

Sullivan, Belinfante appointed to MCG Health, Inc. board



Rebecca N. Sullivan and Josh Belinfante have been appointed by Gov. Sonny Perdue to serve a three-year term on the Board of Directors of MCG Health, Inc.

Sullivan served as Policy Advisor, Deputy Executive Counsel and Executive Counsel to the Governor for three years. Previously, she was an Associate with the law firm of Elarbee, Thompson, Sapp & Wilson, LLP in Atlanta. Prior to that, she

was a Legal Extern to the Administrative Judge in the Hearings Division of the Atlanta district office of the Equal Employment Opportunity Commission.

She earned a B.A. degree in Political Science from The University of Georgia and a law degree from The University of Georgia School of Law.

She is a member of the Judicial Nominating Commission and the State Bar of Georgia, and recently served on the Georgia Board of Nursing. She volunteers her time as an assistant troop leader with the Girl Scouts of Greater Atlanta, at Gwin Oaks Elementary School and at Grace Fellowship

Church in Snellville.

Belinfante recently joined the law firm of RobbinsLaw LLC, after serving as Gov. Perdue's counsel since January 2007, during which time

he drafted laws on health care, eminent domain and civil practice.

He played a key role in the Georgia Certificate of Need legislation, which regulates health care facilities and services, and Georgia Medicaid policies and regulation.

Previously, Belinfante was legal counsel to the judiciary committee of the Georgia House of Representatives, and law clerk to Chief Judge J.L. Edmondson of the United States Court of Appeals for the Eleventh Circuit. He also practiced commercial litigation as an associate at Balch & Bingham LLP and Alston & Bird LLP, both in Atlanta.

He earned a bachelor's degree from the University of Pennsylvania and a law degree from The University of Georgia School of Law.

An Atlanta native, Belinfante serves on the boards of the local chapters of the Federalist Society and the Jewish National Fund. He is president-elect of the Pace Academy Alumni Board and a member of both the Fulton County and Georgia Republican Party. ♦

Chaplain Francois lucky winner

Chaplain Brennan Francois is the November winner of the reserved parking spot in the 15th Street Parking Deck. You could also be a lucky winner if you contributed during the first employee fundraising campaign. One donor will be selected each month. ♦



Outstanding nurses, supporters recognized at annual Fall Harvest



PICU Nurse Manager Kim Basso received the Who Moved My Cheese Nurse Manager Award.



NICU Nurse Linda Wise received the Forces of Magnetism Award.

Four exceptional nurses and four of those who contribute to the success of nursing at MCGHealth recently won awards at the annual Fall Harvest presented by the Nursing Star Navigator Council.

Pediatric ICU Nurse Kay Lawrence, MSN, RN, CCRN, and Linda Wise, BSN, RNC-NIC, C-NPT, Neonatal Transport Team Coordinator, received the Forces of Magnetism Award for nursing excellence.

“One of the criteria for this award is having an exemplar that demonstrates an exceptional level of patient care, a method of improving clinical quality, the use of professional networking to enhance process improvements, the exercise of independent judgment in interdisciplinary

patient care and other best practices as outlined by the Fourteen Forces of the Magnet process,” said Sharon Vincent, Director of Professional Nursing Practice and Education.

“Teaching nurses

to become comfortable with talking about their own evidence-based practice is an important part of the Magnet process.”



Chaplains Brennan Francois and Erwin Veale received the Friends of Nursing Award.

Pediatric ICU Nurse Erika Bland, RN, was awarded the Preceptor of Distinction Award for inspiring the next generation of nurses. “The new nurse finishes his or her formal education while on the job. So it is extremely important that we have nurse preceptors who validate the

competencies of new nurses, serve as role models, foster professionalism and help the new nurse through difficult situations in such a way that the new nurse learns, grows and develops,” Vincent said.

The Who Moved My Cheese Nurse Manager Award went to Kim Basso, BSN, RN, in recognition of all she has done to become a change agent in the Pediatric ICU and a role model for leading change among her peers. “Kim has taken advantage of opportunities to effect change by maintaining consistent communication and encouraging professional development among her team members.”

“Our nursing staff can’t and don’t do it alone. Nurses have ample support within the organization, but this year there were a few people in particular who stood out.

Chaplains Brennan Francois and Erwin Veale, Dr. John Mellinger of GI Surgery and Ben Taylor, PA-C, Ph.D., of the Emergency Department, were honored with Friends of Nursing Awards,” Vincent said.

The awards were recently given at the annual Preceptor Dessert Reception. ♦

Meaningful unit targets established for patient satisfaction

MCGHealth has made significant gains in patient satisfaction over the past nine fiscal years, from not measuring patient satisfaction at all to going from our first score of 83.5 to our most recent achievement of 88.7.

This year's goal calls for pegging our overall patient satisfaction score at the 80th percentile (90.1), which is very challenging. "We know that this is going to be a tough one. We nearly reached the 75th percentile by the end of last fiscal year. This was a major milestone for our organization and it took a lot of determination. We really have our work cut out for us to reach the 80th percentile," said Bernard Roberson, Director of Family Services, who co-authored the plan with Erica Steed, Planning Analyst.

That is why MCGHealth is taking an individual unit approach to reaching our goals this fiscal year. If a particular unit is currently at the 25th percentile, that unit may become discouraged if it were looking to go from the 25th to the 80th percentile in a matter of months. "Instead, for example, we would ask that unit to work toward the 35th percentile. If each unit achieved significant gains in patient satisfaction in realistic

increments, it would add up to the 80th percentile," Roberson said. "That's part one of our strategy," Steed said.

"Part two is to look at unit-based opportunities for improvement according to HCAHPS. We've reviewed the HCAHPS scores of each unit and isolated the key questions that need to be a priority for that unit. We will ask the unit

to develop an improvement plan focused on priority areas and use that plan to improve their patient satisfaction scores with laser-like focus and in high impact areas likely to move the needle," Steed said.

"We believe that this approach gives our employees the confidence and motivation they need to make this happen," Roberson said. ♦

Horse Show slated



Six-year-old Emma Tinsley of Anderson, South Carolina, rode Jiminy Cricket in previous horse shows.

The 2009 Open Horse Show, benefitting the MCGHealth Children's Medical Center, will be held Nov. 14 at the Hippodrome in North Augusta. Registration is 8 a.m. and the show opens at 9 a.m. Admission and parking are free. The fee for equestrians is \$5 per class, \$10 per Championship Class and \$2 per Exhibition.

"This family-oriented event is an excellent opportunity for equestrians of all backgrounds and ages to engage in friendly competition while gaining valuable experience," said Elizabeth Mathews, Philanthropy Associate.

For further information, call 706-721-3957 or e-mail emathews@mcg.edu. ♦

James named Associate General Counsel



Susan G. James has been named Associate General Counsel at MCG

Health, Inc. Prior to joining us, she served as Vice President and General Counsel at Regency Hospital Company,

a long-term acute care health system headquartered in Atlanta. Previously, she served as an Associate in the technology and corporate practice groups at Atlanta law firm McKenna, Long & Aldridge, after having held a number of progressively responsible positions at Atlanta law firms.

James earned a bachelor's degree in Music at The

University of Georgia, a master's degree in Music at the Southern Seminary in Louisville, Ky., and a Juris Doctorate degree at the University of Louisville School of Law.

She is a member of the State Bar of Georgia, Association of Corporate Counsel and American Health Lawyers Association. ♦

What does wellness mean to you?

MCGHealth is launching a new wellness program — HealthWise. HealthWise is designed to help MCGHealth employees adopt healthier lifestyles and take preventative measures to avert the onset of an illness or disease. Through HealthWise, you get the benefit of taking a Health Risk Assessment and working one-on-one with a personal Wellness Coach.

Over 50 percent of health care costs are the results of lifestyle choices. You now have the opportunity to review and manage these lifestyle choices with the assistance of your personal and private Wellness Coach. Programs that you put together with your Wellness Coach could include helping you stop smoking, lowering your cholesterol, increasing

your ability to manage stress and establishing an exercise and nutrition program that works specifically for you.

MCGHealth's Certified Wellness Coaches are specially trained, registered nurses that will provide an evaluation and interpretation of your health risk assessments. Based on these assessments, the Wellness Coaches will work directly with you to establish measurable goals and action steps to reduce your health and disease risk factors.

Participation in HealthWise is strictly voluntary, completely confidential and free of charge. Your name and information will not be used in any type of analysis or published in any manner. In addition, you are free to discontinue the program at any time without

effecting your employment or benefits.

A detailed package of material signaling the start of the program will be sent to you. This package will contain next steps, including an appointment with Occupational Health Services for biometric screening. The screening will entail having your blood drawn, and checking your cholesterol level, blood pressure, body fat and body mass index.

After receipt of your biometric screening results, you will be prompted to take a private and confidential online Health Risk Assessment.

Then, you will make an appointment with your Wellness Coach to review your health risk assessments, establish measurable goals and action steps. ♦

Nurses are first in nation to receive credentials



(Left to right) Linda Wise, Deborah Wall and Patty Parker were among the first in the nation to recently earn C-NPT credentials from the National Certification Corporation. The three are neonatal transport nurses at the MCGHealth Children's Medical Center. Also earning the certification was Mary Lacey (not pictured), a neonatal nurse practitioner.

Four nurses at the MCGHealth Children's Medical Center are the first in the nation to become certified by the National Certification Corporation in neonatal pediatric transport.

Neonatal Transport Nurses Linda Wise, Patty Parker and Deborah Wall, and Neonatal Nurse Practitioner Mary Lacey were among the 306 health care professionals, including nurses, nurse practitioners, respiratory therapists, paramedics and physicians, who successfully completed the inaugural credentialing process to earn the prestigious new C-NPT certification.

"Families trust the Neonatal Transport Team at

MCGHealth Children's Medical Center with their most precious cargo – their babies. Achieving this milestone demonstrates that our transport team will stop at nothing to maintain that trust," said Barbara Meeks, Vice President of Pediatric Patient Care Services.

"The fact that our nurses are the first in the nation for this designation reinforces MCGHealth's leadership in providing quality pediatric care."

The C-NPT training program required participants to demonstrate competency in more than 10 specialized areas of neonatal pediatric transport, including:

- Identifying life-threatening states and initiating appropriate interventions.
- Formulating and implementing a plan of care in collaboration with physicians and other health care professionals.
- Evaluating benefits and risks of diagnostic and therapeutic interventions.

- Understanding the impact of transport physiology on both the neonatal/pediatric patient population and the accompanying transport team members.
- Applying safety principles of transport as applicable to both the neonatal/pediatric patient population and the accompanying transport members.
- Recognizing the psychosocial aspects of pediatric/neonatal transport and potential impact on the family.

To maintain the C-NPT credential, the nurses must retest every three years or earn a minimum of 15 continuing education hours in the Neonatal Pediatric Transport specialty.

The National Certification Corporation (NCC) is a not-for-profit organization that provides national credentialing programs. The NCC has certified more than 80,000 health care professionals in women's health, obstetric and neonatal specialty areas since its inception in 1975. The NCC is accredited by the National Commission for Certifying Agencies, the accreditation body of the National Organization for Competency Assurance. ♦

Zac Brown Band concert benefits transplant patients

Zac Brown Band will perform on Thursday, Nov. 12 at 8 p.m. at the Bell Auditorium. "The Beat Goes On" will benefit the Georgia Transplant Foundation. Tickets are \$100, \$35, \$30 and \$25. A special \$3 discount is available for MCGHealth, MCG and PPG employees until November 11. You can purchase tickets at crsatix.com and enter code GZZB. Tickets can also be purchased at the box office by showing your employee ID.

In 2008, the Georgia Transplant Foundation provided MCGHealth transplant program patients with more than \$170,000 in monetary assistance. The GTF will match funds up to \$10,000 for transplant-related expenses, including the necessary yet expensive immunosuppressant medications. ♦

Anderson Named Director of Communications Services

Brian M. Anderson has joined MCG Health, Inc. as Director of Communication Services. He will be responsible for building and maintaining the health system's telecommunications infrastructure.



Prior to joining the health system, Anderson was the Technology Manager for network infrastructure at WellPoint, Inc. in Columbus,

Ga. Previously, he was a Network Engineer at Computer Sciences Corporation at General Dynamics-Gulfstream Aerospace in Savannah and Operations Supervisor at McMaster-Carr Supply Company in Atlanta.

He earned a B.A. degree in Political Science from Emory University, a master's degree in Public Administration at The University of Georgia and an MBA degree at Georgia Southern University.

Anderson is Cisco and Avaya certified. ♦

Staff lights the night



Oncology faculty and staff and their family members raised more than \$4,500 during the Light the Night Walk hosted by the Leukemia and Lymphoma Society. ♦