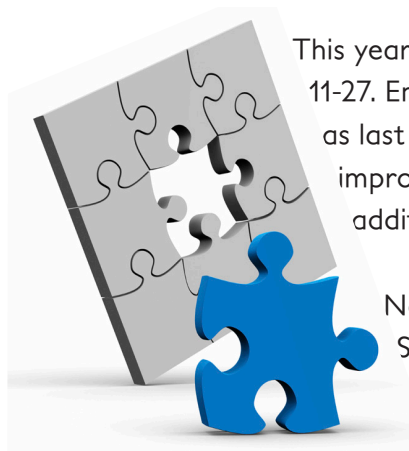


hospital times



YOU ARE A PIECE OF THE PUZZLE WITH THE EMPLOYEE PARTNERSHIP SURVEY

Opportunities at North Kansas City Hospital can be compared to a puzzle. Employees provide information which can be puzzle pieces and when solutions are found to help them all come together, they make up an incredible image of this Hospital. "You are a piece of the puzzle" is this year's theme for the Employee Partnership Survey because employees are an integral part of making this Hospital an employer and provider of choice.



This year's Employee Partnership Survey will be June 11-27. Employees will receive the same survey questions as last year, so the Hospital can measure results of improvement. There will be 40 questions and two additional questions that allow for comments.

North Kansas City Hospital's Employee Partnership Survey is strictly confidential. Each employee will receive his/her personal identification number (PIN) in the mail directly from Press Ganey.

Survey responses are sent back to Press Ganey

by employees, either through the mail or electronically. Because Press Ganey's employees enter the data, and results are delivered at the workgroup level, no member of North Kansas City Hospital's staff shall ever see an individual employee's survey results.

"We feel the Employee Partnership Survey is a way for employees to communicate freely about opportunities they may see for the Hospital, and to work together with Leadership to take advantage of those opportunities," said Patrick Kegin, vice president of Service Excellence. "The action plans developed

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MAY 2010

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*PAYDAYS

MAY 22, 8AM

Kansas City Start! Heart Walk
Contact Debby Hill, ext. 5456, for more information, Theis Park on the Plaza.

MAY 22, 8AM

Run NKC Schools 2010 5K
Contact Kristen Sweeney, ext. 5023, for more information, North Kansas City High School.

MAY 22, 12-4PM

Be the Match Bone Marrow Donor Drive
Contact Sarah Reed, ext. 1687, for more information, Unity Temple on the Plaza.

MAY 31

Memorial Day Holiday
Administrative offices will be closed in observance of the holiday.

JUNE 10, 5:45PM

Sex and the City 2
Contact Sharon Ambrosi, ext. 1688, for more information, Screenland Armour Theatre.



Hospital Times is published weekly by Marketing Services, 2800 Clay Edwards Drive, North Kansas City MO 64116-3220. The newsletter also can be viewed on the NKCH Intranet. Direct inquiries to Tiffany Coffey at 816.691.3022 or tiffany.coffey@nkch.org. All submissions to be considered for Friday's noon publication are due by noon the preceding Wednesday. Marketing Services reserves the right to edit copy for content and space.

EMPLOYEES TO RECEIVE SERVICE AWARDS FOR THEIR DEDICATION

A service awards banquet will honor employees May 27. *Hospital Times* will recognize recipients in upcoming issues.

10 Years

Erin Asmus, Oncology 5S
 Pamela Bays, Pavilion PACU
 Vicki Borer, Nursing Administration
 Jody Brockman, Home Health
 Malina Burgen, Emergency Department
 Jennifer Burgener, Cardiology/Neurology
 Vivian Bynum, Food and Nutrition Services
 Kenda Caloroso, Telemetry 4S
 Deborah Cascone, Pharmacy
 Angela Cole, Pavilion PACU
 Denise Cox, Enterprise Technologies
 Florence Cross, Environmental Services
 Lisa Daniel, Respiratory Care Services
 Brian Dannaldson, Plant Operations
 Latha Davis, Pavilion PACU
 Rachelle Davis, Labor/Delivery
 Chris Deterding, Labor/Delivery
 Amy Dewey, Clinical Application Support
 Tammy Dickerson, GI Lab
 Patti Dickson, Admitting
 Wendy, Dishong, Patient Accounts
 Laurie Draughon, Emergency Department
 Lucille Fiedler, IV Team
 Sandra Filbeck, ICU
 Josephine Fleming, Labor/Delivery
 Wade Flood, Emergency Department
 Dana Gibson, IV Team
 Sauna Grider, Emergency Department
 Julia Hand, Telemetry 6th Floor
 Teresa Havens, CV ICU
 Rhonda Hayes, Case Management
 Tamika Hill, Floats - Med/Surg
 Tina Howerton, Pavilion Med/Surg 10th Floor
 Peteh Jalloh, Telemetry 6th Floor
 Nicole Janning, Echocardiology
 Jason Kaminski, Hospital Surgery
 Jeanette Kauffman, Telemetry 6th Floor
 Gina Keilbey, Hospital Surgery Admitting
 Amy Kistler, Pavilion Med/Surg 8th Floor
 Sandy Knopf, Purchasing

Stacey Kwan, Pharmacy
 William Lampa, Hospital Surgery
 Linda Landis, Telemetry 4S
 Cheryl Leroux, Admitting
 Cathy Liberto, Med/Surg 11th Floor
 Mabel Lollis, Food and Nutrition Services
 Fran Marencik, Cardiology/Neurology
 Judy Matlock, Environmental Services
 Karen McGee, Environmental Services
 Duffy McMurtrey, Enterprise Technologies
 Michael Mead, Home Health
 Carl Molle, Emergency Department
 Roberto Montelongo, Lab Histology
 Dana Moon, Labor/Delivery
 Jenny Morris, Med/Surg 11th Floor
 Cathy Morrison, Mother/Baby
 Tracy Mueller, Echocardiology
 Julie Niemuth, PRN Pool
 Marla O'Hern Rasco, Lab General
 Carol Perry, Surgery Support
 Tina Petterson, Hospital Surgery
 Jill Pierson, MRI
 Jacob Quigley, Grounds Maintenance
 Rita Reyes, Admitting
 Amy Romines, Hospital PACU
 Beth Schoening, Emergency Department
 Mary Schroeder, Emergency Department
 Debbie Small, Pavilion Surgery
 Anna Soli-Smith, Health Information Management
 Julie Stang, Cardiac Cath Lab
 Michala Stanley, GI Lab
 Mike Starr, Plant Operations
 Paul Stone, Environmental Services
 Ronda Sulltrop, Home Health Occupational Therapy
 Juanita Taylor, Respiratory Care Services
 Delphia Thielen, Radiology
 Lisa Todd, CT Scanner
 Rebecca Umali, Floats - Med/Surg
 Evelyn Vail, Medical Library

Ann Vardijan, Health Information Management
 Arlene Vitug, Med/Surg 11th Floor
 Jean Volz, Pre-Surgery Testing
 Clint Woodhead, Cardiac Cath Lab

15 Years

Jennifer Blain, Labor/Delivery
 Ronda Brazil, Home Health Aide
 Santa Cascio, Admitting
 Deborah Diaz, Home Health
 Beth Diebold, Mother/Baby
 Twana DuPaul, Service Excellence
 Allison Foster, Emergency Department
 Sherry Gabbert, Physical Therapy
 Janet Garner, Pavilion Ortho 9th Floor
 Ellen Garrett, Case Management
 Gayle Hall, Rehabilitation Services
 Kevin Hawkins, Food and Nutrition Services
 Carol Hays, Case Management
 Lynn Hockenbury, Radiology
 Marcia Hornaday, Children's Learning Center
 Christina Kellgren, Oncology 5S
 Beth Kunonga, Admitting
 Michelle McCullough, Physical Therapy
 Becky McDougal, Occupational Therapy
 Kelley McFarland, IT Applications
 Pam Gilbert-Misner, Cardiac Cath Lab
 Susan Ousley, Health Information Management
 Jason Potts, Emergency Department
 Mary Records, Speech Pathology
 Kelly Sander, Physical Therapy
 Nancy Serrone, Pharmacy
 Gabriele Shay, Children's Learning Center
 Diana Shipp, Rehab Unit
 Shannon Smith, Physical Therapy
 Amy Taylor, Hospital Surgery Admitting
 Melissa Zalonis, Diabetes Self Management

Correction: In last week's issue of *Hospital Times*, it was noted incorrectly that April Patten, new director of Surgical Services, previously worked for Northland Cardiology. April was a Hospital employee and worked with MidAmerica Heart and Lung Surgeons in Cardiothoracic Surgery.

SEX AND THE CITY 2 EVENT FOR WOMEN

Women can socialize with their friends and watch one of the hottest movies, *Sex and the City 2* at Screenland Armour Theatre June 10, at 5:45pm. The event, sponsored by the Northland Women's Center at North Kansas City Hospital and Spirit of Women®, will feature cocktails, hor d'oeuvres and gifts.

"Because we're a Spirit of Women® hospital, we like to do things in the community, not just screenings and not just

health fairs," says Sharon Ambrosi, Outreach Services specialist.

Tickets are limited, so participants need to prepay for the event.

Interested women can pay the \$15 registration fee online or drop off a check to Outreach Services. The cost covers the movie showing, one cocktail, hor d'oeuvres and gifts.

"The event is for happy, healthy, having-fun women," says Ambrosi.



"This is going to get them involved and looking at North Kansas City Hospital as more than just a place to get their yearly checkup."

The *Sex and the City 2* showing will kick-off the new *SmartSpirit* program, a community partnership allowing women to participate in promotions and receive discounts at various businesses. There is no cost to join. Interested participants can sign up at the event.

Pillar: Community Needs

ANNUAL PERFORMANCE REVIEWS ONLINE

North Kansas City Hospital's annual performance review runs until Friday, July 30. The annual tests and compliance quizzes are part of the review process and are now available to take on the Intranet. The quizzes are required and need to be taken before a review will be considered complete.

Other requirements of the review process include vehicle registration and electronically signing an acknowledgement page stating that you reviewed the updated Employee Handbook. Vehicle registration is a new component and Enterprise Technologies is making this process available on the Intranet Personal Menu. An e-mail will be sent to everyone once this capability is available.

When supervisors/managers complete reviews electronically, employees will be able to view their results through the Intranet Personal Menu. Employees then meet with their supervisors/managers to discuss their performance and behavior expectations. Please contact Lori Coder at ext. 5235 with any questions.

Pillar: Employer of Choice

SURVEY

(continued from page 1)

by departments as a result of the survey last year were very impressive. Most of the actions taken throughout this past year in the Hospital are a direct result of those action plans."

Look for further details about the Employee Partnership Survey in *Hospital Times*.

Pillar: Employer of Choice

DIFFERENCE MAKERS

THANK YOU TO THOSE WHO REPRESENTED NKCH IN THE KANSAS CITY CORPORATE CHALLENGE

- *5K Participants:* Lancer Gates, D.O., Brian Guild, Jason Potts, Sungyong Choi, Sarah Hake, Jenna Olsen, Patricia Ogrinc-Barker, Angel McKee, Hadley Osborne, Loanna Schmidt, Sandra Stahl, Stephanie Morris, Ellen Garrett, Catherine Pease
- *Bowling, Coed Team:* Jessica Wright, Duane Barron, Vickie Rupard, Bernie Allen
- *Bowling, Women's Team:* Deb Smith, Jodi Rawson, Mabel Weidmann, Clari Olsen
- *Bowling, Men's Team:* Ron Hanson, Lucas Manning, Walter Williams, John Hutchison
- *Pool:* Cindy Hernandez
- *Disc Golf:* Nate Gifford
- *1 Mile Walk:* Thank you to all participants.

Kansas City Corporate Challenge runs through June 26.

For more details on event postings, visit www.kccorporatechallenge.com

CONGRATULATIONS:

- Gay Lynn Wiggs, Jane Swan, GERALYN Perrin and Shelley Bosworth, passed their CNOR exam and are certified operating room nurses.
- Medical Staff Services received a four-year accreditation for continuing medical education.
- Security Representative, Jay Thomason, obtained professional locksmithing certification from the Foley Belsaw Institute.
- Nathan McKown earned his Associate of Arts in Information Technology Networking from the University of Phoenix.
- Lactation Consultants, Barbara Lawson and Brenda Snyder, graduated from the University of Missouri-Kansas City with Bachelor of Science in Nursing degrees.
- Artisha Wagner graduated from Concorde Career College with her LPN degree.

If you or someone you know recently graduated, please submit to *Hospital Times* at tiffany.coffey@nkch.org.

NKCH EMPLOYEES RAISED OVER \$2,000 during Hospice House Denim Days. Thank you to the 176 employees who participated.

BE THE MATCH, BONE MARROW DONOR DRIVE, sponsored by North Kansas City Hospital, will be Saturday, May 22, noon to 4 pm at Unity Temple on the Plaza. Stop by to register as a bone marrow donor. Contact Sarah Reed, ext. 1687, for more information.

WELCOME TO NKCH ⁴

Heather Adams, CNA, Pavilion Ortho
9th Floor

Emily Chrisman, EKG Tech

Katie Davis, RN

Brenda Dickey, Radiology Clerk

Ashley Fink, Surgery Support Tech

Amy Frost, Lab Assistant

Constance Grisham, Case Manager,
Home Health

Ashley Ibrahimovic,
Central Services Tech

Dawn Kruse, Certified
Respiratory Therapist

Jessica Madden, Communications
Clerk

Robin Martin, Radiology Clerk

Jesse Mora, Food and Nutrition Staff

Sarah Murphy, Nurse Practitioner,
CV ICU

Penny Nichols, RN, Med/Surg
11th Floor

Judy Pierce, Food and Nutrition Staff

Tonya Reed, RN, Telemetry 6th Floor

Talia San Roman, RN, Med/Surg
11th Floor

Sean Smith, Radiographer

Sandra Wake, RN, Hospital
Surgery

Latoyal Williams, Food and Nutrition
Staff

Tiffany Williams, Food and Nutrition
Staff