



Neshoba County General Hospital - Nursing Home

January/February
Issue 1

The General

From the CEO

By Scott Barrilleaux



GOALS: To get started, you must have a destination.

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February is one of my favorite months of the year. Our New Year's resolution have been made and broken by now, Valentine's Day gives us the perfect opportunity to say to our loved ones how much they mean to us, and most of the time we are getting ready for and celebrating Mardi Gras.

Here at our hospital and nursing home February is a month that gives us a chance to evaluate where we are in our progress toward our annual goals and to redouble our efforts to continue the recent success that we have been experiencing.

The Senior Leadership Group has rededicated itself to implementing the Studer Group philosophy of leading by achieving goals that prove to our board, our community and most of all to our patients and their families that we are dedicated to providing affordable quality care to Philadelphia.

Neshoba General is on the brink of making huge strides toward better facilities, better technology, better patient care and better guest relations. Your

leadership team and I are seeking financing and funding at every possible level to make these improvements a reality in the foreseeable future. But no matter how new our facility, how cutting-edge our technology none of it will matter without our dedicated staff.

We need every single individual to dedicate themselves to improving patient care in the New Year. We need you to be involved in every step of the way as we advance our hospital and nursing home and we need your patience and commitment to achieving a standard of care that exceeds anything that our patients have ever experienced.

We are not making New Year's resolutions. We are making New Year's goals and commitments to be better at everything that we do. I commit to providing my best effort to you throughout this year and hope that you will do the same.

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EMPLOYEE of the YEAR

GIGI POSEY

Data Processing



Last December, at our annual Christmas party, Gigi Posey received the highest team member honor of “Employee of the Year”. Gigi was the October Team Member of the Month, and was nominated because her fellow team members felt she was such a dedicated employee of Neshoba Hospital and Nursing Home for many years. Gigi joined our staff right out of school and has been an inspiration to many of our employees. Her present role has her doing what appears to be enough work for more than one person under normal conditions. She, however, in words similar to “Nike”, just does it because she knows it must be done. Her appearance is impeccably fashionable and her attitude is positive. She has the get it done attitude that it takes to be the team member of the month. If you

have a problem with the main computer system (AS400) of the hospital she is the one to call and is ready and willing to get the problem solved. Admissions calls for her assistance not only during her 8 hour shift but also during the wee hours of the night. Talk about dedication- she has it. I have seen her work right up to the day before of delivering one of her beautiful baby girls. No! You won't hold this girl back. When she is on a mission nothing will stand in her way. Talk about spunk, this girl has it. We are proud for her to be on our team.

INSPIRATIONAL Corner

Submitted by: Myra Byars

At the dawn of not only a new year, but also a new decade, we think of new beginnings. The following is from a “Dear Abby” column several years ago and may help us keep our good intentions in focus.

JUST FOR TODAY: I will live through this day only. I will not brood about yesterday, or obsess about tomorrow. I will not set far reaching goals or try to overcome all of my problems at once. I know I can do something for 24 hours that would overwhelm me if I had to keep it up a lifetime.

JUST FOR TODAY: I will be happy. I will not dwell on thoughts that depress me. If my mind fills with clouds, I will chase them away and fill it with sunshine.

JUST FOR TODAY: I will accept what is. I will face reality. I will correct those things I can correct and accept those I cannot.

JUST FOR TODAY: I will improve my mind. I will read something that requires effort, thought and concentration. I will not be a mental loafer.

JUST FOR TODAY: I will make a conscious effort to be agreeable. I will be kind and courteous to those who cross my path and I'll not speak ill of others. I will improve my appearance, speak softly, and not interrupt when someone else is talking.

JUST FOR TODAY: I will refrain from improving anybody but myself.

JUST FOR TODAY: I will do something to improve my health. If I'm a smoker, I'll quit. If I am overweight, I will eat healthfully—if only for today. And not only that, I will get off the couch and take a brisk walk, even if it's only around the block.

JUST FOR TODAY: I will gather the courage to do what is right and take responsibility for my own actions.

From Human Resources

Submitted by: Hedda Stewart
Human Resources Director

I hope everyone had a wonderful Christmas and happy New Year. As we begin this new year, it is again time to think about taxes. January is a good time to take a few minutes to review your current filing status and withholding allowances to assure that they are accurate. Over the past year, situations may have occurred that would necessitate a change in your federal and/or state withholdings or filing status. Events such as marriage, divorce, birth or death of a dependent, additional income, changes in employment by you or your spouse, dependent changes, income changes, and a magnitude of other situations could make it necessary to change your filing status or your allowances on your Form W-4 and/or Mississippi Employee's Withholding Exemption Certificate. If you experienced any of these events during the year, you may want to consult your tax professional for advice. If you have any questions about your current allowances on your Form W-4 and/or Mississippi Employee's Withholding Exemption Certificate, you may contact the Human Resources department at 601 663 1365.

If you and your tax professional determine that a change is beneficial or necessary, you can make those changes by simply completing a new Form W-4 for any changes in your federal withholding or federal filing status and a Mississippi Employee's Withholding Exemption Certificate for any changes in your state withholding or state filing status. These forms may be obtained from your tax professional, your department manager, or Human Resources. Once you have made the necessary changes on the appropriate form, return that form to the Human Resources department for processing. This review will take only a few minutes of your time and could prevent incorrect tax withholding or filing status.

NEWS and NOTES

Customer Services Tips of the Month

January, 2010

Submitted by: Beverly Lilley,
Education Director

To provide excellent customer service, smile when on the phone with a customer – your attitude will be reflected in your voice

Always show courtesy and respect, especially if a customer is upset.

Read details back to the customer to be sure that you have gotten them right.

Smile when you are on the phone with a customer – your attitude will be reflected in your voice.

Quotes from 2007 The Positive Line ASI

CUSTOMER SERVICE MENU:

Everyday Specials are:

COURTESY
SMILES
ACCURACY
PROFESSIONALISM

**AND...THEY ARE ALL SUPER-SIZED AT
NO EXTRA COST!!!**

Neshoba County General Hospital Gets "Brilliance-16" CT Scanner

In November, 2009 NCGH-NH took advantage of major purchasing discounts and incentives with Philips Medical and upgraded our CT scanner to a brand new, state-of-the-art system. One major advantage is its scan speed: our new scanner allows for much faster scan times (critically important in trauma situations), said Kerry Smith, Imaging Director. Rapid report-turnaround-time equals better patient care! The Brilliance CT scanner by Philips is a 16 multi-slice configuration which means that it generates 16-slices (images) per revolution.

Philips worked very hard to make our installation and training very smooth. With our new facility plans in the works, Philips also agreed to relocate this new scanner to our new facility once construction is complete.

On a personal note, I would like to thank all of my staff for their hard work during the difficult transition from the old scanner to our new system. Not only did they have to learn the brand new Philips scanner, but also had to learn a mobile system which was brought in to keep CT services available during the 10-day upgrade. A big THANKS also to our maintenance guys for totally remodeling the CT suite prior to the new installation! We are very fortunate to have such a great team here at The General!

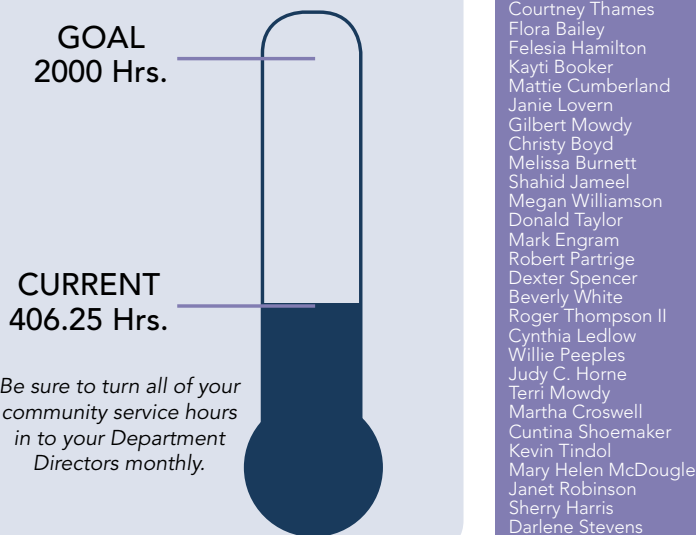
Sincerely,

Kerry Smith, Imaging Director-PACS Administrator, NCGH

Neshoba County General Hospital – Nursing Home & Philips Medical; One "Brilliant" combination!

Community Service

NCGH-NH has set a facility-wide goal for community volunteer hours. We are to provide a total of 2000 volunteer hours throughout the year. Our fiscal year is October 1, 2009 through September 30, 2010. So far, at the end of December 09, we have accumulated 406.25 of the 2000 required. We encourage all team members to represent NCGH-NH while participating in community events.



JANUARY/FEBRUARY 2010 BIRTHDAYS:

Larita Goforth	January 2
Jacqueline Maxey	January 2
Jonathon Gray	January 3
Brenda Murray	January 3
Jammy Rodgers	January 3
Grace Santateresa	January 3
Brooke Smith	January 6
Lisa Ross	January 7
Pamela Wade	January 7
Tammy Walters	January 7
James Case	January 9
Linda Stevenson	January 9
Mary Tate	January 9
Linda Kay Anderson	January 11
Bobbie Coleman	January 13
Brenda Houston	January 14
Elizabeth Knight	January 15
Teresa Redmond	January 15
Wendy Gray	January 16
Belinda Long	January 16
Melissa Stevens	January 16
Cynthia Alford	January 17
Kimberly Crocker	January 17
Hilton Fairchild	January 17
Sara Winham	January 17
Elnor Whittington	January 18
Larry Johnson	January 19
William Vaughn	January 20
Sarah Jones	January 21
Courtney Thames	January 22
Flora Bailey	January 24
Felesia Hamilton	January 24
Kayti Booker	January 26
Mattie Cumberland	January 26
Janie Lovern	January 26
Gilbert Mowdy	January 26
Christy Boyd	January 27
Melissa Burnett	January 27
Shahid Jameel	January 28
Megan Williamson	January 28
Donald Taylor	January 30
Mark Engram	January 31
Robert Partrige	January 31
Dexter Spencer	January 31
Beverly White	February 1
Roger Thompson II	February 2
Cynthia Ledlow	February 3
Willie Peeples	February 4
Judy C. Horne	February 6
Terri Mowdy	February 6
Martha Croswell	February 7
Cuntina Shoemaker	February 7
Kevin Tindol	February 7
Mary Helen McDougale	February 8
Janet Robinson	February 8
Sherry Harris	February 9
Darlene Stevens	February 10
Joni Walker	February 10
Chris K. Fortune	February 11
Joseph Tullos	February 11
Martie Vaughn	February 11
Thomas Gibbs	February 12
Kelli Mitchell	February 12
Velma M. Moorehead	February 12
Nancy Clark	February 13
Angela Gray	February 13
Tammy Willis	February 13
Becky Creel	February 14
Lavonda Duskin	February 14
Melody Vowell	February 14
Amelia Yates	February 14
Carla Adams	February 15
Allen Curry	February 15
Sheryl Willis	February 15
Sarah Coleman	February 16
Ricky Morgan	February 16
Michael Bishop	February 17
Tyresha Smith	February 17
Swanna Davis	February 20
Danielle Moody	February 20
Amy Norris	February 20
Darryl Adams	February 21
Frank R. McNair	February 21
Michael Shrock	February 21
Peggy Stokes	February 21
Jana Sansing	February 22
Gay Flake	February 23
Sabra Stubblefield	February 24
Stephanie Brown	February 25
Brenda M. Jayroe	February 25
Robert Richardson	February 25
Scott Barrilleaux	February 25
Rhonda Sutterfield	February 26
Bashar Ghoshen	February 27
Ricky Griffin	February 27
Scottie Wallace	February 27
Gwen Ryals	February 27
Joy Buchanan	February 29

NURSING HOME Update

Nursing Home Activity Department Update:

Submitted by Sarah Coleman

Happy New Year! The Nursing Home Activity Department is starting the year off with a blast as usual. We will be celebrating National Activities Professional Week Jan. 17-22nd

Highlights for Jan. 2010

- Jan. 10 at 2pm we hosted – Liberty Choir (Gospel Singing)
- Jan. 15 at 2pm we had a “Road Trip” – Tushka Hashi Trip (Choctaw Reservation)
- Jan. 16 at 2pm – we hosted - Southern Heritage (Gospel Singing)
- Jan. 22 at 2pm - we hosted - Cato Clothing Store (shopping trip)

We are also very excited to announce we have implemented an exercise program inside the nursing home – “Let’s go Walking”. To encourage our residents to get more exercise, we take a walk around the corridors on Tuesday mornings around 9:45 am. Fun for all..

Note to all team members: If any of you would like to volunteer to participate with any of our activities, please contact Sarah Coleman at extension 442. Our residents love to see you all.

Long Term Care Comments

Roger Cole, RN, NHA

In the work place there are three things that all of us can do that cost no money and little time and yet will help us all have a better, friendlier environment and improved guest relations. These 3 things were written about on the Studer web site.

1. The 10-5 rule: when you are walking in the facility make eye contact and smile with anyone you meet when you are about 10 feet away, and at a 5 foot distance offer a short, simple greeting, “good morning”, “hello”, or something else that is friendly and welcoming. I’ve often heard compliments from visitors on the friendliness of staff at our facility.

2. Take ownership of our grounds and building: If you see a piece of trash – pick it up. If something is broken, damaged or unsightly – report it. Help keep all areas neat and clean. Remember, a dirty, unsightly health care setting does not instill confidence in the public’s mind about the quality of care we deliver.

3. Escort guest to their destination: The lay out of our facility can be very confusing. By helping guest get where they need to go you are displaying the care we have for our customers.

HOSPITAL SOCIETY PAGE



Mr. Barrilleaux rests after cooking his famous jambalaya



Andy Sharp & Ricky Morgan working on the pork, while Dale Joyner and Scott Breazeale watch.



Congratulations to Beth Burns as she makes way to receive her 35 year service pin!



Paige Posey and Josh Jackson were united in marriage on December 5, 2009. Paige is one of our Team Members working as a Registered Nurse on 2nd floor, and is the daughter of Keith and Gigi Posey. Josh is the son of Bobby and Virginia Jackson.



Kerry Smith presents Aarah Sharp with her service pin.



Jennie Barrett presents Mashelle Harrison with her service pin.



Betty White presents Joy Walker with service pin