

Dialogue

One Team United In Caring

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Foundation's Oktoberfest a Success!

Orange and red wind tunnels of leaves, carved pumpkins and a delicious hog roast all combined together to make the first annual Oktoberfest hosted by the Foundation for Knox Community Hospital on October 29 a great success. 120 people attended the event raising \$42,000! Guests enjoyed a traditional German feast and danced to the tunes of SQUEEZEBOX, a favorite nationally-recognized Polka band. A silent auction of unique, handmade primitive houses was among the evening's festivities. The highest bid went to "Christmas Eve". Another successful event thanks to the supporters of The Foundation for Knox Community Hospital.



Left to right: Norma Boucher, Carol Garner, Andrea Clem

Health Care Career Night A Success!!

Wow..... what a turn out!!!!!!!

Thank you so much for participating in our Career Night! There were many people who contributed to making this year's event very successful. We had 81 students sign in and with parents and other adults over 100 attended. This tripled last year's turnout!

Great job everyone!!!

Patient Feedback

- *Your entire staff is incredible, caring and concerned about my health. You all have given me a new found hope in good hospitality! Thank you everyone!*
- *I have been given "Star" treatment all the way.*

Community Events:

Thursday, November 19

Wellness To Go

How to stay fit thru the holidays?

12:30 pm - 1:30 pm

Located at ...

The Center for Rehabilitation & Wellness

Last Chance TEAM MEETING with BRUCE WHITE, CEO

Agenda:

- 3rd Quarter Performance Update

DATE

Friday, November 13

LOCATION

3rd Floor Meeting Room

START TIMES

12:00 pm

**Summary Annual Report for Knox Community Hospital
Employee Benefit Plan for 2008 available in
the HR Department until December 1, 2009.**

Human Resources Update

Human Resources will be distributing pay stubs and 2010 benefits information this week starting around 9:30 am on Thursday, November 12. An HR representative or Luann Hess (Nursing Administrative Assistant) will be visiting your department to obtain your signature for receipt of your pay stub and 2010 benefits packet. For second and third shift employees, an HR representative will be visiting your department on Thursday evening/night.

If you are not working on Thursday, please see Jessica Beeman or Mike McKinley on Friday the 13th or Monday the 16th for your pay stub and benefits packet.

If you have any questions, please contact Lisa Beekman, Director of Human Resources, at either ext.9643 or email lisa.beekman@knoxcommhosp.org.

Retirement Planning Group Meetings on Tuesday, November 24:

Learn About:

- Introduction of the new matching fund deposit formula – Effective Friday, January 1, 2010
- Introduction of the new Roth 403(b) Plan – Effective Friday, January 1, 2010
- Review of Investment Options
 - What is the appropriate strategy for investing in these market conditions?
- Financial Update – Review the financial condition of OneAmerica, our plan investment provider

Times:

Childbirth Education Room
8:00 am, 9:00 am and 10:00 am

3rd Floor Meeting Room
11:00 am, 1:00 pm, 2:00 pm,
3:00 pm and 4:00 pm

Contact Maurine Hathaway to schedule a group meeting time at either ext 9092 or email maurine.hathaway@knoxcommhosp.org.

Good Catch Program Final Pre-Season Scores!



GOOD CATCH LEAGUE Final Pre-Season Scores



American Safety Conference		National Safety Conference	
ASC Conference		NSC Conference	
Overall Score: 549		Overall Score: 168	
KCH Defenders	Interceptors	Eagle Eyes	
Overall Score: 141	Overall Score: 116	Overall Score: 332	

GOOD CATCH LEAGUE Season 1 Scores

Sunday, November 1st - Friday, April 30th

ASC Conference	NSC Conference
Overall Score: 0	Overall Score: 4

Point of Contact for Knox Community Hospital's Good Catch Program is Dr. Judy Schwartz, VPMA, 9103

Reward & Recognitions

Departmental Recognition Week:

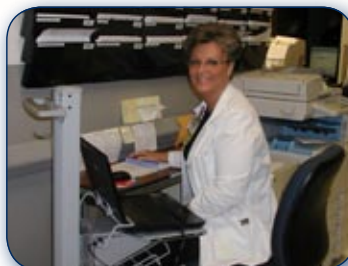
Case Management & Pharmacy Departments

Behind the scenes, the Case Management Department doing what they do best.

“Case Management Dominos” ▾



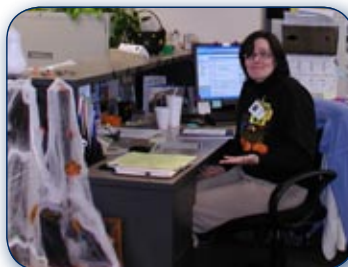
Claudia Pido, RN ▶
Case Management Unit Coordinator
working on staffing work schedule



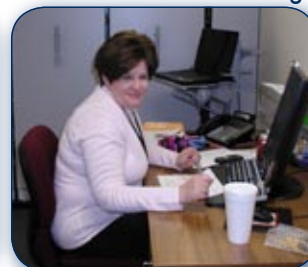
▲ **Norene Harmon, RN**
ED Case Manager



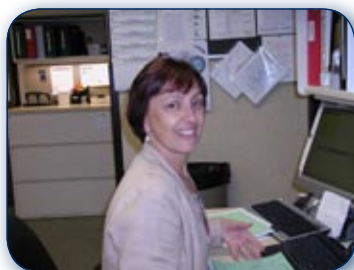
▲ **Liz Lewis, RN, Amanda Inverso, RN
and Amy Camillo, RN**
Chart review - discussing InterQual criteria



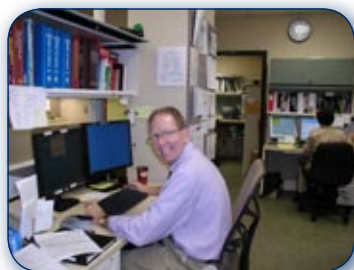
**Bobbi
Mickley, RN**
Utilization
Review Nurse
◀



Behind the scenes, the Pharmacy Department doing what they do best.



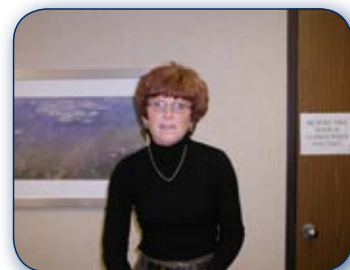
Becki Aune
Pharmacy Charge
Technician “Pyxis Queen”



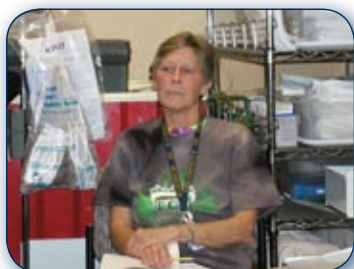
Ben Blackford, R.Ph.
Entering medication errors



Libby Klingler, R. Ph.
Dispensing IV Solutions



Lisa Brown
Pharmacy technician, taking
a break from her busy day



Lois Wright, R. Ph.
Presenting peer-to-peer
education at monthly
staff meeting.



Marie Curry
Pharmacy technician,
preparing to deliver
meds to the floor.



Sean Cull, R. Ph.
Unit Coordinator
“Cracking the Whip!”



Tina Bolander, R. Ph.
Entering orders



The Education Corner

Upcoming Classes & Orientations

Pre-registration required for all classes.

Please call Kathy Gray at ext 9791.



November 23, Mon.

Heartsaver AED

Time: 8:00 am

Location: Education Resource Center

Cost: Non-KCH Employee - **\$35.00**
(including agency) KCH Employee - Free

Heartsaver First Aid

Time: 1:00 pm

Location: Education Resource Center

Cost: Non-KCH Employee - **\$30.00**
(including agency) KCH Employee - Free

December 29 & 30, Tues. & Wed.

Safe Sitter (For 11-13 Year Olds)

Time: Day 1: 9:00 am to 4:00 pm
Day 2: 9:00 am to 2:30 pm
(must attend both days)

Location: Education Resource Center

Cost: \$25.00 for 2 day program



Patient Feedback

- *Every employee I encountered today was professional in every way and very helpful to me.*
- **OUTSTANDING SERVICE!**

Delegation Rules for nurses - Independent study

***Available on HealthStream. Call Kathy Gray at ext. 9791 to have this class assigned to you.**

\$10 to Non-KCH Employees. | **FREE** to KCH Employees

Contact hours available: 1.13

Pre-registration is necessary.

November 24, Tues.

Basic Life Support Renewal Class

Times: 8:00 am, 11:00 am (4 times)

Locations: Education Resource Center

Cost: **\$35.00** for Non-KCH Employees
(including agency)

FREE for KCH Employees

Last BLS HCP renewal this year.

Pre-registration is required a minimum of 2 weeks prior to class.

November 25, Wed.

Basic Life Support New/Initial Class

Times: 8:00 am & 1:00 pm (2 times)

Locations: Education Resource Center

Cost: **\$50.00** for Non-KCH Employees
(including agency)

FREE for KCH Employees

Last BLS HCP renewal this year.

Pre-registration is required a minimum of 2 weeks prior to class.

Pre-registration required for all classes. Please call Trisha Harding at ext 9921.

Weekly Joint Commission Question:

This could potentially be asked during a Joint Commission survey.

Where in the hospital do you take equipment which needs to be repaired?

December 8, Tues.

Medical Terminology

Presented by: Pam Tuttle, BSN, RN

Time: 8:00 am - 4:30 pm

Location: Education Resource Center

Cost: KCH Employee - Free
Non-KCH Employee - **\$25.00**

- Equipment that no longer functions correctly or is broken needs to be isolated and tagged with an "OUT OF SERVICE DO NOT USE" service report holder.
- The piece of equipment and service report must be taken to Materiel Management immediately.
- Equipment that does not work properly or is broken can cause patient safety concerns
- If a piece of equipment needs to be serviced and the request is placed after hours, the Department Director/House Supervisor will determine if the equipment is critical and needs to be repaired immediately. He/she will be able to obtain immediate assistance.

Answer to Weekly Joint Commission Question:

NOTE: Dialogue Copy Deadline is on Thursdays at Noon.