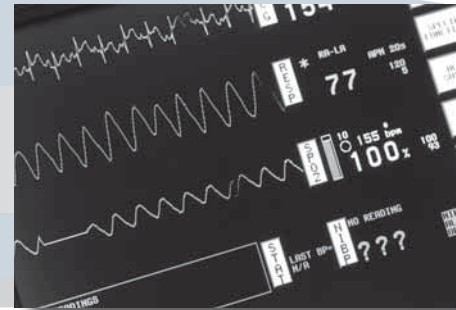


# IN TOUCH



VOL 42, NO 3 MAY/JUNE 2014

## Moore named “Baker Nurse of Excellence”



Registered Nurse **Elizabeth “Lib” Moore** was named as Southeastern Health’s 2014 *Baker Nurse of Excellence* during a ceremony hosted by the organization’s Professional Growth Council May 8 as part of National Nurses Week.

Moore began her career with Southeastern Regional Medical Center (SRMC) in December 1987. In February 2007, she was selected by the North Carolina Center for Nursing to attend the 2007 Institute for Nursing Excellence (INE). In June 2010, she was promoted to shift supervisor of 4-Tower at SRMC.

“She is an excellent nurse with an extensive knowledge base and uses it to provide excellent direct patient care,” said 4-Tower

Unit Manager **Josephine Davis**. “If another medical/surgical floor needs help, they do not hesitate to pick up the phone and call Lib. She is able to use critical thinking and picks up on problems the patient is having. She will call physicians about patient needs immediately. The physicians respect Lib’s judgment and will respond quickly. She has a good working relationship with physicians, she respects them and they respect her.”

When asked how she prioritizes her work day, Moore replied, “When I am in a patient’s room—face to face with a patient—they are the most important person to me. It is their time and they are my focus; nothing else.”

Moore serves as a preceptor for nursing students and was

instrumental in Southeastern Health’s pursuit and ongoing recognition as a Magnet facility.

In addition to Moore, three other nurses were nominated for the award: Clinical Application Analyst **Donna Davis** (Information Technology), Nursery Shift Supervisor **Henrietta McLean** (Maternal /Child Health) and Family Nurse Practitioner/Wound Care Coordinator **Anita Thurman**. The winner was selected by a panel based on nomination applications and interviews.

The Baker Nurse of Excellence award, formerly known as the Nurse of the Year, was renamed this year in honor of Dr. **Horace Baker Sr.**, founder of the Baker Sanatorium which later merged with Thompson Hospital to form what was known as the Baker-Thompson Memorial Hospital in Lumberton in 1946. These two older facilities were replaced by a new 140-bed hospital known as Robeson County Memorial Hospital in 1953, which later became Southeastern Regional Medical Center.

## From the president

Recently, I attended the Small and Rural Healthcare Council meeting for the American Hospital Association (AHA). It was a great opportunity for me to possibly influence the discussion on healthcare policy related to small and rural hospitals at the national level. It also allowed me to learn from organizations across the United States.

One of the things I learned is that Southeastern Health is focusing on the right things. At the meeting, we discussed that environmental factors such as economic factors, changing payment models, shifting patient and workforce demographics and regulatory requirements are causing pressures for all organizations to make dramatic changes. AHA has said these factors “challenge hospitals and health systems to accelerate organizational transformation to provide better, more efficient and integrated care for patients and communities, while assuming more financial risk and increased accountability.” At Southeastern Health, we are certainly experiencing all those things. I do believe we are on the right path at the right pace.

I believe that because:

- We have adopted the goals of the Triple Aim as the basis for our UCare model. Those goals include: improving care quality and patient experience, improving population health and reducing costs. Each of us has a responsibility to include these in our daily activities regardless of our location or role in the organization.
- We emphasize our priorities through the five pillars and hold our leaders accountable for performance.
- We select the right people, set clear expectations and hold everyone accountable.
- We understand that organizational success is the focus for our jobs, not our personal interests.
- We provide growth opportunities and skill development opportunities for people within the organization.
- We value and encourage innovation and creativity. We are willing to change to ensure success and to meet patient/customer needs.
- We have a group of highly dedicated, compassionate and competent individuals who want to make a difference.



Joann Anderson,  
President/CEO

*Joann Anderson*  
Joann Anderson, MSN, FACHE  
President/CEO

## Mobility equals better care



Anita Thurman, F.N.P.-C.



Jyutika Zope

Patients at Southeastern Regional Medical Center (SRMC) are being asked to be more physically active during their hospital stay.

Beginning June 1 in the critical care units such as intensive care and July 1 in all other clinical areas, patients are assessed on the first day of their hospitalization on their ability to move during their stay.

“Most of the time when people are hospitalized they expect to lie in bed and rest during the majority of their time here,” said Family Nurse Practitioner **Anita Thurman**, who serves as the organization’s wound care coordinator. “Research shows that lying in bed and not moving actually causes the muscles to weaken and can be harmful to the patients’ healing process.”

Once the patient is assessed, they are rated based on five mobility levels, ranging from breathe, tilt, sit, stand and move. Once their abilities are rated, they begin a plan which could include one to four sessions of movement per day.

“When patients are in the hospital, they expect to rest and be assisted with most functions, from dressing to bathing,” said Inpatient Rehab Coordinator **Jyutika Zope**. “Through this new program, patients will be encouraged to perform more functions for themselves, not because we don’t want to, but because activity and movement will help them get back to better health much quicker.”

Progressive mobility actions may include tilting the patient’s bed in a certain position for a defined amount of time, sitting on the side of the bed or in a chair, or standing or marching in place.

“As our slogan states, ‘Better Health—Starting with You,’ once our patients begin to take ownership for their mobility and their progress, their health will improve faster than if they remain inactive in their hospital bed, with increased risk for complications such as pressure ulcers and pneumonia,” added Thurman.

According to Thurman, the program, titled “From Bed Rest to at Your Best,” will include many benefits for the patient such as positive mood changes, less fatigue and a greater ability to resume activities of daily living.

“While staff remain sensitive to the aches and pains of the patients, we have to change our approach and our mindset about what it means to be a patient in the hospital,” said Thurman. “We are a place of healing and evidence has shown that the healing process is jumpstarted when the patient participates in a plan to keep them active while they are here.”

Mobility plans may look very different for patients depending on the severity of their illness, however the goal is for every patient to participate in some level of activity throughout their hospitalization.

## Endowment for nursing education

Nurses affiliated with Southeastern Health now have access to a higher level of learning through an endowment announced by the Southeastern Health (SeHealth) Foundation during a ceremony hosted by the organization's Professional Growth Council on May 8 as part of National Nurses Week.

The grant, named the *Baker Endowment for Nursing Excellence*, was established by Stephanie and Wil Bass of Raleigh. The Basses made the multi-year commitment in honor of Stephanie's grandparents, Dr. **Horace Baker Jr.**, a surgeon who was a member of the medical staff at Southeastern Regional Medical Center, and his wife Dorothy, a former nurse. Dr. Horace Baker Sr., Bass's great-grandfather, was also a surgeon and founder of the Baker Sanatorium.

"Wil and I are committed to the community where I grew up and are excited about this gift," said Stephanie Bass. "This endowment is a way for us to provide meaningful nursing education for the staff of Southeastern Health while recognizing the legacy of our family in the medical and nursing communities. We hope that this gift will encourage others to give to Southeastern Health and to their local community in support of health care."



Pictured following the endowment announcement, from left, are SeHealth President/CEO Joann Anderson, Endowment Donor Stephanie Bass, Ruth Ann Baker McLellan, Dr. Annette Baker Hines and SeHealth Foundation Director Sissy Grantham.

## Foundation news

The first of the speakers sponsored by the endowment, Registered Nurse Janet A. Sipple, Ed.D., presented "Leading the Way: Every Nurse a Leader" during three sessions at Southeastern Regional Medical Center on May 7 as continuing education courses for nurse attendees. Dr. Sipple is an expert in community health, public health programming, and ambulatory care with adults and has over 30 years of experience teaching in all levels of nursing education.

"This endowment is providing our nurses and nursing assistants access to speakers from all across the country, which will enhance life-long learning and career advancement goals for our caregivers," said **Sissy**

**Grantham**, director of the SeHealth Foundation. "We are most appreciative to Stephanie and Wil for believing in our caregivers. This is the first endowment that has been given in honor of our nurses to promote advanced education."

For more information about the SeHealth Foundation, logon to [www.southeasternhealth.org/foundation](http://www.southeasternhealth.org/foundation) or call (910) 671-5583.

## Walking trail dedication

Representatives from Tanglewood Elementary School, the City of Lumberton, and Southeastern Health's Project H.E.A.L.T.H. and the Southeastern Health Foundation gathered on Wednesday, May 21 on the school grounds for a dedication ceremony for a walking trail. Funding for the trail was provided by the Southeastern Health Foundation Advocates' annual Boots & BBQ event.



## Foundation news

The 112 golfers who played in Southeastern Health Foundation's annual golf tournament will make it possible for local students to train for careers in health care. Twenty-eight teams competed in the 24th annual *Swing for Good Health* golf tournament held May 1 at Pinecrest Country Club. The tournament was chaired by Ron Roach.

The event raised \$21,300 for the SeHealth Foundation, according to Foundation Director **Sissy Grantham**. Proceeds from the tournament will help fund academic scholarships for students who have chosen to study medicine, nursing or allied health and who plan to return to this community to practice.

The first place winners who posted a score of 57 were Lester Locklear, Channing Jones, Mark Kinlaw and David Marsh. They each received a \$150 cash prize

Because of a tie with a score of 59, second place was determined by a scorecard playoff. The winners were Larry McNeill, Nick Lowery, Tommy Maynor and Carlton Dial. They each received \$100.

Randy Womack, Ted Williams, Bob Creighton and **Henry Edwards** (Rehab Services) won in third place. Each team member received a \$50 cash prize.

Johnny Cherry claimed the prize for closest to the pin on hole #10, on #12 Randy Chavis. Darrin Adams took honors for the most accurate drive on hole #8 and Bill Highsmith took the honors on hole #17; The awards for the longest drive on hole #1 went to James Smith and hole #18 to Ron Jones.

The tournament provided players with two opportunities at hole-in-one prizes sponsored by Lumberton Chevrolet, Cadillac, Buick, GMC and Lumberton Ford, although none were claimed.

## Golf tourney raises over \$21,000 for health care training

The following platinum sponsors for the tournament: AccessOne MedCard, Advisory Research, Inc., Contempora Fabrics, First Call Parts, Inc., Forms and Supply, Henry Schein Medical, INTECH, Lumbee River EMC, Lumberton Cellulose Georgia-Pacific, LLC, McKesson, The Outsource Group, Paragon Revenue Group, Peterson Associates, PA, Robeson Community College, Robins and Morton, Sam's Club of Lumberton, Southeastern Lifestyle Fitness Center, and The University of North Carolina at Pembroke.



Winners of the 24th Annual SeHealth Foundation Swing for Good Health golf tournament, are, from left, Lester Locklear, Channing Jones, Mark Kinlaw and David Marsh.

The following gold sponsors for the tournament: AGC Networks, Alamac American Knits, Allen Orthopedics, PA, Biggs Park Mall, Kenny Biggs, Credit Bureau Systems, S. Preston Douglas & Associates, eClinical Works, FDSI Logistics, Heritage Realty and Property Management, Hewitt EnnisKnupp and Aon Hewitt, Multi Communications, ParrishShaw and Company, Pittsburgh Critical Care Associates Inc., Rempac Foam, LLC, Seneca Medical,

Skinner, Lamm and Highsmith, PA, Smith's Refrigeration, Inc., Southeastern Lifestyle Rehabilitation, Spacelabs, Technical Innovation, Valic, Watson Electrical Construction Company, and Wedge Capital Management, LLP.

The following silver sponsors for the tournament: Bob's Jewel Shop, Cape Fear Construction, Century 21, The Real Estate Center, Duke Energy, Fair Bluff Ford, Harris Rebar, Hill-Rom, Image Supply, Lumbee Guaranty Bank, Lumberton Children's Clinic, a division of Children's Health of Carolina, P.A., Lumberton Radiology Consultants, PA, Members Credit Union, New Century Bank, Oliver Oil Company/Sundo, Ramsaur & McLean, PA, Red Drum Operations, LLC, Sun Medical Solutions, Distributor of Skytron, and Youngblood Staffing.

## Around SeHealth



### **Survivors Day**

SeHealth employees, physicians and volunteers and Robeson Community College staff pose with Miss North Carolina 2013 Johna Edmonds during the annual Survivors Day event held June 7 at Robeson Community College. More than 150 cancer survivors and their family members attended the event.

### **Employee Appreciation Time-E.A.T.**

Employees and volunteers of Southeastern Health enjoyed a time of celebration on May 16 during the annual E.A.T. event. The beach-themed festivities included lunch, slushies, music, dancing and door prizes. Events were held on the grounds of Southeastern Regional Medical Center and WoodHaven Nursing, Rehab and Alzheimer's Care Center.



### **Gibson Cancer Center goes high tech**

Installation of the Versa HD, an advanced linear accelerator system which is designed to deliver radiation therapy to a wide range of tumors with more speed and accuracy than other linear accelerators on the market, began at Gibson Cancer Center on April 16. According to Radiation Oncology Manager **Shari Kinlaw**, the Versa HD will enable the center to have the versatility to deliver conventional radiation therapy in half the time it currently takes as well as the ability to provide more advanced therapies such as SBRT (stereotactic body radiotherapy) and SRS (stereotactic radiosurgery) that would normally have to be referred out to other centers. This will allow patients to stay close to home while receiving the most advanced care anywhere. The Versa HD has 160 MLC for high speed, high precision beam shaping. This allows for precise tumor targeting and improved healthy tissue sparing which will reduce the side effects of the treatment. The closest clinic that has the Versa HD is at John Hopkins in Baltimore, Md.



## In the news

# SeHealth sustains nursing excellence

Southeastern Health (SeHealth) and its hub, Southeastern Regional Medical Center (SRMC), are one of only 23 health systems in North Carolina and 401 in the United States who have earned the designation of Magnet, which is the highest honor for nursing excellence in the world.



VP Teresa Barnes

The Magnet Recognition Program was designed by the American Nurses

Credentialing Center (ANCC) to promote excellence in nursing. To get the award, participants must meet certain criteria, such as

high-quality care, strong nurse leadership and high levels of job satisfaction. Only about one-third of the nursing facilities that go through the program are awarded Magnet distinction.

Southeastern Health was first awarded the distinction in 2008 and has maintained the title through an additional re-designation process, which occurs every four years.

During the initial application process, SeHealth's nursing staff put together a 15-inch-thick document showing how they met the 14 Forces of Magnetism reflecting nursing excellence required by the program. Appraisers from the ANCC visited Southeastern to talk with staff members and to verify everything in the document. On Feb. 20, 2008, their hard work paid off when the ANCC called to award Southeastern the Magnet distinction. A thorough re-designation process in 2013 evaluated ongoing Magnet efforts and verified that all standards were being maintained by the organization.

"We're a better institution today because of the Magnet recognition we achieved six years ago," said **Teresa Barnes**, vice

president of acute care services. "It has raised the bar for patient care and inspired every member of our team to achieve excellence every day. It is this commitment to providing our community with high-quality care that helped us become a Magnet facility, and it's why we continue to serve as a Magnet hospital today."

Through the Magnet program, nurses at SeHealth have more autonomy, including doing their own scheduling and participating in shared decision making through shared governance. Nurses from each department meet monthly in shared governance councils to discuss issues such as quality of care, practice, research and evidence-based practice. These councils also encourage more communication between the administration and staff members. The result is happier nurses.

The benefits of a Magnet culture are many, including recognition of the values of frontline staff; improved recruitment and retention of staff; reinforcement of a positive environment with effective collaboration; attraction of high quality physicians; attraction

of patients and payer sources; and improvement of quality outcomes and patient satisfaction.

"Our achievement of this credential and our ongoing commitment to retaining it underscores the foundation of excellence and values that drives our entire staff to strive harder each day to meet the healthcare needs of the people we serve," said Barnes.

The Magnet Recognition Program® serves as the gold standard for nursing excellence and provides consumers with the ultimate benchmark for measuring quality of care. For more information about the Magnet Recognition Program® and current statistics, visit [www.nursecredentialing.org/magnet](http://www.nursecredentialing.org/magnet).



## Promotions

**Anna Bell** (WoodHaven) - MDS Nurse

**Anna Bryan** (Utilization Management) - Coordinator

**Patricia Burks** (6-Tower) - Supervisor

**Mary Denninston** (Revenue Cycle) - Customer Service Rep.

**Sherry Edwards** (Infection Control) - Infection Control Nurse Specialist

**Marcos Guevara** (Information Technology) - Microsystems Tech

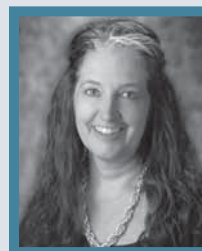
**Terry Jones** (Float) - Nursing Assistant

**Trista Mintz** (Surgical Services) - OR Supervisor

**Candace Sams** (Patient Registration) - Patient Registrar



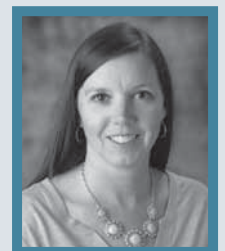
**Stephen Blackmon**  
(Hospitalist Program)  
- Family Nurse Practitioner



**Suzanne Jackson**  
(Care Management) - Manager



**Robert Savage**  
(WoodHaven) - Nurse Manager



**Anna Blair Wilkerson**  
(Clinical Decision Unit) - Manager

**Mary Stephens** (Hospice) - Hospice Aide

**Ash Walker** (Cardiopulmonary Rehab) - Coordinator

## Does it ever get better?

The delightful sounds of laughter wafted through the air as I approached the dining hall at Camp Monroe near Laurel Hill. As I entered, I noticed that some of the children present were subdued, others were clinging to an adult they had met a short time before, while still others were running and playing and seemingly having a wonderful time. We were gathering for the opening session of Camp Care, an annual weekend in May designed to help young people ages eight through 16 cope with the death of someone significant in his/her life.

SeHealth Chaplain **Dean Carter** and his well-trained, caring staff of volunteers had gotten the young people and their team leaders assigned to their sleeping quarters and were finishing supper. It is my privilege and opportunity during that first evening to lead some group exercises that are designed to encourage the campers and staff to begin bonding as teams for the weekend. Hopefully, the young people also will experience that even in grieving the death of someone they love, life goes on. It is possible and even necessary to establish a normal routine, including having fun, within a reasonable amount of time following the loss.

Serious losses of various kinds seem to be in the air. Several SeHealth employees and family members have visited the EAP office in recent weeks concerned with effectively coping with losses due to family illness, death, divorce, high school graduates preparing to enter college, and separation related to military assignments. The Camp Care children, and adults as well, will often ask someone during the first meeting, "Does the pain I'm feeling ever get better? Will it ever go away?"

Katherine S. Baldwin, a licensed clinical social worker and grief counselor, has written in *CareNotes* some useful and hopeful answers to this question and others related to grieving.

- **Working your way through.** "Our reflex reaction is to turn away from this painful process. But the life-giving decision is to meet grief head on – to turn into it, rather than away from it....Bereaved people who believe the half-truth that 'time heals all wounds' often find themselves with unresolved grief years after a loss. It interferes with their ability to function productively, to engage in meaningful relationships, to live happily. It's not enough simply to let time pass. Finding meaning in life after loss depends on what you do during your time of grief...you need to give yourself permission to grieve for as long as you need—even in the midst of family, friends, and co-workers who may not understand, especially if they haven't 'been there'....[T] here is no universal timetable for bereavement."

## Employee assistance

by EAP Specialist Jack Crain



Jack Crain

- **Learn about the normal grief process.** "I feel like I'm going crazy' is one of the most common statements made by people in the midst of grief. It is vital to your psychological, physical, and spiritual health to understand what the 'normal' grief process is since it can seem so abnormal. You may experience a roller coaster of emotions, including sadness, emptiness, relief, regret, loneliness and anxiety. You may not be able to sleep or have much of an appetite. You may feel abandoned by God. These—and many other feelings and behaviors—are common responses to loss. Spend time reading books and articles about the grief process."
- **Take a closer look at your beliefs.** "It is virtually impossible to experience the death of a significant person in our lives without stirring up spiritual struggles...we can choose to believe, for example, that 'nothing good can come from this terrible loss' or that 'something positive can still come out of this.' We can believe that 'I will never love or be happy again' or that 'it's possible I will find love and happiness in the future.' Whatever beliefs we create for ourselves, we will set about gathering evidence to support them...Author Henri Nouwen offers this thought: 'Those who expect joy to come out of sadness can discover the beginnings of a new life in the center of the old.'" (*CareNotes* are published by Abbey Press and are available in the Pastoral Care office.)

It is important to let others help you, as those attending Camp Care or using EAP services have demonstrated. Sharing your story of loss and hearing others' stories is important in the healing process and attending a support group can help. Chaplain **Bonnie Reedy** leads grief groups at SeHealth during January and September of each year. Contact Chaplain Reedy at (910) 735-8887 for more information.

The EAP office at (910) 671-5067 is a safe, confidential environment in which to find help for grief and other issues that come into our lives. Help is available! Call now.

## Our people

### **Bear Team customer service excellence winner**



Candace Williamson

Pharmacy Technician **Candace Williamson** (Pharmacy Care Clinic) was recognized as Southeastern Health's Bear of Excellence for the month of May. This award is presented to employees who exceed expectations. She was recognized for assuring continuity of care and services; treating all customers as "my favorite customer;" and exemplifying "I am" what customers see and hear.

Williamson was acknowledged with this award because she assisted a patient with medication and financial assistance which was critical to maintaining their good health.

Candace loves working one-on-one with patients. As she interviews patients and helps them seek assistance for medications, Candace is most satisfied with being able to see the fruits of her labor—seeing patients get the help they desperately need.

Williamson lives in Lumberton and is the daughter of Susan and Buster Norris. She has worked for Southeastern Health for eight years.

She previously won the BEAR of Excellence award in October 2012.

### **Speakers Bureau**

The following individuals spoke during the Lumberton Area Chamber of Commerce's annual *Health and Medicine Day* hosted on April 8 by Southeastern Health and facilitated by **Ann McLean** (Marketing); President/CEO **Joann Anderson**; **Morris Bullock** (Physician Relations); **Sylvia Huggins** (Medical Imaging); **Bryan Hilbourn** (Southeastern Health Heart and Vascular); **Lisa Sealey** (SeHealth Foundation); VP **David Sumner** (Human Services and Planning); **Kathy Hansen** (Southeastern Wound Healing Center) and **Vickie Atkinson** (Southeastern Home Care Services).

Employee Assistance Program Specialist **Jack Crain** (Human Resources) spoke during the 2014 Robeson County End of Life Coalition Conference on April 17 on *Before you kick the bucket list*.

VP **David Sumner** (Human Services and Planning) spoke to Lumberton Rotary Club on April 22 on *What's new at SeHealth and Southeastern Health Park*.

VP **Robert Hasty** (Medical Education) spoke to Kiwanis of Robeson on April 30 on *SeHealth's partnership with Campbell University's Jerry Wallace School of Osteopathic Medicine*.

**Julie Sawyer** (Rehab Services) spoke to residents of Woodside II Apartments in Fairmont on May 7 on *Chair exercises*.

FNP **Marie Campbell** (Southeastern Medical Specialists) spoke to the Advanced Practice Nurses Council on May 1 on *Hypertension guidelines*.

**Campbell** and PA **Windy Christy** (Southeastern Spine and Pain) spoke to Kiwanis of Robeson on May 28 on *The role and impact of mid-level providers*.



Lera Flynn



Donna Kinlaw

### **New directors appointed**

Southeastern Health announced appointments to two leadership positions: **Lera Flynn** as emergency services director and **Donna Kinlaw** as quality and performance improvement director.

Flynn, a Florida native who grew up in Upstate New York, earned an associate degree in nursing from Samaritan School of Nursing in 1994, and a bachelor's degree in nursing in 2005 and a master's degree in nursing/health care administration in 2009, both from the University of Phoenix. She is certified in emergency nursing and has worked as an ED nurse, night supervisor and director prior to joining Southeastern Health in April.

Flynn and her husband, Pat, live in Laurinburg and have three children and one grandchild.

Kinlaw, a Bladen County native, earned an associate degree in nursing from Robeson Community College in 1994 and a bachelor's degree in nursing from UNC Wilmington in 2000. She also earned a master's degree in health care administration from Independence University in 2008. Before being named director, she served as clinical effectiveness coordinator and Magnet program coordinator. Since joining Southeastern Health in 1994, she has served in a variety of nursing roles including staff nurse, charge nurse and nurse manager for ICU/IMU, CVICU and hemodialysis.

Kinlaw lives in Dublin and has two daughters and three grandchildren.

### **Achievements**

Dr. **Joseph Roberts** (Lumber River Family Practice) was voted Preceptor of the Year by students of Duke University School of Medicine. He was presented with the award at a ceremony held March 25 in Durham, N.C.

Coordinator **Ann McLean** (Marketing) has been appointed to a two-year term on UNC Pembroke's Braves Club Board of Directors.



**Want to stay in the know on all things Southeastern? Catch us on the web at [www.srmc.org](http://www.srmc.org) or "Like" us on Facebook!**