

## Annual ARH CARES Winners Honored

The 2012 Annual ARH CARES Award winners were honored February 7 in Lexington. To be named a CARES Awards recipient, the honorees were nominated by their peers or patients in appreciation for their dedication and commitment to exceeding the ARH CARES (Communication, Attentive, Respectful, Environment and Special) standards in their local community. Each ARH community has a monthly or quarterly winner. The honorees were not only chosen as the monthly or quarterly winner, but were selected by that community's CARES committee as the person most deserving of the honor of Annual CARES Awards Winner.

Presenting the awards were each hospital CCEO and representatives from each system center.

"These employees have been recognized as going above and beyond to care for our patients, the communities we serve and their co-workers," ARH President and CEO Jerry W. Haynes said. "We are very proud of each of our CARES winners and sincerely appreciate their dedication to a health system that means so much to our communities."



### 2012 Annual ARH CARES Winners

*Pictured above back row, left: Jerry W. Haynes, ARH President and CEO, Rick McCoy, Lexington System Center; Anita Tabor, Beckley ARH; Lisa Fisher-Long, Summers County ARH; April Perkins, Morgan County ARH; Judy Gulley, Middlesboro ARH, and Emmett Pugh, Chairman of the ARH Board of Trustees.*

*Front row, from left, Matthew Suter, Williamson ARH; Ora Kaye Osborne, Mary Breckinridge ARH; Tracie Johnson, Harlan ARH; Bridget Yonts, McDowell ARH; Kim Cornett, Whitesburg ARH, and Elaine Strunk, Hazard ARH. Not pictured, Kent Adams, Hazard System Center.*

**Read all about why each winner was chosen beginning on Page 4**

## ARH CARES Standards

### Communication

Team member effectively and appropriately communicates with patients, team and other customers.

### Attentive

Team member exhibits attention to the needs of patients, team members and other customers.

### Respectful

Team member demonstrates courtesy and respect to patients, team members and other customers.

### Environment

Team member attends to personal appearance, facilities and equipment to make patients and other customers feel comfortable, safe and secure.

### Special

Team member makes each patient, team and other customers feel special.



Do you have a co-worker who demonstrates the qualities listed in the ARH CARES Standards on the left? Pick up a nomination form from your local Human Resources department or fill out a form online at [www.arh.org](http://www.arh.org)

## Dixon Receives National Award for Home Care

Morgan County ARH Home Health Director Rhonda Dixon has been chosen as one of nine national winners of the REAL Awards.

Rhonda was chosen as the winner for the home care category. The REAL Awards, created by Save the Children in partnership with the Frontline Health Workers Coalition, is a first-of-its-kind global awards program designed to develop greater respect and appreciation for health workers and the lifesaving care they provide globally, as well as in the United States.

Rhonda was nominated by Louis Roe, CEO, Physician and Home Services, for her actions during the March 2, 2012 tornado that leveled almost the entire town of West Liberty.

“Rhonda’s actions enabled her agency to replenish destroyed supplies, laptops, patient records, and vehicles within 48 hours. Her agency did not miss a regularly scheduled visit and was able to accept new patients the first business day after the tornado,” Roe said in his nomination of Rhonda. “She devoted her time and energy to her patients when she could have simply quit. Her efforts kept a much-needed service open during her town’s time of need.”

Rhonda will travel to Washington, DC in April to receive the award.

“This is a great honor which represents Rhonda’s commitment to the patients we serve in Morgan County through our home health agency” Roe said. “It is also a reflection of the dedication and great service we, as an organization, provide to the patients in our service areas.”



## Quick action by Harlan ARH staff saves stroke patient

The quick actions of the Harlan ARH team ensured a stroke patient received the timely care he needed. The patient had a massive middle cerebral artery occlusion that showed on the CT right away. Normally most CTs show as normal but the ischemia was large enough to show on the CT. The patient and family recognized symptoms and came to the hospital about 80 minutes after onset of symptoms. When he arrived at Harlan ARH staff went into action. The protocol (labs, CT, etc.) was initiated within 5 minutes of arrival with the CT completed within 20 minutes. The tPA bolus was given in 55 minutes (goal for door to needle time is 60 minutes). The patient was transferred via helicopter to UK at 86 minutes.

## Angel Auction Nets over \$10K for Middlesboro ARH Newborn Nursery

We have heard many stories about angels walking among us and helping those in need. On January 8, 21 uniquely created angels did just that when they were auctioned during a fundraiser for the Middlesboro ARH Newborn Nursery.

Angels went from \$100 to \$525 each until the final angel was recognized as the angel who received the most community votes on Survey Monkey. The community’s “Favorite Angel” was the red and white angel designed by Starlet Smith which was displayed in the window of the downtown ARH HomeCare Store.

Guests clapped when Starlet Smith was introduced to the group. She thanked everyone for the votes and noted that her angel had a special message written on its base. Smith then read a Bible verse in Luke: “For unto you is born this day in the city of David a Savior, which is Christ the Lord.”

Because so many guests were interested in buying Smith’s angel, they decided to buy a part of the angel and share Middlesboro’s Favorite Angel with their friends and colleagues. Donations for this angel brought a total of \$1,400.

Dr. Nathan Mullins, OB-GYN at Middlesboro ARH, shared with the group the importance of enlarging the newborn nursery and renovating the OB facility. “We have an excellent OB team at Middlesboro ARH who provides quality care, but it’s time to make some facility improvements,” stated Mullins. “I hope you will help us achieve this by giving to this worthy OB project.”



## A Special Thank You To Hazard ARH

Taylor Cornett, the 12 year old recently shot and killed at Hazard Community College was the only person that initially survived the shooting and was rushed to your ER before being shipped to UK Hospital. After arriving at UK and hearing that Taylor would likely not survive this incident her mother asked if she could be a donor. We know all the efforts you put into her initial resuscitation was the catalyst allowing donation to be possible. Thank you for your efforts. I also have below those that were helped from Taylor's donation.



- As a result of your work
- a 14 year-old boy from Missouri with Hypertrophic Left Heart Syndrome received her heart
  - a 22 year-old woman with Cystic Fibrosis from Kentucky received her lungs
  - a 55 year-old Kentucky woman received the liver
  - a 37 year-old Kentucky man with TYPE I diabetes, retinopathy and ESRD received a kidney and pancreas transplant and
  - a 66 year-old Kentucky woman with ESRD and hemodialysis received the other kidney.

On behalf of KODA and all the recipients, thank you.

~ Diana Thacker, RN, BSN ~  
Sr. Client Services Coordinator  
Kentucky Organ Donor Affiliates (KODA)

## Harlan ARH seeking volunteers for RAM event

Remote Area Medical, or RAM, is an internationally-renowned group of volunteer healthcare providers who offer their skills to those in need. RAM volunteers and students from a variety of medical, dental, optometry, nursing and other professional schools, will be coming to Harlan March 23-24 to deliver a host of free medical services to the community. These will include dental, vision, and medical services. The clinic will be performed at Harlan County High School.



## Want to Volunteer?

Volunteers with and without clinical skills are needed for both days of the RAM event. Call or email Mark Bell at 606-573-8208 or mbell@arh.org to find out how you can help.

## ARH Home Health takes ARH caring worldwide!



It is often a tradition to give small off ce gifts to each other during the holiday season. With all that happened in West Liberty, the Morgan County ARH Home Health staff re-evaluated that tradition and sought a way to make their holiday giving more meaningful. Rather than give gifts to each other, they decided to pool the money they would otherwise spend on small presents and use it to change the life of someone.

By raising \$120, Morgan County ARH Home Health staff were able to purchase a goat through HEIFER INTERNATIONAL, an organization that aims to provide self sustainable food sources and income sources for impoverished families overseas.

By purchasing a goat, the Morgan County team is hopeful that a family in need overseas will be able to use the milk for food, and even raise baby goats for sale and trade. When a family receives a gift from Heifer International, they agree to pass on the gift in the form of donating the progeny of the gift goat to another family. In this way, one goat can change the lives of many.

Goats milk can provide much needed protein for malnourished children and the extra can be sold for income to put towards school fees, medicine and clothing.

# Annual **ARH CARES** Awards 2012 Winners

## Beckley & Harlan



**Anita Tabor**  
Nurse Aide  
Beckley ARH Hospital  
*18 years of service*

Anita Tabor has been employed at Beckley ARH since October 1994 as a Nurse Aide. For four years, she worked in Home Health, but the remainder of the time she has served on Fourth Floor. Anita is proud of her career stating she is a "Nurse Aide by Choice". When asked to explain, she responds, "I'm smart enough I could have been a nurse, but I WANT to be a Nurse Aide," because she likes the one-on-one with patients and enjoys helping them with their activities of daily living. It does not bother Anita in the least to assist patients however they may need assistance.

Anita's caring attitude extends beyond the hospital, but at the top of her list of interests is her love for geriatric patients.

Tina Shrewsbury, R.N. is the Nurse Manager to whom Anita currently reports echoes the fact that Anita "loves her geriatric patients" and goes that extra mile for every one of them. "Yes, she meets the needs of the patients, but it goes beyond that -- Anita gives 110%."

Rocco Massey, CCEO points out that Anita has always been known for her smile and friendly personality. "She's never met a stranger. Her love for her patients is evident on a daily basis. We are very proud to have Anita on staff; she is most deserving of this recognition".



**Tracie Johnson**  
Nurse Aide  
Harlan ARH Hospital  
*12 years of service*

Tracie Johnson a nursing aide at Harlan ARH was recognized for not only exhibiting excellence in performing her nursing aide duties, but her ability to make each person she encounters feel special.

As a nursing aide, she provides care in a cheerful, kind manner and goes beyond her duties to provide excellent care to her patients.

She has a positive attitude that results in a respectful, attentive manner of giving care. Her patients report how much they enjoy her being their caregiver, because she treats them like family.

Harlan ARH CCEO Dan Stone says the hospital often receive compliments concerning the care that she provides.

"She lives the ARH values, vision and mission, because she gives of herself in a professional, compassionate manner to every person she meets. She sees the good in all of us."

# Annual **ARH CARES** Awards 2012 Winners

## Hazard & Mary Breckinridge



**Elaine Strunk**  
Registered Nurse/ICU  
Hazard ARH  
*16 years of service*

Elaine Strunk has been a nurse at the Hazard ARH Regional Medical Center for 16 years and is described as giving of her time and talents.

She is always willing to take a new nurse under her wing and teach them in a kind and compassionate manner.

Elaine always provides great care and inspires the patients to do well, says Shelia Cornett, Hazard ARH HR director.

“She cares about the patients more than anything and is always kind and compassionate with family members. She loves her patients and their families.”



**Ora "Kaye" Osborne**  
LPN  
Mary Breckinridge ARH Hospital  
*8 years of service*

Kaye is an LPN who has been with Mary Breckinridge since February 2005.

Kaye is described as a nurse who not only cares for her patients in a selfless manner but makes an effort to help all patients on the unit whether they are assigned to her or not. Her skills in nursing are excellent and she surpasses the traditional lines which are sometimes drawn between nurses and nursing assistants. She is the nurse who takes primary care seriously while she bathes, shaves, and meets the daily living activities of her patients. She is a true example of our nursing mentor, Mary Breckinridge, and her motto of treating the patient and all members of the family. Kaye has a love for nursing and a love for people. She makes a special effort to treat others as she would be treated but with modesty and a humble attitude.

“You cannot buy happiness. But since happiness comes from within, you can secure a measure of happiness by your own acts. You can find that feeling of happiness and contentment by helping people whether it be a patient, visitor or your coworker,” Mallie S Noble, Administrator. “Ora Kaye displays happiness and contentment within herself and spreads it where ever she goes. It is with great pride that we honor Ora Kaye as the CARES Employee of the Year. She is most deserving and is an excellent role model for the nursing profession. I am indeed humbled to work with such a fine person as Ora Kaye.”

# Annual **ARH CARES** Awards 2012 Winners

## Hazard & Lexington System Centers



**Kent Adams**  
Painter  
Hazard System Center  
*18 years of service*

Kent was chosen as the Annual CARES Winner for System Center Hazard because of his commitment to family, ARH, and his community.

He is knowledgeable in all aspects of maintenance and goes above and beyond expectations to complete every job. Kent knows no stranger, he is friendly to everyone he meets. He is well known within the Hazard ARH community and the local community as well.

Kent demonstrates his talent when serving on committees for Black Gold, Relay for Life, and many more. He can take a simple idea and turn it into something that is remarkable and impressive. Kent is a loyal employee, a great ambassador, and a tremendous asset to the ARH family.

"Kent is not here merely to make a living; but to make ARH and our community a better place, with his passion for life and creative spirit," says Sonya Bergman, Interim Executive Director Employee & Labor Relations "We thank Kent for his commitment, he is not only a great member of our team, but a dear friend to many."



**Rick McCoy**  
Senior Programs Analyst/Internet  
Marketing Manager  
Lexington System Center  
*14 years of service*

Rick McCoy began his career with ARH during the system's efforts to be prepared for the Y2K switch and worked to keep the ARH computer systems from "crashing down" when the year 2000 rolled around. He was then promoted to programmer analyst and then to senior programs analyst and currently works with the ARH Planning and Marketing department as internet marketing manager.

The true crux of Rick's job is communication as "keeper" of our ARH websites - both internal and external. However his ability is not limited to electronic communication. He is friendly by nature and is always consistently pleasant to everyone.

His attention to requests for changes to the internet are handled accurately and expeditiously. And even when he is thrown a curve with some obscure computer question, he never hesitates to try his best to figure it out and seldom is he stumped.

The best way to classify Rick is a true gentleman. He is extremely respectful of his fellow employees and goes out of his way to help personally whenever he is aware of a need.

The outward display of kindness toward one another always makes the recipient of that emotional support feel special. Rick is by nature a very kind person and never hesitates to speak a few kind words when he senses they are most needed.

# Annual **ARH CARES** Awards 2012 Winners

## **McDowell & Middlesboro**



**Bridget Yonts, RN**  
Registered Nurse  
McDowell ARH Hospital  
*8 years of service*

Bridget Yonts is currently a registered nurse in the McDowell ARH Emergency Department and has been since Dec. 6th, 2004. As an RN in the ED she has represented the core values of ARH well, from her ever-present smile and exceptional personality to her conscientious, consistent and skillful performance. Due to this she has been selected several times to be the face of McDowell ARH in many marketing ads and the previous Image Campaign.

Bridget hails from the McDowell community, graduating from South Floyd High School in 2000, and the Prestonsburg BSCTC Nursing program in 2004. She attends the Jacks Creek Baptist Church and enjoys spending time with family and friends. "Bridget's ability to be honest, humble and compassionate stems from her strong sense of family and has endeared her; not only to her co-workers but the community as well," says McDowell CCEO Russ Barker. "We feel very fortunate to have Bridget on our team at McDowell. She is truly an asset to our facility and community."



**Judy Gulley, RN**  
Registered Nurse  
Middlesboro ARH Hospital  
*23 years of service*

Judy Gulley, RN is a staff nurse in the Middlesboro ARH Outpatient Surgery Department and has served ARH for over 23 years. She was nominated for the "tender loving care" that she provides to all of her patients but especially to her pediatric surgical patients.

For the last five years she has personally purchased out of her own pocket cloth to sew bears and/or dolls, which she gives to pediatric patients prior to surgery. This kindness lessens the child's anxiety.

"Judy Gulley's caring nature reminds me of these words in 1 Corinthians 13: 'Love bears all things, believes all things, hopes all things, endures all things. Love never fails.' I have heard numerous stories about how attentive and caring Judy is with her patients, going the extra mile is simply what she does for every patient, every time," says Community CEO Michael Slusher. "Judy makes a difference in the lives of her patients, and we are proud to have her on our team."

# Annual **ARH CARES** Awards 2012 Winners

## **Morgan County**

**April Lynn Perkins**

House Nurse Coordinator

Morgan County ARH Hospital

*9 years of service*



April began her career with ARH in 1995 as a Janitor, and worked for four years growing into other positions. She rejoined ARH as a House Nurse Coordinator, five years ago.

April was supervising the nursing floor when the super cell of tornados hit the town of West Liberty on March 2nd, 2012. She not only executed her duties, she went above and beyond to ensure the safety of every patient and staff member and maintained a clear minded presence that was above the call of duty and provided a much needed calm to all responding staff. Under the most unimaginably stressful of conditions, April retained the most critical of our cares standards, COMMUNICATION. She listened to suggestions given by other staff, respected their expertise and changed the emergency response on the fly which may have saved the lives of the inpatients. She stayed beyond her shift ensuring a smooth turnover to EOC personnel and assisting with any duty she could.

Many other staff responded and rose above during this crisis, however, April's demeanor and leadership during the critical first hours were nominated repeatedly. She clearly demonstrated the very essence of our CARES standards for patients and staff alike. "April is an amazing example of dedication, hard work, and excellence to everyone who works at Morgan County," says CCEO Steve Gavalchik. "Her leadership saved lives during the tornado, and continues to save lives, each day she is at work."

## **Summers County**



**Lisa Fisher-Long, RN**

House Nurse Coordinator

Summers County ARH Hospital

*6.5 years of service*

Lisa was nominated by one of her peers and selected by the Employee of the Quarter Committee for demonstrating all the attributes of the CARES Standards when she was observed helping a patient who had been traveling through the area on Amtrack. The patient became ill, spent the night in observation, and had no transportation back to the train station. He requested Lisa call a Veterans Organization to help with transportation. Lisa spent hours calling various organizations and local veterans until she successfully found someone willing to come to the hospital and transport this elderly man, and all his luggage, to the train station. Instead of simply saying we have no taxi service in our area, Lisa went beyond her duties to assist this person. In the past Lisa has contacted her husband who has come to provide transportation for patients who have been in this situation; however, her husband was not in town to help her this time. We have many people traveling through Summers County during the spring, summer and fall seasons and lack of public transportation is often a problem.

Lisa is the model ARH team member that everyone wishes they had; however, we are the ones blessed to have her work at Summers County

ARH," CCEO Wes Dangerfeld says. "Lisa routinely applies this level of service excellence in her every day work performance. She truly values each and every fellow ARH team member and patient that she encounters. We are proud to have her on our team."

# Annual **ARH CARES** Awards 2012 Winners

## Whitesburg

Kim is a Registered Nurse and has been with Whitesburg ARH for 20.5 years. Kim began nursing school immediately after high school at the age of 17. She graduated with an RN degree in May of 1992 and began working at Whitesburg ARH the next day. Kim began her nursing career with 15 years in the Emergency Department before being a staff nurse for the medical/surgical floors for 1.5 years. For the past 4 years, she has worked in a float position in the nursing department.

In her nominations for the CARES award, Kim is described as a person who is professional, competent, remains friendly and keeps a smile on her face during some of the most stressful times, is prompt in following through on tasks and never complains. She is precise with her patients and with their families. Kim received the ultimate compliment from a co-worker who shared, "Kim is one of those nurses who I would want to take care of my family. She is a prime example of what a nurse should be."

"Kim is an excellent choice for the CARES award. She has a wonderful attitude and greets each challenge in a positive manner", says Dena C. Sparkman, Whitesburg CCEO. Sparkman shares that she visited a patient's room one morning during her patient floor rounds and was told by the patient that he was unhappy because "his little red headed nurse" wasn't assigned to him. When Sparkman explained that Kim was off work that day the patient's response was, "I need her here because I am sick today." The conversation shares an obvious example of a patient's recognition of Kim's excellence and compassion in nursing.



**Kim Cornett, RN**  
Registered Nurse  
Whitesburg ARH Hospital  
*20.5 years of service*

## Williamson



**Matthew Suter**  
Truck Driver  
Williamson ARH  
HomeCare Store  
*12.5 years of service*

Matt has worked in several areas of the hospital including courier driver, K & C helper and cook, stores clerk and he currently works in our Home Care Store as a truck driver.

Matt is a second generation ARH employee, his mother Ruby was a LPN at the Tug Valley Medical Associates Clinic for 17 years. He also had a sister that was a LPN that worked for 10 years at the Williamson ARH facility.

Matt is always a very friendly and caring person to work around. His co-workers, as well as patients are always talking about his dedication to his work. He always put the patient first in everything he does.

On the morning of 03/07/2012 a vehicle left the road in front of the ARH Home Services building at Man, WV and went into the river.

Because of the recent snow, the river was higher than usual and running at a high rate of speed. Matt Suter, our HomeCare Store truck driver and Sammy Walker, a home health PTA, went into the river and were able to free the driver from the car before it was completely immersed. She was sent to the hospital but is okay and Matt and Sammy both returned home to change clothes and then continued with their daily routines.