

THE Connection

A biweekly newsletter for Baptist Health employees and affiliates systemwide

all our best
begins with me

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Baptist Health Making Reinvestment in BEST With New Training Session for All Employees to Be Held in August and September at BHMC-LR

Enroll Now on NetLearning to Reserve the Best Date and Time for You!

**Baptist Health
Engaged
Service
Transformation**

After two successful years of the BEST initiative reinvigorating the service culture throughout the system, Baptist Health is reinvesting in the program and in the professional development of employees with a new training

session coming later this summer.

Similar to the original BEST training held in 2011, the newest version of the training sessions coming in August and September will be led by an entertaining speaker with a motivational approach to delivering a gold standard of customer service.

All of the two-hour training sessions will be held at the J.A. Gilbreath Conference Center at BHMC-Little Rock and are mandatory for all Baptist Health employees across the system.

Building relationships with customers is already a strength of Baptist Health, and great organizations concentrate on developing their strengths.

That's why in the next BEST training Baptist Health will strive to take customer service to an even higher level by focusing on anticipating the needs of customers based on Baptist Health values, "narrating the care" of customers and patients through verbal and nonverbal communication, reviewing Baptist Health's new vision and strategic focus, and debuting a new credo card.

"Narrating care" means telling customers and patients what to expect and anticipating what they want to know before it happens. When we do not tell them anything, they are more likely to form a negative impression.

For example, a nurse comes into a room and tells the patient they are going to Radiology to get an X-ray and then

begins to narrate the patient's care by telling them what to expect before it happens.

As they walk to Radiology, the nurse can begin to explain what an X-ray is and that it does not hurt, that the doctor wrote an order to take images of the patient's stomach, that they should know the results no later than tomorrow morning, and to expect for it to take about an hour before Radiology brings the patient back to the room.

With the example above, if it takes Radiology 30 minutes and the patient is returned early to the room, the patient is delighted. The patient knows now to expect the results to come back in the morning and won't spend all night wondering when the results will be in and begin to get mad because no one has told them yet.

Healthcare is a unique industry in which the customer's personal experience is the key factor in consumer preference rather than price.

What a difference that simple communication can make in the patient experience and influencing consumer preference.

In this very competitive market, the customer service Baptist Health employees provide is the primary reason why people choose Baptist Health over the competition.

Baptist Health must continue to provide the best patient experience in the state to a degree that delivers a high loyalty rate among patients and also creates loyal advocates for Baptist Health services through word of mouth.

That is Baptist Health's competitive edge to ensure growth and financial stability into the future.

Register Now!

Arkansas Native Will Lead BEST Training at 21 Sessions on Aug. 26 Through Sept. 13

The new BEST training sessions will be led by Paul Vitale, an Arkansas native who has become one of America's most sought-out speakers and trainers thanks to his unique

combination of excitement, energy, and experience to encourage and motivate others.

Vitale speaks worldwide about the significance of optimism, a strong work ethic, and concepts vital to personal and professional growth, while reaching hundreds of thousands of people from all walks of life.

Vitale's expertise, enthusiasm and ability to encourage people to exceed their potential have been

described by his audiences as extraordinary.

His clients have included ESPN, Southwest Airlines, the Minnesota Vikings, the U.S. Chamber of Commerce, and Tyson Foods.

Baptist Health's investment in employees will provide an opportunity for each person who goes through the sessions to have a unique chance to develop and improve their skills through professional-development training that is applicable across all job functions in the system.

The training for all employees will be held Aug. 26 through Sept. 13, and Baptist Health employees can register now for these sessions online through myNetLearning.

The course is listed on myNetLearning in the course catalog under the title "BEST Customer Service."

Sessions will fill up fast with everyone in the system required to take this class, so register as soon as possible to get your preferred date and time.

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Paul Vitale

LastWord Application Says Farewell as Access Shuts Down on June 30

The LastWord clinical information system has served Baptist Health clinicians well for the last 16 years, but it's time to say goodbye as the new Epic technology has now gone live at all hospitals across the Baptist Health system.

LastWord will be turned off on June 30 and will no longer be accessible for use by any Baptist Health employees after that date.

"We did our first go-live for LastWord in 1997, and 16 years of use out of it was a great accomplishment," said David House, vice president of Information Services, who was on the selection and implementation teams that brought LastWord to Baptist Health.

"I realize some people might like for us to continue with LastWord, but it is not financially practical or realistic from a support standpoint. Shutting down LastWord was an original part of the Epic justification and plan. For those who might be concerned about the historical clinical data in LastWord being lost, rest assured that it all resides in the HPF system," House said.

In addition to the completed go-live of the Epic system,

there are several reasons LastWord is being shut down on June 30.

- The Baptist Health budget calls for saving \$1.6 million per year beginning in 2013 with the retirement of LastWord, McKesson Pharmacy, and the Ibex ED module. About \$1.2 million per year of this savings will be realized through shutting down LastWord. This was approved by the board of trustees, and the system is accountable to meet this goal.

- Baptist Health will not have the trained resources to continue with internal support of LastWord beyond June 30.

- The platform that LastWord runs on is aging and has not been manufactured for several years. Part of it is 11 years old with the newest addition being four years old. Parts availability has begun to be an issue, and the last storage update had to be purchased used. Maintenance on the platform will not be available past 2013.

- LastWord standard support from GE ended at the

close of 2008, and the break/fix support agreement ended in June 2010. One last agreement for "emergency help only" carried through to the end of 2012, and then a month-to-month agreement at a higher price that went through the Epic go-lives ends this month. So all support for LastWord from GE is going away. Baptist Health does not own the source code for LastWord, so trying to hire someone to maintain it other than GE would be impossible.

"It was the most innovative product available when we purchased it, and it will be bittersweet to turn LastWord off after so many years of using it," House said.

"Many of us have a lot of sweat equity in installing LastWord and maintaining it all these years. Thanks to everyone who built and supported LastWord since we began the search for a new clinical information system in 1994. You are part of Baptist Health history and the progress that has brought us to the point of being a more technologically advanced healthcare system," House said. ♦

Two Baby-Sitting Courses Offered in July and August

Would your baby sitter know what to do in an emergency situation? The Safe Sitter babysitting course is a medically accurate, hands-on class that teaches boys and girls ages 12 to 14 years to handle emergencies when caring for children. Safe Sitter participants learn what to do if a child is choking, CPR for infants to 8-year-olds, safety for the sitter, how to call for emergency help, baby-sitting business skills, basic child-care skills such as diapering and feeding, how to entertain children, and how to keep them safe. The remaining courses will be held from 9 a.m. to 3 p.m. on July 18-19 and Aug. 1-2 at the Women's Resource Center in the Hickingbotham Outpatient Center at BHMC-LR. The cost is \$75 per child, and seating is limited. To register, call the Baptist Health Women's Center at 501-202-1717 or visit baptist-health.com.

BHMC-Heber Springs Gives Students First Look at Healthcare Setting

BHMC-Heber Springs recently hosted CHAMPS (Community Health Applied to Medical Public Service) for junior high students from Heber Springs and surrounding areas.

Eight junior-high school students took part in this enrichment program that provides hands-on experience for the students in health careers, health education, and community service.

The program gives the students an up-close look at a healthcare setting and shows what it is like to work in a healthcare field.

BHMC-Heber Springs employees who were named as giving "All Their Best" by the participating students included Mike Clegg, Heather Cropley, and Casandra Jones in the Lab; Albrey Haley and Deanna Carlton in the inpatient area; Justin Mason in Respiratory Care; Deb "DJ" Johnston in the ER; Martha Carter in occupational therapy; Melissa Logan in physical therapy; and Lydia Sartain in diabetes education.

Special thanks to Baptist Health MedFlight for participating in the program.



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BEST Training Schedule

(All sessions held at the J.A. Gilbreath Conference Center at BHMC-Little Rock.)

- Monday, Aug. 26 — 8 to 10 a.m.
- Wednesday, Aug. 28 — 1 to 3 p.m.
- Thursday, Aug. 29 — 7:30 to 9:30 a.m.
- Thursday, Aug. 29 — 10:30 a.m. to 12:30 p.m.
- Thursday, Aug. 29 — 2 to 4 p.m.
- Friday, Aug. 30 — 7:30 to 9:30 a.m.
- Friday, Aug. 30 — 10:30 a.m. to 12:30 p.m.
- Friday, Aug. 30 — 2:30 to 4:30 p.m.
- Wednesday, Sept. 4 — 7:30 to 9:30 a.m.

- Wednesday, Sept. 4 — 10:30 a.m. to 12:30 p.m.
- Wednesday, Sept. 4 — 2:30 to 4:30 p.m.
- Thursday, Sept. 5 — 7:30 to 9:30 a.m.
- Thursday, Sept. 5 — 10:30 a.m. to 12:30 p.m.
- Friday, Sept. 6 — 10:30 a.m. to 12:30 p.m.
- Friday, Sept. 6 — 2:30 to 4:30 p.m.
- Friday, Sept. 6 — 7:30 to 9:30 p.m.
- Saturday, Sept. 7 — 12:30 to 2:30 p.m.
- Saturday, Sept. 7 — 3:30 to 5:30 p.m.
- Friday, Sept. 13 — 7:30 to 9:30 a.m.
- Friday, Sept. 13 — 10:30 a.m. to 12:30 p.m.
- Friday, Sept. 13 — 2:30 to 4:30 p.m.

BEST Training Travel Guidelines

Employees should accept transportation provided by their facility to attend BEST training in Little Rock when at all possible. Mileage reimbursement will not be paid if employees voluntarily drive their own vehicle to attend the BEST training.

If transportation is not available, employees who drive a vehicle to BEST training in Little Rock will receive mileage reimbursement for the round trip. The mileage will be calculated from their primary work location to Little Rock and back to their primary work location.

Employees who drive directly from their home to Little Rock will receive mileage reimbursement from their primary work location to Little Rock and back to their primary work location.

Non-exempt (hourly) employees will be paid work time to travel from their primary work location to Little Rock and back to their primary work location.

Non-exempt (hourly) employees who drive directly from their home to Little Rock will be paid work time from their primary work location to Little Rock and back to their primary work location.

Exempt (salaried) employees will be paid for a normal workday to attend BEST training in Little Rock. The round trip mileage and round trip work time to be paid for each location is listed below.

From	Round trip mileage	Round trip time
North Little Rock	28 miles (\$14.14)	1 hour
Arkadelphia	140 miles (\$70.70)	2 hours
Heber Springs	150 miles (\$75.75)	4 hours
Stuttgart	118 miles (\$59.59)	2 hours
BHSC	7 miles (\$3.54)	30 minutes
Parkway Village	7.2 miles (\$3.64)	30 minutes
Autumn Road	6 miles (\$3.03)	30 minutes
Southwest Campus	21.6 miles (\$10.91)	1 hour

Employees who work at a location not listed above will be paid using the same guidelines regarding mileage reimbursement and work time.

Chaplain's Corner



We're in This Life Together as Diverse People, Not Oompa Loompas

By Susie Carter Wiggins, Chaplain Resident, BHMC-Little Rock



In the film "Willy Wonka & Chocolate Factory," the Oompa Loompas are always in sync with one another — they walk with lockstep precision, they sing in the same tone, and have the same mindset, one to the other. But, they are of another reality — not humanlike.

If they were like us, the Oompa Loompas would be unique creatures, each with their own distinct ways of being in the world, and perhaps they'd struggle like we do to not only find our way but to also get along with our neighbor. We human creatures struggle to understand the blessing in our diversity.

In his first letter to the Corinthians, Paul helps us to appreciate diversity. He refers to our differences as "varieties of gifts, services, and activities" and then immediately reminds us that it is the same spirit of God who created us with our differences "...just as the Spirit chooses" (1 Corinthians 12:11).

And yet he created us to work together for God's common good — "For just as the body is one and has many members, and all the members of the body, though many, are one body..." (1 Corinthians 12:7) — and to care for one another — "If one member suffers, all suffer together... you are the body of Christ and individually members of it..." (1 Corinthians 12:25b-27).

This Scripture passage brings to mind how we are all in this together — what I mean is the "this" of life, and more specifically, the "this" of healing in the hospital. No one person could provide for all the needs of a patient or for family members. No one person could do it all.

No, it takes every one of us working together with our own unique gifts to attend to the needs of our patients and families. This is what the multi-disciplinary approach to healthcare is all about, and it applies to every aspect of our lives, for we go nowhere without encountering others and being called by God to encounter each one with genuine hospitality and graciousness.

Imagine what it would be like here if we were Oompa Loompa doctors without nurses? Or, what if we all were Oompa Loompa nurses without supportive staff? What if we had

no pharmacists? No environmental services staff? No cafeteria staff? No administrators? No chaplains? No therapists?

If God had made us all the same — like Oompa Loompas — not only this hospital, but this city, state, country, and even the entire world would not be able to function and would not be able to exist.

Instead, God in his infinite wisdom made each one of us unique with special talents and gifts. Each of us does indeed have a specific role and set of responsibilities that, when put together, promote the well-being of our patients and their families.

The same is true in our families — mother, father, sister, brother, grandmother, grandfather, aunt, uncle, cousin, friend. Each member brings something new to the family, something new to the table of our lives, and our lives are richer and fuller because of our unique differences.

In reciprocal circles of healing — in our families, in the hospital setting, and in the world — each human creature has a specific role, a unique calling. The Nitty Gritty Dirt Band's song, "Will the Circle Be Unbroken," reminds us of the never-ending circle of God's love as well as God's call to each of us to be in relationship with one another and with God — to be about the business of reconciliation and mending.

I invite you, then, right where you are today, to look closely at each person who comes into your life and then recognize the beauty in their diversity. Wonder about how each one fits into God's plan for your life. How do you fit into theirs? And, how might we all fit together into God's plan for God's creation?

Friends, God's love is never-ending, and it flows to you and through you as you are connected one person to another throughout your day and throughout your life. We are not Oompa Loompas. We are unique and diverse beloved children of God. We are all members of the body of Christ. And, we are in this life together. Praise be to God! ❖

**Baptist Health
Engaged
Service
Transformation**

This is how you
changed lives
in May



2,678
surgeries
performed



1,203
security responses
logged



12,349
radiology procedures
completed



4,348
inpatients
admitted



9,426
home health/
hospice visits made

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