



THE PULSE

...in touch with you

CALENDAR OF EVENTS

Thursday, September 13
Lake Serene Clinic Blood Drive
 6813 Highway 98 West in Hattiesburg

Saturday, September 15
USM vs. East Carolina
 USM Bond Hall
 Tailgating: 12:30 p.m.
 Game: 2:30 p.m.

Monday, September 17
Hub City Scrubs' Sale
 Cedar/Cypress/Poplar rooms
 415 S. 28th Avenue in Hattiesburg
 10 a.m. – 6 p.m.

Saturday, September 22
Heart Walk
 USM Pride Field
 Registration: 7:30 a.m.
 Walk: 9 a.m.

Saturday, September 29
USM vs. Louisville
 USM Bond Hall
 Tailgating: 5 p.m.
 Game: 7 p.m.

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

Saturday, October 6
Alzheimer's Walk
 Wesley Medical Center Walking Track
 9 a.m.

Saturday, October 6
USM vs. Boise State
 USM Bond Hall
 TBA

Friday, October 12
Live @ Five
 Town Square Park in Hattiesburg
 5 p.m. – 9 p.m.

FROM THE DESK OF...

BILLY ALLEN, SENIOR ASSISTANT ADMINISTRATOR



We have had many exciting things happening over the last few years and anticipate more growth for the future. One portion of my responsibilities involves the

administrative aspects of facility projects such as working with planners, architects and contractors. The following is a short overview of some of the major developments in process right now.

One of the most common questions I receive is regarding the former gas station and house adjacent to the main clinic. The clinic now owns both pieces of property and plans are underway to demolish both structures. Consideration is being given to retaining the parking for the short term until decisions are made on the long term use. Other clinic projects include the renovations to administration, accounting and break room areas. Phase I of the project is complete and Phase II is underway. This will result in a larger break room area for main clinic employees.

The design is complete for the Bellevue facility and construction documents are currently underway. The two-story building will be located at the intersection of Highway 98 and Highway 589. Initially, it will house providers of Lake Serene Clinic, Drs. Chris Cooley and Scott Paladichuk of Eye Associates and include rotational space for OB-GYN. Provisions have been made for a third floor addition to accommodate future

specialty rotations and an ambulatory surgery center.

A new facility located along the Veterans Memorial Drive corridor will be the new home of Dermatology-South. This project will provide space for a new dermatologist, Dr. Beth Rose, who will join Dr. William Waller in 2013. Also, along Veterans Memorial Drive, property acquisition is underway for a new Pediatric Clinic facility and relocation of Connections.

FGH recently constructed Highland Hospital in Picayune to further serve South Mississippi. Hattiesburg Clinic will be building out space in the medical office building adjacent to the new hospital. This space will house current clinic neurologist Dr. Michael Mitchell and family practice physician Dr. Terry Johnson, with provisions to add additional primary care providers. Additionally, the building will provide rotational space for our cardiology, neurosurgery, ophthalmology and ear, nose and throat providers. Another project is the new Heart & Vascular Center, a building which is planned for the main FGH campus. This facility will provide space for the departments of Cardiology, Cardiovascular Surgery and Vascular Surgery. In addition, FGH Cardiac Rehabilitation will also be located in the facility.

As we continue to recruit physicians and providers, our clinic will continue to grow. The expansion of our clinic, as well as improved functionality for patients and employees, helps us continue towards our goal of being the health care provider of choice in South Mississippi.

NEW PROVIDER

HOSPITAL CARE SERVICE WELCOMES RYDER



Kelly W. Ryder, DO, was recently welcomed to Hattiesburg Clinic's Hospital Care Service.

He earned his medical degree from Nova Southeastern University in Ft. Lauderdale, Fla., and completed an internal medicine internship and residency at Heart of Lancaster Regional Medical Center in Lititz, Pa.

Dr. Ryder is board-certified in internal medicine. His professional memberships include the American Osteopathic Association, American Medical Association, American Association of Osteopathic Internists, and the Pennsylvania

Osteopathic Medical Association.

Dr. Ryder joins Hattiesburg Clinic's Hospital Care Service physicians and will be providing hospital services at Forrest General Hospital.

PRIDE PERK DRAWING!

All Hattiesburg Clinic employees can enter to win a microdermabrasion from Plastic Surgery, compliments of Dr. Richard A. Pecunia, Dr. Petra R. Schneider-Redden and Dr. William O. (Trey) Thomas, III. One microdermabrasion will be given away every three months. Employees are only eligible to win once. Enter by visiting the link on the PRIDE page of the intranet. Drawings will be held Sept. 14 and Dec. 14.

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. Congratulations to Dr. Libby Kot from OB-GYN, the winner of last quarter's drawing!

For more information, call CP&D at 601.268.5606.

OB-GYN CHALLENGES EMPLOYEES WITH IRIS CONTEST



28th Place Obstetrics and Gynecology recently celebrated its fourth 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 July, the hard work paid off for first place winner, Renee Walters, second place winner, Peggy Boutwell, and third place winner, Janene Page. These three employees, along with several other members of the staff, helped OB-GYN sign up an amazing 246 patients!

The challenge will continue for the next two months and winners will be announced in each month's edition of *The Pulse*. 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!

HUB CITY SCRUBS' SALE



Hub City Scrubs will host a scrub sale on Sept. 17 from 10 a.m. until 6 p.m. in the Cedar, Cypress and Poplar rooms at the main clinic. Employees are invited to shop and receive the standard 15 percent discount that Hub City Scrubs provides to all employees! For more information, please call Susan Yarrow at 601.261.3689.

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.

CAUGHT IN THE ACT

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

Marlena Shaw caught Fay Vigue, administrative assistant in Administration, Chris Martin, Neurology manager, and Cheryl Warren, RN, Ambulatory Infusion Center RN, showing their PRIDE on the day of the terrible rain storm. Each of these employees were personally picking up co-workers and taking them to their vehicles so they would not have to walk through the rain storm. Thank you, Fay, Chris and Cheryl, for showing your PRIDE!

Penny Davis caught the staff in Refunds showing their PRIDE by working together to assist a fellow co-worker whose father was having health issues. The staff purchased food and meals that could be frozen to help during a challenging time. Thank you to Julie Nalls, Mitzi Murphy, Kevin Nix, Dean McMahon and Karen Rogers for showing your PRIDE!

Is your PRIDE Showing?



Join the conversation.

www.facebook.com/hattiesburgclinic

www.youtube.com/hattiesburgclinic

CUSTOMER SERVICE CORNER- CUSTOMER SERVICE TWO MUST-DO'S GUEST WRITER: JOY YATES, ASSISTANT ADMINISTRATOR



Customer service is an integral part of our jobs at Hattiesburg Clinic. It is so important, that I begin customer service discussions during the interview process.

One question I like to ask during an interview is, "Tell me about a great customer experience you have had." Many times people will light up and describe an experience where they received more than expected. In my opinion, there are two "must do's" when it comes to delivering excellent customer service. **Greet patients with a smile:** Someone once told

me, "Smile at people. You may be the only smile they receive that day." I like this quote and I appreciate when someone shares a smile with me, especially if it's a tough day. **Be respectful and courteous:** We should always treat our patients with respect. Don't assume they know where to go or what to do. Be courteous of their needs and try to make them as comfortable as possible.

In our field, customer service is about sending patients away happy enough to pass along positive feedback to others. By following these two steps toward great customer service, patients will hopefully have a Hattiesburg Clinic experience that they can't wait to share with family and friends.

IN THE GREEN!

Congratulations to the following clinics and departments for being "in the green" in all categories in the patient survey process YTD August 1, 2012. (This means they are delivering a great patient experience and their patient experience scores are higher than industry averages in all categories!) Great job!

- The Arthritis Center – West
- Connections
- Eye Associates
- Lincoln Center Family Practice
- Poplarville Physical Therapy
- Purvis Physical Therapy*
- Runnelstown Clinic*
- Center for Sleep Medicine
- Sumrall Medical Center
- Urology
- Vascular Specialists

*Ranked in the top 25 percent of all NRC Picker clients!

YARN DRIVE FOR THE MAD LOVE HATTERS



Monday, Sept. 17, will kick off our second week-long yarn drive for the Mad Love Hatters! The Mad Love Hatters are a group of women who join together to knit hats for cancer patients. The

last yarn drive yielded hundreds of hats that were distributed to patients at the Cancer Center and The Hematology & Oncology Clinic. You can help the Mad Love Hatters and our patients by dropping off yarn to CP&D on the second floor of the main clinic. Employees who donate a skein of yarn will receive one PRIDE point. For more information, call CP&D at 601.268.5606 or "like" the Mad Love Hatters on Facebook at www.facebook.com/madlovehatters.

last yarn drive yielded hundreds of hats that were distributed

MALE DEPRESSION

BY: RYAN DENNEY, PHD



Men and women are different. We are wired differently and tend to process information differently. While there is incredible variability *among* men as a group and *among* women as a group, there still tends to be some common and significant differences *between* the groups. These differences extend to how men and women experience mental health issues, including

depression. Depression tends to have markedly different causes and expressions in men than it does in women. Again, I'm talking about on average and speaking in generalities, but research has well-documented some important differences.

The causes of depression in general are usually multiple and varied. Sometimes there is a brain chemistry component and medication can be very effective in treating symptoms. However, there are usually social, emotional, cognitive and environmental components that also contribute significantly to depression in most people. So, in addition to the neurochemical part of the cause, let us consider how men and women tend to differ in their experience of depression.

Different Causes

Women tend to become depressed when they feel unloved, unappreciated, or unwanted. A woman's depression is usually feeling-oriented, resulting from negative feelings about self or others. Feminine depression tends to occur in the context of interpersonal relationships and emotional experiences. In fact, one of the most common causes of depression in women is relationship or family problems. One of the most common fears among women is the fear of being unlovable or alone.

Men tend to become depressed when they feel unproductive, disrespected, incompetent, or powerless. A man's depression is usually behavior-oriented, resulting from a perceived inability to control circumstances, succeed, or do things well. Depression can result when a man feels chronically disrespected or devalued by his partner or peers. Masculine depression tends to occur in the context of actions and personal striving. One of the most common causes of depression in men is job loss or job stress. One of the most common fears among men, not surprisingly, is failure.

Different Expressions

A depressed woman will usually complain most about feeling low self-esteem, whereas a depressed man's chief complaint will usually be anger issues. Chronic anger in men is more times than not a sign of depression. It can also be a sign of substance abuse

or mood disorder, but the average man does not want to feel angry all the time and is distressed when he does. Such intractable irritability is a signal that he is emotionally out of balance and may be struggling with depression or hurt of some kind. Depressed men may: be irritable, blame others, feel suspicious or guarded, create conflict, seek to be in control all the time, or use alcohol, drugs, TV, sports, sex, or other activities to self-medicate. This is why substance abuse or addiction of any kind is a big red flag that a man may be depressed. Another interesting potential signal of male depression is an inflated ego or haughty arrogance. The more a man has to "posture" or display macho bravado, the more insecure, out of control, and potentially depressed he is likely to be.

Different Treatments

Unfortunately standard forms of traditional talk therapy are often distasteful to men who are depressed. Some men will either avoid therapy altogether or not return after the first visit because therapy requires they do the very things men find most difficult: asking for help, being vulnerable, talking about emotions. The good news is that traditional therapy can be quite helpful for a man if he is motivated and works with a mental health professional sensitive to the unique clinical presentation and needs of men. There are also alternative, physically active, nontraditional forms of therapy that can be incredibly beneficial for men. A therapist adept in men's issues will be able to provide information about more active, male-friendly approaches to men's work.

Therapy with depressed men often involves helping the man:

- *Become more assertive.* The importance of respect to a man cannot be overemphasized. He desires it above all else at home, work and play. Most men eventually discover a connection between feeling disrespected and feeling angry/depressed. Some men, ironically even those struggling with anger issues, need to learn to become increasingly interpersonally assertive (not aggressive) to get their needs met appropriately or to stop people in their lives from treating them poorly.
- *Increase emotional intelligence.* Men can learn to identify core emotions, what causes them and appropriate, effective ways to handle them.
- *Deal with trauma.* Many men have survived traumatic experiences, whether in childhood or adulthood, but it is far less socially acceptable for a man to openly discuss his trauma. Some men need the space and safety to both disclose their traumatic pain and work through it.
- *Understand anger.* Men can learn to recognize their anger as a signal that something is out of balance and channel angry energy more appropriately.

CONTINUED ON P. 15



MEET...

RACHEL SPRADLING

What is your position in the clinic? I am a receptionist at Wiggins Clinic.

What are your responsibilities in this position? I am responsible for scheduling patients, answering phones and helping out where I am needed.

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

Where is your hometown? Lucedale, Miss.

When you're not at Hattiesburg Clinic, what do you like to do? I enjoy reading and spending time with my family.

What is your favorite thing about working at Hattiesburg Clinic?

My favorite thing about Hattiesburg Clinic is the friendly atmosphere.

What makes you proud to work for Hattiesburg Clinic? I am proud to work for Hattiesburg Clinic because I know that I am helping change lives.

Tell me something your co-workers may not know about you. Most of my co-workers don't know that I have a degree in photography and a professional photographer license.

TRAINING CALENDAR

September

- **CPR** – Tuesday, Sept. 11 at 8:30 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.
- **I have PRIDE- Customer Service Training with Kathy Rounsaville** – Thursday, Sept. 13 - 7:30 a.m., 9 a.m. and 10:30 a.m. in the Cedar/Cypress rooms.
- **Nurse Orientation** - Wednesday, Sept. 19
- **CPR** – Thursday, Sept. 27 at 8:30 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.

October

- **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
- **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.

“THOSE WHO BRING SUNSHINE TO THE LIVES OF OTHERS CANNOT KEEP IT FROM THEMSELVES.”

- JAMES BARRIE

SPORTS MEDICINE HOLDS CLINIC

2096



In July, Sports Medicine – Hattiesburg Clinic hosted a coach's clinic at the Coca-Cola plant in Hattiesburg. Attendants consisted of coaches of various sports from area schools. Topics included heat illness, emergency action plans and nutrition. In addition, coaches received CPR training from Hattiesburg Clinic and Wesley Medical Center instructors.

YOUR HEALTHY LIVING

The Pulse will now be featuring a column that's all about you and your healthy life! 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.

AMERICAN HEART ASSOCIATION HEART WALK



Join a team and walk for a cause at the American Heart Association's Heart Walk on Sept. 22 at USM's Pride Field. Registration begins 7:30 a.m. and the walk will start 9 a.m.

Sign up for one of the following teams by contacting Cheryl Lowe at 601.579.3295 or cheryl.lowe@hattiesburgclinic.com. Don't forget to order your "That's My Pan!" kitchen and grill ware! The next order will be placed Sept. 18.

Heart Walk Teams

- Eretta Hartfield - Heart Center Hustlers
- Kayla Steelman - I HEART you
- Linda Hartfield - Heroes for Heart Disease
- Marlena Shaw - Racing Hearts
- Cheryl Lowe - Happy Hearts Club
- Susan Yarrow – Heart and Sole

SCHEDULING DESK GETS NEW NAME



Hattiesburg Clinic's implementation of Epic has changed the role of the scheduling desk to a more defined set of appointment scheduling. To reduce confusion for patients and clinic staff, the department's name has changed to Radiology Services Scheduling, effective Aug. 1, 2012. The department makes appointments for only Hattiesburg Clinic radiology services which include all scans performed in Imaging and the Breast Center. The department's phone number and operating hours will remain the same. Radiology Services Scheduling can be reached at 601.579.5120.



DEPARTMENT SPOTLIGHT: PURVIS PHYSICAL THERAPY



Purvis Physical Therapy, an outpatient, satellite physical therapy clinic, sits in the heart of Lamar County. The staff serves the residents of Purvis and its surrounding communities.

The clinic consists of three employees: Jason Helton, DPT, provider and manager, Bernice Calvert, PT, part-time provider, and Leah Lee, receptionist, PAR and PT tech. The staff provides complete physical therapy intervention that improves a person's functional capacity following injury and/or surgery.

In recent months, Purvis Physical Therapy was recognized by Hattiesburg Clinic's patient survey company, NRC Picker, as one of the clinic's nationally ranked departments for patient satisfaction. "I am very excited and pleased with this recognition," said Helton. "It highlights our commitment to the patients, and to Hattiesburg Clinic's mission, in this area." Helton also feels it is important to educate his patients and their families on performance of safe, effective exercise programs based on his or her specific needs.

Purvis Physical Therapy is located in the seat of Lamar County offering convenience to residents of Purvis and surrounding communities, allowing them to limit absence from work when scheduling appointments. The clinic also presents accessibility to referrals from Hattiesburg Clinic physicians and providers, as well as other patients in the area. "Providing quality service and effective physical therapy has resulted in a positive reputation and is why our clinic thrives," explained Helton.

Purvis Physical Therapy is open Monday through Friday with a schedule to meet the needs of patients. For more information, call 601.794.2402 or visit Purvis Physical Therapy at 98 Shelby Speights Drive in Purvis.

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 July, employees nominated their peers for "Pat on the Back" and PRIDE awards. From the nominations, there were a total of 61 "Pat on the Back" recipients and two PRIDE recipients.



July 2012

Jessica Stafford
Petal Family Practice Clinic

Nona House
Vascular Specialists

July 2012

Jennifer Anderson Housekeeping	Traci Finch Purvis Family Practice	Maxie Manning, PT, DPT Physical Therapy	Cathy Schulman Accounting
Sandi Arnold Administration	Michelle Freeman Reimbursement/Coding	Kim McLain Reimbursement Support	Jason Shives, MD Purvis Family Practice
Summer Barber Gastroenterology	Front Desk Staff Eye Physicians and Surgeons	Lisa McMillian Housekeeping	Megan Smith The Arthritis Center - West
Barbara Barnard, DO and Staff Physical Medicine and Rehabilitation	Tonya Gaaney ASC - Gastroenterology	Stephanie McNelly Patient Account Representatives - Cardiology	Linda Thornton The Breast Center
Kissy Bell Housekeeping	Pamela Gatewood Release Of Information	Robin Morse Nephrology	Yette Tillman Podiatry
Louis Benton, MD OB-GYN	Meagan Graham Imaging	Shelia Morse Plastic Surgery	Donald Townsend, MD OB-GYN
Michael Blackston Housekeeping	Tina Green Nephrology	Wanda Newsome, FNP Prentiss Family Practice	Kara Trigg OB-GYN
Glenn Blansett Dialysis-Hattiesburg	Sonja Hale Poplarville Clinic	Kelsey Odom Business Operations	Jennifer Walley The Breast Center
Nellisha Bolar Account Services	Nina Hall Prentiss Family Practice Clinic	April Ogden The Dermatology Clinic of Hattiesburg	Moria Walley and Staff The Hematology and Oncology Clinic
Opal Bond Health Information Management	Sylvia Humphrey The Arthritis Center - West	Donna Parker Imaging	Karyn Watkins Business Operations
Ginger Carrell Immediate Care - Laurel	Meagan Hunter Business Operations	Latoya Phlegm Housekeeping	Virgie Wilks Purvis Family Practice
Travis Clem Neurology	Brittany Hutchinson OB-GYN	Becky Rains The Arthritis Center - West	Jesse Williams Information Services
April Cobbert Children's Clinic	John Johnson Housekeeping	Susan Robbins, MD and Staff Children's Clinic	Billy Windham, NP Sports Medicine
Samuel Crosby, MD Immediate Care	Carmen Jones Patient Account Representatives - Business Services	Richard Roman Patient Representatives	
Crystal Dewease Purvis Family Practice	Stephanie King Cardiology	Karen Rugg Podiatry	
Kelli Drew Gastroenterology	Debi Lazenby Vascular Specialists	Amanda Ryals Imaging	

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:

Jessica Stafford, Petal Family Practice Clinic

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:

Michelle Freeman, Reimbursement and Coding

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!

HATTIESBURG CLINIC ENT EARNS REACCREDITATION



Hattiesburg Clinic Ear, Nose & Throat has received a three-year term of reaccreditation in Computed Tomography (CT) by the Intersocietal Accreditation Commission (IAC).

A three-year term of reaccreditation by the IAC means that Ear, Nose & Throat has undergone a thorough review of its operational and technical components by a panel of experts. The IAC grants accreditation only to those facilities that are found to be providing quality patient care, in compliance with national standards, through a comprehensive

application process including detailed case study review. It is an indicator that the facility has been carefully critiqued on all aspects of its operations considered relevant by medical experts in the field of CT.

IAC accreditation is required by the Centers for Medicare and Medicaid Services (CMS) and in some cases by private insurers.

For more information or to schedule an appointment, call 601.579.3310 or visit Ear, Nose & Throat at 1605 South 28th Avenue.

PURCHASING TIPS

Units of measure

It is very important to check the unit of measure (UM) column on your requisition when placing an order through HSS.

The item description should tell you how many vials are in a pack or how many boxes are in a case. You will need to look to the unit of measure column to see if you should be ordering the product by the vial or the pack, by the box or the case.

Failure to do so can cause you to order 25 packs of a drug when you meant to only order one pack of 25 vials.

Non-catalog orders

When placing a non-catalog order through HSS, please do not put \$.01 or \$1 as the cost. If you do not know the cost of an item, call Purchasing at 601.584.4306 and someone will be happy to help you find the correct price. It is important to have an accurate cost so that your requisition goes through the proper approval channels. Putting a penny or dollar as the cost may result in your non-catalog requisition being omitted and you will be contacted by a buyer at Purchasing about resubmitting your order. Providing a correct price on your original requisition will help avoid delays and frustration.

If you have any questions or require assistance with placing a requisition on HSS, please call Purchasing at 601.584.4306.

EPIC OVERVIEW



Starting in September, we will be writing an article updating employees on Epic. This month, we will be discussing Cadence and its role in Epic.

Cadence is used to schedule and track patient appointments. It works in conjunction with Prelude, Epic's registration application. Epic-certified staff members directly associated with Cadence and Prelude are Marcia Mordica, Barbara Rhynehardt, Samee Spalding, Shannon Waits and Josh Slaven.

The functions of Cadence include linking providers to scheduling departments, creating visit types and modifying them for each department and creating and modifying templates/schedules for physicians and providers. The staff is also responsible for business continuity access (BCA) downtime department appointment report (DAR), which is a list of patients' schedules in a department that can be

accessed when Epic is down, and researching any issues when a receptionist can't perform his or her duties. Examples are removing or adding a provider to a schedule or reprinting a label batch.

When working in Prelude, the staff researches problems with a patient's account or coverage, problems with referral authorization and issues that may keep a PAR from performing his or her duties. For example, being unable to add secondary coverage to a patient account or not being able to select the correct coverage for an appointment.

Epic users can look in the top right corner of the Hyperspace window to see what application they are working in. If you have questions or need to report a problem, enter a ticket via Layton Service Desk and choose Cadence or Prelude from the Log New Request tab.

WELCOME: NEW EMPLOYEES



The following new employees participated in the July 30 orientation.

Left to right:

Latasha Turner - LPN, Dr. Tah-Clayton/Internal Medicine
Corrie Penton - LPN, Dr. Moore/OB-GYN
Melissa Buchanan - LPN, Dr. Gonzalez/Endocrinology
Emily Sandifer - Receptionist/Children's Clinic
Hannah Waits - Receptionist/Endocrinology
Mandy Saxton - RN/Laurel Dialysis
Amber Bates - LPN, Sherry Tullos/OB-GYN
Shelby Mauldin - Receptionist/Sumrall Medical Center
Carrie Strickland - Cardiac Sonographer/Cardiology
Cashanda Quinn - Hemodialysis Tech/FGH Dialysis
Yvonne Addison - Accounts Payable Clerk/Accounting



The following new employees participated in the August 6 orientation.

Left to Right:

Catherine Crutcher - Technical Lab Assistant/Lab
Carrie Rimes - Ultrasound Tech/OB-GYN
Kelli McCrory - Receptionist/Urology
Millicent Cook, CRNA/Anesthesiology
Alicia Payton - LPN, Immediate Care - Laurel
Debra Irwin - Document Imaging Specialist/Bookkeeping/Data Processing
Haley Pierce - Optician/Eye Associates
Ravi Kanade - RN/Cloverleaf Plaza Dialysis
Aretha McLendon- Dialysis Tech/Silver Creek Dialysis
Tyler Taormina - Imaging Tech/Orthopaedic Surgery X-Ray
Sam Gracia - PT Assistant/Petal Physical Therapy



The following new employees participated in the August 13 orientation.

Left to Right:

Karen McLain - RN, Dr. Helveston/Neurology
Tonya Hill - RN, Dr. Shapiro/Laurel Dermatology
Christie Abram - LPN/Cloverleaf Plaza Dialysis
Deborah Haas - CT Technician/Imaging
Tiffany Shanks-Dixon - LPN/Plaza Dialysis
Angie Brannon - PAR/Hattiesburg Clinic - Picayune



The following new employees participated in the August 27 orientation.

Left to Right:

Catherine Fuchs - Receptionist/Cardiology
Autumn Huffman - File Clerk/Record Retention
Brandi Hall - Receptionist/Cardiology
Alissa Main - RN/Wiggins Dialysis
Carolyn Nichols - Float PAR/Patient Accounts
Krystal Draughn - Licensed Clinical Social Worker/Connections
Zane Barber - Clinical Analyst/Epicare
Tammy Jordan - Speech and Language Pathologist/Ear Nose & Throat
Frederick Mallini - CRNA/Anesthesiology

UNITED WAY AGENCY PROFILE:



THE CARPENTER'S HELPER

The Carpenter's Helper is a United Way financial stability partner. To the best of its ability and resources, The Carpenter's Helper corrects deficient housing conditions for persons in our immediate area who lack the resources or the physical or mental abilities to correct the problems themselves. This includes widows, widowers, the disabled and the disadvantaged with significant health problems, safety or quality of life issues. Projects are limited to single-family, owner-occupied residences. Our immediate area includes Forrest, Lamar and Perry counties or other nearby areas designated by our contributors which are funded by United Way dollars.

Elderly and disabled individuals' homes are repaired, providing them safer and more sanitary living conditions. The long term impact for the homeowner includes better health, financial benefits of home weatherization and repairs, and increased value of the home.

The Carpenter's Helper looks for either a skilled laborer (plumber, contractor, electrician) willing to donate his or her time and expertise occasionally or a group of unskilled laborers (e.g. church groups, civic clubs) willing to spend a week working on projects. Housing and meals are generally provided.

For more information about the United Way partner, The Carpenter's Helper, call 601.582.3330, visit www.carpentershelper.net or email tch@megagate.com.



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.

“BE SINCERE. BE SIMPLE IN WORDS, MANNERS AND GESTURES. AMUSE AS WELL AS INSTRUCT. IF YOU CAN MAKE PEOPLE LAUGH, YOU CAN MAKE THEM THINK AND MAKE THEM LIKE AND BELIEVE YOU.”

- ALFRED E. SMITH



NURSE'S NOTES

COMING TOGETHER THROUGH ACCOUNTABILITY

Have you ever stopped and thought about accountability? What does it mean to be an accountable nurse? Accountability is an asset that is woven into the nursing profession. You simply cannot be a nurse without accountability. Accountability is basically doing what you say you are going to do. But is it really that simple?

There are various aspects of accountability such as obligation, willingness, intent, ownership and commitment. Let's look at each of these individually. Obligation is a duty that comes with consequences. Willingness is acceptance by choice or without reluctance. Intent is planned purpose. Ownership is having power or control over something, and last, commitment is an emotional attachment. All of these add up to accountability; none can be excluded.

Accountability and responsibility are different. Responsibility is what your job requires of you to earn your paycheck. Responsibility includes the expectation of accountability.

There are three elements of accountability:

- **Clarity** is a clear understanding of goals and expectations. It is important for everyone to understand the reason behind the expectations. Understanding why helps you to be more willing to stay the course.
- **Commitment** means being totally engaged in the work or goal. It's not a command. It's an agreement.
- **Consequences** occur as the result or outcome of a situation. Before consequences are issued, one must consider the situation and ask these questions: Were the directions clear? Was there a sense of purpose and goal? Was there a commitment towards the purpose and goal?

Areas that hinder accountability are unclear goals and direction, unrealistic goals, poor documentation, shifting priorities, fear of confrontation or feeling overwhelmed

and incompetent. In order to avoid these areas, we must understand that accountability is doing the right thing every day and being consistent in tasks assigned to you. According to American Nurse Today magazine, accountability is only as strong as the weakest link in the system. Every employee must be committed to being accountable for his or her job.

Without trust, accountability doesn't exist. Honesty creates an environment of respect. This, in turn, creates direction that has a meaningful purpose towards a common goal.

Stop and ask yourself these questions:

- Am I personally accountable for my work?
- Am I responsible for my success at work?
- Am I productive regardless of my work environment?
- Am I committed to learning new nursing technologies by continuing education?
- Am I committed to attending to my patients' needs in a timely manner?
- Am I committed to returning patients' phone calls in a timely manner?

It is easy to write these words but, to put them into action takes time, a commitment to change and a commitment to stay the course. As Gandhi said, in order to be more accountable, you must be willing to be the change you wish to see.

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

Rachel, M.M. ACCOUNTABILITY: a concept worth revisiting. American Nurse Today. March 30, 2012

Staub, R. ACCOUNTABILITY and its role in the workplace. The Business Journal. January 17, 2005. Retrieved April 10, 2012 from <http://www.bizjournals.com/triad/stories/2005/01/17/smallb3.html>

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

Teresa Hawkins

Connections

“I have been seeing a provider at Connections for several months and her receptionist/nurse, Teresa, has always, on every call and visit, been helpful and held a very pleasant positive attitude.”

Joni Hutchins

Imaging

“For the past four years since an auto accident, I have been in and out of hospitals, clinics, 14 surgeries, etc. Joni was the first person in X-ray that really stood out. She had a warm smile, was very supportive of Hattiesburg Clinic, helped make it more comfortable to get my X-rays with my handicap without having to move in pain and walked me through everything she did. She was outstanding in personal care and I will remember her service along with only a few other nurses that I have had work with me over the years (3 of the 4 top nurses/caregivers have been Hattiesburg Clinic employees).”

John Ratliff

Urology

“Mr. Ratliff has always been a superb facilitator of quality care at Urology. He has an excellent ability to assess the significance of the need and then he ‘makes things happen’ to assist patients. He was outstanding in helping our family meet with the physicians and the imaging specialists to better understand the nature of my kidney cancer. He also helped set up a bladder assessment on very short notice when the kidney surgery was scheduled. His compassion and help eased the trauma for me and my wife as we attempted to cope with the circumstances.”

Susan Joyce

Petal Family Practice Clinic

“I just love Susan! Susan has always been very nice and kind when I talk to her about my appointment. She also asks about my husband when I am only calling to make an appointment for myself. The other staff is nice, but Susan is just like family. Thank you, Susan!”

Ryan Denney, PhD

Connections

“Dr. Denney is a very nice and caring man. He is a good listener and gives good insight and advice. His office is well organized and very comfortable. I will not hesitate to go back and see him.”

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!”

Randolph Ross, MD and Staff

Urology

“After my first visit, I developed a problem. I called and the nurse told me to come in that afternoon. I was impressed with the organization and efficiency of the doctor and his entire staff.”

Lisa Bond, MD

The Hematology & Oncology Clinic

“Dr. Bond is an excellent doctor who has set the bar for every doctor I see. I am a cancer patient and I would wait four hours to see her if necessary because she would give me four hours of care if needed.”

Jose Fernandez, MD and Staff

Neurology

“Dr. Fernandez, his nurse Mieke and the front staff are all wonderful. They go above and beyond to help me when I’m there. I sometimes hate to leave because they are so pleasant yet professional.”

Ronald A. Bullock, MD

Barbara Burkhalter and Lisa Walters

Family Medicine

“Barbara and Lisa are just great. Dr. Bullock is a very kind, knowledgeable person. We have used him for 23 years - traveling 100 miles, one way, for 15 years since moving to Alabama.”

CONSTRUCTION UPDATES

- Renovation of five main clinic elevators is complete.
- Expansion of Vascular Specialists into the west end of the second floor is complete.
- Build out exam room/office space at ENT for speech pathologist is complete.
- Main clinic kitchen and break room renovation is underway.
- Build out in new medical office building by Highland Community Hospital is underway.

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 Bond 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

- 9/15/12 – USM vs. East Carolina @ 2:30 p.m.
- 9/29/12 – USM vs. Louisville @ 7 p.m.
- 10/06/12 – USM vs. Boise State @ TBD
- 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.

MALE DEPRESSION, CONTINUED FROM P. 5

- *Foster Spirituality.* Men are capable of intense, meaningful spirituality and accessing a man's reserves of faith and surrender to the divine is often a large part of his ultimate healing.
- *Take responsibility.* To grow and heal, it's important for men to stop blaming others for their pain or challenges and to take responsibility for their own emotions, behavior and decisions (this is important for women, too, by the way).
- *Deal with father issues.* Many men need to forgive their father either for what their dad did or failed to do. If possible, creating a better relationship with him now can sometimes be helpful.
- *Increase connections.* Most men need to feel connected with other men in relationships characterized by mutuality, accountability, honesty, respect and support. Yes, such

relationships are most healthy when men share their emotions with each other, though this looks very different than it does in female relationships. Women may call such emotional sharing "intimacy," whereas men tend to view it more as "brotherhood."

For further reading on this topic, check out: "Hold on to your N.U.T.s (Non-negotiable, Unalterable Truths)" by Wayne Levine, "No More Mr. Nice Guy" by Robert Glover, "Wild at Heart" by John Eldredge and "The Irritable Male Syndrome" by Jed Diamond.

Dr. Denney is a licensed psychologist currently providing individual, marital and family therapy at Connections. Connections houses the Employee Assistance Program for Hattiesburg Clinic and therapy sessions are covered for employees and their dependents with Hattiesburg Clinic health insurance. For more information or to make an appointment, call 601.261.5159.

EMPLOYEES IN MOTION

Kizzy Smith, Training Specialist in Business Office Training
Amber McDaniel, Assistant Manager of Transcription
Connie Arnold, Manager of The Family Clinic – Purvis
Grenetta Jones, Supervisor of Pachuta Dialysis



DERMATOLOGY - SOUTH HATTIESBURG CLINIC

September Specials:

Through the month of September, take 15% off of any Youngblood® Mineral Cosmetics purchase and receive a free makeup consultation from our licensed aesthetician.

Dermatology – South carries a variety of Youngblood® products including:

- Loose powder
- Blush
- Foundation
- Lipstick
- Mascara
- Bronzer

YOUNGBLOOD®
MINERAL COSMETICS



William L. Waller, III, MD, FAAD

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Teresa Rahaim, Licensed Aesthetician

october ANNIVERSARIES

5 years

Joseph Bowling
Caitlin Carlisle
Amber Cooley
Pamela Gavin
Jeannie Hartfield
Satoya Hartfield
Pamela Hutchins
Tosha Lees
Karena Leggett
Katie Moore
Leigh Phillips
Brenda Pierce
Ginger Thomas
Stefanie Welborn

10 years

Carla Barnes
Terri Cobb
Ginger Essary
Paula Headley

15 years

Krystina Beiring
Cynthia Brashier
Lisa Freeman
Dr. Alphonso Willis

20 years

Sharon Alexander
Deborah Ducksworth

30 years

Lisa Smith

35 years

Rhonda Davion
Dr. Allen Gersh