ISSUE 05
VOLUME 10

MedWestPress

an employee & physician centered publication of medical west

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A LETTER FROM KEITH PENNINGTON

At Medical West, we take great pride in making sure our patients receive the highest level of care. That is why we are continuously making efforts to improve our overall patient satisfaction. We recently received the following letter along with a patient satisfaction survey from a patient recently seen at one of our health centers. I believe it reiterates that everyone, regardless of where you are within our system, can make a difference in the lives of those that we serve.

"I have been going to the Bessemer Clinic for over 50 years. That should tell you how I feel about it. I have been with Dr. Davis, Dr. Miller and now Dr. Wells – all wonderful physicians. Dr. Wells was outstanding with my husband while he was recently in the Intensive Care Unit.

There have been changes throughout the years, all in which are for the better. And Cindy (Dr. Well's nurse) is one of the best nurses around! I love them all. Thank you."

As you can see, you don't have to be in the main hospital to make a positive impact on our patients' perception of Medical West. Our health centers see over 83,000 patients annually and have an outstanding patient satisfaction rate of 86%. This is well above the national average score of 71%. Our clinics continue to go above and beyond, from the staff at the front who schedule and greet patients, to the referral clerks, to the team members that provide the care. When everyone does their part, it works and it shows.

To each of our health centers and all that make a difference in the lives of those that we serve - I cannot thank you enough for your dedication to Medical West and our patients. I am honored to have you on our team.

Thank you for all you do,

Keith Pennington
Medical West CEO

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Scale Back Alabama Update

Thank you to all who are participating in Scale Back Alabama! We have officially lost **434 pounds**. Way to go!

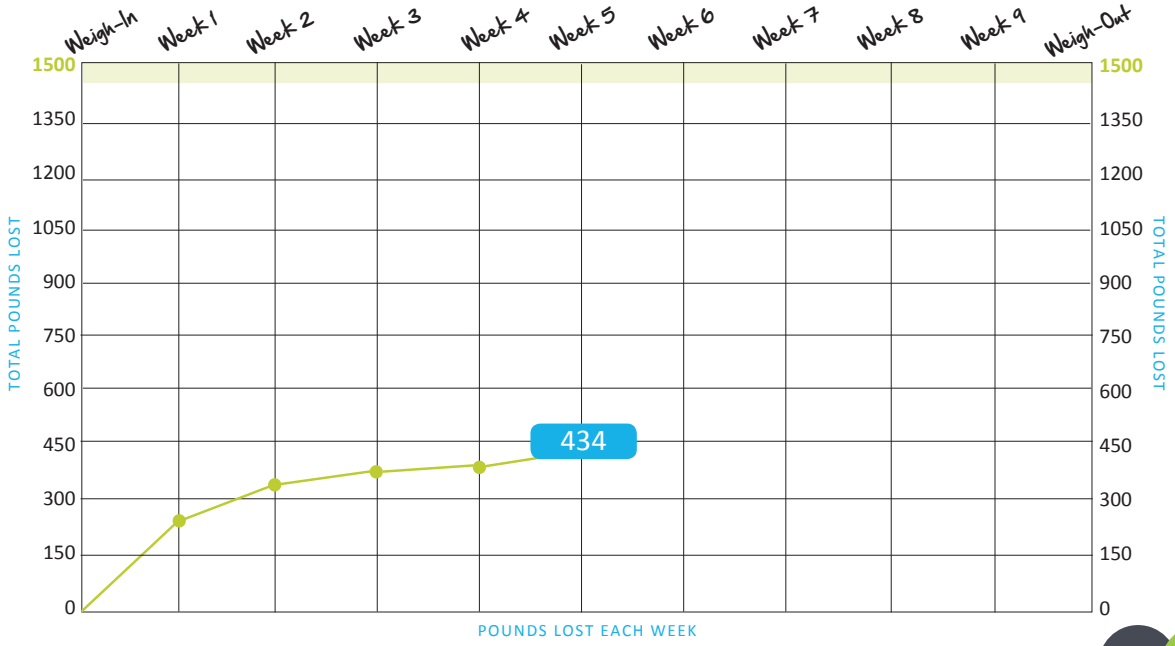
Congratulations to our weekly winners of a $25 Subway gift card:
Week 1: **Brenda Merchant, Rehab**
Week 2: **Desi Perkins, Lab**
Week 3: **Tena thrasher, PACU**
Week 4: **Bridgett Boyd, GI Lab**
Week 5: **Xing Wu, Pharmacy**

Don't forget that weekly weigh-ins are every Wednesday from 7am until 10am in the Employee Health Office. Each participant that has lost one pound or more since the previous week's weigh-in are placed into a drawing. You can be our next winner! All who weigh-in will receive a special giveaway!

SCALE BACK ALABAMA

150 PARTICIPANTS.

Our Goal : 1,500 pounds in 10 weeks.



MARCH 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4 Jewelry Sale	5 Jewelry Sale Nothing Bundt Cakes	6 Scale Back Weigh-Ins (7a-10a in Employee Health)	7 Community Prayer Breakfast	8	9
10	11 Employee Professional's Week	12	13 Scale Back Weigh-Ins (7a-10a in Employee Health) Frutta Bowls	14	15	16
17	18	19	20 Scale Back Weigh-Ins (7a-10a in Employee Health)	21	22	23 Rumpshaker 5k (8:00 am at Regions Field)
24	25 HIM & Doctor's Week	26	27 Scale Back Weigh-Ins (7a-10a in Employee Health) Frutta Bowls	28 March Birthday Breakfast	29	30 National Doctor's Day

Department Weeks Hospital Events Employee Events

MYTH: FAT MAKES YOU FAT

Fat has gotten a bad rap in the past decades, but fat doesn't make you fat. We need fat in our diet! Fat is required for many of your body's processes. It helps your body absorb important vitamins and produce important hormones. Adding healthy fats to meals and snacks, also helps to keep us full between meals. Here are some helpful tips on choosing foods that are rich in healthy fat.

- **"Unsaturated" –** Increase your intake of heart healthy, unsaturated fats, also called monounsaturated and polyunsaturated fats. These healthy fats are found in foods such as nuts and seeds, avocados, fish, olive and canola oils, etc. When cooking, try using heart healthy fats such as olive or canola oil instead of butter or adding a handful of nuts and seeds to a salad or oatmeal.
- **Say "no" to trans-fat –** Trans-fats are often found in processed foods, fried foods, and some frozen foods. They wreak havoc on your arteries and promote heart disease. Be sure to check nutrition labels for "trans-fats," and the ingredient **"partially hydrogenated oil"** because this is trans-fat in disguise.
- **"Saturated" –** Limit your intake of foods high in saturated fat, such as whole milk, cheese, processed meats (such as bologna and hot dogs), snack cakes, fast foods, etc. Try to limit your intake of saturated fat to around 10 grams per day. Focusing on eating more fruits and vegetables is a great way to help reduce the amount of saturated fat in your diet.
- **Go lean –** Choosing leaner cuts of meat such as skinless chicken breasts, turkey, and fish, is a great way to reduce your intake of saturated fat. Choosing less marbled cuts of meat, removing the skin, and trimming away visible fat are also great ways to avoid excess saturated fat.

INCLUSION TIPS: Individuals with disabilities are three times more likely to develop heart disease and diabetes. These conditions can develop or progress if your diet does not meet your nutritional needs; therefore, it is important to fill your plate with proper nutrition including healthy fats.

nchpad.org/906/5028/What~is~Heart-Healthy~Eating~
nchpad.org/1366/6185/Nutrition~Information~Breakdown

FAMILY MATTERS: Make meal preparation a family affair. From making the shopping list to preparing the foods, meal preparation can be a great way to spend time together. Also, getting kids involved in the kitchen early on will help teach them basic cooking skills that they can build on, rather than relying on processed and fast food as they get older.

LINKS:

Dietary Fats: heart.org/en/healthy-living/healthy-eating/eat-smart/fats/dietary-fats
Types of Fats: hsph.harvard.edu/nutritionsource/what-should-you-eat/fats-and-cholesterol/types-of-fat/
Swapping Butter: delishably.com/dairy/Substitutes-for-Butter-in-Baking
Healthy Recipe: Black Bean Burrito: snap4ct.org/black-bean-burrito.html

MEDICAL WEST compliance corner

Q. When should I contact the Compliance Officer?
A. You should contact the Compliance Officer when you have questions, concerns, or reports about any of the following:

- Possible violations of legal or ethical standards
- Patient privacy/confidentiality (HIPAA)
- Medical West policy

Q. When should I call the Compliance Hotline?
A. You should call the Compliance Hotline when you have anonymous and confidential questions, concerns, or reports about any of the following:

- Possible violations of legal or ethical standards
- Patient privacy/confidentiality (HIPAA)
- Medical West policy

Q. What are some examples of the types of questions, concerns, or reports that should be shared with the Compliance Officer or to the Compliance Hotline?
A. Examples may include:

- Lost documents containing protected health information (PHI) of a patient
- Documents containing PHI that have been given to the incorrect patient or sent to the wrong location
- Complaints by patients or patient family members related to privacy/confidentiality of PHI
- Employees accessing PHI without a work-related need to know – snooping
- Employees discussing or sharing PHI with persons who do not have a need to know
- Staff receiving gifts from patients and/or family members
- Staff engaging in patient-related discussion on social media
- Issues encountered with patients or family members taking photos/video in clinical areas for social media purposes that is not for patient education
- Patients who express issue or concern with the confidentiality of their medical information
- Violation of any of the eight standards outlined in the Medical West Code of Conduct
- Illegal or fraudulent activity
- Discrimination or harassment
- Physical, sexual, verbal, and mental abuse of staff while at Medical West
- Any issue or concern that makes you feel uncomfortable or that you feel should be reported as a precaution

Q. How do I contact the Compliance Officer?
A. You may:

- Visit me in the Compliance Office located on the 1st Floor near the Main Lobby (old HR Office)
- Call directly at (205)481-8735
- Send an email: eugena.white@uabmw.org
- Call the Compliance Hotline by dialing 1-800-340-5877 if you are not comfortable raising concerns directly or through the traditional management chain of command and would like to be anonymous

Q. How do I contact the Compliance Hotline?
A. Dial 1-800-340-5877 from any phone to reach the Compliance Hotline. The Compliance Hotline is:

- Available 24 hours a day, 7 days a week, 365 days a year
- Administered through an independent company and not Medical West
- Allows for anonymous and confidential reporting for individuals who are not comfortable raising concerns directly or through the traditional management chain of command

COMPLIANCE:
Make the right call.

MEDICAL WEST COMPLIANCE HOTLINE

1-800-340-5877

Call the Compliance Hotline to Report Compliance Concerns

- Administered through an independent company
- Available 24 hours a day, 7 days a week, 365 days a year
- Anonymous and confidential reporting

Tell us. It matters.

Eugena White, Compliance Officer
Medical West, an affiliate of UAB Health System

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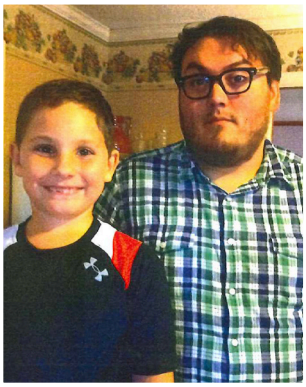
MEET YOUR CO-WORKER

SUSAN WATTS, PATIENT ACCESS

Susan Watts works in Patient Access as a PBX Operator and has been with Medical West for over twenty years. Originally from Sylvan Springs, Alabama, Susan graduated from Oak Grove High School and Burroughs Business School. Prior to working at Medical West, Susan worked as a Switch Board Operator.

Fun Facts About Susan Watts:

1. I am a big Jimmy Buffett fan!
2. I have three children.
3. I have two adopted grandsons, ages 30-years-old and 10-years-old.
4. I have a rescue dog named GeeGee, aka Gutter Girl. (I rescued her out of a gutter).
5. My favorite vacation revolves around Jimmy Buffett concerts.
6. My favorite hobby is cooking.
7. My daughter Tanya is a RN in the Women's Center at Medical West.
8. My oldest son is a taxidermist and has a band called Who Shot Lizzy.
9. My youngest son is a spanish teacher at Minor High School.
10. I was married to my husband Melvin for 39 years.



YOUR FAMILY

MEET YOUR CO-WORKER • EMPLOYEE OF THE MONTH • BIRTHDAYS • PAT ON THE BACKS

Medical West Welcomes the Newest Members of Our Family!

Katelin Newby, Patient Access
Katelin will be working in Patient Access as a Patient Access Rep. She is from Hueytown and loves to play video games and watch scary movies in her spare time.

Alicia Moore, Patient Access
Alicia will be joining Patient Access as a Patient Access Rep. She is from Bessemer and loves to take care of her three baby turtles.

Breanna Stubbs, Patient Access
Breanna will be joining Patient Access as a Patient Access Rep. She is from Birmingham and loves to listen to music and learn about psychology.

Patricia Fletcher, 3E
Patricia will be working on 3E as a PCT. She is from Bessemer and loves to write screen plays in her spare time.

Angie Foster, Rehab
Angie will be joining Rehab as a PCT. She is from Lakeview and loves to spend time with her husband, daughter, and three stepchildren.

Geraldine Floyd, EVS
Geraldine will be joining Environmental Services as an EVS Assistant. She is from Bessemer and loves spending time with her two daughters.

Triste Rhinehart, Business Office
Triste will be joining the Business Office as a Customer Service Rep. She is from Alabaster and is a student at UAB.

Tammy Hardeman, ICT
Tammy will be joining ICT as an RN. She is from Brookwood and loves to watch Alabama football in her free time.

Kornesha Milton, 4N
Kornesha will be working on 4N as an RN. Kornesha is already an employee of Medical West and was formerly a PCT. She has recently earned her RN License and will now be working as an RN.

Jeannine Pierce, PACU
Jeannine will be joining PACU as an RN. She is from Hueytown and loves to spend time with her husband and three-year-old grandson.

Angie Keef, 4N
Angie will be joining 4N as an RN. She is from Woodstock and loves to craft and spend time with her husband and three boys.

Sharita Crear, Rehab
Sharita will be joining Rehab as a PCT. She is from Birmingham and has a degree in funeral service education.

Zachary Kahrig, Radiology
Zachary will be joining Radiology as a Transporter. Zachary is from Alabaster and loves fishing and taking naps in his free time.

YOUR FAMILY

MEET YOUR CO-WORKER • EMPLOYEE OF THE MONTH • BIRTHDAYS • PAT ON THE BACKS

Congratulations to our 1 & 5 Year Employees!

Congratulations to the following employees for reaching milestones of dedication and service to Medical West. We appreciate you!

1 Year Employees

Sylvia Sargent
Amanda Rutledge
Greg Jackson
Trevor Edwards
Hannah Wilson
James Dillard
Matt Ingram
Christy Cross
Tiffany Laister

5 Year Employees

Adarrius Jenkins
Justin Perry
Bre Murphy

STAY CONNECTED,

follow Medical West on social media!

Medical West Hospital

medicalwesthospital

YOUR FAMILY

MEET YOUR CO-WORKER • EMPLOYEE OF THE MONTH • BIRTHDAYS • PAT ON THE BACKS

and we want to celebrate!

MARCH 1: Tiffany Bartlett, April Garrett, John Parker, Tammy Robertson, Ronald White; **MARCH 2**: Orental Hunter-Williamson, Alice Kennedy, Bathany Pearman; **MARCH 3**: Lisa Jarrell, Ranjani Massey, Dora Squires; **MARCH 4**: Dorothy Bizzell, Amber Wiggins; **MARCH 5**: Andrenetta Drake, Agnita Mboya; **MARCH 6**: Jennifer Aliotta, Chad Jackson, Harold Japal, Latonya Johnson, Verdis Williams; **MARCH 7**: Breanna Blackmon, Donna Buckner, Shenika Coleman, Kristi Richardson; **MARCH 8:** Amanda Dowlen, Brandy Johnson, Michael Latshaw, MD, Matthew Smith ; **MARCH 9**: Jan Cook, Matthew Ingram, Jessica Parrish, Arlisha Townsend; **MARCH 10**: Cheryl Anderson, Kendell Knight, Kelsey Peppers; **MARCH 11**: Tani Self, Fronia Williams, Maggie Wright; **MARCH 12**: James Jackson, Sonia Lewis, Ashley Powell, Wani Shaw, Tonya Washington, Zachary White; **MARCH 13**: Travis Alexander, Alexander Hays; **MARCH 14**: Shelley Beery, Andrea Hirst ; **MARCH 15:** Ellen-Mari Harbin, Shannon Hawkins, Laura Kendrick, Mark McCay, Madison Morris; **MARCH 16**: Kenneth Hogan, Margaux Jones, J.D. Shugrue, MD, Mary Talley; **MARCH 17**: Matthew Beard, Leana Cameron, April Chapman, Jennifer Gaines, Isaac Johnson; **MARCH 18**: James Ballard, Alisha Thompson Congress, DO, Brittnee Dearman, Carol Hutchins, Donna Willams, Ashley Zervos; **MARCH 19**: Charlie Roberts Jr., Clarisse Sodjinou; **MARCH 20**: Mario Bolden Jr., Sandra Cunningham, Casey Eaton, Jennifer King, Gaylon Rogers, MD, Beth Smith, Talisha Spann, Meagan Thomas; **MARCH 21:** Shakeira Jackson, Brenda Webb; **MARCH 22:** Leah Lewis; **MARCH 23**: Ashlyn Clayton, Kathryn Honeycutt, Dustin Knowles, Milisha Leatherwood, Breezy Wilson, MD; **MARCH 24**: Rachel Boone, Lynette Kasper, Ashley Moore, Christi Rodriguez, Cynthia Williams; **MARCH 25:** Naomi Draper, Sylvia Morrison, Bryauna Woody; **MARCH 26**: Kristi Chilton, Willie Porterfield, Ryan Reese, Lisa Styron, Penny Vance, Adrienne Waller, Kristin Williams; **MARCH 27:** Amanda Felton, Mairi Kendrick, Glynisha Whitfield-Moss, Ramona Yarbrough; **MARCH 28**:Ashley Collier ; **MARCH 29**: Carolyn Henson, Nadine Kelly, Markeith Talley; **MARCH 30**: Jasmin Pruitt, Aubrey Vinning; **MARCH 31**: Lauren Acton, Wendy Ankney, Ashley King, Shannon Nash, Edwin Tsay;

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Thanks for reading this issue of Med West Press!

If you have a Pat on the Back or a special feature you would like to see in our next issue, please email it to **caroline.dahlen@uabmw.org.**