



SERVICE EXCELLENCE

“Very Good” “Good” “Fair”
 “Poor” “Very Poor”
 . . .

Patient ratings have major impact on scores

1 or 2 negative surveys can severely impact our percentile ranking. For example, out of 50 patients surveyed if 80% give a “Very Good” response and 20% give a “Good” response, the calculated mean score is 95, with a 91st percentile ranking. If one “Very Good” response is altered to a “Poor” and one “Good” is changed to “Very Poor” the score drops to 92 but the percentile ranking falls to 45. EACH survey response matters!

Every patient, every time..... we all need to strive to deliver “Very Good” care. As team members, we owe that to each other and to our customers. Regardless of whether we are in direct patient care or not, each of us makes a difference for our patients and visitors.

Let’s remember... Service Excellence Always!

Service Excellence Council: Nancy Karam, Lisa Beekman, Kathy Swihart, Kathi Horlacher, Prema Samhat, Sue Leventry, Steve Hack, Sonna Harding, Jessica Beeman, Bette Elder, Christine Ingram, Cathy Rinehart, Amy Webster and Bruce White.

Healthy Basic Store

When: Tuesday, August 31st
Hours: 7:00 am to 9:00 am,
 11:00 am to 12:30 pm and
 3:00 pm to 4:30 pm.

New KCH T-shirts!

New Feature Coming Soon!

Watch upcoming issues of the Dialogue for:

Remember When...
Fun Photos from the past.



Take a trip down memory lane! Enjoy seeing photos from years past. If you have photos you would like to share, please send them to the marketing department, with a brief description of the photo’s history and any names of those pictured.



The Birthing Center

All classes are FREE but registration is required. Please call 740.393.9731 to register.

Childbirth Education Class

Saturday: **Childbirth Education Class**
 Time: 8:00 am - 4:00 pm
 Location: Childbirth Training Center

Breathing & Relaxation Class

Monday: **Breathing & Relaxation Class**
 Time: 6:00 pm - 8:30 pm
 Location: Childbirth Training Center

Breast Feeding Class

September 9, Thursday: **Breast Feeding Class**
 Time: 6:00 pm - 8:00 pm
 Location: Childbirth Training Center



Grandparent and Sibling Tours

Private Tours: **Grandparent and Sibling Tours**
 Time: Private Tour | Varies
 Location: Childbirth Training Center

Answer:

As stated in the KCH policy "Helicopter Transport Safety", the Nursing/Cardiovascular Services staff will notify Building Services/Security staff that a helicopter will be arriving to transport a patient to another facility.

The Building Services/Security staff will ensure the safety of the patient, staff and the public as outlined in the following procedure:

- a. Restrict the traffic flow between the Helipad and the ED ambulance entrance by securing the area.
- b. Ensure a safe landing zone of 100 x 100 feet.
- c. Ensure that the helipad is free of debris and snow.
- d. Ensure that no one is running within 100 feet of the helicopter.
- e. Ensure that no one is smoking within 100 feet of the helicopter.
- f. Ensure that landing lights are on.
- g. Ensure that artificial light is not directed at the aircraft while landing or taking off, (i.e. photo flash, flood lights, television camera lights, etc.)
- h. Keep authorized personnel and vehicles at least 100 feet away from the helicopter.

Both access points of the drive between the helipad and the ED ambulance entrance will be secured and no through traffic allowed until the helicopter's departure.

The Education Corner



This could potentially be asked during a Joint Commission survey.

Weekly Joint Commission Question:

Whose responsibility is it to ensure the safety of the patient, staff, and the public when patient transport by helicopter is necessary?

Upcoming Classes

Pre-registration required for all classes.

Please call Kathy Gray at ext 9791.

Sept. 8, Wed., & Oct. 4, Mon. **BLS (Basic Life Support) - Renewal**
 Time: 8:00 am | 11:00 am | 2:00 pm | 5:00 pm
 Location: Education Resource Center
 Cost: \$50.00 non-employees | FREE to KCH employees

Sept. 9, Thurs., & Oct. 5, Tues. **BLS (Basic Life Support) - Initial**
 Time: 8:00 am | 1:00 pm
 Location: Education Resource Center
 Cost: \$50.00 non-employees | FREE to KCH employees

Sept 10, Fri. **Heartsaver AED** - 8:00 am | \$35.00 non-employees
 Sept 10, Fri. **Heartsaver First Aid** - 1:00 pm | \$30.00 non-employees
 Sept 10, Fri. **Family & Friends** - 6:00 pm
 Location: Education Resource Center

October 8 & 9, Fri. & Sat. **PALS (Pediatric Life Support)**
 Time: 9:00 am - 4:00 pm
 Location: Education Resource Center
 Cost: \$150.00 non-employees | \$45.00 to KCH employees

Nov 6 & 7, Sat. & Sun. **ACLS (Advanced Cardiac Life Support)**
 Nov 20 & 21, Sat. & Sun.
 Time: Day 1: 8:00 am

Please call Trisha Harding at ext 9921 to register.

September 22 & 30, Wed. & Thurs. **Life Transitions: Palliative Care**
 Presented by: Ann Hudson, RN, CHPN
 Time: 8:00 am - 5:00 pm
 (Attendance is required both days)
 Location: Childbirth Education Room
 Cost: \$150.00 non-employees | FREE to KCH employees
 Special Rate: \$100.00 each if 3 or more people from the same facility register together.

13.5 Contact Hours available for Nurses & Social Workers!

October 18, 20, 22, 25 & 27 **Basic Dysrhythmias**
 Presented by: Pam Tuttle, BSN, RN
 Time: 8:00 am - 4:30 pm, Days 1-4
 8:00 am - 1:00 pm, Day 5
 Location: Education Resource Center
 Cost: \$150.00 non-employees | FREE to KCH employees

31.8 Contact Hours available for Nurses & Social Workers!

Patient Feedback – Lab

"All were outstanding!"