

JANUARY | 2012

# capsule

FOR THE STAFF OF TUOMEY HEALTHCARE SYSTEM

## ARE YOU PLUGGED IN?

*We're finding more ways to make sure employees, patients and guests are connected to all the great things going on at Tuomey!*

Be sure to log on to **tuomey.com** and look under the NEWS heading -- bottom left of the homepage -- to read two feature stories written by **TRACI QUINN (PR)**. The first story is called "The 7-Billion Club," where you can meet two of the moms whose babies were delivered at Tuomey on Oct. 31, the same day the symbolic seven billionth baby was born into the world. The other is a testimonial about the Tuomey ER staff from Louie Salyards, who almost lost his life in a hunting accident. He calls each Thanksgiving to thank the ER staff for saving his life. This link includes a video of Louie telling his tender story of gratitude.

We in the PR office are always looking to better serve you and



share the exciting things that are going on at Tuomey. We have plugged Tuomey news and updates into **tuomey.com**, Tuomey's Facebook & Twitter pages and YouTube, but now we're adding another outlet so that you can share and get back to past issues of Capsule. We have launched **tuomey.com/capsule** -- here you will find an archive of past issues. We have also added **tuomey.com/social**, where you will find links to all things digital relating to Tuomey (Facebook, Twitter, YouTube, *LifeTimes*, Capsule, etc)



As we enter a new year, we hope you'll continue to send us details about the exciting things that your department and co-workers are doing so that we can share it with everyone. If you have a picture or a story that you'd like to pitch, or just know about something wonderful happening at Tuomey, email Traci at [traci.quinn@tuomey.com](mailto:traci.quinn@tuomey.com) or give her a call at x8663.



## Tuomey loves Christmas!

Look inside for photos from many of our Christmas-related events: **The Festival of Trees / Circle of Lights**, **the Employee Luncheon**, **the Turkey and Ham Giveaway**, **the Pediatric Christmas Party**, **Employees Caroling in the Halls** and more! Check out [www.tuomey.com](http://www.tuomey.com) and look us up on Facebook too!



## THE TUOMEY FOUNDATION

### PHYSICIANS' LUNCHEON

Every year, The Tuomey Foundation honors an elite few of our former physicians and their spouses with a lunch, State of Tuomey Address by CEO Jay Cox, and a presentation on a new area of treatment or a new procedure by the medical staff. This keeps our former physicians engaged with Tuomey and updated on new medical techniques. At the 12th annual luncheon, guests were treated to an incredible lunch by Food and Nutrition and heard a presentation about the Tuomey Wound Healing Center from Dr. Gene Dickerson and were given a tour of the new center by Janelle Smith.



throughout the main campus of Tuomey.

### SUMMER ARTS SHOWCASE

We are excited about the 15th Annual Summer Arts Showcase -- "A Bite Out of the Big Apple." This year's show is scheduled for Saturday, Feb. 25, at 7 p.m. and Sunday, Feb. 26, at 4 p.m. The show is presented by Miss Libby's School of Dance & Gymnastics and the Junior Welfare League of Sumter.

Proceeds benefit newborn care in the nurseries at Tuomey. Tickets are \$12 in advance and \$15 at the door. For more information about tickets, please contact Miss Libby's at (803) 469-8277 or visit [www.sumterartsshowcase.com](http://www.sumterartsshowcase.com).

### UPCOMING EVENT

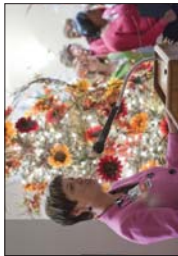
Be on the lookout for information regarding the Foundation's first-ever 5-Miller on March 3, 2012.

*To learn more about how you can be involved with The Tuomey Foundation, please call Ext. 9014. Visit [tuomeyfoundation.com](http://tuomeyfoundation.com), check out the Foundation Facebook page, or follow us on Twitter @TuomeyFound.*

main lobby of the hospital. This year's tree was donated by the Cannon Family in honor of Mary Ellen Owens, a 1943 graduate of Tuomey Diploma School. Mr. and Mrs. Lewis Ploger had the honor of lighting the tree. They also shared how grateful they are for the care given to their daughter, Melissa Smith, by Tuomey Hospice earlier in the year. The Sumter High School Chamber Choir Ensemble, directed by Mark Hightower, set a beautiful ambiance.

The Circle of Lights allows individuals and families to remember or honor friends or family members by purchasing lights for the memorial tree. This year, over \$2,500 was raised for Tuomey Hospice through the Circle of Lights.

Through corporate and private sponsorships, the 10th Annual Festival of Trees grossed over \$63,000 for Hospice with 56 Christmas trees on display



### FESTIVAL OF TREES, CIRCLE OF LIGHTS

We kicked off the Christmas season with the 10th Annual Festival of Trees, which began on Dec. 1 with the dedication of the Circle of Lights tree in the

### HOW DO YOU SHOW YOU CARE?

Staff members in several Tuomey departments reach out in a variety of ways to help families at Christmas time. Kim Jolly's staff got the names of two families through Care Reach this year, and folks from Radiology, CVND, Cath Lab and Mammography helped gather items. The OPIC staff "adopted" children through another source. "It is so humbling to see the small requests these children have," Kim said. "Sometimes they request blankets or coats, and no toys! We are all so blessed to have homes with the basics, and many assume this (is true) everywhere. We are donating a bed to one of our families so the children don't have to sleep on the floor or couch! One request we always make is that we have no contact with the families, because it is hard for them to ask for help; we don't want them to feel awkward. We simply want them to know that they are cared about."



## STAFF NOTES

**JENNIFER LEVNER** has been promoted to Accounting Manager. Jennifer is a Sumter native and graduated from the University of South Carolina with a degree in Business Administration, Accounting. She is also a Certified Public Accountant. She has been a staff accountant here for two years.



LEVNER

**LES THOMPSON** has been named the new Business Development Manager. Les comes to us with a broad knowledge of our local employers, government agencies and the military community. He's been a Sumter resident for about 20 years and is a member of the Tuomey Fellows Class XI. His wife, Kris, is a nurse in the OR.



THOMPSON

**ALLISON LAWSON** is the new Patient Access Manager. Allison has worked with the Patient Access areas since 2002. She served as the ER REG Supervisor until 2009 and was the Main REG Supervisor from 2009-2011.



LAWSON

**DR. TODD WARRICK** of the Tuomey Pain Treatment Center has been recognized as a Patient's Choice Physician. This award is given as a reflection of the patients' online feedback about the various components of care, including bedside manner, doctor-patient face time, followup care and courtesy of staff. MDx Medical operates the website [www.vitals.com](http://www.vitals.com), which provides information about physicians and hospitals to consumers.



WARRICK

Congratulations to **TRACI QUINN** and **CHRIS MOORE (PR)** for winning a Gold Wallie Award from the Carolinas Healthcare Public Relations & Marketing Society. The award was for a series of ads welcoming new doctors to Sumter and Tuomey Regional Medical Center.



QUINN / MOORE

**JAY COX**, the president and CEO of Tuomey Healthcare System, was re-elected to a three-year term on the boards of the Palmetto Hospital Trust, the Palmetto Healthcare Liability Insurance Program and PHT Services Ltd. Palmetto Hospital Trust was founded in 1977 by healthcare executives as a group workers' compensation self-insurance pool. PHT Services provides a variety of risk management services to the state's healthcare industry, and the Liability Insurance Program was founded under the umbrella of PHT Services in 2001 in response to the growing need for a stable source for professional and general liability insurance for South Carolina hospitals and health systems.



COX

### ACTIVE SHOOTER DRILL



Because "active shooter" situations are occurring more often in public settings in this country, Tuomey's Security Department has begun ongoing training to learn to respond confidently and effectively should we ever be faced with such a scenario. Security forces trained in the vacant section of 4North and have been working with the Sumter Police Department to learn from the experts. They'll train again this summer during the Police Department's annual exercises.

## GOOD WORKS

### CAROLINA WINS BLUE JEAN BOWL!



Tuomey raised \$1,000 for the American Heart Association through the Carolina-Clemson Jeans Day Challenge, where employees paid \$5 to be allowed to wear jeans to work. (Carolina won by \$100.) The Heart Walk itself will be held on March 12. Tuomey has 12 teams so far and is hoping to recruit lots of members and raise \$15,000. The PR Team will host a **heART PARTY** on Feb. 10 in the Private Dining Room. Local artists will be selling jewelry and pottery and paintings and other hand-made art. Call Denise Isler at Ext. 1784 if you want to join a team!

### BLANKETS AND PRAYERS



Dian Russell received a knotted prayer blanket when she started chemotherapy for breast cancer in June. With each knot tied, the maker says a prayer for the person who will receive it. It meant so much to Dian that she wanted other patients to feel the same gift. The First Baptist Church Mothers of Preschoolers (MOPS) donated the blankets for breast cancer patients who come in for port-a-cath placement in Tuomey's Day Surgery.

## FESTIVAL of TREES



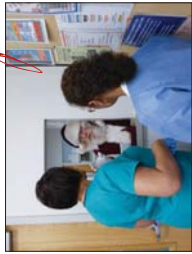
Thanks to everyone who helped make this year's Festival of Trees such a success, from the folks who helped put up the trees to those who sponsored trees and helped raise money for Tuomey Hosptice!



## Santa visited everyone at Tuomey



Santa came to Tuomey to get a check from Employee Health to make sure he was good to fly the following weekend. While he was here, he toured the campus and gave hugs all around!



## BE OF SERVICE

**SERVICE STARS** were thanked for their 2011 service with a Christmas luncheon. Service Stars are chosen from departments that impact the patient satisfaction survey most. They met monthly this year to hear from various speakers and determine ways to improve patient satisfaction hospital-wide.

**KARI BUCKNER** was recognized as this year's "Rising Star" when, as a brand new Service Star, she implemented initiatives to address HCAHPS in Patient Registration.



Examples include tiny AIDET Signs to be placed on computer screens as a reminder to use the AIDET acronym (Acknowledge, Introduce, Duration, Explanation, Thank



You] in patient communication, and visiting with doctors to help streamline the registration process.

**THE TUOMEY SERVICE STARS ARE** Jillian Huckeba (ADMIN), Cary Davis (2S), Brandie White (3S/4N), Melissa Hubble (ARU), Erica Monarch (CCTR), Constance Lane (Chaplaincy), Lauren Geddings (Day Surg), Christie Martin (ED), Janet Tanner (Endo), Birnie Brooks (FNS), Nancy Wilson (Home Health), BJ Drayton (Hospice), Courtney Barrett (ICU), Shawn Prince (L&D), Dina McCall (Med 5), Kathleen Craven (Nursery), Kristin Pope (ONC), Samantha Coulter (OSC), Kari Buckner (PT REG), Roy Morning (Rehab), Diertha Williams (SIP), Crystal Griffin (SSCP), Loretta Goodwin (Surgical), Amy Baker (TELE), and Lisa Tisdale (TMP).

# Christmas Memories



Thanks,  
Twomey!



Don't forget the turkeys and the hams!



That sure was some good eatin'! Thanks, Food and Nutrition -- and thanks to everyone who helped serve!



Want to join us for carols next year? Call Lisa in the Print Shop!

## ADVANCED ICU CARE



**IT TAKES A VILLAGE TO CARE FOR PATIENTS!** Lots of people in different departments will play a role in the Advanced ICU Care coming to Tuomey. We're embracing "telemedicine technology" to provide our skilled nurses and physicians in the ICU with the clinical expertise of a team of intensivists and critical care nurses. The program utilizes a network of high-

definition cameras, a vital-signs monitoring system and immediate digital access to diagnostic test results to bring highly trained intensive care physicians into patient rooms – electronically. It means that patients have access to a physician 24 hours a day, all at the press of a button. Even though the project focuses on the ICU and its patients, it's a collaborative

effort, involving people from all over the hospital -- Nursing, I.S., Plant Services, Bio-Med, Quality, Infection Control, Education, HIM, Pharmacy, Respiratory Therapy, Risk Management and Medical Staff Services.

► Read more about it in *LifeTimes* magazine, available at [tuomey.com/lifetimes](http://tuomey.com/lifetimes).



## AROUND THE HOSPITAL

### WAY TO GO, FOOD & NUTRITION!

Our Food & Nutrition Staff has done it again! Another successful DHEC survey was conducted this fall, and we are so proud of our staff. Dietary maintained their "A Rating." The DHEC surveyors told F&N that they were "very impressed" and that Tuomey has "an immaculate kitchen."



Great job, guys! Santa apparently thought so, too. While he was here to get a health check before the Big Day in December, he stopped in at the kitchen and posed with the crew!

**IF YOUR DEPARTMENT DOES SOMETHING GREAT, BE SURE TO TELL CAPSULE ALL ABOUT IT! CALL EXT. 8663**



Over three days each December, firefighters from all over the county tour Tuomey to familiarize themselves with the location of electrical and gas hookups and cutoffs that would be important if there were ever a fire or major event at the hospital.

**PLANT SERVICES** staff members lead them through the fire pump room, sprinkler main room, MOB II fire pump and throughout the hospital and stairwells, up to the helideck and through the Wound Healing Center's hyperbaric oxygen chambers. Tuomey

**FOOD AND NUTRITION** also provides the firefighters a nice meal to thank them for being there for us. The Fire Department appreciates the tour, one representative said, so they'll "know what we have in our back yard." He added, "Tuomey is a very important part of our community, and we want to do our part to make it safe for everyone."

### FIREMEN TOUR TUOMEY



## AROUND THE HOSPITAL

### HAPPY HALLOWEEN? FUGGEDABOUTIT!



The entire staff of OB/GYN Associates of Sumter dressed up for Halloween as gangsters. They said everyone got into the spirit (pardon the pun) and had a good time with the costumes. The patients loved it, apparently; the office manager said, "They all came in laughing!"

**IF YOUR DEPARTMENT DOES SOMETHING FUN OR DIFFERENT, CALL THE PR DEPARTMENT AT EXT. 8665 AND WE MAY BE ABLE TO TAKE A PHOTO FOR CAPSULE!**



## RESPIRATORY THERAPY in the SPOTLIGHT

"You breathe all day every day without even thinking about it. But when it's difficult for you to breathe, it is ALL you can think about."

The Respiratory Care Department here at Tuomey is a relatively small department, but it's big on impact -- both inside and outside the hospital!

For the fourth year in a row, the RC Department held its "famous" Respiratory Care Week Bake Sale. All baked goods were created and donated by respiratory therapists. The group averages about \$450 each year and donates the proceeds to local charities, such as United Ministries, the Green House Runaway Shelter, the SPCA and Harvest Hope Food Bank.

"One year we sponsored a couple of families for Christmas and provided presents to the children and a small monetary gift to the parents," said Sonya McDaniel, Respiratory Care manager. "We've donated to Crosswell Children's Home several times. One year we were taken on a tour of the campus at Crosswell. I was honestly very impressed by the staff and their dedication to these children. Much like us, they are in the business of saving lives. It just seemed appropriate we would contribute to that effort."

The RC Department also held a food drive and donated the items to United Ministries to use for Thanksgiving gifts.

Respiratory therapists are an integral part of the healthcare team with duties that range from medication delivery, via aerosols

and inhalers to ventilator management. They are on hand as a part of the Rapid Response Team ("Code White") and respond to all "Code Blue" calls. Their scope of practice is wide and extensive, including diagnostic procedures (Pulmonary Function Testing, Bronchoscopy Assist, Sputum Induction, Sleep Studies and Arterial Blood Gases) and therapeutic procedures (Intubation,

Chest Physiotherapy, Oxygen Therapy, Vent Management/Weaning, CPAP/BiPAP Initiation/Titration and Exubation). Your Respiratory Care Team participates in patient education, staff inservicing, and SCAMP (Sumter County Asthma Management Program). Tuomey's RC Department is hard at work serving a multitude of patients from cradle to grave.



## RADIOLOGY under the FLOUROSCOPE



Tuomey's Radiology Department celebrated National Radiologic Technology Week with a meal each day in honor of each of the individual specialties within the profession.



Over a hundred years ago, German scientist Wilhelm Roentgen was busy in his laboratory working with various vacuum tubes. He had no idea that his research would take him to the discovery of an "unknown ray" that we would celebrate a century later as the X-ray. Each year the Radiology Department honors the discovery and the impact it has made in the diagnosis and therapeutic treatment of disease. Hats off to all of Tuomey's Radiologic Technologists, CT Technologists, Special Procedure Technologists, Ultrasoundographers, Nuclear Medicine Technologists, MRI Technologists, Patient Transportation, Radiology Associates, Surgical Radiologic Technologists, Radiology Nurses and Radiation Therapists!



## CHAPLAINCY AWARDS



At the Chaplaincy Department's Pastoral Care and Caregivers Workshop in December, CHAPLAIN KENNETH SMITH presented Dr. Marion Newton, Jehovah Missionary Baptist Church, with the Trailblazer Award for his service through his church office to our community, and Volunteer Rev. Greg Pressley, First Church of the Nazarene, with the Pathfinder Award for his outstanding service to our hospital and community.

## SHARING THE MINISTRY



Chaplains are called to serve in our hospital as well as in our community. Chaplain Beverly Little (right) was asked to teach an eight-week Women's Bible Study at the Shepherd's Center located at Trinity United Methodist Church. Upon the group's completion, Michelle Breaux (left) assisted in the presentation of certificates to the participants.

# TUOMEY LAB "WOWS" AUDITOR!

Individual Tuomey departments get some pretty great evaluations from the professional auditors of their regulatory agencies.

The Tuomey Lab is no exception. In fact, after it underwent a rigorous two-day ISO registration assessment this fall, the auditor said the team "wowed me with their aggressive thinking and determination to help make the hospital better at serving patients. It is clear that this team's motto is excellence every day in every way."

The ISO-9001 is an international organization for standardization. Pathologist Dr. Jennifer Jones agreed with the auditor. "The fact that they are standardized

across the board makes the level of work ethic and efficiency very high. This is a standard that

everybody has to live up to ... not just one shift or one person. But that high standard has become the baseline norm for the workforce in the Tuomey lab."

Jo Myers is a Tuomey lab technician. She was in the cafeteria the day the audit was being conducted and was asked if everyone was stressed because of the evaluation or having to work harder or faster.

"No," she said. "We work every day like we're being evaluated, so we just did our job."

She added, "Anybody could come into our department at any time and they are going to find it the way it should be. That's just the way our department is run."

And it shows.

The auditor's comments were impressive because she assesses the standards



not only for healthcare organizations but for other industries as well. She says she seldom sees adherence to the standards, in any industry, at the level by which our lab performs.

"Like many of our other departments, the Laboratory's performance ... has been nothing less than stellar," said Tuomey Vice President Michelle Logan-Owens.

"The lab team has been committed to the on-going success of the ISO-9001 Quality Management System since its inception.

"They were the first laboratory to receive this esteemed recognition in our state! We are very proud of the work they do for our patients and community."

Congratulations on a job well done!

## capsule

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