

The Pulse Setter

Message from the CEO

Memorial Medical Center is proud to provide outstanding healthcare services to patients and families in our community. Our goal is to give every patient the best care while conveying exemplary customer service.

So as our Hospital prepares to celebrate both National Hospital Week and National Nurses Week during May 8th - 14th, it is the perfect time to thank and recognize the devoted, talented and compassionate people who work here and make miracles happen each day.

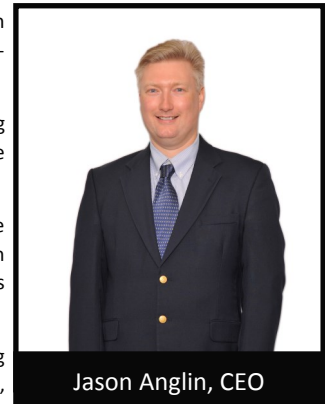
Memorial Medical Center has a long and rich history of compassion and care. Since our beginning we have been dedicated to ensuring that the people of Calhoun County have an unparalleled place to receive health care. We are committed to providing outstanding quality of care and a superior patient experience, thanks to the dedication of our staff and physicians.

In 2013, Memorial Medical Center partnered with the Studer Group as a pivotal next step in establishing evidence based best practices as a premier healthcare facility. To mark the beginning of our Studer journey, the name "Journey to Excellence" was chosen to signify a new mindset for MMC. The "Journey to Excellence" efforts were purposed to build a true culture of accountability and performance excellence. MMC strives to deliver the best possible experience and outcomes for our patients. Not just sometimes, not just once in a while, but every time.

In addition to our partnership with the Studer Group to enhance our patient satisfaction skills. Memorial Medical Center also focuses on their Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results to hear the voice of our patients and their families. HCAHPS is a national survey that asks patients about their experiences during a recent hospital stay. The HCAHPS survey process is standard across all hospitals in the country allowing patients to compare hospitals on ten important hospital quality topics.

On April 16, 2015, Centers for Medicare & Medicaid Services (CMS) introduced Hospital Compare Star Ratings to the Hospital Compare website. Results published on Hospital Compare are based on more than three million completed surveys from patients at more than 3,500 hospitals. All hospitals that participate in the HCAHPS Survey are eligible to receive HCAHPS Star Ratings. The average hospital is expected to receive a rating of three (3) stars. Two (2) stars indicates below average patient experience of care and one (1) star indicates poor patient experience. Four (4) stars indicates above average patient experience and five (5) stars indicates excellent patient experience.

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Jason Anglin, CEO

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Message from the CEO, cont.

| | MMC October- December 2015 | National Average | Percentile Rank (Healthstream Database) |
|--|----------------------------------|------------------|--|
| Patients who reported that their nurses "Always" communicated well | 93.3% | 79% | 99 |
| Patients who reported that their doctors "Always" communicated well | 93.3% | 82% | 98 |
| Patients who reported that they "Always" received help as soon as they wanted | 81.3% | 68% | 93 |
| Patients who reported that their pain was "Always" well controlled | 100% | 71% | 99 |
| Patients who reported that staff "Always" explained about medicines before giving it to them | 90% | 65% | 99 |
| Patients who reported that their room and bathroom were "Always" clean | 90% | 74% | 96 |
| Patients who reported that the area around their room was "Always" quiet at night | 80% | 62% | 88 |
| Patients who reported that YES, they were given information about what to do during their recovery at home | 89.5% | 86% | 97 |
| Patients who "Strongly Agree" they understood their care when they left the hospital | 67.9% | 52% | 61 |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) | 100% | 71% | 99 |
| Patients who reported YES, they would definitely recommend the hospital | 100% | 71% | 99 |

Memorial Medical Center is proud to announce that we are the only four (4) star hospital within a 60 mile-radius. In Quarter 4 (October – December) 2015, 100% of the survey patients said they would recommend the hospital the current national average is 71%. Memorial Medical Center also ranked in the 90th percentile or higher in 9 out of 11 categories.

Our staff not only makes a difference on a personal level with individual patients and their families, but also in advancing quality, safety and overall program effectiveness. As a partner in our community, we are committed to the health and economic vitality of our region. In 2015, over 9,759 patients sought services in our Emergency Department with over 50,500 total patients receiving care in our facility.

On behalf of the Memorial Medical Center's Hospital Board of Directors and the entire Administrative team, we want to thank our staff and hope you will join with us in expressing gratitude for their life-saving and life-changing work.

*The Hospital Auxiliary would like to thank Memorial Medical Hospital Employees for making our Retired Volunteers Brunch so special. Hats off to the Dietary staff for providing excellent food. The wonderful events was enjoyed by all.
Thanks to all!*



IKudos to the Dietary Dept. being team players, for doing an amazing job on Hospital week. Thank you for being a great team.

-Jeri Davis

I would like to say Thank You for nominating me for the "Friendliest Award" during Hospital Week. It's very easy to be friendly when I work with such a great group of people.

Sincerely, Dawn Bubenik

Health Fair 2016



June Birthdays

Employees:

6/01 Anna Garcia
6/02 Virginia Jones
6/03 Chris Rogers
6/03 John Caraway
6/04 DeDe Herron
6/05 Sandra Braun
6/07 Stephanie Yanez
6/09 Courtne Thurlkill
6/09 Faren Gonzales
6/09 Nina Green
6/09 Shirley Karnei
6/10 Sandy Ruddick
6/11 Raul Yanez
6/12 Briana Hardin
6/12 Nazario Hernandez
6/13 Jessica Walther
6/14 Rita Polensky
6/15 Charles Samaha
6/15 Marilyn Sanders
6/17 Adrianna Galvan
6/17 Shawna Williams
6/19 Carol Carney
6/20 Darryl Moeller
6/23 Brittney Stricklin
6/24 Annelise Hernandez
6/25 Misty Rector
6/27 Dolores Rodriguez
6/28 Dawn McClelland

Volunteers:

6/06 Paula Donnelly
6/10 Mary Alice Briseno
6/13 Linda Cruthers
6/16 Gwen Krause
6/18 Nancy Muil
6/19 Chuck Ward

Physicians & Board:

6/03 Dr. Lin
6/21 Dr. Danielson
6/28 Dr. Lincoln
6/29 Dr. Rojas

**Join us for the
March Birthdays Celebration on
Monday, June 4th
at 3PM in the MMC Café.**

June Healthcare Recognition Days

Month-long Observances

Men's Health Month

Men's Health Month is celebrated across the country with screenings, health fairs, media appearances and other health education and outreach activities. Its purpose is to heighten the awareness of preventable health problems and encourage early detection and treatment of disease among men and boys. [Men's Health Network](#) | www.menshealthmonth.org

National Fireworks Safety Month (June 1 – July 4)

National Fireworks Safety Month intends to alert parents and children to the dangers of playing with fireworks. [Prevent Blindness America](#) | www.preventblindness.org

National Migraine Awareness Month

National Migraine Awareness Month seeks to build awareness of migraines. It also seeks to educate people about headache causes, impact and help. [American Headache Society](#) | www.achenet.org

Week-long Observances

June 1-7 Sun Safety Week

Sun Safety Week promotes sun safety and skin cancer prevention in the U.S. [Sun Safety Alliance](#) | www.sunsafetyalliance.org

June 7-12 National Vascular Nursing Week

This event recognizes professionals practicing vascular nursing at the bedside in acute care settings, operating rooms and clinics, as well as functioning as staff nurses, advanced practice nurses, educators and researchers. [Society for Vascular Nursing](#) | www.svnnet.org

June 9-16 National Nursing Assistants Week

National Nursing Assistants Week recognizes the unique contributions of nursing assistants and other direct-care workers who provide daily care in nursing homes, home care and other long-term care settings. [National Network of Career Nursing Assistants](#) | www.cna-network.org

June 13-17 National Healthcare Risk Management Week

This week is dedicated to recognizing and raising the visibility of the critical role that risk managers play in healthcare. The event instills occupational pride and raises awareness of the issues of risk management. [American Society for Healthcare Risk Management](#) | www.ashrm.org

June 13-19 National Men's Health Week

The week is designed to heighten the awareness of preventable health problems and encourage early detection and treatment of disease among men and boys. [Men's Health Network](#) | www.menshealthmonth.org

Recognition Days

June 7 National Healthcare Recruiters Recognition Day

National Healthcare Recruiters Recognition day falls on the first Tuesday in June. It's a great opportunity to promote the profession and the contribution healthcare recruiters make to their organizations each and every day. [National Association for Health Care Recruitment](#) | www.nahcr.com