

THE SOURCE

The source of news for Texas Health Resources employees

July 2001

Programmed for results

Lab tech's program streamlines information

Eric Ainsworth knew there had to be a better way to check on outstanding lab tests. As a medical technologist in the Lab at Harris Methodist Southwest Hospital for six years, he knew first hand how busy a lab could be, especially when physicians are waiting for results.

So when Eric discovered the new SunQuest software came with Visual Basic, he knew he could program a computer to meet HMSWH's needs.

Through THR's tuition reimbursement program, Ainsworth had worked on an associate's degree in computers at Tarrant County College. What he learned there would now be put into practice at work.

Pulling it together

"It puts all the information we need in one spot," Ainsworth said. "It keeps us from having to look things up on the computer or several places at once."

Tommy Pyeatt, HMSWH's Lab director, explained the point of view on waiting for Lab results: "Taking a number, standing in a line and waiting for the number to be called."

Ainsworth's program automatically prints the outstanding test log to a file on the computer, analyzes the file, calculates how long the test is overdue and displays the information on computer screens in



John Brown asks Eric Ainsworth about aspects of software Ainsworth designed for the Lab at Harris Methodist Southwest Hospital.

the Lab and Emergency Department.

This helps Lab personnel prioritize work, know if a specimen has been collected or not and check on what's taking too long. The program also eliminates duplications.

Physicians and nurses in the Emergency Department can look at the computer screen and know where the test is in the process and when results should be complete.

The program is even auditory with pre-recorded sounds. For example, when a high priority label is attached to a test from the Emergency Department, the Lab computer makes an "alien" sound from *Star Trek*. That gets more attention than a simple beep.

"Our feedback from physicians is that they saw significant help with this," Pyeatt said. "We're still

collecting data to see if it has made an impact on the time of reporting results."

More to come

The new computer program has helped identify other processes that need improvement. Occasionally an order has a typo, which will either cause confusion or simply not show up on the computer at all.

Ainsworth's computer tasks continue. He is working on steps to eliminate repetitive computer tasks.

Take the initiative

It took Ainsworth a year and a half to complete the program, working on it when he had time. He said other SunQuest users in THR could adapt his program to their Lab computer easily. Those with other software could create a similar program if they have someone interested in programming.

Pyeatt said he hopes THR employees will be inspired by Ainsworth's actions.

"Here was a everyday hospital employee who saw an area to improve, worked on solving the problem and did it. It didn't come down from the mountain top," Pyeatt said.

To learn more about THR's tuition reimbursement program, go to the *PC Online* site on *The Connection* intranet.

The tuition program at Arlington Memorial Hospital differs. Check with the AMH Human Resources office for details.

80 projects, 800 employees, 1,200 hours

Spring into Community Service adds up to success

Results of THR's Spring Into Community Service 2001 will be long-lasting.

In the spring, THR employees landscaped at women's shelters, collected school supplies for adults learning English, served lunch to the homeless, judged Science Fairs, donated blood, built bunk beds for a night shelter, painted houses and reached out to the community through 80 projects designed and driven by employees.

More than 800 employees volunteered more than 1,200 hours to improve the health of those in the communities we serve.

Spring Into Community Service is just one of many ways THR employees take community health improvement outside of the hospital walls.

If your department or group conducted a community service project during March, April or May, register the project with THR's Community Health Department.

To find out more or for a listing of all Spring Into Community Service 2001 projects, contact Melissa Atkinson in Community Health at 817/462-7190.



As part of THR's Spring into Community Service, Presbyterian Hospital of Plano's Administration, Finance, Marketing and Materials Management departments collected items for CASA of Collin County. CASA (Court Appointed Special Advocates) provides community volunteers to serve as advocates for abused and neglected children who are in the court system.

Employee Recognition Banquet honors, awards employees

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Hair today, gone tomorrow ...literally

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Babies and their parents prefer THR

4



THR named Most Wired for third time

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What are all these women staring at?



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Q is for Quality

Texas Health Resources goals for 2001 are as simple as CFQS.

- C** – become the health care system of **Choice**
- F** – achieve **Financial** goals
- Q** – improve **Quality** in patient care
- S** – maximize the benefits of being a **System**.

These strategies will help THR continually improve quality clinical outcomes:

- strengthen clinical programs and services;;
- create a quality management and clinical integration program,
- improve clinical outcomes,
- improve resources utilization,
- focus on service lines.
- improve technology and information systems and
- publish outcomes data.



Dedicated to volunteers

Harris Methodist H•E•B Hospital dedicated a fountain to its Auxiliary for its service to the hospital and community. The fountain is located west of the main entrance. Formed in 1969, HMHEBH Auxiliary has donated close to \$1 million to fund various construction projects since 1992. Last year, the 207 volunteers donated more than 47,000 hours. Their service saves the hospital more than \$676,000 a year in salaries.

Employee Recognition Banquet 2001

Community Service Awards

The System-wide Community Service Awards recognize outstanding physicians, individuals and departments who further Texas Health Resources' mission through volunteer work in the community. The agency or program for which they volunteer will receive \$1,000. In case of a tie, the winners receive \$500 each.

Individual

Marcy Graves

Harris Methodist Southwest Hospital

Graves, alias Nurse Ducky, put her belief that laughter is the best medicine into practice by organizing the HaHaS – Healing and Humor at Southwest. This employee-driven clown troupe makes regular rounds at HMSWH, spreading healing through humor to countless patients. They are in great demand at other THR hospitals as well. Last fall, Graves joined Dr. Patch Adams to spread humor in China. Graves' other job is director of HMSWH's Cardiopulmonary-Neurodiagnostic Department

Group/Department (tie)

Arlington Memorial Hospital

Adopt-A-School Committee

By making and raffling two quilts, the committee provided for a shower for many of Speer Elementary School's homeless students and for playground equipment. Also, the committee collected school supplies, provided mentors, took outstanding students to a hockey game and continued a Christmas book program.

Harris Methodist Erath County Hospital

Environmental Services Department

When Meals on Wheels needed volunteers, employees in this HMECH department came to its aid during their lunch hours and days off. The department also provides translators for Hispanic patients and participates in Relay for Life, Harris Associates and the annual United Way campaign.

Physician (tie)

David Capper, MD

Harris Methodist Fort Worth Hospital

Dr. Capper created the Christian Community Health Services clinic near downtown Fort Worth to serve individuals without access to medical care. Many staff members at HMFVH volunteer regularly at the clinic.

R. Malcom Stewart, MD

Presbyterian Hospital of Dallas

Dr. Stewart helped create the Parkinson's Life Enhancement Program and its information center at PHD. He founded the Dallas Area Parkinsonism Society, serves on the American Parkinson's Disease Association Board and supports the organizations through speaking engagements, education and support groups.

Mosaic Pin Awards

The Diversity Advisory Council gives the Mosaic Pin Award to honor Texas Health Resources employees who demonstrate outstanding support of diversity in the work force or in the THR community.

Anna Capriotti, Health Info Services, HMSWH

Linda Coover, Laboratory, PHP

Linda Cox, Human Resources, AMH

Karen Fincannon, Cardiopulmonary/Pulmonary Rehab, HMECH

Rosanna Garcia, Nursing Administration, HMFVH

Jamie Gilbert, Trauma Administration, HMFVH

Teresa Jackson, Jackson 5 East/West, PHD

Kirk King, president, PHK

Marius Meintjes, MD, ARTS, PHD

Chris McGuire, Cardio/Respiratory/Neurodiagnostics, HMFVH

Marcia Murphy, Breast Center, PHD

Florence Shaffer, Quality Management, PHD

Sharon Sharp, Business Operations, THS

Nic Stevens, Learning Services, THS

Jaly Strebeck, Rehabilitation Services SNU, PHD

Winjie Tang, Administration, PHD

Robbie Trussell, Pharmacy, PHD

Hugh Villarreal, Rehabilitation Services, PHD

Terry White, Organization Development, THS

OPEN Line

Cost controls

Cost containment emerged as an issue for hospitals in the late 1970s and '80s when health care costs began to soar. Hospitals first addressed cost containment by joining group purchasing organizations for equipment and supplies.

Quantity buying reduced costs, yet other factors also were at work. Reimbursement to hospitals were frozen and, at times, declined. Big business and insurance companies focused on managed care. Congress passed the Balanced Budget Act. And hospitals ended up with less money.

At the same time, innovations in

medical technology exploded.

Hospitals were forced to spend money on new technology to improve the quality and efficiency of care...and to attract top-notch physicians.

Cost containment strategies continue to be important for hospitals. At Texas Health Resources, we formed a series of councils more than a year ago as part of our continuous improvement program. These councils explore ways to save money by standardizing administrative procedures and purchasing arrangements at our hospitals.

The results have been remarkable with almost \$10 million in identified savings to date.

Some specifics ... using a single distributor of pharmaceuticals for a \$1.7 million savings ... developing

LVNs through training as surgical technologists will reduce operating costs of using RNs and temps in surgical tech roles, with potential savings of \$600,000 ... combining contracts for waste management, water treatment and energy conservation for a \$165,000 savings.

Cost containment has really never left the health care industry as we continue to seek ways to offer improved quality of service and clinical excellence.

— Doug Hawthorne
President and CEO
Texas Health Resources

Send questions and suggestions on THR via E-mail to DougHawthorne@TexasHealth.org, by phone to 214/345-4974 or by mail to 611 Ryan Plaza, #900, Arlington, TX 76011.



Stay informed on THR issues

Mark your calendar for the Aug. 14 for the next System Communications Meeting. The one-hour, live videoconference includes THR President and CEO Doug Hawthorne and special guests who will give System updates and answer your questions. Harris Methodist Fort Worth Hospital will host this interactive broadcast.

PC Online has a new look

One of the most popular sites on the THR Intranet has evolved.

PC Online — the intranet source for valuable THR Human Resources news and information — now features a new high tech and more user-friendly look.

The redesigned site will make it even more convenient to access HR-related information. PC Online's address, links and bookmarks will

not be affected.

If you haven't visited PC Online lately, you may be surprised at the services the site offers. Here are just a sample:

- THR Employee Handbook;
- HR news;
- System job postings;
- central transfer guidelines and employee responsibilities;
- HR forms such as the central request form;

- THR's STAR employee referral program, with the month's top 10 designated positions;
- TLC link and information; and
- class offerings by Learning along with electronic course registration.

To visit PC Online, go to <http://phsnet/hr> for valuable information that's just a click away.

Disability Q&A

In July, Integrated Disability Management assumes responsibility for short-term and long-term disability benefits, leaves of absence and workers compensation for all THR entities, except Arlington Memorial.

Who do I notify when I've been injured?

When injured on the job, contact the Employee Health Department at your entity.

After hours, call IDM's toll-free phone number at 1-800-958-4878. Call as close to the event as possible.

What is Transitional duty?

Transitional duty is an assignment to a job or task that can be performed by an employee while rehabilitating from an injury or illness. It is a temporary work assignment that is a modification of an employee's regular job or an assignment to a position in another department.

Who will help me get back on the job?

IDM has two new positions that help injured employees return to work and to good health. The Return-to-Health Analyst is the front line

person who takes initial information about an employee's injury incident and maintains data on their case. The Return-to-Health Specialist is the case manager who works with the employee from the time of injury notification to when they are back on the job.

How do I arrange for a leave of absence?

Call IDM's toll-free phone number at 1-800-958-4878.

To learn more about THR's Integrated Disability Management program, call IDM's toll-free number at 1-800-958-4878.

Free money?

Employer contributions to 401(k) are just that

Are you leaving money on the table? You are by not participating in Texas Health Resources' retirement program.

Employer contributions to 401(k) plans give employees an extra boost in saving for their future.

THR employees are eligible to begin contributing to the 401(k) retirement plan from the first day of work. After one year of service, THR begins matching contributions.

THR will match up to 6 percent of an employee's pay. The employee must contribute at least 2 percent of their pay in order to receive the THR match.

Consider the four employees featured in the chart. They have two

| Employee | Gross pay | Employee contribution | THR match | Federal tax | Take-home pay |
|----------|-----------|-----------------------|-----------|-------------|---------------|
| A | \$1,680 | \$0 | \$0 | \$470 | \$1,210 |
| B | \$1,680 | \$34 | \$26 | \$461 | \$1,185 |
| C | \$1,680 | \$67 | \$50 | \$452 | \$1,161 |
| D | \$1,680 | \$101 | \$76 | \$442 | \$1,137 |

years of service who make \$1,680 gross per paycheck. The tax rate example is 28 percent. Your own personal savings situation may vary from this example.

Employee A does not participate in the retirement plan, has no retirement savings and receives no savings on federal taxes.

Employee B contributes 2 percent of her paycheck to the retirement plan. This means she is able to save \$60 for retirement each paycheck (\$34 employee contribution plus the THR match of \$26) even though her take-home pay each paycheck is only reduced by \$25.

Employee C contributes 4 percent of her paycheck to the retirement plan. This means she is able to save \$117 for retirement each paycheck (\$67 employee contribution plus the THR match of \$50) even though her take-home pay each paycheck is only

reduced by \$49.

Employee D contributes 6 percent of her paycheck to the retirement plan. This means she is able to save \$177 each paycheck (\$101 employee contribution plus the THR match of \$76) even though her take-home pay each paycheck is only reduced by \$73.

This information was obtained using the 401(k) calculator on the Interactive Tools section of the American Century Web site at www.retireonline.com.

The THR retirement plan is one of the best in the area and nationwide. If you are not participating, you are missing out on a tremendous opportunity to save for retirement.

More information about THR's retirement program is available from American Century at 1-800-345-2345 or www.retireonline.com.

After one year of service, THR begins to match the employee's contribution this way:

| Years of service | for each \$1 you contribute, THR adds: |
|----------------------------|--|
| less than 1 year | no match |
| 1 year-less than 5 years | \$0.75 |
| 5 years-less than 10 years | \$1.00 |
| 10 years or more | \$1.25 |



Texas Health Research Institute

Executive director:
Tom Franklin, PhD

Number of employees: 40

Location: PHP, PHD, HMFHW, Texas Health Tower

Main duties: Coordinate Continuing Medical Education (CME) programs across THR hospitals. Staff and manage the Presbyterian Institute for Minimally Invasive Technology (PIMIT) on the PHD campus. Facilitate clinical research with physicians across the System. Assist with technology assessment and deployment within THR hospitals.

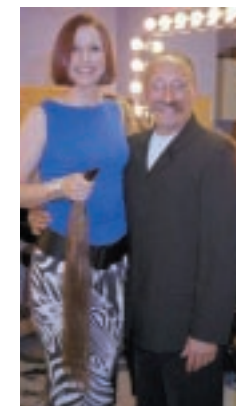
Biggest challenge: Keeping stakeholder expectations in line, providing the highest quality service to CME and clinical research activities, and running as cost-effective operation as possible.

Most folks don't know: THRI's average participant satisfaction score for CME activities was 4.7 out of 5.0 with more than 22,000 participants in 2000. Some distant learning activities at the PIMIT are transmitted around the world to places like Australia, Korea, Japan and Italy. THRI is involved in 78 on-going clinical research projects around the System with 24 different physicians.

What's what in 2001: The number of CME participants in 2001 could be more than 24,000. An innovative cardiothoracic surgery training program for off-pump coronary artery bypass is being offered at the PIMIT in collaboration with the Society of Thoracic Surgeons, Cleveland Clinic, and CRSTI. In June, THRI offered its first on-the-road CME programs in Miami and Houston. Clinical research services are being extended to more and more physician groups across the System including orthopedic surgeons, cardiologists, oncologists and urologists.

Hair today, gone tomorrow

Did you see Linda Morrow cut her hair on The Maury Show in July? An administrative assistant at Presbyterian Village North, she agreed to cut her extremely long hair, above, and donate it to Wigs for Kids. Her husband, Rory, did the actual cutting. She also received a makeover with hairstyle, makeup and clothes from the TV program. Below left, Morrow poses with the show's



hair stylist. During the show, Morrow told about her hair memories, such as going to a costume party as Cousin It. Wigs for Kids is a non-profit organization that provides wigs for children affected by hair loss because of chemotherapy, alopecia, burns and other medical conditions. Visit the Web site at www.wigsforkids.org.

Babies, parents prefer THR

Readers of *Dallas Child* and *Fort Worth Child* magazines again have chosen THR hospitals as the best for babies. Results of the annual readership survey are in the July issue of the magazines.

HMFWH

- Best Place to Have a Baby
- Best Childbirth Classes

HMSWH

- Best Pre- and Post-natal Exercise Classes

PHD

- Best Place to Have a Baby (tie) – 10th year
- Best Pre- and Post-Partum Exercise Classes

PHP

- Best Place to Have a Baby (tie)
- Best Childbirth Classes

Carter new president of HMHF

Tim Carter is the new president of the Harris Methodist Health Foundation.

He previously served as chairman and president of Chase Bank in Fort Worth.

“We are fortunate to have someone with Tim’s qualities and abilities join the Harris Methodist Health Foundation in a leadership role,” said J. Andy Thompson, chairman of the Foundation’s board of trustees. “We expect Tim to be a driving force in the expansion and

visibility of the Foundation.”

“I’ve been associated with Harris Methodist since I moved to Fort Worth in 1992,” Carter said. “I believe deeply in its mission and I am looking forward to helping to represent all that it means in the community.”

Carter graduated from the University of Texas at Austin in 1977 with a bachelor of business administration degree. In 1992 he became president of Chase Bank Fort Worth.

From 1986 to 1992, Carter

served on the City Council and as mayor of Bellaire, a Houston suburb.

He has served on the boards of the Fort Worth Symphony Orchestra, Texas Wesleyan University, Downtown Fort Worth, Inc., the Fort Worth Metropolitan Black Chamber of Commerce and Texas Health System.



Tim Carter

Chaplin John Schaub honored

The Clinical Pastoral Education Endowment Fund for Harris Methodist Health System has been renamed in honor of retiring senior chaplain for the HMHS.

The new name of the fund is the John W. Schaub Endowment Fund for Clinical Pastoral Education.

Schaub has been a chaplain at Harris Methodist since 1969. In 1992 he was named senior chaplain for the Harris Methodist Health System. He retired in June.

An ordained elder in the United Methodist Church, Schaub is the author of *Meeting the Religious Needs*

of *Patients, A Manual for Nurses* and *Theological Assessment In Pastoral Care*.

Bob Davis is the new senior chaplain for HMHS. Previously, Davis was director of Clinical Pastoral Education for HMHS.

PHW celebrates in fashion



Employees at Presbyterian Hospital of Winnsboro get dressed up for their celebrations. For Hospital Week, left, they chose grass skirts for a Hawaiian theme. For Nurses Day, below, it was hats and a tea party.




Service Nurse

Respect patients by keeping patient information confidential. Avoid personal conversations in public places, including hospital hallways and elevators.

The Source is a publication for all Texas Health Resources employees. *The Source* is published monthly by the Corporate Communications Department. Send news, story ideas and suggestions to:

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THR Mission
To improve the health of the people in the communities we serve.

THR Vision
Texas Health Resources, a faith-based organization joining with physicians, will be the health care system of choice.

Diversity Statement
We will provide and maintain a fair and equitable environment for all by valuing and respecting individual differences for our enrichment and that of the communities we serve.



THR named to 100 Most Wired

For the third time, Texas Health Resources was named one of the 100 Most Wired health systems in the country in the July issue of *Hospitals & Health Networks (H&HN)* magazine.

This is the third year *H&HN* has conducted the Most Wired Survey of hospitals and health systems.

The project’s goals are to examine how health care organizations use online technologies to serve key constituents and to measure how the use of online technologies changes from year to year.

H&HN is published by Health Forum, Inc., an American Hospital Association information company.

For more details, see www.hhnmag.com

HMHEBH manages Alliance Airport clinic
Harris Methodist H•E•B Hospital now manages the Harris Methodist Alliance Airport Occupational Health Clinic. Cynthia Chappell, RN, serves

as the director. Jack McCabe is president of HMHEBH.

This clinic provides physicals, drug screenings, annual surveillance exams, injury care, physical therapy and an International Travel Medicine Program.

Harris Methodist Fort Worth Hospital previously managed the clinic, which recently relocated.

Nurse poet published
Ruth Pope’s poem, “A Nurse’s Vow,” was published in the May issue of *RN* magazine. She is a nurse at Presbyterian Hospital of Dallas.

Rev. Staggs presents Holocaust play
The Rev. Al Staggs, an associate chaplain at Harris Methodist H•E•B Hospital, presented his one-person play, “A View from the Underside: The Legacy of Dietrich Bonhoeffer,” in Poland as part of the March of the Living to commemorate Holocaust Remembrance Day in May.

He presented a series of lectures to college and seminary students, including one titled “Laughter in Hell: Humor and the Holocaust.”

Nurse joins AIDS ride

Gail Dutcher, an NICU nurse at PHD, will be a member of the medical crew for the AIDS Vaccine Ride in Montana. The seven-day ride is July 30 to Aug. 5 and will take bicyclists from Missoula to Billings, approximately 575 miles.

In the past, Dutcher has been a rider. “Doing this as a rider made me realize I can do anything I set my mind to,” she said.

For details, go to www.vaccineride.org.

Face-to-Face 2001
Face-to-Face meetings with Douglas D. Hawthorne, president and CEO of Texas Health Resources, are set for 2001. Check with each hospital for the time and location of Hawthorne’s meeting with employees and physicians.

The meetings are:

- Aug. 3, Harris Methodist Erath County Hospital; and
- Aug. 17, Harris Methodist Walls Regional Hospital.