

Snips & Snaps

July 25 - Aug. 7, 2008

A Biweekly Newsletter for the Associates and Friends of Sacred Heart Health System

Take Your Mark... Go!

Associate Forums Begin Aug. 3

Debbie Bostic, SHH-Pensacola President, is warming up for the next series of Associate Forums! In the spirit of the Summer Olympic Games, the Forums will feature an Olympics theme. Please join us at one of the following Forums:

- | | | |
|----------------------------|--------------------------------------|--|
| • Sunday, Aug. 3 | 8:00 p.m.
11:00 p.m. | Auditorium
Auditorium |
| • Monday, Aug. 4 | 1:00 a.m.
2:30 p.m. | Nursing Unit (unit will be notified)
Auditorium |
| • Tuesday, Aug. 5 | 1:00 p.m. | Auditorium |
| • Wednesday, Aug. 6 | 4:00 p.m. | Auditorium |
| • Thursday, Aug. 7 | 12:00 p.m.
6:00 p.m.
8:00 p.m. | Nursing Unit (unit to be notified)
Nursing Unit (unit to be notified)
Nursing Unit (unit to be notified) |
| • Friday, Aug. 8 | 3:00 p.m. | Haven |



Survey Says... The Results Are Back!

The results of our Associate Engagement Survey are back! Sacred Heart leaders have already held a Leadership Retreat to discuss your feedback.

Please see the special "Survey Says" insert in this issue of "Snips & Snaps" for a recap of results and the next step that SHHS leaders will be taking to make Sacred Heart an even better place to work.

Blood Drive July 29!

Northwest Florida Blood Services will conduct a blood drive at SHH-Pensacola on **Tuesday, July 29**, from 11 a.m. to 6 p.m. Register in the Heart & Vascular Institute lobby.

Following are the winners of the rest of the prizes from our last blood drive:

Rave movie tickets (1 pair each) to:

Judy Masek
Dakota Banks
Wendy Crews

Sacred Heart umbrellas

Marty Robbins
Jameson Kendall

Sacred Heart bags

Steven Slichter
Shannon Hale

Please pick up your prizes at the reception desk in the Clinical Laboratory (ground floor).

Butterflies Take Flight!

Patrick Madden, SHHS President/CEO, releases an abundance of butterflies into the air as part of the ceremony to bless the butterfly therapy gardens at the Haven of Our Lady of Peace. Assisting him are (L-R) Astrid Wistedt, Haven Associate, and Mercedes Sherman, a Haven resident. Another garden is located in a secured area behind the Alzheimer's unit to allow those patients to enjoy the garden's peace and beauty. Thanks to Janet Suggs of the Haven for capturing this special moment! More photos from the ceremony can be found on the Intranet.





Your Voice Really Counts!

We heard from you – a **total of 3,697 of you!**
More than **87% of SHHS associates** participated
in our Associate Engagement Survey!

Thank you for taking a step forward by sharing your
opinions about SHHS as an employer.

Sacred Heart Health System scored
above the Ascension Health average in all 25 core questions!

Patrick Madden, SHHS President/CEO, expresses the Leadership Team's commitment to act on Associates' feedback from the survey:

By the end of September, your Leaders will meet with you to review your specific workgroup results and identify key areas for improvement. Specific plans of action will be created **to address your concerns**, and feedback will be provided to you throughout the process. Your Leaders are dedicated to implementing these plans of action and will be held accountable for all results of that implementation.

Working together as a community, we are striving to make this the best possible work environment for all Associates – one that reflects our Mission and Values. Thank you for all you do for Sacred Heart.

Patrick Madden, FACHE, President and CEO

Some Interesting Survey Figures

- 95% of Associates know how the work they do contributes to the overall success and mission of the organization.
- 92% of Associates know what is expected of them.
- 85% of Associates feel they have received the training they need to do a good job.
- 88% of Associates would recommend this organization for health care.
- 84% of Associates plan to be working in this organization one year from now.
- 81% of Associates feel they are satisfied overall with their jobs.

The results show our areas of **opportunities** are the following:

- I am satisfied with the amount of voice I have in the decisions that affect my work.
- I can count on senior leaders of this organization to follow through and do what they say they will do.
- I believe that the information from this survey will be used to make this organization a better place to work.
- I have the equipment, tools and resources I need to perform my job effectively.
- All Associates are treated with respect regardless of their job.

The results show our **top strengths** are in the following areas:

- I understand how the work I do contributes to the overall success and mission of the organization.
- I know what is expected of me in my job.
- I would recommend this organization (or one of our facilities) to family and friends if they need care.
- I have received the training I need to do a quality job.
- My immediate supervisor treats me with respect.

Calling All Preemies!

Were you or a loved one cared for in the NICU at our Children's Hospital? If so, we'd like to hear from you! The 2008 NICU Reunion will be held Saturday, Sept. 20, from 10 a.m. to 1 p.m. in the Greenhut Auditorium. All Sacred Heart NICU "graduates" are invited to participate. Please call Cat Outzen at 969-1372.

Help Kids One Blizzard at a Time

Visit Dairy Queen (DQ) for Miracle Treat Day on Aug. 7. For more details, log onto www.miracletreatday.com, which provides a list of participating locations. 100% of proceeds raised will benefit Children's Miracle Network.

A Big Thank You from a Volunteer

"I'm a volunteer who happened to have fallen July 10th in the Women's & Children's lobby. In a matter of seconds, I was surrounded by medical personnel. I was taken to the ER and X-ray.

"I want to thank the doctors and my nurse, Patty, and all who offered care to me. Sacred Heart has a wonderful, caring team! Blessings to all . . ." *Gail Anderson*

NICU Quiet Room Dedicated in Honor of Clara Harris

The Neonatal Intensive Care Unit (NICU) recently dedicated a newly renovated family "quiet" room in honor of long-time nurse Clara Harris, RN, of the NICU. The room, located inside the NICU, will be used as a peaceful, quiet place for families to bond with their babies while they are being cared for at Sacred Heart.

It was one of Sacred Heart's best-kept secrets! Clara was stunned and surprised by the special honor, especially when family members traveled from four other states to share in the moment with her. They came from North

Carolina, Louisiana, Georgia and Alabama.

Since 1974, Clara has dedicated her life to caring for the most premature and critically ill babies throughout Northwest Florida and South Alabama. She started her career as part of the neonatal transport team and worked her way up to serve as the Patient Care Manager for more than 20 years. Currently, Clara serves as the clinical outcomes coordinator in the NICU and is responsible for following up with the recent NICU "graduates" to ensure their smooth transition back at home.

The funds for the new room were donated by Jane Roberts, a long-time Associate of the Developmental and Early Intervention (DEI) program at Sacred Heart who is now retired. Jane and Clara have been friends for many years. Following are words from Jane's speech during the occasion:



Clara, Hella Ewing and Debbie Bostic check out the beautifully decorated NICU Quiet Room.

"In our lives we sometimes have the privilege of being associated with a few great leaders. Clara Harris is one of those individuals. In the N.I.C.U. she demonstrated superb leadership in building the finest of nursing teams. When I came to work for Sacred Heart in 1984, there were many wonderful new innovations in Neonatal care and Clara and so many others took what we knew and put it into practice to help each unique individual baby and their unique family. So today we celebrate this new quiet room where a dad can take a baby and hold him on his chest until their breathing is synchronized, or a teen mom can come and hold her daughter's hand and begin the process of support for the rest of their lives. Those of us who know Clara know that she is a great leader because of her devotion to her spiritual leader, Jesus Christ. Clara is the heart of Sacred Heart."



Clara Harris (L) with Jane Roberts, donor, in front of the door to the NICU Quiet Room. The plaque on the door bears Clara's name.

Haven Residents Get New Wheels!

Thanks to a generous donation from the Endry family of Pensacola, Haven of Our Lady of Peace residents have a beautiful new shuttle van to replace a 10-year-old, well worn vehicle. The Endry family donated \$12,000 toward the \$47,000 purchase price of the van.

Manufactured by Ford Motor Co., the shuttle's capacity is 14 passengers and the vehicle does double-duty as a moving billboard for the Haven. The van will be used on a daily basis for several needs – picking up patients at SHH-Pensacola for their rehabilitation therapy at the Haven, taking residents to doctors' appointments, for lunch outings to places like Olive Garden and Picadilly Cafeteria, holiday events and other activities.

The Endry family was looking to do something in memory of Joe Endry's mother, Sunny, a former resident of the Haven. "We're really happy to have a chance to provide something for you in her memory," said Joe to a crowd who gathered on the Haven's front porch in June for the ceremony. He recognized staff for the wonderful care his mother received at their hands.



Joe Endry (second from right) with Henry Roberts (L), Buddy Elmore (R) and Martha Perez (back) along with members of the Endry family in front of the new van.



Sr. Celeste casts holy water on the new van.

During a recent ceremony to bless the van, Martha Perez, Haven Administrator, welcomed guests and Henry Roberts, President of Sacred Heart Foundation, introduced several members of the Endry family in attendance, including little Hannah Sunshine, Sunny's granddaughter.

"Never put away your dancing shoes," said Henry, encouraging residents to take advantage of the activities that await them via the van. Sr. Celeste Schoppy, Haven Chaplain, then cast holy water over the

exterior and interior of the vehicle, and gave a special blessing that included a prayer for the drivers, Felisia Johnson, Martin Eads and Denzel Smith.

Excerpts from Sr. Celeste's Blessing

"By your grace, O Lord, may this possession of ours open doors in our lives for adventure, travel, beauty and service and care of others," said Sr. Celeste in her blessing of the shuttle. "May You, our God, be our constant companion on our every journey . . . Grant, we pray, that those who drive this van – Felisia, Denzel and Martin – may travel safely, with care for the safety of others. Whether they travel for business, pleasure or service in the care of our residents, let them find Christ to be the companion of their journey . . ."

During the ceremony, June Dudley, President of the Haven's Residents Council, presented Joe Endry with a gift of a framed picture of the shuttle.



Living Well

Lose the SALT but Not the Flavor

Cutting back on the salt in your diet is one way to control blood pressure. Many people consume much more salt than their bodies need, on average, at least 12 times as much. If you're used to salty flavors, know that you can shake the habit without feeling deprived.

- Limit processed foods, which are usually high in sodium. Eat more fruits, vegetables and other low-sodium foods instead.
- Drain and rinse canned vegetables before preparing them. They'll still be salty and you'll rinse away about a third of the sodium, according to the USDA.
- Try packaged foods labeled as low sodium.

Please see next issue for more salt-free tips!

Questions? Contact Associate Health, ext. 7166.

Tips that Make Cents

Fill your gas tank at the coolest time of day.

Fuel is denser when it's cool in the early morning or late night. Your engine consumes fuel by weight, but gas pumps dispense fuel by **volume**. The colder the fuel is when you pump it, the more of it you get for the same money.

The "Tips That Make Cents" column is brought to you by the 2008-09 Mission and Mentoring Integration Class.



Congratulations!

The following departments earned a spot in the Winners' Circle for patient satisfaction scores in June:

Inpatient

Gold: Joint Replacement Center

Silver: St. Louise/Labor & Delivery/
Newborn Nursery

Bronze: Cardiac Surgery Unit

Most Improved: Infant/Toddler Unit

Outpatient

Gold: Cardio-Pulmonary Rehab

Silver: Nuclear Medicine

Bronze: A Tie!

Endoscopy Services

Rehab Services

Most Improved: Wound Care Center

Take a Chance!

If you win the Catholic Charities giveaway, you'll have to choose between a trip to Rome or \$25,000! Catholic Charities is giving away an all-expenses-paid trip to Rome, Italy, for up to six people of your choosing as part of its gala fundraising event in October.

You do not need to be present at the Gala on Oct. 11 to win. Tickets are \$100 each. Only 1,500 tickets will be sold. Proceeds from the drawing will benefit the many programs of Catholic Charities including housing, immigration assistance, food pantry, education for placement in the work force, shelters for women and families, adoption programs and more.

To purchase a ticket, contact Brenda Shea in Administration at SHH-Pensacola, 416-7910.

"Snips & Snaps" Deadline

Friday, Aug. 1: 9 a.m.

Please include your home phone number on ads. E-mail items to Linda Dunwoody or fax to 969-9577.



Wanted

• Someone to do yard work, weeding, trimming palm trees, lt landscaping. 934-7985

Vehicles

• '99 Nissan Sentra, 145K miles, gray, 5 spd., runs great, 30+ mpg, \$2,800 obo. 865-405-1570 or 865-621-7904

• '93 Toyota Camry LE. 4 cyl., AT, rgreat, needs work, \$800 obo. 850-341-9543

• ATV: 2004½ Polaris 500 4x4. 113 hrs., great cond., wench included. \$4,000 obo. 937-6670.

Boats

• 19' Grady White, 1995, w/Mercury 175, Bimini, live well, electronics, trailer, maintained, \$10,500. 934-4324

Furniture

• Furniture: DR table w/6 chairs, cherry wood, gd. cond., \$450; Queen-size bed w/2 night stands, dresser w/mirror & hutch, gd. cond., 291-0476

• Black leather sectional sofa w/2 built-in recliners & pull-out bed, includes coffee table set, \$1,000 obo. 944-3487

• Matching set: Crib (never used), chest of drawers, changing dresser, light oak, very good cond., e-mail mhay@panhandle.rr.com for pics 251-404-4061

• Sleigh crib, white, by Million Dollar Baby, used, gd. cond., no mattress, \$200. 501-4700

• • Decorative 4-poster bed (queen) w/mattress & box spring, 1 night stand, high chest of drawers, all dark wood. 850-255-1509

Miscellaneous

• White uniform pants, exc. cond., size 2XL. \$8; Heart and Lung Sounds CDROM \$20; Deal-A-Meal Richard Simmons diet plan & booklet w/many items. \$20; IV Therapy Notes Nurses Clinical Pocket Guide, new, \$15; Emergency Care Facts. Pocket Guide. new, \$15; Print Artist Version 22. Need Windows XP or Vista and must have a DVD drive. New, never used. \$25; Patio roll-up blinds, beige, 60 X 84, new, still in package. \$30. (850) 455-7758.

• Image Treadmill 16.0 motorized treadmill w/pwr. incline, folds up for easy storage, like new/barely used \$200. 850-450-7130

• Baby clothes (boy), from newborn to 2t, swing, walkers, Graco stroller/carseat system, infant toys; Also have a mahogany bow-front china cabinet made in 1940s, \$400. 293-4724, or 857-1806

• Small computer desk, lt. color. 850-255-1509

Ads continued...

Miscellaneous, continued...

• Whirlpool refrigerator, white top & bottom, 3 yrs. old, perfect cond., w/icemaker, \$350 obo. (850) 496-8904 or (850) 496-8903 (lives in Santa Rosa Beach)

• 55-gal. fish tank w/ solid cherry wood base, wood hood w/ lights & accessories, \$200. 748-6682

• Golf clubs, two sets (including) travel bag, combination of clubs from Cobra, Ping® & Iron, \$650 obo. 850-944-0330

• 19" TV DVD player. 850-255-1509

• AMF Traditional style pool table, leather net pockets, chocolate brown felt, 3 pc., slate top. new \$3100, sell for \$1000. 554-6866

• Spinnet piano, \$150. 529-2573

• Telescope: 90 mm compact design, tripod, equatorial head, great scope, \$150. 478-0118

• Full-size pink camouflage bedding set. Includes reversible comforter, 2 shams, pink striped fitted & flat sheet w/ 2 pillowcases. Barely used, like new, and 4 rolls matching border, never opened, \$100. 618-218-5114

• Price slashed! Glass top white electric Kenmore oven, gd. cond., \$130. 438-6344/516-8806 or pensacolaf13365@cox.net.

Pets

• English Bull Terrier puppies, 1male, 1 female, red/white, \$800. 516-0302

• Guinea pigs, born in May, cute & cuddly, 3 females together in 2-story cage, \$175; 2 males in 2-story cage, \$100 (feeders & book included). 501-4700

• Chinese Crested puppies, 8 wks old. PP and HL starting at \$850 and up, AKC, shots health certified. 916-3236 or 954-410-6747

• CKC black Laborador, 1-1/2 yrs. old, female, \$300. 748-3427

Rentals

• 3/2 home w/patio area at 423 East Fairfax Dr. in Pensacola, min. from SHH, \$700/mo. 434-2871

• Destin home for lease for 1-2 years, 3,484 sq. ft., 4/3.5, study, heated pool, gated community of Kelly Plantation. 650-9034

• Cordova Park 3/2, brick home, LR, FR, fenced yard, hardwood floors, double car garage, lawn service. \$1200/mo, \$1200 deposit. 761 Nagel Dr. (off Firestone Blvd.) 435-8818 or 712-0330

• Pensacola Beach House, rent daily or weekly. 3/2, located on Maldonado. See vrbo.com/9189 for info. Discount for SHHS employees. 934-7985 or 932-6540

• Vacation Rental in Gatlinburg, Tenn: 1.5/2 log cabin in mnts., 4 levels, sleeps 4-6, minutes from Gatlinburg and Dollywood, indoor& outdoor Jacuzzi, pool table, much more. \$125/night or less, Sacred Heart employees discount. 432-3873



Get Peak Protection.

Prudential Long Term CareSM Insurance is issued by **The Prudential Insurance Company of America**, 751 Broad Street, Newark, NJ 07102. 800-732-0416. Coverage may not be available in your state. For costs and complete details of the insurance coverage, call 800-732-0416. The Prudential Insurance Company of America is authorized to conduct business in all states. Coverage is issued under contract series 83500.

The Prudential Insurance Company of America

IF5-A-118078 Ed. 0406 106284

It's Here!



Attention Benefit Eligible Associates...

Prudential Long Term CareSM Insurance Enroll July 21–August 8, 2008

Actively-at-work employees may sign up for long-term care insurance from The Prudential Insurance Company of America, without providing proof of good health.

To enroll or learn more: log on to www.prudential.com/gltcweb

Group Name: **ascension** Access Code: **health**

Questions? Call Prudential at 800-732-0416.

This is a solicitation for long-term care insurance. This is preliminary to the issuance of a booklet and/or online enrollment process explaining the proposed coverage. This insurance coverage contains benefits, limitations, eligibility requirements, and specific terms and provisions under which the insurance coverage may be continued in force or discontinued.

Prudential and the Rock logo are registered service marks of The Prudential Insurance Company of America.



Infusion Center: A Little-Known Service with a Great Big Heart

by Kelsi Krieger, Marketing & Public Relations Intern

The Sacred Heart Infusion Center is a largely unheard of department that has been making great strides since it first re-opened in its new location on the second floor of the Medical Office Building nearly a year ago. The Infusion Center prides itself on offering a cost-effective alternative to other treatment options, such as home health care, which a patient's insurance may not cover. The services provided can also help a patient avoid being admitted to the hospital, which saves money for both the patient and the hospital.

Staffed with 10 RNs, a coder/biller, an administrative assistant and a medical assistant, the Infusion Center is well equipped to supply services such as IV antibiotic therapy, central line catheter care, hydration therapy, injection services, medication infusions, therapeutic phlebotomy, blood transfusions, and chemotherapy. Infusion Center Patient Care Manager and Inpatient IV Team Manager Mari Marcanio also says the center "can't survive without volunteers. They do so much!" from copying paperwork and filing to running errands and making sure patients are as comfortable as possible.

One nurse, Mary Stone, is certified in PICC/Midline insertions, and two more are training to be PICC certified. As the department expands its services, builds a strong reputation, and lengthens its hours, the patient-load has also increased.

The Infusion Center sees from 28 to 40 patients per day. In May, staff members saw 753 patients! Most patients are seen by appointment, but others are discharged from the hospital and need to be set up on a pump. Some patients are there every day, while others come in every other day or once a week. According to Mari, one of the most special traits of the Infusion Center is that "we build a relationship with our patients. I don't think anyone is in here just one time."

While receiving treatment, patient stays can last up to six or eight hours, but patients are offered comfortable recliners, chairs, and beds to lounge in while enjoying the cable TVs found near every treatment station. Patients are also provided with lunch and sweet treats to make their visit a little more enjoyable.

Mari says the biggest challenge the department faces is in working with the "very involved chemotherapy patients." But with any patient, "nurses also deal with psychological issues. They have great empathy for their patients and get very attached."

"When you get a hug from a patient, the daily challenges are worth it," says Mari. "They're so appreciative! It makes you realize what a great place it is to work! The staff is very loyal to each other and to the mission. Everybody has a caregiver's heart!"

The Infusion Center is open seven days a week from 7:30 a.m. to 7 p.m. and is located in Suite 203 inside the Medical Office Building on the SHH-Pensacola campus. For more information about the Infusion Center, please call 416-6705.

Mary Stone, RN (L) and Courtney Martin, RN prepare an IV pump.



Left: Karena Edwards (L), Coordinator, and Dianne Schramm, RN



Above: Judy Wilcox (L), Medical Office Secretary, and Cynthia Wynn, Reimbursement & Compensation Specialist II, run the reception desk; **at left:** Mari Marcanio, Patient Care Manager



In Sickness and in Health . . . Patient and Husband Renew Wedding Vows on PCU

It was a wedding to remember. The “chapel,” decorated with paper hearts and bells, was a hospital room in the **Progressive Care Unit (PCU)**. Officiating was the **Rev. Larry Westman**, a chaplain in the Pastoral Care Department. The lovely wedding cake came from the Dietary Department’s **Jennifer Spencer**, Food Production Manager. Guests were mostly nurses and one of the unit’s Environmental Services Associates.



wedding 17 years ago.

“I, Mike, again take you Mary, to be my wedded wife, to have and to hold from this day forward, for better, for worse, for richer, for poorer, in sickness and in health, to love and to cherish until death parts us,” said Mike. On a ventilator, Mary mouthed the words to her vows, gowned in a beautiful pale blue dress donated by “Wedding Artistry.”

“There wasn’t a dry eye in the place,” says **Kay Martinez, RN**, PCU/CSU Patient Care Manager. “This is the first time we’ve ever had a wedding on our unit.”

Several Sacred Heart staff members contributed their time to create a memorable occasion for this special couple.

Mary’s hairdresser was **Judy Atkins, RN**. Mary held a bouquet of white flowers and greenery donated by “Celebrations.” **Laura Coppock, RN**, made the call to obtain the wedding dress, and **Lucretia Lett**, Case Manager, picked up the dress, bouquet and other items. Wedding photographer was **Charlene Holmes** of Patient Care Services. Charlene is a part-time professional photographer. **Dr. John C. Wagner**, pulmonologist, donated refreshments.



On Wednesday, July 9, Mary Maxwell, a patient who was in the care of PCU staff for more than 170 days, renewed her wedding vows from her hospital bed. She and her husband Mike, Pensacola residents, were married 17 years but knew each other for 27 years. Attending the ceremony was a couple who had been present for the Maxwell’s



“The PCU team is privileged to have had this opportunity to share in such a beautiful moment in the lives of Mary and Mike,” says Kay.

Since this article was written, Mary passed away on July 12. Please share your condolences with the PCU staff as they became very attached to this patient and her family.

Maternal-Fetal Medicine: Topic of Aug. 23 Conference

**The 2nd Annual Maternal Fetal
Medicine Conference**

Saturday, Aug. 23

8 a.m. - 4:30 p.m.

Greenhut Auditorium

Fee: \$15/person

Offers 8 credit hours to nurses

*Presented by the Medical Educational
Council of Pensacola in joint sponsor-
ship with Sacred Heart Women’s
Hospital*

This conference is designed to provide OB/GYN and Family Practice physicians as well as PA-Cs, ARNPs, CNMs and nurses with an overview of the protocols used to manage their OB referrals.

SHHS Associates can register online through My Online Education 01SSC-SMFM. Physicians and non-Associates should register through www.mecop.org. Pre-registration is required for all participants. Continental breakfast, refreshments and lunch will be provided.



Physician Billing Runs to Support RM House

Doren Miller reports that Team SHMG Physician Billing made a generous donation of \$315 to the Ronald McDonald House recently after participating in the Firecracker 5K Run. Participants included Jenny Ciesiolka, Jenn Hestle, Frank Hestle, Dalton Hestle, Keegan Hestle, Kristi Burns, Cindy Rogers, Teri Thoming, Doren Miller and Lynn and Rex Lairmore. Thanks for going the extra mile!

Sacred Heart Hospital *on the* Emerald Coast

Congratulations! **SHHEC Associate of the Quarter**

Congratulations to **Jaime Webster**, CPD Business Coordinator in the SHHEC Surgery Department, on receiving the SHHEC Outstanding Associate Award for Indirect Patient Care!

Jaime has been part of our team since February 2004 and has been an excellent example of an associate who "grows where she is planted" because of her willingness to learn. Devoted to service, she is an active member of SHHEC's Mission Council and is a co-leader for the Christmas Adopt-an-Angel program and the Back-to-School drive. Her enthusiasm and support inspire others, and she consistently encourages her department to think and act as a team. Congratulations Jaime!



Roger Hall, SHHEC President, presents Jaime Webster with the Outstanding Associate Award.

Congratulations are also in order for **Kandy Bartlett**, EVS, for being nominated for the Outstanding Associate Award. Being recognized by your peers for the job you perform above and beyond the call of duty is quite an honor.

Pre-Register for Hurricane Kids Camp

In the event that a hurricane or other natural disaster were to occur in our area and cause school and daycare closings, or limit our Associates' everyday access to childcare resources, a Kid's Camp would be operated at SHHEC to assist our working staff.

To pre-register a child, visit the Sacred Heart Intranet page and click on the "Hurricane Kid's Camp" link. After the on-line form is completed, associates will receive a confirmation phone call from a member of the Kid's Camp committee to verify that their child's pre-registration has been received.



For more information, please call Sharon Abele, ext. 3081.

New "Suzy Fund" Provides Free Mammograms

Almost 200,000 women in the U.S. will be diagnosed with breast cancer this year; however, annual screenings offer significant hope in the fight against this life-threatening disease. According to the American Cancer Society, breast cancer can take a few years to develop, and the survival rate is 98% when detected at an early stage.



To ensure access to these life-saving screenings for women of Okaloosa and Walton counties, SHHEC now offers 200 free screening mammograms a year to benefit women of our communities. The Suzy Fund was established in October in partnership with Zampieri's Harbor Grille, Qantum Communications, American Laser Centers and Sacred Heart Foundation as a result of the first "Breast Party in Town."

Screening Guidelines

Women age 40 and older should have a screening mammogram every year. A screening mammogram is an x-ray exam of the breast in a woman who has no symptoms. Women in their 20s and 30s who are not high risk should have a clinical breast exam as part of their regular health exam, preferably at least every three years. Women at high risk should begin screening mammograms at age 35 or younger, depending on their specific situation.

To qualify for the free screening, women must be between the ages of 40 to 65 and reside in either Okaloosa or Walton County. Women on Medicaid or Medicare already qualify for an annual screening mammogram, so the program will target the "working poor" – women who do not qualify for Medicare or Medicaid but who cannot afford a screening exam.

For details, call ext. 3980.

Sacred Heart Hospital *on the* Emerald Coast

Town Hall Update

with Roger Hall, President

With great expectations for the present and the future, let's discuss our goals and results by our pillars of Service, Quality, Finance, People and Growth:

Service

Giving back is at the heart of all we do. The SHHEC Mission Council is currently sponsoring two mission activities.

- SHHEC's annual **Back-to-School Drive** gives us the opportunity to support children in the community and in our own Sacred Heart family who need extra help when it comes to buying supplies and tennis shoes for the new school year. The schools are reporting triple the need from last year due to the economy. To provide supplies, contact Jaime Webster at ext. 3128; to sign up for assistance for your own children, contact Kathy Ault at ext. 3639.
- Let's hammer it home as we help **Habitat for Humanity** complete renovations in their Re-Store building, which is located four miles south of Hwy 20 on Hwy 331. Renovation activities on Saturday, July 26 from 8 a.m. to 4 p.m. include painting, moving, cleaning and organizing. CNPP approved! Contact Kathy Ault at ext. 3639 to volunteer.

Quality

Providing high quality, compassionate care in a safe environment is our goal, and the patients certainly perceive your dedication based on our outstanding 2007-2008 Patient Satisfaction Scores:

- Inpatient Services: 99%
- Emergency Services: 99%
- Family Birth Place: 99%

Our Number One goal for this year is patient safety! We are partnering with Healthcare Performance Improvement to make our outcomes even better by creating a culture of accountability and safety. Doing the right thing in a safe environment is everyone's responsibility, and our team will excel in this journey. Watch for more details about these efforts.

Finance

Your commitment to high quality service is certainly evidenced by our year-end **service volume statistics**, which captured data from July 2007 to June 2008. Highlights include:

- Total Patient Days (10,744) grew 21.5% over last year
- Total Admissions (3,402) grew 26.6% over last year
- Total ER Visits (23,422) grew 4% over last year
- Record month: June 2008 ~ 2,409 patients
- 449 Deliveries blew past the projected 360 deliveries
- Total Outpatient Visits (46,098) grew 4.5% over last year
- Total Surgery Cases (4,767) fell 0.1% from last year
- Cath Lab Procedures (2,727) fell 7% from last year
- Total Bad Debt and Charity Care: almost \$18 million

As you can see, we are making a tremendous difference in our community while still meeting financial goals and objectives to provide for continual growth. SHHEC's budget now represents 36% of the Health System's total budget, which is quite incredible for a 5-year-old, 58-bed facility. Your efforts are greatly appreciated!



Bake Sale for Breast Cancer

The SHHEC Making Strides Against Breast Cancer team is hosting a Bake Sale for Breast Cancer Awareness

Friday, Aug. 8: 8 a.m. to 12 p.m.

For more information, contact Melissa Robinson in the Olson Women's Diagnostic Center, ext. 3976.



Town Hall Update, continued . . .

People

Engaged Associates lead to safe, effective and compassionate care. Thank you for taking time to participate in Ascension Health's **Associate Engagement Survey** this spring. With a 95% response rate, our results will certainly be credible and helpful in identifying successes and opportunities for improvement. Stay tuned for more details on the survey results.

Growth

- Sacred Heart's new hospital in **Port St. Joe** will be taking shape soon as concrete is scheduled to be poured in the next few weeks. The community there is thrilled about our future presence, and our SHHEC team will play a part in bringing the hospital to life.
- The \$5 million **Heart & Vascular Campaign** at SHHEC should wrap up soon, thanks to the community's generosity and belief in our services. Stay tuned for more details on this expansion project.

You truly make a difference each day, and it is an honor to partner with you in our mission to make healthcare better. Thank you & God bless.