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Oklahoma's

Genaro Cabrera, RN, works with critical care patients while responding to the needs of family members, staff and physicians at Mercy Hospital in Oklahoma City.

by James Coburn Staff Writer

May 16, 2016

Being a nurse working in an intensive care unit is the best place to be able to put all the pieces together that Genaro Cabrera learned in school, he said. It brings together the clinical picture with diagnostics and labs to learn the path of physiology, said Cabrera, RN, ICU flex nurse at Mercy Hospital in

Oklahoma City.

Cabrera earned his Bachelor of Science in Nursing degree from the University of Central Oklahoma in the fall of 2012. He has been with Mercy for

Information for the Oklahoma Nursing & Health Care Professional

three years always working in the intensive care unit. e is certified continual ement renal а v, round making ra an excellent to work with dealing with patient he

CABRERA Page 2

OBU Recognizes Nursing Graduates During Pinning



photo by Bill Pope

Oklahoma Baptist University honored 24 graduating nurses during the College of Nursing's Pinning Ceremony Thursday, May 12, at 3 p.m. The ceremony took place in Raley Chapel's Potter Auditorium on the OBU campus in Shawnee. Pictured, left to right: Wendy Fixico of Shawnee; Travis Michael DeWall of Enid, Oklahoma; and Rachel Evans of Newalla, Oklahoma, were among the nursing graduates recognized during the ceremony.

Oklahoma Baptist University honored 24 graduating nurses during the College of Nursing's Pinning Ceremony Thursday, May 12, at 3 p.m. The ceremony took place in Raley Chapel's Potter Auditorium on the OBU campus in Shawnee.

Dr. Joe Rawdon, OBU alumnus and assistant professor of nursing, led the invocation. OBU President David W. Whitlock welcomed the graduates and their guests.

Dr. Lepaine Sharp-McHenry, dean of the OBU College of Nursing, made introductions and greeted the graduates and guests, while Dr. Allison Huebert, an alumna from the OBU class of '92 and physician at Norman Regional Health System, addressed the graduating students.

A group of senior nursing students presented "It Is Well With My Soul" as a musical reflection during the ceremony. The group included Rachel McCloy, piano; Anice Hunter,

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CABRERA Continued from Page 1

currently has in renal failure. The certification requires orientation and applied studies in a class to prove proficiency.

"I'm flex, so I can do resource. I can do charge occasionally and work with sicker patients like this," he said.

What he admires about the Mercy ICU staff is their positive attitude combined with an overwhelming sense of being a team.

'You're never alone. If you need help you can ask anybody even if it's a busy day," he said. "If anybody is there to help they will offer a helping hand. I think that is what I like the most."

Working in the ICU means working with two critical patients at one time for Cabrera, he said. That is how the acuity functions in the ICU. He said there are certain occasions when they can take care of three patients, but during those times they must be of lower acuity.

"We see anything from an observation to someone coming in with multi organ failures, bleeding and stuff like that," Cabrera said. Family interaction with nurses is also a major part of what Cabrera provides in the ICU, he continued. Anticipating a doctor's need also translates very well to anticipating the needs of family, he said.

"So I have to be the main mediator and facilitator for everybody essentially," he said. "So you have to learn to anticipate. You're there for your staff as well and your family."

"You offer that type of facilitation. Imagine not having any type of medical background and coming to see some of these patients."

If one has never been exposed to someone on a ventilator, on multiple therapies occurring and is sedated can be overwhelming to understand, he said.

"So we're there to help," Cabrera explained.

Nursing was ingrained in his spirit at an early age. His mother was a nurse as well as a sister.

"So it was just one of those things that was in my life early

and everybody else talking about it was inspiring," he said. "It's a very unique feeling to take care of someone or be part of an interdisciplinary team that's saving someone essentially that's on the brink of death."

Oklahoma's Nursing Times

Interventions are being done by an elite team and without them the patient would most likely expire.

"It's a very humbling experience and it's a lot of lessons along the way," he said.

Being a nurse has given Cabrera a genuine appreciation for things in life that people take for granted.

"It's the little things. I think humility is a big part,"he said.

When Cabrera is not working he spends time outdoors and loves to travel with his wife. They went to Europe last year and will return there in May.

"Traveling is probably my No. 1," he said. "Kids aren't in the picture yet but they are hopefully close."

Oklahoma Enacts Enhanced Nurse Licensure Compact (NLC)

Oklahoma has become one of the first states to enact the enhanced NLC, joining Florida, Idaho, South Dakota, Tennessee, Virginia and Wyoming as a member. The House Bill 2482 was signed by Gov. Mary Fallin on April 26, 2016.

Allowing nurses to have mobility across state borders, the enhanced NLC increases access to care while maintaining public protection. The enhanced NLC, which is an updated version of the current NLC, allows for registered nurses (RNs) and licensed practical/vocational nurses (LPN/VNs) to have one multistate license, with the ability to practice in both their home state and other NLC states. The enhanced NLC will come into effect the sooner of 26 states passing the enhanced NLC legislation or Dec. 31, 2018. All states, including those participating in the existing NLC, must introduce legislation in the coming years to enter into the enhanced NLC.

Susan Jones, PhD, APRN-CNS, Oklahoma Board of Nursing President notes, "Participation in multistate licensure is something that Oklahoma nurses have been asking about for quite some time, and with the language in the enhanced compact they will have

the opportunity. It is exciting to have been able to work with the Oklahoma Board of Nursing staff and leadership and our state legislature to ensure that the safety needs of patients and the practice flexibility of nurses will be soon be available in Oklahoma."

Patient safety being of paramount importance led to the addition of new features found in the provisions of the legislation of the enhanced NLC. Licensing standards are aligned in enhanced NLC states so all nurses applying for a multistate license are required to meet the same standards, which include a federal and state criminal background check that will be conducted for all applicants applying for multistate licensure.

Rep. Pat Ownbey commented, "This legislation is a giant step forward for Oklahoma's health care system. The new law will allow nurses practicing in and out of our state the flexibility in moving to where the greatest health needs exist while keeping patient safety intact. I'm certainly proud to be a part of this effort."

The enhanced NLC enables nurses to provide telehealth nursing

Continued on next page

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OBU Continued from Page 1

vocals; Emily Joslin; vocals; Juliana Leppke, vocals; and Kylie Williams, vocals.

Following the musical reflection, graduating nurses received their pins from McHenry, including Amy Kristine Bartel, Hillsboro, Kansas; Jessica Danielle Beach, Tulsa, Oklahoma; Robin Lynn Brinkley, Shawnee, Oklahoma; Sheridan Lynne Crofford, Edmond, Oklahoma; Rachel Michelle Curry, Colleyville, Texas; Michael DeWall, Travis Enid, Oklahoma; Cyrena Faith Downs, Edmond; Sadie Machelle Dunaway, Choctaw, Oklahoma; Izoduwa L. Erhunmwunsee, Houston, Texas: Rachel Dawn Evans, Newalla, Oklahoma; Sydney Madison Fioretti, Edmond; Wendy Gale Fixico, Shawnee; Kayley Anice Hunter, Stillwater, Oklahoma; Emily Anne Joslin, Delta Junction, Alaska; Jennifer Marie Land, Denton, Texas; Juliana Lauryn Leppke, Corn, Oklahoma; Rachel Sue McCloy, Stinnett, Texas; Melissa Ann Mehtala, Shawnee; Haley R. Nickerson, North Richland Hills, Texas; Amanda D. Owen, Moore, Oklahoma; Callie K. Perdue, Yukon, Oklahoma; Melanie Diane Totty, Haslet, Texas; Sarah Michelle Wilkerson, Blanchard, Oklahoma; and Kylie Renee Williams, Chickasha, Oklahoma.

Dr. Nichole Jackson, assistant professor of nursing and OBU alumna from '07 and '11, delivered the charge to the students, and Dr. Tony Yates, associate professor of natural science, closed with the benediction.

The OBU nursing program was the first baccalaureate nursing program in the state of Oklahoma and the first baccalaureate program in Oklahoma accredited by the National League of Nursing. It has maintained continuous accreditation, currently through the Commission on Collegiate Nursing Education, throughout its history. Founded in 1952, the first graduation took place in 1956 with 10 students. Since then, the OBU College of Nursing has graduated more than 1,200 nurses with baccalaureate nursing degrees. The College of Nursing is housed in the new Jane E. and Nick K. Stavros Hall located to the north of Shawnee Hall on OBU's Campus.

For more information on the OBU College of Nursing, visit www.okbu.edu/nursing. For more photos from the event, like the OBU Facebook page. With campuses in Shawnee, Oklahoma, and Oklahoma City, OBU offers 10 bachelor's degrees with 88 fields of study and four master's degree programs. The Christian liberal arts university has an overall enrollment of 1,986, with students from 40 states and 35 other countries. OBU has been rated as one of the top 10 regional colleges in the West by U.S. News and World Report for 24 consecutive years and has been Oklahoma's highest rated regional college in the U.S. News rankings for 22 consecutive years. OBU is one of three universities in Oklahoma and the only private Oklahoma university listed on Great Value College's rankings of 50 Great Affordable Colleges in the Midwest. Forbes.com consistently ranks OBU as a top university in Oklahoma and the Princeton Review has named OBU one of the best colleges and universities in the western United States for 11 consecutive years.

NLC Continued from Page 2

services to patients located across the country without having to obtain additional licenses. In the event of a disaster, nurses from multiple states can easily respond to supply vital services. Additionally, almost every nurse, including primary care nurses, case managers, transport nurses, school and hospice nurses, among many others, needs to routinely cross state boundaries to provide the public with access to nursing services, and a multistate license facilitates this process.

"It is great to play a part in moving health care forward in

OAHCR

Oklahoma," said Sen. Frank Simpson. "This legislation will give nurses across Oklahoma more opportunities to cross borders without barriers. As a senator from a border district, this provides our hospitals the ability to be more competitive in the nursing field."

Boards of nursing (BONs) were the first health care provider regulatory bodies to develop a model for interstate practice with the original adoption of the NLC in 1997 and its implementation in 2000. While other health care provider regulatory bodies are just getting started in this process, the NLC has been operational and successful for more than 15 years.

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CAREERS IN NURSING COMPASSIONATE CARE: SYNERGY HOMECARE VALUES CLIENTS LIKE FAMILY Dy James Coburt - Writer/Photographer

When Pam Ross was a young girl, she always knew she wanted to be a nurse, she said. Today this registered nurse serves as the Director of Nursing at SYNERGY HomeCare.

"I wanted to help people because my passion is to help them feel better", Ross said. "Through personal experiences of my own with my own family, I feel I have a good sense of how to do that with SYNERGY HomeCare."

Ross started her career working in hospitals and surgery centers. She joined SYNERGY HomeCare a little over a year ago and has been a registered nurse for 24 years.

"I feel like we're family," she said. "I admire everyone's loyalty and passion to help others."

Ross said she enjoys working with Weama Kassem, the owner and Chief Executive Officer of SYNERGY HomeCare as well as with Charlotte Carey, the Administrator.

"SYNERGY HomeCare is not a home health nursing agency, but is

a non-medical care provider," Carey said. The company provides one hour to 24 hours of care for people in their place of residence, whether that is in a home, assisted or independent living community as well as in hospitals and rehab facilities.

Being non-medical, SYNERGY HomeCare does not require a doctor's order as is the case with home health.

"We do have a Director of Nursing, Pam Ross, and an Associate Director of Nursing, Ramona Wilson on staff with us," Carey said.

Carey said SYNERGY HomeCare looks to the in-depth experience and knowledge of different diagnosis and disease progression in both Ross and Wilson.

"Our nurses are able to impart some of that knowledge to our caregivers through their daily interactions as well as our monthly in-service training. Although we are non-medical, the knowledge and experience is important because it

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allows the RNs to work effectively in the capacity of a case manager to coordinate care with different agencies to accomplish a complete continuum of care for our clients," Carey said.

"SYNERGY HomeCare helps individuals to maintain their independence for as long as safely possible," Carey said. "It also adds a set of eyes, ears and hands for family caregivers who usually bear the responsibility for caring for an aging or disabled loved one."

Carey said Kassem's heart trickles down through the staff. She has attracted a team of people with similar passions which has created the company's own synergy.

"We have a wide range of caregivers in the field," Carey said. "We hire CNAs and CHHAs to take care of the clients in their places of residence," Carey noted. "We do have some caregivers that are not CNA level certified, but our RNs see to it that they are supportive assistant trained. We don't have "companion sitters". Some other companies do and that is one of our distinctions. We're also one of the largest providers for veterans in the state and we are quite proud of that."

SYNERGY HomeCare has a Moore and Norman territory as well which allows them to cover north to Guthrie, south to Lexington, east to El Reno and west to Shawnee. The home office is based in Edmond, Oklahoma.

"We're in the process of opening a new office that will serve Moore, Norman and south Oklahoma," said Kassem.

She said her family has always been dedicated to taking care of elder members of the family. This sense of family inspires her career.

"We stay with our elders. We are the caregiver for them," said Kassem, who was born in the United States but lived for a time in the Middle East before returning to the U.S.

She earned her Masters Degree in Business Administration at Oklahoma

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May 16, 2016



From left, Lisa Tippeconnic, human resources and scheduling; Charlotte Carey, administrator; Weama Kassem, owner and COO; Pam Ross, RN, director of nursing; Amber Kotula, human resources; Abbey Trammell, media and brand communications and Linda Saraya, billing specialist; are part of a team serving the needs of the greater community at SYNERGY HomeCare.

on her passion of caring for others at home.

"I love to take care of people, especially the elders. It's something that's just in my blood," Kassem said. "Starting the franchise is one of my greatest accomplishments."

The corporate owner in Phoenix, Peter Tourian, began the company as a caregiver 15 or so years ago. Kassem liked Peter Tourian's message of compassionate care. "For Kassem to have been born in Arizona, then to live in the Middle East with her parents only to return to the corporate headquarter

City University and decided to focus in Arizona where she was born is an amazing example of destiny. She has come full circle," Carey said.

> "The people in this company are my family," Kassem said. "And we go for the bigger picture which is our client. They are our family. We become part of the family with each client, with each family. I fill my life with the love that they give. I love to give to people a lot. This is my truest passion."

> You can reach Pam, Charlotte, Weama, or any other members of this staff at (405)254-3046 or Contact OK02@SYNERGYHomeCare.com





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Atrial fibrillation is the most common heart arrhythmia affecting close to 3 million Americans. It is a fast, irregular heartbeat originating from the top chambers of the heart. Symptoms of atrial fibrillation include shortness of breath, fatigue, palpitations and loss of exercise ability. It is also a major risk factor for stroke.

Fortunately, atrial fibrillation is treatable. Saints Heart & Vascular Institute electrophysiologists (heart rhythm specialists) offer the latest therapies and technology in the management of atrial fibrillation, including its newest adoption of advanced contact force ablation technology for atrial fibrillation ablation procedures.

"Contact force technology dramatically improves outcomes in atrial fibrillation ablation compared to standard ablation. We are proud to offer this technology to our Saints patients," said John Summers, M.D., FACC.

technology Contact force allows electrophysiologists to objectively measure the amount of force applied inside the heart, during atrial fibrillation ablation procedures in order to create more effective lesions. This has shown to reduce the recurrence rates of atrial fibrillation post ablation.



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INTEGRIS Surgeon **Promoted to Brigadier** General of the United **States Air Force**

Christopher W. Lentz, M.D., FACS, FCCM is a board certified burn surgeon and medical director of the INTEGRIS Paul Silverstein Burn Center in Oklahoma City. He was recently promoted to the rank of Brigadier General in the United States Air Force.

Brigadier General is a permanent rank, just above Colonel and directly below Major General. The rank insignia of Brigadier General is a single, silver star.

Promotion to a Brigadier General is a lengthy process. Eligible officers are screened by a promotion board consisting of general officers from their branch of service. This promotion board then generates a list of officers it recommends for promotion to general rank. This list Christopher W. Lentz, M.D., FACS, is then sent to the service secretary and FCCM the joint chiefs for review before it can



be sent to the President, through the defense secretary, for consideration. The President nominates officers to be promoted from this list with the advice of the Secretary of Defense, the service secretary, and if applicable, the service's chief of staff or commandant. The Senate must then confirm the nominee by a majority vote before the officer can be promoted.

This year, President Obama nominated 36 Air Force colonels for promotion to brigadier general.

Lentz has had an extensive military career, dating back to the 1980s. He moved up the ranks from 2nd Lieutenant in 1984 to Colonel in 2007. He served as a military surgeon and critical care air transport physician on numerous tours and assignments. He has also earned many decorations and awards. Lentz came to INTEGRIS in Jan. 2013.

Two Edmond Surgeons are Moving to a New Clinic Location

INTEGRIS Medical Group would like to announce that Joshua Carey, M.D. and Patrick Bell, M.D. will be moving to a new clinic location. The new address will 4833 INTEGRIS Parkway, Suite 350 in the medical office building adjacent to INTEGRIS Health Edmond.

Both are general surgeons who have worked with INTEGRIS since 2011. Their former office was at the INTEGRIS Family Care Renaissance location located at 1700 N. Renaissance Blvd.

They will begin seeing patients at their new location on April 25. They have retained their phone numbers: 405-844-4364 for Dr. Carey and 405-844-1199 for Dr. Bell, both are accepting new patients.

General surgery services include: gall bladder, appendectomy, thyroid, parathyroid, hernia and colon surgery.

Oklahoma's Nursing Times Hospice Directory

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Choice Home Health & Hospice: 405-879-3470

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Hospice of Owasso, Inc.: Todd A. Robertson, Dir. of Marketing, 877-274-0333

Humanity Hospice: Kay Cole, Vol. Coordinator 405-418-2530

InFinity Care of Tulsa: Spencer Brazeal, Vol. Director, 918-392-0800

Indian Territory Home Health & Hospice: 1-866-279-3975

Interim Healthcare Hospice: 405-848-3555 Image HealthCare : 6116 S. Memorial Tulsa,

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Palliative Hospice: Janet Lowder, Seminole, & Sabrina Johnson, Durant, 800-648-1655

Physician's Choice Hospice: Tim Clausing, Vol. Coordinator 405-936-9433

Professional Home Hospice: Sallisaw: 877-418-1815; Muskogee: 866-683-9400; Poteau: 888-647-1378

PromiseCare Hospice: Angela Shelton, LPN -Hospice Coordinator, Lawton: (580) 248-1405

Quality Life Hospice: 405 486-1357

RoseRock Healthcare: Audrey McCraw, Admin. 918-236-4866

Ross Health Care: Glenn LeBlanc, Norman, Chickasha; April Burrows, Enid; Vol. Coordinators, 580-213-3333

Russell Murray Hospice: Tambi Urias, Vol. Coordinator, 405-262-3088; Kingfihser 405-375-5015; Weatherford-580-774-2661

Seasons Hospice: Carolyn Miller, Vol./ Bereavement Coordinator, 918-745-0222

Sequoyah Memorial Hospice: Vernon Stone, D. Min. Chaplin, Vol. Coordinator, 918-774-1171

Sooner Hospice, LLC: Matt Ottis, Vol. Coordinator, 405-608-0555

The Hospice Directory above does not represent a list of all Hospice facilities statewide. For a complete list visit www.ok.gov/health

SSM Health launches new mobile-friendly careers website for job seekers

New site makes it easier than ever to search and apply for SSM Health jobs via smartphones and other mobile devices

Applying for a job at SSM Health just got a little easier with the development of a new mobile-friendly careers website that allows the applicant to apply with ease from a mobile device. In Oklahoma, St. Anthony Hospital, Bone and Joint Hospital at St. Anthony, St. Anthony Shawnee Hospital, and St. Anthony Physicians Group are included as members of SSM Health.

In fact, most first-time job applicants visiting SSM Health's new careers website, ssmhealthcareers.com, apply for a job in under 4 minutes. And returning users can apply even quicker with information saved in a profile.

According to industry research, more than 4 of 5 job applicants use their mobile devices to begin a job search and more than 2 of 3 want to be able to apply via mobile device.

"It's a trend that's received the attention of recruiters across all industries, including the health care industry," according to Thomas Ahr, System Vice President of Talent Management at SSM Health. "As a society we do everything from shop, to watch TV and read news on our smartphones, so why not apply for a job on them as well? There's no doubt that the industry trend on the recruiting front is all about being mobile-friendly. In today's recruiting environment, it's important for us to be focused more than ever on the candidate experience."

The new SSM Health careers site can be accessed quickly by users of Android, Apple IOS, and other mobile device platforms. In recent months, SSM Health has also started engaging job applicants via texting, guiding them throughout the application and recruiting process and giving them another quick and easy way to stay in touch.

"We wanted to make it simple, easy and hassle-free for people looking to find and apply for a career at SSM Health," Ahr said. "The good news is that our efforts are working. We've seen increased website traffic and a jump in applications since we launched our new careers site in trial mode earlier this year."

In fact, nearly 33 percent of the job applicants are currently using the feature to apply since it launched. Our careers site now averages more than 80,000 visits each month.

Other features of the new mobile-friendly careers website at SSM Health include sign-up for job alerts, emailing jobs to friends, sharing jobs via social media channels and an interactive jobs map.

St. Anthony Welcomes Amber Purvine, PA-C to St. Anthony Physicians Group Endocrinolog

St. Anthony Hospital is pleased to welcome Amber Purvine, PA-C, to St. Anthony Physicians Group Endocrinology.

Purvine earned her undergraduate degree in secondary education, and she completed her Master of Health Science as Physician Associate degree at the University of Oklahoma Health Sciences Center, College of Medicine, Department of Family Medicine, Physician Associate Program. Page 10



Vicki L Mayfield, M.Ed., R.N., LMFT Marriage and Family Therapy Oklahoma City If you would like to send a question to Vicki, email us at news@okcnursingtimes.com

When your drug of choice is: Love

First hit. Body tingles, soul shivers. Colors bleed vibrant. Time stands still. Everything suggests divine presence. Second hit. Worries fade away, replaced by euphoria. Obsession begins, craving more. Third hit. Calm, happiness, contentment. Need a bigger dose to feel. Need a bigger dose to think. Need a bigger dose to function. Fourth hit. Can't live without it. Too much time between hits. Getting fidgety. Moral compass points only to the next hit. Insanity lingers. Fifth hit. Fatal.

Is this the cycle of a drug addict? Or a human falling in love? Turns out, it doesn't matter. The brain can't distinguish the differences.

"This is the chemical formula for love:

C8H11NO2+C10H12N2O+C43H66N12O1282

Dopamine, serotonin, oxytocin. It can be easily manufactured in a lab, but overdosing on any of them can cause schizophrenia, extreme paranoia and insanity.

Let that sink in.

Phase I: CONSUMPTION

Making contact with that special person who makes time stand still, causing huge quantities of dopamine to be released in the nucleus accumbens. The drug addicts brain, after just one hit of their favorite substance, behaves in a similar way, causing the same dopamine release. Phase II: REINFORCEMENT LEARNING The drug addict begins taking larger and larger amounts over a longer period to sustain the high. The love addict creates a release of endorphins, activating opiod receptors just as the drug addict experiences. Phase III DRUG SEEKING After several dates, the bond becomes stronger as oxytocin and vasopressin are released. The oxytocin system helps code the beloved as "an object of care." Dopamine, oxytocin, serotonin and vasopressin simultaneously engulf the brain and body in maddening waves. For some this neurobiological climax is the point of no return --- an unparalleled high. Phase IV TOLERANCE While the euphoric excitement that comes with a new relationship subsides, a subdued sense of contentment replaces it. Episodes of boredom could ensue. A sensation of not being able to stay away from the partner results in several failed break-up attempts. Phase V WITHDRAWAL As the relationship comes to an end, a withdrawal-induced anxiety with symptoms such as compulsive phone checking, sweaty palms and increased heart rate. There is depression, anhedonia and lots of junk food. Even though their behavior was unforgivable, the brain protests and remembers them positively. Phase VI RELAPSE If the chemical wiring is very strong, a positive motivational state will drive the subject back towards the subject of addiction. And the cycle repeats itself.

Mercy Named Top Five Health Care System in the U.S.

Only independent study of its kind to combine rigorous analysis of patient care for more than 300 health systems and nearly 3,000 hospitals

Shorter hospital stays, fewer complications and better patient results are just a few metrics used to rank Mercy as one of the top five large health systems in the nation, alongside Mayo. The 2016 Truven Health 15 Top Health Systems, which includes five large, five medium and five small systems, analyzes 338 health systems and 2,912 hospitals across the U.S. Click here to find the listings.

"It's an honor and no small feat to be recognized as one of the top systems in the nation for our quality efforts to provide better care and service to our patients," said Dr. Keith Starke, an internal medicine physician for more than three decades and Mercy's chief quality officer. "What we do every day can be the difference between life and death for our patients. It also impacts how long they stay within our walls and if they have any complications. It's a job that's never finished so we're constantly working to improve patient care."

Truven, an IBM company, produces the only study of its kind to combine rigorous analysis of individual hospital performance metrics into system-level data, identifies the best health systems in the nation. This annual, quantitative study uses objective, independent research and public data sources. Health systems do not apply for consideration, and winners do not pay to market their award.

Mercy, as well as Mayo and Scripps, outperformed peers in the following ways:

· Saved more lives and caused fewer

patient complications • Readmitted patients less frequently

and experienced fewer deaths · Shorter wait times in emergency departments

- · Shorter hospital stays
- \cdot Better patient safety

· Higher patient satisfaction

Some of the keys to improving patient care have included a decade of efforts made possible because of Mercy's team, leading technology and best practices. Top of the list:

• 40,000 co-workers across four states united around a common mission and focus on providing exceptional care

 Nearly 2,000 integrated physicians
 one of the largest groups in the nation – bringing family and specialty doctors together to implement proven, clinical-based best practices to improve patient care

• Among the first organizations in the nation to have a comprehensive electronic health record – one patient, one record – providing realtime, paperless access to patient information

• Specialty councils, made up of physicians, nurses and clinicians, representing more than 40 areas of medicine, providing best practices for everything from heart surgery to the delivery of babies

"Serving our patients extraordinarily well and providing better quality care is why we are here," said Lynn Britton, president and CEO of Mercy. "It's all about the patient at the beginning and end of every day."

In addition to this honor, Mercy

See MERCY next page

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Where's your safe place during a storm? Integris Southwest Medical Center CVCU

Our Harry Potter room under the stairs with a tub I routinely check.

My shelter with all my snacks - water, Pringles, Snickers and dog treats.



Lesley Ley, RN

MERCY **Continued from Page 10**

has been in the national spotlight on many fronts in the past year:

· Opening the world's first virtual care center, which is dedicated entirely to care outside its own walls, monitoring patients 24/7/365 using high-speed data and video connections and medically intervening when needed with a comprehensive team approach · Opening a storm-hardened hospital in Joplin, Missouri, after it was destroyed by an EF5 tornado, including keeping 2,200 co-workers on the payroll indefinitely after the tornado



Marci Winningham, RN

> struck Mercy was also recently:

· Named a top American employer by Forbes magazine, ranking 108 among 500 employers in the U.S. and spanning 25 industries

· Named a "Most Wired" health care organization by the American Hospital Association - the 12th time since 1999 - and among only a dozen health systems to be designated as advanced by improving chronic disease management services for patients at home and also improving care based on medical literature

· Named one of the world's top health care supply chain operations.





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My internal closet. It's me, my money, mv ID and mv cat.



Crystal Andrews, RN

My cellar in my garage with my dog and mv backpack.



Jacob Jackson, RN

One night, she found the courage to leave.

With backpacks, she and her kids took off on foot. From a friend's home, she called a partner agency's domestic violence shelter and their lives began to turn around. Then another

partner agency's school for homeless kids added to their recovery story.



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