in all aging buckets. This drop represented a reduction of approximately three (3) days in outstanding revenue. Way to go Business Office!

Rapid Response Team Thanks

The Rapid Response Team had three calls in the month of January. After the responses, one patient remained on their unit, one patient was sent to the ER and subsequently admitted, and one patient was transferred to the ICU and then on to another facility.

Thank you to Lyndsay Bryant, RN, Jennifer Davis, Rehab Services Secretary, and Helen Turner, RN, for making the call and providing exceptional care for our patients!

Joint Commission Prep

We eagerly anticipate the arrival of the Joint Commission for our Triennial Survey. They are due any time, and could show up now or possibly in 2-3 weeks or 2-3 months from now. There really is no way to tell. We can (and do) check the Joint Commission web-site every morning at 7:30 to see if they are coming. If they are coming, staff in Administration will notify Department Managers first, and then a general e-mail on the Meditech system will go out to notify staff.

Feedback from other organizations that have been recently surveyed report that the Surveyors have asked some pretty interesting questions. Such as: "What do you do to ensure patient safety?" Think about that question...have an answer for it. Some responses could be: "I make sure that I wash my hands before and after patient contact to reduce the risk of infection;" or "I make sure that I check and compare the patients name and date of birth to my service request, so I know that I have the right patient." They can ask this of ANYONE, so I challenge you have an answer for that question....someone may just come around and ask you!

Another question that they may ask employees is about complaint management. The Joint Commission wants to verify that we have communicated with our employees that if an employee has a complaint regarding safety or quality of care AND that complaint is not being addressed by the hospital administration, the employee can report their concern to the Joint Commission. If an employee does that, the hospital cannot retaliate against the employee for raising such a concern with the Joint Commission. The Joint Commission expects that an employee have a valid concern that could have a serious adverse impact on patients and that they have first brought their concern to the attention of hospital administration.

For more information, ask your department manager or Jennifer Koepke, Director of Quality/Risk Management.

Patient Safety...

As you all know, we expect a visit from the Joint Commission at any time. I want to take this opportunity to thank everyone who has gone above and beyond in preparation for their arrival.

One of the key areas of focus during these surveys is patient safety. Each day, everyone in our Medical Center plays a significant role in patient safety—even employees who do not have direct interaction with patients. By simply washing your hands or ensuring our facility is neat and uncluttered by keeping hallways and storage space clear—you contribute to patient safety. Clinical measures such as taking a "time out" prior to any procedure, checking the proper patient identifiers, and ensuring the proper utilization of medications are also in place to protect our patients.

These are the goals we practice every day to ensure our patients remain safe and protected, so we should be more than prepared for the survey. We may even "exceed the expectations" of the Joint Commission. So I thank you for always placing our patients' safety first.

Sincerely,



Craig J. Marks
President and
Chief Executive Officer

Craig's Column

Stat Chat

Beyond the Bedside

DID YOU KNOW THAT YOU MAY BE ENTITLED TO A TAX CREDIT?

When you file your income taxes this year, you may be entitled to the Earned Income Tax Credit. The amount of this credit is determined by your earned income (wages) and the number of people in your family. There are some additional eligibility rules and a limit on the amount of income you can earn. For 2008, the adjusted gross income for a family (married, filing jointly) with two or more qualifying children must be less than \$41,646. The amount of the credit in this case could be as high as \$4,824. Different limits and credit amounts apply for single parents and one or no children. You, or your tax preparer, will figure this credit when you complete your tax return for 2008 if it applies.

If you qualify for this credit, you may be eligible to receive an Advance EITC payment for part of your 2009 credit every two weeks as a part of your regular pay in 2009. This reduces the amount of the credit that you would receive when you file your taxes (2009 taxes to be filed in 2010) because you would have already received it in your pay. However, you would have access to the money sooner.

If you believe you may qualify for this benefit in 2009, please see Human Resources for additional details.

Dr. Bear Helps Premature "Kids" Grow

For the past 10 years, patients of Dr. Lance Bear of Western Missouri Bone & Joint have had something special waiting for them when they awake from surgery—a furry "get well" teddy bear. With t-shirts that say: "Lots of Bear Hugs for a Beary Speedy Recovery. Prescribed by Lance L. Bear, M.D., Orthopedic Surgeon," the bears provide extra support to recovering patients.



One of the "kids" with Dr. Bear's teddy bear...

Recently, a story was published in *Good Bears of the World* (GBW) magazine by Doreen Lindahl. She wanted to share how her daughter Donna's surgical experiences with Dr. Bear had a lasting effect. After Donna's second operation at WMMC, she received another bear. Little did she know, the bear would come in handy in the recovery of two premature goats they were raising. Each goat found a snuggle partner with a Dr. Bear teddy bear. The little goats looked into the bears' eyes and cuddled in their laps, finding maternal comfort that helped them grow. Thanks to the support of Doreen and Dr. Bear's recovery bears—there was a beary happy ending: the goats became strong enough to return to the goat pen with their mother and siblings.

Thanks to Dr. Bear and everyone at Bone & Joint for giving our patients hope and happiness that extends beyond the bedside!

HAVE YOU NOMINATED SOMEONE TODAY?!

Nominations are now being accepted and considered for selection for the ASPIRE Program! Do you know an employee, provider or volunteer who:

- Δ Lives/models the WMMC Values and Standards of Behavior
- Δ Demonstrates an "Above and Beyond" approach to the WMMC Standards of Behavior
- Δ Exceeds the expectations of those we serve

Well, then nominate them today! Please submit nomination forms in the locked drop boxes located outside of Human Resources and across from the Medical Hall desk.

Don't Forget: Pick Up Your Valentine's Day Treat Tomorrow!

The Celebrations Team will be selling individually-wrapped Valentine's Day treats tomorrow, Friday, February 13, from 7:00 am – 1:30 pm in the WMMC Cafeteria for a \$1 minimum donation.

All proceeds will benefit the American Heart Association.

Happy Valentine's Day!!



Trivia