



...in touch with you

CALENDAR OF EVENTS

Friday, October 19
Live @ Five
Town Square Park in Hattiesburg
5 p.m. – 9 p.m.

Saturday, October 20
USM vs. Marshall (Homecoming)
USM Vann Hall
Tailgating: 4 p.m.
Game: 6 p.m.

Friday, October 26
Live @ Five
Town Square Park in Hattiesburg
5 p.m. - 9 p.m.

Saturday, October 27
My First 5K
Long Leaf Trace
8 a.m.

Monday, October 29
HC Arts & Crafts Fair
Outside of main clinic campus
(weather permitting)
9 a.m. - 3 p.m.

Saturday, November 3
USM vs. UAB
USM Vann Hall
Tailgating: 4:30 p.m.
Game: 6:30 p.m.

Friday, November 9
Alzheimer's Memory Screening
Forrest General Conference Rooms
9 a.m. – 11 a.m. and 1 p.m. - 4 p.m.

Friday, November 9
Alzheimer's Disease Lunch & Learn
Forrest General Conference Rooms
11:30 a.m. - 1 p.m.

FROM THE DESK OF... ALAN HALE, ASSISTANT COO



Sports Medicine-Hattiesburg Clinic celebrated its 10th year during the month of September. In September of 2002, primary care sports medicine physician Kevin B. Clement, MD; sports medicine fellowship trained orthopaedic surgeons Brian Humpherys, MD and Raymond Y. Whitehead, MD, and five certified athletic trainers began providing medical coverage for 10 area schools. Over the years, the orthopaedic surgeons and physical therapy departments, along with support from other clinic departments, allowed this service to expand. Billy Windham, FNP, began working with the program in 2005 and became a full-time provider for the department in 2007. Primary care sports medicine physician Nathan C. Darby, MD, joined the department in August of 2010, and most recently, sports medicine fellowship trained orthopaedic surgeon Sergey Dzugan, MD, joined the department in August of this year.

Now with full-time and part time staff, the program has 15 certified athletic trainers providing coverage for over 20 schools in the Pine Belt region. Sports Medicine-Hattiesburg Clinic has had the opportunity to provide referrals for athletes to many physician specialties within the Hattiesburg Clinic system. We have provided care for peewee, junior high school, high school, collegiate, recreational and professional athletes. We provide coverage for a wide range of sports including rodeos. Some of the services provided by this program include:

- Athletic event and practice coverage
- Rapid physician referral for athletic

- injuries
- Injury clinics
- Pre-participation screenings
- Educational opportunities for coaches and students
- CPR training for coaches
- Performance enhancement
- Injury rehabilitation

Hattiesburg Clinic's multispecialty approach provides athletes with injuries or conditions with comprehensive health care.

Our affiliated schools:

- Jones County Junior College Bobcats
- Bassfield Yellowjackets
- Baxterville Rebels
- Columbia Academy Cougars
- Columbia Wildcats
- Dixie Yellowjackets
- Forrest County AHS Aggies
- Greene County Wildcats
- Lamar Christian Lions
- Mt. Olive Pirates
- North Forrest Eagles
- Oak Grove Warriors
- Perry Central Bulldogs
- Poplarville Hornets
- Prentiss Christian Saints
- Prentiss Bulldogs
- Presbyterian Christian Bobcats
- Purvis Tornados
- Richton Rebels
- Sacred Heart Crusaders
- South Forrest Rebels
- Sumrall Bobcats

For more information regarding Sports Medicine-Hattiesburg Clinic, please call 601.268.5630.

A special thank you goes to Mike Williamson, PT, ATC, who contributed to this article.

NEW PROVIDER

ORTHOPAEDIC SURGERY WELCOMES DR. DZUGAN



Sergey Sergeyeovich Dzugan, MD, was recently welcomed to Hattiesburg Clinic Orthopaedic Surgery and Sports Medicine in the practice of orthopaedic surgery.

Dr. Dzugan earned his medical degree from the University of Mississippi School of Medicine in Jackson, Miss. He completed an internship and residency in orthopaedics at Tulane University School of Medicine in New Orleans, La., and a sports medicine fellowship with Mississippi Sports Medicine and Orthopaedics Center in Jackson. His professional memberships include the American

Academy of Orthopaedic Surgeons, the American Orthopaedic Society for Sports Medicine and the Arthroscopy Association of North America.

Dr. Dzugan joins David W. Bomboy, MD; Kevin B. Clement, MD; Nathan C. Darby, MD; Brian E. Humpherys, MD; Bruce M. McCarthy, MD; J. Michael Weaver, MD; Raymond Y. Whitehead, MD; J. Stewart Williford, MD; and Billy R. Windham, FNP. For more information, call 601.268.5630.

PRIDE PERK DRAWING!

Enter to win a pair of sunglasses compliments of Optical Shop, Optical Shop- Laurel and Eye Associates- Optical. One optical shop will give away a pair of sunglasses each quarter. You are only eligible to win once and can register by listing your name, department and phone number by visiting the link on the PRIDE page of the intranet. Drawings will be held Oct. 19 and Jan. 11.

For more information, call CP&D at 601.268.5606.

PURCHASING TIPS

Doing a query in HSS allows you to see the status of the order(s) you have placed. To do a query, follow these steps:

1. Log in to HSS.
2. At the Home screen, click on the "Query" link.
3. In the "Where Field" drop-down menu, choose the type of search you would like to do. (Requisition Number and Requester ID are the most common search fields and seem to produce the best results.)
4. If you are searching by Requisition Number, type the 5-digit number in the "Begins with Value" field. Delete the date from the "Created After" field. Hit the Search button.
5. If you are searching by Requester ID, type your HSS user name (lowercase) in the "Begins with Value" field. At the "Created After" field, use the calendar icon to go back to the day **before** you placed the order. Hit search.
6. Either query method should produce the requisition you're looking for. Click on the requisition number to see a copy of the requisition. The "Status" column will show you where each item is in the ordering process. (Pending PO, Pending Stock Order, On Order, Backordered, Complete)
7. If an item says "Complete," you can click on the word Complete and it will show a status screen. Look for the "Status Change Date" and that will tell you when the item was received at the Purchasing warehouse. Departments should receive items one to two days after they are received at Purchasing.
8. If an item is still "On Order" after several days, please call Purchasing at 601.584.4306 to get the status of that item.

BREAST CANCER AWARENESS

Oct. 22 is Breast Cancer Awareness Day. Wear your Hattiesburg Clinic "Show Your Fall Colors" T-shirt and show your support for breast cancer research!

STEAK LUNCH SPONSORED BY PATIENT REPRESENTATIVES

Patient Reps hosted a fundraiser lunch to benefit Ricky Headley, who was recently diagnosed with aplastic anemia. The lunch was held on October 5. Thank you for supporting Ricky!

HEALTHY LIVING FROM JANE KERSH, MD, EYE PHYSICIANS & SURGEONS



I secretly used to hate people like me. You know, “health nuts”, “fitness fanatics”, people who exercise while on vacation. But at 40, my metabolism took a nosedive. I gained 12 pounds in two years. It doesn’t sound like a lot, but in 10 years it would add up to 60 pounds! I don’t consider myself a naturally athletic person and I soon realized most of the battle is mental. Here’s how I moved to the “other side”:

1. Decide to commit to a lifestyle change. It’s not a temporary thing. Exercise should be as important in your daily routine as brushing your teeth. Your life depends on it!
2. You don’t have to join a gym. I have exercised almost daily for the last five years without a membership. Walking and exercise DVDs are cheap and you don’t have to spend extra time getting to and from the gym. Kids can join in with you!
3. Don’t think you have time? Put a notebook by your

remote and record the number of hours you watch TV in a week. Still don’t have time?

4. Set small, realistic goals. Yes, at first my legs turned beet red and itched like crazy when I started walking. Trust me, it gets easier. Like the Nike T-shirt says, “If you are sweating, you are still alive!”
5. When I don’t want to get up to exercise, I tell myself: I never regret getting up and exercising, but I always regret it later when I skip!
6. Get enough sleep. Exercise helps you rest better!
7. Try lifting weights. You can use inexpensive resistance bands or dumbbells and see shape-changing results fast. I had to do this when I broke my foot, and I was very pleasantly surprised.
8. Tell family and friends about your decision to exercise. You may find some cheerleaders and will have people to answer to. I love it when my daughter calls me a “workout beast.”

If you can follow these steps, exercise will become part of your daily routine. Nothing is better than feel-good endorphins and a cool shower after a good sweat session! Your body can do it if you can get your head in the game!

This column is all about you! Would you like to contribute? We want to know what you do to maintain a healthy lifestyle and what inspired you to start. You can submit an article by filling out the Healthy Living form on the PRIDE tab of the intranet and sending it to Amanda Collins in CP&D, or by emailing Amanda.Collins@hattiesburgclinic.com.

Entries should be no more than 200 words and must include your name and department. The deadline to submit will be the last day of each month. We reserve the right to edit or modify any submitted content. Depending on the number of responses, all articles may not be used or may be published at a later date. For more information, please call Amanda Collins at 601.268.5869.

OB-GYN CHALLENGES EMPLOYEES WITH IRIS CONTEST



28th Place Obstetrics and Gynecology recently celebrated its fifth round of winners in the employee challenge involving the patient portal, Iris. The “Iris Sign Up Challenge” works on a point basis that is tracked from check-in to check-out. Employees can receive points for giving patients an Iris brochure, talking with the patient about the benefits of activating their Iris account and if the patient activated their account during their appointment. If the patient creates an Iris account within three days of his or her appointment, the employee will receive points for the steps he or she took at the time of the appointment. Points are only awarded to the employee once the patient’s Iris account has been activated. Each month, employees with the highest total points will win first, second and third place prizes.

In August, the hard work paid off for first place winner, Peggy Boutwell, second place winner, Renee Walters, and third place winner, Janene Page. These three employees, along with several other members of the staff, helped OB-GYN sign up an amazing 217 patients!

The challenge will continue for one more month with a goal of signing up 198 patients for a challenge total of 2,000! The employee with the most over-all points at the end of the challenge will receive a grand prize.

Congratulations to this month’s winners and good luck to OB-GYN on next month’s goal!

KATHY ROUNSAVILLE, CUSTOMER RELATIONS DIRECTOR

No matter how hard you try to please your customers, from time to time, you will likely be faced with a complaint. And, here's the good news! Complaints are a gift! Why? Generally, if a customer is unhappy, he or she will walk away and never tell us anything was wrong. So, when a customer complains, that is gift – because the customer is still talking with us – giving us the opportunity to understand his or her perspective.

Here are a few tips to help you be prepared to deal with customer complaints:

1. Be prepared mentally and don't take it personally. Generally when a customer complains to you, it has nothing to do with you. You are simply the one your customer has chosen to share his or her gift! So know that complaints will likely occur and don't take it personally!

2. Listen and take notes. One of the worst things you can do when someone is complaining is to ask them to repeat his or her story. Why? Because it will usually get bigger, louder and more complicated. Focus on the customer and really listen. Then, take notes, take notes, take notes!

3. Show empathy. Many times, when a customer complains, they know you cannot do anything about the situation. They want someone to listen. They want someone to show empathy. Meaning – if you do a good job with listening and showing empathy, many times the customer is satisfied because you've given them an opportunity to be heard. If you're not sure what words to say to express empathy, try these: "I'm sorry," or "I understand." Remember to pay attention to your body language and tone of voice to make sure your actions match your words.

4. Propose action plan or offer solution and thanks. If the complaint needs follow-up, let the customer know specifically what to expect. If you delegate this step, make sure you follow-up to ensure that this is done. And, last, always thank your customer for taking the time to share his or her comments.

So, next time a customer complains, accept the complaint as a gift!

2013 UNITED WAY PARKING SPOT WINNERS

Congratulations to the following employees on winning a United Way parking spot for making a contribution.

- January: Amorette Lee – Lab
- February: Cindy Spicer – EKG
- March: David Abercrombie – Patient Representatives
- April: Lora Kay High – Gastroenterology
- May: Callie Flowers – Vascular Specialists
- June: Harlon Aultman – Hypertension Center
- July: Sonja Graves – Neurology
- August: Lucy Logan – OB-GYN
- September: LeAnn McFarland – Cardiovascular Coding
- October: Mary Howell – Contract Accounts
- November: Rhonda Davion – Administration
- December: Irene Temple – Health Information Management

IN THE GREEN!

Congratulations to the following clinics and departments for being "in the green" in all categories in the patient survey process YTD Sept. 1. (This means they are delivering a great patient experience and their patient experience scores are higher than industry averages in all categories!) Great job!

- Eye Associates
- Family Clinic of Purvis
- Lincoln Center Family Practice
- Hypertension Center
- Poplarville Physical Therapy
- Purvis Physical Therapy*
- Runnelstown Clinic*
- Sumrall Medical Center
- Urology
- Vascular Specialists

Epic

EPIC OVERVIEW: EPICCARE

Epic's ambulatory product, EpicCare, facilitates efficient patient care by collecting and displaying clinical information gathered from patient encounters. This information can be organized into reports as well as electronically routed to other providers. EpicCare-certified staff members include system analysts, clinical analysts, Dragon specialists, Iris specialists, clinical report writers and interface analysts for transcription and scanned documents.

EpicCare system analysts maintain and modify clinical portions of Epic. This includes troubleshooting and optimization, like revisions to Chart Review and additions to Navigators. They also customize Epic's software to meet Hattiesburg Clinic's needs, offer Iris user support, maintain the current system and make changes to it as needed.

Our clinical analysts are responsible for training new clinical employees, creating and modifying smart

tools, providing site visit support, arranging solo training for providers, and analyzing clinical issues and workflow improvement. These analysts are also responsible for building, modifying and maintaining the clinical portion of the training system and training materials.

Members of the EpicCare team also train and support Dragon voice recognition software users and write reports which extract clinical information for provider's productivity and research purposes.

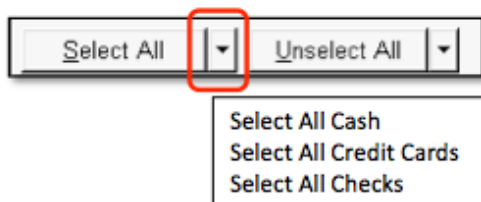
If you have any questions or need assistance from the EpicCare team, please do not hesitate to contact the Epic Help Desk at 601.579.3200 or enter a ticket via the Layton Service Desk.

EPIC TOOLBOX TIP



Balancing Your Cash Drawer

Remember when you are balancing your cash drawer you can use the down arrow beside the Select All button to help you balance cash, checks, or credit cards separately. Once you know you are completely balanced, click the Select All button to balance the overall cash drawer.





MEET... MARY BOYANCE

What is your position in the clinic? I am a surgical technologist in ASC-Urology.

What are your responsibilities in this position? My responsibilities for surgical preparation include gathering the supplies and equipment necessary to complete specific surgical procedures and setting up cases based on the procedure that patients will undergo. I also assist the physicians during surgery, as well as nurses when they give patient care.

How long have you been with the clinic? I started at the clinic in February.

How long have you been with the clinic? I have been an employee for seven years.

Where is your hometown? I live in Foxworth, which is west of Columbia.

When you're not at Hattiesburg Clinic, what do you like to do? I enjoy spending time with my family, singing on the praise team at church, shopping and traveling.

What is your favorite thing about working at Hattiesburg Clinic? My favorite part of working at the clinic is meeting new people, especially my patients. I like to listen to their stories. Some will make you cry; some will make you laugh. You never know what a person may be going through, but sometimes it's just your smile and kind words that make a difference.

What makes you proud to work for Hattiesburg Clinic? I work with a great group of physicians and co-workers in ASC-Urology who help each other and do what needs to be done to meet the needs of our patients. It's a family-oriented business and that sense of family extends to our patients as well as each other. It shows in the way this clinic is run and in the expectations placed on employees.

Tell me something your co-workers may not know about you. Some might disagree, but I am actually timid when I'm in a large crowd.

TRAINING CALENDAR

October

» **“Fall Proof your Nursing Documentation”**

(mandatory for clinical staff only)

Cedar and Cypress Roomss

- Monday, Oct. 1 at 9 a.m. and 2 p.m.
- Tuesday, Oct. 2 at 4 p.m.
- Wednesday, Oct. 3 at 11 a.m.
- Thursday, Oct. 4 at 8:30 a.m. and 3:30 p.m.

This training will be recorded and placed on the clinic's intranet for all satellite clinical staff.

- » **CPR** – Monday, Oct. 8 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.

- » **Nurse Orientation** – Thursday, Oct. 11

- » **I Have PRIDE Customer Service Training** –

Wednesday, October 17, 7:30 a.m. and 9:00 a.m. in the Cedar/Cypress rooms. Final make-up session. This is a mandatory training for all employees.

- » **CPR** – Wednesday, Oct. 31 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.

November

- » **CPR** – Tuesday, Nov. 6 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.

- » **Nurse Orientation** – Wednesday, Nov. 14

HATTIESBURG CLINIC WELCOMES NEW MANAGERS

Hattiesburg Clinic would like to announce Barnard Shows as the manager of The Children's Clinic! Barnard can be contacted at 601.261.3500 or Barnard.Shows@hattiesburgclinic.com

Hattiesburg Clinic would also like to announce Jessica Blakeney as the manager of The Poplarville Clinic! Jessica can be contacted at 601.794.2224 or Jessica.Blakeney@hattiesburgclinic.com. Congratulations and welcome, Barnard and Jessica!

FGH WELLNESS OFFERS SPECIAL PRICING FOR HATTIESBURG CLINIC EMPLOYEE MEMBERSHIP

See the detailed plans below for more information about FGH Wellness programming.

FITNESS WORKS

- No joining fee (\$50 value)
- Includes all group exercise classes and use of both locations (LiveWell and Arlington Loop)
- Includes Weight Loss Weekly class

Rates: Individuals - \$25/month; Couples - \$35/month; Family (3-5) - \$40/month (must be 16+ years of age for membership)

LIFESTYLE MANAGEMENT

- \$25 joining fee; monthly payments are the same as above. Includes all benefits of a Fitness Works membership PLUS:
- One-on-one mentoring with a registered dietitian, exercise physiologist and wellness counselor to learn how to live a healthier lifestyle for the prevention or improvement of chronic diseases.
 - Measurements are taken pre and post program, in addition to periodic measurements during program,

including: BMI, body fat percentage, lipid panel, glucose/hbA1c levels, blood pressure and body measurements.

- Participants receive and are guided through a personalized meal plan, exercise plan and stress management plan.

FITNESS ADVANCED

Personal training offered in individual or team sessions for an additional fee:

- 3 month package for \$120 = 13 sessions (individual assessment included)
- 1 month package for \$40 = 4 sessions (individual assessment not included)
- Team 1 month package for \$30 each = 4 sessions (individual assessments not included)

SPECIAL PROGRAMS

Employees/dependents 18 years of age or older with a diagnosis of Type 1 or 2 diabetes and/or a BMI >30 may participate in FGH Wellness LifeStyle Management program at NO COST to the employee/dependent.

For more information on these programs or to join, call FGH Wellness at 601.288.1360.



CLOVERLEAF IMMEDIATE CARE SM

a service of HATTIESBURG CLINIC

We have extended our hours!

Monday – Friday, 8 a.m. – 6 p.m.

Saturday, 8 a.m. – 4 p.m.

Sunday, 1 p.m. – 6 p.m.

Cloverleaf Immediate Care serves clinic employees and patients with quality care when they are unable to see their primary care physician. The walk-in basis allows Dr. Johnson and Dr. Gooch to provide direct medical attention during the week and on weekends. The staff is dedicated to providing excellent treatment for minor injury and illness, and also offers services including lab and X-ray.

Cloverleaf Immediate Care is located at 5909 US Highway 49 and can be contacted at 601.296.2800 for more information.

**Please remember that if you have a life-threatening emergency such as heart attack or stroke to proceed to your nearest emergency room.*



John J. Johnson, MD, PhD, MRO

Kenneth L. Gooch, MD, MRO



5909 US Highway 49, Hattiesburg, MS // 601.296.2800



DEPARTMENT SPOTLIGHT: ELLISVILLE FAMILY CLINIC



Ellisville Family Clinic provides quality care and overall satisfaction to patients. They offer a variety of services including in-house labs, X-rays, EKG, knee injections and other minor procedures, in addition to serving patients for their annual wellness exams and providing everyday care when they have an illness.

Joseph Danford, MD, and O. Elizabeth Danford, MD, are both board-certified in family medicine and work with a staff of nine employees. The physicians and staff promote healthy lifestyles and health maintenance to their patients.

Ellisville Family Clinic is located at 822 Main Street in Ellisville and is open from 7 a.m. to 5 p.m. Monday through Thursday, and 8 a.m. to 5 p.m. (front staff only) on Friday. The clinic serves patients in Jones County and the surrounding areas. For more information or to make an appointment, please call at 601.477.2014 or visit the clinic.

Pictured (left to right):

Michelle Thompson
Melanie Stephens
Vanessa Broome
Jessica Venable
Melissa Thames
Tammy Smith

Not pictured:

Dr. Joseph Danford
Dr. Elizabeth Danford
Lori Smith

READ BETWEEN THE LINES

As if you need another reason to read *The Pulse* from cover to cover every month - Corporate Planning and Development (CP&D) will give away an item from the PRIDE closet to the lucky employee that spots their 4-digit employee

number hidden somewhere within the newsletter. Look closely! Every month, different numbers are picked at random. If you find your number, contact CP&D at 601.268.5606 to claim your prize.

EMPLOYEES RECEIVE ‘PAT ON THE BACK,’ PRIDE AWARDS

In August, employees nominated their peers for “Pat on the Back” and PRIDE awards. From the nominations, there were a total of 58 “Pat on the Back” recipients and one PRIDE recipient.



August 2012

Ravi Kanade
Dialysis - Hattiesburg

August 2012

- | | | |
|---|---|--|
| <p>All Employees
The Breast Center
Dialysis - Richton
Eye Physicians & Surgeons
Patient Representatives
Runnestown Clinic
Transcription</p> <p>Ken Abel
Patient Representatives</p> <p>Brittany Applewhite
Imaging</p> <p>Sandi Arnold
Administration</p> <p>Katie Barr
Arthritis Center West</p> <p>Dianne Baughman
Patient Representatives</p> <p>Zac Bennett
Patient Representatives</p> <p>Chris Benson, MD
Arthritis Center West</p> <p>Chamekia Cole
Collins Family Practice Clinic</p> <p>Lynn Collins
Podiatry</p> <p>Bobbie Creel
Cloverleaf Immediate
Care</p> <p>Lynn Curtis
Patient Representatives</p> <p>Anthony Davis
Information Services</p> <p>Chad Donald
Immediate Care - Laurel</p> <p>Kelli Drew
Gastroenterology</p> <p>Amber Edwards
Imaging</p> <p>Jonathan Esser
Patient Representatives</p> | <p>ReAnne Gentry
Chart Audit & Education</p> <p>John Guice, MD and Staff
Urology</p> <p>Jennifer Hambrick
PAR - Business Operations</p> <p>Daniel Hammett
Information Services</p> <p>Ethan Hartfield
Patient Representatives</p> <p>Theresa Hawkins
Connections</p> <p>Sharron Hensarling
Chart Audit & Education</p> <p>Susan Hodge
The Breast Center</p> <p>Pam Humphrey
Cardiology</p> <p>Joni Hutchins
Imaging</p> <p>Kristie Inmon
Dialysis Richton</p> <p>Wayne James
Patient Representatives</p> <p>Patty Kimble
Family Medicine</p> <p>Kasey Lancaster
Human Resources</p> <p>Michele Lofton
Claims Review</p> <p>Judy Martinez
The Poplarville Clinic</p> <p>Dianne Matheny
Urology</p> <p>Pat Mauritz
Cardiovascular Coding</p> <p>Bobby Moore
Administration</p> | <p>Dustin Pitts
Patient Representatives</p> <p>John Ratliff
Urology</p> <p>Suyon Rhee, DPM
Podiatry</p> <p>Shira Richards
Orthopaedic Surgery</p> <p>Richard Roman
Patient Representatives</p> <p>Ali Shahshahan, MD
Hospital Care Service</p> <p>Jennifer Shoemake
Arthritis Center West</p> <p>Megan Smith
Arthritis Center West</p> <p>Natosha Spencer
Arthritis Center West</p> <p>Tracey Stinson
PAR - Business Operations</p> <p>David Stout, MD and Staff
Urology</p> <p>Zach Sykes
Patient Representatives</p> <p>Craig Thieling, MD
Cardiology</p> <p>Jared Triplett
Patient Representatives</p> <p>Kathy Vanderslice
Patient Representatives</p> <p>Jennifer Walley
The Breast Center</p> <p>Kaitlin Windham
Podiatry</p> |
|---|---|--|

7080

All PRIDE award recipients receive:

- PRIDE award certificate
- Three PRIDE points
- Recognition in *The Pulse*
- Eligibility for the Employee of the Quarter Award
- Name entered in special drawing for a gift chosen from in-stock items in CP&D

This month's winner is:

Ravi Kanade, Hattiesburg Dialysis Unit

All “Pat on the Back” recipients receive:

- Pat on the Back certificate
- Recognition in *The Pulse*
- Eligibility for the Employee of the Quarter Award
- Name entered in special drawing for a gift chosen from in-stock items in CP&D

This month's winner is:

Bobby Moore, Administration

Keep looking for opportunities to recognize your co-workers! For more information on the process, please refer to the Employee Reward and Recognition policy located on the intranet under the PRIDE tab.

CONGRATULATIONS TO ALL THE RECIPIENTS!

ENDOCRINOLOGY OFFERS CONTINUOUS GLUCOSE MONITOR



Endocrinology is now offering iPro, a minimally invasive glucose sensor that provides more complete data to diabetic patients and their providers. The sensor measures glucose every five minutes for a period of three days. The stored data is then downloaded and analyzed. Results and recommendations are then sent to the referring provider.

This is a benefit to the patient because of the continuous trending it provides. The sensor can help identify those with undetected low blood sugar, those who need more insulin with meals and/or those who need more insulin in between meals or at night.

Candidates for the iPro sensor must be taking two or

more insulin injections per day and checking their blood glucose levels a minimum of three times per day. In addition, potential patients must meet at least one of the following:

- A HbA1c of greater than 7% or a HbA1c less than 7% but with wide blood glucose fluctuations.
- Suspected or known hypoglycemia unawareness.
- Gastroparesis or other signs of delayed stomach emptying.
- Considering insulin pump therapy or multiple daily injection therapy.
- Gestational diabetes or other diabetes related complications.

iPro can provide a more complete evaluation of diabetic patients' glucose control so that better decisions on therapy can be made. It is covered by all major insurances, Medicare and Medicaid.

For more information, call Nancy Norris, LPN II, CIPT, iPro Specialist, at 601.296.2780.

DO YOU KNOW YOUR RISK?



Be Aware! Breast cancer is one of the most common cancers that affect women. One out of eight women is diagnosed yearly. This averages out to be 226,870 women diagnosed this year alone and the death total will average about 39,000 women. There are new advances being made in breast cancer treatment options which will increase the survival rate. However,

there is still more work to be done on educating the public on awareness and preventive measures regarding breast cancer.

There is no one specific way to prevent breast cancer, but there are ways in knowing who is at risk for this disease that will lead to early detection and survival. Risk factors that cannot be changed are age, gender and genetics. However, changing such risks as being overweight after menopause, use of oral contraceptives, hormone replacement therapy use, limiting alcohol use and increase physical activity will lower

the chances of developing breast cancer.

There are women who do not adhere to breast screening guidelines. These guidelines include self-breast examinations, clinical breast examinations and mammography. Delays in seeking medical treatment can be contributed to women relying on alternative therapies, fear, denial, family or job priorities, a low perceived risk it can happen to them, believe the presenting symptom(s) will disappear, religious and/or spiritual beliefs, and cancer disparities. This can challenge providers on the many decisions regarding breast cancer, age of initiating breast imaging or how often a clinical breast examination should be performed. A primary health care provider is the ideal person to establish a thorough physical examination, family history and the appropriate risk assessment.

Education on breast health is the key to narrowing the gap between life and death. Let's increase awareness and help stop this devastating disease from affecting so many lives, such as mine and yours!

- Tara Riddick, RN, Lowery A. Woodall

EMPLOYEE RECEIVES CERTIFICATION

Congratulations to Jeri Lynn Johns of Laurel Dialysis Unit for completing the requirements to become a certified hemodialysis technician. She finished an eight-month training program which prepared her for the National Technician Certification Exam. Thanks, Jeri Lynn, for striving to provide our patients with quality care!

WELCOME: NEW EMPLOYEES



The following new employees participated in the September 10 orientation.

Left to Right:

- Breanne Leathers - Nurse Practitioner/Lake Serene Clinic
- Alisha Maxcey - Medical Assistant/Urology
- Samantha Armstrong - Receptionist/Columbia Family Clinic
- Doris Dunn - RN/Imaging (MRI)
- Kevin Cochran - Echo/Vascular Tech/Laurel Heart Care
- Lauren Trussell - Accountant/Accounting
- Lavinia Drambarean - Physician Assistant/Dermatology South
- Jennifer Richards - Ultrasound Tech/OB-GYN
- Mary Tidwell - RN/Cardiology Outreach
- Mary Feagans - Physician Assistant/Cardiology
- Jessica Blakeney - Manager/The Poplarville Clinic
- Dominquestio Moody - Lab Tech/The Children's Clinic
- Policia Travis - Medical Assistant/The Poplarville Clinic (After Hours)
- Tiffany Willoughby - Registered Nurse/Imaging (MRI)
- Brandy Trudell - LPN/The Poplarville Clinic
- Jeremy Douglas - Maintenance Technician/Physical Plant
- Keri Ford - LPN/The Family Clinic - Purvis



The following new employees participated in the September 17 orientation.

Left to Right:

- Meredith Pigg - Physical Medicine & Rehabilitation Tech
- Dustie Smith - LPN/OB-GYN
- Barnard Shows - Manager/The Children's Clinic
- Jacqueline Ewell - Housekeeper/Housekeeping
- Dianna Shiflett - LPN/Plaza Dialysis



The following new employees participated in the September 24 orientation.

Left to Right:

- Vanessa Pavolini - Medical Technologist/LAB
- Niyolkie McAfee - Technician/Vascular Access
- Nikki Gills - LPN/Urology
- Lisa Crosby - LPN/Hattiesburg Dialysis
- Dana Patrick - PAR/The Family Clinic - Purvis
- Jordan Wood - RN/Pediatric Clinic
- Ashlea Odom - Receptionist/Connections

UNITED WAY AGENCY PROFILE:



R³SM (RECOVER, REBUILD, RESTORE SOUTHEAST MISSISSIPPI)

The R³SM is a United Way Financial Stability Partner. The mission of R³SM is to coordinate recovery services designed to alleviate suffering and stress for the people of Forrest, Lamar and Perry counties who have unmet needs due to the occurrence of a disaster. R³SM's primary focus is to support efforts to repair and rebuild homes and lives beginning with the most vulnerable first, including the elderly, disabled, single parents with minor-aged children, as well as evacuees from other hurricane impacted states. Additionally, as resources permit, persons are eligible to receive R³SM services as defined by its vulnerable population mission. Those with extreme housing needs who have limited ability to alter their condition will be considered for assistance. This aspect of future assistance will be accomplished in collaboration with non-profit, faith-based and governmental entities with similar goals designed to eradicate the existence of unsafe, unlivable, undesirable housing in Southeast Mississippi.

United Way funds help with operational expenses to assist the long-term disaster recovery program as it coordinates home repairs and rebuilds. This allows victims of a natural disaster in our community to receive long-term assistance that they otherwise would not receive.

Volunteers are needed to help with home repairs, new home builds, renovation to the R³SM volunteer house, which is located at 301 Buschman Street, and generic clerical/computer work.

For more information about the United Way partner, R³SM, call 601.544.5115 or visit www.r3sm.org.



DO YOU HAVE A STORY TO TELL?

Do you have a memorable experience you'd like to share? Did you have an experience of quality care that you would like to tell us about? Have you and your family been employed at and/or received care from Hattiesburg Clinic for generations? Or, perhaps you remember the day when Hattiesburg Clinic first opened its doors on May 1, 1963. Whatever your story might be, we'd love to hear from you. To share your story, visit www.hattiesburgclinic.com or click on the PRIDE tab of the intranet.

CONSTRUCTION UPDATES

- Main clinic kitchen and break room renovation is complete.
- Build out in new medical office building by Highland Community Hospital is underway.
- Renovation of Dermatology Clinic of Hattiesburg is underway



NURSE'S NOTES

HELP YOUR PATIENTS BE DISASTER READY

As we all know, natural disasters can be scary and tragic events. During our last weather experience, when the Weather Channel's meteorologists could not predict where tropical storm turned Hurricane Isaac was going to make landfall, it was somewhat nerve racking. One day it was Florida and the next day it was from Louisiana to Florida. With all the unpredictability and memories of Hurricane Katrina still in the back of everyone's mind, it is no wonder we were all nervous, including our patients. So how can we help our patients be disaster prepared?

According to the Business Dictionary, disaster preparedness is a state of readiness to contain the effects of a forecasted disastrous event to minimize loss of life, injury and damage to property.

As professional nurses, it is our responsibility to be focused on helping our patients in a professional manner. Before disaster events occur, we should already have a workplace and family disaster plan prepared. This allows us to totally focus on patient care and offer our assistance to help them be disaster prepared. A good resource tool is the American Red Cross' hurricane safety checklist found at

www.redcross.com. This checklist can assist our patients on what to do to be prepared, what supplies are needed and what to do after the storm. This list includes the importance of having a seven-day supply of medications and medical items such as hearing aids with extra batteries, glasses, contact lenses and canes, as well as diabetic and asthma supplies. By taking the time to educate our patients about their medications and supplies, we can hopefully prevent last minute requests and most importantly, prevent the possibility of them being without their medications and/or medical supplies.

As nursing professionals, we must never forget that we are here first and foremost to take care of our patients. Remember, it is our responsibility to assist, educate and be an advocate for them in any situation. When we are prepared both professionally and personally, we will be able to cope and help our patients with whatever disasters come our way.

- Sandi Arnold, RN, BSN
Director of Clinical Education & Training

SICKLE CELL ANEMIA COMMITTEE SELLING BELK CHARITY SALE TICKETS!

The Sickle Cell Anemia Committee will be selling the Belk Charity tickets from now until Oct. 28. The Charity Sale is Nov. 3. For \$5.00 you get \$5.00 off your purchase that day. In addition to that savings, the first 100 people to come to the sale will receive gift cards that can give you \$5 - \$1000 off a purchase.

The ticket entitles customers savings throughout the store including rarely discounted brands at 20 - 50% off. Very few exclusions apply.

All proceeds go to the Mississippi Sickle Cell Foundation. Committee members are:

- Tangela Watson - Chairperson
- Chamekia Cole
- Felicia Cotton
- Dena Dillon
- Tonia Adams
- Clarissa Tucker
- Kizzy Smith
- Evelyn Burkett
- Frensha Hines

WELLNESS WEDNESDAYS

Have you participated in Wellness Wednesdays yet? If not, you're missing out on great food at a discounted rate! For the first Wednesday of the month, wear your badge and receive 50 percent off your meal at Penn's Family Restaurant. Employees can also go to Glory Bound Gyro Company (formerly Old Athens Grill) on the last Wednesday of the month to receive a 50 percent discount. These specials are good for lunch and dinner at both restaurants. Some exclusions do apply. For more information, call Susan Yarrow at 601.261.3689.

POSITIVE PATIENT COMMENTS

William (Trey) Thomas, III, MD

Plastic Surgery

“Dr. Thomas is a great surgeon and is tremendous in working with patients!”

Ali Shahshahan, MD

Hospital Care Service

“Recently, I had a transient ischemic attack at 49 years of age and was scared to death. Dr. Shahshahan had wonderful bedside manner and was very thorough in explaining my diagnosis and prognosis to me and my family. He made me feel at ease with my situation.”

Lewis Neese, MD and Patsy Purvis

Pulmonary Medicine

“Dr. Neese and his nurse, Pat, are the best! They both take time and really care about you!”

Joshua Maksi, MD

Neurology

“Dr. Maksi is excellent. He has helped lower my cost of treatment and is willing to try a variety of treatments. He has great listening skills!”

Melissa Holland, MD

OB-GYN

“I’m glad I was able to meet Dr. Holland and make her my permanent OB-GYN. She has been a huge help to me and gets two thumbs up!”

Hilton Gillespie, MD

OB-GYN

“Dr. Gillespie spent time with me and listened to my concerns. He was very caring and professional. He personally called me with test results. I am so pleased!”

Charles Wall, MD

General Surgery

“Dr. Wall is the kind of doctor everyone dreams of! He cares and his values are great.”

Robert Herrington, MD

Columbia Family Clinic

“Dr. Herrington is one of the most considerate and concerned health care professionals I’ve ever seen. He is an excellent physician who follows through and follows up.”

Donna Cobb, CFNP

The Poplarville Clinic

“Mrs. Cobb is an excellent provider. She listens to what you have to say and spends as much time with you as needed. She also has a heart for the needs of her patients.”

Kim Schramm, PT ; Tonya Powell, PTA ; Anna Colvin

Petal Physical Therapy

“Kim, Tonya and Anna are wonderful and make you feel like you have been coming there forever. All are very helpful and are a great team!”

Matthew McClain, MD

Family Medicine

“Dr. McClain is great. He recently responded to a phone message via Iris on his day off which really helped me. This is greatly appreciated.”

CAUGHT IN THE ACT

Congratulations to the following employees who were “caught in the act” of showing PRIDE recently!

Delana Pearce caught the following OB-GYN employees showing their PRIDE recently. Julie Langston showed great PRIDE by taking a new employee under her wing and helping her get oriented to the department and clinic which also made her feel welcomed. Jamie Roberts, NST nurse, showed her PRIDE by asking her fellow co-workers if they had anything that she could help with when her schedule was light. Sarah Williams, a float PAR, helped Delana out while preparing for the new provider, Dr. Ben Moore, to start. Sarah came across a patient that was missing insurance information and she went ahead and fixed it in Epic so it would not slow the process

when the patient arrived. This was a very prideful act.

Kathy Rounsaville recognized Kevin Rhodes for stepping up to help out at the Switchboard and having a very gracious and professional phone manner.

Meagan Hunter shared her appreciation for the entire Precert department who work hard behind the scenes to ensure that patients receive the care they need.

Kristy Gould recognized Faye Vigue in Administration who went out of her way to give Kristy a ride to her car on a rainy day when she did not have an umbrella.

Thank you to all employees who were caught showing your PRIDE. Is your PRIDE Showing?

LIVE @ 5



Throughout the month of October, Hattiesburg Clinic will be participating in the 'Live @ 5' concert series in downtown Hattiesburg. This event helps to bring life and energy to our downtown community through

the work of local artists, musicians and restaurants. Every Friday from 5 p.m. - 9 p.m., in Town Square Park, there will be live music and entertainment for all ages. Hattiesburg Clinic will be selling several different items for kids such as candy, stickers and glow sticks. All proceeds will go directly to helping our local charitable organizations throughout the year. For more information, call Susan Yarrow at 601.261.3689.

PULMONARY MEDICINE EARNS HIGH PERFORMANCE RANK



Congratulations to Hattiesburg Clinic Pulmonary Medicine physicians who received a high-performance ranking from U.S. News and World Report through patient care provided at Forrest General Hospital. Pulmonary Medicine includes Lewis W. Neese, MD; Charles J. Parkman, MD; Michael J. Raggio, MD, FCCP; Andrew H. Rogness, MD; Steven W. Stogner, MD; Hermes S. Velasquez, MD; and Walid G. Younis, MD. Thank you for your dedication to the clinic and commitment to each patient!

CLINIC TAILGATING AT USM FOOTBALL GAMES



It's football season and Hattiesburg Clinic employees and their families are invited to come out for food and fun before each USM home game. The Sports Medicine sponsored tent is located in front of Vann Hall. There will be catered food and tailgating starts two hours before kickoff. Come out and support the Southern Miss Golden Eagles with family, friends and co-workers.

Home Football Schedule

- 10/20/12 – USM vs. Marshall (Homecoming) @ 6 p.m.
- 11/03/12 – USM vs. UAB @ 6:30 p.m.
- 11/17/12 – USM vs. UTEP @ 7 p.m.

EMPLOYEES IN MOTION

Yuri Rivera, PA-C, Immediate Care – Laurel
Rhiannon Dunhurst, Office Coordinator for Cardiology-Picayune
Grenetta Jones, Supervisor for Pachuta Dialysis Unit

6675

October Specials:

Dermatology – South now offers tumescent liposuction, a body contouring technique developed by dermatologists that has a short recovery time and requires only local anesthesia.

Through the month of October, experience tumescent liposuction starting at \$2,500, which includes anesthesia and post-operation garments!

Call today for your consultation!



William L. Waller, III, MD, FAAD

1 Lincoln Pkwy, Ste. 103, Hattiesburg, MS 39402 // 601.579.3130 // www.hattiesburgclinic.com

Teresa Rahaim, Licensed Aesthetician

november ANNIVERSARIES

5 years

Kimberly Adrion
Jill Bates
Lila Clement
Pamela Gatewood
Felica Johnson
Crystal Matthew
Melinda McArthur
Lushonda Peters

10 years

Dr. Kevin Clement
Marnita Welborn

20 years

Karyn Byrd
Angie Pyron

15 years

Glenda Doherty
Ruth Dubose
Elizabeth Hathorn
Dr. Ronald Lubritz
Renee Megehee
Dr. Steven Shapiro

35 years

Jeri Eron