

Lifeline

Jameson Health System

Spring/Summer 2006



At Jameson Health System

Teamwork
Gets the Job Done



President's Letter

Dear Friends,

As the saying goes, "It takes a village to raise a child." That same principle reflects how we at Jameson Health System approach the continuum of care for each of our patients.

It is not just the responsibility of the physicians and staff members who have direct contact with patients to ensure the quality of care they receive. Each employee, both in the foreground and behind the scenes, contributes to the experience patients have at Jameson. At Jameson, employees are our greatest asset. Read "Teamwork Gets the Job Done" to find out how some of the people you may never see are working together to touch patients' lives every day.

With a national hospital staffing shortage, every healthcare facility needs to work harder to attract and retain employees. One of the best ways Jameson accomplishes this is by making sure the benefits we offer employees are not only competitive, but also flexible enough to meet the different needs of each individual who works here. "A Mutually Beneficial Relationship" discusses some of the reasons employees continue to choose Jameson Health System.

Once again, I find myself saying thank you to all the employees who went above and beyond our expectations to improve patient care. With great gratitude to the Jameson Junior Guild for its \$1 million donation, employees from every department worked together to completely refurbish all 220 patient rooms. "An Extreme Makeover" details just what was required to pull off such a successful endeavor.

Sincerely,

Thomas White, FACHE
President and CEO

On the cover:

Back row (left to right): Stan Janis, Diana Cupek, John Masi, Somer Stevens, Mary Magusiak, Barb Bernardi, Jim Rossi
Front row (left to right): Roy Hamett, Sandra Kilpatrick, Lori Fombelle, Michelle Byers

T Teamwork

When you visit Jameson Health System as a patient or visitor, you expect to see the faces of nurses and physicians, but what about the hospital employees you don't always see—the cooks, housekeepers, security guards, and business managers?



At Jameson, everyone plays a role in your hospital stay. We take our jobs seriously because many times we're your neighbors, friends, or family, and we know every task we do impacts you in some way.

Longtime Talents with One Focus

As the largest employer in Lawrence County, another way we demonstrate our dedication to comprehensive patient care and satisfaction is the lengthy tenures of our employees. This means we know our jobs well, but we also look forward to serving you and strive to find innovative ways to make your hospital stay a positive experience. As a team, we work together to touch the lives of people in our community every day.

Here is a closer look at a few employees who are passionate about their contributions to your care.

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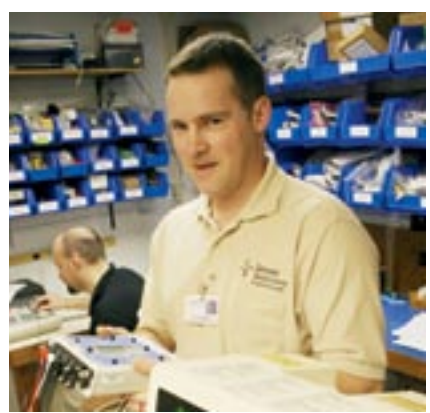
Gets the Job Done

At Jameson Health System, employees from every department—those seen and unseen by patients—link arms to ensure you and your loved ones get quality, comprehensive care. As a team, they are working together to touch lives.

Anita Chapman, RN, educator

I love being able to go out into the community and show people a part of Jameson they wouldn't see inside the hospital. The hospital team members' passion for the community—and mine—shines though in activities such as WIN (wellness in neighborhoods). The WIN program provides individuals the opportunity to receive wellness education and screenings close to home on a regular basis.

I am also fortunate to be a part of Jameson's efforts to combat childhood obesity as an educator for the prevention of childhood obesity and self-esteem program taught to fourth graders in Lawrence County schools. It's wonderful to see the sparkle in their eyes as they grasp new concepts and build confidence.



Scott Hanna, biomedical equipment technician

I've come up through the ranks of nutritional services, engineering, grounds keeper, and general maintenance, and now I enjoy my job as biomedical equipment technician. I don't have a lot of direct contact with patients,

“ My job is perfect for me because I enjoy taking care of my friends, relatives, and neighbors. It brings me closer to my community...”

—Barbara Bernardi, RN, BSN, MBA, Nurse Executive

but I help make their stay comfortable and safe by maintaining all medical equipment that comes in contact with them. I also maintain the roofing systems and emergency power systems, organize repairs, make hospital signage, and keep all biomedical mechanical databases up-to-date.

Above all else, I enjoy the variety of my job and how each task contributes to the safety of a patient's stay.



Laurie Bintrim, director of Patient Financial Services, 28-year employee

As the area's sole community hospital, it's our responsibility to bring medical services to our friends and neighbors. Each day I oversee registration and hospital billing for patients. During registration, we also gather information that is not only important to billing, but is also utilized by many departments and physicians in the hospital. We also provide the patients with information on their insurance benefits and coverage.

Beyond hospital bills, we also answer patient questions regarding insurance, billing, or other types of claims. We're here to help ease their minds while physicians heal their bodies.

Mark Pelto, director of Environmental Services/Security/Laundry

Each day I have contact with supervisors in many areas, including Environmental Services (cleans floors and patient rooms and upgrades interior with paint, flooring, and wall decorations), Security (maintains a safe environment for staff, patients, and visitors), and Laundry (provides all hospital linens).

One unique way we impact patients and families is through our lost and found, which has brought many gracious thank-yous for collecting forgotten or misplaced items. Even this small responsibility is a way we stay focused on patients, because like the sign in our office says, "If we don't take care of the customer, someone else will."



Diane Kosciuszko, RD, LDN, director of Nutritional Services

With more than 1,000 meals served daily, we have the opportunity to touch nearly everyone who comes to Jameson. While many days I don't directly interact with patients, I oversee operations and a 66-person staff that is responsible for tasks such as menu planning, meal delivery, food production, and medical nutrition therapy.

We understand good nutrition and safe food is an important part of health and healing, and we're excited to contribute to

“ With more than **1,000 meals** served daily, we have the **opportunity to touch** nearly everyone who comes to **Jameson.** ”

—Diane Kosciuszko, RD, LDN, director of Nutritional Services

the continuum of care by fulfilling each patient's dietary needs.



Kathleen Fleming, food production supervisor

I love the creativity my job allows me. Just like at home, I try to coordinate foods and meals that my family would enjoy. I take a lot of pride in my work, and it often means



a lot to patients and families to have good food to eat. Our staff is so friendly that some of the men will come through the cafeteria line and ask for advice on what healthy foods to eat!

I also handle all special functions and catering opportunities such as breakfasts and luncheons for community groups and the board of directors. It's also my job to trouble shoot and problem solve any situation that comes through the kitchen each day.

Debra Perretta, RN, BSN, certified healthcare quality professional, patient safety officer, and director of Quality Management

At Jameson, all patients are treated like family the minute they walk through the doors. During patient stays, my responsibilities include coordinating with other hospital directors to ensure Jameson meets all regulatory requirements necessary to provide safe and efficient care. I also serve as a means of communication between our medical staff, patients, and their families to ensure understanding during difficult situations.

“ To me,
patient-
centered care
means that
we're helping
the patients by
not only
helping nourish
them, but
we're helping
to heal
them.”

—Kathleen Fleming,
food production
supervisor



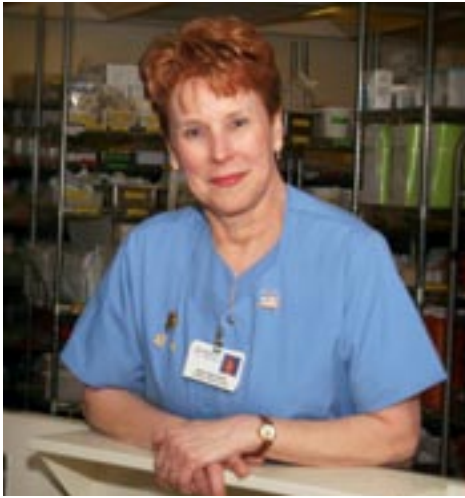
Each day, my staff and I strive to listen to patients and build a positive relationship between the continuum of care we provide and the needs of the community.



Ken Garver Jr., NHA, FACHE, administrator of Jameson Care Center

At Jameson Care Center, we contribute to the continuum of care by supporting our residents at the Jameson Nursing Home and Assisted Living facility. We understand this is home for our residents, and we take measures to provide home-like touches in the rooms and common areas.

Another way we help residents enjoy this part of life is through regular visits. In addition to my administrative responsibilities, I'm able to visit residents, learn their names, and listen to their stories several times a week. I want each resident to know I take an interest in his or her life and strive to do all I can to provide quality care that goes above and beyond.



Mary Magusiak, Central Service aide

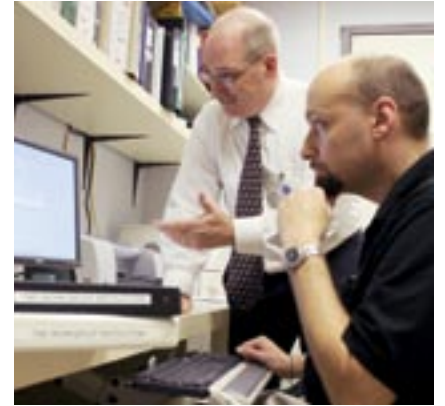
The Central Service Department is the heart of the hospital. I supply all departments and patients with the things they need, including linens, sterile instruments in the operating room, restocking cabinets, and all equipment needed within departments. My goal is to serve patients, nurses, and physicians as quickly as possible.

“We strive to set ourselves apart with a good attitude and a desire to make each patient’s stay a positive experience.”

—Kenneth Jones, director of Engineering

I’m always ready to help a patient, visitor, or staff member. It makes me feel good to help people and no reward is greater than the feeling I have when I can make patients feel comfortable during their hospital stay.

Are you looking for a way to impact your community and begin or continue a rewarding career? Join the Jameson team today! For more information about job opportunities, call Jameson at (724) 656-4115.



Kenneth Jones and Jeff Seitam, Engineering Department

A Mutually Beneficial Relationship

Jameson Health System knows that an integral part of attracting and retaining great employees is showing appreciation for them by providing flexible benefits that meet their needs.

“Healthcare insurance is a primary concern for all of our employees,” says Marcie Patton, benefits manager at Jameson Health System. “We’ve worked extremely hard to ensure that our program is appealing, remains competitive with other providers, and continues to meet the ever-changing needs of our employees and their families.”

That’s why Jameson offers its employees a flexible benefits structure that allows them to tailor their coverage

by selecting the options that best suit their healthcare needs.

“Among other voluntary benefits, we have introduced a new dental plan with a buy-up option that enables employees to choose their level of coverage,” says Patton.

In addition to flexible benefits and low co-pays, imagine scratching some errands off of your “to-do list” by having your medical prescriptions filled at work. Jameson employees receive the added incentive of an in-house

pharmacy that affords employees the convenience of having medications filled in the hospital or delivered to outlying facilities such as Jameson Care Center, Jameson Hospital South Campus, and Jameson Rehabilitation Center.

“The in-house pharmacy is just one more way we thank our employees for their dedication,” says Patton.

For more information about the employee benefits at Jameson, call Marcie Patton at (724) 656-4208.



An Extreme Makeover

If remodeling your home seems like a daunting task, imagine remodeling an entire hospital. Through the collaboration and hard work of Jameson Health System's staff and a generous \$1 million donation from the Jameson Junior Guild, all 220 patient rooms were refurbished in 2005.

Employees from every department pulled together to help select and install the new furniture, which included hundreds of new beds, chairs, bedside stands, and tables.

"All of our employees really pulled together in order to facilitate a project of this magnitude," says Shari Thomas, director of Resource Management at Jameson. "Everyone got involved in this process and embraced it as an opportunity for us to come together and make this project a success."

Choosing the Best for Patients

From the Engineering Department to Environmental Services and the nursing staff, each department played an integral role in deciding what would best serve patients and staff.

"This project was very employee-centered. Individuals involved in the operation and maintenance of the equipment were instrumental in the selection process," says Kenneth Jones, director of Engineering at Jameson.

The Engineering Department was responsible for selecting a durable bed with a proven patient safety record. Department members tested beds for durability, spoke with manufacturers, and examined maintenance and patient safety records.

"While in the process of selecting the beds, we were thankful for how much we were involved," says Jones.

New mattresses also were chosen with the patients in mind. Employees selected the Stryker Isoflex mattress to respond to pressure and prevent infection. The new surfaces also will provide better protection against patient skin problems, such as bedsores. The Stryker beds also have internal scales that can weigh patients accurately without having to move them.

"Employees were trained in using the new equipment and say the new beds lock easily and have features that will be very helpful for patients and staff," says Barbara Bernardi, RN, BSN, MBA, nurse executive at Jameson. "The new furniture looks modern and fresh, and patients said it was like getting a new living room suite."

"In selecting items, we chose ones that were not only better clinically, but more aesthetically pleasing to our patients," adds Thomas.

With the help and support of many, the project has helped to improve the quality of each patient's hospital stay.

"Everyone is grateful for the Junior Guild for working hard to make this



By the Numbers

To renovate patient rooms, Jameson Health System purchased:

- 177 bed frames
- 282 straight chairs
- 213 bedside stands
- 217 over-the-bed tables
- 218 mattresses
- 140 lounge chairs

undertaking possible," says Bernardi. "Everyone at the hospital pitched in to make this project a reality and a success."



Shari Thomas, Resource Management



Mark Pello, Lynda Davis and Janet Kirkwood, members of the Environmental Services Department and instrumental in the Extreme Makeover

Working Together



to Touch Lives



While diagnosing and healing the sick and injured is the most important thing that happens in a hospital, Jameson Health System's mission of caring for the community goes far beyond treating patients. Whether preparing a special meal for a patient with diabetes, keeping a supply room fully stocked with medical supplies, or ensuring patients, families, and staff members are safe and secure, Jameson Health System employees work together to touch the lives of patients every day.

As the area's largest employer and leading healthcare provider, it takes a team effort from physicians, professional nurses, technicians, and other professional clinical and nonclinical staff members working behind the scenes to impact each patient. With the help of this exceptional team of employees—which might include your friend, neighbor, or even a family member—Jameson Health System will continue caring for families in Lawrence County and surrounding communities for years to come.

If you would like to join the caring, compassionate team at Jameson Health System, call
(724) 656-4115

or visit

*www.jamesonhealthsystem.com
and click on "Job Opportunities"
to review current openings.*



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