

# INTERCOMM

SPECIAL EDITION

October 1, 2013

## STRENGTHENING CARE *through* ENGAGEMENT

We continue to make CHC an even better place to work! Our recent survey shows that once again we achieved significant growth in our i.C.A.R.E. Employee Engagement scores. A highly engaged workplace means everyone is working together to make CHC a great place to work and the best place for patient care.

### Where do we stand?

#### Spring 2013 survey findings

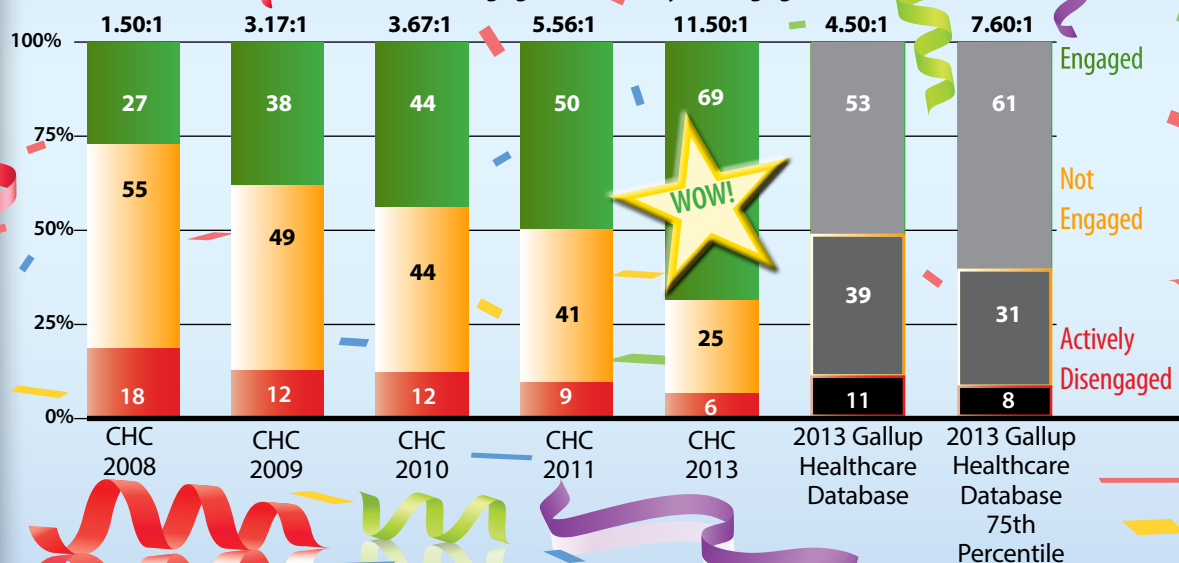
In spring 2013, 89% of CHC employees participated in the i.C.A.R.E. Employee Engagement survey administered by the Gallup Organization and here are the results:

- We achieved 70th percentile (4.38 Grand Mean)
- 69% of CHC employees are engaged at work
- The number of engaged employees to actively disengaged is 11.5 to 1, well above World Class designation
- CHC Nurses are at the 75th percentile of the Gallup RN database
- 56% of CHC Departments are at Best Practice designation
- 29% of CHC Departments are at World Class designation
- 57% of CHC workgroups increased their Grand Mean score by .20 or more

Passionate and engaged employees create passionate and engaged patients.

### Gallup Q12® Engagement Index

#### Ratio of Engaged to Actively Disengaged



### Our path to a stronger workplace

Since Spring 2011, we have focused on Q8: Mission/Purpose — emphasizing how each employee’s job relates to CHC’s mission — and our efforts have paid off. Our grand mean score moved .32 between 2011 and 2013, which is substantial progress.

Earlier this year, we held the WeCanStruction Contest with overwhelming participation! There were 43 department entries, and we collected 8,273 food items that were donated to the Bowling Green, Franklin, and Scottsville communities. We made a difference in the fight against hunger and malnutrition in the communities we serve!

The majority of CHC employees responded either Strongly Agree or Agree to each Q12 item. By working together, we are creating a better environment for each of us and for our patients, their families and our communities.

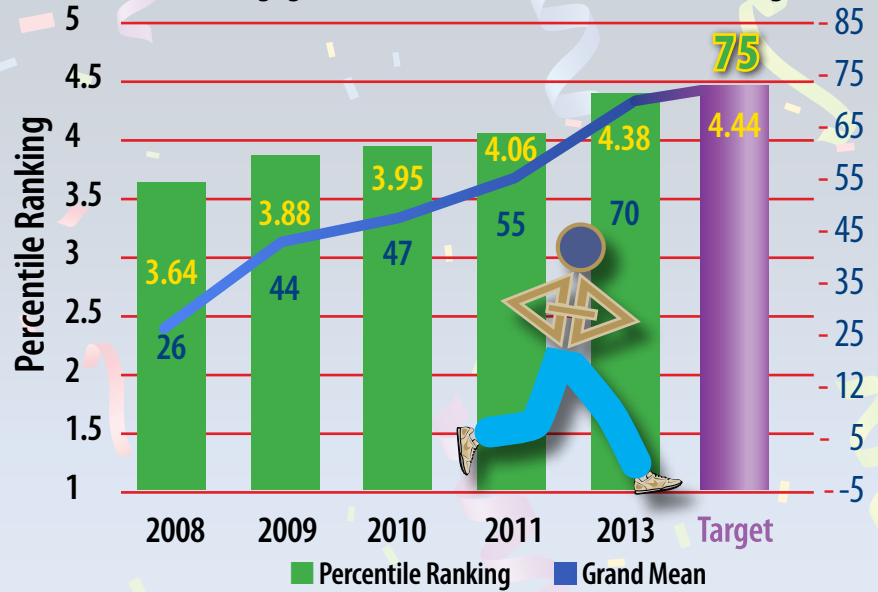
### Where do we go from here:

By working together, we strengthen care through employee engagement. Did you know that Q2, Q8, Q9, Q10 and Q12 directly impact a patient’s perception of their care experience (as measured by HCAHPS)? See page 3.

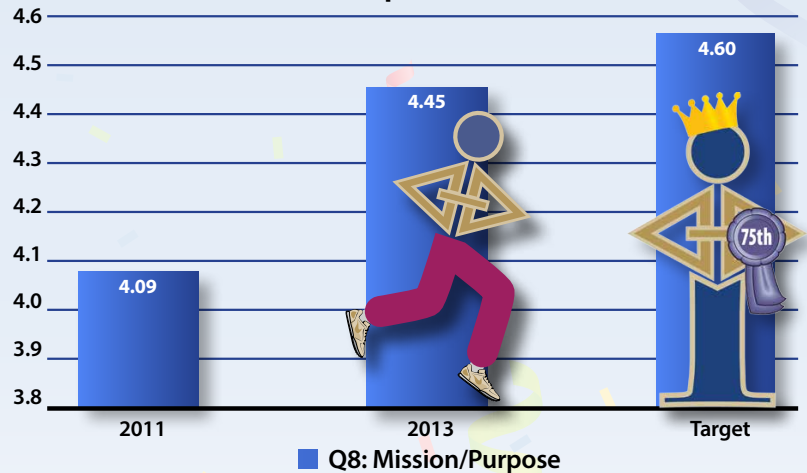
This year we will take a different approach in Action Planning, and your workgroup will identify Q12 activities that will impact the overall effectiveness of your workgroup. You may choose to work on strengthening the patient/customer experience, improving patient/customer outcomes, reducing waste and unnecessary expense or improving productivity. Through this approach, employee engagement strengthens care delivery.

### Our Progress

Overall Engagement Grand Mean & Percentile Ranking

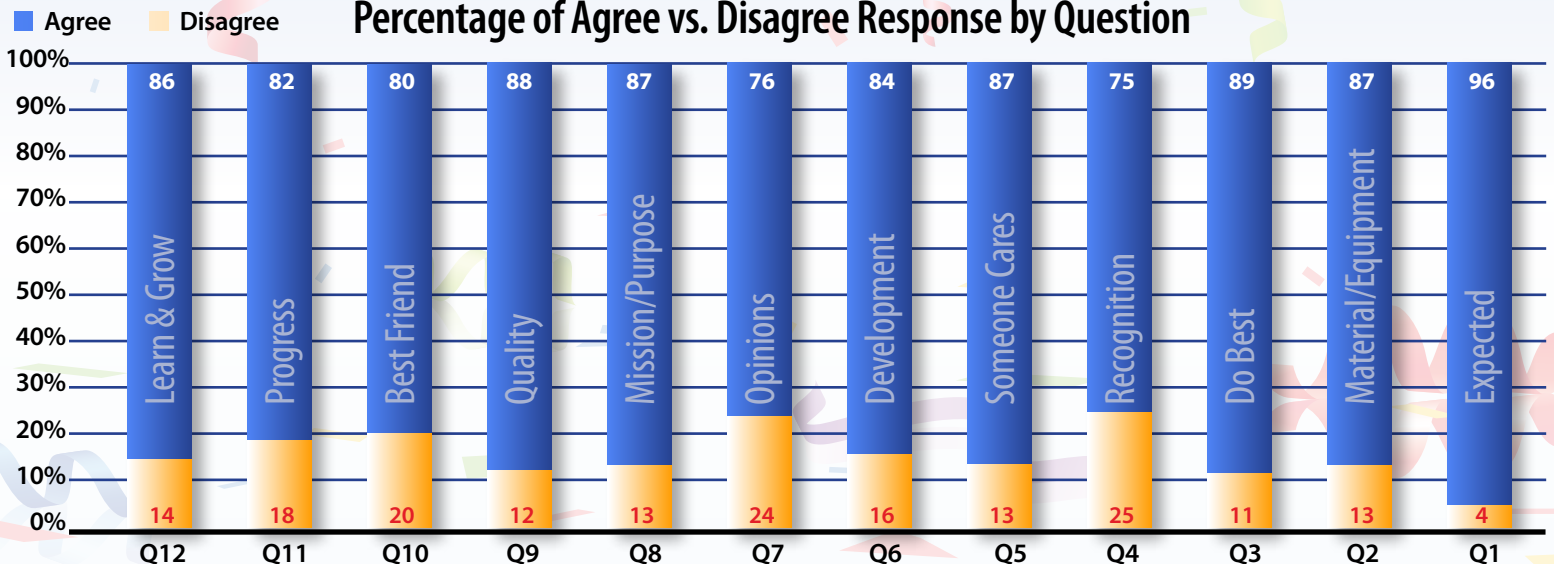


### Q8: Mission/Purpose Grand Mean

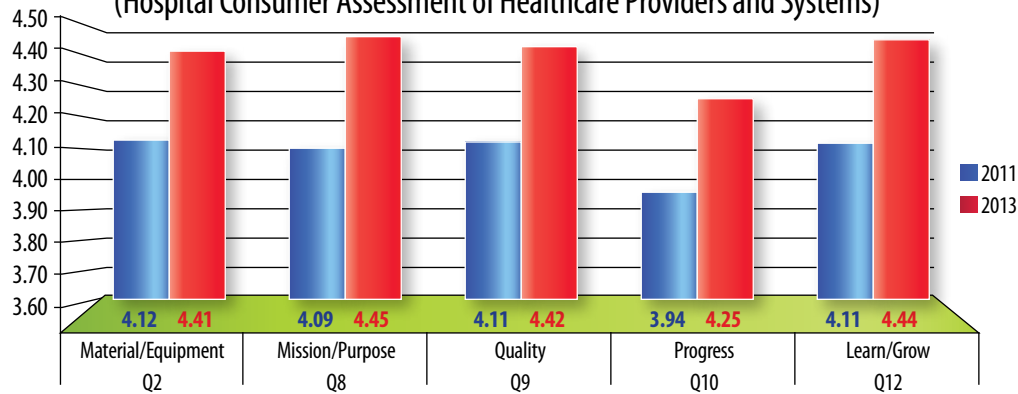


### Spring 2013

Percentage of Agree vs. Disagree Response by Question



## The Q12 That Correlate with HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)



## Congratulations to the following work groups who achieved Best Practice or World Class designation.

### The Medical Center at Bowling Green **World Class**

4D - Transitional Care  
Barren River Regional Cancer Center  
C.T. Scan  
Care Coordination  
Charge Audit  
Community Wellness  
Endoscopy  
HIM - Coding  
HIM - Transcription  
Home Care Program  
Interventional Radiology  
Mammography  
Materials Distribution  
MRI  
Nuclear Medicine  
Nursing Administration  
Outpatient Behavioral Health Services  
Private Referral Clinic  
Radiology  
Ultrasound

### **Best Practice**

3C - ICU  
3D - Med/Surg  
5A - MCBG Med/Surg  
5B - MCBG Med/Surg  
5C - MCBG Med/Surg  
Administration  
Cardiac Rehab  
Central Monitoring  
Central Transport

Dialysis  
Emergency Medical Services  
Food Services  
Geriatric Inpatient Behavioral Health Services  
Health Information Management  
MedEquip  
Pathology  
Patient Registration  
QRM  
Radiation Oncology  
Respiratory Care

### The Medical Center at Scottsville **World Class**

Rehab Group  
Senior Perspectives  
**Best Practice**  
Food Services  
Laboratory  
Radiology

### The Medical Center at Franklin **World Class**

Environmental Services  
Rehab Group  
Respiratory  
**Best Practice**  
Emergency Department  
Food Services  
Laboratory

### Commonwealth Regional Specialty Hospital

**World Class**  
Respiratory  
**Best Practice**  
Nursing and Support Groups

### Commonwealth Health Corporation **World Class**

Barren River Adult Day Care  
Center Care  
Employee Health Services  
Hartland Massage  
Heart Institute  
Human Resources  
Marketing  
Quicksilver Messenger Service  
Security  
**Best Practice**  
Bluegrass Outpatient Center  
CFR - Commercial & Managed Care  
CHC Accounting  
CHC Physical Therapy  
Education & Development  
Hillcrest Credit Agency  
Psychiatric Associates

# Engagement Champions

We would like to recognize and once again extend a special thank you to all of our Engagement Champions. They play a key role in creating a positive, engaging environment. Our Engagement Champions generate the positive energy needed to make CHC the best it can be.

## CHC and The Medical Center at Bowling Green

Leigh Ann Abston  
Anne Afton  
Beth Alagna  
Amanda Allen  
Jennifer Allen  
Michele Alspaw  
Ashley Austin  
Michele Baldwin  
David Banahan  
Casey Barnes  
Rhonda Barnett  
Erinn Basista  
Brittany Baxter  
Mike Baxter  
Debbie Belcher  
Rick Beliles  
Teresa Bertrand  
Janet Best  
Shelia Black  
Melissa Bloyd  
Julie Boivin  
Rob Boivin  
Aleia Bow  
Sophia Bradley  
Amy J. Brumett  
Michelle Bryant  
Hannah Bryson  
Julie Burba  
Chris Byrd  
Kacey Carter  
Selena Carver  
Glynda Chu  
Dana Clark  
Rebecca Clark  
Melissa Clarke  
Sarah Coats  
Kara Combs  
Liz Coomer  
Selina Coots  
Carie Cosby  
Lisa Cox  
Donna Crawford  
Misti Crawford  
Lori Crawley  
Amy Curran  
Laura Deaton  
Rhonda J. Dillard  
Samantha Dorris  
John Drennan  
Janet Drummond  
Marta Duffer

Jaelyn Dugan  
Vickie Duke  
Barbara Ellifrits  
Andrea Ellis  
Ryan Finney  
Brandy Flora  
April Ford  
Mary Ford  
Scott Ford  
Marti Gatewood  
Cory Gearlds  
Cindy Gilliam  
Kim Gipson  
Jenny Goad  
Benita Green  
Laura Gregory  
Stephanie Gregory  
Jamie Griffiths  
Beth Guess  
Susie Guthrie  
Cindy Haley  
Marceline Hall  
Karla Hamilton  
Peggy Hayes  
Megan Hensley  
Marlina Herron  
Angie Higgins  
Joe Hodges  
Salita Hollon  
Tiffany Horner  
Shannon Hudnall  
Ricky Hudson  
Regina Hurt  
Sherrie Jackson  
Mary A. Jeffries  
Tim Johnson  
Linda Jones  
Elizabeth Kemp  
Beth Keown  
Stacy Kirby  
Michael Lasala  
Jessica Malone  
Erica McDonald  
Donna McKinney  
Kira McQuillar  
Karen Meador  
Laura Meredith  
Tracy Metzger  
Amanda Miller  
Ashley Minton  
Robin Moyers  
Renee Neal  
Karen Oliver

Pat Payne  
Shawn Penrose  
Candice Perry  
Nicole Peterson  
Cathy Phelps  
Chasity Phelps  
Tracy (Brown) Phelps  
Kimberly Proctor  
Roger Pruitt  
Elizabeth Ralph  
Lori Raulston  
Kristy Reagan  
Penny Ritchie  
Daniel Rogers  
Loralee Rogers  
Sommer Russell  
Myra Sanders  
Lauren Scharlow  
Sydney Scillian  
Janet Scoggins  
Kayla Scruggs  
Shannon Shirley  
Kristen Shirrell  
Elizabeth Shockley  
Sharon Shouse  
Angie Silvey  
Kathy Smith  
Candice Spencer  
Stacey Branham  
Amber Stephens  
Brandon Stockton  
Katie Sublett  
Sherry Suggs  
Cindy Sullivan  
Jake Sullivan  
Vickie Taylor  
Crystal Thomas  
Emily Thomas  
Marcie Thomas  
Marilyn Thomas  
Mary E. Thrush  
Melissa Tidwell  
Tracey Toms  
Jeff Treece  
Ginger Turner  
Bruce Updegraff  
Sherri Vibbert  
Shelia Violette  
Joanne Walton  
Tonia Watson  
Beth Whalen  
Justin Whalen  
Cali Wheeler

Pam Whitaker  
Mike White  
Blaine Whitmer  
Melanie Wilson  
Sandy Wright  
Jennifer Wurtz  
Watheta Wynn  
Stacie Young

## The Medical Center at Franklin

Krista Avila  
Stephanie Brawner  
Maegan Dorris  
Tammy Dueben  
Lloyd Dunn  
Alexia Edmonds  
Valerie Goodnight  
Carol Harrison  
Kathy Humphres  
Meagan Gardner  
Peggy Hunter  
Lora Jenkins  
Heather Kirkham  
Tina Lane

## The Medical Center at Scottsville

Nichole Allen  
Candice Alvey  
Jennifer Barton  
Chanele Bewley  
Jordan Byrn  
Nicki Carver  
Karen Clark  
Stephena Cleary  
Patricia Davis  
Coleen Glover  
Celicia Harmon  
Auston Harper  
Angela Marsh  
Crystal Meador  
Felbert Meador  
Michelle Nation  
Donna Pearson  
Cretia Robinson  
Christina Scott  
Deanna Staub  
Velma Stinson  
Samantha Traughber