Best medical practices change with the times, and baby deliveries at Anderson Regional Health System are no exception. Adjusting to these new practices takes time but by fall of this year, nurses at Anderson said they hope to have their on-site assessment, the final step to getting the World Health Organization's “Baby Friendly” stamp.

“In applying for the Baby Friendly designation, hospitals must prove they practice the ten steps for successful breast feeding, as created and required by WHO,” said Lindsey Robertson, RN, co-chair of Baby Friendly at Anderson.

Robertson and her fellow chair, Heather Lewis, also an RN, said Anderson is in the third of four stages to receive the designation.

After “Discovery and Development,” the hospital now needs to “Disseminate” the information throughout the workforce and community, before moving onto the designation phase.

Anderson has three major focus points for better birth practices: skin-to-skin contact, rooming the infant with the mother and breastfeeding.

“The benefits of breast feeding are wonderful for the mother and for the baby. It can decrease ear infections or infections in general, decrease the risk of diabetes and even decrease the risk of cancer for both mother and baby,” Robertson said. “If a baby is sick less often, mom has to take off work less often and saves on the doctor which means cost savings.”

Robertson said this emphasis is especially important in Mississippi, which has the lowest rate of breastfeeding in the country.

Continued on the next page...
Clinic Scores 100 Percent Accuracy

Congratulations to Anderson Children’s Medical Clinic on scoring 100 percent accuracy on the 2018 Medicaid EPSDT Audit. The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid.

This is a significant milestone for the Children’s Medical Clinic — in past years, the Clinic was in the 80s percentile; last year, the Clinic was at 94 percent accuracy.

Needless to say, to reach 100 percent accuracy in the audit took the work of each physician and staff member — it is a job well done and shows the results of hard work.

Successful Joint Commission Survey at Anderson-North

From the Anderson Regional Health System Board of Directors:

We have passed the Joint Commission Accreditation and I can only say “job well done.” The entire staff worked and pulled together to show the surveyors that Anderson is a quality hospital. The nurse surveyor had an opportunity to speak to a patient who had nothing but positive things to say about his care. I might also say that this interview was not set up by us. It’s always a stressful week for all but let me conclude by saying “great job folks.” You are the best. We already knew that though. Keep up the good work.

—Dr. Joe Anderson, Board Chair

Baby Friendly

Continued

Robertson and Lewis described how skin-to-skin contact helps regulate an infant’s body temperature, heart rate and blood sugar, in addition to decreasing stress hormones.

Many of these new, evidence-based methods run contrary to traditional practices. No longer do doctors and nurses separate a mother and baby after birth, whisking the baby to the nursery where fathers and grandparents can see them. Now, if medically safe, mothers and babies stay together throughout the hospital stay.

“You used to see nurseries full of babies. Now we’re rooming babies with mom,” Robertson said.

Lewis said this helps build up a mother’s confidence before they leave the hospital. With babies and mothers together, Lewis said, nurses can guide mothers through breastfeeding or swaddling and help mothers recognize their infant’s needs. “It’s a change in the culture,” Lewis said.

To help mothers feel confident about the new practices, Lewis and Robertson said all OBGYN clinics in Meridian have information about Anderson Regional Birth Center and the hospital encourages mothers-to-be to take free breastfeeding classes or join the breastfeeding support class.

No matter the changes, Lewis and Robertson — both mothers of two — know they chose the right profession. “I always felt a calling to work with mothers and babies,” Robertson said.

Lewis agreed. “I knew what I wanted when I went to school,” Lewis said. “I wouldn’t have done anything else.”
2017 Top Service Excellence Awards
The departments listed here had the highest overall “rate this hospital” scores for 2017.

Anderson Cardiac Surgical Assc.
Anderson Regional Breast Center
Telemetry
Tom C. Maynor Rehabilitation Center
At Anderson, we constantly seek ways to improve the patient experience. And many times, the FIRST patient experience is in the Admissions/Emergency Department waiting area.

Over the years, we have received feedback from patients regarding their ER waiting room experiences. If we do not accommodate the needs of those in the waiting room, it led to these two outcomes: LWOBS (left without being seen) and LWOTS (left without receiving treatment), which ultimately causes a delay in their care.

We asked our Patient and Family Advisory Committee (PFAC) members to do an in-depth study on the waiting room. They each performed separate “gemba” walks through the Admissions/ER waiting area. A gemba walk is the term used to describe personal observation of work — where the work is happening. The original Japanese term comes from gembutsu, which means “real thing.” The PFAC took gemba walks at different times and days of the week, then made recommendations to improve the overall waiting room experience.

Those recommendations where then reviewed by the ER Waiting Experience Lean Team comprised of several team members throughout our organization. We are happy to report we were able to expedite and complete several of their recommendations, ultimately improving the waiting room experience while decreasing our LWOBS and LWOTS. We have now found that patients are staying and waiting because they have a comfortable environment where everyone is being acknowledged personally and communicated with throughout the waiting room experience.

Oncology Care Committee Named in Honor of Dr. Halbrook

The Oncology Care Committee, which meets regularly to examine and discuss cases, has been named in honor of Dr. John C. Halbrook, who helped found the committee. The plaque outside the meeting room reads:

John C. Halbrook, MD, a graduate of University of Mississippi Medical School, began practicing oncology in Meridian in 1981. Board Certified in Internal Medicine and Medical Oncology, Dr. Halbrook was one of the first physicians to treat cancer patients in this area. As one of the founding members of Anderson Regional Medical Center’s Oncology Care Committee, Dr. Halbrook took great interest in the coordination of services and numerous intricacies required to provide high quality cancer care. He served as Chairman of the committee from 2005-2017, sharing his vast knowledge and expertise to further cancer care at Anderson. Under his leadership, the oncology program at Anderson was named a Comprehensive Community Cancer Center and received accreditation with commendations by the American College of Surgeons Commission on Cancer. Dr. Halbrook’s tireless dedication and professional service to the cancer community of our region has made a true difference in many lives.
Stephanie Long, RN, Lee Cottrill and Sheila Nettles recently completed the Quality Improvement Fellowship Program from HRET and the Institute for Healthcare Improvement. The program offers interactive webinars and online courses on key topics in quality improvement and safety, and guide participants through leading a project to improve outcomes.

Two tracks are available: Foundations for Change for those new to improvement, and Accelerating Improvement for experienced improvers who are looking to spread and scale their work. Past Fellows have come from nursing, quality improvement, patient safety and infection prevention departments, among others, and have worked on projects including Reducing Falls, Sepsis Bundle Adherence and Reducing Central Line Infections.

Stephanie completed Foundations for Change with a project on Sepsis and Physician Engagement. Lee completed Accelerating Improvement with a project on Sepsis Bundle Compliance. And Shelia completed the Patient and Family Engagement Fellowship. Being a Fellow means working for healthcare quality improvement. Those participating in the program give a year-long commitment to creating and implementing their QI projects.

Lee Obtains Prestigious Credential

Connie Lee, RN, Director of Quality, recently attained the prestigious international credential, Certified Professional in Healthcare Quality (CPHQ). Connie passed a fully accredited, international examination that assesses knowledge and understanding on the process to achieve regulatory compliance and accreditation/licensure, program development and management along a continuum of care, and quality improvement concepts as well as profession of quality, case/care/disease/utilization and risk management and emphasizes how all of these programs and processes integrate into an effective system. Connie joins the ranks of more than 10,000 colleagues in the United States and internationally who have achieved this important career milestone. Congratulations, Connie!

Congratulations to Ashley Gray, FNP, Anderson Family Medical Center - Enterprise, for being named “Person of the Month” by Clarke County Hot Topics.
The 2018 Go Red for Women event was a night of games, prizes and awareness! Sponsored by Anderson Regional Health System, Cardiovascular Institute of the South, the American Heart Association and the Meridian Family of Stations, the event featured health care experts and a game-show style format to test the knowledge of attendees. Speakers included:

- Jennifer Rodriguez, MD — Interventional Cardiologist
- Awad El-Ashry, MD — Cardiothoracic Surgeon
- Andrea Goodwin, MD — Obesity Medicine Specialist
- Sarita Elizabeth Cox, ND, LAc — Naturopathy and Acupuncture
- Adam Hodges — General Manager of Anderson Health & Fitness Center

Sidney Covington was the host for the evening, held at the MSU Riley Center and attended by more than 175 people.
Using the theme of “Our Future is Bright,” the American Health Information Management Association honored and celebrated health information professionals during the 29th annual Health Information Professionals (HIP) Week in March. Members of the Anderson HIP team in the Coding and Health Information departments took time for a party, complete with giveaways. The AHIMA represents more than 103,000 health information professionals in the United States and around the world.
At Anderson Regional Medical Center, the team at the Central Sterile Processing Department knows just how critical it is to provide sterilized equipment — on time — for every patient and procedure. The highest standard for sterilization assurance comes from using a biological indicator, a true measure of the lethality of a sterilization cycle, to monitor each and every load, every time, for the same standard of care for every patient.

Recently, the CSP made the important decision to implement 3M’s Every Load Monitoring program, which requires a biological indicator in every steam sterilization load. Working to ensure the highest possible level of sterilization assurance for instruments and implantable devices that are used in the operating room is one of the best ways the Sterile Processing Department can do its part to help contribute to reducing the risk of Healthcare-Associated Infections (HAIs).

This biological indicator is a self-contained device that contains highly resistant spores that, when exposed to the proper sterilization conditions, are killed and demonstrate the effectiveness of the cycle. 3M Health Care, a world leader in sterilization assurance products for more than 50 years, is the developer and manufacturer of 3M™ Attest™ Biological Indicators used at Anderson.

Shelia Robinson, CSP Assistant Manager, explains: “We want to be leaders in sterilization practice. With Every Load Monitoring, we are confident we’re doing everything possible to provide properly sterilized instruments for every patient.”

There are benefits to patients, staff and the our facility using this process.

• A Reduction in Risk: Monitoring every load helps minimize the risk of non-sterile instruments being released, and ultimately can help reduce the risk of negative publicity that comes with HAIs.

• Fewer Disruptive Recalls: Recalls require significant staff time and resources to investigate and report on the recall. With Every Load Monitoring, there is less risk of disruption to patients, surgeons, operating room schedules and SPD staff.

• Simpler Procedures: With Every Load Monitoring, a biological indicator process challenge device is included in every load. This leads to streamlined procedures and training, improved operational efficiency, reduced opportunities for error and simplified work procedures.

“This is a big commitment for us, but one we’re excited to make,” said Florence Wright, BSN, CNOR, RNFA, CSP Manager “At the end of the day, we’re raising our standards and reducing risks — both critical elements to the success of our healthcare facility.”

The Association for the Advancement of Medical Instrumentation (AAMI) is the primary source of consensus standards for the medical device industry. They publish the ANSI/AAMI ST79, Comprehensive guide to steam sterilization and sterility assurance for health care facilities and other standards that drive practices in sterile processing. AAMI ST79 states that, “Biological monitoring provides the only direct measure of the lethality of a sterilization cycle.”

The most recent AAMI guidelines require the use of Biological Indicators weekly, preferably daily and in all loads that contain implantable devices. Florence said Anderson has committed to a higher standard of monitoring in order to provide for patient safety.

“Our entire team, from the most experienced to the newest technicians, feels very proud of the work we do and how it contributes to patient safety,” she said. “Every Load Monitoring takes ‘recommended practice’ to ‘Best Practice’ and is simply the right thing to do for our patients.”

More than 50 community members took part in 2018 Heart Check, where we offered a free screening for blood pressure, cholesterol and weight — all heart disease risk factors.

Many thanks to Dr. Azhar Pasha and his team at the Pain Management Center for a donation to the Cancer Patient Benevolence Fund. Dr. Pasha is pictured above (right) with Wayne Herrington of Anderson Regional Cancer Center.

For the third year, local chapter members of Delta Kappa Gamma Society — a professional international honor society of key women educators — created and distributed fleece-tie blankets to the patients at Anderson. Pictured with the blankets are, from left, Karen Rhodes and Janet Berg.
Members of the Anderson team were out in full force at the first annual Allie Cat Run & Festival, staffing the First Aid booth.
ANDERSON ADDS MORE LEAN GRADUATES — LEAN focuses on the patient by eliminating waste, ensuring continuity, reducing variance and improving predictability. The most recent class of LEAN graduates, front row, from left: Anthony Dubose, Heather White, Bridget Hare, Stacey Moffett and Christy Bell. Back row, from left: Susan Moore, Robin Butler, Ashley Dikes, Ronna Nichols, Gail Gunn, April Floyd, Cee Cee Martin, Angel Weems and John Moore.

Keep Those Suggestions Coming

We Hear You!

We so appreciate suggestions from our employees and look forward to the ideas that you express in the suggestion box. Wonder what happens to those suggestions? We read each and every one — and responses are directed to the appropriate vice president or department manager. So keep those suggestions coming!
Mission

To continue our heritage of healing and improving life for the people we serve.

Vision

To be the healthcare provider of choice.

Values

We recognize: Respect, Trust, Dignity and Responsiveness.

Justin Miller is the Charge Nurse at Horizons Geri-Psych Center at Anderson-South. His coworkers said, “Justin is a team player. • He is always willing to take on extra work and never complains. • Justin can manage the unit well when difficult situations arise. • He is easy to get along with and very approachable. Justin is always on time for work. • He values his job and always tries to do his very best.” In his spare time, Justin enjoys hunting and fishing. He and his wife, Jamie, have been married for 11 years and they have three children, Lane, Jace and Hayden. Justin and his family are members of Northcrest Baptist Church where he assists with the 4th grade boys AWANA’s class.

Ginny Ruffin is an Oncology Social Worker and Patient Navigator at Anderson Regional Cancer Center, and she has worked at Anderson for 20 years. Ginny’s coworkers said, “Ginny is constantly thinking about what we can do to improve the way we serve our oncology patients. • She has a passion for her patients and works diligently to see that they get the very best that we have to offer. • Ginny is a true reflection of our values in everything she does. • She is respectful, trusted, dignified and responsive. The nature of Ginny’s role as patient navigator can be difficult at times, but she always keeps a smile on her face and continues to encourage patients during their cancer journey. • Ginny does so much behind the scenes that goes unnoticed by many. • She is compassionate, thoughtful, generous and kind to everyone she meets.” In her spare time, Ginny enjoys reading and listening to music. She serves on the Board of Directors for the Free Clinic of Meridian. She is active in her church where she teaches a ladies Sunday School class, plays the keyboard, sings in the choir and works in the ladies ministry.

Katelyn Crawford, or Katie as most of you know her, is a Senior Pharmacy Technician at the retail pharmacy where she has worked for 11 years. Her coworkers said, “Katie is always so cheerful, upbeat, positive and happy. • She always finds way to save my family money on our prescriptions. • Whether it’s by finding a coupon or switching to a generic version, she is very thoughtful and goes above and beyond to help all of her customers. Katie is absolutely WONDERFUL! • She goes the extra mile to be sure you get your prescription refilled, and if there are no more refills she will call the doctor’s office to get the prescription refilled for you. • Customers ask for Katie by name. You can always count on Katie to be at here and ready to work. • She has the best heart and truly enjoys her job and helping others. • Katie is a team player and always goes beyond her duties to help anyone that walks in. • Katie is truly an asset to our pharmacy.” In her spare time, Katie enjoys working with the youth group and young teens at the Beatline Church in Philadelphia. She and her husband, Asa, have been married for five years and they have a daughter named Alexis.
February 12, 2018

Mr. Ernie Sloan
Anderson Regional Medical Center
2124 Fourteenth Street
Meridian, MS 39301

Dear Ernie,

On behalf of the Meridian Community College Foundation, I thank you for your generous contribution to the 2017-18 President’s Roundtable, *MCC...Changing Lives...Changing Communities* Campaign. Your generous in-kind gifts valued at $17,418 (IV Pumps, Anesthesia Carts and Various supplies) for the Associate Degree Nursing Program will help us to reach new goals and provide more opportunities for our students.

MCC directly impacts our community. That impact is realized by our graduates as their degree leads them into a career or to a university. MCC students are prepared to compete with the best.

A college education doesn’t happen by chance; your gift will help provide that opportunity for a student that will make the difference of a lifetime!

MCC is close to my heart. I am honored to be a part of this great institution. Working together, we can build on past achievements and make the future even more successful! Again, thank you for your support.

Warmest regards,

Kathy Brookshire
Associate Vice President for Development
Executive Director, MCC Foundation
High Praise for Anderson

Praise for Sleep Center Staff

Ms. Brenda was awesome. She explained everything to me that she was doing. She is such an easy person to talk to. If everyone was like her this world would be a much better place. I can say this about Ms. Brenda, I love her and just the time we spent together. She is great!

Lexa Karas was very caring and kind tonight. She understood my various issues. Explained all my concern. Enjoyed meeting her. All staff is great.

I had a great experience for my sleep study. The nurse (Deanna Burt) I had was so on point. We talked like we were family. That’s what makes your stay comfortable. She’s a sweetheart. Explains everything well and has a lot of patients with you.
Martha Broadhead Retires from Childcare

Congratulations to Child Care Coach Martha Broadhead, who recently retired after working for more than 20 years at Anderson. A special party was held at Anderson Health & Fitness Center in her honor, with many parents, children and Anderson employees in attendance.

As John G. Anderson, President & CEO said, “Martha is a special lady and has taken care of a lot of little ones at the Fitness Center. Martha has been a part of the family for quite a while and watched many little ones grow up in her time at the Fitness Center. We wish her well.”

Anderson Launches Crossfit for Kids Program

Anderson Health & Fitness Center launched Crossfit for Kids in January, a program that is BIG fun for all ages. CrossFit for Kids is a method for teaching Greg Glassman’s CrossFit techniques to children ages 3-18. Based on the principle of mechanics, consistency and then intensity, the program emphasizes good movement throughout childhood and adolescence. Anderson offers classes after school and on Saturdays. CrossFit coaches Adam Hodges, Casey Mancini and Reva Coate attended a two-day workshop in New Orleans prior to the establishment of this new offering to obtain credentialing.
Anderson Health & Fitness Center offers community members the opportunity to take part in the CDC-recognized National Diabetes Prevention Program (NDPP) that is proven to prevent or delay type 2 diabetes. In January, the Center held its second NDPP Open House. The first event, held in late 2017, was very well attended and resulted in 20 participants qualifying for the one-year program. Eight more participants were chose to begin this excellent CDC program aimed at preventing the onset of type 2 diabetes.

Anderson Health & Fitness Center was pleased to welcome professional trainers Richard Farr and Ahmad Alaajiy from Texas to “train the trainers” on boxing and kickboxing for the newly formed Anderson Boxing Club. Some benefits of boxing include: increased core strength, stronger muscles, more calories burned, tougher biceps, increase in confidence, boost in happiness, and more energy. Rich and Ahmad taught the trainers how to wrap hands and how to instruct members in a boxing or kickboxing class.

Getting Tips on Boxing from the Experts

At left, Anderson’s Brandon Dew, Rob Walsh and Adam Hodges get instruction from professional trainer Ahmad Alaajiy (in blue shirt).
Mom Aubrey Mooney and baby Kyleigh show off the red hat they received from Anderson Regional Birth Center for the “Little Hats, Big Hearts” campaign championed by the American Heart Association to celebrate heart healthy lives. All babies born in February — which was American Heart Month — received a red hat from Anderson with the goal of inspiring moms to live heart healthy lives and help their children do the same.

We celebrated the first baby of the year born at Anderson Regional Birth Center. Little Isla received a goodie basket. Proud parents are Christian Wilson and Acie Leach. Welcome to the world, Isla!

In celebration of Mardi Gras, the Anderson Café held a contest where participants had a chance to win a cast iron pot filled with cooking goodies.
LEARNING ABOUT PATIENT SAFETY — Attending this year’s Patient Safety Fair were, from left: Victoria Grayson and Jennifer Collins.

Dr. Joe Anderson led the third annual Good Friday Service at Anderson - South, hosted by Anderson Swing Bed. Refreshments were served and Tashiya Ward provided the inspirational music.

HEALTH FAIR AT EMEPA — Ray Gullette and Melissa Ellis provided information to attendees of the Eliza Pillars Health Fair held at East Mississippi Electric Power Association in March.
National Doctors’ Day — 2018