


Pulse



“Health Care Worker of the Year” Nominees



CALENDAR OF EVENTS

April
 Square Dance, TWIG II,
 Gibisonville Rec Center,
 April 5, 8:00 PM to 11:00 PM

Employee Forums, April 10, 11, 14, 15, 16

Reward and Recognition Celebration,
 HVCH Cafeteria, 9:30 AM, April 8

Chinese Auction, TWIG I, Fairgrounds
 Youth Bldg., April 5, 5:30 PM to ?

DMS Meeting, April 10

Occupational Health Week, April 14-18

Health Check, Scenic Hills Senior Center,
 April 22, 9:00 AM to 12:00 PM

Administrative Professional's Day, April 23

Foundation Board Meeting, April 25

May
 Volunteer Dinner, May 1, Lee's Banquet
 Haus, 6:30 PM
 Employee Recognition Dinner, May 15

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Julie Grow, Director, Registration Department
 Julie consistently demonstrates outstanding leadership skills, and she is a trusted source for data, reports and financial help. Julie has been at HVCH for 5½ years and serves on many committees, including Handbook, Christmas Party, and Reward and Recognition.



Wayne Johnson, Maintenance Tech., Plant Ops
 Wayne is a person that can be depended on to get the job done, and always with a smile. Wayne's good nature is contagious to the people around him, even the children he picks up for church in the church van. Wayne has been with HVCH for 7 years.



Brenda Lehman, STNA, Skilled Nursing Facility
 Brenda is the heart and soul of the restorative program in SNF. Besides working with the patients on their rehab, Brenda does little extras that the patients appreciate. Brenda has been with HVCH for 2½ years.



Heather Smith, Financial Counselor, Patient Accounts Department
 Heather receives enjoyment from helping others, not because she wants any recognition, just because it is the right thing to do. Heather has been with HVCH for 10 years and is a member of the Outpatient Satisfaction Team.



Annette Tucker, Registered Radiographer/Mammographer., Radiology
 Annette is a great patient advocate. She receives many compliments on every patient satisfaction survey. She is a Senior Technologist, who not only leads by example, but is always willing to help out her co-workers. Annette has been with HVCH for 22 years.

*Full Bios Available on each in front lobby.

SNF Update



The Skilled Nursing Facility held an Easter bonnet contest and afternoon tea. The residents enjoyed decorating their colorful bonnets and received ribbons for their effort. The HVCH Senior Leadership team judged the event. Pictured is Ruth Lehman, who won the ribbon for the best use of color.

May 11-17 is National Nursing Home Week. SNF will host the second annual SNF Idol contest to celebrate. Watch for flyers in the coming weeks.

All of the room renovations have been completed and the SNF staff have been very busy. The beds were all filled within one week. Alison Monroe, Director of SNF, wishes to acknowledge her team for pulling together as they received 11 admissions in 7 days! Alison shares that there isn't anything that this team can't accomplish by working together.

Welcome new employees, Genesee Batina, STNA contingent, and Lyndsey Cosper, STNA contingent.

Customer Service Tip;
Laughter is the best medicine and best stress reducer!

HVCH EVENTS

Senior Health Talk



The March Health Education discussion, at the Scenic Hills Senior Center, was presented by Chet Kaczor, Pharmacist. Chet spoke on "The Effects of Aging on Seniors and Their Medications." The event was well attended and the audience was very appreciative.

The next Senior Health Talk will be "Music Therapy" presented by Beth Martin and Edith Merlino. That talk will be May 27, 9:30 am, at the Scenic Hills Senior Center.

**Not An Arrest-
Just a Magic Trick**



HVCH Leaders were entertained at the recent LDI, held at Crockett's Run. Cindy Riddlebarger, Nursing Supervisor, is shown assisting David McCreary, Illusionist. The day ended early so the attendees could get back before the final blast of a storm that dumped 15" of snow on the Hocking Valley.

Auxiliary Book Sale



The "Books Are Fun" book sale was recently held in the front lobby. The book sale profit was more than \$1500. The money will be used to purchase hospital equipment.

Tanna Sigler browses through the huge selection of books.

CVS Health Check



CVS Pharmacy was the site of a recent Community Health Check. Keila Kline, Lab Tech, checks the cholesterol and blood sugar of Helen Mowrey.

Rose Jones, STNA, from Med Surg was busy taking blood pressures.

The next Health Check is scheduled for April 22, at the Scenic Hills Senior Center.

Employee Forums

The Employee Forums are scheduled for April 10, 11, 14, 15, and 16. The sessions will be very informative with an American Idol theme.

Radiology Update

Our new 64-slice CT scanner allows our hospital to perform high definition CTA (Computed Tomography Angiography) procedures. This non-invasive procedure allows our physicians the ability to see in great detail, vascular areas in your body. Some of the regions include the brain, neck, lungs, heart, abdomen, and extremities. Your doctor may recommend a CAT Scan to help:

- Locate vessel blockages (such as clots)
- Determine extent of vascular disease
- Determine internal injuries and internal bleeding

The new 64-slice CAT scanner is the best in the state. Please stop by Radiology and take a look.

Lanette Blair is our newest Radiology Orderly. She has been with HVCH for a few months and is a huge asset to the department. Please welcome her.

We are proud to announce that Mary Conkey RT (R) (CT) recently passed her CAT Scan registry. Her hard work and dedication to HVCH is greatly appreciated. Please congratulate her when you see her in the hallway.

Surgery Update



Ressa Hutchinson, RN, and Chuck Moore, are now co-coordinators of the Southeast Ohio Joint Center.

Welcome to our new Surgery Technologist, Don Russell.

HVCH NEWS

March Birthday Celebration



Seated: Donna Bidlack, and Vicki Hicks.
 Second Row: LeeAnn Lucas-Helber, Tara Lutz, Jordan Highland, Kandy Fizer, Jolene Smith, and Tammy Wagner.
 Third Row: Bob Imel, Chris Markin, and Angela Elkins.

HAPPY BIRTHDAY

Jackie Jeffers	April 01
Keila Kline	April 01
Letha Burrell	April 03
Tamara Anderson	April 04
Chuck Moore	April 05
Larry Blair	April 05
Sharon Littleton	April 07
Paula Herring	April 07
Vicki Howe	April 08
Emily Martin	April 08
Tanna Sigler	April 11
Tamara Schwartzwalder	April 11
Danielle Arnett	April 12
Theresa Snyder	April 14
Barbara Flannery	April 20
Lisa Bower	April 20
Julie Sinnott	April 20
Linda Ritchie	April 21
Lanette Blair	April 22
Brian Longnecker	April 22
Vivian VanBibber	April 23
Vicki Long	April 23
April Heischman	April 24
Margaret Miller	April 26
Geoff Perry	April 27
Dan Sycks	April 27
Carolyn Snyder	April 27
Jeanette Wilkins	April 28
Ginger Hutchinson	April 28
Jill Garland	April 29
Alycia Vollmar	April 29
Ward Murrey	April 30
Nikki Hankison	April 30

Family Birth Center Update

The next Childbirth Education and Lactation classes will be April 3rd from 1:00 pm to 5:00 pm. Tara Carte and Mindy Davis will be the instructors.

We are glad to have Jolene Smith, LPN CST, picking up time in the FBC.

Mollie Hubbard is now working on day shift part time. Jessica Davis will be going to full time night shift and orienting with Jessica Bickley.

Customer Service Tip:
 Our patients like it when they see the staff laughing and making their work fun! It lets our patients know that we love what we do and enjoy the people at work.

HAPPY BIRTHDAY

IN-Service Volunteers

Janet Shriner	April 3
Dorothy Pierson	April 9
Betty Corby	April 12

QUOTE OF THE MONTH

Always do more than is required of you.

George Patton

HVCH Celebrates Doctor's Day



Ward Murrey and Dr. Osgood



Nikki McKinley and Dr. Sivier



Dr. Mast and Theresa Downs

March 30 has been set aside as Doctor's Day since 1958, when the U.S. House of Representatives signed a resolution proclaiming it. Departments put up banners all over the hospital and the HVCH Physician Satisfaction Team presented HVCH physicians with a nice flashlight-lantern to show our appreciation.

PHYSICIAN OF THE MONTH

Spotlighted Physician of the month is Dr. Judith Lubbers . Dr. Lubbers is an Emergency Dept. physician with HVCH.



Dr. Lubbers has worked at HVCH for more than 6 years. Columbus OH. is her hometown.

Her first jobs were baby-sitting and de-tasseling corn, but she feels selling encyclopedias offered her the best experience for becoming a doctor. It gave her the opportunity to convince people to take care of the books.

Dr. Lubbers attended OSU Medical School, is married and has 6 children. Four of them are married and the youngest is still in high school. She is awaiting the birth of her first grandchild anytime! The family has 5 dogs, 6 geese, 2 peacocks, 11 ducks, and a coop full of weird and unusual chickens. Her at-home attire is typically bib overalls.

She enjoys taking care of the chickens and working in her flower beds in her spare time.

Most people would be surprised to know that Dr. Lubbers makes about 10 housecalls per week to care for the Amish community. Dr. Lubbers quotes "Being a physician is being a good teacher."

This bio information is provided by the physician satisfaction committee.

SNF Receives State Award



Dan Dodd, State Representative, congratulates HVCH's Skilled Nursing employees, on receiving a high resident satisfaction score from the Ohio Department of Aging. Congratulations to Director, Alison Monroe and all the deserving SNF employees.

Jacob Hill Sponsors Magazines

Jacob Hill, Edward D. Jones Investments, is the sole sponsor of the lobby magazines. Jake is also purchasing magazines for the Outpatient Rehab Dept. When you see him, please let him know how much we appreciate his thoughtfulness.



“Spring Training” Employee Wellness



The Employee Wellness Fair was a huge success. Over 100 employees attended. The fair offered employees, pampering, height, weight, BMI, balance training, recipe books, diet education, foot wear and foot care, and many gifts.



One popular feature was exercise education including a room that let people try out equipment.

Throughout the day, there were several raffle items awarded.

Spring training snacks included popcorn, crackerjacks, peanuts, bottled water, turkey



Patient Registration Week: March 31st – April 4th

“First Impressions are our first priority.” by Julie Grow, Director, Patient Registration.

At one point or another, every department at Hocking Valley Community Hospital comes in contact with the public and with that contact comes the opportunity to present a positive image to our community.

The Patient Registration Dept. is most often responsible for providing patients and visitors with their first impressions of our hospital. Therefore, not only do we need to register the patient in an accurate and efficient manner, it is also our goal to treat our patients and guests as if they were a member of our own family.

Patients and families coming into our hospital are often in a stressful situation and it is our job to ease their concerns in a caring and efficient manner. In an average day, the Registration Department handles a variety of requests from many different people including physicians, nurses and patients.



The Registration staff must be familiar with the procedures and guidelines of various insurance companies. One recent addition to the Registration duties is to add patient account notes to assist the Business Office in patient correspondence. The department has tackled learning this new task head on and it has been a win-win for both depts. During the access process, patients sometimes are feeling apprehensive and need support. When people aren't feeling well we need to be fast, accurate and above all, friendly. If we don't do our job right, the problems reverberate throughout the hospital

and our main priority is to balance efficiency with large doses of caring and concern.

Last year Patient Registration registered 60,886 patients - that's nearly 200 patients each and every day! Recently, Patient Registration closed the year with a GREAT accomplishment!

Overall patient satisfaction with the Registration Department was in the 90th percentile or above in all three patient divisions, Inpatient, Outpatient and Emergency Department. With an Accuracy Rate of 90% over the last twelve months, HVCH's Patient Registration Department is truly second to none when it comes to caring for our community.

As National Patient Registration Personnel Week comes to a close, we acknowledge our special goodwill ambassadors in the Registration Department for initiating the caring spirit that exists among all our hospital staff.

National Volunteer Week April 27-May 3 In-Service Volunteers Honored



Seated L-R, Wynn Wilkinson, Betty Corby, Audrey Chute and Thoma Wells. 2nd Row: Bonnie Lindsey, Dee McClain, Dorothy Pierson, Mimi Hammer, Mary McAfee and Penny Myers. 3rd Row: Virginia Sparks, Barbara Cullison, and Barbara Riddlebarger. 4th Row: Jim Donaldson, Aubrey Miller, Ruth Flowers and Bob Wells.
Unable to be in photo: Myrna Angle, Don Wolfe, Eva Pettit, Ruth Johnston, Linda McKinniss, Helen Mowrey, Jean Mowrey, Joyce Schultheis, Janet Shriner, Judy Trask, and Kelly Taylor.

"Ode To A Volunteer"

*Many will be shocked to find
When the day of judgement nears
That there's a special place in
Heaven for Volunteers.*

*Furnished with big recliners
Satin couches and footstools
Where there's no committee chair,
No group leaders or carpools.*

*Telephone lists will be outlawed
But a finger snap will bring
Cool drinks and gourmet dinners,
And rare treats fit for a king*

*You ask,
Who'll serve the privileged few
And work for all they're worth?
Why those who reaped benefits
And not once volunteered on earth.
-Author Unknown*

Mother's Day Basket

TWIG VI is sponsoring a Basket Raffle for Mother's Day. The beautiful Longaberger basket contains, a Massage candle, certificate for a manicure and a pedicure, a picture frame, bath and body lotion, chocolate, sparkling beverage, tea and tea cup, salsa, hot pepper jelly and homemade sweet treats. Tickets are available from any TWIG VI member and also in the HVCH Patio Shoppe. The tickets are \$1.00 each or 6 for \$5.00. The drawing will be held Thursday, May 8.

Easter Bake Sale



TWIG II held a bake sale on Good Friday. There were many beautiful cakes, pies and other goodies. If you got there early enough, you might have purchased some pickled eggs. Ruth Ann Hoy is shown with Jan Bell, TWIG II President. The proceeds will be used to purchase equipment.

TWIG II Soup and Sandwich Dinner



TWIG II recently held a Soup and Sandwich Dinner, at the Immanuel United Methodist Church. They raised more than \$350 for HVCH.

Don't Forget To Vote!

Don't forget to vote for the Dolly Kleinschmidt Annual Volunteer Award. The nominees are Joyce Schultheis-In-Service, A.J. Ellison-TWIG I, Dorothy Pierson-TWIG II, and Carolyn Gieger-TWIG VI. Drop your ballot in any direct line box, send through the courier to the Community Relations Office, or drop in the wooden box at the reception desk, or in the Patio Shoppe. Ballots need to be turned in by Friday, April 18. The 2008 "Dolly" award will be announced at the Volunteer Dinner on Thursday, May 1. Ballots are in your Friday, April 4, paychecks.

TWIG I Membership Drive

TWIG I is currently holding a membership drive. The TWIGS sponsor fund raising events all year to raise money for HVCH to purchase supplies and equipment. Anyone wishing to volunteer their time and talents should contact the Community Relations Dept. at 380-8110.

