

CONGRATULATIONS 3NORTH FOR SUCCESS IN REDUCING PATIENTS FALLS

Submitted by: Nancy Maggard

Congratulations to Lanetta Winkleman and the 3 North staff for their efforts in reducing patient falls.

The NDNQI benchmark for patient falls is less than 3.97 per 1,000 patient days. 3 North's fall rate from June 2008 to December 2008 was 7.02. After implementing the use of bed alarms and rounding the rate has fallen to 1.66 for the months of January 2009 to June 2009.



3North Staff



3North Staff

CARDIAC REHABILITATION RECEIVES RECERTIFICATION

Submitted by: Brenda Logan

The SCR Cardiac Rehab program received initial certification by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) in 2006. The Cardiac Rehab staff is proud to announce their recertification was recently completed and approved.

“We are so proud of our department and always willing to strive to offer the very best care we can to our patients. This is a very big accomplishment that we wished to share with our patients, friends, and families for they are the ones that make us the very best,” says Frankie Chapman, RN, Cardiopulmonary Coordinator



(l-r)Emily Fulton, Exercise Physiologist; Frankie Chapman, RN, Cardiopulmonary Coordinator; and Brenda Logan, Documentation Specialist. Absent is Diana Blanton, Monitor Tech.

ENVIRONMENTAL SERVICES EMPLOYEE OF THE MONTH

Submitted by: Glenda May



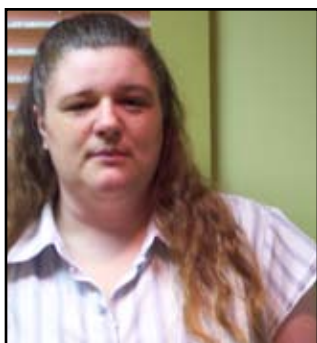
JUNE

Debbie James was selected as Employee of the Month for June 2009. Debbie has been a dedicated employee of SCR for 14 years. She takes care of the CED building and student housing. Debbie does a wonderful job and we appreciate her being a part of our team.



JULY

Amanda Crawford was selected as Employee of the Month for July 2009. Amanda has been a SCR employee for one year. She is a float and works as an Environmental Services Assistant in many areas of the hospital. We are glad she is a part of our team.



JULY

Sherry Peyton was selected as Employee of the Month for August 2009. Sherry is an Environmental Services Assistant on 3North. She has been with SCR for a year and a half. She does a great job and is a great asset to the department. We appreciate her.

WELCOME NEW SCR STAFF

James Ballard	Home Medical Equip
Amanda Cox	3rd Floor North
Bertha Doss	Anesthesia Prof.
Stephanie Engle	3rd Floor Central
Martha Escalante	Home Health
Regina Gibson	3rd Floor North
Kari Gulley	HIMt
Jill Ann Henry	Human Resources
Chelsea Hopson	Marketing and PR
Stephen Justice	Radiology
Emily Kiser	Food Services
Brian Lea	Hospitalist Physician
Cynthia Lemaster	Occupational Therapy
Reuben Maggard	Hospitalist Physician
Christina Manns	Environ. Services
Ashley Orr	3rd Floor North
Cassandra Porter	Laboratory
Anna Ratliff	Environ. Services
Samantha Skaggs	Home Health
Kara Skaggs	Nursing Admin.
Natasha Stevens	Laboratory
Lori Winkleman	Nursing Admin.

Amazing • Medicine
Close to Home

SCR FAMILY MEDICINE RECOGNIZES PA-C & MIDWIFERY WEEKS

Submitted by: Dreama Perkins

National PA Week – October 6-12

St. Claire Regional Family Medicine would like to recognize the Family Medicine Physician Assistants for their service and dedication to our patients.



Andy Edie, PA-C



Carmela Fletcher-Green, PA-C



Kimberly Bromagen, PA-C



Sylvia Kerr, CNM

National Midwifery Week – October 4-10

St. Claire Regional Family Medicine would like to recognize Sylvia Kerr, CNM for her service and dedication to our patients.

St. Claire Regional **Family Medicine** *Express*

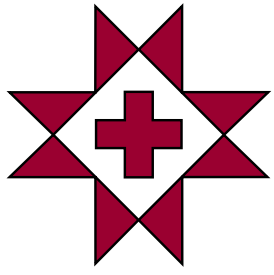
FAST. CONVENIENT. CARE.

St. Claire Regional Family Medicine Express provides fast, convenient walk-in treatment for a variety of routine non-urgent medical services including treatment of common illnesses and physical exams.



Located inside Battson Drug
206 W. Main Street, Morehead, KY
Phone: 606.783.1111

Monday - Friday
9:00 a.m. - 4:30 p.m.



St. Claire Regional Medical Center

MEDICAL STAFF OFFICERS 2009-2010



President and Chief of Staff
Stephen D. Damron, MD



Immediate Past President
Jay Michael Burton, MD



President Elect
Amy Conley, MD



Secretary-Treasurer
Charles E. Crouse, MD



Department of Surgery,
Chair
Eugene S. Greenberg, MD



Department of Medicine,
Chair
Lisa A. Goldstein, MD



Member-at-Large
Christian F. Weigel, MD

Free Screenings include:

Bone Density

Blood Pressure

Cholesterol

Glucose

Pulse Rate & Oxygen

Information on SCR Mammography services available with diagnostic imaging staff to answer questions and schedule appointments.

 St. Claire Regional
FAMILY MEDICAL SUPPLY

Dedicated to Healthy, Independent Living

Located in the Kroger Shopping Center
across from LOWE's



FREE

HEALTH SCREENINGS

WEDNESDAY, OCTOBER 7TH

9:00 AM - 12:00 PM

St. Claire Regional Family Medical Supply



SCR Women's Retreat – "Women Refreshed VI"

October 9 - 11, 2009

St. Joseph Heights/Sisters of Notre Dame, Covington, KY
Sponsored by: SCR and Sisters of Notre Dame

"The Balanced Woman"

For more information please contact:
Sr. Marge 6516 or Vicki 6513

Housing, bedding, food and materials will be provided.
There is no specified cost for the retreat;
however, a donation (made out to the Sisters of Notre Dame)
would be welcomed.

Arrival: Friday evening between 7:15 & 8:00 PM

Retreat: A retreat is a time to be with God and friends. This retreat will be filled with quiet, prayer, reflection, sharing and **fun**. Come and be a part of this low stress weekend with the women of SCR and friends.

Rooms will be at St. Joseph Heights, NDA, and St. Agnes Parish House. There will be room for all! REGISTRATION is needed.

UPCOMING EVENTS

DOMESTIC VIOLENCE: AWARENESS AND PREVENTION STRATEGIES

Date: Thursday, October 1, 2009

Location: Cafe' D

Program: Registration/Dinner: 5:30 p.m.
Program: 6:00 p.m. – 9:00 p.m.

Presenter: Deborah Weber, MSW, LCSW
St. Claire Regional Medical Center

RSVP to lkwilliams@st-claire.org or 783-6431

MENTAL HEALTH SCREENING DAY

Date: Thursday, October 8, 2009

Location: SCR Front Lobby
(First Floor outside the Gift Shop)

Program: 9:00 a.m. - 2:00 p.m.
5:00 a.m. - 7:00 p.m.

For questions about Mental Health Screening Day or for more information please call Regina Thompson at 606-783-6859

BLS INSTRUCTOR COURSE

Date: Friday, October 9, 2009

Location: St. Claire Outreach Conference Room

Program: 2:00 p.m. - 4:30 p.m.

MUST PRE-REGISTER with AHEC

RSVP to lkwilliams@st-claire.org or 783-6431

BLS RECERTIFICATION

Date: Friday, October 16, 2009

Location: St. Claire Outreach Conference Room

Program: 2:00 p.m. - 4:30 p.m.

MUST PRE-REGISTER with AHEC

RSVP to lkwilliams@st-claire.org or 783-6431

CUSTOMER SERVICE LESSONS FROM THE MOUSE

Submitted by: Janie Waltz

See Through the Customer's Lens – “What Time is the Three O'clock Parade”? Is Not a Stupid Question

Every Disney cast member can tell you about funny questions Disney guests ask. How about “What time is the three o'clock parade?” or “Can we see where Walt Disney is frozen in the castle?” or “When will you be turning off the rain?”

In the face of such seemingly silly questions, the inviolable Disney rule is never to make a guest feel stupid. Guests are out of their comfort zones, the place can be overwhelming, and it's the cast member's job to understand and address the question behind the question. For example, when a guest asks, “What time is the three o'clock parade?” cast members know the guest really wants to know, “What time does the three o'clock parade get here?”

And in those circumstances when a guest is completely in the wrong, the Disney philosophy is; “The guest may not always be right, but they will always be our guest.” Stated another way, “The guest may not always be right, but let's allow them to be wrong with dignity.”

Customers are not stupid – it's just that they may not know what we know. True; they didn't read the sign, buy the right part, call the right phone number, or give the right specifications. But they're not stupid. They're out of their comfort zone – and each of us has made the same mistakes when we're in unfamiliar or confusing situations. If we're going to create or sustain customer loyalty, we have to look at every situation through the “lens of the customer.” When we view situations from the customer's perspective, then and only then can we understand the question behind the question or the issue behind the issue. Then, and only then can we preserve the customer's dignity as well as their loyalty.

Press Ganey Conference 2008. Snow and Associates, Inc.