

Paulding County Hospital Employee Newsletter

Volume 1, Issue 1

July 2009

2009 Employee Satisfaction Survey

In May 2009, employees were asked to complete an Employee Satisfaction Survey. The survey deadline was June 3, and 81 employees completed the survey. A lot of feedback and suggestions were made by employees that completed the survey.

These monthly newsletters are the result of that feedback. When asked if there was sufficient communication from Administration during the Department of the Month Luncheons, and Second and Third Shift Dinner and Breakfasts, the responses were: staff members said they do not receive enough communication, because the meals only happen twice a year for each department, or because they are unable to go to the luncheons based on the patient demand, or because they don't work on the day the luncheons are held. The monthly Employee Newsletter will hopefully increase communication throughout the hospital.

Other areas for suggested improvement/areas for suggested change included:

- *Amount of On-Call
- * Weekend Work
- * Pay
- * Co-workers Negative Attitudes

One question was about the fountain in the courtyard, and the question was about why the hospital would take on green initiatives such as the fountain, considering the expense of that project. Gary Adkins, CEO, explained that the fountain was actually intended to be a response to customer feedback. Several community members that had previously used the swing-beds here at the hospital, had made a suggestion that we create a place where the swing bed patients can go outside. At the time the customer suggestion was made, the only option to go outside was a place that faces the road and the privacy was limited. This courtyard option will allow the patients some privacy away from the passing traffic, and offer a nicer outdoor accommodation. The courtyard does include plans discussed as part of the green initiative, but the intent of the courtyard and fountain was to address customer feedback, and for the hospital to become a place the community would desire to come for swing bed services.

When asked about the best aspects of Paulding County Hospital, some of the comments noted were:

- *Teamwork
- * Benefits
- * Close to home
- * Friendly Atmosphere & Good Co-workers

The answer on the question, "Overall I am satisfied with my job at Paulding County Hospital", the results were:

96% Agreed
4% Disagreed

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Green Initiative

Overall the survey was very positive. Thank you to everyone that took the time to complete the survey. The hospital began taking steps this year toward implementing a green initiative. A Green Committee has been formed and has already generated a lot of ideas that could make the hospital more environmentally friendly. In addition to becoming more environmentally responsible, the green initiative will hopefully turn in some cost savings. One green initiative actually began in June 2008, when Bud Larimore, Maintenance Director, made some changes to the electrical plant. From June 2008 – June 2009, the changes implemented by the Maintenance Department resulted in savings to the hospital of more than \$30,000 on the electrical bills from AEP. Future issues of the newsletter will be hosted on the PCH website in an effort to reduce paper use. By August 1, 2009, there will be a new tab on the hospital website labeled “Employee Information”. Employees will find benefit forms, FMLA forms, benefit summary sheets, the employee newsletter, and other employee information. Stay tuned for further green initiative updates in these monthly newsletters.

Hospital Financial Update

Rob Goshia, CFO, reported for the month of May that the hospital had a profit of \$8,470 and for the Year To Date there has been a profit of \$35,146. PCH continues to operate consistently in the black. Inpatient activity has decreased while outpatient activity remains good.

Guest Relations Department takes on Customer Surveys

PCH is no longer sending Press Ganey surveys to patients. The hospital has chosen to bring the patient satisfaction survey program in house and now the Guest Relations department is making phone calls to Inpatients, Outpatients, and ER patients. We ask fewer questions than before but a very important question is, “We like to recognize our employees....who did an excellent job for you while you visited our hospital?” A frequent answer is, “I don’t know, I could not read the name tag” or “I never did catch her name”. This tells us that we need to make an effort to introduce ourselves to our patients. A patient encounter should always begin with, “Hi my name is _____ and I will be the nurse taking caring of you today” or “My name is _____ and I will be the tech doing your test today”. This way we can make sure that we are properly recognizing the employees who are doing an exceptional job with our patients. All clinical and non-clinical staff should always introduce themselves when entering a patient’s room.

Employees who were recognized by patients in the last month are:

Darlene Herber, Vicky Hunt, Sis Stauffer, Leora Smalley, Angie Brinkman, Angie Speice, Connie, Renee, Dr. Strawter, Dr. Rafiq, Angie Buchman, Sally Linder, Dr. Ahmed and his nurses, Cindy (nurse), Greg Parrett, Lori Shaw, Gina Geise, Michelle, and Terri (ER nurses), Rita Diaz, Ben Ricker, Michelle Meeks, Lydio Dema-ala, and Nikki McClure. Great job everybody!

Some interesting comments that were heard on the phone survey include, “Always great care, PCH is a great hospital that we have in the community.” “They explained everything they were going to do before they did anything which helped keep the kids calm.” “Very helpful, and someone came as soon as I put my light on.” “I tell people if they need extended care to go out there to the Swing Bed.” “The nurses were really good with my 8 day old baby, they were very gentle and handled him like he was their own.” “ Good timing, good service, it feels like you are a priority when you come to Paulding Hospital.” “Paulding Hospital really cares about their patients and it shows.” “I really like the small hospital atmosphere along with the personal care and the genuine concern shown to us.”

As you can see, the phone surveys are getting great feedback, almost all of it positive. Keep up the good work everyone and hopefully we will have more names next month to report!

New Faces

New Employees hired in June and July include:

Cynthia Cardwell - MLT - Lab, Melinda Gasser - RN - Med/Surg, Leslie Wilkin - RN - ER, Allison McGarvey - PTA - Rehab, and Dr. Brent Savage - General Surgeon. **Please say "hello" when you see the new faces in the hall.**

