

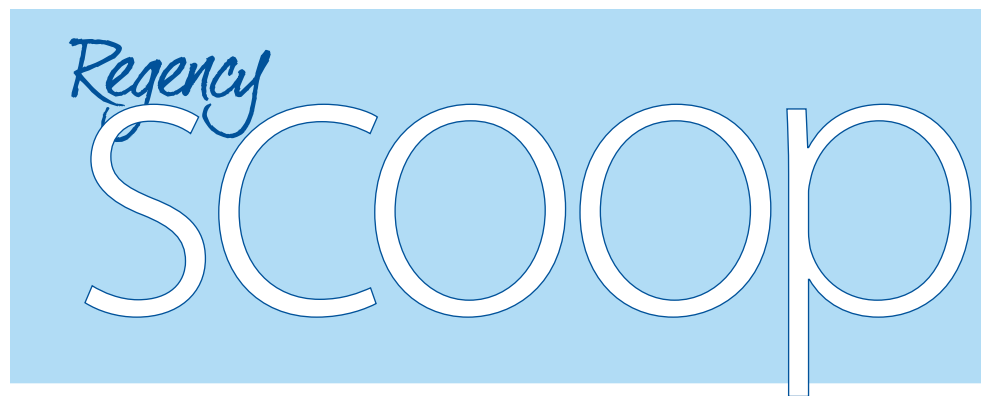
november announcements

- Don't forget to enroll in your benefits online! Open enrollment is Nov. 10–23. NO ENROLLMENT= NO COVERAGE!

THE REGENCY
culture
CLUB

- Join us for the annual Regency Hospital Company Thanksgiving Potluck Lunch! Tuesday, November 25, 12:30–2:00 p.m. Sign up in the main lobby to bring a dish.

regency
hospital
company
november
2008
corporate
newsletter



SafeBlood, a Wound Graft Miracle in Cincinnati

Russell Dean

When the decision was made to add this modality to our wound program in August 2007, it was anticipated that it would become just another arrow in our wound care quiver. At that time, we had even explored maggot therapy. But today, SafeBlood is the primary weapon we employ against wounds and everything else. Even the maggots have fallen by the wayside.

From an efficacy standpoint, every patient who has received SafeBlood has experienced healing of even the most egregious wounds without complications or negative outcomes.

From the standpoint of costs, tens of thousands of dollars have been saved over the much more costly and less

effective treatments such as vacuum and pulse therapies.

The other significant area of savings has been a reduction of over 80 percent in nursing time required to care for SafeBlood patients.

The human body, with a little help from science, can do a marvelous job of healing major wounds itself. This is how the SafeBlood technique works, the patient's own blood is mixed with certain activators. The gel-like substance that is produced is then applied directly to the wound and essentially left alone for 7–10 days. Occasionally, a debridement is necessary or desired before SafeBlood is applied. For some patients, the treatment is repeated once or twice over several weeks.

The adoption and growth of this modality has resulted from a willing and open-minded physician champion, surgeon Dr. Lou Thibodeaux and a dedicated and skillful nurse, Kathy Nicholas, certified wound nurse. With the support of an interdisciplinary wound team including dietary and pharmacy, as well as the support of nursing, administration and marketing, we have become known throughout the region for wound care. Because we have been so successful we have been granted use of SafeBlood among all LTACs in our area.

Our future marketing efforts will include a greater effort to expose commercial insurers and managed Medicaid providers to the benefits and cost-savings they can experience by

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Payroll Scoop

Have you logged on to Employee Self Service (ESS) lately? This is a really cool feature of our payroll system to which some additional features have been added. With your ESS you can change your address, your federal and state tax withholding deductions, and your direct deposit information. SAVE A TREE! Instead of filling out a form, just log on to your ESS to make the change.

How to Access Employee Self Service (ESS)

1) Access the ADP Self Serve Portal via <https://portal.adp.com>

2A) If this is your first time you've ever logged on to this website, click on the "First Time Users Register Here" link. The Registration Pass Code is RHCCORP-1234

2B) If you forgot your user ID or password, you may click one of the two bottom links. *Note: Your user ID may be in the form of <CAPITAL FIRST INITIAL><Title Case Last Name>@RHCCORP such as John Smith would be JSmith@RHCCORP

2C) Otherwise, you may click on the User Login button at the top to log in.

You'll get a popup screen for you to enter your user ID and password (both are case sensitive).

3) Once you're in the Employee Self Service Website, click on the Money tab to add, change or delete your direct deposit, change your federal tax withholding, and view your current deductions, pay statements and W-2s.

4) You can click on the Myself tab to add, change or delete your home address, emergency contacts, phone number(s), and view your personal information. □

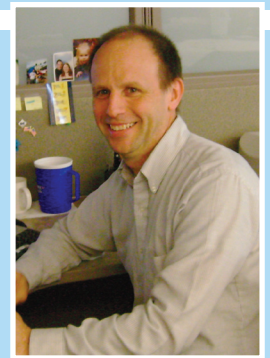
20 questions with ronne haag

1. What is your job title? I.S. Project Coordinator
2. How long have you worked for Regency? Two and a half years
3. How would you describe your typical workday? Well, I wake up early and have plenty of coffee. After finishing reading the paper, say 10:00 a.m. . . Oh, wait that's Saturday. I do get up early and get my coffee and begin to make of list of things I know won't get done today because I.S. is migrating to a new version of MyRHC. So some of my time is spent talking with others about what will make their (or my) job easier, answering many questions about the intranet, then having some time to actually work on it. At the end of the day I throw away my list because I'll have to create a brand new one tomorrow.
4. Before Atlanta, where did you live? Manassas, Virginia
5. How many brothers and sisters do you have? 2 brothers and 0 sisters
6. Are you a dog person or a cat person? I am a dog person, but my daughter owns the cat.
7. If you could travel anywhere in the world, where would it be and why? I'm not really sure. I would

- like either England and Scotland, or Europe and then travel these places on bike for few months.
8. Why were you given your particular name? I'm not really sure, but I know I have some French ancestors so I'm guessing that had some influence.
9. What is your biggest pet peeve? The people who are oblivious to their mess they leave for others to clean up.
10. What is your favorite cereal? Frosted Mini-Wheats
11. What is the last book you read? *The Coming Economic Earthquake* by Larry Burkett, written about 14 years ago, but still applicable today.
12. Which celebrity do people tell you that you look like? Brad Pitt (I wish). No one has ever said anybody.
13. What do you consider your greatest achievement? Raising my five children and watching them now living out their dreams.
14. Do you have any quirks, strange mannerisms, or annoying habits? There are so many, I don't know where to begin.
15. When you have an hour of free time, what do you like to do? The question should be what

would you like to do: read, run, and relax . . . but what I do is the long, long honey-do list.

16. Are you a morning person or a night owl? Definitely a morning person, my batteries are run down at 9:30–10:00 p.m.
17. If you could spend a day with anyone, dead or alive, who would it be and why? The Apostle Paul. I am sure I could get any of my questions answered.
18. If you were a crayon, what color would you be? Purple and Gold
19. What did you watch on TV last night? Absolutely nothing.
20. What is the best thing about working for Regency? Rick, Dawn, Bobby, David, Renee, Patrick, Heather, Bill, Carmella, Twila, Georgene, Sara, and even Cliff, yes this list can go on and on. It is the people I have met, either here at corporate or on the phone at one of the hospitals, along with the ones I will someday.



Just Something to Think About

Ev Taylor

Interpersonal Relationship Skills— THE Core Competency for Success at RHC Part II

The October article ended with the following statement. *Building and maintaining trusting relationships wherever people interact to operate the company is absolutely necessary to keep our “assembly line” processes in good order.*

So just how do we build and maintain trusting relationships at work? There are five fundamental principles necessary for sound workplace interpersonal relationships. The first and second are sincerity and consistency. To be credible in the minds of colleagues, I have to be believable and trustworthy. My actions need to consistently match my words, and my words and actions must be consistent from time to time and place to place. My colleagues need to be able to “trust” that my stated agenda or purpose for doing or saying something is my real agenda. They must be able to trust that I am not in some way undercutting them or trying to subtly use them to further some unstated agenda to which they may not agree or which could even harm their credibility in some way.

Trustworthiness is the third principle necessary for sound workplace interpersonal relationships. Now trust

comes from the first two principles—sincerity and consistency. But trust is forged and strengthened from shared conflict. Trust is built when we stand shoulder to shoulder in a common effort to overcome a major obstacle, handle a major problem and/or complete a major project. Trust is an even stronger outcome of a face-to-face conflict between two people which is resolved in a win-win manner while maintaining each other’s professional and personal integrity. Workplace trust relies on the confidence that we each are working toward the same goals in a spirit of teamwork and a “got-your-back” interpersonal loyalty.

Listening first and speaking later is the fourth principle. True listening means suspending your own opinion or argument until you can demonstrate to your colleague that you understand their point of view. True listening isn’t limited to just being silent while the other talks. True listening requires restatement and summarization of what you heard said until your colleague confirms that you in fact “got” their message. These “active listening” skills can be easily learned and practiced for those situations in which emotions or pressure to perform under crisis threaten clear communication and therefore might harm the quality of interpersonal relationships.

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“SafeBlood” continued from page 1

their policy holders coming to Regency for wound care. A number have already contacted us and we expect that interest to grow.

I was asked to write this brief article, not as a clinician, but as a CEO who has

been able to watch the nurturing and growth of something brand new to us become an everyday part of what we do. We will be happy to work with our fellow Regency facilities and staff if there is an interest in exploring more about SafeBlood. It’s pretty cool and it really works! □

november birthdays

Monica White	11/05
Janie Simmons	11/08
Stephanie James	11/09
Stephan Braune	11/09
Jan Cwynar	11/14
April Griffin	11/14
Renee Tapp	11/22
Jahmel Yates	11/30
Bev Foster	11/30

1-year anniversaries

Robby Glover	11/01
Bill Anderson	11/05
Charles Stephens	11/06
Monica White	11/12
Levi Meeske	11/26

3-year anniversaries

Doug Johnson	11/09
John Hoehn	11/14

4-year anniversaries

Stephanie James	11/01
Pamela Sparks	11/09
Leslie Frye	11/15
Allen Read	11/22

6-year anniversaries

Pat Jones	11/04
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hello

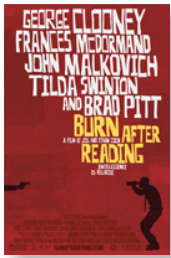
Ronna Roth	11/03
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goodbye

Deb Graves	10/01
Ashley Brandon	10/08
Stefanie Richmond	10/13
Eric Perry	10/17
Setrie Glover	10/29
Patti Dempsey	10/29

Employee Picks

MOVIE—Jon Koederitz



Burn After Reading

STARRING: George Clooney, Frances McDormand, John Malkovich, Tilda Swinton, Brad Pitt

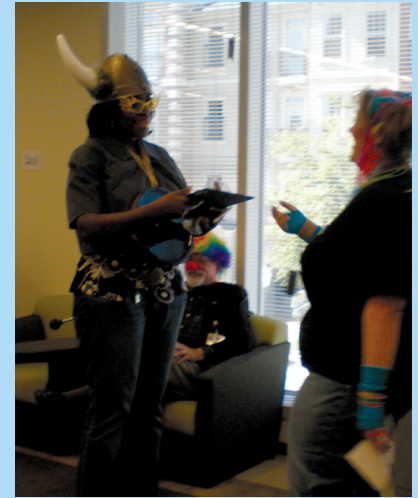
Burn After Reading is a dark comedy full of eccentric, dysfunctional, vain and compulsive characters who end up crossing paths (and marriages) at the loss of a CIA employees memoirs. John Malkovich is a mid-level CIA employee who starts a random chance connection of events that intertwine Clooney, a government employee and acquaintance, Frances McDormand and Brad Pitt as fitness instructors. McDormand and Pitt turn into amateur extortionists with thoughts of profit and a comedy of errors ensues.

To me, this movie was quite a character departure for Clooney's and Pitt's normal characters primarily, especially Pitt whose last memorable performance for me was in *Snatch*. The characters of John Malkovich and Frances

McDormand were not as far a reach as similar roles, in my opinion, in *Being John Malkovich* and *Fargo*, respectively. One of my favorite characters in the movie was Malkovich's CIA boss who dealt with life or death decisions like everyday work assignments and never missed a beat.

The movie carries an R rating for language, violence and suggestive content so it's definitely an adult-only movie. It is for those who aren't easily offended by language and like to depart from the standard romantic comedy crowd. One person left the theatre during a scene that got a roar of laughter from the audience, so it's not for everyone.

It was written and directed by the Coen brothers who won an Oscar last year for *No Country for Old Men* which was a much darker movie and they previously directed Clooney in their classic *O Brother, Where Art Thou?* The critics rated the film well but individual reviews seem to be a hit or miss response, evoking either enjoyment or total disgust, but no middle ground. My wife and I left this movie laughing, but you need to be a little off center to enjoy it fully. □



Way to go, Flavor Flav, also known as Karlene Lieberman, for winning the Halloween costume contest!

"Think" continued from page 3

The fifth principle in building and maintaining trusting relationships at work is to differentiate your home life from your work life. There are boundaries to effective work relationships. Many, many aspects of your relationships at home are simply not appropriate to your relationships at work. Your home role as a parent or spouse involves a much broader spectrum of interpersonal behavior than is appropriate as a colleague, supervisor or subordinate at work. The freedom of expression of thoughts and feelings is much greater at home. Emotional arguments, long periods of resulting silence, sharing deepest longings and sexual bantering between spouses are normal interpersonal behaviors at home, but not at work. Parental finger-pointing lecturing, grounding, withholding car keys, hugging and kissing on the forehead are common home behaviors, but are way out of place at work. Recognize and stay within workplace boundaries of behavior.

Just something to think about. □

Baby!

Congratulations to Heather Simmons Fowler and her husband, Chris, on the birth of their son! Maxwell Simmons Fowler was born on September 12, 2008 at 7:11 p.m., 7 lbs. 14 oz., 22 inches long. □



Regency Hospital Compliance Hotline

888.846.8830

Or you may call the Chief Compliance Officer directly at 888.707.9437.