

Employee News

SERVICE AWARD WINNERS for OCTOBER and NOVEMBER

35 YEARS

Mary Adcock, *Radiology*

30 YEARS

Gayle Van Dorn, *Patient Accounts*

25 YEARS

Denice Lusk, *Respiratory Care*

20 YEARS

Debra Pyska, *Respiratory Care*

15 YEARS

Lauretta Clay, *Communications*

Mary Ivory, *Laboratory*

Jana Hopkins, *Surgical*

10 YEARS

Vickey Teske, *Medical Records*

Sue McCrary, *Medical Records*

Shelley Stonge, *Float Pool*

Karla Underwood, *Neuro*

5 YEARS

Mary Hick, *Laboratory*

Delores Conley, *Medical Records*

Shawn Engberg, *Operating Room*

Diana Jackson, *IV Therapy*

June Niegisch, *Medical Records*

Carol Goins, *Housekeeping*

Jenea Goddard, *ICU*

Jennifer Sebesta, *The Birth Place*

Danielle Haskett, *Nutrition Services*

WELCOME TO OUR NEW EMPLOYEES

Kristina Clarkson, *Surgical*

Chelsey Condelario, *Telemetry*

Kathy Crutcher, *Finance*

Lori Givens, *ICU*

Lindsay Goering, *Surgical*

Julie Hauk, *Finance*

Kimberly Ideen, *ICU*

Jenny Lambert, *Transitional Care Unit*

Linda Pitz, *Respiratory Care*

Mary Tvedt, *Diabetes Education*

Frank Valdez, *Ambulance*

Deborah Weber, *EEG*

James Cochran, *Info Services*

Talah Crenshaw, *Neurology*

Annette Geelan, *Laundry*

Krystal Jackson, *Info Services*

Randy Larson, *Info Services*

Breanne Metz, *Neurology*

Jenna Muller, *Pharmacy*

David Potter, *Ambulance*

Edith Sims, *Laboratory*

Stephen Wight, *Ambulance*

Roberta Barker, *Medical*

Sage Brooks, *Acute Therapy*

Jan Carrick, *Sterile Processing*

Maria Erickson, *Float Pool*

Tifanee Jackson, *Nutrition Services*

Michelle Moore, *Respiratory Care*

Rob Pettigrew, *Info Services*

Renee Powell, *Operating Room*

Savannah Sutton, *Nutrition Services*

David Sy, *Pharmacy*

Nikki West, *Radiology*

Vanessa Yoosook, *Medical*

President's letter

new compensation philosophy and other adjustments that we are in the process of rolling out.

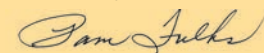
In addition, you said that senior administration could be more visible and accessible. This translated to a scoring drop in the appreciation you feel from senior leadership, of which I am a member.

In part, it is a reminder of what happens when you take your eye off the ball. We have had a year of great magnitude with many things happening that have distracted us. I don't offer this as an excuse, but only a reminder of the importance of not getting distracted and losing focus on what is important.

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Also, the simple truth is that any effort at excellent service, whether it is to our patients or our employees, takes hard work and energy. To get past the plateau and move the trend line back toward the sky, we as the leadership team will simply need to roll up our sleeves and work harder to address your concerns and be responsive to your needs. That, too, is common at other businesses.

Sincerely,



Pam Fulks

CEO and President

Wyoming Medical Center

Holt award

practices, even before they became standard," said Birth Place Manager Kristi Keller. "She was the key developer of the education curriculum for the Nursery and is an expert with our technical equipment."

Though Patti didn't win the Norman S. Holt Award, she said she was very honored just to be nominated, especially when she

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reviews the names of some of the past winners.

"I had originally wanted to attend medical school and become a doctor but I could not see myself in school for 10 years," she said.

Patti pauses, smiles, and looks about the quiet nursery.

"I think I made the right career choice." ❖

President's Letter

Getting over the dreaded plateau

Whether it's a major airline company or a small hardware store, businesses often travel down the same



path when they step up their efforts to noticeably improve the level of service to their customers.

First, there is initial success, followed by excitement, more effort and success, and then suddenly.... the frustration of a plateau. That is where we sit today with our employee satisfaction surveys.

We conducted the first survey in 2002 to get a baseline of where we stand with our employees. What do you think of your leaders? Do you feel a part of the team? Do we live our mission statement and values?

With the next two annual surveys, we saw steady improvements and greater satisfaction from Wyoming Medical Center employees. Then came this year and a flattening of our scores — the dreaded plateau.

The good news is that many of the concerns brought up from past surveys have been addressed and are seeing improvement. You reported that you feel the quality of your leadership in your departments — your directors and managers — is improving. We also received better scores on communication within departments, with special notice that the regular staff meetings are improved and more consistent. Finally, you said you are receiving more feedback on how you are doing and feel more valued within the organization.

These improved scores relate largely, I believe, to our attention to leadership development within Wyoming Medical Center. Also, I know that our managers and directors are spending more time talking to one another and sharing best practices about what works with their employees.

However, we also saw a drop in other scores, many related to compensation. You brought up several issues about how we pay and determine wage levels, something we believe we have addressed with our

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Now on the Internet at
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Centered Around What Matters Most

Monthly employee newsletter
November 2006

Highlights

 Wyoming Medical Center

Quiet leadership

Nursing nominee makes an impact with staff, and more importantly, with her patients

She chairs the Quality and Safety (QS) Council because of its importance in improving nursing practices at the hospital. Same with helping bring "The Caring Theory" to Wyoming Medical Center and delivering a heartfelt presentation at all 11 service excellence programs this past year to the entire hospital staff.

Still, if Patti Legler had her way, she would plant herself far away from the spotlight and spend her time in her most important role: working quietly in the Nursery with her new-born patients.

"That is why I became a nurse," Legler said, pointing to a nearby crib. "The thing I like about The Nursery is it forces me to use my assessment skills to the fullest and work with patients who can't speak or tell me what they need."

Legler was honored for her 26 years of nursing excellence when she was chosen this fall as Wyoming Medical Center's nominee for the Norman S. Holt Award, the state's most prestigious nursing award.

"Patti takes the essence of caring to the next level," wrote Senior Vice President and Chief Nursing Officer Vickie Diamond in

Patti's nomination form. "The passion she emits in her nursing care and for her profession is shared unselfishly for the well-being of her patients and the good of her colleagues and the nursing profession."

One such example has been her work with the Magnet Journey of Excellence, both in chairing the QS Council, and also in helping develop symbols of caring which nurses now carry with them to inspire them in their work.

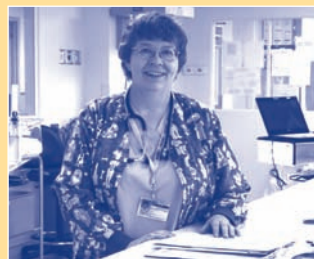
"With all of the attention paid to clinical skills, a nurse's most important job is still about having compassion," she said. "If you look at all good nurses, that is a trait they all share."

Legler also writes a monthly Caring Moment Corner column for the Magnet newsletter, and introduced herself to the hospital's 1,200 employees this past year during an emotional talk related to what optimal service means to her.

On her floor, she is often someone the other nurses seek out for inspiration or for answers to questions about care issues.

"Patti has used evidence-based nursing

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In Patti's Norman S. Holt Award nomination form, one colleague wrote: "Patti always keeps the family involved especially during the stressful time of having an ill newborn. Patti is our NICU."



The Gift of Life

More than 800 donations are needed weekly to meet the needs of central Wyoming.

Wyoming Medical Center will host a blood drive to close out the year.

The drive will take place Wednesday, Dec. 27, from 7 a.m. to 1:30 p.m. in the Support Services Building's first floor auditoriums. United Blood Services will conduct the drive.

Blood drives are crucial because United Blood Services not only supplies blood for Wyoming Medical Center but also for other hospitals in the area.

"More than 800 donations are needed each week to meet

patient needs," said Ann Cole of the hospital's Community Development Office.

Because it takes up to 24 hours to prepare some blood components, volunteer donors are needed on a continual basis to maintain a community blood supply at all times, she said. Cole said it is important to always have a sufficient supply of blood in view of the fact that 80 percent of the population will need blood or blood components during their lives.

For information on how to become a blood donor, contact Cole at ext. 2388.

IF YOU WANT TO GIVE BLOOD

- You must have one form of identification such as a driver's license, donor card, Social Security card or passport which indicates your date of birth and Social Security number.

- You must be 17 years of age or older and weigh at least 110 pounds. Eight weeks has to have elapsed between blood donations.

- Do not donate blood if you are not feeling well, have taken oral antibiotics within three days of the draw, have had any contact with a person with clinical hepatitis, have had a history of cancer in the past 10 years, have had a tattoo, ear or skin piercing, acupuncture or come in contact with anyone else's blood within the last 12 months. ❖

Taking the lead

Six hospital respiratory therapists elected to Wyoming association

Six hospital employees were elected to posts on the Wyoming Society for Respiratory Care board during its annual conference this fall in Douglas.

Bob Downey, RRT, was elected president of the association, while Paul Crockford, RRT, will serve as president-elect. In addition, Janie Luper, RRT, was elected treasurer, Melinda Kessner, RRT, was chosen as secretary and Laurie Sanftner, RRT, and Denice Lusk, RRT, will serve as delegates.

In all, 10 people sit on the board, serving one- or two-year terms.

Lusk said the Wyoming Society for Respiratory Care works to encour-

age, develop and provide educational programs for those persons interested in respiratory therapy and diagnostics. She added that the society advances the science, technology, ethics and art of respiratory care through meetings, lectures and publications.

TROPHY WINNERS

A Wyoming Medical Center team made it three years in a row as it captured the the 2006 Sputum Bowl held this fall at the Wyoming Society for Respiratory Care annual conference in Douglas.

Hospital respiratory therapists Paul Crockford, Janie Luper and Melinda Kessner, RRT, won the tournament, which is set up like a quiz bowl. During the competition, teams answer different questions related to respiratory care such as chemistry, physiology, micro-biology, acute care, ethics and best practices.

"By facilitating cooperation and understanding among respiratory care personnel and other medical professionals, we're able provide education to the public related to pulmonary health promotion and disease prevention," Lusk said.

The board meets four times a year and helps organize and oversee the annual state conference. ❖

Foundation builds local breast cancer awareness

The Wyoming Medical Center Foundation hosted a series of events in October to increase awareness in the community of breast cancer.

The Foundation's Angels Program offered food, prize drawings and fun activities as a way to encourage local women to perform regular self exams and get an annual mammogram if they are over the age of 40.

"Studies show that breast cancer that is found early and confined to the breast will result in a five-year survival rate of 97 percent," said Katrina Lorenzen who coordinates the Angels Program.

The Think Pink campaign kicked off Oct. 3 with a blue jeans day, allowing employees to pay \$10 for a pink ribbon badge holder and the right to wear jeans every Friday throughout the month. Other events during October included the sale of pink ribbon socks, free cookies and ice cream, a fun run and walk, and a raffle drawing for a trip to Las Vegas. In all, more than \$12,000 was raised for the Angels program. ❖

VITAL SIGNS

The following table charts Wyoming Medical Center's healthy vital signs.

	September 06	September 05
Discharges	756	805
Patient Days	3,341	3,317
Average Length of Stay	4.4 days	4.1 days
Births	99	92
WMC Surgery Cases	431	448
WMC Surgery Minutes	41,347	50,061
Occupational Health Visits	1,422	2,334
Emergency Room Visits	2,822	2,764
Ambulance Runs	416	418
Wyoming Life Flight	89	49



Hospital feted as leading pacesetter at United Way event

Wyoming Medical Center was honored as the leading pacesetter company in September during the kick-off of United Way of Natrona County's 2006 campaign.

The hospital was recognized for its gift of \$57,704 to the annual campaign, the highest amount given by the companies and businesses that take part in the initial pacesetter phase of the campaign. Typically, the United Way raises approximately 60 percent of its year's goal by the time the Pacesetter luncheon takes place.

BENEFACTORS

A few of the United Way's member agencies include:

- The Red Cross,
- The Boy Scouts,
- The Girl Scouts,
- Salvation Army,
- Meals on Wheels,
- Seton House,
- RSVP, and
- Mercer House.

The United Way hopes to raise \$1.1 million this year, which will assist its 27 local human service agencies that support seniors, youth, families in crisis and the impoverished.

The hospital's campaign, which was chaired by Radiology Director Dan Steele, included numerous fun events such as an American Idol competition, a 50/50 raffle, a jelly bean guessing contest, a cookie bake-off, a chili cook-off and a children's drawing contest.

This year's total was the second highest ever turned in by the hospital. Last year, Wyoming Medical Center set a personal record when it raised more than \$67,000, which was nearly double what it had raised during its best effort in the past.

In addition, 55 hospital employees gave at the Platte Society level (\$500 or more), another record. ❖

A new bedside tool

Training program to improve assessment of ICU patients

The hospital expects to decrease the length of stays for intensive care patients following a three-day training to better assess people with delirium.

"An accurate assessment is critical, especially for patients who are intubated," ICU Director Cristy Dicklich-Cobb said, "because delirium can occur in as many as 80 percent of patients in some intensive care units."

With proper assessment, patients with delirium can receive additional treatment that will increase their level of attention and consciousness. Dicklich-Cobb said the patient will then be more responsive to his/her care plan, leading to better outcomes and shorter hospital stays.

During the training, each ICU nurse learned a new assessment tool that allows caregivers to ask a panel of questions to a patient. Patients can then respond by pointing to a series of answers on a clipboard. The training was conducted by Brenda Pun, RN, a nurse researcher who has studied delirium through Vanderbilt University in Nashville, Tenn.

The training was part of a CAM-ICU (Cognizant Assessment Management) project. Pulmonologist Dr. Mark McGinley and Candace Becker, RN, CNS, of Critical Care Services, have spearheaded the project. ❖

POTENTIAL CAUSES

Delirium, which is defined as a loss of consciousness, attention and perception, is thought to be caused during hospital stays by withdrawal, disruption of sleep patterns, medications, metabolic disorder, illness or cardiac disorder. Obviously, this places an ICU patient at greater risk.

Treatment can include medications, along with care strategies such as increasing familiarity in the patient, maintaining adequate sleep, and providing frequent re-orientation. It is also important to make sure the patient is not over or under stimulated.

The Easiest Holiday Shopping in Casper



Annual craft fair will help the Employee Benevolent Fund

You can complete a bulk of your Christmas shopping by attending the hospital's annual holiday craft fair on Friday, Dec. 1, in the Support Services Building.

Wyoming Medical Center's leading artisans will display their creative talents during the annual fair scheduled from 7 a.m. to 4 p.m.

A hospital tradition for more than 10 years, the craft fair will feature many

items for sale including holiday wreaths and swags, pottery, baked goods, candy, gift baskets, rag dolls, wood crafts, tole painting and candles.

Craft fair co-chairman Pat Davis said this year's booth rental fee of 10 percent of sales will again be donated to the hospital's Employee Benevolent Fund. Past recipients have included Masterson Place, the nursery, Pediatrics and funds to help purchase car seats for special needs children.

Davis and co-chair Sharon Peterson expect to have more than 20 booths featured. ❖