

## Go Live Delayed

As we go to print, the go live date for the new computer system has been changed to the week of May 17.

According to Dan Diljak, accounting manager and resident computer guru, too many little problems have surfaced to abandon the old system just yet.

The Lab is having difficulties getting the new Dairyland system to accurately and consistently communicate with the Lab's delicate instruments. So, in the spirit of being safe and not sorry, Dan has pushed the date back.

Department managers will continue to update staff on any further changes.

This has been a stressful time for departments and IT staff, but thankfully, most employees are managing to retain a sense of humor as we move through this process.

Please welcome these new Tyler employees:

**Sheridan, Christopher**  
**Kane, Leo**  
MICU  
**Garverick, Mark**  
Med/Surg  
**Pedley, Laurie**  
Business Office  
**Felter, Angela**  
Short Stay  
**Meeker, Lisa**  
Lab  
**Savage, Joseph**  
OR

## Bug of the Month

Kathy Ritter, RN, *infection control manager*



NP, AOM, CAP, URI, HAP, IPD, APD, VAP...whoa! Sounds like a serious outbreak of polyacronymuria. How 'bout I let you arrange the alphabet, while I do my most excellent colonizing, infecting, resisting thing! In many of the finest circles, I'm considered the baddest diplo-dude your mom and dad never heard of. Bet they remember the nasty otiti, though. I do about 7 million in AOM gigs a year, mostly on the tyke-types between 12 and 18 months. I'm also on board at most daycare centers, qualifying dcc's as preferred pathogenic playpens. AOM is bad, but I can get even badder. In fact, I'm one of the main men in the US deadness game, and right up there at the top with all the big guys offshore. Deadly, yes, but I'm not such a heavyweight in the bravery part. I do my best work on little ones, lackammunos, and AARPs. As a crafty commensal, I set up shop in your UR freeway, springing into action at the first sign of a viral infection (crazy about working with flu-zies). And this is only part of my story. I really make a name for myself in the halls of hospitalia, where I'm a certified nozo-nightmare. Once I lay claim as a HAP (close to 1% of admitees), I'm the deadliest of all the guys. With up to a 30% mortality success rate, how proud am I? Beat up your people about HW, suctioning techniques, and ventilator management (!), why don't 'cha? And if all these credentials aren't enough (as

if!), have you seen my MVP stats on resistance to the infective police. 25 - 50% of the time, I giggle now at penicillin. (Was it only 35 years ago, I couldn't get arrested after penicillin?) As DRSP, I'm gaining on other meds as well. Are you hearing footsteps, yet? I should mention I suffered a recent setback with the updated NCCLS MIC breakpoints, due Jan 2002. Some ceftomeds may work better than y'all thought. Check it out. Not to mention a 23-skidoo and grossly underused vaccine especially right-on for the silver circle set. Don't use it, don't lose it, I always say. So, keep an eye out for me. I'm a Gram-plus, halo imaging, polysaccharide encapsulated, p-to-p transmitted, droplet loving, earache partying, brain inflaming, pneumonia causing, diplococcal fool... and if you're not initial-challenged, you can win a new Lexus or a nice gift (our choice) by naming me and a few of my pals, AOM, CAP, HAP, and DRSP. PS... did you really think it was gonna be easy?

If you think you have the correct Bug of the Month, please call Kathy Ritter at ext. 242.

*The answer to last month's article was GIARDIA. Winners of a great prize were Barb and Melanie in HIM. Other very smart people included Amy (HR), Carol (Kozy Korner), Patty R. and Susie S. (Nsg), Carol M. (Imaging), Cathy (Lab) and Chip (PT). Keep up the good work and please continue to read "Bug of the Month."*

# TYLER *Times*

A publication for the employees of Tyler Memorial Hospital

May, 2004

## This Month at Tyler

**Nurses Week**  
May 6 - 12

**Hospital Week**  
May 9 - 15

**Employee Breakfast**  
May 5

**Cover the Uninsured  
Week**  
May 10 - 16

**Free Donut Day**  
May 10

**Free Pizza Day**  
May 12

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## Jim Williams Named Employee of the Year

**F**orty Tyler employees plus the Tyler Employee of the Year were honored during the annual Employee Service Awards Dinner held at the Carriage Inn on April 16.

Following a social hour and dinner,

employees received awards marking their years of service. Receiving recognition for five years were: Rosanne Purdy, Linda Ferguson, Kim Henning and Ann Stone. Ten years: Daniel Diljak, Catherine Williams and Gladys Bernet.

Fifteen years: Clara Ferguson, Julia Tylutki and Diane Waltermeyer. Twenty years: Elizabeth Rhubright, Diane Lewis, Megan Murry, Debbie Spickerman and Linda Greene. Twenty five years: Vicki Parsons, Elizabeth Santamour, Diane Baker, Robin Rezykowski, Carol Berry, Sherry Sprague, Kathleen Wood, Donna Guman and Margaret Dobrosielski. Thirty years: Louise Gorham. Thirty five years: Kay Wilson, Viola Strohl and Bonnie Jennings. Retirees this year included: Carol Williams and Joyce Klinges.

The highlight of the evening was the announcement of Jim Williams, plant engineering, as Tyler's 2003 Employee of the Year.

Nominations for Employee of the Year are made by employees and the

winner is selected by the Customer Service Committee using criteria that includes the nominators comments, employment history, customer service skills, employee relations, attitude and dedication to Tyler's mission and goals.



Celebrating the selection of Jim Williams as Tyler Employee of the Year are Employee of the Year nominees: L-R: Terry Yanora, Jackie Davis, Jim Williams, Sharon Templin, Nancy Baldwin, Debbie Valentine and Holly Green.

Mr. Williams, a Tyler employee since 1987, is described as a hard worker, who does his job quietly and efficiently. He receives a gift certificate from the store of his choice and an engraved trophy.

Also nominated as Employee of the Year were: Jackie Davis, Holly Green, Debbie Valentine, Nancy Baldwin, Terry Yanora, CeCe Ball and Sharon Templin.

"Jim is the kind of guy you want around in a crisis - or any day," commented William Milligan, Tyler president/CEO. "Jim is faithful, dependable and kind. I don't know of anyone who doesn't admire and respect him.

The event was coordinated by the Tyler Activities Committee.



## 2003 Service Awards Dinner

**35 Years:**  
Viola Strohl, Bonnie Jennings & Louise Gorham



**25 Years:**  
Robin Rezykowski, Diane Baker, Sherry Sprague, Elizabeth Santamour & Donna Guman



**20 Years:** Elizabeth Rhubright, Diane Lewis, Debbie Spickerman & Linda Greene



**15 Years:** Julia Tylutki  
**10 Years:** Daniel Diljak & Clara Ferguson



**5 Years:**  
Rosanne Purdy & Kim Henning



**Retirees:**  
Joyce Klinges & Carol Williams

Photos courtesy of Pam Shields

## Should you trust a Hunch?

My husband says I frighten him when I sometimes "feel" events coming - both good and bad. But I know that I am not alone in having a flash of intuition that seems to come out of the blue.

Whether you call it intuition, a hunch or a "sixth sense," psychologists think they may have a fix on such insights and how to use them.

A hunch is the ability to reach conclusions with limited information, say psychologists at York University in Toronto. People can combine limited bits of information with knowledge gleaned from their own experience to get their answers. Experts on test-taking have always advised students to go with their first answer because it is usually right.

Those with more experience and information on a subject are more likely to have the best hunches. (That's where studying for the test comes in.) With experience, hunches become better and better. How can you use your intuition?

Learn more, especially if you are out of your area of expertise. Only when you have a good background in the subject will you get the flash of insight that experience gives.

Study the question and possible answers, then relax. Distance yourself for a time. You will return with a better chance at coming up with an original solution. Sleep on it. Let your mind work on the problem and listen for the answer.

Trust your experience. Sometimes intuition goes against logic, but can lead to an answer.

Double-check your hunch. Each intuitive judgment should be checked against reality before you follow it. A gut feeling is best used as a path to problem-solving.

Pure facts can take you only so far. At some point, you must trust your hunch enough to pursue it.

Remember, that your opinion is the one that counts. When you have a certainty about something, don't let yourself be talked out of your opinion or decision.

Gladys Bernet

## A Minute with Milligan

Spring has arrived; the winter birds are leaving and already the robins, red wing black birds, tree swallows, and other signs have appeared to arrive in the last couple of weeks.

Events at the hospital have also transpired, as we finally received the grant in conjunction with Wilkes Barre General Hospital for the expansion of our radiology computer services. On another front, the long-awaited diabetes program, a venture in the communities of Hazelton, Wilkes Barre and Tunkhannock is starting to take shape. This project will help our community meet the needs of the ever-growing population of diabetics in our region.



12th annual employee recognition event honoring those staff members who have been employed five through 35 years. Over 100 employees and spouses attended this fun event last Friday night. I cannot express the pride that I felt for the staff, as so many dedicated members attended the event.

This year Jimmy Williams, a 15-year member of the hospital staff, received the highest honor by being named the Employee of the Year. Jim's dedication and talent in the maintenance department says a lot for our hospital and for the staff. Jim has mechanical talents that are hard to top, as there is little that he cannot mend, repair, or build. These traits are essential in hospitals, as hospital employees have the ability to bend, break and destroy objects that the strongest of men could not accomplish.

In the process of determining the Employee of the Year, employees, managers, and others nominate an individual for the honor of being selected. A committee then reviews the candidates. Using a set of criteria, the committee identifies the individual most deserving of this honor.

I recognize and congratulate each of the employees who were nominated. We are truly a privileged organization to have such talent working in our hospital.

Those nominated were: Jackie Davis, Holly Green, Debbie Valentine, Nancy Baldwin, Terry Yanora, CeCe Ball and Sharon Templin.

*"Jim has mechanical talents that are hard to top, as there is little that he cannot mend, repair, or build."*

Some other activities that occurred this month include receiving approval from the state for the renovations and expansion of the pharmacy department and a grant to continue with the expansion of our bio-terrorism program.

These past few months have been difficult on the entire staff, as we have seen the most significant increase in patient volumes in the last two years.

With the shortage of staff in many of our departments, it certainly increased the difficulties and stress we all feel. In response Gayle Gibson, education manager, has worked hard to provide stress reduction activities for the staff; and I thank her for her efforts.

On May 5, we will be honoring hospital staff with our yearly breakfast prepared by managers. Please come and enjoy the good food.

This past week the hospital held its

# Finally, Medicare Raises Tyler's Rate

**T**he Centers for Medicare & Medicaid Services (CMS) announced that 121 hospitals nationwide, including Tyler, will begin receiving higher payments for Medicare patients.

The increases are due to the geographic reclassification of these hospitals under a special one-time-only provision in the recent Medicare modernization law. The new payments will be retroactive to April 1.

Senator Arlen Specter and Congressman Don Sherwood were instrumental in securing this increase for the 13 hospitals in our region. "We are enormously grateful," said William Milligan, president and CEO, in reference to Senator Specter and Congressman Sherwood. According to Mr. Milligan, the money will come as an

increase in the reimbursement level for each Medicare patient, not as one lump sum.

In the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA), Congress directed CMS to create a one-time-only appeals procedure for certain hospitals that fell just outside Medicare's existing criteria for reclassification from their current geographic areas into an adjoining area with higher payment rates. For Tyler, our new rate is tied to the Allentown-Bethlehem region. To fund the increased payments, Congress allocated up to \$900 million dollars over three years.

Considering over 550 hospitals made the same request, Tyler is fortunate in being among those few hospitals selected. At press time, it not been determined exactly how much Tyler's rate will increase.

## TYLER MEMORIAL HOSPITAL FIRST ANNUAL GOLF TOURNAMENT

Sunday, June 13, 2004

Tee off: 8:00 A.M.

Rock Creek Golf Course, Lenoxville

Format: Captain & Crew

\$50 per person

Sign up with any member of the  
Golf Committee by June 1.

*(Jim Olecki, Brenna Evans,  
Denise Gieski, Jackie Davis)*

All proceeds to benefit  
TYLER MEMORIAL HOSPITAL



# Remember Mom May 9

Our mothers hold a special place in our hearts. They have provided the lessons and care that have enabled us to embrace the opportunities of this life. For the lucky ones among us, our mothers' compassion, devotion, and energy have defined us.

Mother's Day provides the opportunity to remember our mothers, whether biological, foster, or adoptive - or mothers of the heart. We reflect on all we have gained from our mothers' guidance and remember their sacrifices.

Today, many mothers are in the workforce. They use their talents in every part of our society. They help today's children look forward to the future with faith and hope.

Anthropologist Margaret Mead said, "One of the oldest human needs is having someone to wonder where you are when you don't come home at night." Your mother is probably still doing it. That's the way mothers are, and their concern continues no matter how old you are or where you live.

This year, we remember the mothers who have children serving in the military. Those mothers within our hospital family - and mothers of military personnel everywhere carry a special burden. Remember them and their children this Mother's Day.

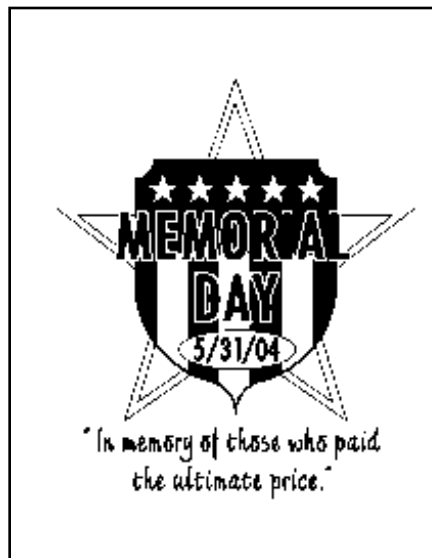


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## Can you guess the average age of Tyler employees?

I'm sorry to tell you that we are getting older. The average age of a Tyler employee is 47. The average age of Tyler nurses is 47 1/2. But as Patty Race commented, "That makes us very experienced and valuable employees."

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## Here's some advice on men living longer

Accidents are the sixth leading cause of death for men over age 40, which is one reason men don't live as long as women.

While the word "accident" implies something that happens by chance, most unintentional injuries can be prevented. There are things you can do to lower your risk, according to the Centers for Disease Control and Prevention's Injury Center.

The best way to lower your risk of death is to focus on the two causes that together are responsible for half of all accidental deaths, automobile accidents and falls. These are things you can do.

- \* Wear your seat belt. It seems obvious.

- \* Don't drive under the influence of alcohol, and don't ride with those who do.

- \* Exercise. Falling is the third most deadly injury among men ages 40 to 50.

These falls may be related to sports or occupational injuries. Being in good physical condition makes a fall less likely and reduces the risk of a serious injury.

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