

# BETWEEN L AND N

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## Moneywise Save more with direct deposit

If your paycheck is deposited directly into your bank account, you can split the deposit into two or more accounts. That makes it simple to save for special goals such as education for your children or your own rainy-day savings account.

A study by *The Electronic Payments Association* shows that consumers who use direct deposit or direct payments put aside an average of \$90 more per month than those who use another method.

You can also direct a portion of your income tax refund so a part of the refund goes to another account such as a retirement account or savings account. When you choose direct deposit, you can split the refund so it goes into as many as three different accounts.

## Get your financial affairs in order

Wall Street Journal economists say these are the classic blunders of financial organization:

- ✓Neglecting to write a will.
- ✓Not telling heirs the location of your financial accounts, safe-deposit box and key, and other important items.
- ✓Discarding tax returns after a year or two. Save them for from three to seven years.
- ✓Saving too much paper. They won't be able to find something that's important when they need it.
- ✓Storing the only signed copy of your will in your safe-deposit box. Give a copy to your lawyer or a trusted adviser.
- ✓Neglecting to carry an emergency list of loved ones, doctors, and advisers in your wallet or purse.

# TYLER *Times*

A publication for the employees of Tyler Memorial Hospital

November 2007



Congratulations to the following employees who were **CAUGHT IN THE ACT:**

### October

- Linda Brown
- Lisa Paduck, RN ✓
- Karen Killian, RN
- Jim Laurie, RN
- Missy Newton

✓ Denotes winner

### Found By Linen Company:

A set of car and house keys tied to a gray shoelace. If this is yours, please contact Carl at 128 to claim.

### What's Inside

- 2 Quality Update
- 3 COO Corner
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## Are you cheating?

**N**o, not that kind of cheating: The kind of cheating that deprives our patients of a convenient space to park. According to Denise Gieski, acting

green signs in the outer lower lot; the signs are for Visitors & Outpatient Parking and for Employee Parking.

Ms. Gieski warns that this policy will be strictly enforced. If you park in lots and



COO, the current Parking Policy states that "patients and visitors receive first priority for convenient parking to the hospital. Both the outpatient lot in front of the hospital and the lot immediately behind the hospital are reserved for patient and visitor use. Parking for employees is provided in two designated lots," the policy states.

The policy continues: "All employees must park in designated areas of the two parking lots behind the hospital assigned for employee use. Employees on the 11:00 p.m. to 7:00 a.m. shift may park in any of the three lots located behind the hospital."

Designated employee parking areas are the outer upper lot, and the area in the outer lower lot past the green sign marked "Employee Parking."

Tyler employees, staff of physician offices and contracted services **SHOULD NOT** be parking in the area between the

areas designated for visitors, you will be required to move your car if you are not parked in a designated employee parking area.



JoAnne Bolin, RN named October Employee of the Month

# Patient Safety

*The dates have been set.*

As mentioned a few months ago, we have developed hospital-wide education regarding adverse event reporting. You can attend the twenty to thirty minute educational session on December 4 or December 13.

The sessions will be held throughout the day on both days, Watch for postings. Because any employee may have the opportunity to complete an incident report, attendance is mandatory. See you there.

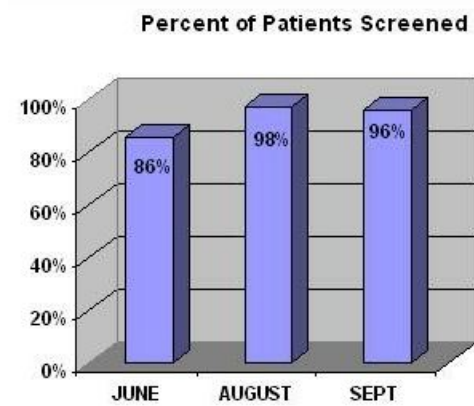
## Quality Initiatives:

### *Pneumonia Vaccine Update*

Thanks to the hard work of the unit secretaries and the nurses on Med-Surg our compliance rate with the Pneumonia Vaccine Improvement Project are the highest they have ever been.

With results not where we were hoping for in June, we took the opportunity in July to re-educate staff. The results at left are a result of hard work and determination. Thanks to everyone!

Brenna Evans, RN,  
Director of Quality



## Caregiver Support Network

Many Tyler employees live every-day with the challenges of caring for a loved one who is ill or in need of care. The demands of this care can be overwhelming at times. In an effort to offer support to these individuals, an informal support network is being formed.

Because the demands of caregiving are so time-consuming, the group will meet together for lunch on Monday, November 5 at noon in the Education Office.

Everyone is invited. Get your lunch and bring it to the Education Office. For more information, contact Gladys Bernet at 301 or Kathe Bartron at 114.

### Dealing With Grief Through the Holidays

Presented by Tyler Memorial Hospital & Heartland Hospice

November 13, 2007  
10 a.m.

Tunkhannock Library

David O'Brien,  
bereavement coordinator

## National Medical Staff Services Awareness Week

November 4-10, 2007

How do you know that when you seek medical care the practitioners you see are properly educated, licensed and trained in their specialty?

During **National Medical Staff Services Awareness Week**, NAMSS recognize Medical Staff Professionals – important members of the healthcare team who are dedicated to thoroughly investigating and verifying the credentials of healthcare practitioners.

These professionals also have expertise in areas such as medical staff organization, accreditation and regulatory compliance, and provider relations.

Stop by Administration on Tuesday, November 6 between 10 and 3:30 and meet Pamela Shields, CPCS, your Medical Staff Services Professional.

As part of the celebration, refreshments will be served and visitors can enter to win a special prize!

The Surgical Exploration Committee will meet on Friday, November 9 at 7 A.M. on Tyler's Fourth Floor.

This committee is being established to guide the future of surgical services at Tyler.

Interested supervisors and staff members are encouraged to attend. Breakfast will be provided.

**HOLIDAY PARTY**  
**SATURDAY,**  
**DECEMBER 1**  
**SHADOWBROOK**  
**INN & RESORT.**  
**WATCH FOR THE**  
**DETAILS!**

## Major Volunteer Milestones

Two of Tyler Memorial Hospital volunteers were recently honored for their impressive levels of service.

**Mildred Kalinauskis**, who celebrated her 90th birthday on October 4 has achieved a record of over three decades of volunteer service and **Onalea Lane** set a record of 20,000 hours of volunteer service on October 6th.

These two volunteers are a fine example of the dedication shown by all Tyler Memorial Hospital volunteers and are to be congratulated for their achievements.

## All Wrapped Up for 2008

The Tyler Memorial Hospital 2008 United Way Campaign is over and the five winners of the \$50 gas card incentives are:

*Thomas Dougherty,*  
*Worthie Kiefer,*  
*Mary Ostrowsky,*  
*Ron Coolbaugh*  
*Christine Gabriel.*

Congratulations to the winners and a huge thank you to all employees who donated to this year's United Way Campaign.

Susan Reese

# STAFF EDUCATION

## Healthcare Provider CPR

November 6, 2007  
8 & 11A.M. or 12:30 P.M.  
Call Gayle at 281 to register. Space is limited

## Adverse Drug Reactions for Nursing Only

November 5, 2007  
11:30 A.M. or 12:30 P.M.

## Infection Control JEOPARDY

November 8, 2007  
11:30 A.M. or 12:30 P.M.  
Join us. Participate & Learn.

## RELAX : You Only Live Once (part 2)

**Loretta LaRoche is back**  
**November 9, 2007**

Come by for some tea & a laugh  
8:30, 9:30, 10:30 A.M. & 12:30 P.M.  
*No reservations necessary*

### Reminder:

Complete Safety "MEET" & Drug and Alcohol Program, if not already completed.

## A Stick in Time



JoAnne Bolin, RN, emergency department, catches Pamela Shields, administration, off guard as she administers Pam's annual flu vaccination during a clinic held last month for employees and volunteers.

Many thanks to Tyler staff and volunteers who rolled up their sleeves for patient safety and personal protection against the flu.

Ninety four people received a flu vaccine during our flu vaccination kick-off, which coincided with International Infection Control Week (October 14-20).

The lobby display included lots of education material, as well as freebies to encourage good hand hygiene.

Vaccine recipients also received cookies as a reward for their participation. A second flu clinic will be offered on November 13 from 7 a.m.-3:30 p.m. in the Education Office.

Kathy Ritter, RN 7

# A Prescription for Success

The theme of Pharmacy Week was *Just Ask*. During the event, Marsha Drungell, pharmacist, and her staff encouraged patients and healthcare providers to utilize the pharmacist for their medication questions and concerns.

"Our goal was to inform patients that even though the Pharmacy staff works behind the scenes, we are an integral part of their care during their stay at Tyler," Marsha explained.

The pharmacy staff was treated to lunch on Tuesday by a local drug company; on Wednesday, the hospital had a reception for all employees with cake and punch in the cafeteria; and the pharmacy hosted an open house on Thursday. All employees who stopped during that event were entered into a drawing to win a Dietrich Theater Gift Bag and Twig's gift certificate. Janice

Sick, RN, chemotherapy, was the lucky winner.



Photographs by F. Patrick Bernet,



Top right: Marsha Drungell, pharmacist gets a helping hand from Lori Travis, RN, chemotherapy in hanging a poster marking Pharmacy Week. Above: Angel Cussins, pharmacy technician, prepares IV's in the new IV hood. Left: Judy Hobday, pharmacy technician, taking medications out for delivery.

## Need an attitude adjustment?

The vast majority of Tyler employees treat everyone - patients, physicians, visitors, volunteers and co-workers with dignity and respect. It is one of things that makes Tyler and the Tyler family so special. But from time-to-time the Customer Service Committee receives concerns from employees about how they were treated by their colleagues.

To address those concerns, the Committee offers a reminder that employees are expected to treat coworkers with courtesy and respect at all times.

The same Customer Service rules which guide our interactions with patients, also apply to our relationships with one another.

If we try to remember at stressful times that everyone is just trying to do their job, maybe we can be more understanding and patient.

We all have an occasional bad day when we don't feel well, are exhausted, are dealing with a personal problem, feel sad about a recent event in our lives, or are frustrated by our responsibilities at work and at home.

But adults, and especially professionals, are able and expected to separate emotions from behaviors. Or to put it another way: We don't take our bad mood out on our co-workers. We behave as grownups.

It is NEVER appropriate to answer a co-worker's request for your help or information with: "It's not my job," or any other negative remark.

The request may not fall within your responsibilities, but if it is something you can easily do - please try to help. Besides offering a kind gesture, your generosity may be returned to you in the form of a helping hand to you one day.

If your first impulse is snarl back at a co-worker, for any reason, please take a deep breath and remember that your colleague is not your enemy. Like you, she is just trying to do the best job for our patients.

# COO Corner

Denise Gieski, acting Chief Operating Officer

## Thanksgiving

As Fall progresses and we prepare for Thanksgiving, I realize that we have many things to be thankful for.

First and foremost are our employees and medical staff. We are so blessed to have these people who, every day, help us to achieve our mission.

I have received several calls and letters recently to offer compliments to our staff. Thank you all, for the things you do each and every day, to help to keep our community healthy, and for the care that you provide to them when they are ill. I am constantly reminded of why Tyler is so special - it is the people that take the time to care, all of you, that makes the difference.

The recent rain is another thing to be thankful for. As many of you know, our well has been acting up a little bit lately. This is most likely due to lack of rain, and I for one, have been praying quite a bit for some substantial rain. I am very thankful for answered prayers.

The planned hospital expansion is something to be thankful for as well.

The Board has recently received an update from Sordoni Construction (in conjunction with Burkavage Design Associates - the architects) and gotten some financial figures.

Now comes the really hard part - paying for everything! Minturn Smith is working hard at finding us funding. We are also looking for an experienced healthcare grant writer to help Minturn in this process.



Denise Gieski, acting COO, left and Ron Coolbaugh, plant engineering manager, (head turned away), give direction to Tyler employees during October disaster drill held in conjunction with P&G.

## Disaster Drill

The Disaster Drill with P&G on October 9 went well. There were areas identified as needing improvement - which is the whole idea behind conducting drills.

The Disaster Team conducted two follow-up sessions after the drill to assess our response. The team is working with hospital departments to fix things that were identified as opportunities for improvement. The hospital will continue to participate in drills so that we can refine our plan.

## Surgical Service

As you may know, we are aggressively looking for a general surgeon. Diana Noreika, our physician recruiter, will be attending a job fair sponsored by CareerMD.com for residents, fellows and physicians in January 2008. We are exploring different ways to find physicians and this is one of them. We will continue to try new recruitment techniques, so if you have an idea, please let us know.

I stated in the opening paragraph

that our employees and medical staff are people for whom I am extremely thankful. A perfect example of one of these people is Dr. Daniel Williams.

Dr. Williams has initiated a *Surgical Exploration Committee* for Tyler. His idea is to look at our whole surgical program, identify where we want to be, and how we are going to get there. This effort would include recruiting surgeons.

The first brainstorming session for this group will be held on Friday, November 9, 2007 at 7:00 a.m. on the fourth floor. Everyone is invited - hospital and medical staff.

Dr. Williams' goal is to identify a committee that will go forward, with the information from the brainstorming session, and work on getting us where we want to be.

I am extremely grateful to Dr. Williams, as well as the entire medical staff for their ongoing support to our hospital. Their commitment to Tyler is tremendous, and I am very "thankful" for that. *Happy Thanksgiving!*



# Drilling for Disaster



The Disaster Drill held October 9 was a tremendous learning opportunity, according to Carol Berry, acting DON. "Everyone did well and I think we recognized some areas for improvement," she said.

Brenna Evans, RN, director of quality, explained that the Disaster Committee has been meeting since July to develop a unique plan that will work for Tyler. The committee is looking for volunteers for the Decon Team. Volunteers should be committed, willing to be educated and able to participate in mock and actual disasters. The team currently has 22 members.

"This is a learning experience," added Gayle Gipson, RN, safety officer, "and that's what a drill is for - to fix problems before a real event."

Photographs by F. Patrick Bernet

## Facebook grows up with many visitors over age 35

The number of Facebook visitors 35 and older more than doubled in June to 11.5 million, or about 41 percent of the site's visitors.

It's a new demographic that will bring changes.

Right now, Facebook allows people some control over what information they reveal to various levels of "friends." Level one is probably ex-dorm buddies and girlfriends, level two might include sales contacts and fantasy-league teammates, and level three is likely to be anyone who signs off on performance reviews.

Visitors find they can build social capital with little effort, maybe just by sending a birthday greeting.

One employer uses Facebook to reach people he can't otherwise find.

On the Web: [facebook.com](http://facebook.com)

## Everyday Excellence

Missy Newton, ultrasound, recently performed a diagnostic procedure on Michael Peyton, 32, a patient with many challenges. Arthur Peyton, Michael's dad, was so impressed with Missy's professional-



ism, kindness and talents that he called Denise Gieski, COO to

recognize Missy's efforts.

"Missy is exceptionally kind, knew instinctively how to handle, not only our son, but us, as parents as well. Missy is a beautiful person in every way and we want her outstanding abilities and talents to be recognized," he said.

Ms. Gieski wrote a letter of commendation to Missy's employer, nominated Missy for a Caught-in-the-Act and personally congratulated her on an excellent job performance.

Congratulations Missy; you set a great example for us all.

## The Little Things in Life

This week, I had the privilege of spending time with Jill Wetzel, wife of Gehred Wetzel, DO. Mrs. Wetzel is putting up a fierce struggle against a unique form of breast cancer, but the overwhelming emotions that she projects are not the sadness or anger that you might expect. Mrs. Wetzel is brimming over with joy and gratitude. (Next month read a full story on Mrs. Wetzel and her battle for wellness.)

In the meantime, as we approach this Thanksgiving season, keep Jill, and others who are struggling, in mind as you sit down with your family and friends at a table, which is probably groaning under the weight of the food, and remember, as she does, to be grateful.

Look at your big turkey and, for a moment, think small. It's easy to be thankful for the big things, our homes, cars, and accomplishments, but it's just as easy to forget the small things that give our lives richness, comfort and meaning.

We take for granted that we have enough food. We don't worry that our food will last through the winter, as does most of the rest of world.

We expect to have a home, be it fancy or plain, but that's not a small thing for many millions of people.

We can take a moment to be thankful for our spouse, children and friends. One of the take-aways for me from my time with Jill, was what she had to say about friends and how she is working hard at deepening all her relationships. Don't take the loved ones in your life for granted. Friendships need nourishing and pay

dividends even after friends are parted from us.

Thank God for sunshine, autumn breezes, and changing seasons. With winter approaching, we can be thankful for our warm jackets, hats and scarves.

I have a nephew who is a vice-principal in a blighted high school in Newark, NJ. Every year at Thanksgiving he collects hats, scarves, gloves and jackets from family and friends to share with these precious children, who often come to school without socks or even a coat. This kind of poverty and neglect is so hard for us to imagine, but it exists, even here in Wyoming County. Keep supporting Seven Loaves and Interfaith Friends.

We can appreciate having lived for another year and that most of our family and friends have done the same. We can even be grateful for the sadness and loss we may have experienced, as we slowly - and often painfully recognize the lessons our tragedies and griefs are teaching us.

You can help your children and guests to embrace the spirit of thankfulness by making a game of sharing blessings anonymously. Take turns during dinner reading each others' lists and try to guess who wrote each one.

What are you grateful for this year? As I sit down at my table this year surrounded by my family, I hope I remember Jill Wetzel and the things she taught me about courage and appreciation of the small things - and I hope I remember to be grateful - very, very grateful.

Gladys Bernet

