



Spotlight on Employee Engagement **2**

Employees Only Yard Sale

90 Seconds to Better Health

New Employees **3**

CHC Welcomes Dr. Iass El Lakkis

NICU Reunion

Help End Alzheimer's Disease **4**

Riverside Pharmacy Open Labor Day

New Employees

Get Fit Club **5**

Get the Shot, NOT the Flu!

Healthy Vending Winner

## A Day Just For Women

This year, Thursday, September 11, is a day set aside just for women. It's The Medical Center Women's Conference and the perfect opportunity to learn more about yourself and your health, while in the fellowship of other women.

A Day Just for Women will once again offer a day filled with engaging and empowering presentations. Motivational speaker Tami



Tami West

West, Ph.D. will present "Just Who Do You Think You Are?" Too often, a wide gap exists among who you think you are, who you want to be and who others think you are.

You will learn the secret connection between identity and language and understand why you use words and gestures the way you do and how to make changes if you truly want to.

### How To Play Nice

West will also present "Plays Well with Others." Sometimes the people around you can be passive, aggressive, loud, inconsiderate...the list could go on. During this session, you will learn to become a woman who plays well with others.

### Heart Health

Cardiologist Alison Bailey, M.D. will present "Update in Women's Cardiovascular Health

and Prevention: What You Need to Know." Dr. Bailey will identify key prevention components, such as good nutrition and regular exercise and the need to implement a healthy lifestyle to prevent cardiovascular disease. She will also provide an update on hormone replacement therapy.

Alison Bailey, MD



### Exhibits To Explore

In addition to the speakers, women can explore exhibits at the Knically Conference Center that will feature health screenings and information as well as local businesses with products to sell, such as jewelry, purses and accessories.

Visit [TheMedicalCenter.org](http://TheMedicalCenter.org) to register for A Day Just for Women. Deadline to register is Friday, August 29. The cost is \$50 per person or \$450 for a corporate table of 10. This price includes presentations, health screenings, continental breakfast, lunch and conference materials.

Commonwealth Health Corporation's mission is to care for people and improve the quality of life in the communities we serve.





## Spotlight on Employee Engagement

### WKDI Employee Engagement Builds Outstanding Patient Experiences

The Gallup Organization's research tells us that a highly engaged workforce improves business outcomes by reducing absenteeism, reducing employee and patient accidents, and increasing productivity. WKDI has experienced first-hand how high employee engagement improves patient satisfaction and increases teamwork and employee morale. Here's WKDI's Story:

*WKDI's goal is to provide outstanding care to all patients and to improve patient satisfaction by listening and responding to the voice of the customer. Brian Stephens, Manager, says that we strive to meet this goal on each and every patient encounter. This year the staff at WKDI decided to focus on "Q8: The Mission/Purpose of my company makes me feel my job is important" in order to improve the patient's experience.*

*In order to hear the voice of our customers, we devised a patient survey consisting of three questions. The questions included: 1) After you registered, would you consider your wait time acceptable? 2) Was your technologist courteous and professional? 3) Would you recommend our facility to family and friends? Our Engagement Champions, Beth Dillard and Tasha Coates, designed our survey card, developed the questions and scoring methodology, and reported the results to us weekly. We met weekly to discuss the results, identify opportunities for improvement and implemented mechanisms to address concerns immediately.*

*We started our survey in November 2013 with an initial goal that 96% of our patients would rate us a "4" or a "5." Our first results revealed that we exceeded our goal of 96%. So, in January 2014 we decided to challenge ourselves and count only "5"s. Our strategies for success included streamlining the registration process and communicating to the patient often about their expected wait time. We found that being proactive and offering patients warm blankets, magazines or pleasant conversations made a huge impact on their patient experience and their perception of the wait time.*

*Our results have shown that our strategy worked! Now 97.3% of our patients rate us at the level of "5"!*

*This process has not only dramatically increased our patient satisfaction but has also brought us closer as a team. Our focus shifted from ourselves to our patients and what a difference this made.*

*Mark your calendar!*

## EMPLOYEES ONLY YARD SALE

**Saturday, September 27  
6 a.m. – Noon**

**Materials Distribution  
Warehouse**

The warehouse needs more room!  
A variety of items will be available  
for sale to employees only.

Proceeds will benefit American  
Cancer Society Relay For Life,  
American Heart Association Heart  
Walk, and March of Dimes  
March For Babies.

*Watch for more details in the next  
issue of CHC Intercomm!*

**90** seconds  
**TO BETTER  
HEALTH**

Watch WBKO for these upcoming  
segments of *90 Seconds to Better Health*,  
a medical news program presented by  
The Medical Center.

**Craig Tyree, M.D.**

**Barren River Regional Cancer Center**

Tuesday, September 2, 5 p.m. News  
Wednesday, September 3, *AM Kentucky*

**Nathan Johnson, PT, DPT  
Trigger Point Dry Needling**

Tuesday, September 9, 6 p.m. News  
Wednesday, September 10, *AM Kentucky*  
Tuesday, September 16, 5 pm News  
Wednesday, September 17, *AM Kentucky*

You can view all the segments at  
[TheMedicalCenter.org](http://TheMedicalCenter.org).

## Welcome new CHC employees!



*Left to right front row:* Tabatha Hunt, Behavioral Health Services; Mega Sundell, 6B; Brandon Marshall, Materials Distribution. *Back Row:* Hannah Addington, MCBG Administration; Shawn Cassada, MCS Long Term Care.



*Left to right front row:* Kim Anderson, MCF Surgical Services; Amanda Longan, Lab; Brittany Rich, EMS. *Back row:* LaQui'ta Murrell, Lab; Brittany Bynes, Lab.



*Left to right front row:* Elizabeth Lankford, MCS ER; Megan Hall, Food Services; Aapri Smith, Nursing Resource Team. *Back row:* Esther Brown, Senior Perspectives; Ramona Hieneman, CHC Administration.



*Left to right front row:* Kyle Smith, Lab; Aaron Steele, EMS; Gabby Roberts, MCS Long Term Care. *Back row:* Nikita Nunez, Food Services; Kayla Boyd, MCS Long Term Care.

## CHC Physician Services Welcomes Iass El Lakkis, M.D.



This month, Iass El Lakkis, M.D. joins Rebecca Shadowen, M.D., FACP, FSHEA with Infectious Disease and Travel Medicine Specialists, a CHC physician practice. Having completed his residency in Internal Medicine and fellowship in Infectious Diseases, Dr. El Lakkis specializes in the diagnosis and treatment of Infectious Disease. In his practice, Dr. El Lakkis diagnoses and manages infections throughout the body. This includes serious life- or limb-threatening diseases caused by bacteria, viruses, fungi and parasites. He is trained in making difficult diagnoses,

appropriate use of antibiotic therapy, vaccinations, new and emerging infectious diseases, battling resistant organisms, how the body fights infection, how infections spread and infection control. Dr. El Lakkis also specializes in Travel Medicine, a focus on preventing infectious disease during travel to foreign countries and avoiding environmental risks.

Dr. El Lakkis earned his medical degree at Damascus University, Faculty of Medicine in Syria. He completed his residency training at the University of Kansas. He was fellowship trained in Infectious Disease at Eastern Virginia Medical School in Norfolk, Va.

Dr. El Lakkis is accepting new patients. To schedule an appointment, call 270-780-2760. Infectious Disease and Travel Medicine Specialists is located in the Riverside Professional Center on The Medical Center campus.



## ★ Coming Up: NICU Reunion ★

The Medical Center will host its 7th annual NICU Reunion on Sunday, September 7 from 1 to 3 p.m. in The Medical Center Auditorium. Former Neonatal Intensive Care Unit (NICU) patients and their families will have the opportunity to reunite with physicians, nurses and staff members who were closely involved with their child's hospital stay. The event will feature food, games and fun.

Registration is preferred but not required. For more information or to register, please contact the NICU Department at (270) 796-2144.



## Help End Alzheimer's Disease

The Walk to End Alzheimer's will be held at Preston Miller Park on Saturday, September 20. Three CHC entities are sponsors of the event this year and are recruiting for team members. Cal Turner Rehab and Specialty Care's team is "The Memory Makers," Barren River Adult Day Care's team is "Barren River Adult Day Care" and The Medical Center Home Care's team is "The Medical Center Home Care Program Mobile Force."

Walk registration opens at 9 a.m., followed by the ceremony at 9:45 a.m. and the walk at 10 a.m. You can register for a team to support or make individual donations at [www.alz.org](http://www.alz.org). **Click here** for step-by-step instructions on how to register for a team. The instructions show The Memory Makers as an example but any of the three teams can be selected. Every person who raises \$100.00 receives an official Walk to End Alzheimer's T-Shirt.

## Welcome new CHC employees!



*Left to right:* Donna Minyard, Nuclear Medicine; Tracey L. Caudill, Quick Care Clinic; Kathy Zeller, Hillcrest Credit Agency.



*Left to right front row:* Matthew Martin, Inpatient Behavioral Health Services; Natalie Buford, Dialysis. *Back row:* Brittany Bingham, PACU; Kasmie Shannon, MCS Long Term Care.

# RIVERSIDE

## PHARMACY

**Open Labor Day, September 1  
8 a.m. to 6 p.m. for your convenience**

**Located in the Riverside Professional Center  
on The Medical Center campus.**



# Get Fit Club Corner

A benefit that partners with me.

## Seasonal Influenza Protection Get the Shot NOT the Flu!

By Vicki Weaver, RN

The CHC employee flu vaccine rate soared to 94% in the 2013–2014 flu season! Last flu season (2013–2014) CHC took a more assertive approach in encouraging employees to obtain the flu vaccine. We did this because over the prior years, the voluntary vaccination rate of CHC employees increased at only minimal rates and fell well below the expected 90%, particularly for employees working in the CHC hospitals. While providing for the safety and well-being of our patients and co-workers is what each of us does every day, our flu campaign approach was not achieving the results we needed. So we changed our approach.

In 2013–2014, employees who did not receive the flu vaccine were required to: (1) wear masks when working in designated patient care areas during the time period of 11-13-13 through 3-31-14; (2) complete a mandatory CBL on the flu;

and (3) provide a reason for not taking the vaccine. The number one reason was “I’ve never received the flu vaccine.”

### What to expect for the upcoming 2014–2015 flu vaccine season.

Look for more of the same. This year’s flu vaccine program will have the same features as last year. The Traveling Flu Cart will continue, along with convenient flu vaccine clinics. This year will include weekly incentive drawings with various give-a-ways, such T-shirts, mugs, etc. Get your flu shot early to have more chances to win! Watch for the schedule of the 2014–2015 flu shot traveling cart and clinics — it will be out soon.

The flu is caused by an influenza virus. The Influenza (flu) virus can cause mild to severe respiratory illness that is contagious and at times can lead to death. Some people, such as older people, young children, and people with

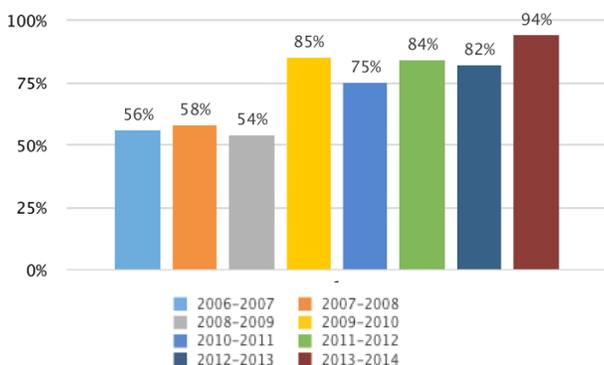
## HEALTHY VENDING



Sarah Beckham, Food Services MCBG, won the Healthy Vending bicycle, donated by Canteen Vending. Also, pictured is Mark Cornwell, Canteen Vending. The next quarter healthy vending give-away is a kayak!

certain health conditions, are at high risk for serious flu complications. The best way to prevent the flu is by getting vaccinated each year. You cannot get the flu from the flu vaccine! So please make plans to “Get the Flu Shot NOT the Flu!”

The chart below depicts our overall year-over-year participation rates.



The chart below depicts the year-over-year participation rates by facility.

Facility	06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14*
MCBG	46%	49%	46%	83%	68%	69%	79%	95%
MCS	55%	61%	60%	77%	64%	72%	78%	92%
MCF	56%	63%	68%	86%	83%	77%	80%	96%
CRSH	46%	42%	36%	77%	54%	56%	69%	97%
CHC	54%	63%	60%	88%	76%	78%	80%	90%
UC/CC CLINICS	48%	49%	53%	78%	51%	58%	75%	95%

Get Fit Club: <http://chcintranet01/getfitclub/>

Get Fit Portal: <https://chc.provantonline.com>

Get Fit Club Calendar: [http://www.themedicalcenter.org/for\\_employees/documents/GetFitClubCalendar.pdf](http://www.themedicalcenter.org/for_employees/documents/GetFitClubCalendar.pdf)