

MARCH 2010

NEWS BRIEFS FOR THE EMPLOYEES AND FRIENDS OF THE BON SECOURS HEALTH SYSTEM

## Good Help™ Begins with YOU!

**It's that time of year when Bon Secours Health System invites you to participate in the 2010 Employee Engagement Survey.** All local system and health system office employees are encouraged to participate in an employee workplace survey beginning on March 15th. The Gallup Organization specializes in listening to employees and will be conducting the employee survey for us again this year. Remember that all responses will be kept completely confidential, and the Gallup organization does not share individual responses with anyone. They are careful to combine results so that no one can figure out an individual answer.

"Bon Secours Health System strives to be a high-performing organization, and we know that engaged employees are critical to achieving this goal. That is why it is so very important to know if there are barriers that keep our employees from being engaged and productive," said Rich Statuto, president and chief executive officer. After the survey results are in, Gallup works with designated trainers at each facility to develop action plans for each work group. Work groups then review the results and work with a trainer to make positive changes to improve the workplace.

The survey process is completely automated for convenience and confidentiality. Employees are asked to dial 1-866-888-6987 from a touch-tone phone anywhere in the U.S. to answer 16 questions. Please make sure you have your access code handy when you call. Phone lines will be open from Monday, March 15, through Sunday, March 28, 24 hours a day, seven days a week.

YOU can make a difference    are YOU called to serve?  
do YOU have a best friend at work?    are YOU engaged?  
good help begins with **you**  
do YOU have the tools you need to do your job?  
It's all about helping YOU    we want to hear from YOU

Take a moment and tell us what you think

Call any time to complete your Employee Engagement Survey  
March 15th-28th • (toll free) 1-866-888-6987 • open 24 hours

\*You'll need your confidential access code you received in the mail. List your access code! Call the survey line for information.

BON SECOURS HEALTH SYSTEM    Good Help to Those in Need.

around the system  
**here's the scoop**



## Bon Secours Virginia-Hampton Roads Helps Re-Build Local Food Bank

Bon Secours Virginia-Hampton Roads, along with local humanitarian organization Operation Blessing International and The New Life Christian Center, collaborated to revitalize and expand the Store House, a community food pantry, after it was severely damaged by flash floods from the 2009 nor'easter caused by Hurricane Ida. The Store House supports hundreds of local families in the East Ocean View area of Norfolk, Virginia.

The re-opening of the facility was celebrated on Friday, February 12, with a ribbon cutting ceremony. The next day, the celebration continued with volunteers distributing the newly donated food to local residents in need. Free medical screenings were also offered during the event.

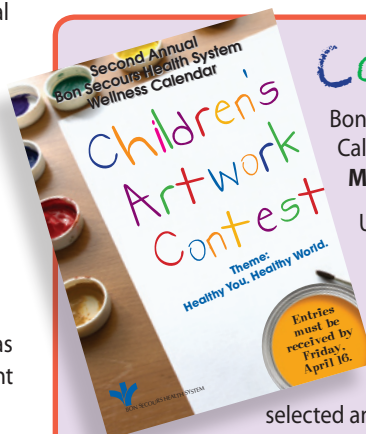
In just three months, the community organizations expanded the structure, renovated the kitchen, added a new deck, and renovated the playground. Operating Blessing International also filled the pantry with more than 40,000 pounds of food, provided a \$10,000 donation, and added the Store House to the organization's Hunger Strike Force, which will result in more than 1,500 pounds of food being delivered to the site monthly.

## Catholic Health Care Networks Launch a Child Health Program in Peru

Four Catholic health care networks have united to launch a major child survival program in Peru. Bon Secours Health System, the Catholic Medical Mission Board, CHRISTUS Health, and Caritas del Peru have developed a new initiative, called Unidos Contra La Mortalidad Infantil, aimed at decreasing morbidity and mortality in children under five years of age in two key regions of Peru.

The \$1.1 million project will be implemented in the regions of Trujillo, Huancayo, and Chimbote, key regions of Peru where Catholic health care networks have ongoing ministries. It will focus on activities that improve prenatal and postnatal care, improve management of illnesses in newborns and children, improve nutrition, and build adequate referral systems.

Sr. Pat Eck, chair of Bon Secours Ministries and Congregational Leader for the Sisters of Bon Secours, said, "Our sisters in Peru have long performed heartfelt and professional outreach to the suffering in Trujillo and Huancayo, but we have always wanted to do more. The Catholic Medical Mission Board has the know-how that will allow us to implement this project in a meaningful way and set a foundation for further expansion as resources permit."



## Calling All Artists

Bon Secours Health System is hosting its second annual Wellness Calendar children's artwork contest. **Entries will be accepted Monday, March 1, through Friday, April 16.**

Using the theme "**Healthy You. Healthy World.**" children are encouraged to draw examples of healthy behaviors people can practice that impact their health and the health of the world.

This year, children and grandchildren, age six to 15 years old, of Bon Secours Health System employees, volunteers, interns and Board members may enter the contest. **Twelve semi-finalists** will be selected and their artwork will be reproduced in the Bon Secours Health System

Wellness calendar. One grand prize winner's artwork will be reproduced on the cover of the calendar. **Watch for more information coming soon in your local system!**

## Health Care Heroes in Hampton Roads

Inside Business: Hampton Roads Business Journal recognized two Bon Secours Virginia-Hampton Roads employees as Health Care Heroes. **Pam Phillips**, vice president of mission for Bon Secours DePaul Medical Center, Norfolk, and at Bon Secours Maryview Medical Center, Portsmouth, and **Dr. Glen Moore**, bariatric surgeon, Tidewater Surgical Specialists, each received the award, which honors individuals and organizations that are making a difference to health care in Hampton Roads.

Phillips and two of her colleagues created a community program, called Life Coaches, that brought two nurses into the emergency department at DePaul Medical Center to work with patients with no medical safety net. The coaches help patients find a "medical home" at a free medical clinic in Norfolk, reducing the inappropriate use of the emergency department and providing a more consistent source of care for these patients. The program at DePaul Medical Center was so successful that the health system is now looking to start a similar program at Maryview Medical Center.

Dr. Moore, who has been practicing bariatric surgery for twelve years, helps extremely obese patients return to a healthy weight through surgical treatment, education and dietary seminars, individual consultations, psychological testing, and support groups. As a result, many of these patients over time are able to dramatically improve their health, quality of life, personal relationships, and personal interactions.



## around the system here's the scoop

### Bon Secours St. Francis Hospital-Downtown Cited in Consumer Reports

In an article on hospital-acquired infections in the March 2010 issue of *Consumer Reports* magazine, Bon Secours St. Francis Hospital-Downtown, part of Bon Secours St. Francis Health System, Greenville, South Carolina, was cited as having one of the lowest rate of central-line-related bloodstream infections in the intensive care unit. In fact, St. Francis had no infections during 3,465 central-line patient days, and was one of the best performers not only in South Carolina, but also among hospitals in the other states listed.

### Orthopedic Programs in Hampton Roads Designated Blue Distinction Centers

Anthem Blue Cross and Blue Shield of Virginia has designated orthopedic programs at Bon Secours Virginia-Hampton Roads Blue Distinction Centers for spine surgery and joint replacement. Bon Secours Maryview, Portsmouth, was recognized for spine surgery, Bon Secours DePaul Medical Center, Norfolk, and Mary Immaculate Hospital, Newport News, were recognized for both spine surgery and joint replacement programs.

The Blue Distinction Center of Excellence for Spine Surgery and Center for Excellence for Joint and Hip programs were developed with input from expert physicians and medical organizations and include a comprehensive evaluation of structure, process, and outcome measures. Blue Distinction Centers demonstrate a commitment to quality care and offer comprehensive inpatient surgical services. To be selected for this prestigious status a facility must demonstrate excellent performance, including prevention of post-operative infections, use of evidence-based medical guidelines, post-operative pain management, physician credentialing and training, and low rates of re-admission following surgery.



### Miss USA, Miss Universe, and Miss Teen USA Visit Schervier Nursing Care Center

In a special Valentine's Day celebration at Schervier Nursing Care Center, three beautiful young women – Kristen Dalton, Miss USA 2009; Stefania Fernández, Miss Universe 2009; and Stormi Henley, Miss Teen USA 2009 – spent time with Bon Secours New York Health System residents.

The women also took time at Schervier to help promote the upcoming "Bon Secours in Bloom" Schervier Gala at The New York Botanical Garden on March 25, 2010. A dinner with the yet-to-be crowned Miss USA 2010 will be auctioned off at the Gala.

### GREEN TIP

If you like to dress in style,

but want to protect the earth's resources, become "eco chic" and wear only environmentally friendly clothing such as shirts or blouses made from renewable sources like organic cotton, hemp, bamboo, or soy.

### Roslyn Brock Named NAACP Chairman

Roslyn M. Brock, vice president, advocacy and government relations, Bon Secours Health System, has been appointed chairman of the NAACP, the national civil rights organization. Brock has served as vice chair of NAACP since 2001, and was the first woman to be selected chairman, a position that is chosen by NAACP's 64-member board of directors.

Brock joined Bon Secours Health System in 2001 and during her tenure has served in leadership roles for philanthropy, diversity, advocacy and public policy. For the past two years, Brock has worked as a lead voice representing the health system's various legislative positions, advocating strongly on behalf of the uninsured, and actively promoting health reform.



BON SECOURS HEALTH SYSTEM

The Blue Online is published monthly by Bon Secours Health System. Send material you would like included to [diana\\_stager@bshsi.org](mailto:diana_stager@bshsi.org).