

From the Desk of the CEO Contd.

We will have two more surveys by The Joint Commission this year. The first one will focus on life safety codes issues and our new Fire Protection System and the other will be our "Full" accreditation survey. Neither of these surveys will be announced, as we are to be in a state of continued readiness for Surveys so please do not be alarmed if you are introduced to a Joint Commission Surveyor by me, Melinda Davis or Rona Stacy. I am confident that we will do well on both of these surveys.

Our new Medical Office building is really starting to take shape and this construction project is moving very smoothly. The only issues we are facing is receiving construction materials which has pushed back the completion date until this July. Over the next month you will see work on the outside of the building to include the parking lots, sidewalk and landscaping.

Finally, I can not stress enough how great it is to receive all of the positive comments about our Hospital and staff and believe me after dealing with physician requests, construction projects, capital equipment purchases ,managed care contracts and our friends at The Joint Commission, hearing this type of praise provides some re-assurance as to why we are healthcare providers. The funny part is not one of the compliments had to do with our new CT scanner, or Mammography machine or new patient monitoring equipment or the new scopes in our Surgery Department. What I do get is how one of our staff went out of their way to make sure a patient was comfortable or how another one of our staff helped family members after they had lost a loved one or how we made a lady feel comfortable during a procedure. Although we have what some consider fancy equipment and technology, we must never forget that healthcare happens at the individual and very personal level. Each one of you, regardless of where you work, have the ability to make a positive difference in a patients visit to our hospital and I want to thank those of you who try to make this difference and challenge the rest of you to do the same.

Keep up the great job you are doing!

The Joint Commission

We are patiently waiting for the arrival of Joint Commission, although they are to be here any day, when they leave nothing will change. We must continue to strive towards meeting and exceeding our expectations and their standards.

Every minute of everyday, our patients depend on us to ensure their safety while they are here. Some of the smallest of tasks can greatly impact a patient's safety like washing our hands, correctly identifying that the correct patient information is entered into the system, or applying the correct identification bracelet. Patient safety starts when the patient enters this facility. Although a large portion of the responsibility lies with the clinical staff, it also involves the non-clinical staff as well.

The National Patient Safety Goals are areas identified by The Joint Commission as either most frequently reported or most problematic. In the past, we have covered patient falls and encouraging patients, participation in their care/reporting safety concerns. In this issue I will cover Universal Protocol.

Universal Protocol standard addresses wrong site, wrong procedure, and wrong person surgery. I know you are already starting to think this does not apply to me because I do not work in the Surgery department. Realize that this also pertains to any patient having an invasive procedure like a chest tube insertion or circumcision. You should verify with the surgeon or physician that this is the correct patient and procedure and if laterality is in question that the site is marked. We can never take patient safety lightly, we have protocols and procedures in place and they should be followed.

If you have any questions regarding this or any other procedure, get with your unit manager.

PRIDE

is a publication of EOMC

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PRIDE



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From the Desk of the CEO



Its tax time! I hope all of you have filed your returns and received a big refund check. I don't know about you but I am very thankful to be able to live in this great country of ours and I understand that paying taxes is part of this, but I could be just as grateful if I paid a little less! It is once again an honor and privilege to provide you with a brief update on just a few of the things going on at EOMC.

First let me thank all of you for the exceptional job you have done over the past three months. As I am sure most of you are aware that we just experienced one of the busiest periods in our hospital's history and this would not have been possible without your hard work, dedication, and commitment to ensuring that Eastern Oklahoma Medical Center is a SUCCESS! For the period of January thru March we had 540 admissions; 130 deliveries; 370 surgeries; over 1,400 home health visits and over 3,700 Emergency Room visits! Winter is typically our busiest time of the year, but this volume greatly exceeded what we were expecting and what we had seen in previous years. I truly believe that this is an indication of what we can begin to expect and is the result of an ever improving community perception of our hospital as well as improved physician confidence in the services we provide. There have been many people stop me outside of the hospital or come by my office just to say how good our service is or what a great job we did of taking care of them or a family member. I can remember a time not in the so distant past that comments like these were few and far between and it is nice to hear people speaking positively about our hospital. Patients and customers are still and will continue to be very quick to point out our shortcomings, which can not be viewed only as a complaint but more importantly as an opportunity to improve what we do. If we continue to take this attitude, I am certain that the positive comments will only get better and become much more frequent.

In February I started having monthly employee forums for all of the employees who had birthdays during that month. These informal meetings are a great way to talk to me about your concerns and thoughts on our hospital and to hear about what is going on at EOMC. And to make things even better, you get a free lunch to boot! These meetings are not mandatory, but I do hope all of you decide to at least have lunch with me and hopefully have a lot to say about things you would like to see improved at EOMC. Look for your invitation to this luncheon during the first part of the month of your birthday.

Many of you completed our employee opinion survey and it looks like a lot of good information and suggestions were submitted. My goal is to address the majority of these suggestions as soon as possible in upcoming newsletters, department meetings and employee forums. Although we are still receiving surveys it is safe to say that the two most frequent suggestions had to do with improving communications and compensation. As you can imagine, comments concerning compensation varied significantly by department and I feel like the best way to address these issues is by attending your monthly department meetings to obtain more input and to review our compensation program with each of you. I will talk to your manager and schedule these meetings sometime during the month of May. Also please give some thought on the ways you think we can improve communications. This is an area that can always be improved and I am looking forward to implementing your ideas.

In January our laboratory was surveyed by the Joint Commission and the survey went very well with only a few minor recommendations that we had to address. Our lab offers a full range of services so having a survey result like this is a great accomplishment.

MISSION STATEMENT

EOMC is dedicated to providing quality care through commitment and compassion.



VISION STATEMENT

To be the healthcare provider of choice for Eastern Oklahoma.

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Employee Health

Measures to prevent bites from mosquitoes, ticks, fleas and other insects and arthropods

To reduce the possibility of being bitten by insects or arthropods that can transmit diseases (vector-borne), such as West Nile, Rocky Mountain Spotted Tick fever, and tick borne encephalitis (TBE), you should:

- Use an insect repellent on exposed skin to repel mosquitoes, ticks, fleas and other arthropods. EPA-registered repellents include products containing DEET (N,N-diethylmetatoluamide) and picaridin (KBR 3023). DEET concentrations of 30% to 50% are effective for several hours. Picaridin, available at 7% and 15 % concentrations, needs more frequent application.
- DEET formulations as high as 50% are recommended for both adults and children over 2 months of age. Protect infants less than 2 months of age by using a carrier draped with mosquito netting with an elastic edge for a tight fit.
- When using sunscreen, apply sunscreen first and then repellent. Repellent should be washed off at the end of the day before going to bed.
- Wear long-sleeved shirts which should be tucked in, long pants, and hats to cover exposed skin. When you visit areas with ticks and fleas, wear boots, not sandals, and tuck pants into socks.
- Inspect your body and clothing for ticks during outdoor activity and at the end of the day. Wear light-colored or white clothing so ticks can be more easily seen. Removing ticks right away can prevent some infections.
- Apply permethrin-containing (e.g., Permanone) or other insect repellents to clothing, shoes, tents, mosquito nets, and other gear for greater protection. Permethrin is not labeled for use directly on skin. Most repellent is generally removed from clothing and gear by a single washing, but permethrin-treated clothing is effective for up to 5 washings.

Daytime biters include mosquitoes that transmit dengue and chikungunya viruses and sand flies that transmit leishmaniasis.

The Computer Corner

Stay Safe With Free Security Software

The bad guys are out to get you. They want to gain access to your computer and steal your information. Or they want to add your computer to their zombie networks. But there is software that will help protect your machine. And it won't cost you a dime. One of the best protections is a firewall. It will make your computer invisible on the Internet. The bad guys won't see it. Good firewalls also block outgoing transmissions. Malicious software won't be able to phone home with your information. The firewall in Windows XP is inadequate. It does not block outbound transmissions. But you can use [ZoneAlarm](#), [Outpost](#) or [GhostWall](#). Unfortunately, there are no free firewalls for Vista yet. So you'll have to use Vista's built-in version, or buy one. Vista's built-in firewall will hide your computer. And theoretically, it can bar outbound transmissions if something gets on your computer. But it is next to impossible to configure. So I don't recommend it.

Anti-spyware

Spyware has become a bigger nuisance than viruses. It slows your computer down. It can also track browsing habits and show pop-up ads. Some spyware programs include keyloggers. These nasty programs record keystrokes or take snapshots of your screen. You need multiple anti-spyware programs. Each defines spyware differently. Thus, one program won't capture all threats. Unlike other security programs, anti-spyware programs won't conflict with each other. I use three.

[Spybot-Search & Destroy](#), [Ad-Aware](#), [Windows Defender](#) and [SpywareBlaster](#) are good anti-spyware programs. Ad-Aware isn't compatible with Vista.

Antivirus

Viruses use to get a lot of attention. Hackers focused on them, hoping for fame. But now their motives have changed: They want to make money. So attacks have become more discreet. That doesn't mean you can check viruses off your list of security concerns. New viruses emerge every day. So antivirus software is another piece of the puzzle. [AVG](#), [avast!](#) and [PC Tools AntiVirus](#) are good, free antivirus programs. PC Tools is one of my radio show advertisers. Set the software to scan and update automatically.

Web protection

Malicious Web sites are proliferating. They spread spyware, Trojans and viruses. Some will download malware without any interaction. Others attack your machine with malicious scripts. It helps to know if a site is safe before you visit it. McAfee SiteAdvisor and GeoTrust's TrustWatch are two browser add-ins that will help. With SiteAdvisor, you see a site's general rating in Google's search results. More information is a click away. Ratings cover everything from spam to downloads. You can even read complaints about a site's business practices. TrustWatch offers similar tools.

Other tools

[Microsoft's Windows Sysinternals](#) is a handy suite of programs. There are over 50 small programs in all. Some will help you troubleshoot problems. These are helpful if you suspect your computer is infected. Others provide similarly helpful tools. Process Explorer is an advanced version of Windows Task Manager. It shows programs and processes running on your computer. Use it to help locate and stop malware. RootkitRevealer will help you discover rootkits on your computer. Rootkits are a type of malware that can make themselves invisible. RootkitRevealer sniffs out some of their common tricks. SDelete is a file shredder. Data recovery tools can't read the shredded files. Delete individual programs or entire folders. SDelete also takes care of files you've deleted from the Recycle Bin.

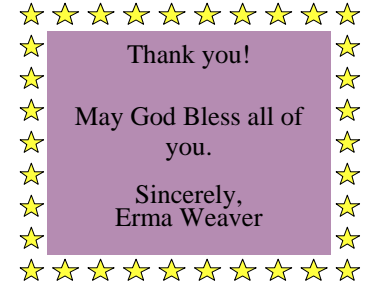
Take Advantage of Your Benefits

Tax Shelter Annuity (Retirement)

A tax-sheltered annuity plan often referred to as a "403(b) plan," "tax-deferred annuity plan," or simply "TSA plan" is a retirement plan that is tax-exempt. Contributions are excluded from your taxable income until you begin to receive annuity payments, usually after retiring, from your TSA. Because of this tax postponement, these plans are described as "tax-deferred" or "tax-sheltered" annuities. This program allows you to save for your retirement while providing you with a tax break.

Here are some of the highlights:

- Save with pre-tax dollars
- Access your money through loans and withdrawals
- Payroll deduction
- Benefit from tax-deferred investment growth
- Lower your current taxable income



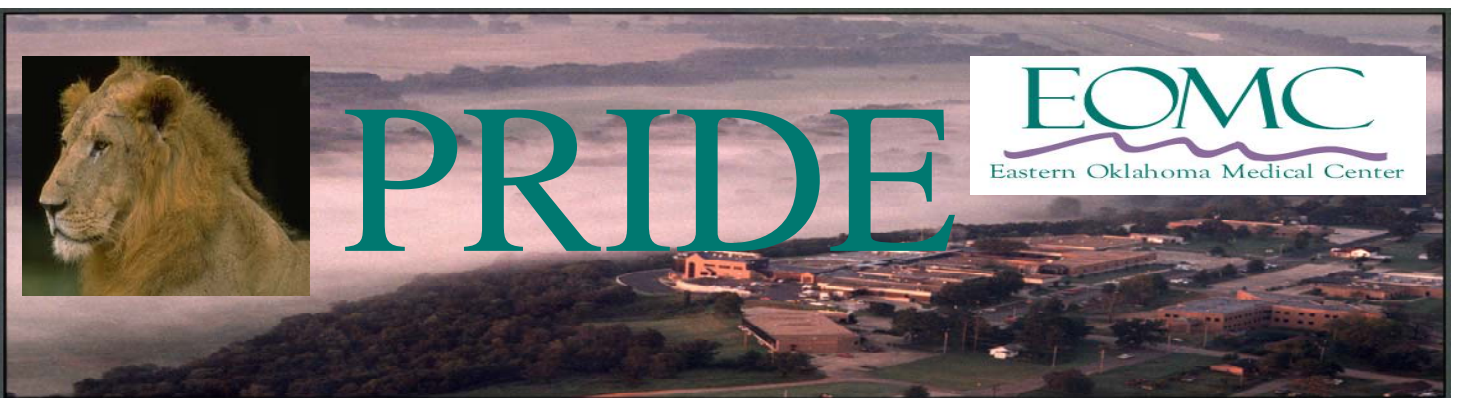
As a fulltime employee you may start contribution to the TSA after 90 days of employment. At your 2 year anniversary the hospital will start matching up to 2% of your yearly income. If you have questions please come by Human Resources.

CFO Update

I just want to thank all of you for working so hard during the past several months. Winter is usually a busy time of year around here, but this winter has been exceptionally busy in virtually every service that we provide. The Emergency Room visits have hit an all time high. Our admission rate has been higher than expected all winter. Our average daily census has been running about 18% above what we anticipated it would be for the past three months. Not to mention the substantial increase in outpatient services and tests. Not only are we managing to create revenues, we are also doing a great job of collecting it. Our collections for this winter have been 17% above what we expected.

I am so pleased to see the significant financial turnaround that we have made over the past two years since we've been on our own. We've been able to update a lot of equipment and add new services that will benefit the hospital as well as the community. We still have a long way to go, but we've made a great start.

This just goes to show what we can do when we all work together as a team. I have seen great attitudes in so many of you. It seems like we all do better when we are busier. This is a testament to the hard work and dedication that all of you possess. Remember, attitudes are contagious, so let's keep it positive!



May B-Day's

Amy Cagle
 Lisa Cook
 Melinda Davis
 Ada Naylor
 Annie Warren
 Thomas Vineyard
 Margaret Storer
 Amanda Morrison
 Pamela McKinney
 Karen Yells Eagle
 Valerie Hallen
 Adam Cormier
 Tashanna Hinson
 Diana Pitt
 Janis Hatcher
 William McKinney
 Jamie Makovy
 Sara Buntin
 Cathy Reeves
 Shawn Imhoof
 Juanita Lorentino
 Eva Earls
 Joanna Duncan
 Lea Benefield
 Joy Hinson
 Allie Gay
 Christine Perdue
 Stephanie Roza
 Christi Edwards
 Don Schumpert
 Lisa Craig
 Angie Turner

EOMC's Very Own Author

Recently one of our very own here at EOMC, Sarah Buntin, LPN in Surgical Services had the opportunity to use her imagination, thoughts, and talents and not only put it on paper, but have it published for others to enjoy as well. She even accomplished this during nursing school! Isn't it nice to know that outside of our everyday life and career that we can succeed in other areas as well. Sarah's book, Childer of Amaranth, with a release date of July 10, 2007, was her second book to be accepted for publication. She is now focusing on her next book, Dejected Angel. Good Luck on your future endeavors!!

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★
 ★ **Leadership Award** ★
 ★ Will be ★
 ★ Announced ★
 ★ **May 11TH!** ★
 ★ Nominate an Exemplary Manager! ★
 ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Kudo's to EOMC Employees

Terry Buckner,

I am in your hospital quite often since I'm a regular volunteer and the employees are always friendly and kind to me. Yesterday I was in there as a patient and experienced even more kindness. As I checked in the employee was helpful and kind. In the waiting room as I filled out my papers - more kindness. The person who did my mammogram was the neatest one of all. Have to explain that I am old - and get around with wheels - I'm slow - all these things could have put her in a business like mode of "get this person done." I could not stand alone so she helped me with a chair each break - helped me get up and down. She put no pressure on me to hurry - she was very efficient buy very kind. Her manner was friendly and helpful.

She made the experience all we women dread a good one. We were studying about relationships last night in our Bible study class (24 women) - now they all appreciate her too. I may have not expressed to her enough how much I appreciated her kindness and attitude - tell her for me will you?

Virginia Keen

Getting to Know Your Co-Workers

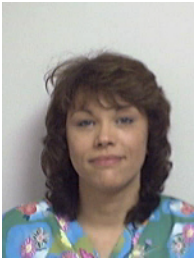
Every edition of the newsletter, "PRIDE" features an employee of the hospital enabling other employees in getting to know there coworkers a little bit better. This issue is featuring Charlie James in Plant Operations. He handcrafts bird/squirrel houses and his wife, Mary, freehandedly paints them. They hang them in various trees outside the hospital and in many other areas. Below is one of the many they have created. Charlie was asked and commented as follows:

Favorite Food: Mexican
Hobby: Metal Detecting and Weight Lifting
Role Model: Father
Music: Southern Gospel
Family: Wife of 23 years, 3 girls Amanda, Kimberly, Patty



★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★
 ★ **EMPLOYEE** ★
 ★ **of the** ★
 ★ **YEAR** ★
 ★ Will be ★
 ★ Announced ★
 ★ **MAY 10TH!** ★
 ★ Turn your ★
 ★ Nominations in by ★
 ★ April 27th! ★
 ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

New Faces at EOMC



Allie Gay



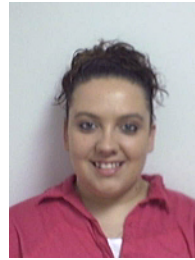
Aubri Pillow



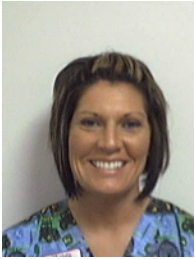
Carla Deleplank



Christi Edwards



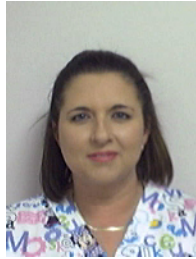
Christie Cruz



Christine Perdue



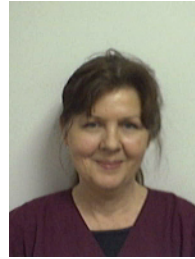
Jan Cooper



Jennifer Osborne



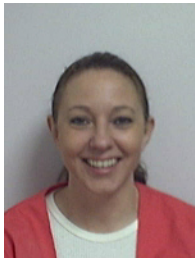
Jesse Tucker



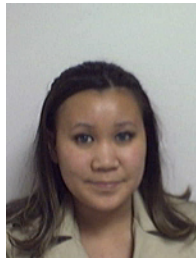
Joy Hinson



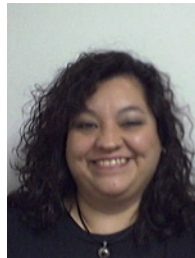
Lea Benefield



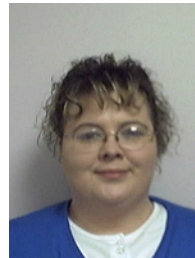
Lisa Cook



Monica Baccam

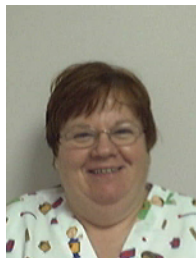


Ronnah Hopson

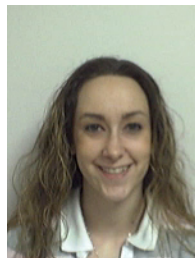


Sharon Sanchez

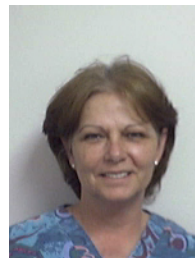
WELCOME ABOARD!!!



Sherrie Morgan



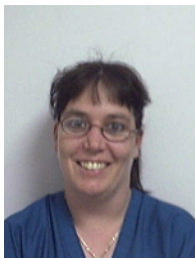
Stephanie Roza



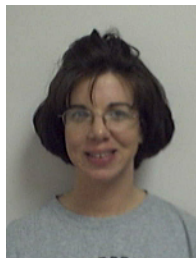
Susan Goforth



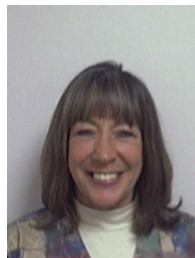
Tara Kellogg



Teresa Madron



Terri Smith



Theresa Robertson



Tina Naylor

June B-Day's

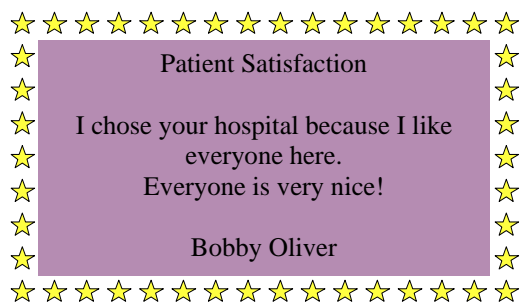
- Diana King
- Phyllis Bowman
- Billy Wheat
- Deborah Tull
- Donna McAlester
- Clifford Foster
- Debra Tiffie
- Caren Ridenour
- Judith Peters
- Alice Mattox
- Billie Fetters
- Rona Stacy
- Steven Jenkins
- Barbara Wells
- Jessie Tucker
- Susan Downing
- Debbie McDaniel
- Tim Sisco
- Terri Smith
- Diana Goins
- Brenna Hyslop
- Mark Kannady
- Teresa Madron
- Esteban Gonzalez
- Timothy Rose
- Jennifer Osborne
- Amber Ganoe
- Jody Duncan
- Mishelle Laymon

★ ★ ★ ★ ★ ★ ★ ★ ★ ★
 ★ Mr. Buckner and ★
 ★ Nursing Staff ★
 ★ Thank you for a ★
 ★ great night at the ★
 ★ Casino! Good food, ★
 ★ good fun, and a ★
 ★ wonderful opportu- ★
 ★ nity to meet my ★
 ★ future counterparts. ★
 ★ Everyone was super ★
 ★ nice (especially the ★
 ★ Black Jack Dealer). ★
 ★ Thanks again for a ★
 ★ glimpse at EOMC. ★
 ★ Looking forward to ★
 ★ seeing you all again ★
 ★ soon. ★
 ★ Amber Gilham, ★
 ★ CASC RN ★
 ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Meet Our Doctors

Dr. Janet Garvin, D.O., was born in Colorado Springs and grew up in Limon, Colorado, but now makes her home in Poteau. She attended Ottawa University in Kansas, and Kansas City College of Osteopathic Medicine where she earned her BA in Medical Sciences and Doctor of Osteopathic Medicine.

She and husband, Daril, have three sons, Chris, Chad, and Stephen. Before coming to EOMC Dr. Garvin practiced in Colorado Springs. She has been practicing at Talihina Medical Clinic for 10 years and is currently Secretary of the Medical Executive Committee.



CNO News

Wow! What a past few months, census running high and everyone starting to run on empty. I would like to thank everyone for their hard work over the past few months; I know it was crazy at times. To see each department pull together and work as a team was wonderful. Thanks again to everyone.

The time of year when Nurses Day is celebrated is fast approaching. In the spirit of that, I would like you to think about something. As nurses, we are considered professionals, but are we always portrayed as one? Are we doing this to ourselves?

I was never one for the white uniform or the starched nurse's cap, and ran as fast as I could from them. However, is it that particular uniform that defines us as professionals? I do not believe so. How we present ourselves to our patients and to our coworkers is much more important.

In the article, The Pathway to Excellence, by Lynn Czaplewski, the President of INS, uses the acronym ACE-Attitude, Commitment, Education- it describes the characteristics of a professional nurse. She points out that a professional attitude is for patients and coworkers. We avoid negativity. We are the "go-to" people and always ready to help. It is taking care of ourselves by acquiring enough sleep, being well groomed and neat. It is being the best we can be. We owe it to ourselves and our patients to practice where professional growth and challenge keeps us excited about nursing.

When it comes to commitment, did you know that less than 20% of nurses belong to a professional nursing organization? If you do not belong to an organization then you are unaware of the national issues that affect nursing. Without joining, you do not receive professional literature and are being deprived of updating your clinical practice. Commitment is standing up for the profession of nursing instead of bashing it. It is knowing the issues and acting on them.

Ms. Czaplewski goes on to discuss education; she asks "Would we want a physician taking care of our patients that has not updated their knowledge or practice?" Ask yourself "How do I keep my practice updated?" It is very important that learning be a life long commitment. Here are some ways to update your knowledge; attending in-services, seminars, listening to CD's or participating in an online presentation.

Certification is a way of raising the level of expertise. It is not only a way to show the outside world that you possess the knowledge but it also instills a sense of pride in yourself. Being a professional is taking the step of joining a professional organization, or gaining the certification. Growing or striving to change, although tough at times, is never bad. We must realize that our growth does not end with our degree.

Defining your professional career cannot start by looking to outsiders for what you want or are, but by looking inside and defining it yourself. We all fit into any of the above areas, good or bad, at some point in our lives. The real question is "In which area do YOU want to remain?"

