

Spirit of Halifax

The Community Newsletter of Halifax Regional Medical Center



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Happy Halifax Regional nurses celebrate award from North Carolina Nurses Association.

Statewide Award Shows Quality of Halifax Regional Nursing Staff

There's no shortage of awards given in this country. Actors will do almost anything to win an Oscar or a Golden Globe. And it seems like every time you turn on the television there's another music awards show in progress. Hospitals, however, aren't in the habit of receiving awards. But recently, Halifax Regional received one, and what was most impressive is who sponsored the award – the North Carolina Nurses Association. The honor we received is the "Hallmarks of Healthy Workplaces" award.

The theme of the award is "Embracing the Achievements of Nursing Excellence," and that's exactly why Halifax nurses are so pleased to be recognized. Karen Daniels, Vice President of Nursing, describes the award's meaning: "The Healthy Workplaces award is a reflection of the high value our leadership places on the role of

nursing. It means our nurses are well qualified to meet the highest standards of nursing care."

A committee of 16 nurses worked on the application. Chairing the committee was Shantea Connell, RN, BSN. "What this award signifies is that the administration of Halifax Regional provides registered nurses with what we need to provide quality care to patients," Connell said. "It says we are valued members of the healthcare team who have input at the highest levels of the organization."

Indeed, nursing representation in hospital administration was one of three primary criteria the NCNA used in selecting winners. The other two were making sure nurses have input in policies and patient care initiatives, and professional development.

Halifax Regional was the only hospital to win the award this year

and only the second to win since the recognition program began.

"We are so very proud of our nursing staff and this recognition," said Will Mahone, CEO. "We are even prouder because our nurses volunteered to seek this award and spent hundreds of hours on their own time to earn it. The award sends a message to our community that our nurses provide outstanding patient care."

While you wouldn't have seen Joan and Melissa Rivers analyzing their fashions, and Jack Nicholson wasn't wearing sunglasses in the front row, the Halifax Regional team was no less proud when it received the award in Winston-Salem last month. "We like working at Halifax Regional, and we were proud to win the award," Daniels said. "We hope the community appreciates the highly skilled and dedicated team that is here for their care."



Our annual report is just a download away.

Want to see our year in review, the annual report that summarizes the achievements of the past year along with our financial condition? Easily done. Simply go to our Web site, www.halifaxregional.us, and click on Annual Report. Thank you for your interest in the well-being of your Medical Center.



Anne Kubley greets patient who is being transported by Austin Bullock.

New Program Makes Customer Service a Top Priority

Customer service may not be the first thing you think of when you consider a hospital. But if we have anything to say about it, that will soon change. Halifax Regional has just hired Anne Kubley in the new position of Customer Service Manager.

“Healthcare is becoming more patient-focused all the time,” said Val Short, Vice President, “and we want to put real value into our philosophy of ‘Patients First.’”

“We’re going to go out of our way to provide patients and their families all that they want and need when they’re with us,” Kubley said. “We have two primary goals. First, to focus on places where patients enter our system, such as the Emergency Care Center and the registration stations, making them more user-friendly. And second, to improve our communication with patients in all aspects, even signage within the Medical Center.

“We want to exceed expectations,” Kubley said. “So when people and their families discuss their time with us, they are comfortable, even enthusiastic, about recommending us to their friends and neighbors.”

Putting Others’ Needs Ahead of Our Own: That’s *Patients First*.

There’s a sense of community that all of us who live in the Roanoke Valley share. It’s about putting the needs of others ahead of our own needs. It’s about the Golden Rule. So when we at Halifax Regional wanted to express how that spirit inspires, we found it in two simple words that reveal one important commitment. We call it *Patients First*.



Heather Balmer

Heather: Dog Rescuer

A truck driver was making his run down I-95 when he started to experience chest pains. He wisely pulled his rig up to our Emergency Care Center, and he was clearly upset during the course of his treatment. Turned out his dog traveled with him and was still in the truck.

Nurse Heather Balmer knew the driver would be in the hospital a

few days since he was diagnosed with a blood clot in his lung. Heather gave the dog food and water, then kept her the first night. Heather then took her new buddy to a Roanoke Rapids animal hospital, where the dog stayed until her master was released. The driver was overwhelmed with how everyone – especially Heather – went out of their way for him. He didn’t know that he was just benefiting from the service we call *Patients First*.

Mike: Breathing Easier

When a loved one is in the hospital, it’s always touching when a spouse wants to be with them through the night. Recently, an elderly wife wanted to stay with her husband, but she was on home oxygen. Could anything be done so she could stay?

Mike Joyner, RN, had the answer. He arranged for the wife to be hooked up to the hospital’s



Mike Joyner reviews chart with Lolita Magnaye, RN, a clinical supervisor.



Cortney Hammack

oxygen system – at no additional charge. “It makes you feel good to help someone,” Mike said. “It was the right thing to do.” Quick thinking. Smart thinking. *Patients First* thinking.

Cortney: Driving Force

A new baby born prematurely at Halifax Regional needed the services of the Neonatal Intensive Care Unit at Pitt Memorial. The couple wanted to be with their newborn, but had no way to get to Greenville.

Once they met Cortney Hammack, though, they did. Cortney, a nurse assistant, saw their plight and understood their anxiety. So she called her mother, who generously agreed to take the couple the 90 miles to be with their baby. With that compassion, Cortney has already proved she will be an asset to our nursing staff. That compassion has a name: *Patients First*.

Don’t Forget: *Smoke-free Campus Starts October 15*

Halifax Regional will become a totally smoke-free campus on October 15.

This will include all buildings in the Medical Park, Halifax Physical Therapy and Wildwood

Clinic. As a reminder, signs will be posted at the entrance to the Medical Park.

We believe going smoke-free is the healthy and responsible choice for us to make. To assist

those who would like to quit smoking, we will be sponsoring smoking cessation classes free to the public. Look for the schedule to be published in the near future.



Lisa Cooke, RN oohs and aahs with Sarah and Robert Boone over Avery.

Sarah, on the Birthing Center: "It was a wonderful experience."

When Sarah Boone found out she was pregnant with her first child, she had an out-of-town doctor. Sarah asked mothers who had their babies at the Birthing Center at Halifax Regional about their experiences. They all gave very positive reviews, so Sarah decided to come home for care. She selected Richard Minielly, MD as her obstetrician, and chose to have her baby at Halifax Regional.

Robert and Sarah's little girl, Avery, was born April 7. The delivery was by C-section, and

Sarah learned later that her first nurse, Lisa Cooke, went with her to the OR and stayed outside watching the whole time. "I didn't know about it until later," Sarah said, "and it brought me to tears."

Would Sarah now recommend the Birthing Center to her friends? "Absolutely," she said. "The entire staff was terrific. They were attentive and answered all my questions. You can be sure that if I decide to have another baby, I wouldn't go anywhere else."

THESE OB-GYNS SERVE THE HALIFAX REGION.

If you are planning an addition to your family, Halifax Regional has a number of well-qualified physicians to assist you.

D. James Brown, MD
(252) 535-4343

Thomas J. McDonald, MD
(252) 535-1414

Richard Minielly, MD
(252) 535-4343

Lawrence Singer, MD
(252) 535-1414

CLASSES OFFERED AT THE BIRTHING CENTER:

- Pain Management During Labor
- Breast-Feeding Support
- Siblings (Ages 2 – 5)
- Infant CPR for New Parents
- Prepared Childbirth
- New Grandparents
- Infant Care
- Nursing Mothers of the Roanoke Valley (this group welcomes anyone interested in breast-feeding)

For information about our Birthing Center or to schedule a tour, please call (252) 535-8702.

Man Walks 4 ½ Miles – Within Three Days of Knee Replacement



Paul Smigiel

A few years ago, Paul Smigiel of the Lake Gaston community of Henrico suffered a broken knee in London. He had surgery, but the knee was never right.

So recently Paul became a patient of Dr. Richard Holm at the Halifax Regional Joint Care Center. "I like the way Richard tells the truth," Paul said. "You have to trust people who are good at what they do, and his team is real good."

Immediately following surgery, patients are encouraged to walk as much as possible to regain strength and flexibility. The record for the most walking during their hospital stay was 18,500 feet – until Paul totaled 23,000 feet in three days.

Paul believes Halifax Regional is the best hospital he's ever seen. "You can bet that if I ever needed another knee or hip replacement, I'd come back to the Joint Replacement Center."

MRI Means More to Mary from Margaretsville



Mary Hood

Mary Hood of Margaretsville in Northampton County is hard-pressed to settle on just one reason she's pleased with the new MRI at Halifax Regional.

First, she likes the convenience. "I had brain tumor surgery two years ago," she said, "and I have to have periodic MRIs to monitor my progress. I usually go to UNC, but that's about four and a half hours round trip. It's only a half-hour to Roanoke Rapids, and that makes things so much easier."

Mary also liked the comfort she experienced at Halifax Regional. "I was apprehensive before I went, but I do not have

that same anxiety now."

Most of all, Mary appreciates the personal care she receives at Halifax Regional. "I've never been in a hospital like that," she said. "Everyone was so caring. They answered all my questions without hesitation, and everyone was so giving, kind and helpful. From the custodians to the physicians."

Mary's family members have been treated at the Emergency Care Center at Halifax Regional, so she had a good impression of our service. "They're always there for you," she said. "I couldn't stop thanking them for everything."



Halifax HealthLink

WEEKLY EVENTS

Healthy BINGO

Mondays – 9 a.m.

All welcome. Prizes donated by Wal-Mart and Halifax Regional.

HealthLink Plus Fitness Center

Mondays through Thursdays –

7 a.m. - 7 p.m. and

Fridays – 7 a.m. - 6 p.m.

Call 535-2163 for more information.

Summer Youth Exercise Program

June through August

Children ages 8-18 can exercise for \$20 per month.

(If under age 15, must be accompanied by an adult.)

Gentle Fitness (Free)

Mondays, Wednesdays and Fridays – 4 p.m.

Join us for low-impact walking aerobics.

Yoga on Tape (Free)

Mondays, Tuesdays and Thursdays –

6 p.m.

Bring a towel, blanket or yoga mat to participate.

Want to learn yoga from a local

instructor? Call Crystal at 535-4334.

If enough people show interest, we may be able to form a weekly yoga session (free).

Call Crystal Keener at 535-4334

for more information on the

events listed above.

Better Breathers Support Group

4th Mondays – 7 p.m.

Call Laura Wilder at 537-6912 for more information.

Diabetes Support Group

2nd Mondays – 7 p.m.

Call Carrie Davis at 535-8276 for more information.

Families of Victims of Violent Crimes

Call 308-2847 for more information.

HIV / AIDS Support Group

Call Misty at 535-8173 for more

information.

NAMI Mental Health Support Group

1st & 3rd Tuesdays – 7 p.m.

Call 537-0320 for more information.

A.W.A.K.E. Sleep Apnea Support Group

Meets quarterly at Halifax HealthLink.

Call Cathy Dickens at 537-2400 for

more information.

MONTHLY EVENTS

Cholesterol Screening

Have your cholesterol checked the 1st Tuesday and Wednesday of the month from 9 a.m. - noon.

Call 535-4334 for an appointment.

Charge is \$12.

Check out the Daily Herald Events Calendar for upcoming seminars and health screenings at HealthLink.

Sports Medicine Specialist Joins Orthopedic Practice



Dr. Moss enjoys seeing the country on his motorcycle.

Whether you're training for a marathon or playing on the company softball team, the time may come when you'll need the services of a specialist in sports medicine. And now we have one in town. His name is John Moss, Sr., MD, and he joins Richard Holm, MD at Northern Carolina Orthopedics in Roanoke Rapids.

While he treats athletes at all levels, Dr. Moss is quick to remind folks that what we think of as sports injuries can occur during other everyday activities. You could have torn cartilage from mowing the grass, for example, or a shoulder injury from any sort of throwing motion, even on the job.

Dr. Moss was attracted to Roanoke Rapids because of the quality of life we enjoy. "I lived in northern

Virginia," he said, "and I grew weary of the traffic and harried pace. So I looked for a community that offered a small-town atmosphere with high-quality medicine." He found that here, at Halifax Regional and in Dr. Holm's practice.

Dr. Moss notes that one of the most significant improvements in the field in recent years is that problems can now be treated on an outpatient basis with minimally invasive surgery. "Coupled with advances in rehab, athletes can enjoy a quicker recovery with less pain and less scarring," he said.

In addition to being the region's first sports medicine specialist, Dr. Moss provides general orthopedic care and orthopedic surgery. To schedule an appointment, call (252) 537-5631.

Third Edition. *Spirit of Halifax* is the newsletter of Halifax Regional, published quarterly to inform residents of the Roanoke Valley about the advancements at the Medical Center. Val Short, Vice President, is the editor. If you have questions or comments, please contact Henry Robertson at (252) 535-8585 or hrobertson@halifaxrmc.org.

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