

THE DUPONT STAR



awards & recognition
2009: NATIONAL RANKING BEST IN VALUE, BEST IN INDIANA FOR VALUE, DATA ADVANTAGE; METRICS AWARD FOR COMMUNITY HOSPITALS, CELEBRATING CPOE SUCCESS, MCKESSON • 2008: CHS OUTSTANDING PATIENT SATISFACTION • 2007: CHS HIGHEST PHYSICIAN SATISFACTION; OUTSTANDING ACHIEVEMENT AWARD; HIGHEST PERCEPTION OF QUALITY, EXCELLENCE THROUGH INSIGHT AWARD, HEALTH STREAM RESEARCH • 2006: OVERALL PHYSICIAN SATISFACTION, EXCELLENCE THROUGH INSIGHT AWARD, HEALTH STREAM RESEARCH • 2005: GOLD HOSPITAL OF THE YEAR • 2004: TRIAD AWARD • 2003: GOLD HOSPITAL OF THE YEAR • 2002: TRIAD AWARD • 2001: KICK-OFF TOUR

May is The Month of the Team

The Month of the Team offers food and activities planned to bring us together, give us a break from our routines and celebrate the excellent work we do each day as a team.

Look for an e-mail and flyers with a listing of activities and be sure to participate whenever you are able!

**THANK YOU
DUPONT TEAM!**

Fun Builds with Super Sleuth Contest

The Patient Access team is comprised of forty team members in multiple locations in three different buildings. Team specialist, Angie Gilson, found a fun way for her team to get to know each other better with a Super Sleuth contest.

The contest began with each team member sending a clue about themselves to coordinators Sherry Koeppe and Mary Mullins, who then sent weekly "assignments" by e-mail to each team member for them to figure out who the clue was about.

The clues reflected each employee's personality and ranged from riddles to silly to dramatic. Some examples:

- On Labor Day, 2009, I drove by myself to Georgia—to sky dive.
- I like to dress up like a raccoon and go to parties.
- Monday is really Friday.
- I ate dinner with Davey Jones from the Monkey's.
- A broken tiara has great memories!

At the end of the four-week contest, the goals of fun and getting to know each other had been accomplished. There was a three-way tie for perfect sleuthing and the winners each received a certificate, detective hat and a magnifying glass.



Patient Access Super Sleuth contest winners
Tiffini Hurd, Abby Shipley and Lynn Rolls

Courtesy: Penny Long, med/surg/tele

Nominated by Angie Hess, med/surg/tele

One Saturday, Penny started her assignment with five patients. She eventually sent four of them home and picked up four more from another nurse. She sent one of them home and got another from ER. She sent yet another patient home—and got another from ER! She had a total of 11 patients that day and she didn't complain once. Every time I saw her she had a smile on her face.

Efficiency: Amanda Demland, labor and delivery

Nominated by Susan Stratton, RN, OR

Night shift in the OR can be a lonely place, especially when there is an emergency. One night, we were in the middle of a case with a patient was bleeding. I was running trying to keep things under control and realized I needed an extra person. I immediately thought of Amanda in Labor and Delivery and, sure enough, she came running—literally! She was thinking of what our guests needed at that moment and came to help a fellow team member in another department. I want her to know how much I appreciate her.

Individuality: Caryn Studebaker, NICU

Nominated by Julie Sorgen, nursing administration

Caryn was attending her daughter's Christmas program when she received a frantic call from the NICU team, saying that they needed two of their specialty beds taken apart, cleaned and prepared for emergency admits. The NICU team had tried but could not reach the other techs. So Caryn, who is an RN and no longer a tech, gave up her night off to come in to clean beds at 9 p.m.

Image: Mary Key and Lisa Taylor-Smith, radiology

Nominated by Bobbie Goltz, radiology

Mary and Lisa carefully and respectfully orchestrated a screening mammogram for a quadriplegic guest. They worked around the guest in her special wheelchair, the guest's aide and all of the equipment in a very small, confined space. Over an hour later—the exam usually only takes 10 minutes—the exam was complete. The guest was happy and very thankful for the team's support and care. They made a very difficult procedure comfortable and showed compassion for our guest.

*May Teams of Month:
BioMed and Materials Management*

**Customer Service Steering Committee
Helps Us "Be True to Our Mission"**

▶ **Secret Mission: Undercover Kindness**

During May, the Customer Service Steering Committee is encouraging team members to catch co-workers in acts of kindness.

Undercover Kindness sheets are being distributed with small certificates to cut out and give in recognition of acts of kindness. When you have recognized three co-workers and completed the certificate, you may place it in the box outside the café and be entered in a drawing for a \$25 Visa gift card!

▶ **Introducing Agent James DuPont**

You may be wondering, "Who is that person in the trench coat wandering through my department?" It may very well be undercover agent James DuPont or Junior Agent B.A. Star. The duo will be visiting departments to acknowledge team members who are "being true to Dupont's mission" of five-star service.



**CUSTOMER SERVICE
QUOTE OF THE MONTH**

"One customer, well taken care of, could be more valuable than 10,000 worth of advertising."

— Jim Rohn



**Congratulations to Dupont team members
celebrating a five year service anniversary!**



40 YEARS

Billie Winters

35 YEARS

Linda Diaz

30 YEARS

Theresa Leeuw

Sharon Loshe

Vicki Marcellus-Smith

20 YEARS

Karen Fries

Angela Gilson

15 YEARS

Lori Adams

Melissa Lambert

Michael Schatzlein

Dawn Schneider

10 YEARS

Sue Alvarez

Liane Ammerman

Melissa Burke

Heather Cenko

Sara Chrystal

Natalie Clemens

Jennifer Culler

Mary Johnson

Kelly Kepler

Mary Ellen McAfee

Michelle Rietdorf

Bonnie Rolls

Linda Schinnerer

Teresa Schwartz

Amy Tanner

Cindy Williams

5 YEARS

Catherine Anzini

Joseph Annis

Jennifer Barkey

Rosemary Whitaker

Michael William

Sarah Bishop

Erica Carmona

Christina Caulk

Sharon Charron

Christina Clark

Kimberly Clemons

Rosalie Coplen

Amanda Demland

Cherie Droegge

Jessica Hammond

Candice Harris

Patty Jackson

Todd Klinedinst

Kimberly Knittle

Rachel Kuhns

Mandi Lantz

Candace Lemke

Dawn McGrade

Christina Minser

Lynn Moore

Prudence Moore

Craig Moss

Tamara Motycka

Anna Nave

Kimberly Neuhouser

Lisa Nicklow

Jeanine Oberley

Chad Owen

Judith Perez

Deborah Raftree

Amanda Rathbun

Mary Reinhart

Kerry Roach

Edna Salazar

Ashley Scherer

Mark Schindler

Terah Stoops

Jacqueline Stout

Kristi Stroder

Megan Uphoff

Patricia Vail

Carrie Vowles



**The annual service award celebration will be on
Thursday, May 13 at the Pine Valley Country Club.**



Dare to Dream: Running with Goofy

Though Brenda has always enjoyed physical activity—from kickboxing to zumba to different types of dancing, she didn't actually plan to run a half marathon. In fact, she hates to admit it, but she didn't even train for the first one!

She began running, off and on, about two years ago. As she and her son, Jordan were on their way downtown to participate in their second Fort 4 Fitness run, he encouraged her to change from the four-mile to the 13.1-mile (half marathon) run. He convinced her that that they could do it—it was just mind over matter. With Jordan 19 and Brenda 49 years old, she wasn't necessarily convinced, but agreed to try. Jordan stuck by her side, and they finished at 3 hours and 5 minutes. The three days of post race recuperation were well worth the priceless memories with her son.

After completing that first, unplanned mini, a co-worker mentioned Disney's annual half-marathon run. Brenda is a fan of Disney, and thought the race sounded like a better way to bring in her fiftieth birthday than joining AARP! So she and her friend signed up for the challenge.

“I really questioned my sanity at that point and wondered if they had race medallions that I could just purchase at their gift shops!”

It was worth it in the long run, but held its share of trials. Prior to the race, Brenda displaced her kneecap in a ladder mishap and, if not for the encouragement of family, friends and co-workers (Andrea), there were times she would have 'thrown in the towel'.

Then, when the day of the event brought out 22,000 other runners—and Mother Nature brought 29 degree, sleeting weather, she doubted her sanity! Not finishing was never an option to her, though. Brenda's attitude was that she would cross the finish line one way or another. In her words, "I may have to push it, pull it or drag it, but I would cross that finish line."

So, though it was an extreme mental challenge to get up at 3:15 a.m. and put on two coats and gloves for the race, the Disney mini created another great memory with a friend—and she can now say that she ran side by side with Goofy.

Perserverance brings with it valuable lessons. Over the past couple of years, Brenda has discovered that each day is a gift from God, and she tries to remember, as the song goes to "live like you were dying."