

h ighlights

 Monthly employee
newsletter

April 2006

 Now on the Internet at www.wyomingmedicalcenter.com/empsvcs/

A new study indicates that Wyoming Medical Center's continued growth has a far-reaching impact in Natrona County in terms of jobs, personal income and business expansion.

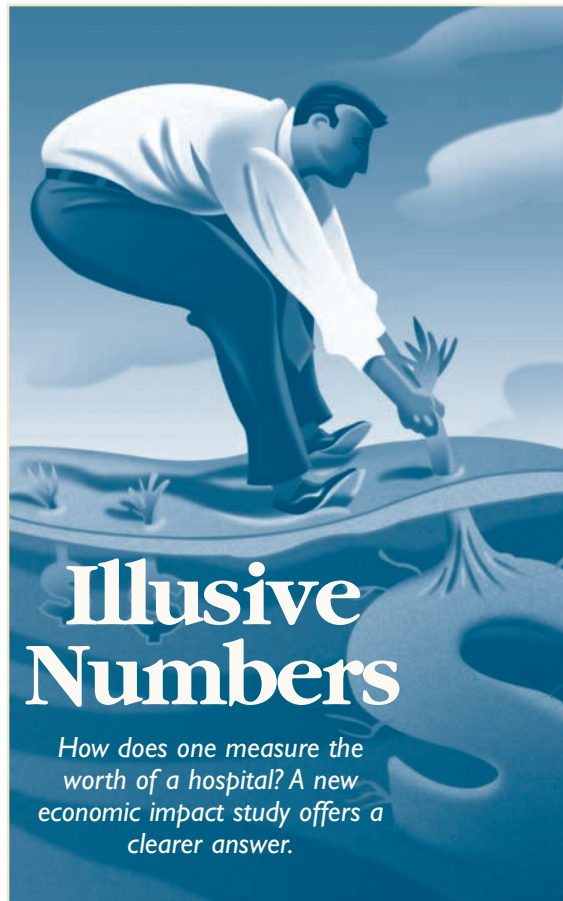
The new economic impact and community benefit study was published in February by the hospital's Community Development Office and will be available in a four-color booklet early in April.

"The study is a new approach for us," said CDO Director Chris Lorenzen, "and looks not only at how we meet the health-care needs of this community, but also how we provide the basis for economic stability and development."

For example, few people in the community may realize that the hospital not only employs 1,292 full-time jobs, but its existence helps create an additional 903 secondary jobs as well, Lorenzen said.

Put another way, the hospital's payroll of \$63.4 million generates an additional \$23.4 million in secondary labor earnings that are spread throughout the other sectors of the Natrona County economy.

Overall, the hospital provides \$251
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LETTER FROM THE CEO

Another service success story

The momentum is building. Throughout the hospital, I see an increasing number of departments and employees seeking to improve how they serve their customers. One such case that I am especially pleased to report on is Wyoming Medical Center's new standards related to how we offer our charity care.

Charity care assists those patients whose financial situation makes it impossible for them to pay their bill. We offer this service as part of our hospital lease with the county, which requires us to provide indigent care to the people of Natrona County. Charity care is also part of how we maintain our tax-exempt status.



I bring this up because some might argue that we are only required to offer this service. They would say that we don't have to offer it well. After all, Wyoming Medical Center wrote off more than \$6 million in hospital bills last year toward charity care. Why would we look for ways to write off more?

Yet both the counselors in the Business Office and the hospital's Financial Care Committee felt that the previous policy was overly restrictive and was too cumbersome for some of our patients. After a careful review, the Financial Care Committee came up with

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Eventually, hospital will be keyless

Your key chain may soon get a little lighter.

Wyoming Medical Center will introduce new name badges next month as the first step toward becoming a keyless hospital.

The new badges will continue to feature the employee's photo placed against the a mountain backdrop, however the similarities end there.

*"No longer will someone have to swipe in or enter a code in a key pad."
— Matt Kaiser*

"We're making the change so that we can add numerous features to the badges, especially an important new tool that will help us increase

patient safety and hospital security," Human Resources Director Matt Kaiser said.

Known as proximity badges, the new ID's will house small bits of electronic circuitry allowing employees who have clearance to waive their badge in front of hospital doors so that they'll open.

This system will eventually replace the security key-
continued on page 7

SERVICE AWARDS FOR APRIL

25 YEARS

Linda Lemke, *Information Services*
Beverly Valasek, *The Birth Place*
Karen Santistevan, *Occupational Health*

20 YEARS

Irene Lewallen, *Medical Records*

15 YEARS

Blythe Olson, *Laboratory*

5 YEARS

Melissa Carpenter, *Materials Management*
Rayne Bushnell, *Patient Registration*
Sandra Martin, *Nutrition*
Mary Lynne Shickich, *Administration*

Correction: Sherry Bohannon of Patient Accounts has worked at the hospital for 20 years. Last month's Service Awards incorrectly listed her name. We apologize for the error.

NEW EMPLOYEES

Dawn Stickler, *Next Generation Center*
Lana Dennis, *Telemetry*
Britany Buckley, *Nutrition Services*
Dawn Vreugdenhil, *Medical*
Teresa Bentley-Yenne, *Respiratory Care*
Sarah White, *Telemetry*
Bernie Brungardt, *Nutrition Services*
Casey Seahorn, *Nutrition Services*
Melissa Garcia, *Patient Registration*
Latoya Villarreal, *Housekeeping*
Kayla Singer, *Medical*
Michelle Rawdon, *Patient Registration*
Shelly Arthur-Sinar, *Acute Therapy*
Cassandra Stephenson, *Transitional Care*
Karen Custard, *Nutrition Services*
Zen Peterson, *Housekeeping*
Robert Manz, *Respiratory Care*
Mari Riggs, *Acute Therapy*
Theresa Barry, *Intensive Care Unit*
Rebecka Vandal, *Laboratory*
Terry Garner, *Respiratory Care*
Marie Stegelman, *Foundation*
Brittany Harris, *Transitional Care*
Shay Brewer, *Laboratory*

Critical thinking during critical times

Wyoming Medical Center's 2006 Critical Care Conference will focus on improving critical thinking skills and reducing conflicts in the work place during the second annual event from May 9 to 11.

The three-day conference draws approximately 100 healthcare professionals to the Parkway Plaza who attend numerous classes offered on a variety of critical care issues. In addition to addressing self-improvement skills, the conference will host programs on neurosurgical, endocrine, cardiac and emergency medicine issues.

"We have put together a conference which we believe will be very relevant to nurses, therapists, EMS providers, nurse practitioners, physician assistants and social workers," said clinical educator Mindy

Walden, RN, of the hospital's Center for Learning and Performance. "Anyone who is facing challenges in providing healthcare will come away with useful information."

*"Anyone who is facing challenges in providing healthcare will come away with useful information."
— Mindy Walden*

Guest speakers for the 2006 conference will include David Maxfield, a nationally recognized research-based consultant and author; Nancy Suazo, RNC, BS, CEN, a popular nurse educator who speaks across the country; and Jo Barr, RN, CNS, a neuroscience clini-

cal educator and assistant clinical professor at the University of California in San Francisco.

Local speakers will include Casper physicians Mark McGinley, M.D, and Boris Karaman, M.D. Donor Alliance will also present a program on organ donation.

"We'll kick off the three days with a preconference on May 9 hosted by the Wyoming Medical Center Ethics Committee who will present *Weaving Ethics into Critical Care*," Walden said. "All conference attendees are invited to attend."

The cost of the conference is \$100 for Wyoming Medical Center employees and \$125 for all other attendees before May 1. The fee increases by \$25 after that.

Registration include hors d'oeuvres at the ethics presentation, breakfast on May 10 and 11 along with lunch and dinner on May 10.

To register or obtain a schedule, call Jennifer Longo in the Center for Learning and Performance at ext. 2073. ❖

National exposure

Health Executive to showcase the hospital this summer

A national healthcare magazine will spotlight Wyoming Medical Center in an upcoming issue this summer.

Health Executive selected the hospital as a feature story because of its critical role in providing healthcare to the citizens of Wyoming, plus the innovative way that Wyoming Medical Center provides that care, according to Editor-in-Chief Jill Rose.

"We are focusing on hospitals that have an interesting story to tell whether it relates to their culture or some recent event," she added. "All of the hospitals featured in our *Corporate*

Spotlight section, however, are leaders in the nation and their region for providing high-quality care. They all have a strong and forward-thinking management team."

The monthly magazine looks at issues of importance to the healthcare industry while talking to some of the leading minds about business trends, management concerns, and financial tactics and legal issues.

"This is a tremendous honor for us to be featured in the same space as some of the top hospitals in the United States," said Chris Lorenzen, Community Development Office Director.

Rose said Wyoming Medical Center will appear in one of the summer issues. Once published, copies will be made available to all departments. ❖



One of Many Benefits

A monthly update from Human Resources on various employee benefits and services.

A fluid approach toward competencies

For years, we have measured competencies using checklists and the examination method. You study a textbook and then we check what you know based on your exam score.

This all changed on April 1 as we broaden our approach toward education profiles and competencies. No longer will we only measure technical qualities; the new approach will give you more choices in how you demonstrate your abilities and competency along with your interpersonal and critical-thinking skills.

Known as the Donna Wright method, the new approach is a fluid process that helps identify and evaluate the skills necessary to carry out the job today, as well as in the future as the job evolves. No longer will we be drowning in competencies. Rather, we will only use those that matter.

In all, we will offer 11 different verification methods for our different competencies. For example, if a nurse needs to demonstrate an understanding of the use of restraints, she/he can show it to her/his supervisor while working with a patient. Or he/she can attend a skills lab. Or if this person likes exams, he/she can read the policy and take a test.

What this will give us is a better picture of what you know, and if necessary, what additional training you might need.

Just as important, we will only select competencies that matter, primarily those that are needed by our employees to provide high quality healthcare services to our customers.

For this to work, employees must take a greater role in the competency assessment process. They must work with their supervisors to identify areas of growth and development, while taking part in ongoing learning to improve how we deliver care.

Competencies will be identified each year and assessed on an ongoing basis. For new employees, the assessment will begin with the hiring process, followed by an initial set of competencies during the orientation period.

Hospitals that have embraced the Donna Wright method have realized greater staff buy-in and a greater attention to quality improvement. With fewer exams to grade, they even saved a little time in their day. ❖

To learn more about the new competencies, contact the Center for Learning and Performance at ext. 2073.

11 Possible Verification Methods

- Tests/exams
- Return demonstrations
- Evidence of daily work
- Case studies
- Exemplars
- Peer review
- Self assessment
- Discussion/reflection groups
- Presentations
- Mock events/surveys
- Quality improvement monitors

A MONTH'S WORTH OF EVENTS

Campaign to raise stroke awareness

Wyoming Medical Center hopes to increase the community's understanding of the warning signs and risk factors of the third leading cause of death in America throughout the month of May.

The hospital has scheduled a community education program as part of National Stroke Awareness Month which begins on May 1.

For example, posters and refrigerator magnets will be available throughout Casper that list possible warning signs of a stroke and what should be done during the onset. A list of risk factors will be included.

"Stroke is often ignored in this country as the media gives greater coverage to cancer and heart attacks, though its impact on the lives of Americans is far reaching," said Michele Holder of the Community Development Office. "In addition to its high number of fatalities, stroke is the leading cause of disability in this country."

In addition, a lunch and learn program is planned May 16 in the Support Services Building at noon. The free community program will feature physicians and clinicians presenting a short program on strokes and answering questions from the audience.

Media stories are also planned during the month, along with a stroke awareness display in the hospital. ❖

Deadline for Auxiliary luncheon nears

Reservations can still be made for the 2006 Wyoming Medical Center volunteer recognition luncheon set for Wednesday, April 26, at 11:30 a.m. at the Casper Petroleum Club.

The hospital will honor the Auxiliary's 230 volunteers who logged more than 28,300 hours of service for the hospital, the biggest number year and a total that breaks last year's record of 27,500 hours.

In addition, the new Auxiliary officers for the 2006-2007 year will be elected.

To RSVP, contact Volunteer Coordinator Michele Holder at ext. 4355. ❖

MARCH OF DIMES WALKERS

Walkers are still needed for Wyoming Medical Center's team at the 2006 March of Dimes Walk America fundraiser on Saturday, April 29, in Casper.

The walk will start and finish at the Three Crowns Golf Course. Registration and team photographs will begin at 8 a.m. followed by the walk at 9 a.m.

To join the hospital team and begin collecting pledges, contact Mike Phillips in the Community Development Office at ext. 2304.

NOTABLE QUOTE

"Good communication is as stimulating as black coffee and just as hard to sleep after."

— Anne Morrow Lindbergh

Searching for symbols of caring

If given a pencil and piece of paper, what would you draw to show the concept of caring?

A hospital committee is asking employees to submit works of art and photographs that best communicate what caring is all about.

"Staff can place the magnet on the door frame as they enter a patient's room."

— Patti Legler

"We are looking for images that symbolize serenity and a sense of peace," said Patti Legler, RN, a member of the hospital's Caring Committee. "We will then use four to six of

those pictures and have them placed on small magnets for use throughout the hospital."

Employees can then select the magnets they like best and use them whenever they are working with a customer.

"Staff can place the magnet on the door frame as they enter a patient's room," Legler said. "It will serve to remind the employee to center and be authentically present before entering the room, plus it will let others know that caring is taking place in the room and not to interrupt unless absolutely necessary."

Legler added that the magnets are not just for clinical staff, such as a nurse performing an assessment or a phlebotomist drawing blood, but also for the non-clinical staff

such as housekeepers who are cleaning a hallway or a financial counselor speaking to a customer on the phone. In that case, Legler said, the magnet can be placed next to the phone.

Legler would like to have all submissions by April 25 though she will extend the deadline until she has a good number of choices.

"Anything that inspires reflection and peace such as flowers or a scenic setting would be a good entry," Legler said.

Submissions, which should include the person's name, department and phone number, can be sent to Legler in the Birth Place.

Copies are preferred over the original photo or art work. ❖

Mardi Thaw results draws large and festive crowd

More than 300 celebrants enjoyed a night of confetti, beads and party masks at the annual Fat Tuesday Mardi Thaw held Feb. 28 by the Wyoming Medical Center Foundation.

The best of New Orleans music, food and merriment came to downtown Casper within the First Interstate Bank first floor parking garage. The setting featured all of the sights, sounds and tastes of the Louisiana city, complete with French Quarter streets and balconies,

according to Chandra Burgess of the Foundation.

More importantly, the evening raised approximately \$10,000 for the Foundation's community health grant program. A portion of the proceeds will also be sent to help Hurricane Katrina victims.

Each guest received a mask, horn and beads as they enjoyed live music spotlighting New Orleans sounds and Cajun food prepared by leading Casper restaurants. ❖

New magnet website will kick off in June

The hospital will introduce a new magnet website for employees and community residents starting in early June.

The new communication tool, which will be available both on the intranet and the Wyoming Medical Center site, will provide regular progress

reports on the hospital's efforts to attain magnet nursing status.

"In addition to current news, we'll use the site to explain what magnet is and why it is important," said Clinical Nurse Specialist Candace Becker. "We'll use it mostly to share our

success with the staff and the community."

The hospital has already sent its magnet application and expects to welcome the survey team in approximately 12 months.

To learn more about the site, call Becker at ext. 2978. ❖

Wyoming Medical Center collects a lot of data. Stacks of it tracking clinical outcomes, safety measures, financial trends and quality studies.

There's so much of it that it's difficult at times to distinguish between the oysters and the pearls.

Last month, the hospital introduced a new organizational quality and safety structure that will provide a clear vision for all performance improvement and safety programs within the hospital.

"What we have done is integrate quality and safety throughout the hospital by defining a specific role for our board, our medical staff and our employees," said Senior Vice President Vickie Diamond, who presented the plan at the March board of directors meeting. "The end result will be a more efficient approach to how we collect data and how we approach quality and safety issues."

The restructuring includes several key components including the grouping all quality and safety efforts into five core processes. They include:

- Regulatory compliance which relates to anything such as JCAHO, CLIA, OSHA and CMS;
- Medical staff which encompasses processes like peer review, medical staff development and credentialing;
- Best practices which includes clinical effectiveness, nursing quality council and utilization management;
- A Safety Advisory Board that looks at environment of care and human safety services issues; and
- Service Excellence which includes a steering committee and numerous teams.

"This is important to our patients because they will know we are focussing each day on improving our quality. No matter how good we are, we can always be better."

—Vickie Diamond

All five areas will be overseen by a new quality and safety coordinating council that will track progress, eliminate barriers, provide resources, and end any redundant work.

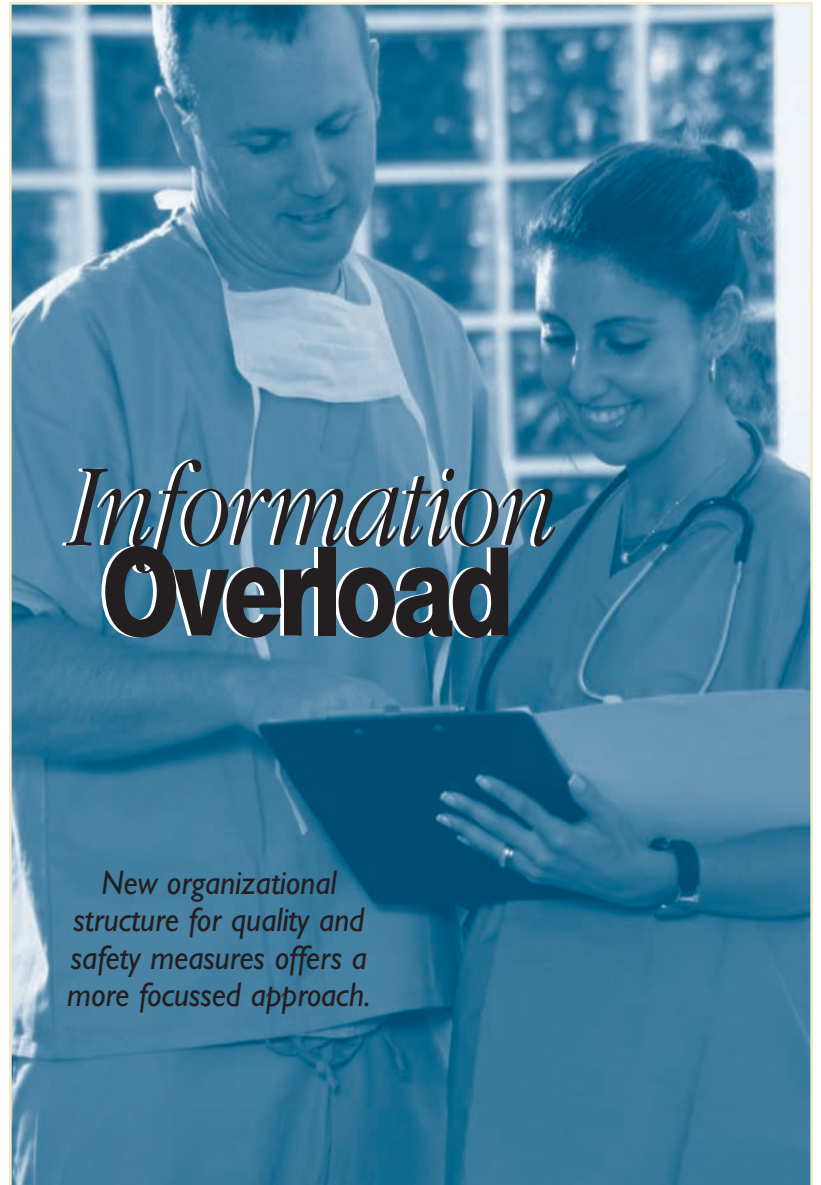
"We have lots of pockets of information out there, with people collecting data without a purpose or several groups tracking the same data," Diamond said. "We believe this new structure will provide greater oversight and direction."

Working with all of these groups will be a quality and regulatory management data support team which will receive all of the data collected and then feed back data as needed. Think of it as the hospital's data library.

Finally, overseeing everything will be a new board-level quality and safety committee.

"This is especially important because before, safety and quality was simply an agenda item at each board meeting," Diamond said. "Now we have a full board committee which will oversee and monitor all quality of care matters at the hospital. Plus, this committee will be the one that makes recommendations to the board about all quality and patient safety issues. This means full integration."

Ultimately, Diamond believes the hospital will be able to better tackle its key quality and safety initiatives while determining



which collections of data are vital and which sets could go away.

An early success story related to this integrated approach relates to previous quality teams that were collecting data related to pneumonia, acute myocardial infarction (AMI) and congestive heart failure (CHF).

All three groups found that to decrease the number of Natrona County residents with these afflictions, the hospital needed to find a way to give smoking cessation information to all patients who smoke. Numerous attempts were made including giving the responsibility to the respiratory therapists and later to the nurses on the floor.

"No one was truly responsible for this process and we were getting compliance numbers that were less than we had hoped for," Diamond said.

Finally, responsibility was given to a new smoking cessation counselor, whose sole job is to meet with patients and offer help with ending their smoking.

"In the first two weeks we had four patients who are interested in stopping smoking, which is the most that I believe we have ever had," Diamond said.

The stack just got a little bit smaller. ❖

NUMEROUS CHANGES WILL INCREASE NUMBER WHO QUALIFY

Hospital expands charity care

SAFE KIDS DAY

The annual Safe Kids Day is set for Saturday, May 20 at Mike Lansing Field. Numerous volunteers are needed throughout the day. Look in next month's Highlights for further details about the event sponsored by Safe Kids of Central Wyoming and the Wyoming Medical Center Foundation.

EMPLOYEE HEALTH MOVES

The Employee Health Department has moved its offices into the Support Services Building. It is located on the second floor next to Human Resources.

The hospital's board of directors approved five policy changes in March that will make it simpler for individuals to apply for charity care.

The five changes were developed by the Board's Financial Care Committee after listening to recommendations from the financial counselors from the Wyoming Medical Center Business Office.

"Charity care can be defined as care and services provided by the hospital to patients who do not have the financial resources to pay their hospital bill," said Chief Financial Officer Ed Renemans. "The changes were made to make it easier for patients to apply for charity care and to adjust the financial criteria for qualifying for charity care. We have seen some very significant increases in all household costs. We wanted to be

WHAT'S IN A NAME?

One of the things that the Financial Care Committee continues to struggle with is the term itself: *charity care*. Chief Financial Officer Ed Renemans said he knows that there are some people who decide not to apply simply because of pride and their desire to turn down charity. A name change sounds like an easy solution, though it is not quite that simple.

"There was a time when we called this *financial assistance* instead of *charity care*. What we saw was that a high number of people applying for just that, financial assistance, not realizing that they were actually applying for charity care. Certainly, most individuals would like financial assistance with their hospital bill, so a lot of people applied," he said. "At that time the Financial Care Committee decided that calling it *charity care* was more clear, and went with that description." Renemans said the committee will continue to work on this issue and should have a decision in the upcoming months.

WIDE RANGE OF COMMITTEE MEMBERS

- Bill McDowell, Chairman and Board Representative
- Ed Renemans, CFO
- Mark Dowell M.D., County Health Officer
- Serena Cobb, Memorial Board Trustee
- Nicole Trott, Director of Patient Financial Services
- Jan Backus, Director of Nursing
- Jeanne Wernsmann, Cath Lab
- Gloria Yarger, RN
- Nick Belveal, Director of Health Information Management/Medical Records
- Lisa Jackson, Social Services/Case Management

sure to factor those household cost increases into the charity application process."

Patient Financial Services Director Nicole Trott said the idea for the changes began at a strategic level, as both the Financial Care Committee and the Business Office looked for ways to make the paying of hospital bills more customer friendly. "In working with our customers, we are always looking for ways to be more accessible, and more customer friendly," Trott said.

The five policy changes are:

- The hospital no longer will ask for financial information of anyone 18 years old or older who has lived in the household for less than one year. This makes it easier for someone with college roommates or visiting family members to qualify for charity care.

- The financial counselors now have the discretion to use a charity care short form for anyone with a bill less than \$1,000. The previous minimum was \$300.

- Applications are now good for 180 days (up from 90 days) which helps patients with multiple stays.

- The hospital has increased the current standard of need by 25 percent. Because of Casper's current housing boom, the committee found that current cost guidelines developed by the U.S. Census Bureau didn't account for the

county's higher costs for such items like rent.

- The hospital is now offering interest-free loans after patients qualify for any remaining portion of a bill. This occurs once the charity portion has been written off.

"In addition, we're looking at other changes such as changing how we compute a patient's assets and liabilities so that we have a more accurate figure for his/her ability to pay," Trott said. "We also hope to find better ways to publicize our charity care policies so that more people know about them and will apply."

The end result is that more patients will have an easier time applying for charity care and once they do, more will qualify for assistance.

As part of the hospital's lease agreement to provide indigent care to Natrona County residents, the changes still need to be approved by the Memorial Board of Trustees and the Natrona County Commissioners, before they become final. While these changes might financially impact the hospital, Renemans believes it is the right thing to do for all of the hospital's patients and the community.

"We really want to identify the patients who need this help with paying their hospital bill, and provide them this assistance," he said. ❖

Economics ...from page 1

million in direct economic impact in Natrona County with an additional indirect impact of \$74 million. That adds up to more than \$325 million in economic impact for fiscal year 2005. This is money that is spent buying new homes, new cars and all of life's necessities and has greatly helped in the county's recent boom environment.

"In one national study, researchers found that 91 percent of rural communities across the United States rank their hospitals as one of the top three employers in their town," Lorenzen said.

This is all the more important in Natrona County, which has seen its population rise by 3.7 percent from 2000 to 2004 and is expected to jump by 12.4 percent from 2005 to 2020. Those residents over 65 will jump by 52 percent during those same 15 years, a population that will more likely need healthcare services.

Lorenzen, with help from Dr. David Taylor and Dr. Tom Gallagher, completed the study, in part, to quantify the hospital's continued efforts to provide specialty care to Natrona County and Wyoming citizens. For example, for every \$1 million of healthcare that leaves the state, the resulting loss is \$1.3

million in economic impact. That equates to 9.1 lost jobs or \$345,400 in lost wages.

"When you consider that one study we completed in early 2005 found that \$236 million in inpatient charges left the state the previous year, you can see why this is an important issue not only to Wyoming Medical Center but also to the other hospitals throughout the state," Lorenzen said.

Lorenzen said he only considered the impact that Wyoming Medical Center has on Natrona County because of a higher degree

of accuracy, however Wyoming Medical Center's impact is expected to increase as one goes beyond Natrona County.

"As we look at future economic growth opportunities, it's first important to understand the different ways that hospitals contribute to their local economy," he added.

The exhaustive study also looks at community benefits, uncompensated care trends and cost comparisons. To obtain a copy, see the hospital's web site or call the Community Development Office at ext. 2388. ❖

OTHER NUMBERS OF NOTE

- In the last five years, Wyoming Medical Center has written off \$84 million in uncompensated care. The yearly total has increased 10.4 percent annually since 1985.
- The American Hospital Association estimated that Wyoming hospitals generated 15,749 jobs in Wyoming in 2003, both directly and indirectly. This equates to 6.4 percent of total non-farm employment in the state.
- Seventy-four percent of the WMC's inpatient volumes come from Natrona County, 21 percent from other Wyoming communities and 5 percent from other states.
- Over the last five years, the hospital has provided

- \$117 million in direct community benefits such as uncompensated care and free community health programs. The Foundation also gave \$975,000 to community health programs and grants during that span.
- In 2005, Wyoming Medical Center used 3,398 different vendors to purchase more than \$74 million in goods and services. Of that, 441 vendors came from Casper and 222 from outside the county for a total \$21.1 million.
- The hospital's price increases have significantly lagged behind jumps in consumer price indexes for Hospitals and Related Services and Inpatient Hospital Services, according to statistics from the Bureau of Labor.

Name badges ...from page 1

pads that employees must swipe and operate, and the numerical passwords that they must memorize.

"We will begin in areas such as the Birth Place, Rehabilitation and the Pharmacy, although eventually all doors, including offices, will open with the simple passing of the badge over the scanner," Kaiser said. "No longer will someone have to swipe in or enter a code in a key pad."

The new badges are also color-coded based on departments and working status. Physicians will have one color, nurses another, and vendors a third. This, too,

will increase security within the hospital to ensure that the right people are in the right place.

A third change is that the badges will now be horizontal, allowing for the inclusion of more type for long names or long titles. The vertical format wasn't nearly as easy to use.

"We'll pilot the new badges with a couple of departments, though we should have them ready for the entire hospital by the end of the summer," Kaiser said.

Human Resources can use the employee photos in the current system, meaning staff won't have to schedule a time for a reshoot, Kaiser added. ❖

CEO letter

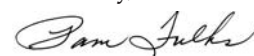
...from page 1

five recommendations that will increase the number of people who qualify for charity care. They also simplified some of the steps and the paperwork so that more people are willing to apply. The Board of Directors approved the changes at its March meeting.


And it doesn't stop there. The committee members are considering additional changes in the future to further broaden access. As well, greater communication throughout the community will help more residents to know about our charity care options. The committee might even change the name of charity care so that more people are willing to apply.

I'm very proud of these efforts and applaud the Business Office staff and the Financial Care members for their foresight. I especially want to recognize Patient Financial Services Director Nicole Trott for leading this effort with the support of our Chief Financial Officer Ed Renemans. For more details about these changes and what has occurred, please see the fuller story on page 6. I look forward to reporting on future Service Excellence success stories.

Sincerely,



Pam Fulks
CEO and President, Wyoming Medical Center



	Feb. 06	Jan. 06	Feb. 05
Discharges	807	761	760
Patient Days	2,983	3,061	3,430
Average Length of Stay	3.7 days	4.0 days	4.5 days
Births	78	89	83
WMC Surgery Cases	363	384	471
WMC Surgery Minutes	36,686	38,959	48,819
Occupational Health Visits	1,879	2,272	2,040
Emergency Room Visits	2,928	2,848	2,621
Ambulance Runs	514	445	376
Wyoming Life Flight	67	53	27

The following table charts Wyoming Medical Center's healthy vital signs.



The close-knit 25-year group began their careers in 1980.



The five-year honorees first came to Wyoming Medical Center in 2000.



The 20-year honorees were all smiles at the banquet.

A Big Hunk O' Love



The 15-year group attended their hospital orientation in 1990.



John Arross remained all shook up throughout the evening.

A festive audience was treated to a big hunk of entertainment during the 2006 Service Awards Banquet March 3 at the Ramkota Inn.

In addition to honoring a long list of employees for their years of service (see back page), the annual banquet featured the song stylings of Elvis Presley (John Arross), Sonny and Cher (Mark and Janet Smith), and Frank Sinatra (Ed Toohey).

The banquet, which was held with the theme *Viva Las Vegas*, attracted 210 people. Those who stayed after the dinner enjoyed dancing, casino gambling and the bright lights of the famous desert city.

For the first time in its history, the banquet took place on a Friday so that employees could stay a little later and take part in the fun. Complimentary child care at the hospital's nationally accredited Next Generation Learning Center was offered so that employees didn't have to worry about a baby sitter.

Some even returned home with a couple of celebrity autographs.



A large contingent represented the 10-year honorees.



Mark and Janet Smith brought down the house with their duet of "I Got You Babe."



**Two Pair
5 YEARS**

MARCIELENA ALCALA
 BABBS ALDRIDGE
 CHARLEE ASMUS
 DEBORAH BARELLA
 CAROL BELANGER
 MELISSA BELL
 NICK BELVEAL
 MELISSA BIBER
 ROXANNE BINSTOCK
 SHANNON BLUME
 JENNIFER BROWN
 MELODI BROWN
 SUSAN BROWN
 KERRY BROWNELL
 ROSE CARBAJAL
 CHARLES CASABURI
 JODY CLOUGH
 ANN COLE
 CONNIE COLEMAN
 PAUL CROCKFORD
 STEPHANIE CROUCH
 THERESA DAVIS
 MACATO DODDS
 LORI DONNER
 DAVINA DRAZICK
 DEBRA DYER
 REBECCA EVERSULL
 JAMES FELTEN
 CHERYL FLORES
 JUDITH GEIGER
 DEBRA GEZZI
 SHARON HANCOCK
 GORDON HANSON
 JENNIFER HAYNES
 JENNIFER HERRERA
 LOURA HEUER
 REGINA HILEMAN
 LISA JACKSON
 MARTHA JACOBSON
 STACY JENNE
 GUADALUPE JIMENEZ
 DARLYNE KAMMERER
 TAMARA KNOTTS
 SUSAN KOLLMANN
 DENISE LABOUNTA
 DAOREUANG LERMA
 JANIE LUPER
 RICHARD MACKLER

ROLINDA MACKLER
 SAGE MAYS
 RICHARD MESTAS
 MELISSA ANN NEFF
 MARSHA NICHOLS
 CHERYL NICKERSON
 JOAN NOBLITT
 ABIGAIL NORTHPROP
 AZUCENA ST OBRIANT
 CHERYL OLSON
 KAY PAGE
 CONNIE PEDERSON
 LARRY PHILLIPS
 MIKE PHILLIPS
 SHERI POSTON
 LISA QUICK
 ALLEN ROBERTSON
 LINDA ROBERTSON
 AMANDA ROBINSON
 DEBORAH SALAZAR
 DONNA SCHILTZ
 LASHARA SEIVEWRIGHT
 DONNA SNIDER
 LARRY STROH
 TERRY TENNYSON
 LORIE VANNESTE
 SALLY VASQUEZ
 CHANTHARA VIRACHACK
 JOHNNA WARD
 KATHY JO WOFFORD

**3 OF A KIND
10 YEARS**

JOELLE ANTHONY
 JOHN ARROSS
 TYLER ASBURY
 MARYLOU BARROWS
 CHARLES BRIGHT
 JANET CHRISTENSEN
 DORIS COLLINS
 GRACE ANN COLPITTS
 PATRICIA DAVY
 KATHERINE FRITH
 ROBERT GUTHRIE
 SHELLY HARDING
 MICHELE HOLDER
 MATT KAISER
 SUSIE LACK
 BRYNN LEGERSKI
 DONNA LEMON
 MICHELE LUCKOW
 JACQUELINE MILLIKIN
 KELLIE MULANAX
 CAROLYN SUE OKES



Thirty-year honorees Penny Altaffer and Mary Jo Daniels were applauded by their supervisors during the annual banquet. Bernadette Green was also honored that night.

LORI PELOQUIN
 MARY ROHR
 SHELLEY STARNES
 NICOLE TROTT
 CONNIE WOOD
 KATHY WOODWARD

**FULL HOUSE
20 YEARS**

RONDA DELGADO
 KATHLEEN DESTEFANO
 SALLY LEVER
 CYNTHIA PUTNAM
 SUE RENZ

**FLUSH
15 YEARS**

JAN BACKUS
 JACQUELINE BAILEY
 LAURELLEE BAKER
 DAN BEAVER
 DON CLAUNCH
 CHRISTINE CONDELARIO
 LAURI DEERING
 GAYLA FOX
 LUCILLE GARRISON
 SADELLA GOLEN
 BILL GRIGG
 JANICE HINES
 VELVET HISER
 SHARON KRUEGER
 PATRICIA LAWRENCE
 PEGGY LOU MOYER
 MICHAEL RISSLER
 LAURIE SANFTNER
 DAVID SHUTTS
 ANDREA STROHMAN
 RITA TANNER
 AMY WALKER
 BRYAN YOUNGBERG

**STRAIGHT FLUSH
25 YEARS**

ROSE BRANSON
 KATEY COVERT
 GAYNA KUHL
 GREG LEWALLEN
 JANE NETHERTON
 LESLIE PALMER
 VICKIE PAVEY
 SHEILA PESEK
 ELLEN TAYLOR
 SHIRLEY WILLIAMS
 VICKI WILLIAMS
 GLORIA YARGER
 DEIDRE ZIETZ

**ROYAL FLUSH
30 YEARS**

PENNY ALTAFFER
 MARY JO DANIELS,
 BERNADETTE GREEN

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If you have questions, comments or need more information, call 577-2388.

Editor — Mike Phillips

Employee Birthdays

Reminder: All Wyoming Medical Center employees may take a 20-percent discount at the Auxiliary Cottage Gift Shop during the month of their birthday. The discount may be used on any (one) day during that month. Most items apply.

April 1

Cynthia Brown
Amy Helfrick
Keith Roumell

April 2

Maria Corlis
Debrah Degroot
April Naab
Michel Skaf

April 3

Mark Bower
Jolene Clark
Lucy Garrison

April 4

Doris Collins
Erica Kopp
Cheryl Vogel

April 5

Laura Bright
Eva Dalgarno
Terie Dewart
Shelly St. Onge

April 6

Merle Potter
Shelley Starnes

April 7

Megan Berry
Carol Emerson
Teresa Leshner
Carol Leslie
Laurie Sanftner
Eric Valdez

April 8

Blake Cleverly
Lucia Mauer
Amanda Voigt

April 10

Julie Chapman

April 11

Babbs Aldridge
Kathleen Couey
Darryl Domman
Lisa Johnson
Peter St. Clair

April 12

Melissa Bieber
Barbara Couey
Janna Johnson
Linda Lanier
Jennifer Parmely
Larry Rieger
John Wall
Tracey Willis

April 13

Penny Altaffer
April Bender
Susan Karavitis
Linda Lynch
Bonnie Ruhter
Sarah Thayer

April 14

Candita Daniels
Susan Kollmann
Brett Lay
John Mann III
Marc Miller
Samantha Woods

April 15

Anthony Drazick
Karen Fraser
Patricia Sellers
Marijane Threlkeld
Virginia Tubbs

April 16

Susan Bright
Sharon Hancock
Jennifer Herrera
Mark McGinley

April 17

Marcielena Alcala
Jean Green
Kristi Keller

April 18

Susan Balfour
Ken Jereb

April 19

Helen Anderson
Angela Lewan
Rolinda Mackler
Shelly Rumsey

April 20

Sharon Reed
Lucy Turek

April 21

Lynette Benardis
Teresa Brainard

April 22

Sarah Dunn
Devon Honea-Mathes

April 23

Russell Easterling
Shawn Engberg
Buddy Morgan
Jodi Rudd

April 24

Rebecca Duford
Haley Eley
Janel Feedback
Eileen Rissler

April 25

Jackie Stricker

April 26

Kerry Brownell

April 27

Connie Jacobson
Karla Lowndes
Summers Seely

April 28

Lily Brammer
Karla Case
Suzanne Karch
Tiffany Leary
Alicia Leonard

April 29

Georgetta Coles
Shanna Jackson
Kelly Jensen
Rebecca Northrop

April 30

Sandra Conklin
Erin McDaniel