SERVICE EXCELLENCE

December 2011

TEAM Recognition

6 Ashman - ICU

"We would like to thank you for the wonderful, great and thorough care you provided to our son. Your professionalism and empathy during this trying time for our family has been remarkable and is very much appreciated." -- *Family of a Patient*

"I want to express our recognition of the outstanding work the ICU nurses have provided for Memorial Hospital's participation in the quality assurance CarePath TBI project. The diligent and timely inputting of patient data has been truly exemplary and is providing an accurate record of how care in real time in the ICU is compliant with the evidence-based Guidelines. We also realize this is "over and above" their demanding regular responsibilities.

Memorial Hospital's frequency and consistency of inputting patient data is the best we have seen and has clearly made a difference. Compliance grew from an initial 71% to well into the 80% level. This represents a 17% increase in compliant care and is especially significant as independent research has shown that compliance with the evidence-based Guidelines for TBI improves patient outcome. Such an improvement in care can make the difference between going home to an independent life or spending years in a costly nursing facility dependent on care.

Your ICU nursing staff demonstrates everyday an outstanding commitment to their TBI patients – they are inspirational. We will share with State officials our observations of the attention to evidence-based care for TBI patients your ICU nursing staff has shown for nearly a year now. They are simply outstanding, and please express our deepest gratitude to them." -- *Peter C. Quinn, Chief Executive Officer, Care Path, Inc.*

Click here to read more positive feedback and TEAM Recognitions!

Conemaugh Health System

6 Rose - ICU

"Thanks so much. You were more than kind. People like you aren't easy to find! Thanks for the great care." *-- Family of a Patient*

"Almost everyone knows someone who has had bypass surgery but until you go through it first hand you ave no idea what to expect. Everyone on your staff took the time to answer my concerns and questions making a rather scary situation a lot easier to deal with. I received the best treatment one could imagine from everyone I came in contact with. Not only was the care excellent but the caring was first rate and genuine also. A wise man once said " no one cares how much you know until they know how much you care." *-- A Patient*

9 Ashman

"I would like to thank all of you for the great care received following my knee surgery. You are truly professionals and a tribute to your profession."

-- A Patient

Vascular Lab

"I have never in my life met a nicer group of people. I was amazed at the sweet, sweet spirit in that place. You all made it an enjoyable experience for me to have my veins tested in your lab. Thank you for making me feel so comfortable and cared about. It is a rare thing this day and age to meet such friendly people in a hospital lab. I was pleasantly surprised." *-- A Patient*

SERVICE EXCELLENCE December 2011

Cath Lab & Materials Management

"As a result of a close partnership between Materials Management and the Cath Lab, we were able to achieve significant cost savings on drug eluting stents with rebates and bulk purchases. Close communication between Norm Newcomer, Josh Mihalick and Mike Anna to monitor our purchases and utilization to make sure we achieve the highest rebate tier. We communicate with the Cardiologists if we need to use a certain vendor's product to maximize savings. The Cardiologists have been very cooperative and supportive with all our cost savings initiatives. With this approach we saved $135,900 on these two deals. This is a true team effort that involves multiple Staff from two departments trusting each other to do the best for Conemaugh." *-- A Coworker*

7 Ashman

"Thank you for the daily motivational visits at a time when my mom needed them the most. Thank you too for the care, compassion, and understanding you all gave me and my family. What a fantastic group of people."
-- Daughter of a Patient

"From the time I arrived in my room until I got to my care at the front door of the hospital, I received the best treatment one could imagine from everyone I came in contact with. The care was first rate and genuine. A wise man once said "no one care how much you know until they know how much you care." You folks have both sides of that equation down pat." *-- A Patient*

Conemaugh Health System

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GS 4 - Palliative Care

"We are very grateful to all of you for the loving and skillful care that you provided. We will never forget the warmth and understanding that you showed us personally. What a special group of caring friends and professionals." *-- Family of a Patient*

"Thank you for all the extra little things you do. We appreciate the kindness you showed to our father and family." *-- Family of a Patient*

"Thank you for the care and compassion showed to my father. Your numerous calls and updates were invaluable to us. Thanks for also contacting the hospital clergy for us." *-- Daughter of a Patient*

"Thank you for all the loving care you gave our mom in her final days. I never saw anything like what you all did. The gentleness and caring when you touched her, how you comforted us and how you really cared as you worked with her." *-- Family of a Patient*

"Thanks to all of you who touched our lives in a very special way. The family is so grateful for the care given to our husband, father and grandfather." *-- Family of a Patient*

"The care you gave mom will long be remembered. All of you were so thoughtful and kind. It seemed mom had a peaceful passing. Thanks for the care that you provided." *-- Family of a Patient*

"Thank you all, as I told most of you, you are angels in disguise. Your thoughtfulness, kindness and compassion – I can never say enough "thanks." I can only tell each and every one of you that you are "special." Your thoughts and prayers are appreciated." *-- Family of a Patient*

SERVICE EXCELLENCE December 2011

GS 5

"Thank you so much for the wonderful care my son received while he was a patient there. You made him feel comfortable and less anxious about what was happening to him. You have no idea how much impact your actions had upon us."
-- Mother of a Patient

"I have never encountered a more professional, considerate, caring nursing staff than those who cared for me during this stay. I am very obese and am accustomed to being treated with unkind glares and remarks due to my appearance and weight. This was not so with this group of individuals on Good Sam 5. There never was one incident of a look of disgust, unkind gesture or a feeling of me being a nuisance." *-- A Patient*

"There is no way that I can ever find the right words to express my gratitude to you all for the loving and compassionate way you treated my wife during her time with you. Needless to say, her journey was long and filled with much pain and apprehension but your care and kind attention made her as comfortable as possible. You treated her not only as a patient but a as friend." *-- Husband of a Patient*

E4

"Thanks for the excellent care that was provided to my husband. His needs were met by all of the wonderful staff members. Everyone was so kind."
-- Wife of a Patient

Conemaugh Health System

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Laurel Highlands MRI

"As National Radiological Technology Week draws to a close, I would like to recognize the employees of Laurel Highlands Advanced Imaging who provide outpatient MRI and CT services. The exemplary skills of the technologists, technologist assistants, Radiologists and supporting staff have enabled LHAI to meet the ACR Accreditation standards for CT (Pediatric and Adult) and for MRI in the areas of Head, Spine, Muscular-skeletal, Body, MR Angiography (MRA) and Cardiac. Recently, LHAI MRI was awarded Accreditation by the ACR for Breast MRI. This achievement is notable due to the fact that Laurel Highlands Advanced Imaging MRI is currently the only facility in the surrounding 7 counties to be accredited by the ACR for Breast MRI. On behalf of the physicians, administrative, and support staff at LHAI, I thank our technologists and tech assistants for their dedication to their profession, their compassion to our patients and their contributions to the Health System."

MRI Technologists

Constance Kameliski-Cancelliere, R.T. (R) (CT) (MR)
Sandra Farabaugh, R.T. (R) (MR)
Brad Gregorchik, R.T. (R) (MR)
Natasha Hampton, R.T. (R) (MR)
Nichole Hott, R.T. (R) (MR)
Jennifer Leventry, R.T. (R) (MR)
Janis Lohr, R.T. (R) (MR)
MaryLynn Olshewsky, R.T. (R) (MR)
Richene Ramos, R.T. (R) (MR)
Dana Wilhelm, R.T. (R) (MR)

Clinical Support/Tech Assistants

Heather Christ
Lori Rodgers
Tammy Zalar
Evette Sliko
Veronica Varner
Tina Homyak

RN

Leeann Kohlar, RN
Missy Felton, RN

-- Ellen Pentrack & Bill Smithro