

Summer 2015

CONNECTIONS

A NEWSLETTER FOR ASSOCIATES OF CAPELLA HEALTHCARE

CAPELLA HEALTHCARE'S 2015 STAR AWARD RECIPIENT

In July, Belinda Farmer received the surprise of her life. Not only was she named STAR Award recipient for EASTAR Health System, but Capella President and CEO Mike Wiechart — calling in to congratulate her — revealed she'd also been selected as the National Award recipient for Capella Healthcare.

The national award will be presented to Belinda formally at Capella's national Leadership Conference to be held in Nashville in late August. In addition to a \$1,000 personal check, \$1,000 also will be donated in Belinda's honor to the non-profit organization of her choice.

Learn more about all of these STARS on pages 2, 4, 5 and 6.



Julie Fuller-Joiner
Capital Medical Center



Virginia "Dale" Howle
Carolina Pines Regional
Medical Center



Emily Elrod
DeKalb Community Hospital
and Stones River Hospital



Wendy Steele
Highlands Medical Center



Gail Wyrick
National Park
Medical Center



Jared Hendrix
River Park Hospital



Marilyn Polk
Saint Mary's Regional
Medical Center



Denise Balmer
Southwestern
Medical Center



Tina McDonald
Willamette Valley
Medical Center

Hospitals honor STAR Award Recipients

The Employee STAR Award is designed to recognize individuals who are shining examples of Capella Healthcare's values. Every year, each Capella hospital nominates one of their most outstanding employees as their STAR. While the brief features here can't fully convey how truly outstanding these individuals are, they do provide a small glimpse at some of our most exceptional colleagues.

Nominees this year include four nurses, two pharmacists, an imaging technologist, a chaplain, a mental health tech serving as activities director, and an IT analyst.

Belinda Farmer receives national STAR Award

In July, Belinda Farmer received the surprise of her life. Not only was she named STAR Award recipient for EASTAR Health System, but corporate officials – calling in to congratulate her – revealed she'd also been selected as the National Award recipient for Capella Healthcare.

The national award will be presented to Belinda formally at Capella's national Leadership Conference to be held in Nashville in late August. In addition to a \$1,000 personal check, \$1,000 also will be donated in Belinda's honor to the non-profit organization of her choice.

Belinda Farmer, RT(R)(T), Director of Oncology Services and Radiation Therapy

EASTAR Health System
Muskogee, OK

Belinda Farmer is the "embodiment of our values," says Jim Davidson, COO at EASTAR Health System. In fact, "Belinda will do whatever is necessary to ensure patient safety,



including stepping in to perform therapist duties herself or stopping a procedure from being performed that she believes to be unsafe." Belinda, who has been at EASTAR Health System since 1992, is a Registered Technologist, holding certifications in both radiography and radiation therapy. She serves as director of the hospital's oncology services, including radiation oncology.

The pillars of Service and People seem to be intertwined with Belinda, Jim says, as it should be with all of us. She spearheads the hospital's Relay for Life activities for the American Cancer Society, which has resulted in employees raising nearly \$45,000. She's also active with other efforts in the community as she arranges health screening events for both men and women every year. She acts

as a "Pied Piper" to marshal the resources of vendors, entertainment, education, volunteers and give-aways.

Belinda's faith is evident in a manner which reflects pure and decent humanity, Jim says. Her personal conviction is quite evident in her life. Earlier this year, Belinda took a week of personal vacation time to be part of a Christian mission. Additionally, each year, Belinda arranges for her department to donate to a cause during the holiday season, be it the local food bank or a family that may not have the means to provide a good Christmas for their children.

Belinda is confident in the quality of services in her area. "During monthly meetings, Belinda devotes a lot of the meeting to discuss safety issues to promote a healthy environment of care for our patients," says Jennifer Carlyon. And, because of her confidence in the care provided, Belinda promotes these services to reach more people in need of cancer care. She works hard to improve relationships with physicians and goes into the community to speak with the public as well as with hospitals and other health care providers to ensure that the EASTAR name is out there.

Belinda epitomizes the traits and characteristics of honesty, truthfulness and integrity. These characteristics reveal themselves in

the smallest of ways, but they're always present. "I personally know that when she delivers less than good news to her people, her primary concern is always to understand the 'why' so that she can always convey the information in a manner which is most meaningful to her staff," said Jim. "As a manager, she is able to hold people accountable and motivate them to success."

Belinda also encourages a servant's attitude with the people she leads. According to Jennifer Carlyon, Belinda "allows me the time and opportunity to participate in the fashion show for breast cancer survivors. She encourages me to help provide the much needed support for this great cause."

Belinda is a talented and caring individual who exemplifies Capella's mission of "Together, Making Healthcare Better for our Communities."

— EASTAR CEO Tony Young

And, in the words of another one of Belinda's staff, "I think our department has the most caring employees and the best director in the entire hospital. Our patients consistently send notes and cards, sometimes even flowers and candy, as a show of gratitude upon completion of their treatment. We wouldn't have the department we do without the encouragement and guidance we receive daily from our director."

Finally, EASTAR CEO Tony Young says, "Belinda is a talented and caring individual who exemplifies Capella's mission of 'Together, Making Healthcare Better for our Communities.' An active community volunteer, she gives selflessly of her time and talents helping individuals improve their lives. As a healthcare professional, she has earned the respect and admiration of those around her. Her gentle demeanor puts others at ease to facilitate success. The majority of her patients see her as a friend and often greet her with a warm embrace. Belinda is the type of person each of us would want to care for our own loved ones."

— All nominees featured on pages 4 – 6



CANCER CARE AT EASTAR HEALTH SYSTEM

Meet Doretha Beasley: Cancer Survivor

To get an idea of the type of service provided by one of the departments STAR Award recipient Belinda Farmer oversees (see page 2), all you have to do is talk to a patient.

Following chemotherapy, surgery and radiation therapy, Doretha Beasley is now one of 2.8 million survivors of breast cancer. And she's so appreciative of the encouragement she received throughout her treatment that she makes it a point to encourage others – whenever she can. “I tell my story and let other women know they can make it with a positive outlook and attitude.”

Doretha had been having regular mammograms since age 40, and wasn't surprised to get the call back for doctors to take another look since it had happened before. This time was different. It was cancer. “I was in shock, and all I could think of was, ‘Oh my goodness, I am going to lose a breast.’”



Doretha's husband, Lester, is a prominent minister in Muskogee, pastoring Harvest Ministries. “I knew I needed to be strong for Doretha. We have been married for 40 years, and I was not ready to let her go.”

While her previous treatments had taken place at other facilities, she chose to stay close to home for the radiation therapy she needed, choosing EASTAR Health System. “The doctors and staff in Radiation Oncology were great,” she says of the EASTAR team. “There's not a day they weren't upbeat, positive and encouraging. I'd never experienced this with a whole team of people before.”

She said the support from her husband, two grown daughters, six grandchildren, her church and the staff at EASTAR made her entire journey easier.

“Doretha had a wonderful attitude and strong family support, which aided in her healing process,” said Dr. Selam Negusse, radiation oncologist.

Now considered cancer-free and following up every six months with her oncologist, Doretha tries to encourage women wherever she goes to love themselves and to take care of themselves.

“My journey has introduced me to many caring people who have given me so much encouragement. My ministry now is to encourage other women.”



Radiation oncologist Dr. Selam Negusse said Doretha's positive attitude and strong support helped her heal.

DID YOU KNOW?

In women under 45, breast cancer is more common in African-American women than white women. Additionally, African-American women are three times more likely than white or Hispanic women to be diagnosed with triple-negative breast cancer (the type Doretha had), harder to treat because it is estrogen-receptor-negative, progesterone-receptor-negative, and HER2-negative. Overall, African-American women are more likely to die of breast cancer.

While women can't change their ethnicity or their genes, they can make sure that any breast cancer is diagnosed at its earliest, most treatable stage. If you're older than 40 with an average risk of breast cancer, this means getting a mammogram each year. If you have higher-than-average risk, you may need a more aggressive screening plan that starts at a younger age. Between mammograms, make sure your doctor or other healthcare provider does regular breast exams. You also should consider doing regular breast self-exams.

EDITOR'S NOTE: To read the rest of Doretha's story or to learn more about breast cancer, visit: CapellaHealthcare.com/breastcancer



FORWARD TOGETHER



Michael Wiechart
President and CEO

As we embark on our second decade, these are exciting times for Capella Healthcare. Even as we are celebrating our tenth anniversary this year, we're ramping up for the next decade. And I have big news to share with you.

After an extensive and year-long evaluation of different strategic opportunities, Capella Healthcare is pleased to announce that we have decided to partner with Medical Properties Trust, Inc. (MPT) (NYSE:MPW). This will allow us to continue to build upon our legacy of service excellence to our existing community hospitals and to provide attractive access to capital in support of our long-term growth plans.

MPT brings to the table significant expertise in healthcare real estate, efficient access to capital markets and, most importantly, a company culture that is compatible with Capella's mission, vision and values. Combined with our outstanding expertise in operating hospitals, MPT's long-term investment and commitment will be invaluable in helping us achieve our primary goals of patient care excellence and partnering with new communities.

The transaction is expected to be finalized during the second half of 2015, following customary regulatory approvals.

Upon closing, we expect a management company – owned by current Capella senior management – will operate and manage the hospital business while Capella's real estate interests are acquired by MPT. The management company will retain control of the day-to-day operations, with no other changes anticipated in hospital management.

I look forward to sharing additional details as we finalize this new partnership. In the meantime, rest assured that this is a very positive development for our company that will help us achieve our mission of – together – making health care better for our communities and setting a new standard in patient care excellence.

Hospital STAR Award Nominees

Julie Fuller-Joiner, Pharm.D.

Capital Medical Center, Olympia, WA

Starting her career as a pharmacist for Capital Medical Center in 1989, Julie Fuller-Joiner is known for her strong commitment to quality patient care. She demonstrates this daily through her attention to detail and continuous focus on patient safety through medication management.

Julie proactively focuses on possible adverse medication events and discusses any concerns with the provider(s) in an effort to help them understand why she believes a change or adjustment in the medicine may be warranted. Dr. Jaekyung Song, an internal medicine specialist, said Julie is an excellent pharmacist and great person to work with. "She is always courteous and professional in dealing with patients, nursing staff and physicians."

Julie is also a kind and attentive person who puts others at ease with her caring and professional interactions. For example, whenever she is precepting pharmacy students, she treats them as colleagues. She's also built a positive relationship with the nursing staff, serving as the Pharmacy Lead with the PCA pump implementation, which involved writing the dictionary for the nursing staff and anesthesiologists. Finally, her positive interactions have been cited by patients as one of the reasons they love Capital Medical Center.

She also believes in making sure costs are kept to a minimum, both to help the patient through lower charges and to help the hospital be more fiscally responsible. She provides recommendations for pharmacy formulary changes and through pharmacy therapeutic substitution. She was the force behind a recent change on IVIG dosing in which the dosing was changed from actual weight-based dosing to ideal-weight dosing, leading to a 50 percent savings for the patient and the hospital.

"She is an example to us all of hard work, strong ethics and a desire to do the right thing for every patient, every time, every day," said her nominator.

Virginia "Dale" Howle, RN Operating Room – Family Nurse Liaison

Carolina Pines Regional Medical Center
Hartsville, SC

After a diagnosis of breast cancer in 1993, Dale Howle became a strong advocate for other women facing the disease. Since her original diagnosis, she has "fought" cancer two other times and is once again considered cured.

In spite of her personal health struggles, she has continued to work at Carolina Pines – where she has served since 1993 – and is currently



the Operating Room Family Liaison Nurse. Coordinating communication between physicians, staff, patients and families throughout the operative experience, she works to make sure needs of the patients and their families are met. Dale has raised more than \$9,200 for cancer research by participating in the Susan G. Komen 3-day, 60-mile breast cancer walk four times in three different states, raising more than \$2,300 each time. She's also active in the American Cancer Society's Relay for Life and Reach to Recovery programs.

In her nurse liaison role and the Reach to Recovery program, she is given the opportunity to work directly with women who are newly diagnosed with breast cancer, giving them hope as a three-time cancer survivor herself. She also continues to work with these patients after their discharge.

Perhaps Dale's attitude can best be summarized in her statement in a recent local article. "Being a nurse, I know the odds, [but] I will not allow cancer to take the joy out of my life. Instead, cancer has made me a stronger person and God is continuously blessing me."

Emily Elrod, RN, Director – Med/Surg and ER

DeKalb Community Hospital, Smithville, TN, and
Stones River Hospital, Woodbury, TN

Emily Elrod technically holds five titles for two hospitals. And she's done such a good job with all of them she's being recognized as the STAR Award recipient for both DeKalb Community Hospital and Stones River Hospital. She first began working at Stones River in 2000, then she was promoted to have additional responsibilities at sister hospital DeKalb Community – half an hour away – in September of 2014.

One of the nurses who works with her at SRH says: "Emily is always willing to help when needed. Whether admitting a new patient or giving them a bath, she is very hands-on and tries to make sure that all of her staff, doctors and patients feel valued and appreciated. In addition, she is open-minded to suggestions and communicates clearly. She is an excellent listener with great communication skills."

Said another at DCH: "Emily is the best director ever! She understands the demands of the nursing staff and is always willing to set aside her tasks to work a shift on the floor – night or day! She is available for questions or concerns 24/7 and always has a solution or an appropriate decision. She promotes cross-training from ER to Med/Surg. She's an excellent teacher, and constantly promotes teamwork in whatever role she serves. We are so glad to have such a great boss!"

Wendy Steele, RN, Nurse Manager for Med/Surg, ICU, ED and Same Day Surgery

Highlands Medical Center, Sparta, TN

There is rarely a moment when someone else's needs – whether patient, visitor or staff member – do not come before her own. Wendy Steele serves as Nurse Manager for four departments at Highlands Medicine Center. Not only does she often personally ensure patients have transportation to and from their appointments, she has periodically taken it upon herself to provide that transportation on her own





RUNNER UP

if no other options existed. When asked why, her response is simply that she cannot imagine someone not having access to healthcare.

It has been her mission, working her way through nursing school as a certified nursing assistant in home health care, to see to the well-being of others, no matter the challenges. She is well-known as someone who can be counted on when there are others in need. Earlier this year, she was awarded the “Compassionate Care in Nursing Award” by the Center for Community Health Ministry.



For 12 years, Wendy has volunteered her time with the Bon De Croft Fire Department so when she’s not managing multiple departments at the hospital, she’s giving her time to assist with search and rescue. This is just one example of Wendy’s incomparable compassion and values. (See *Health Care Hero* on page 8.)

Wendy has helped nurses better understand the “why” behind patient satisfaction scores and, as a result, nurses took action and patient satisfaction scores moved from the bottom quartile to the top quartile in inpatient satisfaction. This demonstrates her ability to lead, work as part of a team, and focus on what truly matters: our patients.

Gail Wyrick, Certified Activities Director, Senior Care Unit

National Park Medical Center
Hot Springs, AR

Gail Wyrick has worked in many units and many roles at National Park Medical Center over the past 22 years. But no matter what her job description has said, she always ensures that she enriches every experience. She does so by not only delivering quality, compassionate care, but by making NPMC a great place to work for all of her co-workers.



“Working with psychiatric patients can be difficult and stressful, but Gail never lets the environment get her down,” says supervisor and nominator Tabitha Island, R.N, Senior Care Unit Program Director, where Gail is Certified Activities Director. “She is a calming influence not just with patients, but also with family members. I have seen her resolve conflicts and handle other difficult situations with remarkable patience and admirable tact. She always puts the needs of her patients and co-workers above her own. She is also one of the preceptors on Senior Care. Her guidance and teaching towards new employees is unmatched. In the community, she goes out of her way to help people in need by organizing clothing drives and helping with gifts during Christmas for the less fortunate.”

Comments from co-workers demonstrate how much Gail lifts the spirits of those around her.

- “No matter what our patients are going through, Gail seems to bring joy and life. When she isn’t around, the patients look for her. She’s very patient, loving, caring.”
- “Without Gail some days, I don’t know how I’d get through! She always goes out of her way to make sure the patients and staff are okay before she leaves the unit. Gail has been a lifesaver!”

Marilynn Polk, RN, Post Surgical Department

Saint Mary’s Regional Medical Center
Russellville, AR



If there were one person whose name and performance were synonymous with Saint Mary’s values, it would be that of Marilynn Polk.

“For nearly a decade, Marilynn’s performance has served as a model for nurses, nursing assistants and even family caregivers,” says Mike McCoy, Interim CEO. “Her courtesy, care and compassion are second to none. Her experience of caring for her aging parents, along with her husband who had critical health problems (now deceased) and a daughter with autism, has allowed her to boldly provide care to those who, in addition to her clinical expertise, most need her love and patience.”

In 2010, Marilynn was chosen recipient of Saint Mary’s coveted Nursing Excellence Award for providing outstanding quality care delivered with courtesy and compassion. In 2014, she was recognized again with the hospital’s highest customer service award – Saint Mary’s Promise Star – presented to the employee who best “lives our values and keeps our promise.”

Marilynn is credited with being a vital asset in the unit’s achievement of an extremely low SCIP rate. She is a “hospital-wide resource,” as she is often called upon to assist other units. She also serves as a preceptor for nursing students and is a highly sought-after mentor.

“When describing Marilynn, several key terms come to mind: selfless, compassionate, driven,” says Rebecca Posik, R.N, Post Surgery department director. “Every minute of every shift, she puts the needs of her patients first. Patients remember her and often request her nursing services. Her nursing skills are amazing and her keen observations keep patients safe, and ease the anxiety of family members.”

And from a family member: “Marilynn treated my dad like he was her dad. She would stroke his head and whisper encouraging words in his ear. She goes the extra mile and is an exceptional nurse.”

Jared Hendrix, Pharm.D., Pharmacy Supervisor

River Park Hospital, McMinnville, TN



“Outstanding” is a word too often used to describe people or events which fail to meet the standards of what the word signifies, says Dr. Rene Aguirre, Hospitalist Medical Director at River Park Hospital.

“To me, outstanding employees are those that take on responsibilities that extend beyond the boundaries of their roles, helping other departments reach their goals, tackling issues others may not even be thinking about, and those that understand that tomorrow’s future begins today,” said Dr. Aguirre. “Outstanding human beings are those who go above and beyond in every aspect of their lives, treating every person they cross with the respect we all deserve. Outstanding is someone who is truly

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Hospital STAR Award Nominees

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exceptional, someone who stands out, someone who shines, and someone who makes everyone around them better. Jared Hendrix is outstanding and, in every way, exemplifies its true definition. At River Park, we are truly blessed to have Jared as part of our team.”

A pharmacist at River Park for nine years, Jared is well-known for his passion for patient safety. He personally reviews all pharmacy orders, maintains extensive logs, rounds with physicians and nursing staff and is readily available to be a sounding board. He is so committed and so tireless in his regard for the welfare of River Park’s patients that he was overwhelmingly nominated and selected as the hospital’s 2015 Patient Safety Champion. And with the hospital’s recent national recognition for being among the nation’s safest hospitals (*see page 7*), this honor becomes all the more impressive.

Denise Balmer, Manager – Chaplain Services

Southwestern Medical Center
Lawton, OK

Chaplain Denise Balmer is one of the most recognized and valued members of the Southwestern team. Her presence brings comfort, confidence and courage to so many.



Promoting team work and collaboration in all she does, Denise participates in the training of all new team members with each orientation class, teaching cultural diversity, advocacy and team work accountability. And her personality, courtesy and enthusiasm are infectious, inspiring others to seek to model her behavior.

Denise genuinely loves people and demonstrates deep empathy for others in need. She will say a prayer, retrieve a pillow, hold open a door, act as building guide, refill a cup of coffee – whatever it takes to serve the needs of others, which can be seen in just a few of these recent patient comments.

A note from one patient recognized what a difference she makes: “Thank you so much for all you have done for my family. You walk in the room and truly bring a beautiful peace and the spirit of the Lord with you. We love you!”

And this one from a co-worker: “Thank you very much for the kind cards, water, thoughts and prayers! I truly appreciate everything you have done for me. It is truly a blessing to get to work with someone as nice and kind as you.”

“Thank you for doing what you could to make [my mother’s] final days with us as comfortable as possible, and for helping us through the difficult decisions that had to be made Please know that your loving care made a difference to us all. Thank you for a job well done in a career field well-chosen.”

Tina McDonald, Systems Analyst, Information Technology

Willamette Valley Medical Center,
McMinnville, OR



Tina McDonald is the kind of employee who embodies WVMC’s mission statement to provide “Amazing Care Every Time.” Joining the hospital 18 years ago, Tina has held a variety of positions within the IT Department and is now Systems Analyst.

“Tina is a vital part of the WVMC team,” says her supervisor and nominator Diane Farrow, Director of Information Systems. “She knows all the systems from MT6 to HOST to Netfax, Kronos, My Capella, FormFast and much more. Her attention to integrity, innovation, compassion, celebration and teamwork are noticed by everyone she interacts with. It doesn’t matter how busy she is, her customer always has her undivided attention. She makes everyone feel valued and is always smiling. You can even hear her smile over the phone.”

Tina’s expertise and commitment also benefit all of Capella’s hospitals and patients. Recently as a part of the CPOE project, Tina worked with other facilities to change the roles of a Tele Tech and Nurse Assistant so that the Patient Health Summary could print as part of the discharge packet. As Nursing Manager Vicki Griffin put it, this is a “major step in the right direction and helps nurses give ‘amazing care’ because they now have more time. Tina is outstanding!”

Tina also co-chairs Capella’s MT6 Security Committee which involves creating new menus (MPAs) based on feedback from all facilities with MT6. Once again, her expertise and compassion shine through, helping clinicians gain and maintain the tools they need.

Tina knows enough about those she serves to ask after their family or if they had a nice vacation. She’s not just about business but about making sure the customer is more than just a face with a problem, going out of her way to make everyone feel special.

Learn more about these inspirational employees by visiting our website at CapellaHealthcare.com/ForEmployees



In Memory

Nancy Davidson, Occupational Therapist

River Park Hospital, McMinnville, TN

While she’d only been a staff member for less than two years, Nancy Davidson made such a tremendous impact on the staff at River Park Hospital that she was selected as their very first STAR Award recipient last year.

Shortly after beginning her journey as an Occupational Therapist at RPH, Nancy was diagnosed with breast cancer for the second time. During health issues that would have sidelined most folks, Nancy was still a cheerleader and teacher to her patients. Sadly, Nancy passed away earlier this year and is sorely missed.





Want to read more and see the photos that go with these stories? Visit CapellaHealthcare.com/



HOSPITAL HIGHLIGHTS

ARKANSAS

NATIONAL PARK MEDICAL CENTER Hot Springs

New treatment offered for PAD

NPMC is the first hospital in the Hot Springs region, and one of only two hospitals in the state of Arkansas to offer a new minimally invasive procedure to treat peripheral artery disease (PAD) in the upper leg. Drug-coated balloons are a new type of medical device used to treat PAD in the upper legs once medical management has failed.

SAINT MARY'S REGIONAL MEDICAL CENTER Russellville

Auxiliary honored for hours and years of service

Thirty-eight volunteers were honored during the Saint Mary's Regional Medical Center Volunteer Auxiliary Installation and Service Awards Luncheon in May, including Delphine Zydzik, who has recorded 6,900 hours of service this year. Delphine has volunteered at Saint Mary's for nearly 40 years and was among 14 volunteers who were honored for more than 10 years of dedication to the hospital. (See *Bright Stars* on page 8.)

OKLAHOMA

EASTAR HEALTH SYSTEM Muskogee

EASTAR unveils new Cardiac Catheterization Lab

A new cardiac catheterization lab that brings the latest generation of cardiovascular technology was unveiled this spring at EASTAR Health System. The \$2.5 million lab "brings us the technology to be competitive with any hospital in the country," says CEO Tony Young. "We have the most modern cath lab right now in the state of Oklahoma."

SOUTHWESTERN MEDICAL CENTER Lawton

The Center for Wound Healing and Hyperbarics honored

The Center for Wound Healing and Hyperbarics has earned the *Center of Distinction Award* from Healogics for outstanding clinical outcomes in wound care. The Center achieved outstanding clinical outcomes for twelve consecutive months, including patient satisfaction higher than 92 percent, a minimum wound healing rate of at least 91 percent within 30 median days to heal, and other quality outcomes.

OREGON

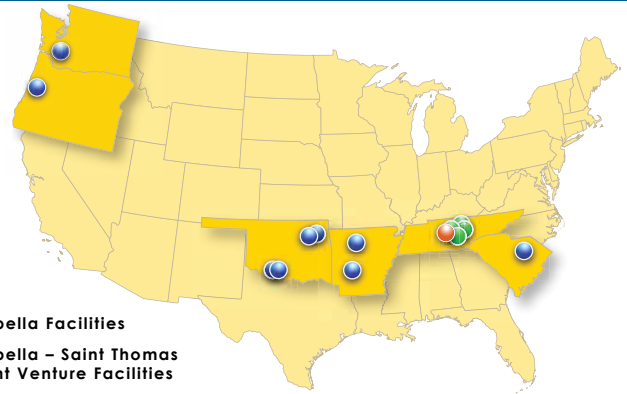
WILLAMETTE VALLEY MEDICAL CENTER McMinnville

Who's the biggest turkey?

Is Peter Hofstetter, CEO of Willamette Valley Medical Center, really the "biggest turkey" in McMinnville? Well, if you ask his staff that question, it's a resounding YES because they helped him raise more than \$22,500 for the Willamette Valley Cancer Foundation through the annual lip sync competition. The Biggest Turkey Contest – or TurkeyRama – is held each year to raise money for local charities. The participating groups raised a new record this year – more than \$140,000 – for six local charities.

Wound Care and Hyperbaric Medicine Clinic honored

Willamette Valley Medical Center (WVMC) Wound Care and Hyperbaric Medicine Clinic has earned the *Center of Distinction Award* for the third consecutive year from Healogics for outstanding clinical outcomes in wound care. They were also named Center of Excellence in Wound Care for the second consecutive year.



South Carolina

CAROLINA PINES REGIONAL MEDICAL CENTER Hartsville

Three new senior leaders join team

CPRMC has added a new COO, CFO and CQO to its leadership team, including two employees who transferred from other Capella hospitals.

Sue Shugart was named Chief Operating Officer (COO) in March, bringing 19 years of health care management experience to the role.

Rodney Van Donkelaar became Chief Financial Officer (CFO) in June, transferring from Capella's River Park Hospital in McMinnville, TN, where he served in a similar role. Having worked in hospital financial leadership roles for more than 15 years, Rodney joined Capella in 2006 as Controller of Willamette Valley Medical Center in McMinnville, Oregon.

Martha Baker was named Chief Quality Officer (CQO) in May, bringing 25 years of experience. She joined Capella in 2013 as CQO at Mineral Area Regional Medical Center in Farmington, Missouri.

Tennessee

DEKALB COMMUNITY HOSPITAL Smithville

Valerie Slager was honored as "2015 Nurse of the Year" and "Most Talented I.V. Starter" at DCH in May. The award was presented by Bradley Mullinax, ED Director, and Interim CNO Amanda Burgess.

HIGHLANDS MEDICAL CENTER Sparta

HMC supports local teenager's recovery efforts

Highlands Medical Center staff recently held a "Support Abby Day" as part of Hospital Week activities. Staff members bought Team Abby shirts and wore them to raise awareness of fund-raising efforts for Abby Ratliff. The young teenager was seriously injured in a sledding accident several months ago, and is currently undergoing rehab. Abby's mother is Carman Ratliff, who is Chairman of the Board for the local hospital.

RIVER PARK HOSPITAL McMinnville

River Park Hospital receives Healthgrades 2015 Patient Safety Excellence Award™

River Park Hospital achieved the Healthgrades 2015 Patient Safety Excellence Award™, a designation that honors hospital performance in the prevention of serious, potentially preventable complications during hospital stays. The distinction placed River Park Hospital among the top 10% of hospitals in the nation for its excellent performance as evaluated by Healthgrades, the leading online resource for comprehensive information about physicians and hospitals.

Daily safety huddles, hourly rounding, and monitoring/tracking safety metrics daily are a few of the many tactics River Park utilizes that have contributed to the hospital's patient safety achievements.



HOSPITAL HIGHLIGHTS

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STONES RIVER HOSPITAL Woodbury

Shane Medley was honored as “2015 Nurse of the Year” at Stones River Hospital. The award was presented by Michelle Browning of Riverside Center at SRH along with interim CNO Amanda Burgess.

WASHINGTON

CAPITAL MEDICAL CENTER Olympia

Hospital honored for joint replacements

Capital Medical Center received The Joint Commission’s Gold Seal of Approval® for three disease-specific programs, recognizing achievements in hip replacement, knee replacement and spine surgery. Capital received a perfect score, with no recommendations for improvement. Capital is one of only six hospitals in Washington to earn certification in hip and knee replacement, and one of only two to earn certification in spine surgery.

Additionally, the hospital was named by *US News & World Report* as a “High Performer” in knee and hip replacement surgeries. This comes from a new analysis entitled “Best Hospitals for Common Care.”

BENEFITS BRIEF

Fitbits for Five Bucks? Check it out!

Capella is offering discounted pricing and a \$50 subsidy towards a Fitbit of your choice for all full-time and part-time benefits-eligible employees.

Employees may also purchase up to one additional Fitbit at the Capella discounted rate under the Friends & Family program, though no subsidy will be provided for the second purchase.

“We received such tremendous reviews from our associates who received Fitbits as part of their H2U wellness coaching program that we wanted to help provide them for everyone,” said Carolyn Schneider, SVP-Human Resources. “Fitbits allow users to track daily activities, such as steps or distance and calories burned. Some even track sleep and heart rate, among other activities.

“We’re going to be offering challenges company-wide to create some fun competition with the goal of helping us all maintain or improve our good health habits. Employees will need a Fitbit in order to participate in the activity-tracked challenges.”

Employees will have a choice between six different Fitbit products, and can access their discount/subsidy at the following website: fitbit.com/store/CapellaHealthcare – your promo code is your employee 3/4 ID plus the last four digits of your social security number.



CAPELLA HEALTHCARE™

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To see this issue on-line, or learn more about Health Heroes and Bright Stars, visit our website’s “For Employees” section.

HONORING BRIGHT STARS

DELPHINE ZYDZIK: MAKING AN IMPACT THROUGH 40 YEARS OF VOLUNTEERING

For nearly 40 years, a familiar face has greeted patients with flowers, read get well cards and offered assistance to those entering Saint Mary’s Regional Medical Center.



It’s a sense of helping another that keeps Delphine Zydzik volunteering at the hospital. It’s a role she filled for nearly 6,000 hours.

Although not a native of Russellville, Delphine said she feels at home at Saint Mary’s. She began volunteering at the hospital in November 1975, when a nurse asked if she would like to help during her spare time.

Almost 40 years later, Delphine has served as the president of the auxiliary group and the nominating, scrapbook and media, phone and tray favors committees, in addition to implementing the Sunshine Committee, which sends cards to those in the group.

“I figure if I do a favor for one person a day, it makes me happy,” she said. “My favorite part of volunteering is making someone else happy.”

HEALTH CARE HERO

WENDY STEELE HELPS DELIVER BABY IN BLIZZARD



During the ice storms that plagued middle Tennessee earlier this year, Highlands Medical Center Nurse Wendy Steele was listening to the police scanner when she learned of a young woman in labor, trapped in her home, without electricity.



She and her husband sprung into action, with it taking more than two hours to cut through trees with a chain saw just to get through the roads to get to the home. They arrived just in time to deliver the baby then had to find a way to keep the newborn warm until ambulances could arrive. They were able to heat blankets using the car heaters to keep mom and baby safe and warm.

For 12 years, Wendy has volunteered her time with the Bon De Croff Fire Department so when she’s not managing multiple departments at the hospital (as Director of Med/Surg, ICU, ED and Same Day Surgery), she’s giving her time to assist with search and rescue. (See pages 4 – 5 to read about Wendy’s STAR Award nomination.)