

Connections

A newsletter for Orange Regional Medical Center employees, physicians and volunteers

OR **ORANGE**
MC **REGIONAL**
MEDICAL CENTER
www.ormc.org



February 2013

From The President & CEO



Scott Batulis
President &
CEO

Continuously delivering an exceptional patient experience is extremely important in providing exceptional healthcare to our community. In an effort to fulfill our mission with every patient, every time, we rely on the integrity, knowledge, skill and collaboration of engaged employees.

Employee engagement is the force that drives patient satisfaction. Engaged employees are more productive employees providing a far superior employee-patient encounter than those who are disengaged. Research validates repeatedly that if an employee is positive about their work and workplace, they will go above and beyond to satisfy their customers. It is for these reasons that we conduct an annual Employee Engagement Survey with Gallup.

By participating in the survey, you were provided the opportunity to consider your overall work experience at Orange Regional and to reflect upon your own engagement. Our scores indicate that employee participation in the 2012 survey was the second highest rate of participation to date. Additionally, our overall results indicate an upward trend in building and cultivating an engaged workforce. This is great news. I thank those who participated as the results reflect what we, as an organization, are doing well and where we need to improve. Your leadership will be sharing with you shortly the results of your department scores as well as how they compare to the overall organizational results.

With the positive incline of the organizational engagement survey results and our patient satisfaction scores, it is clear there is an association between the two. We are headed in the right direction on both fronts and must stay focused. And, if you have not yet heard, to further ensure an exceptional patient experience, I'm requesting that we all demonstrate respect and courtesy in every interaction. We here at Orange Regional have elevated the Golden Rule to the Platinum Rule. Going beyond treating others the way you would want to be treated to identifying ways that others want to be treated; what are our patients' preferences that are unique and specific to them? You'll have to ask them. However, some of the little things that go a long way are greeting people warmly; using

formal names unless advised otherwise; being polite; knocking before you enter a room; actively listening; escorting visitors to their destination and so on.

Our patients expect a satisfying experience. I encourage you to go above and beyond and

provide them an exceptional experience. This demonstrates your level of engagement, offers you the opportunity to positively affect a patient's experience and ultimately over deliver on expectations.

Keep up the great work!

Have a healthy and safe holiday season.

Sincerely,

Scott Batulis
President & CEO

**Expectation:
Excellence**

**Priority:
Quality**

Corporate Bell Award



From L to R: Chairman, Orange Regional Board of Directors, Rolland Peacock, III; Executive Director, Mental Health Association, Nadia Allen; Orange Regional's President & CEO, Scott Batulis; and Orange Regional Board Member, Sher Singh.

On February 2, President & CEO, Scott Batulis, accepted the 2013 Corporate Bell Award presented to Orange Regional by the Mental Health Association (MHA) of Orange County, Inc.

Orange Regional has been a vital part of the MHA family and is a loyal supporter of its initiatives. Support provided by Orange Regional has included the MHA's Family Support Program and the National Alliance for Mental Illness (NAMI), a partnership with the Orange County District Attorney's Office to create the County's first Sexual Assault Examiners (SANE) Program and a partnership with the MHA and the Orange County Department of Mental Health to provide the Jeanne E. Jonas Professional Development Symposium and the Frank W. Masterson Memorial Banquet.

For more information on Behavioral Health services at Orange Regional, visit www.ormc.org.

February Is American Heart Month

Are You Living Heart Healthy?

Be sure to exercise, keep a healthy diet and get plenty of rest!

Free Heart Screenings available. See page 8.

Update

Grateful Patient Program

Through the Grateful Patient Program, Orange Regional's patients and their caregivers have the opportunity to recognize employees, physicians and volunteers who have provided exceptional care and kindness. Their experiences are shared through a handwritten note and many times a donation is made in honor of the employee, physician or volunteer. Grateful Patient letters are read at department staff meetings and commemorative pins are then presented to the honorees. The following employees recently received their commemorative pins as a symbol of their outstanding service. We are proud to say that some of these employees have been recognized multiple times.

Mary Botbyl
Meredith Findley
Kristy Franklin
Rhonda Gorish
Karen Grill
Shenae Josephs
Jean Lazio



Mark O'Brien
Elvira Ortiz-Perez
Lucy Riccardo-Torres
Geraldine Sylvester
Tara Vollano
Linda Wong
Linda Yap

Good Job

Donate

Nice

Lucky

Limited Raffle Sales To Benefit Pediatrics



After daring herself to organize several community fundraisers, Eileen Phillips, RN realized that there are many people just like herself who want to help Orange Regional, but don't know where their efforts are needed. "I like the sense of community when I raise funds; it brings people together and gives them the opportunity to assist in supporting a good cause. I have found fundraising to be moderately easy, it's as simple as asking for help and people are usually more than happy to contribute," Eileen said.

Last year, Eileen graciously volunteered for the Orange Regional Foundation on her days off, because volunteering helps her focus on the many positives that our workplace has to offer. This spring, she will concentrate her volunteer efforts on raising \$16,000 for the new Pediatric Center through the sale of the 500 limited raffle tickets for the Foundation.

Raffle tickets are \$50 and everyone who buys a ticket will have a chance to win a cash prize of \$5,000, \$2,500 or \$1,000. Winners will be drawn on June 17, 2013. To help sell, or to purchase raffle tickets, please contact Eileen at ephillips@ormc.org or the Foundation at 333-2333.

Hailey's Hope Donates To NICU

From L to R: Nursing Director of Rowley Family Birthing Center, Cindy Chapman; Neonatologist, Dr. Manuel DeCastro; and Foundation President, Christine Maraia, accept the donation of an infant scale, three breast pumps and a digital camera with printer from Hailey's Hope Foundation Board Members Dawn Singer, Debra Randazzo and Ann Siegel. Hailey's Hope is dedicated to helping families with premature and seriously ill babies hospitalized in the NICU.

