

A COMMUNICATION FROM THE EMPLOYEE ADVISORY GROUP

## Dear Colleagues:

Each year we ask you to take a few minutes to complete the HCA Employee Engagement Survey. It's a great way to let us know how we are doing as an employer and service provider for the community.



Brian Baumgardner  
 CEO

I want you to know how important your participation in the survey is to our efforts to provide a Healthy Work Environment for all Gulf Coast Medical Center employees.

The time you take to answer the questions and write in comments helps us recognize our strengths and identify areas in which we can do better.

We are committed to listen to what you say and to act on what we learn. Here are some specific actions that have been taken as a result of what you have told us.

- Improved the HCA 401(k) Plan by expanding the number of investment options and matching employee contributions dollar-for-dollar based on your years of service.
- Initiated an Employee Advisory Group, a team of your colleagues who meet regularly and discuss ways we can make our workplace better.
- Expanded the Life, Live It Well program by offering confidential Personal Health Assessments and health screenings.
- Offered \$500 Wellness benefit through HCA Rewards.
- Enhanced technology with the implementation of Pyxis, PK Vitals and the new nurse call system.

~ continued inside ~

## A Higher Standard of Care

When was the last time you invited guests to your house and asked them to do a thorough inspection? In essence, that's what we do when we pursue disease specific accreditation by the Joint Commission (JC). The accreditation process is rigorous; it requires the input from a lot of staff; and requires a lot of time for preparation.



With that said, and since the baseball season is still young, Gulf Coast Medical Center went 3-for-3 in the most recent accreditations we pursued. As a GCMC employee, you work at the only area hospital to earn Joint Commission accreditation for Total Joint Replacement - Hip; Total Joint Replacement - Knee; and Peripheral Vascular Disease. The three new accreditations add to those we've already earned: Spine – Cervical; Spine – Lumbar; Stroke; and Wound Care.

GCMC Director of Quality Kim Gleason said, "The accreditations are only possible when we work together as a team and I'm proud to be on a team whose focus is on improving the quality and safety of the care we provide. Achieving accreditation makes a strong statement to our community about our efforts to provide the highest quality services."

## Welcome New Employees

*Please extend a warm welcome to the new members of our team. We welcome you to the GCMC family and hope that your experiences here are personally and professionally rewarding.*

### March & April New Hires

**Garrick Barnes, Nurse Tech**  
 Float Pool

**Kimberly Birge, HIM Tech**  
 Medical Records

**Doreen Brandreth, Patient Care Tech**  
 Orthopedics

**Jourdan Brown, Cath Lab Tech**  
 Cardiac Cath Lab

**Tammie Chandler, Respiratory Therapist**  
 Respiratory Therapy

**Kristin Davidson, RN**  
 Surgical Services

**Natalie Golden, Respiratory Therapist**  
 Respiratory Therapy

**Jennifer Green, RN**  
 Stepdown Unit

**Tabitha Hice, LPN**  
 Medical/Surgical Unit

**Kayla Johnson, Nurse Tech**  
 Medical/Surgical Unit

**Christopher Jones, ER Tech**  
 Emergency Department

**Angela Joyner, Phlebotomist**  
 Laboratory

**Christy Maggiore, Pharmacist**  
 Pharmacy

**Brandon Mallory, ER Tech**  
 Emergency Department

**Sarah McCormick, FANS Assistant**  
 Food & Nutrition Services

~ continued inside ~

## New Requirements for Missing Work for Three or More Days or for Leaves of Absence

Beginning May 1, 2011, we will begin using the HCA Absence Reporting Center (ARC) to track time away from work for illnesses, injuries and leaves of absence. This new program will help us better manage employee absences and provide you with the best possible service when needing to request a leave of absence. Here's what you will be required to do if you are absent from work for any reason:

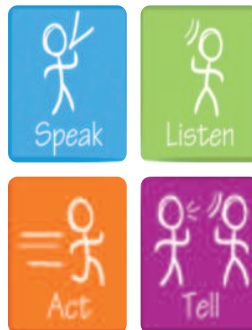
Absence Due to Illness or Injury:	Action Required:
On the first two days of an absence that is due to illness or injury	Notify your supervisor and follow the established department procedures for reporting your absence.
On the 3rd day of your absence:	1. Notify your supervisor and follow the established department procedures for reporting your absence. 2. You must also call the HCA Absence Reporting Center (ARC) at 1-877-352-8661.
On the fourth day of your absence and ongoing:	1. Follow your supervisor's direction on continuing requirements to report each day's absence 2. Follow directions provided to you by the Absence Reporting Center.
Other:	Action Required:
Leave of Absence Request	In addition to notifying your supervisor, call ARC at 1-877-352-8661 30 days in advance of the leave or as soon as possible.
Intermittent Leave Request	Notify your supervisor and call ARC at 1-877-352-8661 to report any absence due to illness or injury.

Please begin following these procedures for all absences related to injury or illness or if you need to take a leave of absence on or after May 1, 2011. If you have questions about this new process, please speak with your director or contact Human Resources.

## Annual Employee Engagement Survey May 2 - 31

**Speak** freely and confidentially about what it's like to work at GCMC. We are committed to **listening** to what you have to say and **acting** on what we hear.

Participation gifts and prizes will be awarded during the first 2 weeks of the survey. **The earlier you participate, the greater your chances of winning!**



### PRIZES AND DRAWING DATES

#### May 9

- 32" TV
- Book Reader
- \$100

#### May 16

- iPad
- \$150 Cash
- Garmin GPS

#### May 31

- Various Gift Cards

### TO COMPLETE THE SURVEY At Home or at Work



Access [www.hcasurveys.com](http://www.hcasurveys.com) or



Call (800) 234-9071



Access the GCMC intranet page & click on Employee Engagement Survey link

After completing the survey, print the confirmation page and submit to HR to be entered into the prize drawings AND receive your participation gift!!

- Merit and market increases implemented despite a tough economy.
- ICARE rewards upgraded to Subway gift cards.
- Enhanced communication with informational screensavers, EAG newsletter and quarterly Town Hall meetings.
- Spent more than \$30,000 in Workforce grant funds for certifications and advanced technical skill development for staff.

With your help, we will continue to build a Healthy Work Environment. You can take the survey online or by phone anytime from May 2-31. The questions ask about your job, workgroup, supervisor, and the hospital's leadership team. We will create action plans based on your feedback that will help us improve and ultimately, better serve our patients.

The Annual Employee Engagement Survey article explains how to access and complete the survey. It also details the steps we take to ensure that your responses are kept confidential. The survey is administered by an independent company on the behalf of HCA. Responses cannot be traced back to any specific person. Only aggregate results, not individually identifiable responses, will be provided back to the management team.

We are encouraging all employees to participate during the first 2 weeks of the survey. Everyone who completes the survey will receive a participation gift AND be entered into weekly prize drawings.

Thank you for all you do to serve our patients. And thank you for letting us know what we can do to help you do your job. By working together, we will continue to make Gulf Coast Medical Center a great place to work and receive care.

## Employee Advisory Group (EAG)

**Jennifer Barber** – Respiratory Therapy

**Lauri Brites** – Medical Staff Office

**Jackie Crowe** – Physical Therapy

**Cassi Granberg** – Pediatrics

**Anna Jones** – Hospitalist Program

**Toni Kinney** – Laboratory

**Julie Lemasters** – Human Resources

**Donna Lindner** – Surgical Services

**Fran McKinney** – Outpatient Surgery

**Margaret Medlock** – Medical/Surgical Unit

**Connie Merriam** – PACU

**Brenda Suggs** – Radiology

**Shirley Walker** – Food & Nutrition Services

**Diana Williams** – Pharmacy

# The 2010 FRIST HUMANITARIAN AWARD RECIPIENTS

Congratulations to our staff, volunteer, and physician recipients of the Gulf Coast Medical Center 2010 Frist Humanitarian Awards. The Frist Humanitarian Awards are given annually in recognition of the caring spirit and philanthropic work of the late Dr. Thomas Frist, Sr., a founder of HCA. The awards honor employees, volunteers, and physicians who demonstrate commitment and dedication to providing care and humanitarianism.

## THE RECIPIENTS OF THE 2010 FRIST HUMANITARIAN AWARDS ARE:



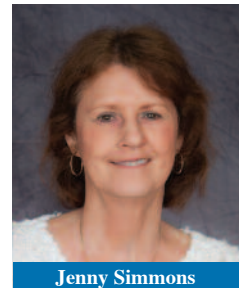
Lindsay Adams

### EMPLOYEE – *Lindsay Adams, Case Manager, Case Management*

In her role as Case Manager, Lindsay takes on the role of patient advocate for the children in our hospital and their families. She helps families by making sure they have the items they will need after their stay in the hospital, even seeking donations from the community, if necessary. In addition, at Christmas, Lindsay worked with several organizations to ensure some chronically ill children received gifts. Not only that, but two weeks before Christmas, she took Christmas decorations and trees to the homes of these children so that they could experience the joy of the season and so that “Santa” could put their gifts under a tree.

### VOLUNTEER – *Jenny Simmons, Volunteer, NICU*

Jenny Simmons volunteers in our NICU. She has a calm and reassuring manner, which is a valuable asset when interacting with parents during a stressful time in their lives. She is a team player and does whatever she can to assist our patients and our employees. She is such an asset to the volunteer program because she frequently trains new people in their role as a volunteer in the NICU. Her volunteer contributions and those of the people she has trained enhance the services our facility provides to our patients and their families.



Jenny Simmons



Bruce Josten, D.O.

### PHYSICIAN – *Bruce Josten, D.O., Family Practice*

Dr. Josten has dedicated his life to the service of the patients and their families in our community. If someone needs to see a doctor and comes to his office, even without an appointment, he will stay to care for the person and get them on the road to recovery. He also spends time really listening to his patients. This helps him treat the whole person and not just the symptoms. He discusses at length his plan of treatment in language the patient can understand so the patient understands what needs to be done to restore the patient to health.

~ continued March & April new hires ~

**Ramona Merritt, Outpatient Coder**  
*Medical Records*

**Angela Mincey, Unit Secretary**  
*Labor & Delivery*

**Stephanie Alamo Morales,**  
**Phlebotomist**  
*Laboratory*

**Michelle Morris, LPN**  
*Medical/Surgical Unit*

**John Pate, RN**  
*Surgical Services*

**Tracie Pierce, Office Coordinator**  
*Physical Therapy*

**Mary Ellen Pozen, Nurse Tech**  
*Medical/Surgical Unit*

**Paige Raffield, RN**  
*NICU*

**James Riddle, Plant Operations**  
**Supervisor**  
*Plant Operations*

**Kathy Skaret, RN**  
*GI Lab*

**Michael Skiles, Jr., RN**  
*Stepdown Unit*

**Stephanie Teachout, Registered**  
**Technician**  
*Pharmacy*

**Tricia Vezmar, Phlebotomist**  
*Laboratory*

**Samantha White, Nurse Tech**  
*Float Pool*



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## Calendar of Events

MAY 2011						
SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JUNE 2011						
SUN	MON	TUES	WED	THUR	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

■ Pay day     ■ Birthday Luncheon

**May 2 – 15**  
*Employee Engagement Survey*  
See Flyers and Emails for details

**May 4**  
*Birthday Luncheon*  
11:30am – 12:30pm  
HR Lg Classroom

**May 5**  
*STABLE Initial Course*  
8am – 4pm  
The Learning Center @ MDC

**May 6 – 12**  
*Nurses Week*  
See Department flyers for more information

**May 9**  
*BLS Initial Course*  
8am – 10am  
The Learning Center @ MDC

**May 9 & 10**  
*ACLS Initial Course*  
10am – 5pm & 8am – 5pm  
The Learning Center @ MDC

**May 11**  
*GCMC Cancer Conference*  
Noon – 1pm  
HR Lg Classroom

**May 9 – 13**  
*National Hospital Week*  
See Department flyers for more information

**May 12**  
*Spirit of Women Event*  
*“What’s the Hoopla About Pelvic Health?”*  
6pm – 8pm  
GCCC – Student Union East  
Main Auditorium  
Register at 747-3600

**May 13**  
*Pay day*

**May 23**  
*BLS Initial Course*  
8am – 10am  
The Learning Center @ MDC

**May 23 & 24**  
*PALS Initial Course*  
10 am – 5 pm & 8 am – 5 pm  
The Learning Center @ MDC

**May 25**  
*GCMC Cancer Conference*  
Noon – 1pm  
HR Lg Classroom

**May 25**  
*BLS Initial Course*  
10am – 12:30pm  
1pm – 3:30pm  
3:30pm – 6pm  
The Learning Center @ MDC

**May 27**  
*Pay day*

**June 2**  
*STABLE Cardiac Module*  
8am – noon  
The Learning Center @ MDC

**June 7**  
*BLS Initial Course*  
10am – 12:30pm  
1pm – 3:30pm  
3:30pm – 6pm  
The Learning Center @ MDC

**June 8**  
*GCMC Cancer Conference*  
Noon – 1pm  
HR Lg Classroom

**June 14**  
*BLS Initial Course*  
8am – 10am  
The Learning Center @ MDC

**June 14 & 15**  
*PALS Initial Course*  
10am – 5pm & 8am – 5pm  
The Learning Center @ MDC

**June 22**  
*GCMC Cancer Conference*  
Noon – 1pm  
HR Lg Classroom

**June 28**  
*BLS Initial Course*  
1pm – 3:30pm  
3:30pm – 6pm  
The Learning Center @ MDC

**June 29**  
*Birthday Luncheon*  
11:30am – 12:30pm  
HR Lg Classroom

## Have a Question? Want to Make a Suggestion?

We're always looking for ways to improve. If you have a suggestion or a question about hospital services or policies, please contact HR at ext. 7130 or contact an Employee Advisory Group (EAG) member. We may share your question or suggestion (anonymously) in The Voice.

