



*"I am from Oregon and was treated very well. We hope we'll never need help again when visiting Kansas but would certainly hope to get your hospital. Thank you again for your care. All 5's!"*

*- A grateful emergency room patient.*

## RCH Celebrates with an Employee BBQ

Employees enjoyed a BBQ on Wednesday, May 6th in celebration of our fantastic February Patient Satisfaction Survey scores. The BBQ was also in celebration of National Hospital Week (which is May 10-16) and in conjunction with our year-long celebration of RCH's 60th Anniversary!



Our patient satisfaction survey scores are divided into 4 groupings: Inpatient/Swingbed/Observation Bed, Emergency Room, Surgery/Treatment Room/OP clinics, and OP Services.

In February, the entire **Admissions** section of the survey received ALL 5's in the OP survey group and on the Surgical group only 1 person gave a 4 on only one question in that grouping. Meaning they had a perfect score (minus 1) in 2 survey groups. That is a 100% patient satisfaction score in the OP grouping and a 99.6% score in the Surgical grouping. Congratulations to Kim Brown and her admissions crew on constantly "Striving for 5's!"

**OutPatient Services** surveys include Lab, Radiology, Cardiac Rehab and all the Therapy departments. In this group of surveys the **"Staff"** questions were ALL marked with a 5 except for 1 person gave a 3 on one question. There are 9 questions about the staff on these surveys - so that comes out to be a 99.2% satisfaction rate for all patients stepping into these departments. That is quite remarkable considering this grouping touches so many different areas of the hospital. Thank you Sami, Karen, AJ, Dinah and your staffs for always "Striving for 5's" in keeping the patients happy.

Studies have been done that show that patients pre-judge the care they will receive when first stepping into the hospital by the friendliness of the admission clerks and the cleanliness of the hospital. Needless to say,  
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we are doing well in both these areas. The **Environmental Services** staff had perfect 5 scores in both the OutPatient and ER surveys. And they only had 1 person give them 4's on the both the Surgical and Inpatient surveys. This gives a 100% patient satisfaction score in both OP and ER and a 97.8% in InPt and 98.3% satisfaction in Surgery. Marlene, congratulations to you and your staff for always "Striving for 5's!"

Congratulations to all these departments! We love to have reasons to celebrate!



**RCH held a farewell party for Beverly Cordero on April 15. Beverly came to us from the Philippines and worked here for 7 ½ years before deciding to move to Southern California. We will miss you Beverly! Best of luck in your new endeavors!**

## **RCH Honors our Volunteers Shirley Comeau named Volunteer of the Year**



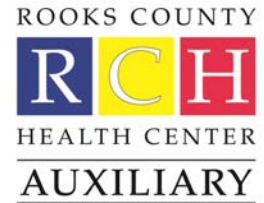
The Annual Volunteer Appreciation Luncheon was held on April 17.



**Shirley Comeau** was named the 2015 Volunteer of the Year! Members of Stockton VFW Post #8873 (Dave Calvin and Deb Niermeir) presented Shirley with the award. We are so blessed to have our wonderful volunteers!



## RCH Auxiliary NEWS



### RCH Auxiliary supports the BLOOD MOBILE

The past blood mobiles have been very successful! We want to thank everyone who participated to donate much needed blood.

The *next scheduled blood drive is Tuesday, May 12th* from 11:00am to 5:30pm in the K of C Hall, Plainville. Our goal for this drive is 50 donors. Save a life, donate blood.

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RCH Auxiliary will be **selling 4” potted red geraniums for Mother’s Day!** They are \$6.50 each at the RCH Gift Shop.

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The RCH Auxiliary recently purchased 20 more *CPR kits for babies* to give to mothers who deliver their babies at RCH. The CPR kits are sent home with the family so everyone has an opportunity to learn how to perform CPR on the baby if needed.



The RCH Auxiliary hosted the District V Meeting on April 8 at the Nazarene Church – Glendenning Family Life Center. Hospital Auxiliary representatives from Goodland, Quinter, Hill City, Hays, Phillipsburg, Plainville, and WaKeeney attended the meeting. Nearly 70 people were in attendance. The meeting was a wonderful way to share ideas and work together to make each of our hospital auxiliaries stronger. The group celebrated with a “Wizard of Oz” theme and had a very fun and informative day!







## Human Resource News

### JOB OPENINGS:

- Cook
- Radiology Tech
- Lab Tech
- HIS Project Analyst

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### CHANGES IN EMPLOYEES:

- **Amanda McCall's** last day will be May 18.
- **Christie Lucas'** last day was April 13.
- **Deana Schwartzkopf's** last day was April 15.
- **Beverly Cordero's** last day was April 19.
- **Linda Glisson's** last day was April 24.
- **Kelsey Wyatt** has accepted the DWD receptionist position.
- **Tawny Baxter** joined us on April 13 as an LPN – soon to be an RN.
- **Elizabeth Switzer** joined us on April 14 as a PRN CNA.
- **Kelly Parson** joined us as a cook on April 9.
- **Eric Sumearll** is the Director of Communications & Development
- **Whitney Hickert** will be a PRN RN.

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### ATTENTION CREDIT UNION MEMBERS:

The Medical Community Credit Union has officially changed their name as of May 1, 2015. It is now called "Wheat State Credit Union."



## *Allergy season got you down?*

The RCH therapy department came up with a solution to help you continue on with your plans instead of being cooped up inside. We designed the allergy survival kit which includes Kleenex on one side and hand sanitizer on the other. Help keep our community germ free, one step at a time!

"My allergies were in full swing that day and I couldn't let my patients down so Pat came up with this idea to help me help my patients without interruptions." – Brianna.

## May Anniversaries

<b>Eric Goetz</b>	1 Year	<b>Laurie Augustine</b>	8 Years
<b>Gayle Johnson</b>	2 Years	<b>Bobbi Norton</b>	12 Years
<b>Johnna Lambert</b>	2 Years	<b>Kim Brown</b>	13 Years
<b>Sam Augustine</b>	2 Years	<b>Marlene Dohe</b>	27 Years
<b>Jerry Keyes</b>	3 Years	<b>Pat Meyers</b>	36 Years
<b>Joe Brewster</b>	6 Years	<b>Linda Gilbert</b>	44 Years

*Thank You!*



Vicki Roberts' granddaughter is a member of Delta, Delta, Delta at Baker University. They are trying to raise \$10,000 to help St. Jude Children's Research Hospital continue their mission of finding cures and saving children. Families never receive a bill from St. Jude for treatment, travel, housing or food. If you are interested in making a donation, please see Vicki in the Dietary Department. Thank you!!

## HEALTH FAIR UPDATE

Thank you so much to everyone who helped with our annual health fair. Our numbers were a little down but the people that attended found it very informative and worthwhile. The support from the staff was amazing! Our vendors continue to praise us for our health fairs too. They say that we have the most interactive participants compared to all the other events they attend each year. We will be planning something different for next time, so we will keep you updated. Thanks again to everyone who helped. We couldn't do this without so much support.



 Lunch Menu 

**Friday, May 8**

Taco casserole, tossed salad, chocolate cake

**Saturday, May 9**

Baked chicken, macaroni & cheese, green beans and pudding cup

**Sunday, May 10**

BBQ Chicken fillet, baked potato, pasta salad, coconut crème pie, dinner roll

**Monday, May 11**

Ham noodle casserole, broccoli, rosy applesauce, cherry square dessert

**Tuesday, May 12**

Burrata Ravioli, green beans, tossed salad, strawberry poke cake

**Wednesday, May 13**

Chicken alfredo, sweet corn, tossed salad, orange sherbet cup

**Thursday, May 14**

Meatloaf, baked potato, Italian vegetable salad, fruit pizza

**Friday, May 15**

Grilled chicken on bun, French fries, baked beans, strawberry ice cream

**Saturday, May 16**

Pasta casserole, green beans, fruit cup, lemon bar



*Sun*

*Mon*

*Tue*

*Wed*

*Thu*

*Fri*

*Sat*

					<p><b>1</b></p>  <p><b>PAY DAY</b> <i>Eric Goetz</i></p>	<p><b>2</b></p>
<p><b>3</b></p>	<p><b>4</b></p> <p><i>Amanda Claridge</i></p>	<p><b>5</b></p> <p><i>Lu Kerns</i> <i>Heather Rinehart</i></p>	<p><b>6</b></p> <p>10:30 By-Law Mtg <i>Rhonda Thyfault</i> <i>Frank Rajewski</i> <i>Steve Law</i></p>	<p><b>7</b></p> <p>1:15 Policy Comm. Mtg <i>Tracy Rudman</i></p>	<p><b>8</b></p>	<p><b>9</b></p>
<p><b>10</b></p> <p><i>Mother's Day</i></p>	<p><b>11</b></p> <p>Turn Time Sheets In</p>	<p><b>12</b></p>	<p><b>13</b></p>	<p><b>14</b></p>	<p><b>15</b></p> <p><b>PAY DAY</b></p>	<p><b>16</b></p> <p><i>Heather Mackey</i></p>
<p><b>17</b></p>	<p><b>18</b></p> <p>12:00 Foundation Board Mtg</p>	<p><b>19</b></p> <p>8 – 5 New Employee Orientations</p>	<p><b>20</b></p> <p>8 – 1 Med Staff &amp; Grand Meetings</p>	<p><b>21</b></p> <p><i>Casey Arnold</i></p>	<p><b>22</b></p>	<p><b>23</b></p>
<p><b>24</b></p>	<p><b>25</b></p> <p>Turn Time Sheets In</p>	<p><b>26</b></p> <p>6:00 RCH Board Mtg <i>Jaime Gosselin</i></p>	<p><b>27</b></p>	<p><b>28</b></p> <p>10:00 Auxiliary Mtg 2:00 RCH Dept. Head Mtg <i>Andee Mitchell</i></p>	<p><b>29</b></p> <p><b>PAY DAY</b> <i>Genny Robben-Rahjes</i></p>	<p><b>30</b></p>