



CATHOLIC HEALTH  
INITIATIVES

Memorial Health Care System

*inspired medicine*

# M news

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News for Memorial Health Care System Associates

January 2012

## Memorial Celebrates 60 years of Service

A prayer service for the 60th anniversary celebration was held on January 4, in the Community Rooms at Memorial Hospital.

This year we celebrate the rich history of Memorial and how it came to be a beacon of love and hope for so many people who come here for care. Just as importantly, we celebrate the dedication and a long commitment to the Chattanooga community by the Sisters of Charity of Nazareth and the legacy they have entrusted to us who carry on that ministry today and into the future.

Memorial first opened its doors in January 1952 with 180 beds and only 50 employees. In the six decades that followed, Memorial has grown into a major health care system with 4,300 employees, two hospital locations, more than 400 beds, a satellite outpatient imaging center, two city health clinics and more than 500 active volunteers.

The 60th anniversary will be highlighted at many events throughout the year as we reflect on our rich past while positioning our system to service future generations.



## New and Advanced Treatments for Heart Valve Disease at Memorial

The Heart Valve Program at Memorial Health Care System is now offering a revolutionary procedure for the treatment of aortic valve stenosis for patients who previously weren't candidates for surgical valve replacement.

Transcatheter Aortic Valve Replacement (TAVR) is a minimally invasive procedure that enables a collapsible aortic heart valve to be placed inside the heart. The Edwards SAPIEN Valve is the first and only TAVR therapy to receive FDA approval. Memorial performed the third implant in the nation using the newly FDA approved SAPIEN device.

During the minimally invasive procedure, the TAVR device is crimped down to the size of a pencil and then placed into the body via a catheter that is inserted in an artery in the upper thigh. Once it's delivered to the site of the patient's diseased valve, the device is expanded with a balloon and begins to work immediately.

"Prior to approval of this valve replacement, patients who had severe aortic valve disease had no effective long-term treatment options," said Dr. Clifton Reade, a surgeon on staff at Memorial. "Generally, patients with this condition have difficulty walking, shortness of breath, light headedness and may fatigue easily. Their quality of life declines significantly."

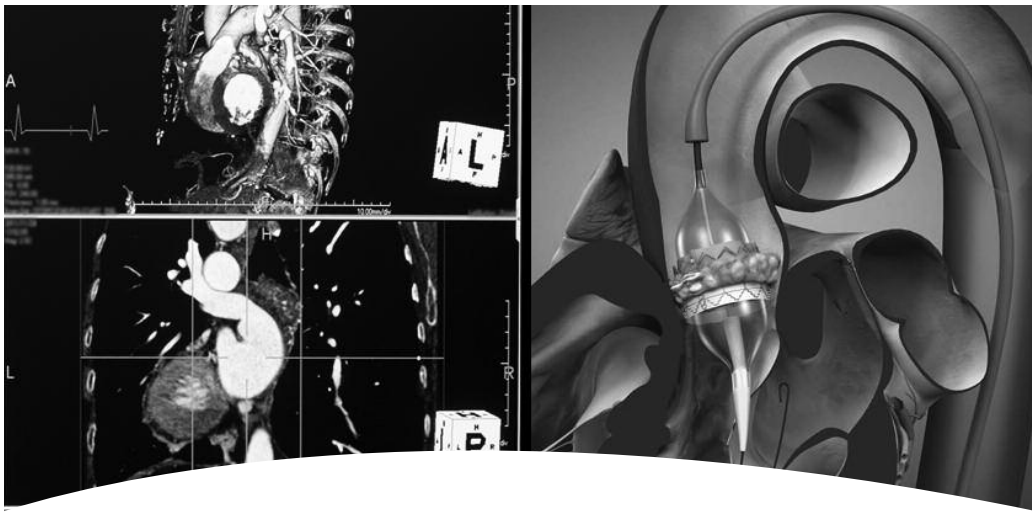
That was the case with Erna Greene of Birchwood, TN, who recently received a transcatheter aortic heart valve. Before the approval of the TAVR valve, she had been told she had only six months to live and that there were no other treatment options. Ms. Greene had the TAVR procedure at Memorial Hospital. At the time of approval, Memorial was one of only 24 hospitals in the nation selected to use the FDA approved Edwards SAPIEN valve.

"I couldn't walk across the room without losing my breath," says the energetic 94-year-old. "I feel so much better. I'm back to doing my usual activities without being short of breath and exhausted."

The most exciting aspect of this procedure is that it provides hope when there were no previous options. For those patients who aren't surgical candidates, 50% don't survive more than an average of two years after the onset of symptoms. This newly approved transcatheter valve offers some patients the potential of a longer life and better quality as well.

To assess whether someone is a candidate for the transcatheter valve, patients with severe aortic valve disease are screened in Memorial Hospital's Heart Valve Program. This program is directed by a team of specially trained cardiovascular

*(continued on page 2)*



## Heart Valve Disease (continued from page 1)

surgeons, interventional cardiologists, and imaging cardiologists who review possible candidates to determine if the TAVR is the best course of treatment for each individual patient.

Members of this team include Dr. Clifton Reade and Dr. Richard Morrison, cardiovascular surgeons on staff at Memorial; and cardiologists Dr. Mark Thel, Dr. William Oellerich, and Dr. Brian Negus with The Chattanooga Heart Institute at Memorial.

“This treatment isn’t for everyone with aortic valve disease,” says Dr. William Oellerich. “However, patients with severe aortic valve disease who are symptomatic and for whom valve surgery is not an option, can be seen in Memorial’s Heart Valve Program to determine the most appropriate treatment options which may include open-heart surgery or a transcatheter valve replacement.”

To learn more about Memorial’s Heart Valve Program, patients may discuss their condition with their physician or call the Heart Valve Program at (423) 495-4327.

## Getting to Know

Cheryl A. Sadro has been named senior vice president of finance / chief financial officer of Memorial Health Care System.

Cheryl has more than 12 years of health care leadership experience with the largest Catholic hospital system in the United States, Ascension Health, as well as 14 years in senior management of a large auditing firm. She has a strong background in all components of the financial industry as well as strategic plan development, managed care strategy, physician enterprise development, and corporate responsibility.

Cheryl most recently served as the senior vice president, finance and strategy chief, at Providence Hospital, Washington, D.C. where she spearheaded a \$12 million capital investment for strategic initiatives, designed a framework for physician enterprise management, and led the development of the system’s first joint venture Ambulatory Surgery Center.

Cheryl holds a master’s degree in Healthcare Management from Troy State University, Troy, Alabama and is a Certified Public Accountant.

Please join us in welcoming Cheryl as you have the opportunity to meet her.



**Cheryl A. Sadro,**  
sr. vice president of  
finance/CFO

## Memorial Health Care System

### Mission and Core Values

#### Mission

The mission of Memorial Health Care System and Catholic Health Initiatives is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st century.

Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

#### Core Values

Reverence, Integrity, Compassion and Excellence

## Get Ready, Get Set, Get ACTIVE in 2012

Memorial associates continued their journey of improving their health by participating in ACTIVE 2011. Associates significantly increased their activity in 2011, more than doubling the total hours exercised compared to 2010.

“The response to the ACTIVE program has been absolutely incredible,” said Brad Pope, vice president of human resources. “Many associates have shared their personal stories with us of how the program has changed their lives. Through individual participation, our associates are truly living Memorial’s mission by creating a healthier community.”

In 2010, Memorial associates exercised more than 68,000 hours. Hundreds of new participants signed up in 2011 resulting in more than 146,000 hours of exercise. In the past two years, associates have lost more than 2,800 pounds. To build on the past success, the bar for the ACTIVE program is being raised for 2012.

Memorial’s goals for ACTIVE 2012 include 7,300 days (175,000+ hours) of exercise/activity and weight loss of 2,012 pounds by the end of 2012. Associates are encouraged to check with a primary care physician before starting a new exercise and/or weight loss program. For more information about healthy weight loss and healthy eating, visit Mnet and select the Healthy! Memorial tab. You also have access to wellness programs through the CHI Personal Wellness Program offered through our partner Carewise® Health. Programs are available by phone or online (My Healthy Spirit page on Inside CHI) and cover a range of topics.

#### ACTIVE 2012 plan highlights are as follows:

- **Individual Activity** – By engaging in regular physical activity, associates may earn \$100 at the end of calendar year 2012. Associates must earn a minimum of 16 exercise/activity points (1 point = 30 minutes of continuous activity) each month from February to November.
- **Individual Weight Loss** – First, second and third place prizes will be awarded to the top three associates who lose the most weight. First place: \$500, second place: \$250 and third place: \$100.
- **Team Competition** – While ACTIVE 2012 encourages departments to compete as a team, individuals from different departments may form teams with a minimum of 5 members and a maximum of 20 members. Members of the team with the highest average hours exercised in calendar year 2012 will receive an iPod, Kindle, or gift card (associate’s choice).

To learn more about ACTIVE 2012, visit Mnet where you will find the plan design, frequently asked questions, team roster, team point log and monthly calendars.

## Kudos to ACTIVE 2011 Winners

#### Individual Weight Loss Competition

Debbie Douglas – 1st place

Sandra Douglas – 2nd place

Carolyn Hughes – 3rd place

#### Team Exercise Competition

Skeletal Crew

# Meditech 6.0 Team Lead Kick-Off

A very successful Kick-Off for Memorial's Meditech 6.0 local team leads was held on January 10-11. The two-day meeting involved more than 100 employees and partners in national, regional and local roles.

Memorial's upgrade from Meditech 5.6 to 6.0 is part of CHI's OneCare program to create a shared, universal electronic health record for each CHI patient. Our Meditech 6.0 Go-Live is scheduled for October 2012, but the important work of localizing the national Meditech build for Chattanooga begins now.

To accomplish that localization, the OneCare Steering Committee selected 12 team leads from Memorial—one for each Meditech 6.0 application. Chattanooga team leads will spearhead the localization work.

Memorial's Clinical IT Director, Tish Baker, serves as Site Lead for OneCare at Memorial and Beth Maury is our Physician IT Coordinator. For Meditech 6.0, Tish is supported by two CHI national project managers, Cinnamon Mathews and Lee Drumhiller.

During the two-day event, the new team leads met with members of the national build team as well as application architects and analysts.

Team leads met in breakout groups to review the team charter and work plans developed during the national Meditech build, and discussed the technical details of application conversion—the process of moving data from the current MAGIC system to Meditech 6.0. Over the next few months, team leads will meet weekly to develop the local work plan based on the national team's assessment of current workflows at Memorial and what needs to happen to reach the best "future state."

The Meditech 6.0 Go-Live date for Chattanooga is scheduled for October 1, 2012. For more information, please visit the OneCare page on Inside CHI or contact Tish Baker, OneCare Site Lead.



## Team Leads

Joan Brynes: Accounts Receivable (B/AR)

Lamar Bagley: Community-wide Scheduling (CWS)

Jason Bryan: Emergency Department Management (EDM)

Donna Mashburn/Candace Hancock: Health Information Management, Scanning and Archiving (HIM/SCA)

Matt Bridgeman/Judy Goodman: Imaging & Therapeutic Services (ITS)

Beverly Griffith: Laboratory Information Systems (LIS)

Veronica Raper/ Kristi Miller: Electronic Medical Records (OM/EMR)

Teresa Denham/Sharon Jones: Operating Room Management (ORM)

Adrien Bhushan, MD: Patient Care Management (PCM)

Louann Wittman: Pharmacy (PHA)

Pam Collins: Patient Care System (PCS)

Pam Collins, Michelle Denham, Lee Dobbs, Jean Reschenthaler and Veronica Raper: Clinical Informatics

— AVON BHOP —  
AVON BREAST HEALTH  
OUTREACH PROGRAM

EARLY DETECTION  
SAVES LIVES!



## Avon Awards \$55,000 to MaryEllen Locher Breast Center at Memorial

For the 10th consecutive year, the Avon Foundation Breast Health Outreach Program awarded Memorial Health Care System Foundation \$55,000 to support the 2012 Breast Services outreach program at the MaryEllen Locher Breast Center at Memorial.

The funding will provide for 1,500 mammograms, 1,000 clinical breast exams and educational services to more than 3,000 people.

The MaryEllen Locher Breast Center at Memorial will continue providing women in

Chattanooga and the surrounding region with mammograms and clinical breast exams in their own communities through Memorial's two Mobile Health Coaches.

Breast cancer is the most common form of cancer in women in the U.S. and the single leading cause of death in women between the ages of 40 and 55. Nationwide, there is a new diagnosis every 14 minutes. While advances have been made in prevention, diagnosis and treatment, early detection remains the best opportunity for successful treatment. Programs at the

MaryEllen Locher Breast Center at Memorial help ensure that all women have access to early detection information and options – even poor and medically underserved.

"We are proud that the Avon Foundation for Women shares our mission and has chosen to support our program," said Kathy Dittmar, director of Women's and Support Services. "With these funds, we will be able to continue ensuring that women in our region have access to mammograms."

# Compliance Transitions

To better align and standardize the compliance functions across Catholic Health Initiatives, compliance departments from Memorial Health Care System and other CHI hospitals are in the process of a compliance program redesign. Beginning January 1, 2012, the local Memorial compliance team became part of a divisional and national compliance team. This transformation allows for greater best practice sharing and presents an opportunity to tap into a variety of compliance resources. Leigh Bertholf, the Corporate Responsibility Officer (CRO) for Memorial, has accepted the position of East/Southeast Division CRO and will be responsible for the coordination of the corporate responsibility functions at St. Claire's in New Jersey, St. Joseph's in Reading, PA, St. Joseph's in Towson, MD,

St. Vincent's, Little Rock, AR and St. Catherine/St. Rose in Kansas. Leigh will continue her role as Memorial's CRO. Leigh and her team will continue to be located at Memorial. This transition is expected to be completed by June 30, 2012. Recruitment is underway for an associate CRO, divisional assistant physician enterprise CRO, and two compliance specialists, and an administrative assistant all to be located in Chattanooga. Edward Davis, contracts/compliance manager, has accepted the CRO position at St. Vincent and will be transferring to Little Rock in early February. The associate CRO position for Chattanooga will be posted within the next few weeks. For more information, contact Corporate Compliance at ext.8366



# New Online Tool Launches

**Q: What do leafy greens and a picture of your personalized benefits and compensation at CHI have in common?**

**A:** You'll find information about both when My Healthy Spirit comes online through Inside CHI January 23.

My Healthy Spirit is an online, single source for personalized information about your pay, benefits, retirement and wellness. It's a convenient, easy-to-navigate website that will be updated frequently.

With all your employee-related information in one place, you'll no longer have to go treasure hunting to find the right programs and passwords. It's the new place to access HR/Payroll Connection – just follow the links in the top left.

You'll also find a wealth of new information that you don't have access to today on My Healthy Spirit, including:

- Tools to track your progress on retirement savings – are you on pace to achieve the goal of a 70 percent replacement income in retirement?
- Personalized information about the total value of your benefits and compensation at CHI based on the past year.
- Information about how much you and CHI contribute to benefits such as your medical coverage or retirement plans.
- Articles about how to best use your CHI benefits; employee success stories; and tips to help you achieve your physical and financial health goals.
- One-stop access to HR/Payroll Connection, Carewise Health and Fidelity Investments – all with a single log-in. (Fidelity transactions require a separate log-in for security reasons.)

You'll access the site through Inside CHI. No new software is needed, and you won't need to take any action to activate it.

You can access My Healthy Spirit anytime, anywhere: go to [home.catholichealth.net](http://home.catholichealth.net) and log in to Inside CHI as you do from your work computer.

Memorial Health Care System is one of four pilot sites for My Healthy Spirit. After our test run, any necessary changes will be made and the site will be available to employees throughout CHI in May.

## Memorial Launches

### Caregiver Support Group

Memorial Health Care System is launching a new support group for caregivers in January 2012.

The support group will be facilitated by Memorial Chaplain Betsy Kammerdiener, MDiv, BCC, and Memorial Oncology Nurse Navigator Betsy Quinn, MSN, OCN. Betsy Kammerdiener has served in the ministry for more than 30 years and has served as a chaplain at Memorial for 10 years. With more than 30 years in nursing, Betsy Quinn has been a bedside nurse, educator, and administrator. Betsy Kammerdiener and Betsy Quinn received special training focused on improving quality of life and quality of care for oncology caregivers through the National Cancer Institute's City of Hope.

"By focusing on the physical, psychological, social and spiritual well-being of the caregiver we hope to relieve some of the distress that may result from caring for family or friends with cancer," said Betsy Kammerdiener. "The unique challenges and needs of caregivers will be a topic of discussion."

"It is not unusual for caregivers to experience feelings of anxiety, depression, fear, helplessness, anger, guilt, and uncertainty," adds Betsy Quinn. "When a patient is in active treatment, the caregiver is most focused on scheduling, medication management and other activities. Many caregivers experience an increase in anxiety as cancer treatments come to an end. Memorial's Caregiver Support group is open to all caregivers whether their patient is newly diagnosed or has completed treatment."

Memorial's Caregiver Support Group will meet in Joseph H. and Alice E. Davenport Outpatient Infusion Center at the Patient Entrance from 5 p.m. until 6 p.m. on the last Monday of each month beginning in January 2012. The first session will be held on January 30, 2012. For more information, contact (423) 495-7778.

## Memorial Health Care System Partners with Language Services Associates for Telephonic Interpretation Support

We are pleased to announce a new partnership with Language Services Associates (LSA) for telephonic interpretation support. LSA's INTERPRETALK® Interpreting by Telephone (IBT) service provides 24/7



on-demand access to qualified and professional medical interpreters in over 200 language offerings. LSA's premier interpretation service will help reduce risks, increase patient care and help the hospital maintain compliance with new Joint Commission standards.

To use LSA's INTERPRETALK® service, simply dial (877) 274-9745 and provide the following access code: 1002499. Or, if calling from one of LSA's dual handset phones, you can simply press the pre-programmed prompts. You will be instantly connected to one of LSA's live call center coordinators and asked to provide the following information: department, caller's last name and first name, patient's medical record number and desired language. A medically qualified and experienced telephonic interpreter will then come on the line to assist you and your limited-English speaking patient.

More information including a summary of language services for staff, INTERPRETALK® and video remote interpreting training, "One Moment Please" desktop reference card, and "Please Point to Your Language" poster are accessible on Mnet by selecting the Clinical Tools tab.

If you have any questions regarding Memorial's new partnership with LSA, please contact Keith Lockwitz, manager of nursing administration, at (423) 495-8566 or via e-mail at [keith\\_lockwitz@memorial.org](mailto:keith_lockwitz@memorial.org).



**Joan Frierson and Alice (Hedy) Davenport pause for photo in the lovely new center named in honor of Mrs. Davenport and her late husband.**

## New Davenport Outpatient Infusion Center is a Blessing to Patients and Families

The Joseph H. and Alice E. Davenport Outpatient Infusion Center opened at Memorial Hospital in early December providing patients with an uplifting and comfortable environment for care. Joseph Davenport (deceased) served on the Memorial Hospital Board of Directors as a member and chairman in the 80's working very closely with Sister Thomas de Sales. Inspired by Mr. and Mrs. Davenport's dedication to Memorial, the Davenport's children and grandchildren came together with a family gift to name the Center in Joe and Alice's (Hedy) honor.

Memorial Board member Joan Frierson and Dr. Charles Portera, Sr. lead the fundraising efforts which have been supported by many other families, corporations and local Foundations. The proceeds from Pink! 2012 will help complete funds needed for the Center.

The \$1M effort to build and equip the new Infusion Center is part of a larger effort by the Memorial Foundation which will be announced later this year.

### **Joseph H. and Alice E. Davenport Outpatient Infusion Center highlights include:**

- Patients may choose the type of room they prefer for treatment – private, semi-private or a group room with 4 infusion stations. Patients have different treatment needs with some preferring the quiet solitude of a private room where they can be alone or have a friend or family member by their side. Others enjoy talking and visiting with other patients they have met during treatment.
- There are 13 treatment chairs.
- The Center is 3,600 square feet.
- The Danette Henry Family Oasis is a place where family members can pause for a moment of respite.
- The Center has an on-site pharmacy which is saving approximately 30 minutes at the beginning of each patient's treatment and allowing the nursing staff to stay in the Center rather than traveling across the hospital to access the drugs needed.

**For more information about the Memorial Foundation, please visit [www.memorial.org/foundation](http://www.memorial.org/foundation) or call (423) 495-4438.**

## New Breast Cancer Support Group at Memorial

Memorial Health Care System is hosting a group for every woman traveling the pathway of breast cancer.

Memorial's Breast Cancer Support Group will be facilitated by Debrah Hagen, LCSW with Memorial's Center for Cancer Support. The group will focus on change, growth and discovery. As participants, women will be encouraged to explore their vision of what is possible and listen to their intuition.

The group's first meeting will be held on Wednesday, February 1, 2012. Weekly meetings are held on Wednesdays from 10:00 a.m. to 11:30 a.m. in the Memorial Plaza Building, 605 Glenwood Drive, Suite 310, Chattanooga, TN 37404.

**For more information, please call (423) 495-7778.**

## John's Notes

*Have a question for Human Resources? Ask John Steele, Director of Human Resources Operations at Memorial. Submit your questions to [john\\_steele@memorial.org](mailto:john_steele@memorial.org) or call John at ext. 8549.*



**John Steele, Director of Human Resources Operations**

### **Attention All Associates!**

If you haven't already, please review your first pay statement for 2012 to ensure that your benefits enrollment and deductions are correct. If you find any discrepancies, contact the HR/Payroll Connection Support Center toll free at (888) 450-9450.

### **Q: I didn't provide online consent to receive my W-2, when will my W-2 be mailed?**

**A:** If you did not provide consent on or before January 15, 2012, your 2011 W-2 will be mailed to your mailing address, identified on the Personal Information tab of HR/Payroll Connection. Your W-2 form will be mailed on or before January 31, 2012. Your W-2 form will also be made available online beginning February 17, 2012 to provide you access to reprint a form in case of loss, etc.

If you have any questions, contact the HR/Payroll Connection Support Center at 888-450-9450.

### **Q: I elected to participate in the Flexible Spending Account (FSA) during open enrollment, but I already have a Your Spending Account (YSA) card. Will I receive a new card?**

**A:** If you already have a YSA card, do not throw it away. Your 2012 amount will be applied to your card, effective January 1, 2012. If you do not have a YSA card, you should have received the card and instructions. If you have not, contact the HR/Payroll Connection Support Center toll-free at 1-888-450-9450.

### **Q: How long do I have to incur eligible expenses and/or submit receipts for my Flexible Spending Account (FSA) for plan year 2011?**

**A:** FSA participants have a 2 ½ month "grace period" immediately after the end of the plan year to incur eligible expenses. The grace period allows associates to use any remaining dollars in their 2011 FSA to pay eligible expenses incurred between January 1 and March 15, 2012. FSA participants may submit 2011 FSA expenses through March 31, 2012. If an associate waits until March 31, 2012 to submit a claim, the claim must be complete and all correct documentation provided. Claims denied because appropriate documentation was not provided will not be processed for payment.

### **Q: What is the annual maximum we can contribute to the CHI Employee Savings Plan for 2012?**

**A:** The 2012 annual contribution maximum is \$17,000. Employees who are age 50 or older can contribute an additional \$5,500 for a total of \$22,500.



## Briefs



### What's Coming Next for Project GreenPrint?

The Project GreenPrint team is reviewing the information gathered during the onsite activities, along with your web survey responses, and developing their recommendations for the appropriate mix of print, copy, fax and scan equipment moving forward. These recommendations will be presented to CHI and Memorial Hospital's leaders for review shortly. Once the recommendations have been finalized, orders for new equipment will start to be placed. The national Project GreenPrint team is meeting weekly with local representatives to help coordinate project logistics.



### Faith Community Nursing Classes to be Held

Memorial Health Care System will hold a class for registered nurses who wish to participate in the Faith Community Nurse program beginning on February 15, 2012.

The class is divided into six sessions which must all be completed in order to participate in the program. Three eight-hour days are scheduled for February 15, 22, and 29, 2012 from 8:30 a.m. to 4:30 p.m. Sessions also will be held on Thursday evenings, March 15 and 29 & April 12, 2012 from 4:30 to 7:30 p.m. A commissioning/graduation ceremony will be held on April 17, 2012 at 7 p.m. All six sessions must be completed to fulfill course requirements.

The Faith Community Nursing program is for Registered Nurses who wish to bring whole person health and wellness to their faith community. The completed application and tuition deposit must be received by Friday, February 3, 2012.

For more information about the program or tuition costs, contact Connie Blake, FCN Coordinator at ext. 6163 or email [connie\\_blake@memorial.org](mailto:connie_blake@memorial.org).



### Get Your Rear in Gear

Memorial Health Care System is a proud sponsor of the second annual Get Your Rear in Gear Run/Walk. The event will be held on Saturday, March 24, 2012 at Coolidge Park and includes a 5K chip timed race, kids' fun run and 5K fun run/walk. Last year's event drew more than 500 people to the riverfront.

Tennessee has one of the highest rates of colon cancer in the nation and the lowest rate of screening. Get Your Rear in Gear focuses on increasing colorectal cancer awareness, raising funds to help the under-insured get screened and supporting families affected by disease. Colon cancer is preventable, treatable and beatable.

Visit [www.getyourrearingear.com](http://www.getyourrearingear.com) and select Chattanooga, TN in the event listing for registration information, volunteer opportunities, fundraising tips and more. For additional information, please contact Kim Shank, GI-colorectal program coordinator, at ext. 7827.



### Share-a-Purse ~ Buy-A-Purse Sale Benefits YMCA's Strong Kids Campaign

Memorial will host a purse sale on Friday, February 3, 10 a.m. to 2 p.m. in Community Rooms 1 and 2 to benefit the YMCA's Strong Kids campaign. All purses are \$10.

You can also support the benefit by donating a gently used, clean purse that you no longer carry. Drop off your purse in one of the "Share Your Purse" drop off boxes located at the Shuttle Entrance / Exit by Administration or the Buster Brown break area.

# Memorial Receives Award for Cardiovascular Performance



The National Cardiovascular Data Registry awarded Memorial Health Care System a 2011 Gold Performance Achievement Award. Memorial is one of just 171 programs in the nation to receive the award. Other recipients include Duke University Hospital and UCLA Medical Center.

The award demonstrates Memorial's achievement of sustaining high performance measures in the treatment of acute myocardial infarction patients through the implementation of ACTION Registry- Get With The Guidelines (GWTG) and in-hospital initiation of the

American College of Cardiology/American Heart Association recommendations. Myocardial infarction is more commonly referred to as a heart attack.

Eric H. Conn, M.D., interventional cardiologist at The Chattanooga Heart Institute, said the award is a testament to the hard work and dedication of Memorial's staff and to their commitment to excellence.

"The number of heart attack patients we treat is expected to grow over the next decade due to an aging population and increased heart disease," Dr. Conn said. "We're implementing ACTION guidelines to continue to improve the excellent quality of cardiovascular care we provide."

Memorial has already reached significant milestones in treating cardiac patients. Memorial consistently beats the national benchmark for the time taken to treat a heart attack patient from arrival to treatment. The national standard is 90 minutes yet Memorial's time is consistently under 20 minutes and has been as low as 9 minutes from the time the patient enters the emergency room to the time they receive treatment.

To receive the ACTION Registry-GWTG Gold Performance Achievement Award, Memorial consistently followed the treatment guidelines in ACTION Registry-GWTG for eight consecutive quarters and met a performance standard of at least 85% for specific performance measures.

"The American College of Cardiology Foundation and the American Heart Association commend Memorial for its success in implementing these high standards of care and protocols," said Gregg C. Fonarow, MD, FACC, FAHA, ACTION Registry-GWTG Steering Committee Chair and Director of Ahmanson-UCLA Cardiomyopathy Center. "The full implementation of acute and secondary prevention guideline-recommended therapy is a critical step in saving lives and improving outcomes of heart attack patients."

ACTION Registry-GWTG was created by the merger of the NCDR® ACTION Registry from the American College of Cardiology Foundation® and the Get With The Guidelines®-CAD program from the American Heart Association. It combines the best of both programs into a single, unified national registry.



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Story ideas are always welcome. E-mail ideas to [Sonia\\_Moss@memorial.org](mailto:Sonia_Moss@memorial.org) or call ext. 8361.

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