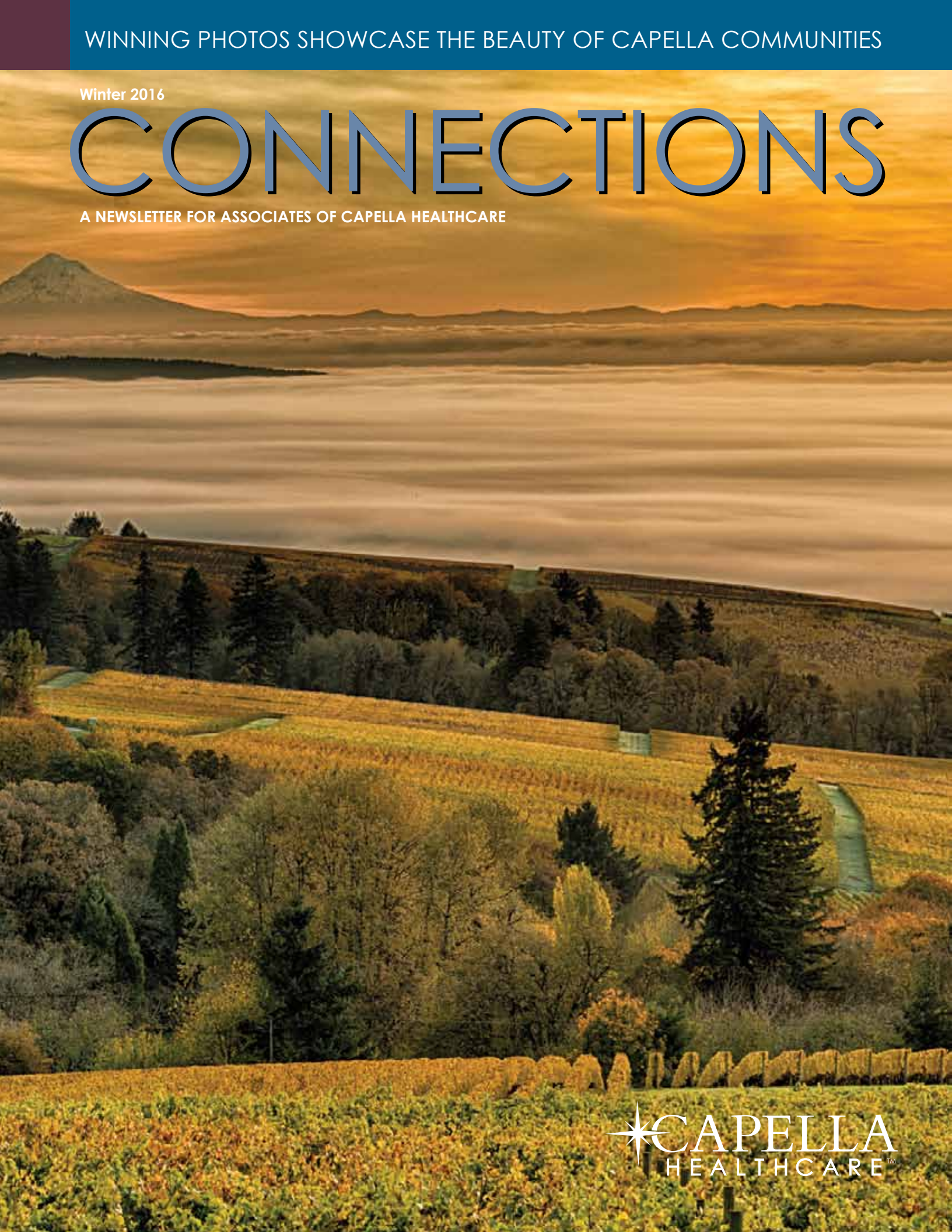


WINNING PHOTOS SHOWCASE THE BEAUTY OF CAPELLA COMMUNITIES

Winter 2016

CONNECTIONS

A NEWSLETTER FOR ASSOCIATES OF CAPELLA HEALTHCARE



 CAPELLA
HEALTHCARE™

FORWARD TOGETHER



Michael Wiechart
President and CEO
Capella Healthcare

In January, we announced the formation of Capella's new National Advisory Board of Directors.

Giving even greater voice to the communities we are privileged to serve is one of

the primary goals of our new board, which includes physicians, board members and hospital leaders. Joining them are several nationally known industry leaders, bringing a broad and balanced perspective. These distinguished leaders will work with us to set both the agenda and expectations for our company as they oversee quality and service initiatives, development of capital budgets, and more.

Their knowledge, experience and leadership skills will contribute significantly to making us a better company and, by extension, help us achieve our mission of making healthcare better for all of the communities we serve. Since the board includes key stakeholders from our communities, this ensures that our patients, employees, physicians and communities are represented as the board provides direction for how we operate.

FOUNDER DAN SLIPKOVICH APPOINTED CHAIR

National Advisory Board named for Capella Healthcare

Nine distinguished hospital and industry leaders will serve with President and CEO Michael Wiechart on the inaugural National Advisory Board of Directors.

Dan Slipkovich will serve as Chair of the new Board. Dan, who helped launch the company in 2005, served as CEO from 2005-2013 then as Executive Board Chair. With more than 35 years of hospital experience, he is a nationally recognized leader within the healthcare industry. He is currently serving on the Board of Directors for the Federation of American Hospitals, which represents over 1,100 hospitals. Other members include:

- **Robert Z. Hensley** served on the previous Capella Board of Directors for seven years, and has served on numerous other boards for both public and privately held companies in a number of industries.
- **Kathy Hewitt, CPA**, board chair for EASTAR Health System, was the first woman elected mayor of Muskogee, OK, serving two terms. She recently was honored with the first Women's Leadership "Lifetime Achievement Award" from the local Chamber of Commerce for her many years of dedication to the city.
- **Tallulah Holmstrom, MD**, is chief medical officer for Carolina Pines Regional Medical Center in Hartsville and KershawHealth in Camden, both in South Carolina. Board-certified in internal medicine as well as hospice and palliative medicine, she has held numerous leadership positions at KershawHealth.
- **Donald E. Lighter, MD, MBA, FAAP, FACHE**, serves as professor and core faculty for the Physicians' Executive MBA program at the University of Tennessee and as director of The Institute for Healthcare Quality Research and Education. He has also served as a judge for the Malcolm Baldrige Performance Excellence Program, and he is active in the Tennessee Center for Performance Excellence program.
- **Jerry Mabry, FACHE**, is Capella's Arkansas market president as well as CEO of National Park Medical Center, Hot Springs, AR, which has received Capella's top hospital award four times. He has been honored with Capella's annual CEO Leadership Award three times. With more than 40 years of service, he is one of Capella's longest tenured employees.
- **Mark Medley** is president of hospital operations for Capella Healthcare, serving also as an Executive Vice President of the company. Since joining Capella in 2008, he has also served in numerous leadership positions with the Tennessee Hospital Association, including as board chair. His 20+ years of experience also includes having served as hospital CEO and CFO.

- **Meredith Nelson, CPA, MBA**, is CFO of Willamette Valley Medical Center, McMinnville, OR. She received Capella's CFO Leadership Award in 2015. She joined Capella in her present role in 2013 following her work with two other large health care systems.
- **Stephen Snow, MD**, is a board-certified orthopedic surgeon affiliated with Capital Medical Center in Olympia, WA, where he has practiced since 1992. He has served in a number of leadership positions on the hospital's medical staff and board.



From left: Dan Slipkovich, Mark Medley, Meredith Nelson, Jerry Mabry, Kathy Hewitt, Don Lighter, Stephen Snow, Michael Wiechart, Robert Hensley and (inset) Tallulah Holmstrom.





Contest showcases beauty of Capella's communities

Stunning sunsets, colorful vineyards, caring people and amazing animals are featured in the winning photos from the **Fifth Annual Capella Communities Photography Contest**. Employees, volunteers and medical staff members are invited each year to share their vision of the world by entering photos in three categories: **Places, People and Purpose**. Approximately 250 photos were received from eight communities, with 18 individuals from five states winning 33 prizes. Photos are used on Capella's website, in print materials and Social Media throughout the year.



First place in **Places** went to Gordon Banks, MD, a neurologist on the medical staff of Willamette Valley Medical Center in McMinnville, OR. His photo (on the cover) features a spectacular view of the Willamette Valley Vineyards in Dundee, Oregon.

First place in **People** went to Kimberly Carlson, Clinical Education Coordinator at Capital Medical Center in Olympia, WA. Kimberly's photo, entitled "True Love," features her daughter, Sarah, receiving a kiss from her father, Drew, at their home in Shelton, Washington. Normy, the Nigerian Dwarf Goat, was a much-loved pet. Sarah, who is 10 now, remains a huge animal lover and a "Daddy's girl."



First place in **Purpose** went to Sue Shugart, COO of Carolina Pines Regional Medical Center in Hartsville, SC. Pictured are Father Jean Bruno of Terrier Rouge, Haiti, and Chaplain (COL Ret) Steve Shugart, Sue's husband, embracing at the conclusion of a mission trip. Her photo was entitled "And until we meet again, may God hold you in the palm of His hand."

Below are the top winners in each category. For a complete list—and to see all the winning photos—visit CapellaHealthcare.com/PhotoContest

PEOPLE

- 1st – Kimberly Carlson, Capital Medical Center (WA)
- 2nd – Michelle Trusty, Saint Mary's Regional Medical Center (AR)
- 3rd – Mandy Golleher, National Park Medical Center (AR)
- 4th – Andrea Singleton, Willamette Valley Medical Center (OR)
- 5th – Steve Singleton, Willamette Valley Medical Center (OR)

PLACES

- 1st – Gordon Banks, MD, Willamette Valley Medical Center (OR)
- 2nd – Susan Reynolds, MD, Carolina Pines Regional Medical Center (SC)
- 3rd – Gordon Banks, MD, Willamette Valley Medical Center (OR)
- 4th – Andrea Singleton, Willamette Valley Medical Center (OR)
- 5th – Susan Reynolds, MD, Carolina Pines Regional Medical Center (SC)

PURPOSE

- 1st – Sue Shugart, Carolina Pines Regional Medical Center (SC)
- 2nd – Stephanie Dillard, Capital Medical Center (WA)
- 3rd – Tricia Bentley, Saint Mary's Regional Medical Center (AR)
- 4th – Andrea Singleton, Willamette Valley Medical Center (OR)
- 5th – LaDona Cooper, EASTAR Health System (OK)

BRIGHT STARS

Congratulations to these leaders on their impressive achievements.

- **Ray Coffey, VP-Reimbursement at Capella**, has been selected as Chair of the Rural Hospital Committee for the Federation of American Hospitals.
- **Robert Gates, Lab Director for Saint Mary's Regional Medical Center**, has been elected president-elect of the Clinical Lab Management Association.
- **Jim Geist, CEO of Capital Medical Center**, has been elected to the Washington State Hospital Association Board of Directors.
- **Mandy Brown Golleher, Director of Marketing at National Park Medical Center**, has been honored as Outstanding Young Professional in Hot Springs, Arkansas, by the Chamber of Commerce. Mandy was also named one of the 20 most influential community members in Hot Springs by the local newspaper.
- **Dr. Jay Gregory, Chief Medical Officer (CMO) for EASTAR Health System**, has been named to the Board of Commissioners for The Joint Commission. He was appointed by the American Medical Association, which receives five appointees each year.
- **Paula Guild, KershawHealth's Infection Control and Prevention Director**, received a Lifetime Achievement award from the Palmetto Chapter of the Association for Professionals in Infection Control and Epidemiology.
- **Steve Hyde, CEO of Southwestern Medical Center**, has been re-elected to the Oklahoma Hospital Association Board of Directors.
- **Connie Pullen, Chief Nursing Officer for Willamette Valley Medical Center**, has been appointed to the Oregon Governor's Nurse Staffing Advisory Board.
- **Al Smith, SVP, Chief Information Officer at Capella**, has been named one of the nation's top 50 health IT leaders by *Becker's Hospital Review*. Al has also been selected to serve as Chair of the Health Information Technology Task Force for the Federation of American Hospitals.
- **Dr. Finley Turner, CMO for Saint Mary's Regional Health System**, has been honored as Citizen of the Year by the Russellville Chamber of Commerce.

PILLAR TALK: QUALITY

PATIENT SAFETY — IT'S MORE THAN CHECKING BOXES

MAKING CHECKLISTS WORK—KershawHealth excels as South Carolina experiments with surgical checklists

How KershawHealth succeeded

Dr. Benjamin Blackmon, an anesthesiologist, championed the facility's surgical checklist program. Here are a few of the steps that have made their process such a success:

- **Surveyed all staff** about what hindered checklist use
- **Identified a physician champion** to get surgeons on board
- **Did monthly assessments** to track how often the checklist process was skipped
- **Used peer pressure** because "no one wants to be seen as the outlier"
- **Allowed staff** to continually update and tweak the checklist
- **Prominently posted reminders** in the OR about timeouts and debriefs

KershawHealth, Capella's newest hospital, was featured on the cover of *Modern Healthcare* magazine the week of January 25, a result of the outstanding work they've done to improve care through use of surgical checklists. Their success has come via a two-year process, in association with a South Carolina Hospital Association initiative to get every hospital in the state to regularly use a pre-surgical safety checklist process.

The new process requires that before any surgical procedure starts, everyone reviews the "KershawHealth Safe Surgery Checklist" on the wall at the foot of the surgical table.

The surgical team reviews every item on the list prior to every surgery—out loud—with each member participating. The registered nurse confirms the patient's name and date of birth, that imaging equipment is in the room, and what allergies, if any, the patient has. The anesthesiologist states the type of drug being administered and whether there are any issues with the patient's airway. The surgical technician, circulating nurse and others also weigh in.

Finally, the surgeon confirms the type of surgery, the anticipated time required, and notes whether or not the patient has any chronic health problems—such as diabetes or hypertension—that could affect the

procedure's outcome. The process concludes with an opportunity for any caregiver to speak up about anything else they believe needs to be contributed. The process lasts about two minutes.

The pause for the checklist is intended to help the team avoid preventable mistakes like operating on the wrong person or body part. It also facilitates communication among clinicians, who—historically at most hospitals—say surprisingly little to one another

KershawHealth received two Zero Harm awards recognizing 30 months with NO preventable infections for hip and knee surgeries at the South Carolina Hospital Association's fall meeting.

before, during or after a procedure. When used effectively, proponents say checklists improve efficiency in the OR, an area considered by some safety leaders to be among the most chaotic places in a hospital.

Surgical checklists, an approach drawn from commercial aviation and other high-risk industries, gained popularity when the World Health Organization promoted them in 2007 under the leadership of surgeon and author



Dr. Benjamin Blackmon, who championed the project (second from left) and Surgical Services Director Jessica Geddings (third from right) celebrate the cover feature with other physicians and staff at an "unveiling party."



Dr. Atul Gawande. He further popularized them in an influential book, *The Checklist Manifesto*, published in 2009.

Unfortunately, since that time, they have yet to become widely or systematically adopted. As a result, there's not much data on their effectiveness, which in turn complicates further adoption.

South Carolina is now the testing ground for this more focused approach. In 2013, the South Carolina Hospital Association, working with Dr. Gawande and the Harvard University School of Public Health, launched a structured initiative to get every hospital in the state to regularly use a pre-surgical safety checklist process. The leaders of the project estimated that doing so could save 500 patient lives a year by averting medical mistakes. Harvard researchers gathered administrative data and data from the state's death registry to track mortality outcomes in places that have adopted checklists. Initial findings have been submitted for peer review and may be published this spring.

Checklists fail when they're tossed into an environment that doesn't fully support the effort or when the checklist approach isn't tailored to match the organization's needs and culture, Dr. Gawande has said.

"It takes leadership support at the top and enthusiasts on the frontline," he said. "You need both, because enthusiasm dies on the vine without a system behind you."

Indeed, the South Carolina Hospital Association found that acceptance of the checklist process varied from hospital to hospital, but those that had the most success had committed to following **all of the steps** needed to become high-reliability organizations—they offered leadership support, financial resources and cultivated staff members who were dedicated to

the enterprise. They also allowed staff to customize the process.

Research had shown that many hospitals, including KershawHealth, thought their surgical units were already safe, even though surgeons could start a procedure without uttering a word to the team, and staffers were afraid to speak up when they knew something was wrong.

KershawHealth updated its checklist in 2014, and its approach quickly gained statewide recognition. The hospital's custom pre-surgery checklist has more than 25 boxes. While that seems like a lot,

the team is able to go through them quickly. The hospital's process also includes a required post-surgery "debrief." Again, all members of the surgical team have a speaking role. This time, specimen labels are read out loud to confirm their accuracy, and staff has a chance to speak up if a piece of equipment did not work properly.

The KershawHealth staff also added a final box to the checklist, which asks: "What could have been done to make this case safer or more efficient?" In addition, the hospital posted checklist reminders in prominent places. A checklist hangs in each OR, and its jumbo font is large enough for everyone to clearly see. Reminders about timeouts and debriefs are posted at the entrance and exit of each surgical suite.

The facility now has nearly 100% compliance, which is tracked through monthly assessments of how often the checklist process was skipped.

Content taken in part from article by Sabriya Rice, published in Modern Healthcare magazine, on January 25, 2016.



What are others doing?

Carolina Pines Regional Medical Center also participated in the Safe Surgery Checklist initiative. "We have evolved from just another task into a smooth process that has proven to be safer for the patient," said Fentrice Thompson, Manager of Surgical Services.

All of Capella's hospitals follow The Joint Commission's National Patient Safety Goals, including having a "time out" prior to each surgery.

NEWEST SENIOR LEADERS FOCUSED ON QUALITY

Two new senior leaders recently joined Capella's corporate resource team, both focused on quality.



Vishal Bhatia, MD, MBA, is Senior Vice President and Chief Medical Information Officer (CMIO), having served as a consultant and physician advisor for Capella since 2014. Dr. Bhatia led the development of the company's evidence-based order set templates and physician documentation templates as well as assisting with implementation of Computerized Physician Order Entry (CPOE) and Electronic Medical Records (EMR).

A board-certified internist, Dr. Bhatia has been in practice at Capella's Willamette Valley Medical Center in McMinnville, OR, since 2006. Most recently, he served as medical director of the hospitalist program and has held leadership roles, including chair of the department of medicine. Dr. Bhatia has navigated healthcare systems in three culturally diverse countries. He is fluent in English, Russian and Hindi.

As CMIO, Dr. Bhatia works with Capella's corporate and hospital leaders as well as physicians to support the efficient design, implementation and use of healthcare technology. He also leads the company's physician engagement and physician leadership development efforts including the National Physician Leadership Group and the Physician Leadership Academy.

Dana Rice, RN, MHA, CCM, is Senior Vice President and Chief Quality Officer. With more than 20 years of experience, Dana oversees clinical, quality, and patient safety initiatives, serving Capella's hospitals as a strategic advisor. She works collaboratively with leadership to proactively analyze and seek out opportunities for continued improvement.



Before joining the corporate resource team, Dana served in senior clinical and operational leadership roles for Kaiser Permanente's Colorado Region. She has now come "home" to Capella where she served previously as COO for Capella's Capital Medical Center in Olympia, WA. She has significant additional hospital experience, having begun her career as a nurse in North Carolina.

To learn more about these new leaders, visit Capella's website.

PILLAR TALK: QUALITY

ONE OF ONLY 117 HOSPITALS IN NATION

WVMC named Top Performer for fifth consecutive year

Willamette Valley Medical Center (OR) has been recognized for the fifth consecutive year as a Top Performer on Key Quality Measures® by The Joint Commission. Only 117 hospitals in the U.S. have earned this distinction for five consecutive years.

The hospital was recognized as part of The Joint Commission's 2015 annual report "America's Hospitals: Improving Quality and Safety" for attaining and sustaining excellence in accountability measure performance during 2014 for treatment of heart attacks, stroke, and pneumonia as well as for surgical care and perinatal care.

"The employees and physicians at Willamette Valley Medical Center have made it their top priority to provide the highest quality of health care by excelling in evidence-based care processes. We are so proud of them for this remarkable achievement," said Mark Medley, EVP, President of Hospital Operations for Capella.

To be a *Top Performer*, hospitals had to meet three performance criteria based on accountability measure data, including:

- Achieve cumulative performance of 95% or above across all reported accountability measures;
- Achieve performance of 95% or above on all reported accountability measures with at least 30 denominator cases; and
- Have at least one core measure set that had a composite rate of 95% or above, and within that measure set, achieve a performance rate of 95% or above on all applicable individual accountability measures.



From left: Brad Weldon, MD; Peter Hofstetter, CEO; Deepak Sawhney, MD; Jackie Johnson, Outpatient Assistant; Martha Cuevas, Admitting Representative; Peter VanPatten, MD; Melinda Grady, Speech-Language Pathologist; and Bonnie Sabatini, Surgical Technician.

PILLAR TALK: PEOPLE



The senior leadership team at Southwestern includes (from left): Dinah Lazarte, CQO; Lanya Doyle, Senior Administrator; Doug Holzbog, Senior Director of Physician Services; Steve Hyde, CEO; Wayne Colson, CFO; Danny Hale, Senior Director-HR; and Jayne Thomas, CNO.

IT'S A THREE-PEAT!

SWMC named a 'Top Work Place in Oklahoma' for third consecutive year

For the third year in a row, Southwestern Medical Center has earned recognition as one of the Top Places to Work in Oklahoma. The hospital is one of only seventy companies receiving the award and the only hospital in the large company division.

The Top Places to Work designation is awarded by *The Oklahoman* newspaper. The ranking recognizes companies that have created a great place for employees to serve. These companies are also considered to provide working environments that allow employees to outperform their peers.

"We are honored by our associates' responses to this survey since this achievement powerfully demonstrates their ongoing commitment to provide the highest quality of care and service to the people of southwest Oklahoma," stated Steve Hyde, CEO.



HOW TOP WORK PLACES WERE DETERMINED

The employee survey included 22 questions covering seven factors. Three of the factors measure how employees feel about their day-to-day job (work, manager, pay and benefits). Three organizational health factors measure whether employees are working together toward a common cause (company direction, execution, connection). Lastly, the survey measures engagement (retention, motivation and referral).

“Southwestern Medical Center has shown over and over again their commitment to their employees by hardwiring standards of service excellence simply and elegantly,” said Capella’s SVP–Human Resources Carolyn Schneider. “We are proud of their achievements and of how they lead as an example of best practices in our People Pillar.” Southwestern Medical Center has been serving the community for 105 years with distinction.



PILLAR TALK: SERVICE

OREGON

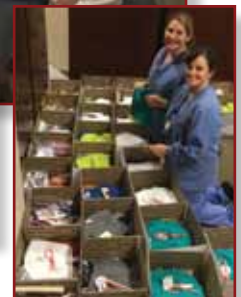
When the 20 year-old son of Traci Millsap, Birthing Center Manager for Willamette Valley Medical Center, deployed to Kuwait to serve with the 1st Infantry Division “Dagger” Brigade, it was his first time to be that far away from home. When he asked his mom to send him and his friends some cookies, the entire staff jumped into action.

Traci’s work colleagues ended up donating items for 27 boxes—one for every soldier in the platoon. Of course, there were cookies, but other items included Ziploc bags, batteries, pens/paper/stamps, peanut butter, trail mix, and similar staples any soldier would appreciate.

The boxes made it to Iraq by December 25, giving each of the young men a “stocking” to open on Christmas day. The hospital even had about four big boxes of food left that they shared with the American Legion Hall to help local veterans. Additionally, kids from nearby St. James Catholic School wrote very touching cards to the soldiers.

Willamette Valley Medical Center also had great success with their annual “Stuff the Bus” drive collecting 2,280 pounds of food for Yamhill Community Action Partnership, a nonprofit organization that promotes the health, education and general welfare of those in need.

Editor’s Note: Service to the communities that are part of Capella Healthcare is an integral piece of the Service Pillar, in addition to our focus on patient and physician satisfaction. Here are a few stories we thought you’d enjoy.



ARKANSAS

In Russellville, Be A Santa To A Senior—an annual holiday program sponsored by Saint Mary’s Regional Medical Center—collected gifts for more than 500 senior citizens who are homebound, live alone or don’t have a family with whom to share Christmas. Many gifts were distributed to the local battered women’s shelter, FUMC Manna House, and the RussBuss Homeless Shelter.

In Hot Springs, the American Heart Association Sweethearts, sponsored by National Park Medical Center, dedicate themselves to learning all they can about heart-healthy lifestyles and cardiovascular disease, including earning adult and infant CPR certification.

“The CPR certification and cath lab tour at NPMC is an valuable component of being



a Sweetheart,” Kathryn Russell, Sweetheart chair, said.

During the cath lab tour, the Sweethearts are walked through what a patient experiences from the moment he or she begins exhibiting heart attack symptoms to waking up after a cardiac catheterization procedure. They also learn how to properly use an automatic electronic defibrillator (AED) in the event of a cardiac emergency.

On the night of the Heart Ball, the Sweetheart who earns the highest points for her volunteer hours and her dedication to a heart-healthy lifestyle is named “Sweetheart of the Ball” and awarded a \$2,000 scholarship created in memory of Caroline Grace Russell, for whom the program was created.

SOUTH CAROLINA

KershawHealth’s flood relief drive collected 14,000 items in 10 days to help people affected by the fall floods in South Carolina. Many people in Kershaw County are benefitting from the generosity shown by the community and hospital staff.

HOSPITAL HIGHLIGHTS

ARKANSAS

NATIONAL PARK MEDICAL CENTER Hot Springs **NPMC honored for quality improvement**

National Park is one of 24 Arkansas hospitals to receive the Inpatient Quality Incentive (IQI) award from the Arkansas Foundation for Medical Care. The IQI program provides millions of dollars in performance bonus payments to hospitals that improve care for clinical priorities of the Arkansas Medicaid program. This program reflects a growing movement toward rewarding hospitals for commitment to quality and providing evidence-based care to their patients.

National Park has also been recognized for their marketing, winning a top award for a campaign focusing on their unique strengths—the Arkansas Hospital Association’s Diamond Award for their “Only here. Here for me.” campaign. Mandy Golleher is Director of Marketing.

SAINT MARY’S REGIONAL MEDICAL CENTER Russellville **Jim Davidson named CEO**



Jim Davidson is the new CEO of Saint Mary’s, moving to Arkansas from Oklahoma, where he has been serving as COO for sister hospital EASTAR Health System. While there, Jim oversaw the transition of Muskogee Community Hospital into a women’s and children’s specialty facility following its affiliation with EASTAR. Jim started his health care career working as a radiologic technologist,

moving into leadership roles after serving as a clinician.

Saint Mary’s earns “A” on Hospital Safety Score®

In the Fall Hospital Safety Scores® published by The Leapfrog Group, Saint Mary’s is one of just three hospitals in Arkansas to earn an “A.” Recognition is presented twice each year with Saint Mary’s receiving an “A” at least once each year for four years, the only Arkansas hospital to do that since the recognition began in 2012.

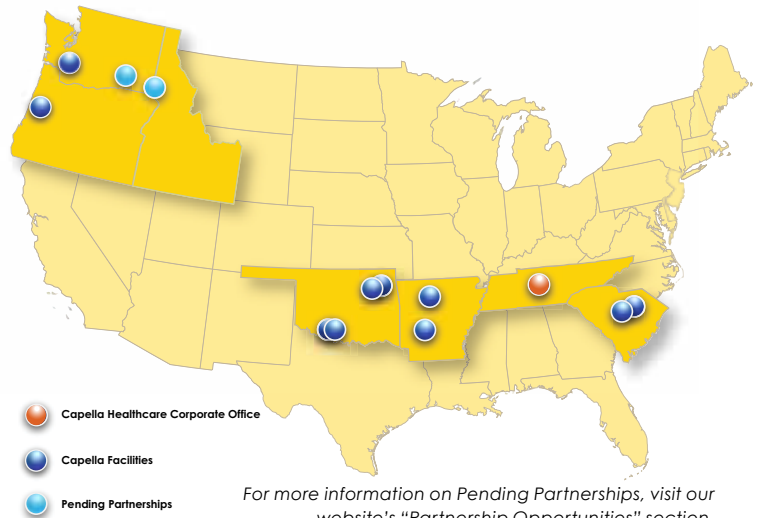
Two special events draw big crowds

It was standing room only when Saint Mary’s hosted a speech by Lauren Sivewright, one of ten people in the US piloting an artificial pancreas. Along with others from the JDRF, she spoke about promising new research for type 1 diabetes. And the Millard–Henry Clinic, an affiliate of SMRHS, held their first annual “Kids’ Health Fair” drawing a crowd of more than 1,000.

OKLAHOMA

EASTAR HEALTH SYSTEM Muskogee **Jim Wells promoted to CNO**

Jim Wells has been promoted to Chief Nursing Officer (CNO) for EASTAR Health System. He joined EASTAR in 2013 as Chief Quality Officer



(CQO) and Assistant CNO, after serving as CQO at sister facility Capital Medical Center. Prior to joining Capella, he served in other nursing leadership roles with hospitals in New Mexico, Arizona and Alabama.

EASTAR raised more than \$4,000 for the local United Way through the raffle of a dune buggy, purchased and donated by the hospital’s medical staff. The winner was Scott Butler, a former hospital volunteer who now works in the food services department. A total of \$32,000 dollars was raised by EASTAR employees for their local United Way during the 2015 campaign.



SOUTHWESTERN MEDICAL CENTER Lawton **Jayne Thomas named CNO**

Jayne Thomas, RN, BSN, MBA, NEA-BC, has been named CNO. With almost three decades of nursing experience, including more than 20 years in leadership roles, she is well-prepared for the position, having also earned board certification as Nurse Executive Advanced (NEA-BC) through the American Nurses Credentialing Center (ANCC). She has served since 2012 as CNO for a two-campus facility in Oklahoma City, OK. Prior to this, she worked for 16 years in Texas where she led her hospital to achieve Magnet® designation.



OREGON

WILLAMETTE VALLEY MEDICAL CENTER McMinnville
Physicians serve in Dominican Republic

Orthopedic Surgeon Dr. Mike Vessely and Anesthesiologist Dr. Deepak Sawhney—along with OR Charge Nurse Juan Rangel, RN—just returned from their first medical mission trip to the Dominican Republic, where they performed total knee and hip replacements from sun up to sun down, making for some very long but fulfilling days. “It was a very heart-warming trip,” said Dr. Sawhney. “Although we frequently did not have the supplies and equipment that we are used to having in McMinnville, the joy in the faces of patients and their families brought tremendous gratification to all of us.”



The trip was organized through Freedom to Move, a nonprofit organization based in Portland, OR. While many patients were older and suffering from osteoarthritis, some were young and needed their joints replaced after trauma like the woman in the above photo. “She had a traumatic injury to her leg from an auto accident which required surgery some time ago,” Dr. Sawhney said. “However, the poor results from the previous surgery left her quite debilitated. She was barely able to ambulate. The surgery we did was a life-changing experience for her.”

“The joy in the room was palpable when we saw her the next day,” said Dr. Vessely. “She was all smiles in a pretty dress with all her family members surrounding her. When she sat up in the recovery room she said it was the first time she had sat up straight in a year. That joyous energy in the room made it totally worthwhile for all of us. Juan Rangel, RN, was a key member of our team and gave up his PTO to be there. He interpreted, scrubbed cases and taught the residents—both Dominican and from the US.”

Ed Gormley receives Board Leadership Award

Ed Gormley received Capella’s 2015 Board Leadership Award for his outstanding service. Serving on the board of directors of Willamette Valley Medical Center since 2001, he is committed to elevating the hospital’s perception in the community. He is also the longest-serving mayor in McMinnville’s history—24 years.



SOUTH CAROLINA

Dr. Tullie Holmstrom named CMO for Carolina Pines and KershawHealth

Tallulah Fellers Holmstrom, MD, has been appointed chief medical officer (CMO) for both Carolina Pines Regional Medical Center and KershawHealth. The new position is a part-time role enabling her to continue serving patients in her internal medicine practice. Her primary responsibilities as CMO will be to ensure that both hospitals are delivering the highest possible quality of care. She will work closely with both hospitals’ senior leadership teams and medical staff leaders as well as with Vishal Bhatia, CMIO for Capella. A graduate of the Medical University of South Carolina, she will also help to fully leverage the resources of the partnership with MUSC Health to facilitate greater access to care and improved quality for both communities.



Dr. Holmstrom is board-certified in internal medicine as well as hospice and palliative medicine. She’s been on the medical staff of KershawHealth since setting up practice in Camden, her hometown, in 1996. She is currently enrolled in the Physician Executive MBA program at University of Tennessee.

CAROLINA PINES REGIONAL MEDICAL CENTER Hartsville
Danny Wharton promoted to CNO

Danny Wharton, RN, MHA, FACHE, is the new CNO for Carolina Pines, moving from sister facility KershawHealth where he had been since 2007, serving most recently as Director of Ancillary and Post-Acute Services. Prior to that, he served in nursing leadership roles at hospitals in both North and South Carolina. He began his career in the Air Force as an aerospace medicine technician—senior airman, based at Shaw AFB in Sumter.



Newest MRI technology added

The newest MRI technology installed in November is providing the next generation of imaging to the patients at Carolina Pines. An added benefit of this MRI upgrade is the new “caring suite” which greatly enhances the patient experience providing a higher level of comfort and satisfaction.

—Hospital Highlights continued on page 10

A crane lifts the new magnet required to upgrade the MRI unit.



HOSPITAL HIGHLIGHTS

SOUTH CAROLINA – continued

KERSHAWHEALTH MEDICAL CENTER Camden **Hospital and staff earn recognition for work**

KershawHealth has been recognized as a 2015 Top Performer on Key Quality Measures® by The Joint Commission. The Top Performer program recognizes hospitals for improving performance on evidence-based interventions that increase the chances of healthy outcomes for patients with certain conditions.

Additionally, KershawHealth won two Golden Tusk awards – the top award from Carolina’s Healthcare Public Relations & Marketing Society – recognizing excellence in health care PR and marketing. Marketing Director Judy Ferrell received the awards for their “You Are Vital” and “What Matters Most” campaigns. See more at YouAreVital.org

WASHINGTON

CAPITAL MEDICAL CENTER Olympia **First in State**

Capital Medical Center is the first hospital in the state to introduce Mazor Robotics technology for spine surgery. Using Renaissance Guidance System’s intuitive interface, surgeons can plan operations in a virtual 3D environment, creating a surgical blueprint for better accuracy. Additionally, using this system may lower the amount of fluoroscopy used, increasing safety for the patient and physician.

BENEFITS BRIEF

By Carolyn Schneider, SVP-Human Resources

Did you know just 22% of workers are very confident they will have enough money to retire, according to the Employee Benefit Research Institute’s 25th Annual Survey?

- According to a recent Congressional testimony, 45% of Americans have saved nothing for retirement.
- The average lifespan for women is 20 years beyond retirement age.

At Capella, our hope is that all of our employees will be prepared for retirement on their own terms. This is why we introduced our Financial Wellness Partner, **LearnVest**, in 2015 at no cost to our employees. LearnVest helps you prepare for your future by providing your own personal financial counselor to help you identify ways to:

- Feel more in control of your money
- Be confident that you are taking the right steps in the right order
- Know you are financially prepared for your future
- Make progress on your most important financial goals
- Build good spending habits

To learn more about this employer-paid benefit, visit your local HR department.

Tell us what you think and you could win \$75

We want to know what you think about *Capella Connections* and other communications initiatives. Qualify to win \$75 by participating in our brief survey at: <https://www.SurveyMonkey.com/r/CapellaComm2016>

For complete rules, including eligibility for prize drawing, see survey.



MVP AWARDS HONOR THOSE WHO HELP OTHERS

EDITOR’S NOTE: The MVP Award was created in 2015 to recognize hospital leaders who’ve given their time and expertise to assist their sister facilities and Capella colleagues. For their willingness to share their knowledge, and their success in coaching, leading and serving others in our Capella family, our first “Most Valuable Player” awards were presented to the following individuals.



Carla Galbraith, Infection Preventionist at Willamette Valley Medical Center (OR), has long been the informal leader among the Infection Preventionists throughout the Capella family. She is self-motivated to share her knowledge on National Healthcare Safety Network requirements, develop new formats for reports, and to offer solutions for Meditech 6.0 issues. She has provided invaluable assistance to the corporate resource team and sister hospitals. Carla retired in October after serving at WVMC for almost 15 years.

Robert Gates, Lab Manager for Saint Mary’s Regional Medical Center (AR), represents Capella at the system level on The Joint Commission’s Laboratory Advisory Council. He joins other healthcare system representatives who meet with The Joint Commission staff on a regular basis to vet new standards, understand how those standards affect the lab personnel, and then share them with Capella’s staff. He is always willing to



develop a form or a tool or provide other guidance and coaching in an effort to assist his peers.



Karl Kamper, Lab Director at Willamette Valley Medical Center (OR), has been the lab resource for Capella’s hospitals with labs that are accredited by the College of American Pathologists. He led his own lab through a successful survey last year, achieving NO deficiencies. Then he served as an on-site consultant for two other hospital labs as they prepped for their surveys. That collaborative work achieved excellent results. Servant leadership is his standard approach.

Ginger Suttiff, Medical Staff Coordinator for Saint Mary’s Regional Medical Center (AR), has long been helpful to her peers with issues concerning medical staff credentialing processes, particularly as it relates to the software tool that Capella’s hospitals use. She recently stepped up to serve as system administrator, granting new users access, providing training, and addressing IT issues or projects from the field. She always challenges others to use the system to its fullest potential in an effort to move from the paper world into the electronic one.



To nominate someone for an MVP award, visit CapellaConnections.com/MVP-Awards





BEST PRACTICES

SAINT MARY'S REGIONAL ATTRACTS BOTH THE ENERGETIC AND THE ENTHUSIASTIC

Round-Up recruits new hospital volunteers

A unique event—the Volunteer Round-up—is a fabulously successful volunteer recruitment activity for Saint Mary's Regional Medical Center (Russellville, AR), attracting energetic and enthusiastic volunteers who want to help serve patients and families.

A record number of interested community members attended the recent fall round-up with twelve of them completing applications, background checks and drug screens following the luncheon, according to Brenda Harrison, Director of Community Relations and Marketing, who coordinates the annual event. They were clearly ready to get started, she said, even though there were still a few hoops to jump through including reference checks, orientation, and training.

Volunteers have a variety of duties at Saint Mary's, which are similar to services performed at other hospitals throughout the country, including delivering flowers to patients, answering waiting room phones, and escorting families and visitors throughout the facility. Volunteers also often assist with community events in which the hospital participates, like the Alzheimer's Walk, the American Cancer Society's Relay for Life, and providing free health screenings to the community.

Additionally, many volunteers share their unique gifts and talents with those in need. Several volunteers knit and crochet baby caps and blankets to help welcome newborns into the world. Others make lap quilts and hats for cancer patients.

One area that continues to be a challenge for many hospitals like Saint Mary's is having enough volunteers that can help with patient discharges into the evening hours as that requires volunteers who can serve late.

New recruit John Przybys is one of those volunteers who stays late to help with evening discharges. "It's so rewarding," John said. "I get to

see lots of people I know. I get to meet new moms and dads taking their baby home for the first time. And I get to see families who are so excited to see their family members able to return home. I'm constantly rewarded by patients and staff saying 'thank you'. I get far more out of volunteering at Saint Mary's than I could ever give."

The fifth annual Volunteer Roundup featured barbecue and potluck dishes contributed by current volunteers. Attendees enjoyed entertainment by Nurse Educator Carrie Pelfrey who led the group in "cowboy songs" and ended with a grand finale featuring new words to an old Loretta Lynn song. Even more importantly, attendees got to meet the outstanding volunteers already serving while learning more about opportunities to become a vital part of this dynamic group.

The event led to the addition of 18 new volunteers to the current 65-strong force. That is a 27% increase. Want to learn more about successful volunteer recruitment strategies? Visit this link: CapellaHealthcare.com/Volunteers



TOP VOLUNTEER

Each January, during the hospital's annual awards banquet, one volunteer is recognized with the presentation of Saint Mary's prestigious "Volunteer of Excellence" award. Having contributed 4,613 hours during her eight years of service, Pat Housdan receives the 2015 award from CEO Jim Davidson.

ARKANSAS VOLUNTEERS EXCEL!

Both Saint Mary's volunteers and the National Park Medical Center Auxiliary received the highly coveted 5-STAR Award of Excellence at the annual Arkansas Hospital Association State AHAA Convention. This is the highest award possible presented to a local auxiliary, and is based on the activities the hospital participates in within the hospital, the community and the AHAA.



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Cover photo by Dr. Gordon Banks. See page 3 for more winners from our annual photography contest.

To see this issue online, visit our website's "For Employees" section.