

Please welcome these new Tyler employees:

Mackiw, Debra
Occupational Health Tech
Taylor, Ernest
Radiology Tech
Williams, Dawn, LPN
McGowan, Edward
Security Guard
Dulsky, Patsy
Dietary Aide
Hoover, Amanda
Student Nurse Extern
Geras, Emily
Sabel, Jane
Smurkowski, Kimberly
Smith, Patricia
Med / Surg
Place, Deborah
Foust, Jean
Holdridge, Cindy
ICU
Benjamin, Julie
Chemo
Sheehan, Abby
Watkins, Tammie Jo
Horton, Katrina
Radiology
Bresnahan, Brenda
Lab
Jumper, Ashley
HIMS
Keach, Mabel
Housekeeping
Hoefert, Frank
Plant Engineering

Don't forget **FIRE SCHOOL** starts on September 9. FIRE SCHOOL is MANDATORY for all Tyler employees.

Bug of the Month



By Roger P. Freeman, DDS

Kathy Ritter, RN, *infection control manager*

I'm 100 times more infectious than HIV! I guess I'm gonna have to lodge a complaint with the IOC. In the pantheon of pathogens, my sibs and I are surely medal meddlers, dudes. Alas, you'd never know it by my PR. Maybe we need to do lunch. Better yet, maybe we'll be in lunch.

We're a pedigreed viral family, newly named but anciently active while new mates are coming on board all the time. Our names are pre-school simple; looks like we're gobbling up the alphabet. Pity poor Charlie's identity crisis ... how'd you like to be called non-Smith, non-Jones for most of your life? He's getting even now!

We work our mischief in the hostel hepatica, a couple of us working fast, hot and up front, the rest preferring to cavort chronically. Sometimes you might spot a tawny tint, but not as often as you might suspect. Speaking of rainbow coalitions, how about clay-colored stools, tea-colored urine ... a technicolor dreamcoat, if ever!

Breaking and entering is a cinch for us, each working in our own wondrous way. A-cute goes for the traditionally repulsive f-o approach; N-here, N-there started out transfusing, now prefers the pointy pathway, sharer's thereof; Br'er 4 doesn't go anywhere without me, moi preferring the b-stream

route, or "loving" but unprotected situs. The other guys work with water, blood, detritus. You name it ... we've got it covered.

Get a drop of me in your circle de soleil, odds are 1 in 3 you're mine, with 6 percent probably carrying for life. A quarter of the 6'ers won't make it. I "share" myself with 1-in-20 Americans, and especially like the 20-49 demos. Hail the halls of IV. The college crowd scarcely knows I'm around, much less that there's a safe, effective re-combo vaccine. Maybe if we tell 'em about Mr. (H)Big, they'd show some interest. Of course, that's not going to help 'em when Charlie -- the leading cause celebre for transplants -- has his way, now, or much, much later.

We were born to be bad. Tell lots of friends. For an Enron-vested 401(k) or a nice gift, whichever is worth more, name me and my seven-ingredient contagious cas-soulet!

Roger P. Freeman, DDS, is an dental infection control consultant and president of Infectious Awareables.

The answers to the June Bug of the Month were polio virus, poliomyelitis, Salk and Sabin. Winners included Karen Killian, Barb Pompei, Pam Shields, Susie Simmons and Dorothy Gilroy. Thanks to all who played. If you think you have the correct answer to this month's bug please call Kathy Ritter at ext. 242.

TYLER *Times*

A publication for the employees of Tyler Memorial Hospital

September, 2004

New look for web site

As many of you know, the public relations department spent the summer redesigning the Tyler website: www.tylerhospital.com. The goal of the redesign is to create a more attractive, user-friendly website that projects a warm and caring image, while also supporting the mission and vision of Tyler Memorial Hospital. In addition, the web site is a powerful marketing and educational tool that creates an additional layer of service and information to our patients, physicians, employees and community.

The primary aesthetic goal of the re-design, is to create a softer, visual impression for visitors. The edges of most graphics are softened, and a new, subdued color scheme, incorporating the traditional green of the Tyler logo, and complemented by a soft, pastel purple reinforces Tyler's warm and caring culture.

During the pre-launch stage from late July to the middle of August, each department had the opportunity to view a prototype of the new site in their departments. The vast majority of respondents to the web site survey, which each department was asked to complete, enthusiastically approved the new color scheme.

Ease-of-use is very important when navigating any website. So, in addition to softening the look of the site, the site is also more consistent from page -to- page. Page templates ensure consistent page layout, as well as consistent text style, color and design. Templates also make it easy to create additional pages.

Health education is one of the key aspects of Tyler's mission statement. For employees, the site will continue to offer the ability to download important hospital documents and educational materials using the password-protected, employee section of the website; and for the community, education schedules and articles about programs, physicians and services are posted and updated frequently.

The public relations department is also hoping to add a knowledge portal, where the Tyler family and the community can obtain, fast, accurate in-depth health information right on the site. This will reinforce our marketing position as the healthcare gateway for the Endless Mountains region. If visitors view the site for general health information, they will also be exposed to information about Tyler physicians, services and programs.

To encourage the community to visit tylerhospital.com, a marketing campaign is being launched to drive visitors to the site. (see sample ad below). A copy is also posted on the bulletin board outside the cafeteria.

The launch date for the new and improved website is September 1. Please take a few moments to check it out, and encourage friends and family to do the same. If you have any suggestions, questions, or concerns about our new website, feel free to contact the public relations department @ extensions 301 or 465.

SAVE THE
DATE
HOLIDAY PARTY
**December 4,
2004**

NEW LOCATION
RAMADA INN
CLARKS SUMMIT

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✓ Check out the new and improved Tyler Memorial Hospital website!
www.tylerhospital.com

Junior volunteers summer service

It wouldn't be summer at Tyler Memorial Hospital without the junior volunteers. This year, 20 teens from Tunkhannock Area, Elk Lake, Lackawanna Trail, and Wyalusing Valley schools are getting a taste of what it's like to work in a hospital.

Junior volunteers, who must be at least 14 years old, assist the nursing staff with basic patient care, such as room preparation, help patients with meals, transport patients for testing, pass drinking water, and run errands. Others are working with adult volunteers helping to deliver mail, make copies, prepare patient charts, greet visitors and a host of other services.

The junior volunteer program ends in mid August, but the process began in March. After completing an application, which is available through school guidance offices, potential volunteers are interviewed by Maria Thorne, director of volunteers. In late spring volunteer candidates attend a full day of orientation where they receive a tour of the hospital and are instructed in hospital safety, infection control, confidentiality, patient transport and bed making.

Volunteering provides students the opportunity to explore the field of healthcare, and experience for themselves the challenges and joys of being a nurse, doctor, x-ray technician, laboratory technician, or other healthcare worker.

A graduation requirement in many school districts is to successfully perform a community service, and service



Participating in this year's junior volunteer program were, seated, L-R: Travis Fassett, Brittany Loomis, Brittany Ann Creamer, Christina Benedict. Row 1- Maria Thorne, Ashley Woodruff, Ashley Howlett, Janine Ely, Ashley Ramey, Cassandra Wademan. Row 2 - Emilie Mitchell, Miranda Killian, Heather Yankovich, Emily McDonough, Sierra Weaver, Dan Doss, Christina Cheri, Molly Copeland and Dominique Baltzley.

as a volunteer can be used toward that goal. "Volunteering reinforces the skills needed to succeed in the work force," explained Ms. Thorne. Learning to report to work on time, working with others to complete assignments, dressing appropriately, etc. are all things young people must master."

Maria is amazed at the growth she sees in the students during their time at Tyler. "They start as excited, sometimes shy kids, and by the end of the program, they have grown in confidence and experience; and have an appreciation for the work we do here," she said.

For information about volunteering for next year's program, contact Maria at 276.

A downed electrical wire caused a brief power outage at Tyler on July 28. According to Ron Coolbaugh, plant engineering manager and Mike Castellano, safety officer, all emergency backup systems worked as designed and patients were never in any jeopardy during the late afternoon and early evening event.

William Milligan, president/CEO, Ron Coolbaugh, Denise Gieski, DON and Patty Race, evening supervisor, all expressed appreciation to the many Tyler employees who assisted during this event.



CAUGHT in the ACT

Does a special act of kindness or over-the-top customer service deserve special recognition?

The Tyler Customer Service Committee thinks it does, and is launching a new program the end of September to recognize employees and volunteers who provide superior service to patients, visitors or co-workers.

To nominate an employee or volunteer that you **Caught in the Act**, see your department manager for an instant sticker that you can use to tell your co-worker or volunteer that the behavior you witnessed deserves to be recognized

Simply call extension 301 and give your name, the name of the employee or volunteer, their department, and a brief explanation of the special act of kindness or service you observed. You may also e-mail the information to: TMH@tylerhospital.com, or fill out the brief form available with the stickers, and drop in the Public Relations mailbox.

When the information is received, it will be placed in the **Basket of Good Deeds** that is displayed in the front lobby. Once a month one of these individuals will be selected at random to receive a special prize.

Watch for further information later this month. Tyler is filled with wonderful people. Now is our chance to recognize their extraordinary accomplishments.

A Minute with Milligan

Summer is about gone, and I believe that fall starts sometime around the 21st. or 22nd. of September. That of course means to me that school starts, the patient census shifts, and the flu season once again arrives.

It is also the most beautiful time of the year, as nature brings out the magnificent colors in Pennsylvania. It is a great time for harvest, fairs, and social events and get togethers.

It is also a reminder that the hospital, and its wonderful staff, start gearing up for the winter scene.

As each year rolls around, we always have new challenges to meet. This year the state of Pennsylvania has mandated that all hospitals provide flu shots in the

"As each year rolls around we always have new challenges to meet."

William Milligan

fall and winter to patients over 65 who may want them. Hospitals will also be required to provide pneumonia shots to senior citizens, and to other people at risk.

Over the past several years studies have demonstrated that hospital personnel who work directly with patients have a high propensity to become sick with the flu and the CDC (Center for Disease Control) has recommended that hospital staff members get shots to protect themselves. Once again the hospital will be offering staff flu shots, and we encourage employees to consider taking them.

On another front, it will probably be less than nine months from now that the Joint Commission will be visiting the hospital for its three-year survey. Due to the constant changes in rules and regulations



Romayne Veety, Kozy Korner volunteer is among those 65 and over who may receive flu shots from PA hospitals this year.

from the JCAHO, it is expected that all departments will be spending time and effort working to make sure that our systems and processes are in compliance with the new regulations.

Department heads will be asked to keep staff members advised of their involvement in the preparation process. If one just thinks about the significance of the effort, just imagine that for the next nine months at least several employees in the hospital will be working each day preparing for the event.

The hospital will of course be asking staff to become aware of the joint commission standards that relate directly to their respective jobs and to assist in our preparatory work as needed.

I would like to extend my personal thanks to all of the hospital staff for their efforts on behalf of the hospital effort at the Wyoming County Fair.

The dedication and efforts of our staff in reaching out to the community is important as it demonstrates our commitment to the community, and also identifies our efforts to improve community health.

So thanks to one and all for your fine efforts on our behalf.