



Redmond Regional Medical Center Celebrates 2115 Years of Service



Thirty-Five Year Award Recipients Sheila Young, ICU; Marsha Colwell, Cath Lab; Cheryl Smetts, Radiology; with Brenda Waltz, CEO. Not Pictured 35 Year Recipients: Sylvia Askew, Third Floor; Tonora Stokes, HIM; Teresa Morris, ICU; Sophia Price, Pharmacy.



Mimi Thompson, Case Management; Shelia Ray, FANS; Vicky Lovell, Surgery Center; Jimmie Jones, OR; and Marilyn Allison, Social Services; celebrate 25 years of service. Not Pictured 25 Year Recipients: Rachael Redwine, Outpatient; Connie Stewart, ICU. Not Pictured 30 Year Recipients: Greg Flemister, Laboratory

Redmond Regional Medical Center held the 38th Annual Service Awards Gala on Thursday, May 13th at the Coosa Country Club. The ceremony honored employees celebrating significant anniversaries of years worked at the hospital and with HCA. Anniversaries recognized began with 5 years of service and increase in increments of 5 years. This year, awards of up to 35 years of service were given to approximately 170 associates. Together, associates receiving awards had worked a total of 2115 years at Redmond.

The awards were presented by Carlton Ulmer, COO of Redmond to each recipient and announced by Brenda Waltz, Redmond CEO. Mr. Bruce Loeffler, President of Enspiron Corporation spoke at the ceremony, congratulating the employees on their accomplishment and encouraged the crowd to continue living a life serving others. The local band, Pollard Greens, entertained the audience for the evening.

Waltz says, "The dedication of these employees is what makes Redmond such a special place. Their loyalty and investment in the hospital is truly something to be treasured and honored. That is why we love having this event each year."



Stephanie and Sheldon Fowler, of CCU and the Laboratory, celebrate 10 years of service.

What Does a Digital Clock Have In Common With Healthcare?

Redmond Regional Answers That Question with Fast ER Wait Times

Going to an emergency, every minute matters. Redmond Regional Medical Center understands that the sooner a patient is seen by a medical provider, the faster appropriate treatment can begin—leading to better patient satisfaction and better outcomes.

For the past 18 months to two years, Redmond and the entire HCA TriStar Health System has been focused on a process improvement initiative that incorporates LEAN methodology to streamline admissions, evaluation and treatment processes in its hospital emergency departments to affect better care and a higher degree of patient satisfaction.

“Redmond has always understood the Emergency Room is a front door to our hospitals, and year after year, we are seeing more patients, and more acute (sicker) patients in our hospital Emergency Departments,” said Brenda Waltz, CEO of Redmond Regional Medical Center. “This process improvement initiative ensures that we fulfill our commitment to deliver quality patient care in a manner that results in a better care experience, better patient interaction and, of course, patient safety.”

Waltz said, “The goal is to get our patients that come to our emergency department to a bed and to see a physician as quickly as possible, because we know that the sooner a patient is seen by a medical provider, the faster appropriate diagnostics can begin, leading to faster treatment overall.”

The result is a dramatic reduction in average wait times. The wait time is defined as from the time a patient comes in the door at the emergency room until they see a physician or other qualified medical provider (nurse practitioner or physician’s assistant under the supervision of an M.D.). “Certainly, our triage processes are also in place and a patient that comes in with a life-threatening medical condition would always be seen immediately,” said Waltz.

According to Waltz, employing the LEAN methodology, often used in manufacturing and other industries, has helped Redmond standardize processes in its emergency departments from the point a patient enters the facility, through triage, to medical screening exam, registration and beyond.

“We have eliminated duplication of effort, time-wasters and excess processing,” said Waltz. “Some of the things we have implemented seem very simple and logical, but make such good sense and really result in a better overall experience for our patients and lead to better quality care because we are initiating medical treatment faster.”

Redmond launched a unique educational campaign this week to share the news of its success with consumers/patients. A billboard featuring a digital clock displaying the average wait time at Redmond posted on Martha Berry Boulevard just past Hardy Realty. Redmond, along with its sister hospitals such as Polk Medical Center and Cartersville Medical Center, also offer a text mes-



saging feature that allows consumers to text ER to 23000 from any mobile device to get the average wait times at HCA hospitals nearest to the zip code where they are located. And, for iPhone users there is a new web-based application that can be loaded to an individual’s iPhone to provide those rolling average wait times. The wait times and iPhone app download will be featured on www.er.redmondregional.com and on the hospital websites.

The technology is powered by an RSS feed that is connected to the hospitals’ MEDITECH tracking system. The wait time is calculated and updated every 30 minutes based on a rolling 4 hour average.

“We understand that healthcare consumers are highly engaged in making their own choices about where they turn for services,” Waltz said. “Our patients are telling us that our efforts have resulted in a better overall experience for them, and our quality indicators demonstrate that it has also enhanced our care delivery and patient outcomes.”

Best of the Best 2nd Quarter



Congratulations!

Congratulations to the Redmond Team on yet another excellent accomplishment! Because of our excellent employee participation in receiving the 2010 Flu Vaccination, we have received recognition from Joint Commission Resources. A special thanks goes out to everyone who received their annual flu shot. See the letter of congratulations below:



Dear Flu Vaccination Challenge Participant,

Thank you for participating in the 2009-2010 Flu Vaccination Challenge. We are extremely pleased with the results of this year's initiative and would like to congratulate your organization on reaching the gold tier, a 90 percent seasonal flu vaccination rate among your employees!

Look for additional information summarizing our results, as well as information on the 2010-11 Flu Vaccination Challenge, by visiting our website at www.FluVaccinationChallenge.com.

Sincerely,

Gina T. LaMantia, MS, MEd
Manager, Audio/Web Conferences
Joint Commission Resources

Update from Dorothy Pang, Redmond Pharmacist who represented Redmond on Team HCA at the Country Music Marathon in Nashville...

4-26-10

Hi All,



This weekend's marathon in Nashville was great! Except for one thing: the weather. It seemed like it was decent weather until about mile 10, then the clouds started rolling in, then the rain, then the tornado warning...mother nature had other plans apparently! The organizers started directing us full marathoners to the half marathon course at mile 11, needless to say I

was not so thrilled. I was kind of in disbelief. I was ready to brace the rain (maybe even the tornado) to finish my first marathon that I've been training the last 4 months for. I finished the half w/ a time of 2:12:09, a personal best so far. So not all was lost, it was still a great run...I just so wanted to keep on running though! A faster runner was pulled off the course at mile 23...at that point I say just let the poor man finish! And the silver lining in all this is that it was a great fundraiser at the end of the day. I raised \$519.80 for the HCA Hope Fund, my goal was \$500. So THANK YOU so much for your support and generous donations!!! It gave me that extra "umph" every step of the way knowing I was running for a great cause! HCA overall raised \$124,710, the goal was \$120,000 (we reached 104% of goal!). Now onto searching for that next marathon (weather permitting:) Thanks again!!

Dorothy Pang, Pharm.D.
Clinical Staff Pharmacist

Welcome New Hires!



Save the Dates...



- June 10 - Compassionate Friends 7 p.m. CR B
- June 11 - AngioScreens -
Mobile Unit at Hospital
- June 14 - Cancer Support 6 p.m. CR A
- June 21 - Bosom Buddies 6 p.m. CR B
- June 21 - Summer Begins

Therapy Services Update From Joe Gleason

We have many exciting changes happening with Redmond's Rehabilitation and Therapy Services this year! At the end of south hall, down from the orthopedic suites, we are implementing an ortho gym. This will be great place to take patients to exercise following elective total joint surgeries. Some of the benefits include getting the patient out of their room, interacting with other patients who have undergone similar surgeries (some of whom they met in the Joint Venture class before their surgery); and a higher sense of normalcy to leave their room, exercise and then return. There will also be a set of rehab stairs to practice stair climbing in a controlled and safe environment. The ortho gym will only add to our already highly accomplished orthopedic program and will take a collaborative effort from Therapy Services and Nursing to be successful for our patients.

On June 1st, the Northwest GA hospitals of HCA will take over the Cardiac Rehab Program. Due to insurance regulation changes, Harbin has stopped providing the service and came to the area's leader for cardiac care to take over the program. Redmond has worked hard with Harbin to be able to provide this vital service for the patients in our community. There will be three Outpatient Cardiac Rehab sites: Redmond (in the lower level of the hospital), Cartersville (in the Occ Health building) and Cedartown (in the MOB behind Polk Medical Center). Redmond will continue to provide acute Phase I cardiac rehab in the hospital following heart surgery and stenting. We are fortunate to have the Cardiac Rehab Staff from Harbin joining our team to continue the excellent service they have provided for years: Suzy Hubbard, Cindy Butler, Robin Rice, Kerry Mackey, Donna Moore, Brenda Moore, Sabrina Mills, Anita Skoretz, Lynn Mitchell, Melissa Campbell and Kimberly Russell. We are excited to have them join our team and look forward to the continued success of the Cardiac Rehab Program!

Kidz Corner

- Trinity Pyle who won the state title in gymnastics for the six-year-old age group. Trinity is the granddaughter of occupational nurse Betty Andrews, and she will be competing at the National Gymnastics meeting on July 4th, in Orlando, Fla.
- Ansley Thomas, granddaughter of David Thomas of Maintenance and daughter of Stephanie Thomas Falls RN BSN Clinical Educator, just completed her sophomore year at Rome High School with a GPA of 4.0. Her most recent accomplishment came as she placed first at the state level in Macon last month for the National History Day competition. Ansley will travel to the University of Maryland in June to compete in the National Competition for National History Day. The awards ceremony will be aired on the History Channel.
- Patricia A. Turner's daughter, Kayla Rogers, who recently graduated from Georgia Highlands with an associate's degree in Science of Nursing.



*The Redmond News is published monthly by the
Marketing Department.
Lisa Brown, Editor*

Buy, Sell, or Trade:

- For Sale: 42 inch Murray Riding Lawn mower. \$300. Runs well, needs new belt. Call 404-277-2363
- For Sale: Formal Dress, multi-color, halter neckline, worn one time. Size M, \$150, paid \$225 new. Call Angie Riddle at 404-277-2363.
- For Sale: NEW gas hot-water heater. Never used. Retail price is over \$400. Sale for \$150. Call Traylor Misty at 256-996-6205
- Free: Four male kittens (2 gray & 2 calico), 8 weeks old, litter box trained. Free to good homes. For Sale: 1997 Layton 5th Wheel Camper in great condition. For info call Sharon Gollahon at 706-506-6951.
- For Sale: Lexington white bunk beds with railing, mattresses, sheets and computer desk and hutch. \$350. Bedroom suit with nightstand, chest, triple dresser and mirror. \$50. Call Suzanne Davis at 706-844-3439.
- For Sale: Electric Leaf Blower. \$35. Dog Kennel 10x4 and 6 ft. tall.\$60. Call Christy Carter at 706-767-3607.

Announcements

- Sarah Abercrombie graduated from Georgia Highlands Nursing School. Congrats!
- We've moved! Central Scheduling is now located in the building with Dr. Betz and Dr. Sumner's offices. Georgia Central Scheduling now handles scheduling for Cartersville, Redmond, Polk and Emory Eastside. Welcome to our new schedulers and congratulations on your new space!
- Congratulations to Kathy Hammond, RN second floor, who married Lonney Self on May 15th.

Condolences:

Sympathy is extended to:



- Tina Jones of acute rehab on the loss of her father, Ozzie Mitchell.
- Julie Bobbitt on the loss of her grandmother.
- Renee Blackburn and Roxie Morris on the loss of their sister, Rhonda Blackburn Alvarado.
- Lisa Brown of Marketing on the loss of her grandfather, Dale Breedon.

Births:



- Robbie and Alisha Green on the birth of Lucas Benjamin Green, born April 30th at 6lbs, 8 oz. and 18 in.
- Ellen Benning of 2nd floor on the birth of her grandson Benjamin Jacob Benning, born on May 11th weighing in at 7lbs, 15oz and 20 in.
- JoAnn Clark in Radiology Registration on the birth of her grandson Thomas Nicholas Williams, born May 8th and weighing 8lbs 6 oz.