

St. Claire Regional Medical Center

Newsbrief

August 12, 2010

ST. CLAIRE REGIONAL ANNOUNCES THE ADDITION OF CAROL BARNETT, PHD, LCSW

Submitted By: Regina Thompson



Carol Barnett, PhD, LCSW

St. Claire Regional is pleased to announce that Carol Barnett, PhD, LCSW has returned to St. Claire Regional mental health services after providing counseling and support services to students with disabilities at Berea College. She will be a part of the multidisciplinary treatment team on the inpatient mental health unit at the medical center and provide outpatient counseling services at St. Claire Counseling.

Carol earned her master's and doctoral degrees in social work from the University of Kentucky and has an undergraduate psychology degree from Eastern Michigan University. Carol

has over 25 years of clinical experience and has served as an adjunct faculty member to the College of Social Work programs at the University of Kentucky and Morehead State University. Her interests include treatment of young adults, individuals with mood disorders and counseling patients adjusting to chronic and terminal health conditions.

Carol is currently accepting new patients at St. Claire Counseling, located at 445 Clinic Drive in Morehead KY. To schedule an appointment with Carol or any of the SCR counseling staff, please call (606)783-6805.

MARC CRUSER, MD RECEIVES BOARD CERTIFICATION IN PSYCHIATRY

Submitted By: Regina Thompson

Dr. Marc Cruser, SCR psychiatrist, recently completed rigorous training and achieved the gold standard in six competency areas required to receive board certification in psychiatry.

Dr. Cruser completed his training in both adult and child & adolescent psychiatry at the University of Kentucky. Prior to attending medical school at the University of Tennessee in Memphis, he taught computer skills in an elementary school in Knoxville. He has since enjoyed similar opportunities working with children via telemedicine and through his interest in education. He is a member of the American Medical Association, American Telemedicine Association, American Psychiatric Association, and the American Academy of Child and Adolescent Psychiatry.

Marc Cruser, MD joined the St. Claire Regional medical staff August 2008 and treats children and adolescents at St. Claire Counseling. Dr.

Cruser continues to enjoy living here and working with the kids and their families in this region.

"We feel extremely fortunate to have Dr. Cruser providing this much needed service to the children and families in our region. Dr. Cruser has been a wonderful addition to our treatment team of professionals at St. Claire Counseling" stated Julia Neill, LCSW and Coordinator of Clinical Services at St. Claire Counseling.

For an appointment with Dr. Cruser or any of the SCR counseling staff please call (606)783-6805. Appointments with Dr. Cruser through TeleCare are also available. Please call the St. Claire TeleCare office to schedule at 606.783.6864.



Marc Cruser, MD

ST. CLAIRE REGIONAL ANNOUNCES RECIPIENT OF BAUSCH FAMILY SCHOLARSHIP



St. Claire Regional President/CEO Mark J. Neff, 2010 Richard J. Bausch Family Scholarship recipient Chelsea Howell and SCR Vice President of Regional Services Gregory J. Bausch, PharmD, whose father is memorialized by the scholarship.

A Morehead State University freshman with aspirations of becoming a clinical psychologist in Appalachia is the recipient of St. Claire Regional Medical Center's 2010 Richard J. Bausch Family Scholarship.

Chelsea LaShae Howell, who graduated from Rowan County Senior High School in June, will receive a \$1,000 scholarship for the 2010-2011 academic year through the St. Claire Foundation. Howell worked as a volunteer counselor the past two summers at Camp SMILE, the St. Claire Hospice bereavement camp for children between

the ages of 5 and 17. The experience helped her decide to major in clinical psychology, she said.

"I had no idea that there were so many kids in my area that had lost loved ones," Howell said. "I've now realized that, yes, one day this will all be over, so I have to make the most of my life right now because today is all we have. It is experiences like Camp SMILE that have given me the drive and desire to do something extraordinary with my life."

"I have had the pleasure of working with Chelsea at Camp SMILE and have seen that her ability to connect with the children and to provide support and encouragement are outstanding," said Nathania Bush, Morehead State University Associate Professor of Nursing. "She has a unique gift of inspiring these children who have suffered significant loss."

The Richard J. Bausch Family Scholarship is funded by an endowment that was established in memory of the father of Gregory J. Bausch, PharmD, SCR Vice President of Regional Services. To qualify for the Bausch Family Scholarship, an applicant must be a pre-professional health sciences student enrolled in a community/technical college or university program and a resident of an Appalachian county as defined by the federal government.

Amazing • Medicine Close to Home

ST. CLAIRE FOUNDATION ANNOUNCES 2010 SISTER MARY JEANNETTE WESS, SND SCHOLARSHIP RECIPIENTS



(left to right) 2010 Sister Mary Jeannette Wess, SND, Scholarship recipient Anne Courtney McKenzie; St. Claire Regional President/CEO Mark J. Neff; SCR Director of Mission Integration, Sister Marge Mouch of the Sisters of Notre Dame; and 2010 Sister Mary Jeannette Wess, SND, Scholarship recipient Sheila Fawns.

Two northeast Kentucky students who plan to pursue health-related careers are the recipients of 2010 Sister Mary Jeannette Wess, SND, Scholarships from the St. Claire Foundation.

Sheila Fawns of Flemingsburg and Anne Courtney McKenzie of Owingsville will each receive a \$750 scholarship for the upcoming school year.

Fawns is enrolled in the Licensed Practical Nursing Program at Maysville Community and Technical College Rowan Campus. She aspires to become a registered nurse,

a career choice that has been confirmed in her work as a nursing assistant at St. Claire Regional Medical Center. “Working as a nursing assistant at St. Claire Regional has allowed me to be flexible and work with team members and ensure that we meet the needs of the patients and their families to the best of our ability,” Fawns said. “Nursing is a career that involves caring, compassion and helping those in need.”

McKenzie will be attending the University of Kentucky Graduate School this fall. A lifelong Bath County resident, McKenzie plans to work as a speech language pathologist in her hometown one day. “I have come to realize that the knowledge and importance of speech therapy are not very well understood in this region of the state,” she said. “I feel determined to serve as an advocate for the importance of speech therapy in rural Eastern Kentucky.”

Established in 1995, the Sister Mary Jeannette Wess, SND, Health Education Fund is named in honor of St. Claire Regional Medical Center’s third President/CEO. Students from the SCR service region who are entering at least their junior year of college may apply for this scholarship.

“During her tenure at St. Claire Regional, Sister Mary Jeannette was staunchly committed to education,” said Roger Russell, SCR Vice President of Development. “This scholarship fund is a legacy to an inspirational leader who was so dedicated to our mission and ministry.”

*Love
Lites*



Premier Scents, Inc.
525 Broadway Paintsville
606-789-3169
kimprater@lovelitesgifts.com
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FRIDAY AUGUST 13th

Outside the Gift Shop

7 am ~ 5 pm

*New
fragrances*

Candles
Room Sprays
Tarts
Tart Burners

SAMPLES

WIND & WILLOW
Cheeseball Mixes
Dip mixes
Cheesebake mixes - NEW

REVENUE CYCLE IMPROVEMENTS

Submitted by: Theresa Garvin

Several departments have worked to improve our Revenue Cycle processes to collect the appropriate reimbursement for the services we provide.

Unbilled/Denied Accounts - The Coding Department, Patient Financial Services, Patient Access, Case Management, and other departments review unbilled and denied accounts on a weekly basis. Processes have been put in place to resolve the issue and get the bills dropped in a timely manner. The unbilled dollar amount has reached an average of 4.8 million. This is the lowest in five years!

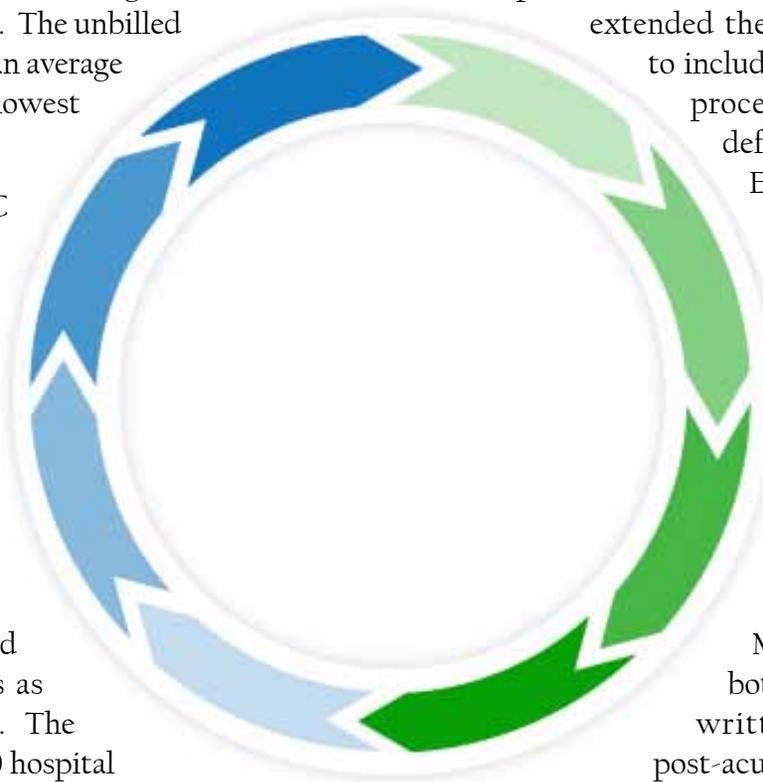
RAC Team - The RAC Response Team monitors compliance by reviewing and improving revenue cycle processes (orders, documentation, charges, coding and billing) to ensure accurate billing and maintain revenue integrity for SCR. The Team focuses on diagnoses and procedures identified by the OIG and the RACs as priority or high-risk topics. The RAC may request up to 200 hospital records every 45 days. SCR received the first records request on January 27, 2010 from CGI, the CMS Recovery Audit Contractor (RAC) for Kentucky. Ten (10) records were requested and included DRGs for Gastroenteritis Hemorrhage, Septicemia, Extensive OR Procedure Unrelated to Principal Diagnosis, and Respiratory System. RAC determined three (3) cases to be overpayment due to DRG assignment. Following a rebuttal conference call with CGI, SCR plans to appeal one case. SCR received a request for documentation of 43 chemotherapy accounts. Forty (40) of these accounts

were determined to be underbilled, for an additional \$27,045 additional reimbursement. SCR has not received requests for physician or HME records to date.

Executive Health Resources (EHR) - Executive Health Resources (EHR) has been successfully integrated into case management and compliance processes to assure medical necessity and entitled reimbursement for inpatient, observation and outpatient services. SCR extended the program in February 2010 to include elective, scheduled cardiac procedures such as pacemakers, defibrillators and stents. The EHR case rate decreased due to an agreement between EHR and the University Healthsystem Consortium ("UHC").

Post Acute Care Transfer Review - SCR has contracted with McBee Associates, Inc. to review Medicare discharges from 10/1/2007 through 9/30/2009. McBee Associates utilizes both CMS data files and formal written communications with post-acute providers to determine if the filed or previously paid claim reflects the appropriate discharge status code and if applicable, related condition codes that may affect corresponding condition codes as well as to make recommendations for changes. This documentation is otherwise not available to SCR at the time of billing. To date, McBee Associates has recovered \$117,978 in additional revenue for St. Claire Regional Medical Center.

Thank you to all SCR staff for your dedication to the Revenue Cycle processes.





2010 Golden Reel Video Contest

SCR is looking for creative teams to produce videos relating to customer service issues and service recovery within their departments. They will be judged, and an awards ceremony for the casts and crews of each project will be held on Oct. 29.



2009 Golden Reel Winner ☑ "The Devil Almost Made Me Do It"
Cast & Crew (L-R): Shirley Crawford, Remona Gooding, Megan Lowe, Holly McGlone, Pam Evans, Kathy Mays, Angela Craft and Madison Craft.

PRIZES

Category winners will be honored at the awards ceremony. The overall winner will receive a trophy and \$500 to split among themselves OR for the in-house cause of their choice.

CATEGORIES

- Drama/Soap Opera
- Comedy
- Reality
- Sci-Fi/Fantasy

REQUIREMENTS

Completed videos must be submitted in MPEG format.

VIDEO CONTENT

Must be rated G or PG and must pertain to customer service. It should run no longer than 15 minutes.

DEADLINE

October 4. (Please submit entries on DVD or jump drive to Janie Waltz in the Patient Representative's Office.)

FOR MORE INFORMATION

Contact Janie Waltz at ext. 6591 or Tom Lewis at ext. 6511.



HIGHLIGHTING OUR CHAMPIONS

Submitted by: Tracy Stewart

The following comments are from SCR patients that completed our Press Ganey patient satisfaction surveys in July.

EMERGENCY DEPARTMENT

Everyone were very good couldn't ask for better. Thank you all for being there! May God bless you all!

The doctor was really nice and friendly as were the nurses.

This was the best experience I ever had in an Emergency Room.

The PA was very polite & very helpful.

INPATIENT CARE

We are VERY PLEASED with Dr. Mitchell and Dr. Crozier.

We had Dr. Vansant and Dr. Fossett. Dr. Fossett was very caring and knowledgeable. Great doctor!

Staff was great! Had very good nurses.

I was taken very good care of & the staff was very helpful & friendly.

The nursing staff on 3rd floor made my stay a pleasant experience. Very qualified and gracious, they got there job carried out w/still having true concern for their patients. 3rd floor nursing staff are very committed & give excellent care. Thanks for that.

My favorite hospital they care for people.

Good instructions and time of discharge was when they told me it would be.

They treated me excellent I couldn't ask for any better care.

Excellent attitude and attention to visitor's needs & concerns. Assistance given with fold down chair and card given for complimentary breakfast.

Excellent physicians - skilled and courteous.

Very expedient discharge process with lots of written info about medications & home treatment.

A wonderful staff. And my care was excellent.

The nurses I had were excellent!! They were very helpful and treated us like family.

Everyone at the hospital were very nice & helpful to me and my family. I'm glad I chose St. Claire Regional!!

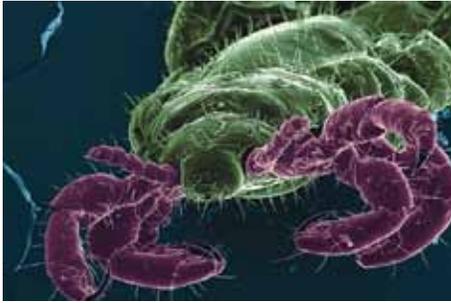
AMBULATORY SURGERY

Dr. Edward Scott was very good. He calmly and slowly explained everything.

God bless you all.

PEDICULUS HUMANUS CAPITIS; OTHERWISE KNOWN AS HEAD LICE

Submitted By: Charlotte Kinney



Head lice are found worldwide. In the United States, infestation with head lice is common among daycares and elementary school children. CDC estimates that 6-12 million infestations occur each year in the U.S. among children 3 to 11 years old.

Head lice move by crawling; they cannot hop or fly. They are spread by direct contact with the hair of an infested

person. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. Dogs, cats, and other pets do not play a role in the spread of human lice.

The head louse, or *Pediculus humanus capitis*, is a parasitic insect that can be found on the head, eyebrows, and eyelashes of people. Head lice feed on human blood several times a day and live close to the human scalp. Head lice are not known to spread disease.

Many head lice medications are available “over-the-counter” without a prescription at a local drug store or pharmacy. Retreatment generally is recommended for most prescription and non-prescription drugs after 9-10 days in order to kill any surviving hatched

lice. When treating head lice, additional measures can be taken such as washing hats, scarves, pillow cases, bedding, and towels used by the infested person in the 2-day period just before treatment is started by using hot water and hot air cycles. Items that cannot be laundered may be sealed in a plastic bag for two weeks. Do not use fumigant sprays; they can be toxic if inhaled or absorbed through the skin. Head lice survive less than 1-2 days if they fall off a person and cannot feed; nits cannot hatch and usually die within a week if they are not kept at the same temperature as that found close to the human scalp.

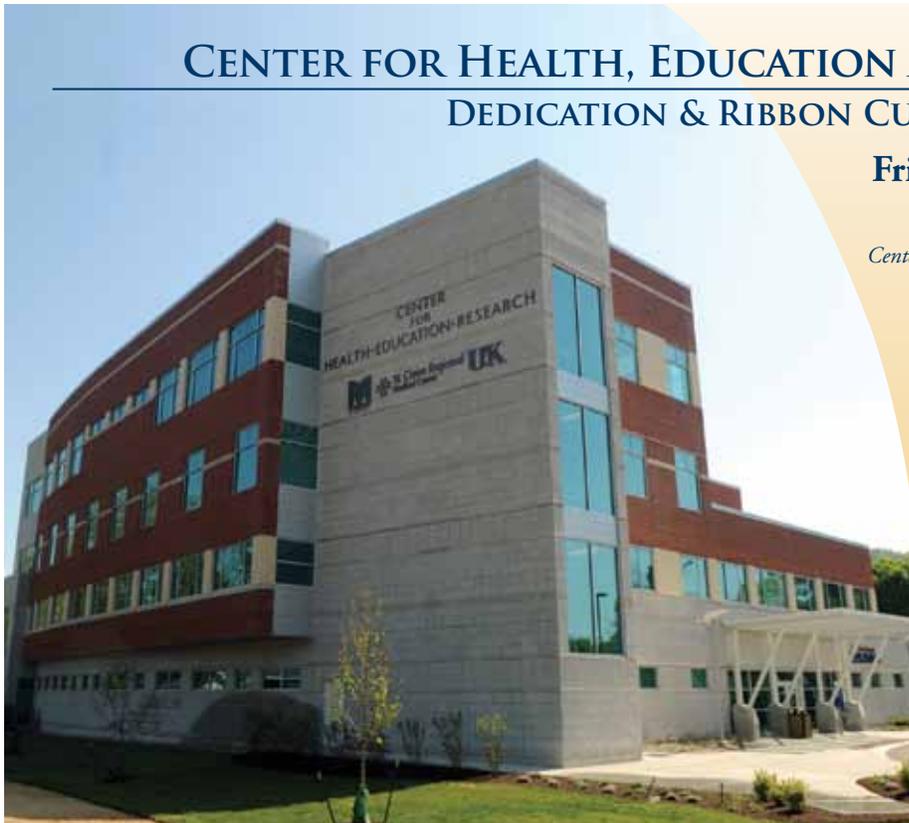
Reference: Centers for Disease Control and Prevention (CDC)

CENTER FOR HEALTH, EDUCATION AND RESEARCH DEDICATION & RIBBON CUTTING CEREMONY

Friday, August 27, 2010

Ceremony 1:00 p.m.

Center for Health, Education and Research



*You're
Invited*

SCR EMERGENCY DEPARTMENT RECEIVES APPRECIATION LUNCH FOR POSTIVE PRESS GANEY REVIEWS

Submitted By: Janie Waltz



Sister Margaret Mouch presents the Emergency Department staff with the congratulations poster during their appreciation lunch.

SCR Emergency Department celebrated their win of the Appreciation Lunch for collecting the most appreciation cards during the second quarter of 2010. **AWSOME** customer service was the reason for the celebration. A lunch was provided from Buffalo Wild Wings. Sister Margaret Mouch, Sonny Jones, CFO and Mark Neff, Present/CEO presented the poster of staff pictures and enjoyed the dining experience as well!

Lerae Wilson, SCR Director of Nursing, was unable to attend but said, “I am so proud of this ED staff. They proved that not only are they clinical experts in their field, but they are compassionate, kind, caring and considerate of their patients and families. To take their customer/patient satisfaction scores from the 1st percentile ranking in Press Ganey to the 80th percentile ranking is awesome! The staff fully understands that patients and families want to know that someone cares about them when they have a health care crisis. This ED staff rocks!”



SPOTLIGHT – Judy Ramsey

Submitted by: Janie Waltz

She is faithful in so many ways! Judy has been a quiet and humble strength here at SCR for 24 years. Judy began her career as a chaplain in 1986 and became the director of pastoral care services in 2000. She and her staff are called on to comfort in time of crisis in the ED and through-out the hospital—at any hour. Judy has been known to stay for hours in the ED with families who have been through a traumatic experience with a loved one. Pastoral care will appear quietly at times of patient deaths to comfort family and lead in prayer.

“From the Chaplin Desk” is another example of Judy’s ministry to all of us. *Thank you Judy for the blessing you are to SCR!*

UPCOMING EVENTS

HYPONATREMIA

Presented By: Dr. Hiller

Date: August 18

Time: Registration 12:00 p.m. - 12:30 p.m.
Program 12:30 p.m. - 1:30 p.m.

Location: SCR Cafe' C

Please RSVP with Brandi Poskas at bcposkas@st-claire.org

PHARMACY LAW UPDATE

Presented By: Mike Burleson, RPh

Date: August 19

Time: Registration/Dinner 6:30 p.m. - 7:00 p.m.
Program 7:00 p.m. - 9:00 p.m.

Location: Center for Health, Education and
Research, Room 102D

Please RSVP with Brandi Poskas at bcposkas@st-claire.org

PEDIATRIC SLEEP DISORDERS: FROM INFANCY TO ADULTHOOD

Date: August 20

Time: Registration/Lunch
11:30 a.m. - 12:30 p.m.
Program
12:00 p.m. - 1:00 p.m.

Location: SCR Cafe' D

Please RSVP with Brandi Poskas at bcposkas@st-claire.org

CENTER FOR HEALTH, EDUCATION AND RESEARCH DEDICATION AND RIBBON CUTTING

Date: August 27

Time: 1:00 p.m.

Location: CHER Building

Everyone is invited to attend!

2010 WOMEN'S REFRESHED RETREAT

Date: October 1 - 3

Location: Covington, KY

More details coming soon!



**St. Claire Regional
Medical Center**

222 Medical Circle • Morehead, KY 40351

SCR WELCOMES NEW STAFF

| | |
|----------------------|------------------------|
| Adam Bryant | Radiology Physicians |
| Stephanie Cline | Home Health |
| Kayla M Coffman | Food Services |
| Timothy Compton | Laboratory |
| Crystal L Donathan, | Float Dept - Unit Sec |
| Natasha Dougherty | Food Services |
| Kandi Ginn | Nursing Administration |
| Darcey Hall | Respiratory Therapy |
| Sheree' Hamilton | Pharmacy |
| Carol Hutchinson | 4th Floor Nursing |
| Judine Lambert | Administration |
| Erica Lee | FM - Morehead |
| Marie Lemaster | Nursing Administration |
| Valerie Messer | Respiratory Therapy |
| Shalimar Miller | 4th Floor Nursing |
| Erin Patrick | House Staff |
| Ashley Pettit | Home Health |
| James Michael Rhodes | Home Health |
| Ronald C Salyers | Information Services |
| Romeo A. Sporicci | Hospitalist Physician |
| Vicki Stapleton | Nursing Administration |
| Kara O Wilburn | Pharmacy |