Remember the excitement of hearing a baby’s first word? Whether “Mama,” “Dada,” “ball” or “bottle,” the first words of a child are always cause for celebration.

Terry Whitted, a quadriplegic since 1998, says his first spoken word after a recent voice restoration procedure was equally exciting.

“Say ‘hello,’” encouraged Dr. Krish Bhadra, as he stood at Terry’s bedside in the recovery room. Dr. Bhadra, an interventional pulmonologist, had just completed a state-of-the-art procedure to remove scar tissue that had been blocking Terry’s trachea, the main windpipe in the neck, making it impossible for him to speak for over a year.

“It had been a very long year in silence,” says Terry. “It was impossible for me to make any sounds because of the scar tissue.”

The scarring was a complication of a tracheotomy tube, which had been placed in Terry’s airway to assist him with breathing.

Paralyzed from the neck down as a result of a motorcycle accident, Terry’s only way to connect with the world around him had been through speech, and when that was gone, the isolation was difficult.

“I was fortunate that people could read my lips, but I missed talking to my wife and kids on the phone,” he shares.

Terry and his wife, Lisa, fondly remember the day Dr. Bhadra first talked with them about a new procedure, which could, hopefully, restore Terry’s ability to speak.

“The first thing Dr. Bhadra did when he walked in the room was give us his credentials and then he said ‘I’d like to help you speak again.’—We really felt like he was Heaven-sent,” says Lisa. “His bedside manner is amazing and we had total faith in him from the start.”

Part of Dr. Bhadra’s recent medical training at the University of Pennsylvania Medical Center was in treating patients like Terry. “Patients who have tracheotomy tubes often develop scar tissue around and over the windpipe,” Dr. Bhadra explains.

“It’s the body’s natural response to a foreign body but sometimes an over exaggerated response can create scar tissue which severely blocks the airway, making it impossible to speak.”

In Terry’s voice restoration procedure, Dr. Bhadra inserted a small scope with a miniature camera down the windpipe. With the offending scar tissue visible on a video screen, he was able to make precision cuts in the scar tissue and to further open the airway, he used a special type of balloon to dilate the opening.

“When I heard Terry speak right after the procedure, I don’t know who was more excited – him or me,” says Dr. Bhadra. “It was great to be able to improve his quality of life.”

A specially designed “T” tube was placed in Terry’s main windpipe after surgery to keep the airway open and to remodel the way the tissue healed.

Dr. Bhadra explains that the new tube is made of an inert silicone and is placed in such a way that excessive scarring is less likely to develop.

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With his voice now restored, Terry likes to tell the story of his daughter’s reaction to his voice on the phone. A junior at MTSU, Briana had been away at school and had not heard her father’s voice in more than a year.

“Even though my dad was paralyzed, he was still very much a part of my life,” recalls Briana. “Before losing his voice, he would always call me at school to see how I was doing, if I needed anything - it was so hard when he couldn’t call and talk to me.”

Briana admits that she was totally surprised when she recognized her dad’s number on her cell phone this past May.

“When I called her, I disguised my voice at first, but then she figured out that it was me,” says Terry. “I think you could have heard her excited screams miles away.”

Terry’s wife Lisa says the year of silence certainly gave her a new appreciation for Terry’s voice.

“I always took it for granted that I could talk to my husband and when his ability to speak was gone, I felt lost,” says Lisa. She adds that she and her family are so grateful to Dr. Bhadra.

“Saying the words ‘thank you’ seemed so insufficient, but we know the joy on our faces pretty much said it all.” Terry adds that he feels lucky to have been referred to Dr. Bhadra.

Both Lisa and Briana say they feel it was God’s hand working in their lives.

“Daddy had to be transferred to the Chattanooga care facility last year when there was no room for him in the Knoxville facility,” says Briana. “Had he not been in Chattanooga, he wouldn’t have been referred to Dr. Bhadra and he wouldn’t have had the voice restoring procedure.”

“For someone whose bad luck resulted in a life-changing accident, I am glad I was able to bring some good luck into this wonderful man’s life,” shares Dr. Bhadra.

Memorial Launches New Website: MemorialHealthPartners.org

Need help finding a physician that’s right for you? Memorial Health Partners Foundation has launched a new website to help connect you with the physician or physician practice that will best meet your needs. Visit www.MemorialHealthPartners.org to search physician practices in your area, hours of operation, and identify those that participate in your insurance plan. You can even search for open positions in physician offices.

Memorial Health Partners Foundation has convenient locations throughout Southeast Tennessee and North Georgia. Our network of dedicated physicians provides quality health care for the entire family. Specialties include family and internal medicine, pediatrics, surgical oncology, urology, pulmonology and gynecology.

Combining medical excellence with a holistic approach to care, Memorial Health Partners Foundation is a choice you can trust. Search our online physician directory or call our Physician Referral Line at (423) 495-3747 to find a physician near you.
The Superstars from Memorial Children’s Learning Center supported the Chattanooga-Hamilton County Children’s Memorial Peace Garden project by planting a garden of daffodils on Tuesday, November 13. Howard Roddy, vice president of healthy communities and advocacy, Sister Eileen Wroblewski, C.S.C, senior vice president of mission, and Memorial Chaplain Betsy Kammerdiener, M.Div., B.C.C., held a brief ceremony and led the tots in prayer before helping plant the bulbs. A marker has been placed in the garden, designating it as a Chattanooga Children’s Memorial Peace Garden.

“The purpose of the garden project is to create memorial tributes to children and youth who died as a result of acts of war, domestic violence and other acts of violence,” says Sister Eileen. “The yearly blooming of the daffodils will serve as a tribute to young lives lost and inspire hope for saving lives.”

Memorial Senior Leadership Appointments

Jim Hobson, president and CEO of Memorial Health Care System, was recently installed as chairman of the Hospital Alliance of Tennessee’s (HAT) board of directors at the organization’s annual meeting. For more information about HAT, visit www.hospitalalliancetn.com. Jim was also re-elected to a second term as Chairman of the TN Hospital Association Chattanooga District and, in that capacity, will continue to serve on the Tennessee Hospital Association Board.

Lisa McCluskey, vice president of marketing communications, was named president of the Tennessee Society for Healthcare Marketing and Public Relations at the society’s annual meeting. The Tennessee Society for Healthcare Marketing and Public Relations is the largest organization of healthcare communicators in the state. Its mission is to enhance the value of healthcare marketing and communications and serve its members through education, skills development and information sharing.

Memorial Wins Consumer Choice Award

Memorial received the 2012/2013 Consumer Choice Award from the National Research Corporation. Winners are selected from the nation’s most comprehensive, nationwide consumer health care profile, the National Research Corporation Healthcare Market Guide. Its data represents consumer surveys from over 250,000 households in the U.S. Consumer Choice Awards for hospitals are based on consumer preference responses.

Susan L. Henricks, president and chief operating officer at NRC, said, “The Consumer Choice Award provides a benchmark for consumers to show how important quality healthcare is to them and to their families.”

“Consumers are taking a more proactive role in their healthcare decisions and demanding higher quality. In a constantly changing healthcare industry, consumer perception is becoming more and more vital to the success of all hospitals,” Henricks said. “At NRC, we know it is imperative to learn from the patient’s experience in order to improve the quality of care. The Consumer Choice Award recognizes those facilities that are meeting or exceeding the needs of consumers – their patients.”

For more information about the award, visit www.nationalresearch.com/about/consumer-choice-awards.
Please review your first pay statement for 2013 (pay date January 4, 2013) 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: If I didn’t provide online consent to receive my W-2 last year, is it too late to provide consent for my 2012 W-2?
A: No, it is not too late. Log on to Inside CHI and click on the “W-2 Tax Statement” link from the My Pay tab of HR/Payroll Connection. From the Sidebar titled “W-2 Tax Statements,” on the right side of the My Pay screen, click on the link “view or request electronic delivery of your W-2.” You will be taken to a screen that provides information on how to provide consent to receive your W-2s online. Once you provide consent, your W-2s will only be available online for viewing and printing. W-2s will not be mailed to your home. It is only necessary to provide consent once.

If you do not provide consent before January 13, 2013, your W-2 will be available online by February 15, 2013; however, you will also receive a copy of your W-2 mailed to your mailing address, identified on the Personal Information tab of HR/Payroll Connection. Make sure your mailing address is correct. W-2’s will be mailed January 31, 2013.

Q: During Annual Enrollment, if I elected to continue participating in the Flexible Spending Account (FSA) for 2013, and I already have a Your Spending Account (YSA) card, should I keep it or throw it away and wait on a new card?
A: If you already have a YSA card, do not throw it away. Your 2013 amount will be applied to your card, effective January 1, 2013. If you do not have a YSA card, the card and instructions will be mailed to your home before January 1, 2013. The card will be mailed in an envelope similar to a credit card.

Q: How long do I have to incur eligible expenses and/or submit receipts for my Flexible Spending Account (FSA) for plan year 2012?
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 2012 FSA to pay eligible expenses incurred between January 1 and March 15, 2013. FSA participants may submit 2012 FSA expenses through March 31, 2013. If an associate waits until March 31, 2013 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 2013?
A: The 2013 annual contribution maximum is $17,500. Employees who are age 50 or older can contribute an additional $5,500 for a total of $23,000.

Q: Is the process for emergency PTO cash out changing in 2013?
A: Yes. Beginning January 1, 2013, all employees can request up to an additional 40 hours of emergency PTO cash out above what employees were eligible to cash out during annual enrollment. Employees will be required to sign an affidavit stating financial hardship. All emergency PTO cash outs will be processed through the HR/Payroll Connection Service Center. For details about how to request an emergency PTO cash out payment, refer to the PTO Cash Out Policy on HR/Payroll Connection/My Handbook tab after January 1st.
**Get Ready, Get Set, Go for Your Goals in the New Year**

There will be new opportunities with ACTive 2013! and the Catholic Health Initiatives 2013 Wellness Incentive Program in the new year. Be sure to check your email, Mnet and the next edition of Mnews so that you don’t miss the excitement.

**Support Memorial Auxiliary and Save Some Green**

The 17th Anniversary Edition of the Chattanooga Adventures in Dining and Entertainment is now available in the Memorial Hospital Gift Shop. A special buy with 87 two-for-one coupon offerings available makes the $35 Guide even more attractive for those who want to share the gift of savings with friends and family. It’s a great gift for all occasions. Payroll deduction is available. Proceeds benefit Memorial Auxiliary.

**Memorial’s Annual Christmas Time Blood Drive**

Memorial will host a blood drive on Thursday, December 20, 2012, from 7 a.m. to 3:30 p.m. in the Community Rooms at Memorial Hospital and from 9 a.m. until 2 p.m. at the Memorial Annex at Buster Brown. Each year, Memorial hosts a drive near Christmas as the need for blood is always great, and many organizations are unable to support drives during the holidays. This is usually Memorial’s biggest drive of the year due to the generosity of Memorial’s associates. Please consider giving “The Gift of Life” this holiday season.

**All donors will receive:**
- breakfast or lunch
- t-shirt
- torch points
- opportunity to win a $1,000 donation for their favorite charity

All NEW donors receive a special “goodie bag” from Blood Assurance. Participants are encouraged to drink water prior to giving. If you normally have “low iron,” be sure to take your iron pills for several days before donating.

**Sharing the Gift of Music**

Those looking for a unique Christmas gift may want to consider sharing the gift of music. *Songs of the Season*, a CD featuring Christmas songs performed by Memorial Associates Joy Kirby, Donna Wilson and Melissa Tinker, and *Christmas Melodies from Memorial*, a CD of instrumental holiday classics by Memorial Volunteer Jay Craven, are available for purchase for $15 each in the gift shop at Memorial Hospital.
Memorial Awarded an “A” for Patient Safety by Hospital Safety Score

Memorial Health Care System was honored with an “A” Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The A score was awarded in the latest update to the Hospital Safety ScoreSM. The A, B, C, D or F scores assigned to U.S. hospitals based on preventable medical errors, injuries accidents, and infections. The Hospital Safety Score was compiled under the guidance of the nation’s leading experts on patient safety and is designed to give the public information they can use to protect themselves and their families.

“Memorial’s dedication to patient-centered care is the motivating force that produces high marks in patient safety and clinical excellence,” says Jim Hobson, president and CEO of Memorial Health Care System. “Our physicians, clinical and administrative staff, volunteers and board members work together to create a place of healing for our community, and we are honored to receive an “A” in this vital component of health care delivery.”

“Hospitals like this that earn an A have demonstrated their commitment to their patients and their community,” said Leah Binder, president and CEO of The Leapfrog Group. “I congratulate Memorial Health Care System for its safety excellence, and look forward to the day when all hospitals will match this standard.”

To see Memorial’s scores as they compare nationally and locally, visit the Hospital Safety Score website at www.hospitalsafetyscore.org, which also provides information on how the public can protect themselves and loved ones during a hospital stay. People can also check their local hospital’s score on the free mobile app, available at www.hospitalsafetyscore.org.

To learn more about The Leapfrog Group, visit www.leapfroggroup.org.

Chattanooga Heart Institute Brand Campaign and Website Take Gold

The Chattanooga Heart Institute (CHI) brand campaign featuring CHI patients – Karen, Kenneth, and Maurice –has won a Gold award in a national cardiovascular marketing competition. The website, www.heart.memorial.org, also won the coveted Gold award in the website category. The CardioVascular Advertising Awards program is the nation’s most exclusive competition recognizing the most talented healthcare marketing professionals for outstanding excellence in advertising for the specific service lines of cardiac and/or vascular services. An image of heart.memorial.org is featured on the organization’s website announcing the winners. The CVA Awards is hosted by Marketing Healthcare Today and Creative Images, Inc., an internationally recognized firm that has specialized in strategic healthcare marketing for more than 20 years. Winning two Gold awards places Memorial and CHI in the top 5% of hospitals in the nation for cardiovascular marketing.

“We are honored to be recognized for marketing excellence on a national and international level, and we work every day to improve the experience for our patients and visitors,” says Lisa McCluskey, vice president of marketing communications.
Repurpose Christmas Cards and Stamps

Memorial will be collecting used Christmas cards again this year to support mission work. Please send your used cards via interoffice mail to Liz (Jenkins) Walden in Administration by Friday, January 31, 2013. If you have any questions, please call Liz at (423) 322-7889.

Did you know that used stamps can be used as revenue for missions? During this season of collecting cards, please save the stamps (do not peel off envelope), and send via interoffice mail to Judy Foster in Nursing Administration. The stamps can be foreign or domestic and should be in good condition. The stamps will be sent to a Christian retirement community in Florida for processing. Money from the sale of the stamps is used to fund new Spanish language curriculum for Sunday Schools in Latin America. Stamps are collected year round. Please call Judy Foster at ext. 8567 if you have any questions.

Shuttle Service Changing to Better Accommodate Staff

After conducting time studies of the shuttle service to and from Memorial Hospital Glenwood and Memorial Annex (formerly Buster Brown), it was determined that the current shuttles in service are not large enough to accommodate the volume of riders in the early morning and late afternoon. Additionally, there are too many shuttles in service during the non-peak hours.

The shuttles will be upgraded to better accommodate staff making transit more comfortable and convenient. It will take 60-90 days for the upgrade. Beginning Monday, December 10, 2012, the number of shuttles during non-peak hours will decrease so that we may be better stewards of our resources. We do not expect the change to have a significant impact on wait times.

Special Pricing for Pink! Gala

Pink! will be held on Saturday, February 2, 2013, at the Chattanooga Convention Center. America’s favorite dance band, Party on the Moon, will be back by popular demand. Chair-couple Clay and April Watson are working diligently to make the 8th Pink! gala an outstanding, fun-filled evening. Proceeds from the event will benefit the expansion of surgical services for cancer patients at Memorial.

Associates who wish to attend the event will receive special employee pricing of $150/person for cocktails, dinner, silent auction bidding and entertainment. Employees can pay for their tickets via payroll deduction, up to 10 pay periods. Call (423) 495-7465 to reserve your seats.

Volunteers are needed for the day of set-up. If you or someone you know would like to help, call Phyllis Maynor at (423) 495-4151 for information.