



# New Day MCSA

Vol. 4 April 2018

## DESTINATION HEALTHCARE:

### MCSA ANNOUNCES STRATEGIC ALLIANCE WITH ARKANSAS HEART HOSPITAL

"Heart disease is a serious health issue in south Arkansas. A strong cardiology program is an important first step in our path to Destination Healthcare," said CEO Scott Street as he announced the strategic alliance with Arkansas Heart Hospital.

The alliance focuses phase one on recruiting additional interventional cardiologists. Both Arkansas Heart Hospital and MCSA are committed to the goals of this alliance: strengthen recruiting; enhance the range of educational opportunities; and better meet the health challenges and needs of our region.

Dr. Bruce Murphy, CEO, Arkansas Heart Hospital says the shared vision between MCSA and AHH is of significant importance for his hometown. "We are delighted to be a part of this alliance with the Medical Center of South Arkansas," said Dr. Murphy. "We have the same goals for patients with heart disease. This positions us to also share treatment guidelines and protocols putting our patient at the center of a larger system of care when they need it."

"We understand this alliance will be one of innovation, continuous quality improvement and teamwork," Street says. In this alliance, both hospitals will remain as separate institutions.



CHS corp team visits in support of renovation kickoff. Scott Street, Dr. Smart and Rob Robinson (right) welcome (L-R) Dr. Lynn Simon, Beryl Ramsey, Tim L. Hingtgen, Karen Litterer, Marilyn Smith, Pam Rudisill and Nicole Slaughter for a tour, visit and spudnuts!



**PROGRESS CONTINUES...**Renovation continues with the redesign of the front plaza. The area will be concreted with easy access to the new conference center located on the first floor of the Larkin Surgery Building. See page two for more.

**Door to the future?**  
 You may have expected a brighter entrance to a dazzling future, but behind this door is the beginning of a stunning new conference center!



## Interventional Chronic Pain Management Clinic Offered Through One Day Surgery



**Dr. Keith Mayfield** is working with Dr. Kneeland on the new Interventional Chronic Pain Management program now offered by medical provider referral only through MCSA One Day Surgery.

Patients suffering from lower back, leg, sciatic or chronic pain may benefit from the interventional injection treatment. This does not include managing chronic pain medication, radiological or physiological pain. Dr. Mayfield was guest speaker at Rotary.



**Conference Center-Larkin Wilson Center:** Renovation is continuing as planned with construction for the new conference center. This first phase is the concrete base and the exterior plaza between the buildings.

Second floor renovation plans are beginning with Registration, Pre-Registration and Scheduling relocating to offices in the outpatient hallway. Accounting is moving to the cardiac rehab location by HR. Cardiology physicians have relocated to the cardiology clinic.

Infection control and ESS now have offices in the main hall of one day surgery. SAPS operation (Jo Notz) is in the office nearest the gift shop. Updates will be emailed.



## NOTE FROM

**Angela Williams**  
Chief Quality Officer and  
Facility Compliance Officer



### LOOK. SMILE. SPEAK.

Dear Team Members:

Our organization has been challenged by Executive Leadership to focus on ways to STRIVE FOR FIVE. What does STRIVE FOR FIVE mean to us? It means we are resolutely pursuing every opportunity to improve customer service, reduce adverse patient safety events to zero while increasing expectations for compliance with quality initiatives.

When hospitals talk about quality, it is generally in reference to the clinical outcomes that can affect the way agencies and groups can rate a hospital on a certain quality measure. In 2016, The Center of Medicare and Medicaid Services (CMS) unveiled the Overall Hospital Compare STAR rating. The goal of CMS is to provide all patients with information about established metrics so that as a consumer of healthcare, they can make an informed decision about where they wish to obtain healthcare services.

As an organization, we are here to serve members of our communities. The consumers of our services call upon us daily to provide healthcare to them during stressful and scary times in their lives. Whether patients, family members or visitors, they are all are our guests. Remember Ms. Potts, from the Disney movie "Beauty and the Beast"? Ms. Potts reminded every member of the castle staff they were blessed to serve each guest that arrived. She wanted guests to know that everything was special--from freshly pressed napkins to desert with tea--so every castle guest was impressed.

Our *Look. Smile. Speak.* initiative is an exceptional way to engage our guests. Listening, smiling and showing compassion can help us better understand what a patient may be experiencing. The use of best practices through established policies, protocols, and/or processes can help guide us in addressing quality, safety and satisfaction. For example, in addition to sharing a smile, share the best practice of handwashing. Handwashing is a simple yet effective best practice for Team Members as well as visitors and family members.

As we continue to STRIVE FOR FIVE, I know that each of you will make a difference in our journey to reach 5-STARs, and ensure our guests are impressed with great service and safe, quality care; which in turn will have our guests glad that they chose MCSA as their healthcare destination!

*Angela Williams*

# New Day UPDATES: *Congratulations*

**Danna W. Taylor**, MHA, has been named Vice President of Operations.

**Keith Michael** has been promoted to Director of Engineering and Safety Officer.

**Ivory Godbolt, Jr.** has rejoined the team as Director of Environmental Services.

**Mollie Gathright**, RN, has been promoted to Director of Risk Management/Patient Safety Officer.

**Corey Sharp**, RN, is now Director of Infection Control.

**Jim Bob Jameson**, RN, was recently named Director of Third Floor.

**Angela Smith**, RN who has been serving as acting director of third and fourth floor, resumes her duties as Director of the Fourth Floor.



*Thank You for the  
Awesome Cookout!*

