



A Note From Redmond's Newest Team Member, CEO John Q.

Thank you all so much for the warm welcome I've received from Redmond and Polk. I can't tell you how excited I am to be a member of this team and to be a proud - and hopefully permanent- resident of beautiful Rome, Georgia.

Many of you have asked about my priorities. First and foremost, it is important to get our leadership team in place. Kay Rhodes' selection as our Chief Nursing Officer is a key piece of this process. Kay is exceptionally qualified for the CNO role. She's a natural leader with the passion, dedication and commitment to provide the outstanding leadership our nurses deserve. We've now begun recruitment to fill the Assistant Chief Nursing Officer position Kay has just vacated. Once that position is filled, our administrative team will be complete. The importance of a cohesive, experienced team of leaders with patient care as their top priority is immeasurable.

We've also had big and very positive changes in the OR where we welcomed back Jan Routledge as Director of Perioperative Services. And, as you might have heard, Mel McCary will rejoin us as well. The combination of Jan and Mel with Dr. Jodi Kuhlman, our new Medical Director of Anesthesiology, gives us the kind of A+ surgical services leadership team we need. I have complete confidence in these ladies' ability to direct us and to provide the level of surgeon engagement necessary to assure we're providing the best surgical experience for our patients and our surgeons.

I've asked Kay, our CNO, and Patsy Adams, our Vice President of Human Resources, to join me in working with our Employee Advisory Group and Nurse Inc. Council to review our standards of behavior, performance and appearance, and to make decisions as to whether they're appropriate and being appropriately enforced. We'll follow their lead as we brush up our appearance and continually improve our performance.

We'll continue building our primary care base by supporting the community physicians who rely on us.



CEO, John Quinlivan, Redmond's newest team member

We'll add specialty services as appropriate and where we see opportunities to better serve our communities. Finally, we will reinvest in our facilities to assure we're providing the level of amenity, convenience and comfort our patients desire.

Most of all, we'll dedicate ourselves every day to providing the best quality care and patient service in Georgia. As the Best Value Hospital in Georgia, a Breast Center of Excellence and a recipient of numerous quality awards, I am positive our future is a bright one.

We are Redmond!

John Q



John Quinlivan greets associates at the CEO meet and greet held the first week of John's arrival to Redmond.

Kay Rhodes Named Chief Nursing Officer



Kay Rhodes, RN, MSN, APRN, BC has been named Chief Nursing Officer for Redmond Regional Medical Center. In her new role as CNO, Kay is responsible for coordinating and integrating services for all aspects of nursing. Additionally, she will work closely with hospital leaders, physicians and associates to maintain communication and guide growth and development of service lines. Kay will continuously assess and improve all aspects of patient care to ensure highest standards of care are maintained.

John Quinlivan, Redmond CEO, says of Kay' appointment, "Kay was the unanimous choice of our Board of Trustees, medical staff leadership, directors and staff. Her innate leadership ability, engaging personality and extensive experience made her the logical choice for us. I am excited for the opportunity to work with Kay and have complete confidence she is the right person to provide the leadership our nurses deserve and to assure the care our patients expect."

"Redmond will be very well served by Kay as the CNO," says Dr. Amar Singh, a Harbin Clinic internal medicine physician and president of Redmond's medical staff. "She has a wealth of experience, knowledge and administrative skills and above all she always puts the patients first. She is open to ideas and never shy to take on a challenge."

Kay has worked in healthcare for 36 years and has previously served at Redmond for almost 30 years in various positions including Clinical Recruiter, Inpatient Nurse Manager, Critical Care Nurse, Home Health nurse, Occupational nurse, Outpatient Services Nurse and Assistant Chief Nursing Officer among other leadership positions. While at Redmond she opened the 5th floor in 1978 as the first specialty floor in Rome, Georgia. The floor was responsible for the care of neuro-vascular patients. In that same year, Kay was nominated by her peers and received the Dr. Frist Humanitarian Award. She also helped to develop and launch the open heart program at Redmond as well as the Cardiothoracic program in 1986. In 1982, Kay represented HCA as a Nurse Consultant at King Fahad National Guard Hospital in Riyadh, Saudi Arabia.

Kay attended Georgia Highlands College, where she received her Associate Degree in Nursing. She earned her Bachelor of Science in Nursing from West Georgia College. Most recently she earned her Master of Science in Nursing and Family Nurse Practitioner degree from Kennesaw State University. She is Board Certified in Family Practice by the American Nurses Credentialing Center and has extensive experience as a Nurse Practitioner in Interventional Radiology, Vascular Surgery Practice and Emergency Medicine.

"Having the opportunity to work with such caring individuals who share my passion for providing excellent patient care is both exciting and rewarding and I look forward to being a mentor to all staff at Redmond," says Kay.

Kay has one son, Phillip Waddell. She and her husband, Leon, reside in Rome.

Teamwork and Great Patient Care Lead the Way for Research Department's One Year Anniversary

November will mark the one year anniversary for our active enrollment of patients in cardiology clinical trials. The hallmark of this anniversary has been the enthusiastic and complete collaborative team effort of Redmond, the Harbin Clinic and SCRI. The unwavering commitment continues to be the improvement of patient outcomes first, followed by the advancement of medical science. It is no exaggeration to say that virtually every department in the hospital, from cardiology, to nursing, pharmacy, laboratory, administration, medical staff services, IT, auditing, HR, maintenance, marketing, and housekeeping – I mean *everybody* – has contributed to our success. Marsha Colwell's Cardiovascular Services has made a home for us, and with their great support and that of the Harbin Clinic cardiologists we have set a blistering pace. The support and cooperation has been nothing short of amazing!

From Redmond's initial interest in the idea of a research program, to its considerable investment in its implementation, we have come a long way in a short period of time. With the addition this summer of my colleague, Connie Morris, we now have two full-time research coordinators that are directing four robust clinical trials, and we are in the training and launch phases of two additional studies that will be underway in the next few weeks. Over 200 patients have been enrolled in our studies so far. We are exceeding our enrollment goals, and we are consistently among the top 5% in enrollment sites. Our studies involve pharmaceutical products as well as electrophysiology devices.

Recently, we successfully closed-out our first study, one known as the GRAVITAS study. The data we have contributed will play a part in a "Breaking News" session at the upcoming AHA Conference in November, and is expected to influence significant changes in antiplatelet therapy for heart patients worldwide.

We have received high marks on all of our study audits, both internal audits from SCRI, and external audits from our sponsoring monitors. We operate successfully under the on-going review and approval of the Western Institutional Review Board. This reflects the high level of support provided by SCRI Corporate in a variety of areas including regulatory, legal, accounting, clinical operations, and medical oversight.

Particularly gratifying has been the high percentage of eligible patients who volunteer to participate in our studies. This selfless volunteerism demonstrates an extraordinary degree of trust and faith in our cardiologists, our nurses, our technicians and in Redmond as an institution.

The future will be even more exciting than the achievements of the past year. SCRI is evaluating potential studies for vascular and cardiothoracic patients, and reviewing proposals for investigator initiated studies proposed by our Harbin Clinic physicians. The complexity and cutting-edge technology of our upcoming studies will elevate our program to an even higher level. SCRI's reputation in the research community, and its commitment to the partnership will continue to insure a steady stream of attractive research opportunities.

The partnership forged by the hard work and dedication of Redmond Regional Medical Center, the Harbin Clinic and SCRI means great things for the patients who place their care in our hands. SCRI is proud to be a part of the team. Our shared vision of building a World Class Research Program is coming true daily. Thank you!

Butch Garrison, RN, MS
Clinical Research Coordinator
Sarah Cannon Research Institute



Medication Logs

This November we are launching a new program designed to enable the public to maintain an accurate medication list. This will ensure adequate information can be obtained regarding patients' home medications upon admission to the hospital or any other healthcare facility.

Logs and instructions will be placed around the hospital in waiting rooms, lobbies and other public areas for associates, visitors and patients to take for themselves, loved ones and friends. The logs are also available online at www.RedmondRegional.com under patients and visitors. The importance of maintaining an accurate medication list is an issue Redmond plans to stress internally and externally over the next several months. This tool is being provided free of charge to the Northwest Georgia community to promote safety and ensure the best care is provided upon the need for medical attention. For more information, please call Lisa Brown at 706-802-3732.

Outstanding Achievements in the Physician Satisfaction Survey

Redmond received several awards from our recent Physician Satisfaction Survey. Out of hundreds of hospitals surveys, most received 1 or 2 awards. Redmond received 8 awards total! Redmond received recognition for the following:

- Top 25% for Surgical Services
- Top 25% for Radiology Services
- Top 25% for Emergency Services
- Top 10% for Laboratory Services
- Top 10% for Administration
- Top 10% for Place to Practice Medicine
- Top 10% for Quality of Care
- Top 10% for Nursing Care

Go Redmond! And thank you to our physicians for participating and speaking so highly of Redmond.

Indisputable Fact #14

Redmond's ER can receive EKGs from ambulances and prepare for heart patients before they arrive at the hospital.

www.factsdontlie.com

Best of the Best 3rd Quarter

Congratulations to our Best of the Best Recipients!
Pictured left to Right: Fay Ellen Steelnack – Inpatient



Rehab, Tracey Long – Outpatient Registration, John Quinlivan- CEO, Brenda Burns – Respiratory, John Maytum – Rehab Services, James Gardner – Food and Nutritional Services, Alicia Collier – Quality, Annette Lester – Wound Care, Michael Scott- Information Systems

Not Pictured: Sally Cochran – Occupational Health, Chris Ely – Radiology, Cheryl Farrar – CCU

Coming Up...

Fit to a T: *Are you Fit to a T?* Find out! This seminar will focus on bone health and osteoporosis education for men and women of all ages and will be held **December 6** from 11:30 a.m.-1:00 p.m. at Redmond Regional Medical Center in the lower level classrooms. Orthopaedic Clinical Specialist, Beth Tolbert, RN, ONC, CCM, will speak to the importance of knowing your “T-Score” and how to improve this score for optimal bone health.

For reservations to this free seminar, please call Medline at 706-368-8480 or [sign-up online](#) by Thursday, December 2. *Fit to a T* is an education program of the U.S. Bone and Joint Decade.

Toys for Tots: December 10th the annual Toys for Tots Drive will be held at Redmond. Collection bins will be placed around the hospital. Please bring new, unwrapped toys or monetary donations to support this great cause.

Children’s Christmas at the Movies: Saturday, December 11th will be the annual Christmas Movie celebration at Mount Berry Square Mall. This is for children and grandchildren of Redmond associates. Look for details soon.

Weddings & Anniversaries:



- Terri Lambert in Materials Management on her marriage to George Hampton on September 23rd.

Announcements

- Becky Young, Tonya Ely and Brandy Roden completed the Atlanta Susan G. Komen Walk for A Cure. All three ladies raised \$2300 for the cause and completed the 60 mile walk. Congratulations ladies on your dedication to such an honorable cause!



Births

- Colleen Knight on the birth of a grandson. Bently Joe Itson came in at 7 lbs 12oz and 20 inches long on September 27 at the stroke of midnight.
- Penny Ellis of Redmond Family Care at Shannon on the birth of her grandson Brantlee Ellis born October 10, 2010. Brantlee came in at 5lbs 9oz and 18 1/2 inches.
- Terrence Hight on the birth of his grandson, Trenton Robert Hight. Trenton was born October 31 and weighed 7 lbs 6 oz and was 20 inches long.

Buy, Sell, or Trade:

- For Sale: Large trampoline, \$200 OBO. Former East Rome High Gladiator Chariot. Great for alumni use and class reunions. \$300 OBO. Contact Anne Reeder 706-314-9906.
- For Sale: 4 bedroom, 3 bath brick home in Old East Rome. Large kitchen with granite and custom concrete counters, stainless steel appliances, large master suite with custom tile in master bath, large shower and separate pedestal tub. Call 706-346-5513 for an appointment.
- For Sale: 2005 Chevrolet Z71 \$12,000. Good Condition. Call Amanda 706-676-8253
- Wanted: Good used freezer. Call Charles at 706-234-7254.

Kidz Corner

- Kara Long, daughter of Tracy Long in Outpatient Services, who is now the Junior class Representative for Armuchee High School's Homecoming Court.



Condolences:

- Sympathy is extended to Bobbie Hicks of the business office on the loss of her husband, Mark Hicks.

Redmond Succeeds in Putting Patient Safety First

Way to go Redmond! At our hospital, *Patient Safety comes first!* In 2010, we've made improvements in areas of:

- Reduction in patient falls
- Improved medication security
- Conducted the "Aim for Zero" Central Line and the Tubing and Line Risk Reduction Initiatives
- Increased number of accidents avoided, or "near miss reporting"
- Scored in the 98th and 96th percentiles for proper medication administration
- Changed critical values policy and reporting process more effectively address patient care needs
- Bar-coded blood transfusion administration to be implemented this November

What great news for associates and patients alike! Thank you to all our associates for the hard work you do in keeping our patients safe each and everyday.

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