

## Medical heroes recognized with first DAISY Awards



*Kim Luckey (third from left) proudly displays the DAISY Award banner with hospital leaders and her colleagues in the PACU. Pictured with Luckey are (from left): Mallory Barmore, a PACU staff nurse and member of the Special Projects Shared Governance Council; Kimberly Wood, Charge Nurse of the MICU and Co-Chair of the Special Projects Shared Governance Council; Leslie Edney, PACU Charge Nurse; Sandra McVicker, Interim President and CEO; Susan Andrews, Perioperative Manager; Missy Pratt, Assistant Vice President of Perioperative Services; and Kathryn Mathis, staff nurse from 4 West and a member of Special Projects Shared Governance Council.*

Registered nurses Kelly Edwards, Tammy Harris, Kim Luckey and Margaret Wyman were recognized with MCGHealth's first DAISY Awards for the extraordinary feats they perform each day. They were nominated by their peers and selected by MCGHealth's nursing administrators.

The honorees received a certificate stating: "In deep appreciation of all you do, who you are, and the incredibly meaningful difference you make in the lives of so many people." They also were awarded a

sculpture, called a "Healer's Touch," which was hand-carved by artists of the Shona Tribe in Africa.

The not-for-profit DAISY Foundation is based in California, and was established by family members in memory of J. Patrick Barnes. He died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura, a little known but not uncommon auto-immune disease. The nursing care he and his family received inspired the DAISY Award, a unique means



*Tammy Harris (left) of Family Medicine is very surprised when Kimberly Wood, Mallory Barmore and Kathryn Mathis present her with the DAISY Award.*



*Kelly Edwards (left) of 5C receives her certificate from Kimberly Wood.*

of thanking nurses for making a profound difference in the lives of their patients and families.

Each quarter, a nurse working in the adult hospital, the pediatric hospital, the outpatient clinics and operative services will be selected to receive the award.

MCGHealth is the only health system in the CSRA that is participating in the program.

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## New attendance policy offers greater incentives

What your grandmother told you is true: You can catch more flies with honey than you can with vinegar. After listening to concerns raised by employees, MCGHealth administrators reached the same conclusion. The health system is adopting a new attendance policy, one that offers incentives, is less punitive, can be consistently applied by managers and clarifies the difference between scheduled versus unscheduled time.

“We are very pleased to introduce the new policy. With the new policy, we’ve achieved a better balance between the carrot and the stick, whereas before the attendance policy was more punitive with fewer incentives,” said Tiffany McGuire, Director of Employee Relations. The old policy was initiated in December 2001 to address serious attendance issues that existed at that time. Over the years, the policy was successful in reducing overall absenteeism.

The new policy contains a number of important features, for example, incentives. Those employees with perfect attendance during the quarter can earn a \$25 gift. Perfect attendance for the year (a rolling 12 months) can also yield three additional PTO days annually.

Based on departmental needs and the supervisor’s discretion, an employee may be allowed to “work off” a portion of the points he or she has accumulated. Perfect attendance is defined as not having unscheduled absences or points for tardiness during the period. Unscheduled absences are those where PTO was not previously approved and scheduled. Management staff is exempt from these incentives.

The new policy also streamlines the progressive disciplinary process by eliminating the third written reprimand prior to discharge, with a slight change in the point system. Points are assessed for being tardy, partially absent or absence, and for calling in late, not calling at all but not showing up either, failing to clock in and failing to clock out. Points are cumulative over a 12-month period.

Supervisors are required to ask employees to give a basic reason for their tardiness or absence, such as illness, children who are sick, transportation problems and child care issues. Supervisors are expected to input attendance on a weekly basis and starting this month employees will have the ability to go into the

attendance tracking system to monitor their points.

“We’ve involved a number of employees such as those who participate in the Human Resources Advisory Council in the development of the policy. We also invited all employees to attend a couple of open forums to help us fine-tune it. Manager focus groups and meetings have also been helpful venues for gathering feedback,” reported Derek Carissimi, Vice President of Human Resources. “We believe this inclusive process has resulted in an improved policy that meets the needs of individuals as well as the health system.”

The new policy will begin July 1, 2010, and will apply to hired as well as leased employees. ♦

### 2010 holiday schedule

**Independence Day**  
July 5, 2010

**Labor Day**  
Sept. 6, 2010

**Thanksgiving Day**  
Nov. 25, 2010

**Day after Thanksgiving**  
Nov. 26, 2010

**Christmas Eve**  
Dec. 23, 2010

**Christmas Day**  
Dec. 24, 2010 ♦

## And the walls came tumbling down

Work recently began on the renovation of the Pediatric Hematology/Oncology outpatient practice site. Over the next several months, walls will be relocated, flooring will be replaced and the clinic will be reconfigured to make it lighter,

brighter and more patient friendly.

“Some of our patients spend significant numbers of hours here and we want them to be as comfortable as possible,” explained Jim Mumford, Administrative Director of Pediatric Ambulatory Services.



*Kelley Dube (left) told the gathering how much the remodeled space is going to mean to her and her son CJ, who had leukemia.*

*Jim Mumford, Administrative Director of Pediatric Ambulatory Services, painted a vivid picture of how dreary the interior treatment rooms can be for some of the patients who spend long amounts of time there. When complete, treatment areas will have windows.*



*Artist rendering of the new pediatric hematology/oncology outpatient practice site.*

A demolition event to spread news of the renovation in the community was recently held in the practice site. Mumford was joined by long-time supporter of the clinic, Kelley Dube, whose son has been a patient at the clinic for many years. Both gave introductory remarks that set the stage for a group of hem/onc patients to whack away at a temporary paper wall with miniature tools, symbolizing that the demolition has begun.

“This has been a long-time dream of our administrators, our clinic staff, our child life



*How often do adults put hammers in the hands of children and invite them to destroy a wall? Probably never. As a result, the boys went at it tooth and nail and enjoyed every minute of it. From left, they are: 12-year-old Kevin Scott, 10-year-old CJ Dube, 3-year-old Timothy Dube and 8-year-old Matthew Dube.*

specialists and especially our patients and their families. It has taken us the past four to five years to raise the funds that allowed us to start the demolition, and we continue to raise the remaining \$500,000 needed to complete the renovation project,” said Connie Guinn, Philanthropy Officer. ♦

## Give the gift of life

The need for transplant organs and tissue far exceeds the availability, and that gap is growing. In the United States, 17 patients die every day while waiting.

Anyone can become a potential organ and tissue donor simply by making

the commitment and sharing their decision with their loved ones.

If you would like additional information regarding donation, please contact MCGHealth's Tissue Donor Services at 706-721-3411. ♦

## Service awardees recognized

In these days of increased job mobility, spending 20, 25, 30 years with one employer is noteworthy. These milestones will be celebrated by 41 MCGHealth employees at an upcoming dinner at the Partridge Inn.

The service honorees recognized for a total of 935 years of service are:

### Twenty Years

**Miriam Alices-Villanne**, *Utilization Management*

**Ranjanbal Amin**, *Diagnostic Radiology*

**Mary Bell**, *Occupation Therapy*

**Ruth Bell**, *Medical ICU*

**Dessie Brown**, *Cancer Clinic*

**Mary-Jo Cooper**, *Georgia Radiation Therapy Center*

**Debra Cowan**, *Operating Room*

**Angela Day**, *Diagnostic Radiology*

**Jan Ebersole**, *SCC Laboratory*

**Carole Ferrang**, *Outcomes Management*

**Kristin Franklin**, *Shock Trauma*

**Wanda Dye Gillespie**, *Epidemiology*

**Sherry Hadden**, *Patient Accounting*

**Billy Don Hooks**, *Facilities Operations - Electrical*

**Robert Jackson**, *Hematology*

**Lenora Johnson**, *5 South Oncology*

**David McKie**, *4 West - Progressive Care*

**Genevieve Ramsey**, *Cancer Clinic*

**Yvonne Reeves**, *8 South - ADT Unit*

**Melanie Sleister**, *4C - Pediatric Medicine*

**Robert Steel**, *Facility Operations - Mechanic*

**Louverne Thomas**, *Environmental Services*

**Reta Tyler**, *8 South - ADT Unit*

**Linda Williams**, *Emergency Department*

### Twenty-Five Years

**Darrell Adair**, *Asset Management*

**Holly Anderson**, *Physical Therapy*

**Pamela Favro**, *Pediatric Hematology/Oncology Clinic*

**Cheryl Lewis**, *Blood Bank*

**Sandra Oglesby**, *Surgery Clinic*

**Joyce Oliver**, *Immunopathology*

**Susan Pickard**, *4 West - Progressive Care*

**Dennis Strellner**, *Facilities Services - Zone Maintenance*

**Teresa Thomas**, *Chemistry*

**Sheila Tinsley**, *Blood Bank*

**Dianne Ward**, *PACU*

### Thirty Years

**Robert Baggott**, *Emergency Department*

**Bridget Evans**, *Chemistry*

**Betty McClain**, *Patient Accounting*

**Edith Spann**, *Patient Transport Services*

**David Thompson**, *4 West - Progressive Care*

**Rhonda Woo**, *Pharmacy* ♦

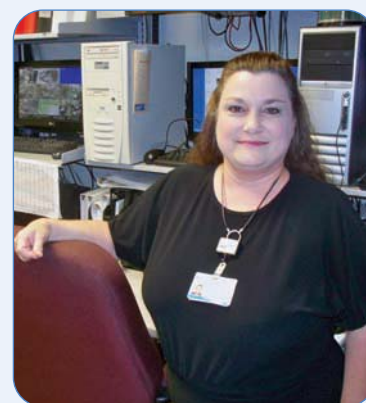
## Medical heroes

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Margaret Wyman (third from left), who works in the Medical ICU, receives her award from (left to right) Terry Perry, Vice President of Adult Patient Care Services; Sandra McVicker; and Sandra Clay, Nurse Manager of the MICU. ♦

## Parrish selected for parking spot



Tamra Parrish of Dispatch wins the reserved parking spot in the 15th Street Deck for May. Her name was drawn from among those who contributed to the first employee fundraising campaign. One name will be drawn each month until July 2010. ♦

## MCGHealth helps moms connect



*Natalie Lyons-Massenberg shows moms how to do sit ups using their babies as counter balances. Lyons-Massenberg of the Family YMCA in North Augusta was a recent guest speaker at one of the Moms Connection weekly meetings.*

A new baby doesn't come with an instruction manual. That's why MCGHealth Women's Health has launched the Moms Connection, a weekly support group to guide mothers through some of the early stages of parenthood.

New moms and babies are invited to participate in the Moms Connection every Tuesday from 1 to 2 p.m. at 1225 Walton Way (the old Fairway Ford dealership) in Room 1010C. You will be able to weigh your baby, share refreshments, network with other moms, get questions answered and receive timely advice from the

Women's Health team and monthly guest speakers.

"When I brought my first baby home, I remember being completely overwhelmed. I thought, 'How can I be responsible for another human being? Am I ready for this?' It can be

quite frightening when it first sinks in," said Teresa McCullen, now mother of five and grandmother of two. McCullen, a certified childbirth instructor, infant massage instructor and lactation consultant in Women's Health at MCGHealth, hosts the Moms Connection to help new moms get through those days of uncertainty.

"I want to make sure moms have plenty of support from the beginning," McCullen said. "Often the stress and anxiety can be alleviated with knowledge and support from someone who's been there."

For more information about MCGHealth Moms Connection, call Women's Health at 706-721-8283, or visit [mcghealth.org](http://mcghealth.org). ♦

## Congratulations to our 100-year-old kids!

In celebration of the centennial of The Wilhenford Children's Hospital, the precursor of the MCGHealth Children's Medical Center, we asked you to become kid certified. More than 1,500 people have done so. To recognize them, we will print some of the names in each issue of *News of Excellence* until we publish them all, beginning with this issue. Here are 50 of them.

Joyce Abrams  
Ron Adams  
Amelia Allen  
Lydia Belger  
Lawanda Brown  
Jacqueline Byrd  
Sarah Cartwright  
Shauntia Davis  
Clifton Dennis  
Lisa Dukes  
Amanda Duncan  
Andrea Edmunds  
Pamela Favro  
Kin Tai Fong  
Paulette Hazel  
Theodora Highsmith  
Janet Hopkins

Natalie Horseman  
Betty Jefferson  
Latoya Jones  
Shadena Jones  
Karen Keenan  
Heather Key  
Phyllis Kitchens  
Sarah Lawson  
Patricia Lazenby  
Felicia Lewis  
Regina Liquois  
April Lumley  
Anni Matthews  
Amy McKeen  
Sandra McVicker  
Yolanda Mims  
Teresa Minvalla

Alma Pearl  
Rhonda Prescott  
Wanda Pryor  
Stephanie Pursley  
Walter Quiller  
Sophia Raye  
Janis Richardson  
Janet Sapp  
Tabitha Scott  
Brooke Sheehan  
Erwin Veale  
Vickey Ware  
Peggy Wideman  
Edith Wildy  
Elizabeth Williams  
Sharon Willis ♦

## Welcome new team members

**Christine Abbott**, *Family Services Development*

**Candice Allen**, *5 North Oncology*

**Ericka Andrews**, *3 South Adult Psych*

**Gertrude Avery-Dunn**, *Healthy Start*

**Kathryn Bell**, *7 South*

**Walter Bernhart**, *GRTC Administration*

**David Boykin**, *Human Resources*

**Crystal Cunningham**, *Patient Accounts*

**Kellie Deans**, *Respiratory Care*

**Sarah Donovan**, *Cancer Clinic*

**Tiffany Ford**, *9 North Child Psych*

**Melissa Garnett**, *Operation Services*

**Antoinette Glover**, *Environmental Services*

**Leslie Harwell**, *7 West Obstetrics*

**Carol Howard**, *Patient Accounts*

**Tasha Irby**, *Environmental Services*

**Reiko Kretz**, *Hematology*

**Leanne Kutlik**, *Microbiology*

**Karen Lamb**, *5C Pediatric Surgery*

**Brandie McArthur**, *Medicine*

**Thaddeus Meyers**, *3 South Adult Psych*

**Susan Morris**, *Respiratory Care*

**Kathy Neal**, *Patient Accounts*

**Brandon Phillips**, *Environmental Services*

**Mindy Selby**, *6 South Cardiac Care*

**Jean Sheffield**, *Environmental Services*

**Amber Stikeleather**, *6 South Telemetry*

**Candice Temprow-Johnson**, *Emergency Medicine*

**Lisa Vinson**, *Central Sterile*

**Patricia Wheeler**, *Women's Health*

**Wanda Weldon**, *7 South*

**Limaris Williamson**, *Neonatal ICU*

**Belinda Wynn**, *Desk Operations* ♦

## Promotional initiatives win Target Awards

Two Strategic Support and Philanthropy departments each won three Target Awards, which are presented by the Georgia Society for Healthcare Marketing and Public Relations, one of the societies affiliated with the Georgia Hospital Association.

The Marketing department won one gold and two silver awards. The da Vinci direct mail piece won gold in the Direct Mail category. The da Vinci television ads and the MCGHealth consumer website each captured silver in their respective categories.

The Public Relations department won gold in the Employee Communications category for *Daily Update*; silver in the External Special Events category for "Do Real Men Wear Pink?", an event in which Cancer Center construction



On hand to accept the Target Awards were (from left): Deborah Humphrey, Director of Public Relations; Denise Parrish, Media Relations Manager; Delandous Haynes, Public Relations Coordinator; Cathleen Caldwell, Marketing Manager; and Kim Marlatt, Director of Marketing and Planning.

workers helped raise awareness of breast cancer; and silver for the 2009 Annual Report.

The Target Awards are presented annually. Entries were judged by the Illinois Society of Marketing and Public Relations. ♦