

GEM Going the Extra Mile spotlight



October – December
2009



Standards of Excellence:

Hospitality

Be Our Guest

Excellence

Climb Every Mountain

Advocacy

You've Got a Friend

Leadership

Leader of the Pack

Stewardship

Taking Care of Business

Employee Recognition and Morale

Successful managers at Blount Memorial Hospital understand the value of recognizing their employees for a job well done. Teamwork and innovation typically dominate in areas that have managers who recognize their employees regularly.

The most important aspect of employee recognition is that it needs to be personal and specific. A common mistake that many managers make is a generic thank you instead of personalizing it by following up with what you are thanking the employee for doing. By specifying exactly what behavior was appreciated, you are more likely to encourage the employee to repeat the behavior. One of the most effective ways to recognize an employee is a simple thank-you note. It shows that the manager took the time out of their day to notice the employee's contribution.

Some tools that managers have available to them for employee recognition at Blount Memorial include: GEM, Service Awards Banquet, "What We Do Matters" Patient Comments (sent monthly), Employee Appreciation lunch and the Christmas party. In addition, patients and their families now can recognize hospital staff, financially, for their contributions through the HEROES program. Employee recognition at Blount Memorial can go a long way in boosting morale, increasing productivity and improving patient satisfaction.

Honoring Employees by Recognizing Outstanding and Extraordinary Service

While employees don't expect special thanks for their efforts, often patients and their families ask how they can financially recognize exemplary service. The HEROES program offers that opportunity, while also helping the hospital extend its healing reach to neighbors in need. Charitable donations to the HEROES program and the Blount Memorial Foundation can be made in appreciation for physicians, employees or volunteers. Gifts can be unrestricted or designated to support special funds or programs including the Greatest-need Fund for cancer patient support services, the Breast Health Gifts Fund, the Palliative Care and Hospice Gifts Fund, and Medical Fitness and Diabetes Management Center scholarships. All gifts are tax-deductible as provided by law. Learn more from or direct interested patients and family members to the Blount Memorial Foundation and Community Outreach at 865-977-5727.



Making Things Better

The Making Things Better Program held its third appreciation event on Friday, Sept. 4. The event recognized the 25 employees who have submitted MTB suggestions that were recently implemented. The employees were treated to cake, finger foods and a barrel of fun. Natalie Willis, MTB program coordinator, presented the employees with a certificate and other giveaways. The group completed a survey and provided feedback about the program.

Making Things Better, cont. on pg. 4



Blount Memorial
Hospital

www.blountmemorial.org

Blount Memorial GEMs

Every quarter you'll meet several co-workers considered GEMs.



Dr. Melissa Trekell

Case management director Paula Daves honored surgery's **Dr. Melissa Trekell** with a GEM. "Dr. Trekell and her office staff went above and beyond to obtain authorization on a patient with a cancer diagnosis. They really put forth a lot of time and effort on this case."



Bob Humphrey

The pharmacy's **Bob Humphrey** was given a GEM by colleague Debbie McNelly for "helping me get the protonix packed — he emptied 27 cartons (10 in a carton) and put them in pans to pack while I was packaging other items, and (he) does an excellent job of keeping medications checked as they are finished."



Janet Reagan

Chaplain Jerry Scott commended CCU's **Janet Reagan** after a "patient kept talking about how kind she was. (The patient) said that she had gotten him coffee several times and always asked him if he needed anything else. (He) says she always comes in with a smile."



James Ross

Facilities management's **James Ross** was given a GEM by environmental services director Chris Miller because, "The man is a giant in the world of small repair. Many thanks for replacing four cords on our machines. We also thank you for the many hours you spend attending to our vacuum woes."



Tawania Howard

Transitional Care Center at MorningView Village ward clerk **Tawania Howard** was recognized by licensed practical nurse Rhonda Conner, also of the center, for arranging paperwork on the ground floor. "We know what we have. . . I know it took extra time you don't have, but we sure appreciate it."

Infection control's Ann Henry recognized nursing's **Juanita Noe** for "taking hand hygiene seriously by helping with observations and encouraging those who work with you to participate as well. Thank you for all your help and for promoting an important aspect of patient care."



Juanita Noe

Sandra P'Pool of patient access gave a GEM to **Joe Colquitt** in customer relations. She writes, "Joe was contacted by the business office to assist with a patient who was seriously threatening suicide. He counseled the patient, got her husband on-site and the patient was taken to her doctor. Great job for assisting in a serious situation."



Joe Colquitt

Materials management's **Sheila Sands** was recognized by hospital administrator Joe Dawson for "the care you take in printing the board report every month. I appreciate your concern of its importance to administration, your speed in the turn around time and the excellent job you do in the print quality. Thank you for your attention to every detail and looking ahead month to month to be able to prioritize your other jobs around printing the board report. I appreciate all you do for Blount Memorial."



Sheila Sands

The Transitional Care Center at MorningView Village's **Heather Flynn** was recognized by a co-worker who said, "Recently I needed someone to pick up a unit of blood from Blount Memorial at the end of our shift. Heather quickly volunteered. Heather consistently helps and is a pleasure to work with."



Heather Flynn

Total Rehabilitation's **Edith Dixon** was recognized twice by colleague Mary Williams who says, "Thank you for rescheduling some of our patients when several co-workers were sick and we didn't have enough help."



Edith Dixon



Peggy Putman

Williams also said, "Our patients love her friendly, bubbly personality. You can always count on Edith being here early to start her job and get things started for the day. If someone can't work on weekends, she always volunteers to help out." Dixon also was recognized by the department's Kristin Kamman who says, "Edith volunteered to go help a patient find the way to Andi's clinic (lymphedema services) in the Cancer Center. The patient had gotten lost and ended up in Medical Fitness."

Hospital administrator Joe Dawson commended risk management director **Peggy Putnam** for excellence, noting her "positive attitude, genuine care for our patients and loyalty to the hospital. Thank you for all your attention to our patients' concerns and for helping the hospital to meet the expectations of every patient. I appreciate all that you do for Blount Memorial. Great job."

Nancy DeVee of the business office recognized the hospitality and excellence of patient access' **Jama Hurst**. "I observed Jama standing outside the outpatient entrance greeting visitors and offering wheelchair assistance. I asked her if she had a new job. She cheerfully explained that our greeter had to escort a patient to the floor and Jama realized there would be no one to greet and offer assistance, so she volunteered. As a manager, Jama is recognized for her energy, enthusiasm and willingness to go the extra mile."

Brad Crane of the pharmacy was recognized by fellow pharmacist Heather Eppert for "excellent team work during a code in the ICU. Having pharmacy 'step up' and participate in a code sends such a positive message to the whole code team."

SuAnn Alexander of 4-north was recognized by a patient who says, "SuAnn was very kind and attentive in caring for (me). She is the kind of nurse who makes hospital trips more comfortable."



Jama Hurst



Brad Crane



SuAnn Alexander

Nancy Newman of customer relations recognized **Audra Holden** of patient access for her hospitality and excellence. "(She) received a written compliment from a patient about the outstanding job she did with his registration." This was the first visit for the 75-year-old patient to our hospital, and Newman says it made a great first impression.

Pathologist **Dr. David Gilliam** was recognized by infection control's Sherry Hillis for excellence. She says, it's specifically for, "Your professionalism and excellence in pathology and caring for patients. We are very fortunate to have such a great department in our facility."

Health information management's **Lindsey Ricker** was commended by the department's Vicki Frazier who says, "A customer by the name of 'Mary Kate' contacted me late Friday afternoon to let me know of the service she received from Lindsey while in our department picking up medical records. She said, 'I want to give a five-star recommendation on Lindsey. She is the most-efficient, on-the-ball-person I've dealt with' and 'she had the best attitude ever, and was so very helpful.' She said she 'wanted to inform (me) what a good employee (we) have in her.'"

Total Rehabilitation's **Paula Roberts** was commended by case management for "smoothing the 'ruffled feathers' of a patient and the family" in regards to physical therapy modalities. "Paula acted as the glue to pull the team (the patient, family, nursing and therapy) together to turn a rough situation to a very positive outcome. Thank you."

"Robin had a patient who threatened suicide after sitting in (her) office for a few minutes. The threat was serious. Robin contacted Joe Colquitt for assistance, and together they calmed the patient, got the husband on-site and the patient was taken to



Audra Holden



Dr. David Gilliam



Lindsey Ricker



Paula Roberts



Robin DeHart

her doctor for intervention.” That’s what earned **Robin DeHart** of the business office a GEM from department director Sandra P’Pool.

Rebecca Newman of the pharmacy was commended by the department’s R.J. Long after “A TPN was delivered erroneously to the wrong unit because the ABACUS file hadn’t been updated. . . Acting quickly, Rebecca not only went to the floor and found the misplaced TPN, but she was very quick to understand how the error took place. And she went into the ABACUS system and changed the room so the same mistake would not repeat itself.”

Jama Hurst of patient access recognized administration’s **Kim Landers** because she “immediately processed a manual check request to assist with resolving a patient complaint. She was able to get the check written within in a few minutes, and it was hand-delivered to the patient. The patient seemed pleased we were willing to address the issue timely and help resolve the matter.”



Rebecca Newman



Kim Landers

GEM Certificates

When filling out GEM certificates, make sure to include examples and details that help capture the specific action as the information from these forms is used for the employee of the month program and this newsletter.

Remember you can pick up GEM certificates in the customer relations office on the ground floor or at the employee of the month boards. You also can find them in Lotus Notes in the Document Library. For bulk quantities of the certificates, you can call the print shop at ext. 5513.

Redeem Your Certificates for GEM-tastic Prizes

one GEM certificate

free dessert or side salad coupon, gel pen, retractable badge

two GEM certificates

coffee mug, flashlight, lunch cooler

three GEM certificates

tumbler, water bottle, pocket tote bag

four GEM certificates

44-inch umbrella, duffel bag, blanket in a bag

five GEM certificates

spectator chairs, backpack cooler, cooler chair

Making Things Better, cont. from pg. 1

The Making Things Better Program has made great strides since the program’s revitalization in January 2008.

	Total Submissions	Ideas Implemented	Ideas Rejected	Ideas in Process
Jan-Dec 2007	44	16	27	1
Jan-Dec 2008	272	98	170	4
Jan-June 2009	117	20	47	50

Among the ideas that were recently implemented: lights were added to the emergency department patient entrance, the resource reservation system now is being utilized for all available rooms, a changing table was installed in the surgery post-op area, and a bathroom at Springbrook was made more wheelchair-accessible.

Please congratulate the following employees for submitting MTB suggestions that were implemented:

2-north: Lori Gentile and Lisa Blevins

5-south: Carolyn Tallent

Business Health: Misty Melton, Lynn Sherles and Dianna Vermiliyea

CCU: Tonya Freeman

Customer Service: Nancy Newman

Education: Michelle McPherson

Emergency Department: Kathy Kirkland

Home Services: Judy Minnich

Nursing Administration: Linda Chapman

Patient Access: Jama Hurst and Katie Duncan

Pharmacy: Dave Voorhes

Quality Management: Ginger Huffman

Total Rehabilitation: Barbara Enloe

Resource: Tom Berry

Surgery: David Gladson, Jennifer Ingram and

Gerrae Messer

Transitional Care Center at MorningView Village:

Dianne Stanley

All Blount Memorial employees are encouraged to submit ideas for improvement to the program. If you have questions or comments, contact Natalie Willis at 865-980-4982.