I’m pleased to report that JRMC will start 2015 with a much better financial outlook than a year ago. The changes in the healthcare industry, and the adjustments we have made to remain viable following those changes, have been challenging for our hospital and employees. Fortunately, we’re turning the corner after some tough times, and our first-quarter financial report was good.

In January 2015, an across the board pay increase of 1.5% will be implemented. In determining this amount several factors were taken into account. First, Arkansas hospitals were surveyed about their 2015 wage adjustment plans. Approximately 50% of the hospitals surveyed reported no salary increases were planned. For most of the remaining hospitals surveyed a range of 1% to 2% was the amount planned and budgeted for salary increases.

The second factor carefully considered was the sustainability and financial impact of a wage adjustment. A 1.5% increase has a financial impact of roughly $1.3 million in increased cost, thus we needed to ensure this would not disrupt our recovery.

Again, the good news is we are recovering and our results are improving. Our budgeted increase is in line, if not better, than other Arkansas hospitals that responded to our survey and larger than the previous year. There are no reductions to benefits and JRMC continues to offer a comprehensive and competitive benefit package.

We’ve already begun thinking and planning for FY 2016 and hope to implement larger increases. We’ve received input from some employees that you’d like to return to the merit program with pay increases based on performance and a sliding scale increase versus the across the board approach. We are certainly open to that and are giving it much consideration.

The outlook is positive. Volumes are increasing. Losses have been eliminated and we are starting to see positive financial results. We are successful in recruiting new physicians and hope to have greater results again this year, as we did last. We have more physicians conducting clinics throughout Southeast Arkansas than ever before and we are seeing more referrals as a result. Our patients continue to send many positive comments and letters about the care they receive. Our quality scores are good and continue to improve and on key metrics scored by the government we perform better than most Arkansas Hospitals (including Baptist, St. Vincent, and UAMS). We are continuing to invest in new equipment and technology and we continue working on the new hospital. The ER expansion will be complete in a few months and we’re exploring developing new urgent care and primary care centers.

Yes, we may be operating in a challenging market and yes, we are experiencing one of the most transformative and tumultuous times in the history of modern healthcare. But we are resilient, strong, and committed. Your commitment to our hospital, in good times as well as challenging times, is the reason JRMC continues to survive. As long as we work together, we can ensure a bright and healthy future for the residents of Southeast Arkansas.
Priscilla Lancaster Receives DAISY Award

JRMC’s November DAISY Award winner is the first to receive nominations from a coworker, a physician, and three different patients!

Priscilla Lancaster, LPN, works on the Rehab unit, and as you can see from the photograph on the left, she was very surprised by the announcement. Her patients, however, are not. Mark Palmer says: “She is very caring and has an outstanding personality.” Jessie Thomas says: “This is a good hearted nurse who takes time to explain my treatment and medications to me. She is awesome.” Rose Gardner agrees: “I love how she took care of my mother. If she had to come back to this floor, I would ask for Priscilla personally.”

The DAISY award was established by the family of a young man who received incredible care from his nurses in his last days of his life. It is given to exceptional nurses nationwide, and we are extremely proud to add Priscilla to the list of JRMC recipients! Congratulations and thank you for representing JRMC so well!

Watch the Video
Click here to watch from inside JRMC
Click here to watch from outside JRMC

Time to Prepare for Open Enrollment

Open Enrollment is just around the corner, so this is the time to review your current elections in preparation for 2015. The link to the Employee Benefits Portal is https://secure.bswift.com/default.aspx?abbrev=jrnc.

There will be no significant changes to our benefits in 2015. There will be a slight increase in health insurance and vision premiums. There will be also more employees eligible for health insurance as a result of the Affordable Care Act. Any employee that averaged 30 or more hours per week between October 1, 2013 to September 30, 2014 will be offered health insurance regardless of employment status (Part-Time, PDN or JSS). Newly eligible employees meeting the 30 hours/week average requirement will be notified by HR in a separate e-mail.

ALL employees eligible for health insurance MUST elect or decline coverage. JRMC is required to verify you were offered health insurance whether you accept it or not. JRMC could be fined by the IRS if we cannot confirm you were offered health insurance. Failure to elect or decline (waive) coverage by the end of the open enrollment period may result in suspension from work until an election or declination is made.

Human Resources Corner

Send us your news and BRAVO recommendations!

E-mail us: rowland@jrnc.org

Call us: extension 7538
Annual Report Tells JRMC Story

In the last issue of Pulse, we shared some of the information published in JRMC’s recently released annual report - information that explains who we are, what we do and how we are uniquely focused on the needs of Southeast Arkansas. In this issue, we have more information from the report, brought to you by President & CEO Walter Johnson.

Watch the Video

Click here to watch from inside JRMC  Click here to watch from outside JRMC

Thanksgiving Closings

Pharmacy: Closed November 27 & 28
HealthCare Plus: Closed November 27 & 28
Wellness Centers: Closed November 27
No classes Nov. 27-29

The 2014 United Way fund raising campaign is currently underway, and so is JRMC’s internal campaign. You should have received your pledge card by now, and we encourage you to give your fair share to this extremely worthy cause.

The United Way of Southeast Arkansas serves 25 agencies in 16 counties. It’s a local organization serving local people, providing assistance to more than 30,000 people in need each year. Best of all, 99 percent of donations stay in Southeast Arkansas, helping the people who live here.

JRMC’s fund raising goal this year is $85,000. Please fill out your pledge card and turn it back in to your supervisor. Your donation, no matter how small, can make a difference in someone’s life. And if you give your Fair Share - one hour’s pay per week - JRMC will give you four hours of PTO!

United Way Partner Agencies: Access Inc. • American Cancer Society Mid-Southern Division • American Red Cross • American Social Health Association • The Area Agency on Aging • The Arkansas Foodbank Network • The Boy Scouts of America, Quapaw Council • The Boys and Girls Club of Jefferson County • The CASA Women’s Shelter • The Character Council of Southeast Arkansas • The Children’s Advocacy Center • Gifts in Kind Arkansas • Girl Scouts-Diamonds Council • Jefferson County 4H • Jenkins Memorial Center • Jenkins Industries • Medical Aid • Neighbor-to-Neighbor • Jefferson County RSVP • The Salvation Army • Southeast Arkansas Behavioral Healthcare System • USO • Voices for Children / Court Appointed Special Advocates

The United Way of Southeast Arkansas’ annual campaign is being chaired by Rebecca Pittillo, Director of Communications, Outreach and Public Relations at JRMC. The goal for Southeast Arkansas is $1,240,000.
December 5: Lighting of the Auxiliary’s Community Christmas Tree. 5:00 p.m.

December 10 & 11: Bell Ringing Volunteers are needed to ring the bell at Wal Mart for the Salvation Army. To schedule a time, call Brent at extension 7357.

December 17: Christmas Dinner

December 18. Auxiliary Bake Sale. 42nd Street Lobby, 7 a.m. until ...

Right Now: The charge limit in the JRMC Gift Shop has been increased to $550 for the holidays. Stop by and see all the seasonal items already on display!

Honor Loved Ones with a Light

Make a donation of $3 to the JRMC auxiliary, and a light on the Community Christmas Tree will be named in honor or in memory of your friend or family member! In addition, an acknowledgment card will be sent to the person of your choice informing them of your gift. If you would like to participate in this Auxiliary fund raiser, send checks to: JRMC Auxiliary, Marnell Clement (Auxiliary Treasurer) 6102 Mulberry Street, Pine Bluff, AR 71603

FLASHBACK

To say things have changed since JRMC opened is an understatement. As you know, we started out as Davis Hospital down on Cherry Street, before the current facility opened in 1962. Take a look at a couple of pages from this patient handbook, printed 55 years ago!

PLAN FOR YOUR EXPENSE

If you do not have hospital insurance, you will be expected to make a signed open admission to the hospital of approximately one week’s charge for the same.

EXPENSEES REQUESTED:

Person’s name ____________________________
Sign here ____________________________
Amount requested ____________________________

It is the hospital policy to provide a modest financial assistance to those of limited means. If a patient must be denied services, the patient may be advised of the appropriate payee and arrangements for termination of service.

A copy of the above form should be made at time of admission to the hospital, unless you have hospital insurance or are able to pay your hospital bill in full when checking out of the hospital.

DAVIS HOSPITAL
500 W. 19TH STREET
POINTE BLUFF, ARKANSAS

January 1, 1968

B. C. Warren
Administrative Director

OBSERVE CHECK-OUT HOUR

The check-out hour was established so that funds could be expeditiously and immediately given to the needy admitted patients. In consideration of this, it would be appreciated if you would plan to leave your room as soon as you are discharged as possible.

The check-out time is 11:00 A.M. Patients residing after 11:00 A.M. may be charged for another day.

The Garson’s office will be open from 8:00 A.M. to 4:00 P.M. weekdays, and 8:00 A.M. to 1:00 P.M. Saturdays and holidays. Please arrange to pay bills during these hours.

Land of Lights and Legends
Now Open at Regional

Come see JRMC’s light display! Open at 6 p.m. each night through December 31st!
What do singing, bodybuilding and JRMC have in common? That’s easy - Danny Holcomb.

Danny is the Facilities Director at JRMC, which means he’s responsible for the maintenance of equipment and the upkeep of the physical plant. But he’s also taken an interesting path on his way to JRMC. Some of Danny’s journey you may be familiar with, and some may come as a surprise.

Danny is one of five sons born to Baptist minister Bill Holcomb and his wife Melba. The elder Holcomb served at Sulphur Springs Missionary Baptist Church when Danny was growing up, and Mrs. Holcomb made sure her boys had an appreciation for music. “She played guitar and piano,” Danny says of his mother, “and we inherited a love of music from her.” When Danny was 12, he saw his first Southern Gospel concert and he was hooked. All the boys enjoyed singing, but Danny and his brother Mike were more serious about it than the rest, and in 1973, when Danny was 13, the pair traveled to Memphis to compete in a national talent search. They won, and the first incarnation of the Holcomb Brothers was born. In the 1970’s and 80’s, Southern Gospel music was extremely popular, and all five brothers began performing together, with Danny singing tenor. They played as many as 170 performances a year at concert venues all around the United States. Danny also sang and played drums with secular groups for a number of years.

Another common interest between Danny and Mike was fitness. Both high school athletes, they wanted to remain in shape after graduating, and started a fitness regimen together, which led to an interest in bodybuilding. Danny competed for a few years, and in 1988, was named Lightweight Mr. Arkansas Bodybuilding Champion. “It was fun, but it was a lot of work. We had to pay very close attention to what and when we ate, and I spent about five hours a day, six days a week in the gym. When you have a family, your priorities change.” Danny’s family is also part of the JRMC family. He is married to Karen Holcomb, RN, of 2 North West. Their daughter, Nikki, is a student at the JRMC School of Nursing, and their son, Daniel, is a math teacher who still works PDN in the JRMC pharmacy. Danny joined the JRMC team in 2007.

While music has always been Danny’s first love, he stopped singing for several years following the death of his brother, Tom. Today, the Holcomb Brothers has become the Holcomb Family. Nikki and Daniel perform with their dad at times, and the group plays 35-40 dates a year in half a dozen Southern states. Danny also sings in the choir and the praise band at Watson Chapel Baptist Church - all opportunities to practice the religious faith his family passed down to him as a child. “These days, we sing because we enjoy it and because we can help people. Sometimes people are sick and need some help. We had a friend whose father had died and the family couldn’t afford a headstone, so we took care of it. Those are the things that make it really worthwhile - the music and the people.”
Letters to JRMC

“For the last several years our hospital, Jefferson Regional Medical Center, has been kicked around pretty good; either by disgruntled employees or spoiled patients that couldn’t have it their way all the time! Whatever the case, I would like the people of this community to know the truth from first-hand experience.

When I turned sixty, it seems that my body went south on me, finally getting to the point where I needed to be hospitalized for a rather substantial length of time.

I was admitted into the emergency room when Dr. McClure was on call. This was the third time I was blessed to have Dr. McClure care for me in the ER. I am such a hard stick that it is next to impossible to get an IV started, so a central-line had to be put in, which Dr. McClure did rather nicely, if that could ever be considered nice.

I cannot possibly remember everyone’s name that cared for me. Please forgive me, but I was not in very good shape. They had suspected blood clots near my pancreas, which had to be biopsied; scar tissue that had to be repaired, an adhesion that need to be fixed, and they found after testing that my gall bladder had to go! That was a lot to have done seemingly all at once. I was also taking blood thinners, which they found were causing me to bleed internally. That merely complicated things. Thanks to Dr. Masood’s marvelous wisdom I won’t ever have to take that medicine again.

The doctors were some of the finest I have ever had, and with a history of Crohn’s Disease, I have had more than my share of cutting on me. Dr. Workman was the physician two years who positioned an IVP filter inside me to filter my blood, saving my life. This time, the same amazing man did the biopsy on my pancreas. He always seems to be in the background, never receiving the credit due him. I salute you, sir! Then there was Dr. Bitzer. He is one of the finest surgeons I have ever met. He was always attentive, visiting every day checking on me, being sure everything was all right. My primary care physician was the best, Dr. Timothy Wilkin. He followed up on everything, checked and cross-checked every procedure, every medication. To my great pleasure and surprise, my Anesthesiologist, Dr. Ferdinand Samuel, prayed the most beautiful prayer over me, the nurses and surgeons just as I was going into my procedure. That was truly the icing on the cake.

I would truly be remiss if I did not tell you of the tremendous care I received on 3 North East. The nurses were amazing, to say the very least. In all the years I have ever had to be hospitalized, I have never received the care that I received there. They were above and beyond. Even as busy as they were, they never failed in taking the very best care of me. When a situation called for immediate action, there was no hesitation, no pause or guess work. They were professional always, with compassion unmatched, like in the closest family. During that length of time, they were my family and I could never thank them enough. God bless you all, a hundred fold.

So the next time you hear someone trying to gauge our hospital, say with confidence, You couldn’t possibly be talking about JRMC. I know better!”

Rev. Dennis Snyder
White Hall

---

“Dear Dr. Adams (HealthCare Plus),

Thank you for taking such good care of me. The clinic was very busy, yet you took the time to talk to me and discuss future care.

I’d also like to say a big THANK YOU! to Martha. She did an awesome job, and exhibited care and compassion that makes her a top-notch nurse!

Thank you all for making the visit as pleasant as possible!”

Donna Cox

“My husband and I want to say thank you to the kind, caring and thoughtful nurses, staff and housekeepers at JRMC. We wouldn’t have expected any better service.

Thank you and God Bless all of you.”

Valentino and Hazel Turchi

Departments: If you receive a complimentary letter or e-mail, please share it with us at rowlandl@jrmc.org.
Patient Satisfaction Comments
First Unit Report • October/December

“The Doctor was very good with my care, and I appreciate the surgery that he did. He did an excellent job with my surgery for both my wrists. My left and right wrist were fractured, and he did an excellent job in the repair for both of those wrists. I just want to let him know that, and I thank you very much Dr. Pollard.”

I would just like to say is the work that you all are doing was outstanding, and I would ask if you could continue to serve your patients in that manner, especially with bedside manner. People are very comfortable when things are explained to me in a thorough way. The doctors, the nurses, they all handle me in such a professional manner. My hope and prayers are that you guys continue to hire people such as these, and I think your facility will definitely prosper from doing so.

“Just keep the good work up. Keep your employees happy, and just keep going like it’s going I say, and do all the improvements that they can.”

Allscripts Spotlight

Snack Task with HS Insulin

Beginning this month, when a patient has insulin scheduled at bed time, a follow up task will be generated for an HS snack. This is to serve as a reminder for the nurse to offer a snack after giving the bedtime dose of insulin.

The nurse will need to mark the task as done or not done. If not done, she will need to document why on the eMAR. The nurse can free text a reason, or utilize the reasons listed inside the task not done dialogue box.

For assistance, call extension 7730 or contact the Operator.
Community Events

Potpourri - Encore
Friday & Saturday, December 5 & 6
Arts & Science Center

Nature Craft: Mouse Candy Cane Craft
Saturday, December 13
Delta Rivers Nature Center

Old Towne Christmas
Saturday, December 6
Pine Bluff Convention Center

Christmas Open House: James Hayes Art Glass
Saturday, December 13 10 am - 4 pm
Glass blowing demo, holiday gifts

67th Annual Pine Bluff Christmas Parade
Saturday, December 6
Main Street, Pine Bluff

The Spirit of the Holidays: Music of the Season
Pine Bluff Symphony Orchestra
Sunday, December 14
Pine Bluff Convention Center

The Little Mermaid
December 11 & 12
Arts & Science Center

JRMC Offers Discount Magic Springs Tickets

What a great Christmas present - tickets to fun in the sun next summer! JRMC has teamed up with Magic Springs to offer discounted tickets to our employees! Right now, you can go to the special JRMC section of the Magic Springs website site and receive discounts on season passes. Also, if you purchase four season passes before January 1st, you’ll receive a free parking pass! (After filling out season pass holder information, you will see the selection for complimentary parking). General admission tickets will be available for sale after the first of the year, again at a discount for JRMC employees.