Crowley Hospital Joins LGH

At a press conference on June 2 in Crowley, principals from Lafayette General Health (LGH) and the former American Legion Hospital (ALH) unveiled signage of the new Acadia General Hospital (AGH).

Last November, LGH announced its intention to explore a lease agreement with ALH to manage the hospital. The change has not disrupted any services at the hospital. However, AGH will now join our Journey to Excellence.

The goal of this relationship is to help AGH thrive by keeping residents close to home while receiving high quality medical services. LGH will provide expanded resources, technology, purchasing power and clinical protocol alignment. This will enable AGH to better deliver care efficiently and cost-effectively, leading to enhanced patient outcomes, financial stability and long-term viability.

LGMC’s long-running “I Choose” ad campaign now ranks with top television advertisers ESPN, Johnson & Johnson and others. LGMC’s TV spots garnered national recognition by winning the prestigious Silver Telly award (1st place), along with a Bronze Telly award (runner-up). The Silver Telly award is the premier award honoring the finest local, regional and cable film and video productions.

The “I Choose” campaign features patients, employees and physicians who “choose Lafayette General.” LGMC’s spot featuring cancer patient Maria Gordon won runner-up honors (Bronze) while the spot of mom Katie Falgout captures top honors (Silver). Check out the winning “I Choose” TV spots at LafayetteGeneral.com/Telly

Join international Studer Group speaker Bob Murphy, as he reinforces the importance of AIDET.

Tuesday, July 15
Heymann Center
7:30 a.m., 10:30 a.m., 2 p.m. and 5 p.m.
Col. Charles Chappuis, M.D., an active staff surgeon at University Hospital & Clinics, was promoted to Brigadier General by the Louisiana Air National Guard (LANG) in a ceremony at Jackson Barracks in New Orleans on May 4.

At the ceremony, Dr. Chappuis was heralded for his service to the citizens of Louisiana during Hurricane Katrina and as a medical officer during four war-time deployments. He served four tours during Operation Iraqi Freedom and Enduring Freedom. He also led LANG’s 159th Medical Group during Hurricane Katrina relief effort at the Louisiana Superdome.

The cost of the procedure and other related medical expenses would have been an overwhelming financial strain on the couple. When LGSH staff and physicians heard of Katherine’s story, they decided to raise money to help defer some of the medical costs. Several generous prizes were given for raffles, along with individual cash donations. At the end of the fund raiser, 1,474 raffle tickets along with monetary donations raised over $13,000!

Still on bed rest in Pennsylvania, Katherine sent an email update confirming that the surgery was a success. “We want to thank everyone who made donations,” says Katherine. “It will be incredibly helpful to us financially.” LGSH Administrator Carrie Templeton adds that she is proud of the staff and physicians who stepped up to help their fellow employee. “It really speaks to the teamwork and the support employees have for one another,” says Templeton.

With the recent equipment upgrade in the hospital’s kitchen completed, workers began renovations of the cafeteria’s serving area, closing it on May 28. The closure is expected to last approximately three months while contractors completely redo the design. Employees can look forward to a new look to the cafeteria, improved service and customer flow – as well as a larger menu selection.

Closing the cafeteria allows construction workers to do their job without the interruption of working around foot traffic, thereby finishing the project earlier.

Patient food service will not be interrupted during this time. During the closure, food service will be available on a limited basis in a temporary setting, “Cafeteria-to-Go,” near the existing cafeteria. There, a limited menu of prepared salads, sandwiches and one hot plate item will be sold. Hours of service will remain the same for breakfast, 6:30-10 a.m.; and lunch/dinner, 11 a.m.-7 p.m. The kitchen is still available for catering requests.

During peak dining hours of 11 a.m. – 2 p.m., limited seating is available for visitors in the first-floor surgery waiting room. Surgery waiting will move to the second-floor, outside the PACE clinic, once the new surgery platform opens. Staff are asked to use their break rooms during the cafeteria renovation.

Recently, through an amazing display of teamwork and compassion, the staff at Lafayette General Surgical Hospital was able to reach out and help one of their own. At 26 weeks into her pregnancy, LGSH nurse Katherine Desormeaux discovered that her unborn baby had a form of spina bifida called myeloschisis. With this condition, the sack at the base of the spine that protects nerves and tissues was exposed. Katherine and her husband, Matt, were told about the success rate of an intrauterine fetal surgery that encloses the sack. They opted to have the surgery performed at Children’s Hospital in Pennsylvania.

The native of Rayne earned his Doctorate of Medicine degree from Louisiana State University. The Air Force veteran received a direct commission to the Louisiana Air National Guard in 1998, serving as flight surgeon, and later as Chief of Clinical Services and then Commander in the 159th Medical Squadron.
St. Martin Hospital’s cooking team hit the road again in April, participating in the Parks Cracklin’ Cook-off. The team will be representing the hospital in several upcoming cooking competitions throughout the year.

Le Coeur de St. Martin
Dana Lacombe, RN

A nurse for 13 years at St. Martin Hospital, Dana is looked upon as much more than a role model for other employees. “She impacts the entire hospital with her dignity, knowledge and kindness,” says one coworker. Dana was demonstrating several of the SERVICE standards long before the acronym came into use. Vibrant and positive, she’s considered to be supportive, respectful and an effective communicator; always using AIDET when meeting new people.

Abrom Kaplan Memorial Hospital

The National Rural Health Association (NRHA) named Abrom Kaplan Memorial Hospital (AKMH) a Top 20 Best Practice Critical Access Hospital for 2014. AKMH was selected in the Financial Stability category.

Licensed for 35 beds and employing approximately 90 full-time employees, AKMH is a full-service, non-profit hospital founded in 1958 in Kaplan, La.

The NRHA is a national non-profit membership organization providing leadership on rural health issues.

“We’re especially proud of this year’s winners,” says Alan Morgan, NRHA CEO. “They have each already made tremendous strides to advance rural health care, and we’re confident they will continue to help improve the lives of rural Americans.”

NRHA presented AKMH with a certificate after the national winners were announced at a conference in Las Vegas, NV.

Menu-Ordered Patient Meals

Proving again that we take patient satisfaction comments seriously, LGMC launched a new room service meal program at the end of May.

Patients’ meals are now ordered from a menu tailored specifically to their diet and then delivered to their room within 45 minutes. Through the room service program, meals are ordered from 6:30 a.m. to 6:30 p.m. and coordinated with the help of a host or hostess serving each floor.

The goal of this program is to create a patient-centered meal service that maximizes our patient experience. The success of the program hinges on structured communication between the hospital’s Food and Nutrition Department and nurses on each floor. If you have any suggestions or questions about this service, please email fans@lgmc.com or call ext. 7575.

New “Security” Location

LGMC’s Security Department has moved to a larger area on the first floor. When coming from the gift shop, walking towards the cafeteria, the Security Department is just before the Administration corridor on the right.

Departments Relocate

The following departments have moved or will be moving soon:

- Outpatient Surgery, 2W
- Adult Inpatient Medicine Unit, 5W
- Pediatrics, 6th Floor Roundhouse
- Medicine/Telemetry, 7T
- Oncology, 8W
- Neuro/Telemetry, 9W

The Louisiana Department of Health and Hospitals presents a “Safe Sleep Champion” certificate to LGMC. The hospital was recognized for implementing a comprehensive policy to educate parents, staff and new hires about safe sleeping practices to reduce the risk of Sudden Infant Death Syndrome. From left, Patrice Webb, Clinical Nurse Manager of the Neonatal Intensive Care Unit; Tracey Pellerin, Clinical Nurse Manager of Labor & Delivery; Christine Cornell, DHHR Regional Coordinator; Judy Robichaux, Director of Women’s, Children’s and Clinical Education Services; Carrie Gerard, Clinical Educator; and Stacy Duhon, Clinical Nurse Manager of Mother/Baby Unit.
People

**Heather Harper**, joins the Lafayette General Health team as new CEO of Acadia General Hospital in Crowley, effective June 16. Heather has over 12 years of experience in Hospital Administration in both for-profit and not-for-profit hospitals. She held the position of Chief Operating Officer at Southern Tennessee Medical and Emerald Hodgson Hospital in Winchester, TN. Prior to that time, Heather was CEO of Hillside Hospital in Pulaski, TN, CEO/Administrator of Phillips County Health Systems, Phillipsburg, KS, and Assistant Administrator/Ethics Compliance Officer at Central Arkansas Hospital, Searcy, AR. In addition to her professional experience, Heather holds a master’s degree in Health Services Administration from the University of Arkansas-Little Rock, and a Bachelor of Science degree from Henderson State University, Arkadelphia, AR, with a major in Human Services and a minor in Sociology, with emphasis in Gerontology and Psychology.

**Matthew Holden, M.D.**, long-standing Director of Wound Care & Hyperbarics, recently retired after 17 years at Lafayette General Medical Center. Dr. Holden is credited for raising the standards in providing hyperbaric oxygen therapy and supporting the improvement of skills and knowledge in the department. He, himself, received certification in Hyperbaric Medicine from the American Board of Wound Healing last year. “Dr. Holden has devoted his career to broadening the use of hyperbaric oxygen therapy to improve the quality of patients’ lives,” says LGMC CEO Patrick W. Gandy, Jr. “His standards of excellence have shaped the department to one that is highly trusted and respected by patients.” We thank him for his dedication and wish him well at this new juncture of his life. **Shawn Carpenter, M.D.,** will serve as new Medical Director for the Wound Care & Hyperbaric Center.

**Kenny LeBaron, RN,** has been promoted to Director of Nursing/Administrator of Oil Center Surgical Plaza (OCSP). Scheduled to open in October, OCSP is a joint venture surgery center located within LGSH, owned by Lafayette General Medical Center and a group of 19 surgeon investors. Previously, Kenny worked in LGMC’s Intensive Care Unit as a critical care nurse, working his way to nurse manager and, most recently, assistant director of the unit.

**Jonathon Koob, RN,** has been promoted to clinical nurse manager of LGMC’s Adult Inpatient Medicine Unit on 5W as well as the Medicine/Renal Unit on 5T, where he’s been instrumental in its success.

**Dianna Perkins, Ph.D.**, Information Education Coordinator for LGH, has earned her doctorate degree in Human Capital Development, with a focus on Workforce Training and Performance Improvement from the University of Southern Mississippi.

**Christopher Major** has been named Director of Oncology Services at LGMC. He holds a master’s degree in Health Care Administration from UL Lafayette. Previously, he held leadership positions at the LHC Group, which provides post-acute care to facilities and patients. Chris will be instrumental in business development, strategic planning and process improvement for oncology services.

**Melissa Mackey, CRC,** is now clinical research coordinator/team leader for LGH. She previously served as research manager and, most recently, has been the clinic manager at Cancer Center of Acadiana at Lafayette General.

New Chief Medical Officer

Orthopedic Surgeon Angela Mayeux-Hebert, M.D., is newly-named LGMC Vice President of Medical Affairs, effective July 1.

Dr. Mayeux-Hebert has served as Director of Perioperative Services for the hospital and was instrumental in the planning and opening of its new surgical platform. A longtime advocate of quality care, she will focus on quality outcomes, regulatory compliance, pay for performance as well as patient safety. Consequently, the medical staff and quality departments will report to Dr. Mayeux-Hebert. She will continue her orthopedic practice with LGH’s physician group, LGMD.

Dr. Mayeux-Hebert has previously served as LGMC’s Chief of Staff. She was a member of the hospital’s membership corporation and also served on Lafayette General Surgical Hospital’s board since its beginning.

LAFAYETTE GENERAL SURGICAL HOSPITAL

Image of Excellence Award

**Phyllis Hebert**

January-March 2014

Being a unit secretary is like running a small business. You meet with nurses and doctors regarding patient orders and make sure patients are logged in and out. A third of the time you’re on the computer; and the rest of the time you’re on the phone or talking to people. As unit secretary at LGSH, Phyllis Hebert takes on these challenges and does an exceptional job. Think of the qualities that would make for an ideal receptionist, and you’ll get an accurate image of Phyllis. She greets patients, visitors and employees with a smile, and speaks in a soft tone to encourage a calm and quiet environment at the nurses station. With a pleasant, upbeat demeanor, she is attuned to her surroundings, offering assistance to whoever looks her way for help. From offering patients refreshments to making sure their food trays are delivered, Phyllis sees her job as a “springboard” to teamwork.
It surprises many employees to know that there are several preventive services offered FREE to those under the LGH benefits plan. Take advantage of the following as they may apply to you:

- **Routine Well Adult Care** - Includes: office visits, pap smears, prostate screenings, annual gynecological exams, routine physical exams, X-rays, laboratory tests, hearing tests, vision tests, glaucoma testing and immunizations/flu shots.
- **Mammogram and breast exams**
- **Routine Well Child Care** - Includes: office visits, routine physical examinations, laboratory tests, X-rays, hearing tests, vision tests and immunizations/flu shots.
- **Routine Vision Exam** - Limit one exam per calendar year, regardless of diagnosis
- **Tobacco Smoking Cessation Programs** - Offered through LGH, LSU’s School of Public Health and the American Lung Association programs. Limit one program per calendar year.
- **Lactation consultations** - Limit 4 consults
- **Breast Pumps** - Only if purchased

**FREE Preventive Services Offered**

If you have a question about your health, call Hester Thomas, Nurse Navigator for Lafayette General Health, at 289-8686.

**Making a Difference**

Go to LafayetteGeneral.com, click “News & Events” and then “Making a Difference,” or read the stories on the “Making a Difference” board across from LGMC’s Gift Shop.

**LGMC Re-designated GIFT Facility**

LGMC was renamed a GIFT-designated facility in April by the Louisiana Department of Health and Hospitals. A GIFT (Guided Infant Feeding Techniques) facility is recognized as having implemented internationally-renowned breastfeeding policies and procedures. LGMC was the first hospital in Acadiana to achieve GIFT certification, when it was first certified in 2008. The two-year designation certifies that LGMC practices the “Ten Steps to Successful Breastfeeding” guidelines, championed by the World Health Organization and United Nations Children’s Fund.

**Tap and Go**

Physicians and clinicians at LGMC now have a quicker, easier way to log on and off the computers in patient care areas, allowing quicker access to patient charts. The “Tap and Go” badge system, which replaced the fingerprint log-in devices in May, features a durable, plastic card that contains state-of-the-art smart chip technology designed to improve log ons. With a simple tap of the card on the reader, a person is authorized and the system begins to log on. The Lafayette General emblem on the card makes it easy for physicians to distinguish it from similar cards at other hospitals. If the card is lost or stolen, call ext. 8888 immediately.

The “Tap and Go” System will be installed at UHC in late June, eventually being implemented at other system facilities.

**Chris Guidry, RN**

A transport patient was in dire condition, receiving blood transfusions in both arms. Just as she began to think that maybe she was going to die, she heard a voice tell her something that gave her the strength to fight. To read the rest of this inspiring story…
At LGH’s annual volunteers’ luncheon, volunteers presented a $133,795 check to David L. Callecod, FACHE, President/CEO of LGH. The amount represents the dollar value of volunteer hours given at all LGH entities – a total of 18,454 hours in the last fiscal year. If you know of someone who may be interested in volunteering, call 289-7130.

Congratulations to John Morgan of Surgery, celebrating 50 years of service at LGMC.

See more LGH Service Award photos and Hospital Week activity photos on page 9 &10.

United Way Champions Lunch & Games

Employees recognized as outstanding United Way volunteers from participating companies throughout Acadiana were treated to a special luncheon on April 16 at the Robicheaux Center. Representing LGH were: (l-r) Zach Landry, Gumbo Cook-off Chair; Rachel Louviere, LGSH Chair; Elsie Meaux, Women’s Leadership Council Chair; Caroline Stegeman, Costume Contest Chair; and Anjanette Hebert, LGH United Way Coordinator.

Heart of Nursing recipients were honored at the banquet held May 8. Seated (l-r): Michelle Walker, Beth Lee and Jerniece Jacob. Standing (l-r): Erin Shipley, Valerie Dore, Jill Thiele, Kevin W. Johnson, Lynn Casebonne, Lacey Howard and Bethany Lounsberry

Smoking Cessation Program

Next Session

July 10
Introductory Meeting
12-1 p.m. or 6-7 p.m.

July 14-18
Daily Classes
12-1 p.m.

July 24
Maintenance Meetings
12-1 p.m.

Lafayette General Cardiology Conference Room
6th Floor

CRUSH your tobacco HABIT

- FREE for LGH employees, $265 for non-employees
- Minimum of 5 and maximum of 12 registered per class
- Participants must attend the introductory meeting, all five weekday classes and two follow-up maintenance meetings
- Those who complete the smoking program get a free three-month membership to Lafayette General’s Wellness at the Townhouse

To register, or for more information, contact Nichole Barras, BS, CLC, at (337) 289-8552.

You may or may not know that Lafayette General Health (LGH) is a community-owned, not-for-profit health system. Being “community-owned” means that any profits made by the health system (after expenses are paid) remain with LGH and are reinvested into its facilities and employees. For example, profits go toward employee merit raises, to purchase new equipment and to physical plant improvements. Not one cent of operating margin or profit leaves the community. Many other hospitals in Acadiana are “for-profit”, meaning all profits go to cash distributions to enrich their owners (i.e. shareholders on Wall Street or other investors.)
Employee Surveys Coming!
The annual Employee Satisfaction Survey will be mailed to homes July 1-August 20, along with a Personal Identification Number. The feedback from past surveys has helped identify areas where we’ve already made some changes for the better; with more improvements, system-wide, expected. The employee survey is a valuable tool; please take the time to complete yours when you receive it. **Reminder:** Make sure your address is up to date in Kronos in order to receive your surveys at home.

Computer applications at LGMC are now running much faster with less chance of interruptions with the transfer of our IT services to Cerner’s Remote Hosting Option (RHO). As of May 18, all Cerner Millennium server applications, including electronic medical records, were moved to Cerner Worldwide Headquarters in Kansas City.

RHO offers security, stability and a broader scope of services to meet the demands of our growing health system. The delivery model means stable connectivity and 24/7, 365-day support. Additionally, the RHO provides disaster recovery prevention and protection, cyber threat monitoring, and full-scale backup and upgrades for equipment.

Surgery Open House
Members of the surgery staff proudly showed off their new area to surgeons at a special preview held on May 5. The platform boasts 13 new and larger OR suites, a 22-bed PACU and top-of-the-line video and computer equipment, among many other amenities.

Father Millard Boyer, along with staff, blessed the new OR while a surgery room was prepped for the first emergency surgery.

In celebration of Donate Life Month, Louisiana Procurement Agency, Southern Eye Bank and Lafayette General Health hospitals held flag-raising ceremonies at several hospitals on April 8. The flag raisings honor local heroes who gave life and sight through organ, tissue and cornea donation. An awards ceremony in the lobby presented LGMC with Southern Eye Bank’s “Hospital of the Year” award for its eye tissue conversion. The flag flew in front of the hospital for the full month of April to remember those who have given the ultimate gift – the gift of life.

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LTAC Hospital Eligibility

Patients are admitted to long-term acute care hospitals typically because: they cannot be effectively managed at a lower level of care, or they require acute care services, as determined by a physician and daily physician intervention to manage multiple acute complex needs.

Other clinical indicators for long-term acute care:
- **VENTILATOR WEANING** (no co-morbid conditions needed)
- **COMPLEX RESPIRATORY** (requires two unstable co-morbid conditions)
- **WOUND/SKIN** (requires one unstable co-morbid condition)
- **INFECTIOUS DISEASE** (requires two unstable co-morbid conditions)
- **MEDICALLY COMPLEX** (requires two unstable co-morbid conditions)
- **CARDIOVASCULAR/PERIPHERAL VASCULAR** (requires two unstable co-morbid conditions)

Louisiana Extended Care Hospital (LECH) provides a comprehensive, individualized approach to treat a wide range of complex medical conditions. The team of highly-skilled clinicians is passionate about helping patients recover to the fullest extent possible. If you would like to learn more about other admission criteria, contact LECH’s admissions office at (337) 289-8188.

Reminder: Make sure your address is up to date in Kronos in order to receive your surveys at home.
The annual **Walk From Obesity** was held Saturday, May 10 at UL’s intramural fields on Cajundome Blvd., with several past surgery patients participating. The walk is a national fund raiser sponsored by the American Society for Metabolic and Bariatric Surgery and the Obesity Action Coalition to raise awareness of obesity and to fund research.

**LGMC Shoe Decorating Contest**
Nurses took creative license in demonstrating this year’s theme for Nurses Week, “Nurses Step It Up to Lead The Way,” with a shoe-decorating contest. Congratulations to the winning Surgery Department, who “put their best ‘feet’ forward” with four different shoes decorated to illustrate the four different personality types: sheep, lion, owl and peacock.

A HUGE “Thank You” to everyone that participated in the LGH “Spring A Standard Forward” door-decorating contest.

1st Place – Radiology Lab – SMH – Everyone Smiles in the same language

2nd Place – Respiratory Therapy – LGMC – Teamwork

3rd Place – House Supervisors – UHC – Bee Positive

Everyone was a star on May 30 at Cancer Center of Acadiana’s (CCA) annual **Cancer Survivors Day** event, which was celebrated with a “red carpet” theme. Patients and their families joined physicians and staff at CCA. Pictured are staff from CCA and Radiation Oncology.

**Things Patients Say**
Oftentimes, we are unaware of the kind words our patients express about their experience with Lafayette General Health facilities. Here are a few of the many we will continue to report in upcoming issues:

“As much as we had dreaded this procedure (out of fear for my husband), the visit was made easier and much less stressful by the very caring and considerate staff.”

“Staff is consistently helpful, cheerful and efficient!”

“I cannot tell you adequately, how well I have been taken care of by LGH staff. I am most appreciative of your care.”

“Over all, everything about our visit was just a blessing. May God keep and bless each and every one of the employees!”
Hospital Week Activities!

50 years
John Morgan, LGMC Surgery

45 years
Jessie Simmons, SMH Emergency
Connie Emon-LGSH Surgery

40 years
Sharon Broussard, LGH Information Systems
Stephanie Lane, LGMC Cardiac Rehab

35 years

30 years

25 years

20 years

15 years

10 years

5 years

Thanks to all of you for your years of service!

We appreciate you!
Hospital Week Activities! (continued)

LGH Crawfish Boil

LGMC Ice Cream Social
BUILD YOUR LEGACY

Located next to Lafayette General Medical Center’s main entrance, La Place de Vie offers a space for patients, families and employees to find comfort and hope for healing. It also hosts flag-raising ceremonies to honor the contributions of organ donors so that families can celebrate their lives as they give the gift of life to another.

By engraving a name in La Place de Vie you can show your support for our mission, honor a loved one or exceptional caregiver, or create a special memory.

The dollars raised from La Place de Vie will be invested in enhancing Lafayette General's ability to deliver the best care possible to you, your family and your community.

<table>
<thead>
<tr>
<th>La Place de Vie</th>
<th>Tree</th>
<th>$500</th>
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<tbody>
<tr>
<td>LAFAYETTE GENERAL OAK</td>
<td>Bench</td>
<td>$10,000</td>
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<td></td>
<td>Brick</td>
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<td></td>
<td>Paver</td>
<td>$2,000</td>
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**BENCH** Imagine, for generations to come, the visitors and caregivers of Lafayette General being able to gain a moment of respite because of your support. La Place de Vie benches are a special opportunity to go above and beyond in showing your support for Lafayette General and our mission. Leave a prominent and lasting mark by engraving your name or company name, or that of someone you would like to honor, on an engraved bench. Bench quantities are very limited.

**BRICK/PAVER** The bedrock of our Foundation is the people who support it. Now you have the opportunity to put your name, or that of a loved one, on a brick or a whole paver in La Place de Vie. In a 4.5" x 9" brick space (1/8 of paver), for $100, you have the opportunity to put up to three lines of text. With a paver, you receive an entire 18" x 18" space for $2,000 that can hold up to seven lines of text honoring the name of your family or in memory of a passed loved one.

**TO CLAIM YOUR SPACE**
Please visit PlacedeVie.com to make an online purchase. For more information or to make an offline transaction, please call (337) 214-2112.
Summer is finally here! The clinical education department is eager to announce upcoming events being offered throughout the organization. We are always available to assist with any educational needs. To speak to a Clinical Educator, call ext. 8665.

The inpatient skills fair was a great success. Many thanks to all of our volunteers who made this event possible. We could not have done it without all of you!

Lafayette General Medical Center’s School of Health Sciences has completed its second class for the Certified Nursing Aide Program. Congratulations and good luck to our new grads! Applications for our next class, which is scheduled to begin September 14, will be accepted mid-June.

**Upcoming events offered by Clinical Education:**

**Preceptorship Program Course – June 9**
Learn the skills needed to be an excellent preceptor

**Advanced EKG Class – June 11-13**
Get 30 CE's from Impulse by completing the course

**Charge Nurse Leadership Class – June 11, July 24**
Learn the skills needed to be an effective charge nurse

**Basic EKG Class – Tentative Date July 9**
Driven through Mosby’s Nursing Consult

**BLS, ACLS, PALS Classes – Check Oracle for dates and times**

**New learning management system (LMS) in near future – more info to come.**

*To attend any class offering, enroll in Oracle.*
Core Compliance and Ethical Beliefs

Spreading the Word

Our Ethical Culture:
- I am nice to others. I respect everyone.
- I always tell the truth. Lying is not an option.
- I think first, type second, e-mail is forever.
- I report problems promptly and accurately.
- If I make a mistake, I correct it and report it; I do not cover it up.

Dealing with Ethical Uncertainty:
- I know what to do before I act.
- If I don’t know the answer to something, I look it up; I do not make up an answer.
- When in doubt, I stop and think. If things don’t feel right, I STOP.
- If someone makes a mistake, I help him/her learn to do it right.

Our Culture of Business Integrity:
- I respect others’ privacy and confidentiality.
- The way things have always been done may not be the way things should be done.
- I conduct business in a businesslike manner.

Our Culture of Dealing with the Government:
- Truth is the only option when speaking to the government.
- The government does not have a sense of humor and does not appreciate irony or sarcasm.

Our Culture of Compliance – we are all dedicated to doing the right thing always.

Corporate Compliance Hotline 1-877-547-2633