

# Today

Augusta  
HEALTH

Employee Newsletter  
March–April 2010

## Eating from the Earth

Mary Beth Landes, MS, RD, CSO



Welcome to National Nutrition Month! That's right – March is the month where we focus on all things nutrition. The theme "From the Ground up" is the focus for 2010, and the Augusta Health Registered Dietitians (RDs) have a lot of fun and informational activities planned. **Look for weekly themes throughout the month, which include eating locally, getting to know the RD profession, popular foods: what's hot and what's not, and label reading.**

The first week's focus, eating locally, is something we can all practice. Benefits of buying and consuming local foods include improved taste, minimization of environmental impacts, supporting the local economy, preventing urbanization of rural areas, and potentially higher antioxidants content in locally produced foods.

Taking advantage of the benefits of eating locally is easy, especially in this beautiful area of the Shenandoah Valley. Shop at the Local Farmer's Markets and/or join Community Supported Agriculture programs when they are in season. You can also patron restaurants that serve locally grown foods and look for products grown in Virginia or "Virginia's Finest" products when grocery shopping. An easy example of this recommendation is to choose to buy a large bag of apples grown in Virginia as opposed to a bag that was grown in Washington State (this information is written on the food package).

Another step is to choose foods that are in season. Greens and spinach will be in season during March, followed by asparagus in April. Take this time to find new recipes to enjoy this seasonal produce. The last ideas may be the most important: grow your own! Now is the time to start planning a garden to plant this spring and summer. Regardless of if you have an entire field or a porch on which to set a container garden, growing your own produce is a rewarding and delicious experience. Start small by growing tomatoes in a bucket, or go big by planting an entire garden of vegetables. Either way, you will be thanking yourself when you're enjoying food directly from the plant.

In addition to making changes at home, Nutrition Services is also taking important steps to buy more food from local producers.

Local products are currently used to provide food for both patient trays as well as cafeteria meals. These include chicken from George's Chicken (Edinburg), soymilk from White Wave (Mt. Crawford), hydroponic Boston Bibb lettuce from Portwood Gardens (Dayton), and disposables from Alcoa (Grottoes). Look for these items the next time you're in the cafeteria.

Look for weekly displays, contests, and educational handouts to celebrate and educate during National Nutrition Month. We hope you will have an opportunity to learn and try something new that will tantalize your taste buds and increase your appreciation for the abundance of local food we are so fortunate to have in Augusta County and the surrounding areas. Happy eating!

BLUE RIDGE AREA  
FOOD BANK  
NETWORK

Augusta Health Dietitians are hosting a food drive throughout the month of March to benefit the Blue Ridge Area Food Bank.

Some items needed include:

- › **Canned Meats**  
(Tuna, Salmon, Chicken)  
*Healthier Choice: "in water"*
- › **Canned Vegetables**  
*Healthier Choice: "no added salt"*
- › **Canned Fruit**  
*Healthier Choice: "light" or "in juice"*
- › **Boxed Cereals**  
*Healthier Choice: "low sugar" or "high fiber"*
- › **Dried Beans**
- › **Boxed Rice**  
*Healthier Choice: "brown" or "wild" rice*
- › **Pasta**  
*Healthier Choice: "whole wheat"*



Please no glass items

Look for the Blue Ridge Area Food Bank barrels in the Main Lobby (Atrium) and near the outpatient pharmacy.

**Thank you for your help and support!**

## Congratulations to Glenn Kohler, our newest Clinician III

Glenn started his nursing career in the emergency department at Waynesboro Community Hospital in August 1987. He has remained with the hospital in the Emergency Department since that time. Glenn has functioned as a Charge Nurse for the past 21 years and he was among the first to be qualified to work the "new" position of triage. In February 1991, he achieved Clinician I. In April of 1994 he achieved Clinician II.

In 1998 he returned to the Air Force and graduated from the Air Force Flight Nurse course at Brooks Air Force Base (AFB) Texas. He flew as a Flight Nurse on Air Force Fixed wing aircraft. In April of 2003 Glenn was activated for Operation Iraqi Freedom. He served 10 months at Andrews AFB, Maryland and 5 months at Scott AFB, Illinois. While at Andrews he was responsible for assisting with the transportation of wounded service men returning to the states from Iraq and the care of the medical flight crews flying them home. At Scott AFB, Glenn was responsible for the planning of the missions, arranging for the use of the aircraft and supplying the medical crews that flew from Iraq to Germany and from Germany to the states. He also planned the missions that flew the wounded from Washington D.C. back to their home military installations.

In July of 2004 Glenn returned to Augusta Health and resumed his duties in the ED. In June of 2009 he retired from the Air Force Reserves after 23 years of military service.

Since starting at Augusta Health, Glenn has served as his department's representative for the United Way for 15 years, served on the department's Education Committee, the hospital's Stroke Committee, and was a member of the department's QA Committee. Glenn has audited charts for cardiac statistics, stroke statistics, and headed a study in the ED for cardiac patients called the Assent III study which was studying the affects different combinations of medications had on patients presenting with Acute MI symptoms.

Glenn is a certified ACLS instructor and has assisted with multiple classes and educational opportunities on the Augusta Health campus. He has been a member of the Emergency Nurses Association (ENA) since 1988. As an active member he serves as the Chairman of the Government Affairs Committee for the Virginia State Council for 5 years and as the Liaison to the Special Nurses Group.

Glenn is currently auditing trauma transfer charts to ensure we are in compliance with transfer and nursing accepted guidelines. Glenn collects data on our compliance with proper patient identification and on our vital sign protocols.

As a clinician in the ED, he is looked upon by newer staff as a clinical resource person. He is a mentor and precept new staff in the department.



In the community Glenn has served as the nursing/medical liaison for his church. He has been through the years, resident, secretary and treasurer of several bowling leagues. Glenn's goals for the future are to enter into a role of teaching, whether in a professional role or at the hospital level.

Glenn chose the topic of his project knowing that the hospital was applying to become a Certified Stroke Center. He knew of the requirement for staff personnel to have a certain number of education hours and saw his opportunity to contribute. Also as an employee in the Emergency Department, he felt that any additional knowledge that he could add to my knowledge base would be very helpful for department employees as well as himself.

To Glenn the Clinical Ladder represents pride and confidence in his profession. To take extra time to become involved in professional issues is important to him.

Being a clinician also indicates to others that he has an advanced knowledge of his job and profession and points himself out as a resource that others can use and rely upon for answers. This is not to say that he knows everything but he has the initiative to find the answers or locate resources.

He would like to first remind staff that as nurses they are professionals and that in order to be able to maintain that label you need to continue to excel and extend your education. Glenn would also remind staff that through your projects you help to spread knowledge and practice guidelines that will ultimately benefit patients, modify current patient care standards and improve patient care, after all that's why we do what we do.

*The clinical ladder is currently undergoing a revision. More information will be available in the next few months and we plan to begin accepting applicants for the newly revised ladder during the 2nd quarter of 2010! **Exciting changes to come... stay tuned!***

## Clinical Documentation & Coding Integrity Initiative (CDCI)

Augusta Health has engaged FTI Healthcare Consultants (FTI) to implement our Clinical Documentation and Coding Integrity (CDCI) Initiative, to ensure that the severity level of the patients we provide care for is appropriately reflected in the medical record, and that severity is then accurately reflected through the codes that are reported for each patient episode of care.

All benchmarking and best practice quality reports for both hospitals and physicians are generated by what conditions are or are not reported for each episode of patient care. Through codes that are reported, quality organizations can assess Augusta Health's mortality rates and surgical complication rates; assess our clinical outcomes, and compare us to other facilities in our area or across the country that provide the same or similar services as Augusta Health.

These reports are generally available to the public on websites. Patients can access these websites and use them as tools to decide what facilities and which physicians they would like to be involved in their care. For example; if you are the patient, and you have Congestive Heart Failure (CHF), and on the CMS Healthgrades website there is one facility that has fewer than expected CHF deaths, and one facility that has higher than expected CHF deaths, which facility would you choose?

Insurance companies use those same reports to determine which facilities and which physicians they want to include in their managed

care networks, again based on patient outcomes and resource utilization. These determinations have a direct impact on patient choice for both the hospital and the physician. As you already know, we want our community to choose Augusta Health and our medical staff for the excellent patient care we provide and will demonstrate with the CDCI initiative.

Codes that are reported are intrinsically based on the documentation in the patient record. It has been identified that there may be missed opportunities to report the full scope of patient services and severity of illness of patients due to gaps in medical record documentation; or because we sometimes speak in a different language than what regulatory bodies require in the reporting of conditions.

The Clinical Documentation and Coding Integrity Initiative will bridge those barriers to accurate reporting, and result in a true picture of the excellent care that both Augusta Health and our family of physicians provide.

If you should have any questions about CDCI, please contact either Darlene Lilly or Suzanne Drake in the Health Information Management department.

## Success is Contagious

In the January/February newsletter, numerous members of the Business Office staff were recognized for receiving certifications.

The success is contagious and we have more employees to recognize!

Receiving their CPAT (Certified Patient Account Technician) were Amy Beech and Jason Flamm; Tammy Shipe, Bonita Brubaker, Karen Griffin, Erika Burner and Carol Smith have all recently received their CCAT (Certified Clinical Account technician); Chris Fisher received her CCT (Certified Compliance Technician); and Eva Currier received her CPAM (Certified Patient Account Manager).

Even though we are not visible around the main hospital campus, we take great pride in upholding the Service Standards of Augusta Health. By passing the examinations, these employees are showing their dedication to peak job performance.

**Congratulations to all!**

Dear Mrs. Eavers,

*Thank You!*

*Too many times complaints are easily spoken, and compliments seem to get lost in the shuffle. I certainly did not want to have this happen in this case. On February 11, 2010, I left the Cancer Center and headed down to the Business Office (across from the lab) at Augusta Health. I had put off sending in a claim for my cancer treatments to AFLAC until they were completed.*

*I wasn't feeling the very best, but was met at the office right away and taken back to meet with Lois. I do not even know her last name, but what a kind lady! She researched my treatments (dating back to August 31, 2009), and printed off the papers that I would need. Then, she stapled, highlighted, and stamped all of the forms as my husband and I waited. She was very efficient, but still had time to chat with us about the weather, etc. while she worked. We left with a feeling that she really cared what happened with us.*

*Then, two days later, I received a note from her stating that she had the papers for my most recent date of service and wanted to make sure that I had them also. I really feel that this further showed her efficient and caring manner, and wanted to let you know how much her efforts were appreciated. Augusta Health is very fortunate to have Lois on staff.*

*Sincerely,  
Alan & Mary Katherine Ballew Martin*

## Care Home Medical Obtained QRCR Achievement for 2010

Care Home Medical has been named a quality respiratory care provider under a new program aimed at making sure residents cared for by home care organizations have access to respiratory care services provided by qualified respiratory therapists.

The American Association for Respiratory Care (AARC) started the Quality Respiratory Care Recognition (QRCR) program in 2003 to help consumers make informed choices about their health care. The program initially enrolled hospitals that agreed to ensure patient safety by adhering to a strict set of criteria governing their respiratory care services. Home care organizations were added to the program a year later, and the Association has also added long-term care facilities.

Recognized organizations are listed on the AARC's consumer web site, [www.YourLungHealth.org](http://www.YourLungHealth.org)

### To qualify for the recognition, Augusta Health Care Home Medical met the following conditions:

- » All respiratory therapists who deliver home respiratory therapy services are either legally recognized by the state as competent to provide respiratory therapy services or hold the CRT or RRT credential.
- » Respiratory therapists are available to patients 24 hours every day.
- » Other personnel qualified to perform specific respiratory therapy procedures, and the amount of supervision required for them to perform these specific procedures, must be designated in writing.
- » Must be accredited by a nationally recognized, third party accreditation organization. (JCAHO)

The AARC's QRCR program grew out of growing concerns among health care leaders and the general public regarding the safety and quality of health care services provided to patients. Organizations that meet the QRCR requirements provide a level of respiratory care consistent with national standards and guidelines, and should be commended for their commitment to quality care.

## This is Your Newsletter

We want to hear about your individual or department events, accomplishments, or other exciting news you have to share with fellow employees!

The Employee Newsletter will be published every other month. Submissions will be accepted through the 15th of the preceding month. Please send articles by April 15th to be included in the May/June issue.

Send your news to Brian McGill, [bmcgill@augustahealth.com](mailto:bmcgill@augustahealth.com)

## Certified in Volunteer Administration



Lori Showalter has been awarded the credential, "Certified in Volunteer Administration," by the Council for Certification in Volunteer Administration. The credential, which entitles Showalter to use the initials "CVA" following her name, is the only one in the field that is recognized internationally. It is awarded after a rigorous process that includes an extensive self evaluation and preparation of a performance-based portfolio. A panel of professionals who are certified in volunteer administration judges the portfolio. In addition to the portfolio, Showalter sat for a two-hour examination testing knowledge, application and analysis of skills related to volunteer resources management.

Successful CVA candidates must prove they have a clear philosophy of volunteer administration, pledge to work within the professional code of ethics and demonstrate their knowledge-in-use in the core competency areas of organizational management, human resources management, accountability, leadership and advocacy. Showalter joins a select group of over 900 individuals who have attained this sought-after credential as demonstration of their professional excellence in mobilizing and managing volunteers.

## Email Signature

You can now easily create your own Augusta Health branded email signature. Complete a short form, select a few options, and follow directions to import your signature into Outlook.

From the front page, click the **Resources for Employees** button or visit [www.augustahealth.com/employees/email-signature](http://www.augustahealth.com/employees/email-signature)

## Upcoming Events

### Have you seen the calendar on the website?

View daily upcoming events on the homepage or browse the calendar at [www.augustahealth.com/calendar](http://www.augustahealth.com/calendar)

### **Chronic Disease Self-Management (CDSM)**

Thursdays, beginning April 22

### **Gain Independence from Tobacco (GIFT)**

Spring class begins April 5


### **Mental Health Conference: Dementia, Addiction Science &**

*Treatment in the 21st Century, Grief, Spirituality & More*

May 12, 11:30am - 5:00pm

### Do you have an event you would like to post?

Contact Brian McGill, [bmcgill@augustahealth.com](mailto:bmcgill@augustahealth.com) for details.

 **Remember**, you can also post events or announcements to the web portal: <http://sharepoint/Docs/Announcements/How to Send Announcements and Events.doc>