



## Employee Engagement Survey

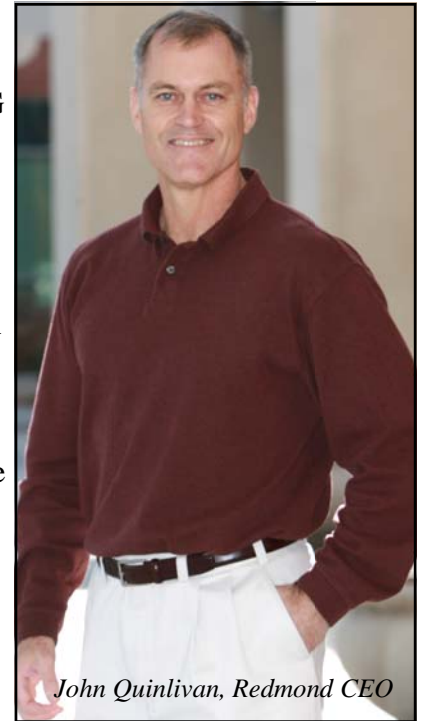
Dear Redmond Colleagues:

Each year we ask you to take a few minutes to complete the HCA Employee Engagement Survey. It's a great way to let us know how we are doing as an employer and service provider for the community. I want you to know how important your participation in the survey is to our efforts to provide a Healthy Work Environment for Redmond employees. The time you take to answer the questions and write in comments helps us recognize our strengths and identify areas in which we can do better.

We are committed to listen to what you say and to act on what we learn. Here are some specific actions that we have taken as a result of what you have told us in past surveys.

- Initiated an Employee Advisory Group, a team of your colleagues who meet regularly and discuss ways we can make our workplace better.
- Instituted new policies to improve staffing, scheduling, call-offs, RN floating and overtime
- Improved access to Senior Leadership through Administrative Rounding and Town Hall Meetings
- Increased lighting in employee parking lots and employed 24/7 armed police officers in the Emergency Department
- Improved our professional image with standardized uniforms in clinical and non-clinical areas
- Replaced the air handler on 5<sup>th</sup> Floor to help reduce noise level for staff and patients
- Continued patient room and

- nurses' station renovations
- In addition to our EAG team, we created an Employee Activities Committee who help plan and coordinate employee activities and hospital sponsored events.
- Nutritional Services staff conducted focus groups to help improve quality and selection of food in the cafeteria.



John Quinlivan, Redmond CEO

With your help, we will continue to build a Healthy Work

Environment. You can take the survey online or by phone anytime from May 2-31. The questions ask about your job, workgroup, supervisor and the hospital's leadership team. We will create action plans based on your feedback that will help us improve and ultimately, better serve our patients.

Thank you for all you do to serve our patients. And thank you for letting us know what we can do to help you do

your job. By working together, we will continue to make Redmond a great place to work and receive care.

Sincerely,

John Quinlivan, Redmond CEO

To take the survey,  
visit  
[www.hcasurveys.com](http://www.hcasurveys.com)  
or call 800-234-9071  
*Survey opens May 2 and  
Closes May 31.*



*Herbert Dodd, Chattooga County Redmond EMS Director and Robert Early, Redmond EMS Director cut the ribbon at the Chattooga County Redmond EMS opening celebration*

## Redmond EMS Kicks off Service in Chattooga County

As of April 1, 2011 Redmond EMS has been serving Chattooga County residents as the 911 provider. Previously owned by the county, the service operated by Redmond now includes five operating trucks. This expands the service and adds approximately 30 full-time and part-time EMS associates.

A Ribbon Cutting Ceremony in conjunction with the Chattooga County Chamber of Commerce and Rome Chamber of Commerce was held to kick-off the start of the new service. Changes of note include quicker response times due to additional ambulances and staff, the Chattooga County ambulances transitioning to Redmond ambulances and additional ambulance stations in Gore, Menlo and Trion.

Robert Early, EMS Director says, "The transition has gone smooth so far and we have remained busy. We are glad to be here to continue to serve and protect the citizens of Chattooga County."

## Looking Sharp in Our New Uniforms



## Redmond and Polk's Parent Company Named 2011 World's Most Ethical Companies

Hospital Corporation of America was named one of the World's Most Ethical Companies by Ethisphere Institute. This designation recognizes companies that truly go beyond making statements about doing business "ethically" and translate those words into action. WME honorees demonstrate real and sustained ethical leadership within their industries, putting into real business practice the Institute's credo of "Good. Smart. Business. Profit."

There is no set number of companies that make the list each year. Rather, the World's Most Ethical Company designation is awarded to those companies that have leading ethics and compliance programs, particularly as compared to their industry peers. This year, there are 110 World's Most Ethical Companies. Of these companies, 36 are new to the list in 2011 and 26 companies dropped off from the 2010 list. HCA was also included on the list in 2010.

## Wellness Works 2011 Stroke Awareness & Prevention

*May 24, 5:30 p.m. Redmond Regional Lower Level Classrooms*

Stroke is one of the leading causes of death across the world. Learn how to prevent stroke and what warning signs you need to be aware of.

## Ouch my Head Hurts!

*June 14, 5:30 p.m. Redmond Regional Lower Level Classrooms*

Headaches are common plights yet can cause large amounts of pain, loss of time and frustration. This seminar will look at what causes headaches and how to prevent and manage them.

*Call 706-368-8480 to sign up!*

## Polk County Special Olympics



Redmond recently sponsored the Polk County Special Olympics in Cedartown. Redmond EMS provided first aid and EMS coverage for the event. The kids had a fantastic time and the EMTs were fabu-

lous! Thank you to our EMS team for the great representation in the community.

Pictured: Greg Hughes of Redmond EMS and Jeffrey Puckett, son of Toni Puckett, Redmond Heart Failure Coordinator.

## Code of Conduct Updated

Changes in the provisions to the Code of Ethics for Senior Financial Officers and the Chief Executive Officer section have been made to the Code of Conduct. These include updated information in the Financial Reporting and Records, Workplace Conduct and Employment Practices, Conflict of Interest, Corporate Opportunities, and Insider Information and Securities Trading sections.

A copy of the revised Code of Conduct can be accessed on Atlas . Also, a copy is located in the Ethics and Compliance Officer, Deborah Branton's office located in the Administrative Suite.

# Hospital Week

Hospital Week is fast approaching! It is the week of May 9<sup>th</sup>. We have tons of great events planned and hope you're looking forward to it. **Our Theme this year is "We Are Redmond!" What does that mean to you?** Our events will follow this theme and illustrate the culture that runs so strongly throughout our facility. Take a look at the schedule below:

### All Week

Displays of the "We are Redmond" posters and contest submissions

### Saturday, May 8

Picnic 11am-1pm & 7pm-9pm

Outside Tent

### Monday, May 9

Cinnamon Rolls & Coffee served at the Employee Entrance 6:30am until supplies run out!

EAC Day – Details to Come!

### Tuesday, May 10

Mission, Vision, Values Unveiling Day

Outside Tent

### Wednesday, May 11

Picnic 11am-2pm & 6pm-10pm.

Outside Tent

### Thursday, May 12

Service Awards Coosa Country Club, 6:30 p.m.

### Friday, May 13

Ice Cream Sundays 2-4pm & 7pm – 9pm

Cafeteria

Hospital week is about thanking Redmond staff and physicians for all you do each day. The Redmond Admin team extends their warmest wishes for a happy hospital week and a big thank you for all you do for our patients and community each day.

## Welcome New Hires!





## Births

- Dr. Singh of Redmond Family Care at Cedartown on the birth of his daughter, Eva. She was born

April 4th at 8:44 pm.

- Candi Beard of 4<sup>th</sup> floor and her husband Jeremy on the birth of their daughter, Jaelyn Paige. Jaelyn was born March 30, 2011 at 8:41pm. She was 8lbs 7.6oz and 20in.

## Kidz Corner

Congratulations to the following:

- Jacob Cole, son of Morgan and Telena Cole, is graduating from the University of Georgia with a Master's degree in public relations, May 13th.
- Trinity Pyle, 7 year old granddaughter of Betty Andrews of Occupational Health, competed at the Georgia Gymnastics State Convention in Augusta, Saturday, April 16<sup>th</sup>. She placed 1<sup>st</sup> in all 4 events and won 1<sup>st</sup> place all around.



## Buy, Sell, or Trade:

- For Sale: IKEA Bedroom Furniture- Grey/Black, 5-drawer chest and 2-drawer night stand. Good condition, \$75 for the pair. Call 706-802-3194.

## Announcements

Please congratulate our Laboratory, particularly our Phlebotomy Department, who won First Place in the Patient Safety Week Contest!

## Save the Dates...



- May 9– Cancer Support Group, 6 p.m.
- May 12- Compassionate Friends 7 p.m.
- May 12– Employee Service Awards
- May 13– AngioScreens, Front Parking Lot
- May 16– Bosom Buddies 6 p.m.
- May 26– Diabetes Support Group 5:30 p.m.



Thanks to all of our Redmond family members that walked in the Cancer Navigators Walk last month. Our beautiful oar will be proudly displayed in the hospital for all to see!

The Redmond News is published monthly by the Marketing Department.

Lisa Brown, Editor

