

A NEWSLETTER  
FOR ASSOCIATES OF  
CAPELLA HEALTHCARE

# CONNECTIONS

## ADVANCING OUR MISSION FROM DAN SLIPKOVICH



Spring is a time for new growth, and that's exactly what's happening now with Capella Healthcare.

### Expanding our Family

Our lead feature is about a landmark partnership just finalized with Saint Thomas Health in Middle Tennessee. It's unique

because it's an equity partnership between a private for-profit company and a Catholic not-for-profit system. We're always looking for creative ways that our hospitals can collaborate to best serve their communities and this partnership adds significant value to our efforts in Middle Tennessee.

You'll be learning more about other exciting developments throughout May and June, including the likely addition of yet another hospital to our family. The fastest way to keep up with our latest news is to follow us on Twitter (@CapellaHealth) or check out our website regularly (CapellaHealthcare.com).

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ADDITIONAL POSSIBILITIES FOR GROWTH IN 60-COUNTY REGION

## Capella, Saint Thomas Health create innovative partnership

It's a landmark partnership that's being called a "sign" of the times.

Effective May 1, Capella Healthcare and Saint Thomas Health entered into a new partnership creating an innovative venture to improve healthcare throughout Middle Tennessee and Southern Kentucky. Based in Nashville, Saint Thomas Health includes five hospitals that are all a part of Ascension Health, a Catholic Ministry that is the largest non-profit health system in the United States. Saint Thomas is Middle Tennessee's recognized quality leader.

The partnership results in the joint ownership and operation of Capella's four Middle Tennessee hospitals: River Park Hospital (McMinnville), White County Community Hospital (Sparta,) DeKalb Community Hospital (Smithville) and Stones River Hospital (Woodbury). These hospitals now operate as part of the Saint Thomas Health Network, which holds an equity interest. In addition, Saint Thomas Health is the tertiary care partner for the hospitals within the new venture.

Capella is the managing member and the majority partner in the new venture, and is also the exclusive development partner for Saint Thomas Health across a 60-county area of Middle Tennessee and Southern Kentucky.

"Partnering with Saint Thomas Health, which is nationally recognized for its quality of care and innovative strategy, positions our Middle Tennessee hospitals for greater success as we seek to further expand services," said Capella CEO Dan Slipkovich.

"This venture also provides a significant opportunity for us to jointly partner with additional hospitals that recognize the value of these kinds of relationships, especially as accountable care and health reform continue to evolve. Our two organizations share a commitment to providing the highest quality of care for the individuals and communities we serve, and look forward to leveraging our strengths to expand our services."

"This is a landmark partnership for us and the communities we serve," said Mike Schatzlein, M.D., Saint Thomas Health president and CEO. "As a Health Ministry, we devote ourselves to expanding access for all people to needed health services and to applying wisdom and creativity to our approach to continuously improving our services. In Capella, we feel we have found a strong and astute ally in changing the way healthcare is delivered and experienced in the region. We understand that the landscape is changing dramatically and know that we have to create a new delivery platform that requires our presence in more communities so that we can effect real change that results in healthier populations. We equally appreciate that we have identified a partner in Capella who recognizes the need for some types of change, but shares our commitment to values that are unchanging."

Celebrations of the new partnership were held at each of the four hospitals, with new logos being unveiled. And — at one — a new name and a million dollar renovation project were also announced. White County Community Hospital is now Highlands Medical Center. Dr. Alan Drake, a long-time family practitioner in Sparta, spoke at the event, expressing excitement about the future and appreciation for the investments of time and dollars that brought the hospital to this point.

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*"We equally appreciate that we have identified a partner in Capella who recognizes the need for some types of change, but shares our commitment to values that are unchanging."*

— Dr. Mike Schatzlein

## ADVANCING OUR MISSION

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### Working Together

We've just announced the members of our 2012 Operations Council, which provides strategic counsel to our Operations team. Congratulations, and thank you in advance, to:

- CEOs: Jerry Mabry, Arkansas Market, & Dan Ordyna, Willamette Valley Medical Center (OR)
- CFOs: Matt Romero, Muskogee Regional (OK) & Rodney Van Donkelaar, Grandview (TN)
- CNOs: Connie Pullen, Willamette (OR) & Rick Gillentine, DeKalb Community (TN)
- COO: Dana Rice, Capital Medical Center (WA)
- CQO: Tim Copeland, Saint Mary's Regional Medical Center (AR)

Additionally, earlier this year we announced the members of our 2012 National Physician Leadership Group. See page 4 for a photo, and say thank you to the physician from your hospital who is serving.

### Visiting Israel

I had the privilege of being among a select group of North American healthcare leaders invited to visit Israel in February as guests of their government. We learned a great deal not only about the Israeli healthcare system, but about how it compares with the Canadian and U.S. systems. Although the three systems of healthcare are very different we are each trying to improve quality, add advanced technology and improve efficiencies. I came home feeling very blessed to live in this country, with complete confidence that in the U.S., we have immediate access to the highest levels of facilities, clinicians and technology available anywhere in the world. Here in the United States, our challenges remain to work together to deliver care more efficiently, to take better care of ourselves (and inspire our communities to do so, as well), and to continue finding new ways to improve both quality and service.

### Your Outstanding Work

Finally, our family of hospitals has achieved remarkable progress during this past year, which you'll read about throughout this issue. The national recognition that a number of our hospitals have received is truly impressive. And I'm especially proud when I read about teams like the Environmental Services Department at National Park (page 3) and Med/Surg Nursing staff at Mineral Area (page 8), which have made concerted efforts to put into action principles we've learned through our partnership with the Studer Group and are getting great results to show for it.

As we celebrate our accomplishments on behalf of those we are privileged to serve, I thank you again for your compassion and your dedication!

## An innovative partnership

A cross and star. One symbolizing a ministry and mission to serving all people with spiritually-centered, reverent care. The other a guidepost, pointing the way to true north and a transformation of care through collaboration.



**Saint Thomas Health**

Together—a symbol of the exciting hope of a bright new day in healthcare for Middle Tennessee.



The vision for Capella Healthcare's new partnership with St. Thomas Health System is reflected in the new logo mark.



**Stones River Hospital**

In partnership with Saint Thomas Health

It's being adopted by each of the four hospitals, symbolically uniting the mission of both organizations to help people lead healthier lives and to transform healthcare through compassionate care and trusting relationships.

To learn more about this landmark partnership and what it means to the people of Middle Tennessee, visit: [www.OneHeartForHealthcare.com](http://www.OneHeartForHealthcare.com)



### LEANNE McWHIRT TAKES UP RUNNING, FORGES NEW FRIENDSHIPS, GAINS BALANCE

## SALUTING A HEALTH HERO

**LeAnne McWhirt, R.N., BSN, CWCA, CHT, Clinical Coordinator of the Muskogee Regional Center for Wound Management and Hyperbaric Medicine,** began running last year to improve her overall health. It was also her goal to participate in the Walk the Talk Health Challenge presented by the City of Muskogee Foundation. Her running has evolved to the point of completing multiple 5K and 10K events, a 15K and a half marathon.



She also took part in the OKC Memorial Marathon on April 29, challenging all Muskogee Regional employees to participate with her in memory of those who lost their lives in the OKC bombing in April, 1995.

As a result of this healthy balance of exercise and healthy eating, LeAnne dropped 6% of her body weight, lowered her total cholesterol by 21% and decreased her 'bad' cholesterol (LDL) by 33% in six months.

"Our body and mind are interconnected," she says. "When the body is maintained and exercised, our mind is as well and vice versa. I really credit exercise in assisting me in the balance of work, family and school. Running has also been an outlet to forge new friendships and to strengthen old ones."

*Do you work with someone whose personal commitment to their own health is an inspiration to others? Or who deserves to be "A Bright Star," someone whose professional or personal recognition has brought honor to your organization?*

LeAnne is certainly one of our healthy heroes!



Nominate them for our Health Heroes or Bright Star feature. Email us at [Connections@CapellaHealthcare.com](mailto:Connections@CapellaHealthcare.com)



## PILLAR TALK

# Hospitals make great strides in Pillar achievements

## QUALITY

*We are passionately committed to providing the highest possible quality of care.*

- Two hospitals have recently been recognized as #1 in their states for medical excellence. According to the 2012 quality awards from CareChex, the medical quality rating service of The Delta Group, **Capital Medical Center** (Olympia, WA) and **Saint Mary's Regional Medical Center** (Russellville, AR) are tops in their states as follows:
  - > **Capital Medical Center** - #1 in Washington for Medical Excellence for both Orthopedic Care and Major Neurosurgery.
  - > **Saint Mary's Regional Medical Center** - #1 in Arkansas for Women's Health.
- **National Park Medical Center** (Hot Springs, AR) has achieved national recognition for "Most Improved Overall Outpatient Satisfaction" in the medium hospital category. The hospital received an *Excellence Through Insight* award from HealthStream. Only six percent of the 625 medical entities who utilize HealthStream received an award in 2012.
- **Willamette Valley Medical Center** (McMinnville, OR) achieved significant reduction in MRSA rates as one of five hospitals participating in the state of Washington's QIO MRSA Reporting and Reduction Program. This was a three-year project that ended on July 31, 2011. As a result of their volunteer participation and leadership, the hospital was able to pioneer as an early adopter of the National Healthcare Safety Network's Multidrug-resistant Organism Reporting Module.
- Staff members of the Intensive Care Unit and Wound Center at **Muskogee Regional Medical Center** (Muskogee, OK) worked together to implement the Pressure Ulcer Prevention Program by Medline last September and, as a result, has decreased the incidence

of hospital-acquired pressure ulcers from above the national average to zero during the most recent period measured.

- The Environmental Services Department at **National Park Medical Center** is helping make the hospital shine in more ways than one. By focusing heavily on the Studer principles, including AIDET, they have significantly improved the hospital's patient satisfaction scores related to cleanliness. They started the year 2011 ranking in the 41st percentile of hospitals during the first quarter. By the fourth quarter, they had improved so significantly that they ranked in the 75th percentile. Bill Bray, EVS Assistant Director, credits the staff for the remarkable accomplishment, saying: "I believe the biggest reason for the improvement has been the strict focus on AIDET as we've gotten all of the Studer principles hardwired. The Studer Group has provided us with the perfect set of tools, but it's really all about the ability of our employees to utilize these tools."

**AIDET** (Acknowledge—Introduce—Duration—Explanation—Thank You) helps employees remember the Five Fundamentals of Service to focus on ensuring that all patients receive excellent care. In brief, **AIDET** looks like this:

- > **Acknowledge** the patient by name. Make eye contact. Ask: "Is there anything I can do for you?"
- > **Introduce** yourself, your skill set, your professional certification, and experience.
- > **Duration**—Give an accurate time expectation for things such as tests, physician rounding or tray delivery.
- > **Explanation**—Explain step by step what will happen, answer questions, and leave a phone number where you can be reached.
- > **Thank** the patient for choosing your hospital, and for their communication and cooperation. Thank the family for assistance and being there to support the patient.

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*The Environmental Services Department at National Park Medical Center achieved significant improvement in the hospital's cleanliness scores – at least in part – by following AIDET.*





## PILLAR TALK

# Pillar achievements — continued from page 3

### SERVICE

***We are dedicated to exceeding the expectations of all we serve, and achieving continuously high customer satisfaction feedback.***

While the Quality Pillar is all about the kind of care we provide our patients, including how satisfied they are with how they were treated, the Service Pillar is about how we interact with our partners and stakeholders, including physicians, boards and communities.

- Two hospitals have been recognized for their physician satisfaction achievements in being named 2012 *Excellence through Insight* award recipients by HealthStream.

> **Muskogee Regional Medical Center** (Muskogee, OK) was honored for “Most Improved Overall Physician Satisfaction” in the large hospital category.

> **Saint Mary’s Regional Medical Center** (Russellville, AR) was awarded for “Most Improved Overall Physician Satisfaction” in the medium hospital category.

“We are extraordinarily proud of these hospitals’ achievements,” said Michael Wiechart, Chief Operating Officer of Capella Healthcare. “Their leadership and staff members are committed to providing the highest quality of care along with outstanding

customer service. These awards are tangible evidence that they are achieving results, above and beyond the industry averages.”

- The 2012 National Physician Leadership Group recently met to provide input for the company’s strategies, including clinical integration, quality improvement and the IT transformation. (See photo below left.)
- Several hospitals have recently received awards for their community service, including **Muskogee Regional** which won the Community Service Award of Excellence at the 14th Annual Business and Industry Awards. The hospital was honored for its community outreach including free health screenings, collaborative immunization clinics and organization sponsorships.

“We are very proud of this recognition,” said CEO Kevin Fowler, “and the selfless work of our employees, volunteers, auxiliary members and physicians. So far this year, our staff has given over 7,000 hours outside of work as volunteers. Muskogee Regional is where ‘passion meets excellence’ and it’s never been truer than in moments like this,” he said. “On behalf of the entire staff, I want to thank the Muskogee City-County Port Authority for this honor.”



From back left, moving clockwise: Todd Stewart, MD, River Park Hospital (McMinnville, TN); Stephen Snell, MD, Southwestern Medical Center (Lawton, OK); Finley Turner, MD, Saint Mary’s Regional Medical Center (Russellville, AR); Ed Ferguson, MD, Grandview Medical Center (Jasper, TN), attending on behalf of Richard Levine, MD; Matthew Bliven, MD, Willamette Valley Medical Center (McMinnville, OR); Erik Swensson, MD, Chief Medical Officer, Capella Healthcare (Franklin, TN); Robert Hipp, MD, Capital Medical Center (Olympia, WA); Jay Gregory, MD, Muskogee Regional Medical Center (Muskogee, OK); Kevin Hale, MD, National Park Medical Center (Hot Springs, AR); Victoria Damba, DO, Mineral Area Regional Medical Center (Farmington, MO); Alan Drake, MD, Highlands Medical Center (Sparta, TN); James Spurlock, MD, Stones River Hospital (Woodbury, TN). Not pictured: Hugh Don Cripps, MD, DeKalb Community Hospital (Smithville, TN); Richard Levine, MD, Grandview Medical Center (Jasper, TN) and Russell Ulrich, MD, Jacksonville Medical Center (Jacksonville, AL).

### PEOPLE

***Our most valuable asset is our employees. We aggressively seek ideas, initiative and involvement from fully engaged employees, without whom none of our accomplishments would be possible.***

How is Capella’s family of hospitals doing in the key areas of employee satisfaction? The chart on the right shows our progress as a company in overall employee satisfaction. While there will always be opportunities for improvement,

the organization as a whole has made outstanding progress. Visit the “For Employees” section of Capella’s website for more information on the 2012 Employee Survey.



### GROWTH

***With solid financial strength, we provide the resources that enable our hospitals to purchase new technologies, add services and recruit physicians to broaden the scope and quality of care.***

- Capital Medical Center** (Olympia, WA) opened an Advanced Wound Care Center located inside the new Capital Imaging Center and Outpatient Clinic. The center is equipped with two Hyperbaric Oxygen Therapy (HBOT) chambers. HBOT is a medical treatment that enhances natural healing by providing additional oxygen

to the body's tissues in technologically advanced hyperbaric chambers.

- **Saint Mary's Regional Medical Center** expanded services this fall with the opening of Turning Point Behavioral Health unit. The unit has remained at approximately 80% capacity.

## FINANCIAL PERFORMANCE

***We are focused on being good stewards of all we have. Together we leverage our experience, shared wisdom and size to identify best practices and create efficiencies.***

Unless a hospital performs well and is truly committed to the other four pillars, they will most certainly struggle with the finance pillar. And, while it isn't always a natural consequence, oftentimes when a hospital improves quality or service, it means success in the financial pillar as well. Here are two examples.

- **National Park Medical Center** significantly decreased their incidence of ventilator-acquired pneumonia.

In fact, with very hard work and a focus on consistency in process, they decreased the incidence last year to zero! Not only was this an outstanding accomplishment for their patients, but it also resulted in an estimated savings of approximately \$440,000.

It took a multi-disciplinary team to accomplish this, including physicians, nursing, respiratory, infection control, administration, materials management and medical supply representatives.

- **National Park Medical Center** and **Saint Mary's Regional Medical Center** are two of just 31 Arkansas Hospitals who received the 2011 Arkansas Medicaid Inpatient Quality Incentive (IQI). The IQI program, which was developed through a partnership between Arkansas Medicaid, the Arkansas Foundation for Medical Care, and the Arkansas Hospital Association, provides incentives for hospitals to improve specific aspects of care in an effort to provide better treatment for patients and lower overall healthcare costs by preventing the need for more expensive services. Hospitals were required to exceed detailed quality measurement thresholds, tied to specific aspects of care proven to improve outcomes for patients.

"These hospitals have shown that they are committed to investing in the resources needed to provide high-quality, evidence-based care for their patients," said Ray Hanley, president and CEO of AFMC. "We are proud to call them partners in our efforts to improve health care for all Arkansans."

## "UNDERCOVER" BOSS

# Shadowed by the CEO

*Editor's Note: Gail Conway, RN, a nurse on the med/surg unit at Willamette Valley Medical Center (McMinnville, OR), writes about her experience being shadowed by new CEO Dan Ordyna. Dan had previously served for five years as the hospital's Chief Operating Officer prior to his promotion to CEO.*

When Dan Ordyna became our CEO last year, while I appreciated all the flyers announcing his personal philosophy and values and how he hoped to play that all out in his new role, I was skeptical. Having a background in leadership development before becoming a nurse, I was waiting to see if this too-good-to-be-true dude could really walk his talk.

Well, Friday, February 17 was the day our CEO came striding onto East pod on the Med/Surg floor to work with me. He had donned scrubs and borrowed someone's surgical crocs and was ready to go, albeit seven minutes late! He wasn't exactly an "undercover boss" because I knew he would be working with me, but he told the patients he was from another department and just wanted to know what we nurses do during our shifts.



*From left, at the back, Vicki Griffin, RN, med/surg nurse manager, Dan Ordyna, CEO, Willamette Valley Medical Center, at the bedside of a WVMC patient, and Gail Conway, RN, staff nurse on the med/surg unit.*

He literally just jumped right in there with me. He was at my side through three entire patient care assessments and medication passes; he ran here and there to get me supplies I needed so I didn't have to de-glove and de-mask from a patient's room – even though he had no idea where anything was; he helped me reposition patients; he passed breakfast trays and ran to get more ice water and juice for the patients; he listened intently while I educated a patient on a new diagnosis and medication regimen; and he spoke with the patients kindly and respectfully, asking them about their lives and how their stays had been up to that point.

Outside the patients' rooms, he wanted to learn all about the Pyxis system and the pros/cons; he asked how we go about starting our shift and how we are able to handle all the distractions of ringing phones and new orders flying at us while we are trying to engage in direct patient care. After two and a half hours, he said his legs were tired and asked "how do you do this for eight straight hours?" I said, "We don't, we do it for 12!"

Thanks to Vicki Griffin, RN, med/surg nurse manager, for encouraging Dan to let a nurse show him the ropes. I could tell that he has a new appreciation for what we nurses do. And, if the CEO thing doesn't work out, he could always join us on the Med/Surg floor!

I want to add that only a real leader would have this much personal courage – glad to see he is, indeed, walking his talk!

A newsletter for associates of Capella Healthcare





## MISSOURI

### **MINERAL AREA REGIONAL MEDICAL CENTER** Farmington **MARMC installs new phone system**

Mineral Area Regional went live with a new phone system in January. Planning began over a year ago for this enormous project. The new digital system replaced an outdated analog system.

Minimal interruption occurred due to the strong collaboration between the phone vendor STL Communications and hospital IT. The plan called for porting over small groups of numbers so the whole hospital was not down at the same time. Critical areas were the first to be brought on-line, such as the switchboard operators and ER. Training for super users and directors occurred the week before go-live as the new system boasts voice mail, conferencing, and caller ID. Needless to say, hospital employees and medical staff were eager to adapt to this new system.

## OKLAHOMA

### **MUSKOGEE REGIONAL MEDICAL CENTER** Muskogee **100+ health professionals attend Wound Care Symposium**

It was a packed house on December 8 at Muskogee Regional Medical Center's Wound Care Symposium for healthcare providers. More than 150 heard featured speaker Katherine Jeter, EdD, ET, a pioneer in wound and ostomy care, discuss advanced management of wound complexities. Dr. Jeter was among the first Enterostomal Therapists at Cleveland Clinic where she helped create the North American Association of Enterostomal Therapy.

"Dr. Jeter is such a dynamic speaker and an inspiration to us all. Her expertise and life-long commitment to ostomy and wound patients is impeccable. We were all inspired to go back into the community and make a difference in the lives of our patients," says Leanne McWhirt, clinical coordinator of the Muskogee Regional Center for Wound Management and Hyperbaric Medicine.

"Our audience included representatives of the agencies that help care for our wound care patients – home health agencies, long-term care facilities and physicians," says James Beebe, MD, family practice physician and wound specialist, and a presenter at the symposium. "The more than 150 who attended represent the interest that this key group has in caring for chronic wounds."

Other speakers include wound specialist Tim Holder, MD; Annelle Lofton, RN, BSN, CWOCN; and Peggy Isaacs. Sponsors of the event included HealthPoint Biotherapeutics and Kinetic Concepts, Inc.

### **SOUTHWESTERN MEDICAL CENTER** Lawton **Pride Gallery features works of regional artists**

Paintings and mixed media art are featured in the Pride Gallery at SWMC, showcasing the works of a new artist every quarter. Here, Diana Oliver views the art at the opening of "Visions and Symbols" by Janet O'Neal, an artist from New Mexico. Hospital staff and the public attend the free exhibits, hosted four times a year at the hospital.



## OREGON

### **WILLAMETTE VALLEY MEDICAL CENTER** McMinnville **WVMC wins national recognition**

The laboratory at Willamette Valley Medical Center has been named first runner-up "Laboratory of the Year" by *Medical Laboratory Observer*, the

peer-reviewed management resource for laboratory professionals. The laboratory, which performs approximately 250,000 tests each year, was cited for outstanding customer service, faster turnaround times for critical tests, and community involvement with local student programs.

"We are thrilled with this recognition," says Karl Kamper, director of laboratory services. "With thousands of labs in the United States, it's an honor to be first runner-up in this recognition. We have a remarkable team of professionals who work together to meet our high standards and accomplish aggressive goals."

Teamwork has been the key to these successes, according to the magazine which states: "Willamette Valley Medical Center incorporates lab assistants, technologists, and leadership into teams to make decisions regarding workflow and other procedural issues."

In addition, the magazine highlighted the educational partnerships the laboratory has with local university medical technology and phlebotomy programs to provide training, both in the classroom and in the lab during student practicums.

"The close-knit team ... works for the community, too. One example that Karl is proud to refer to is work that the staff does to support active members of the military from the area. The lab also contributes to the local food bank and supports the local cancer foundation, which helps families affected by cancer meet expenses."

## TENNESSEE

### **GRANDVIEW MEDICAL CENTER** Jasper **GMC works with schools to screen youth**

Grandview Medical Center wrapped up a school health screening program where, working in conjunction with the nine-school Marion County School System, thousands of kids were provided no cost basic screenings at the schools. The hospital provided blood pressure and scoliosis checks by parental permission and all children received height/weight, vision and hearing screenings as part of a state mandate.

"We are happy to have the hospital become a part of our young people's lives at such an early age. We live in an area of higher than national average rates in diabetes, obesity, and tobacco use, so reaching out to the children and their parents early with the results of these screenings is important to not only them and their families, but to the communities we serve as well," said GVMC CEO Bruce Baldwin.

### **HIGHLANDS MEDICAL CENTER** Sparta **Three new specialists join medical staff**

In conjunction with the new partnership with Saint Thomas Health, White County Community Hospital has a new name: Highlands Medical Center. Visit their website to learn more. And, three new physicians have joined the medical staff:

- Internal medicine physician Dr. Stephen Clark joined Dr. Ty Webb in practice at Cumberland Family Care.
- Dr. Lori Austin joined the hospitalist team at Highlands Medical Center.
- General Surgeon Dr. Kevin Purgiel has begun a new full-time surgical practice.

### **RIVER PARK HOSPITAL** McMinnville **River Park welcomes new CEO, honored with Multiple Teams of Excellence Award**

River Park Hospital welcomed Tim McGill as their new chief executive officer on February 20. To learn more about Tim, visit the hospital's website.

River Park was recently honored with the Multiple Teams of Excellence Award from the Mid-South Division of the American Cancer Society. This award recognizes Relay for Life participating organizations that choose to have more than one team represented at a local Relay event. River Park Hospital had nine teams represented at the 2011 Relay for Life, and each team raised



## Capella, Saint Thomas Health create innovative partnership

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“Several years ago when Capella purchased this facility and came to us and said we want to create a partnership (with you), the feeling among the medical staff was ‘prove it.’ And to put it succinctly, they did. They proved it to us with their transparency, their willingness to commit dollars and time to developing the quality that’s necessary to make the facility successful not only financially but reputationally, and to be able to meet the needs of the community. Now we’re looking forward to this next step and this additional partnership with Saint Thomas Health.

“We have a great deal of concern about how health care is to be delivered in this country, how it’s going to be paid for and how the needs are going to be met,” said Dr. Drake. “But there’s one certainty: there will always be a demand for good, high-quality health care services. And we intend to be a part of that in providing for our local community and the Middle Tennessee area.”

## Medical/surgical nursing staff adopts Studer principles

Staff members from Mineral Area Regional Medical Center’s medical/surgical department were recognized on February 14 for their significant advances in patient satisfaction.



In the previous three months, medical/surgical nurses took patient satisfaction to a new level, moving their rankings to the 92% percentile, according to Shelley Layton, MHA, RN, director of ER and ancillary services. How did they do it? Staff members have taken

the Studer principles to heart, adding them to their daily practice, including patient rounding, thank you cards, plan of care boards and post visit phone calls. To learn more, visit our website’s “Equipping our Leaders” section in “About Us.”

## Survey Winner

Congratulations to Lauren Gentry, a switchboard operator at Saint Mary’s Regional Medical Center, who won a \$75 gift card, a result of the drawing from among the participants in the Capella Communications Survey. To see an overview of the survey results, visit the “For Employees” section of Capella’s website.



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



## HOSPITAL HIGHLIGHTS — continued from page 7

at least \$100 to donate to the American Cancer Society. The top fundraising team within River Park Hospital was the Dietary Department “#1 FANS” Team with \$1,688.33 raised. In all, River Park raised \$6,596 for Relay and was honored as a Gold Level Team. Additional honors for Team River Park were the “Survivor Sponsor” plaque, and the “Most Money Raised by a Healthcare Team” award. They also won the “Best Use of Event Theme” award for their hockey shot competition game that was complete with a real goalie and prizes for goals scored.

In other news, Dr. Trey Kirby, a family practitioner and outgoing chief of staff, deployed this spring for another three-month tour in Afghanistan. Dr. Kirby is a colonel in Army National Guard.

## WASHINGTON

### CAPITAL MEDICAL CENTER Olympia

#### CMC honors service of long-time board members

Capital Medical Center recently honored three longtime board members, Wendy Holden, Janie Easter and Dr. Angela Bowen, for their exceptional years of service. Providing leadership to the hospital has been a gracious investment of time and expertise that has transcended into many successes over the years for the hospital. With their board terms expiring in January 2012, the hospital hosted a reception to pay tribute and express their appreciation for their outstanding service.



Front Row: (left to right) Wendy Holden, Janie Easter and Dr. Angela Bowen, Back Row: Board Chairman Kevin Ekar and CEO Jim Geist

In 1992, Mrs. Holden joined the board and has given 20 years of service to include serving as board chair, vice-chair, and on the Board Quality Committee. She has represented Capital Medical Center at countless events and played an instrumental role during the transition of the hospital from ownership of HCA to Capella in 2005.

Joining the board in 1997, Ms. Easter has served for the past 15 years. She also played an invaluable role during the transition of ownership in 2005, as well as throughout various leadership transitions.

Dr. Bowen, a founding board member, was influential in the hospital’s early years. She has supported the hospital from its opening in 1985 through the growth and expansion of services CMC has experienced today. She rejoined the hospital board in 2009 and most recently served a two-year term of service.

“I am very appreciative of Mrs. Holden’s, Ms. Easter’s and Dr. Bowen’s significant contributions to Capital Medical Center. Their commitment to our success has been outstanding and it has truly been an honor having them serve on our board,” said CEO Jim Geist.

## CORPORATE OFFICE

### Capella Healthcare recognized by United Way

Capella Healthcare’s corporate office has been honored with the “best new campaign” award by The United Way of Williamson County in recognition of the employees’ generous and enthusiastic participation. The award was presented during the annual Community Support and Volunteer Recognition Celebration held February 22. United Way Volunteer Andy Menzyk said Capella ranked #1 out of the 12 companies in the healthcare category for both “per capita giving” and “average gift per donor.”