

North star

A publication for the Associates and medical staff
of Methodist Healthcare North Hospital.

Dear North Associates, Physicians, and Volunteers:

Spring will be here before we know it. There is a ton in store for us in the weeks and months ahead. For instance, you will begin to see some activity on our campus as a component of our facility enhancement and we will be hosting our 4th annual Health Fair on April 26th. With that said, it is extremely important that we remain vigilant in our efforts to reach top decile performance amongst all of our goals. We are witnessing the effects of the Affordable Care Act and Healthcare Reform truly take shape. Resource stewardship should be top priority.

As stated, our physicians must be integrated throughout our entire journey to a top decile organization. This month, Dr. Ed Owen, our wonderful Associate Chief of Staff, has provided his thoughts on our future, prospects for growth, and the amazing foundation of Associates and Physicians that we have at North.

Thank you so very much for your continued focus and all that you do for our patients.

Yours in service,



Gyasi Chisley, MHA, MBA, PMP, FACHE
CEO, Methodist Healthcare North
Sr. Vice President, Methodist Le Bonheur Healthcare

Methodist North Associates, Physicians, and Volunteers:

Many of you know that I have been at Methodist North for nearly 30 years. I have certainly seen the transformation of this hospital and community over the course of my tenure. As you may have heard, I now serve as the Associate Chief of Staff for Methodist North Hospital. I was elected last year and I assumed my post in January of this year. I have the privilege of leading the Medical Staff and I am excited about the opportunity to advocate for North within the corporate structure during forums like the collective Medical Executive Committee, which assembles monthly.

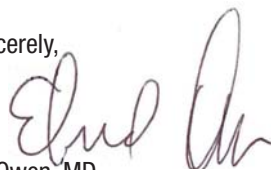
I am diligently working to integrate and inform our Medical Staff Leadership on the tactics and logistics of achieving top decile performance at North. I meet regularly with the Senior Leadership Team, comprised of Physician and Administrative Leaders. In addition, I meet very regularly with the Executive Team at North to illustrate perspectives from the clinician's point of view and serve as a sounding board for our Associates, particularly from the OR.

One of the ways in which I am excited to partner with Administration is through the launch of the Physician Champions and Dyad model concept. As you are aware, we appointed select physicians to be paired and serve with an Administrative leader within a particular pillar (see chart on page 2). I am confident that this will enhance communication and expedite our journey toward top decile performance.

As I close, I would be remiss if I did not thank our wonderful OR Team. I have performed many surgeries at other facilities and there is no better Team than North's OR Team. The entire Team does a great job. I am excited about the growth opportunities within the OR as we attract more physicians to perform procedures.

I look forward to a great year, achieving our metrics and moreover reaching top decile performance. I am happy to serve as the Associate Chief of Staff, Physician Champion, and Cardiac Vascular surgeon at North. I will keep you updated on our progress during the days and weeks to come.

Sincerely,



Ed Owen, MD
Associate Chief of Staff
Methodist Hospital North

Be treated well.

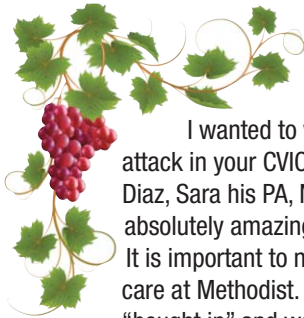
Joint Commission Readiness

What are the requirements for our Associate name badges?

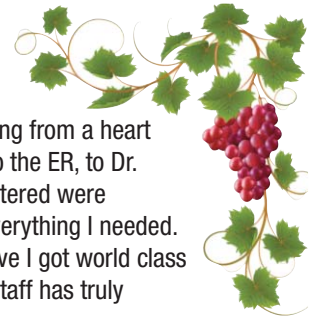
Joint Commission requires that our organization identify individuals entering our facilities. Our Methodist policy states the following about Name badges:

- Associates must wear an ID badge at all times.
- ID badges should be worn above the waist
- Picture facing forward

– Missy McElwee, Manager, Regulatory Readiness



The Grapevine Corner



I wanted to write you to tell you of the WONDERFUL care that I received this week while recovering from a heart attack in your CVICU. The entire staff from my neighbor Dr. Carl Sanchez (Methodist Anesthesiologist) to the ER, to Dr. Diaz, Sara his PA, Nurses: Traci, Beth, Amanda, Stacey, Cath lab staff, and EVERYONE else that I encountered were absolutely amazing. Each was kind, thoughtful, caring and bent over backwards to ensure that I had everything I needed. It is important to note that I am a registered nurse who works within the Baptist system and truly believe I got world class care at Methodist. I would encourage you to continue to do whatever it is you are doing because your staff has truly “bought in” and walks the talk. Thank you again and God bless you all. B.M. Palmer.”

– Diane Anderson, Patient Advocate

Go Green with Springtime Cleaning

With springtime approaching I decided to research some green ideas for “spring cleaning” and “honey do lists” for spring cleaning and found an article that shared some excellent green cleaning product ideas. Whether you will be the “spring cleaner”, making the “honey do list” for spring-cleaning, or the honey doer working from the “honey do list” you will find these tips excellent for cleaning while keeping our environment healthy!

Green cleaning products

The last thing you want to do is dump toxic chemicals into the environment in the name of cleaning, right? These days, you don’t have to make a special trip to the natural foods store to seek out environmentally-sensitive cleaning products. Seventh Generation, Method and Biokleen are three companies that make full lines of

household cleaners, and you can find them in just about every store. These products work just as well as their conventional counterparts. Or you can stock your natural cleaning kit with homemade cleaners—making them yourself is super easy.

The basic supplies you will need to make your own green cleaners include: Distilled white vinegar (sold in the cooking section of most supermarkets); Baking soda; Olive oil; Borax (sold in a box in the laundry aisle); Liquid castile soap (like Dr. Bronner’s brand, found in most natural foods stores); Essential oils (super concentrated natural plant oils found in natural foods stores, usually in the cosmetics section); Microfiber cleaning cloths.

– Diane Anderson, Green Team member

2014 Physician Champion Appointments

In order to reach and maintain top decile performance in specific areas, we will need the engagement and innovation of our Medical Staff and their partners now more than ever. I am extremely pleased and excited to announce the launch of our Physician Champion concept for 2014. The advent of the Physician Champions will enhance collaboration and further our partnerships with our Medical Staff for each our five pillars at North. Physician Champions will be asked to

work directly with the Administrative pillar owner to identify opportunities for improvement, and collaborate on how to best deploy strategies and tactics throughout the organization. I believe that this concept can and will become best practice for the entire Methodist Le Bonheur Healthcare system.

– Gyasi Chisley, CEO

Pillar	Pillar Owner	Physician Champion	Specialty	Physician Champion Alternate	Specialty
People	Daphne Brown	Michael Agapos, MD Bonnie Randolph, MD	Internal Medicine	Randy Frederick, MD	Internal Medicine
Service	Florence Jones Kathryn Wiggs	Will Burch, MD Amara Elochukwu, MD	Emergency/ Internal Medicine	Chris Pokabla, MD	Orthopedics
Quality	Laura Hess Karen Hopper, MD	Ahmad Altabbaa, MD	Internal Medicine	Carl Sanchez, MD	Anesthesiology
Finance	Rita Neely	Kevin Lunsford, MD Stephen Waggoner, MD	Surgery/ Orthopedics		
Growth	Gyasi C. Chisley Jonathan Watkins	Ed Owen, MD Matthew Smolin, MD	CV Surgery/ Cardiology	James Boals, MD	Radiology

Daisy Award Winners



Beth Hodge, RN, TJC
January



Stacy Foust, RN, 5N
February



Courtney Millington, RN, 4N
March



Horace Morgan, Material Service Attendant retired after 13 years of service. North family joined him in a celebration gathering on Friday, February 7th, 2014.



Diane Anderson, Patient Advocate, attended **Disability Day on the Hill** January 29, 2014 with the Arc Mid-South. The Arc Mid-South is committed to providing advocacy and services which enable individuals with disabilities to realize their uniqueness, worth, and full inclusion in society. The Arc Mid-South actively sows the seeds of information and understanding and affirms the uniqueness and worth in society of all persons and will endeavor to empower individuals and their families.

North Black History Program



North Black History Program was held on February 25th. Dr. William Rosser of Shiloh Baptist Church was the Guest speaker. Wanda Mott of Monumental Baptist Church along with our own Respiratory Therapist Joan Rayford & daughter Courtney graced us with song. Raleigh-Egypt Middle School performed a celebration of black history through liturgical dance. They are pictured below along with Gyasi Chisley, CEO and Jonathan Watkins, COO.

Congratulations

Congratulations to **Judy Gandy, RN- ICU** and **Anna Utsey, RN- ED** for achieving RISE level.

1st Quarter 2014 Town Hall Meeting



Theme: The Winter Olympics. The Executive team opened the 2014 "Winter Town Hall Olympics" with a parade of pillars including a torch which illuminated the presentations. The entire team posed with the well-known hockey player, Wayne Gretzky – AKA Lynne Wilson – at the conclusion of the Town Hall.

Omni Prep Academy



Omni Prep Academy presented North with an award in recognition of Breast Cancer Awareness month. One of the Academy's goals is to teach students the importance of giving, sharing and supporting the community. Each of the students pictured lost their mother from Breast Cancer.



Published for Associates and medical staff of Methodist North Hospital. The *North Star* is produced and edited by **Janice McCaskill**. Submit information via email to Janice.McCaskill@mlh.org.

our mission

Methodist Le Bonheur Healthcare, in partnership with its medical staffs, will collaborate with patients and their families to be the leader in providing high quality, cost-effective patient- and family-centered care. Services will be provided in a manner which supports the health ministries and Social Principles of The United Methodist Church to benefit the communities we serve.

our vision

Methodist Le Bonheur Healthcare is a faith-based healthcare system that, in partnership with its physicians, will be nationally recognized for delivering outstanding care to each patient, achieved through collaboration with patients and their families.

our values

Service, Quality, Integrity, Teamwork and Innovation

North Annual Community Health Fair

North Annual Community Health Fair will be held Saturday, April 26th from 10 am until 2 pm. Come out and enjoy a day of fun, fellowship and **community health!** We will be looking for volunteers from each department to participate in our annual community health fair once again this year. We will be offering free cholesterol, blood glucose and blood pressure screenings.

Methodist Healthcare Foundation Chester N. Kossman Scholarships

The Methodist Healthcare Foundation system-wide Scholarship Program is a benefit available to full-time Associates (employed at least one year) to assist their children and dependents that plan to pursue post-secondary education in the healthcare profession. Children or dependents of MLH Associates are eligible and can apply February 17-April 7, 2014. Applications are available at [MOLLI > Forms > Foundation Scholarship Program](#). For information, contact Jo Ann Franklin at 516.0500.

Congregational Health Network

A workshop on Affordable Health Care Act was held recently at Cleaves Memorial CME Church. Cleaves is a new addition to the CHN group. Pastor Proctor agreed to open his church to provide a forum for other pastors and members in the Fayette County area. Tiffany Gray of Blue Cross-Blue Shield presented a format on what the Affordable Health Care Act consists of. Additionally Roy Odom of the Memphis Health Center also spoke, and helped persons to register online & with the paper applications. There were other social services available, including how to get a free phone for unemployed members. Cleaves Memorial provided participants with healthy lunches. There were 55 in attendance. Rev. Chris Bounds acted as an emcee, and Sheilah Easterling spoke about the benefits of CHN.

The North Community Collaborative has started. Amy Burnwatt of RISE Foundation and Valerie Matthews of WINGS Foundation were the first two featured speakers. Each month CHN will bring in two speakers for the Case Managers and Social Workers. The purpose is to foster a link between the community and the hospital staff who work directly with patients. Knowing about community resources will be an asset to the hospital staff.

Healthy Shelby came to Methodist North to do a presentation on the Five Wishes. CHN churches were invited to learn how to train their congregations. Debra Bartelli & Dee Flood were the instructors. The participants who came from various CHN congregations stated that they better understand how to help others prepare for hospital stays and decisions that can have devastating impacts on their health status.

– Sheilah Easterling