

August 2019

*A publication about the team that cares for our patients.*

# OUR VOICE

GENERATIONS  
CHOOSE  
**CHI MEMORIAL**

PASSION FOR  
**PEOPLE**

A PORTRAIT OF

→ **RESILIENCY**



**CHI Memorial**

# CONTENTS



## ON THE COVER

Angie Hullander at Main Terrain Art Park

- 3 GENERATIONS CHOOSE CHI MEMORIAL
- 4 PASSION FOR PEOPLE
- 6 REACHH
- 8 PREPARED TO SAVE A LIFE
- 9 A PORTRAIT OF RESILIENCY
- 10 FILLING THE COMMUNICATION GAP
- 11 SPECIALTY SERVICES AT CHI MEMORIAL - PARKWAY
- 12 MAXIMIZE YOUR BENEFITS: RETIREMENT SAVINGS PLAN

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The Mission of Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

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CHI Memorial

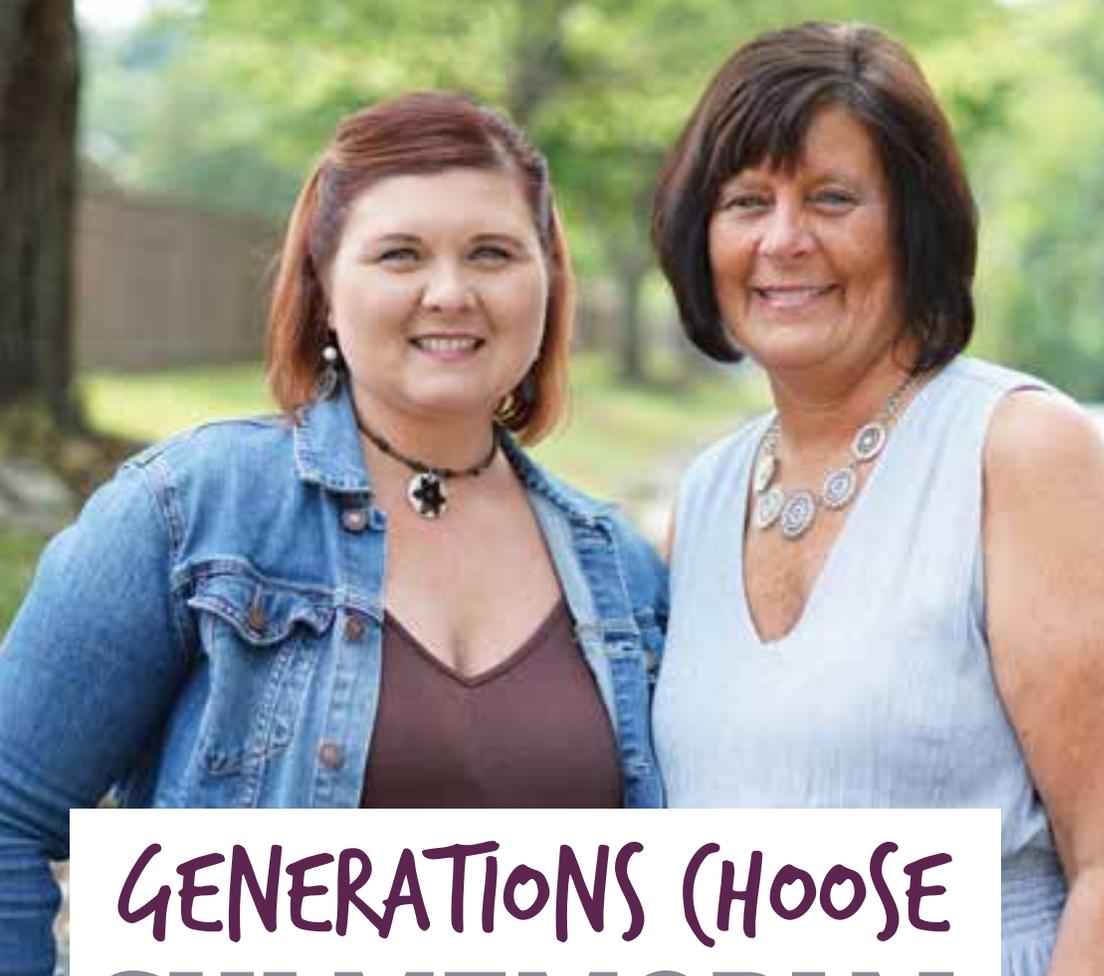
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We want to share our team's stories and how each member leads, every day, as an example of compassion and strength. Please email information to [marketing@memorial.org](mailto:marketing@memorial.org) for an opportunity to be featured in *Our Voice*.





# GENERATIONS (HOOSE CHI MEMORIAL

When Kristie Taylor’s career began nearly 35 years ago, she couldn’t have imagined that one day she’d be working in the same company as her daughter and sharing similar roles.

**“WHEN I BECAME** a practice manager at CHI Memorial Professional Park Associates, I felt like God was answering a very specific prayer—it’s where I was supposed to be,” Kristie says.

Her daughter, Brittany Romans, didn’t plan to follow in her mother’s footsteps, but always admired her mom’s work ethic and eventually pursued the same path.

“My mom taught me that if you keep striving for more and take on more responsibility than what’s expected of you, that effort will eventually be recognized,” Brittany says. “I saw how much she loved her job at CHI Memorial and knew it would be a good place for me, too.”

Sharing similar struggles—along with ideas and best practices—has been a joy to both Brittany and Kristie.

“When you have stressful times at work, your spouse doesn’t truly understand because they don’t know the situations,” Brittany says. “Mom

is in the same position I am, except that she has even more responsibility. She’s been a great resource to me on so many levels.”

“Although I’ve been at this much longer, I still learn from Brittany—she’s really good on the computer and sends lots of tips and tricks my way,” Kristie says, laughing. “Because we’re on such a good team, there are many people who can help if you know who to ask. We all need guidance and can learn from each other.”

Mother and daughter agree that being at CHI Memorial means they can express their faith with freedom and not fear, and it’s one of the things they love most about their jobs.

“When I found out Brittany was applying at CHI Memorial, I was thrilled because I truly believe this is a special place to work,” Kristie says. “When we gather for meetings and have a devotion or say a prayer, it’s uplifting to me—and I believe it has been to Brittany as well.”

## BRITTANY ROMANS

3 years // Practice Manager  
// CHI Memorial Center for  
Healthy Aging

**FUN  
FACT:**

When she’s not watching her son wrestle or her daughter play soccer, Brittany enjoys the thrill of whitewater rafting with her husband and kids!

## KRISTIE TAYLOR

8 years // Multi-Clinic  
Administrator // Mountain  
Management Services

**FUN  
FACT:**

Kristie loves two things: spending quality time with her family and working with her hands, including DIY projects, crafts and baking. Her favorite source of inspiration? Pinterest, of course!



Kristie’s mom (and Brittany’s grandmother) is also a hard worker who loves CHI Memorial! Since her retirement in 2003, Nancy Head has been volunteering at CHI Memorial – Georgia, working the front desk and welcoming people with a smile.

# PASSION FOR PEOPLE

A reported 4,000 individuals experience homelessness each year in Chattanooga, and homelessness among families is on the rise.

## YOU CAN MAKE A DIFFERENCE

Ending homelessness depends on the resources and cooperation of many people working together to help others in need. Learn more about how you can invest your time, money and volunteer hours to make radical changes in people's lives.

- **Family Promise of Greater Chattanooga**  
**FamilyPromiseChattanooga.com**  
Family Promise of Greater Chattanooga seeks to prevent, reduce and end homelessness by offering help without subscribing to institutionalized shelters as a solution. By striving to keep families together, offering support services and connecting people with local resources, Family Promise is helping families become stable, employed and self-sufficient.
- **Chattanooga Community Kitchen**  
**HomelessChattanooga.org**  
Since 1982, the Chattanooga Community Kitchen has been helping meet people's most basic needs, including food. Additional support services include immediate shelter and transition to permanent housing, a day center with bathrooms, showers, telephones and laundry facilities, on-site primary care, and an outpatient alcohol and drug abuse program.
- **The Chattanooga Rescue Mission**  
**ChattanoogaRescueMission.com**  
The Rescue Mission ministers to the physical, emotional and spiritual needs of the homeless and works specifically to help people overcome drug and alcohol addictions through their Steps of Faith Discipleship Program. In addition to temporary emergency overnight shelter, they show the love of Christ by providing food, shelter and clothing to those in need.

### THIS REFLECTS NATIONAL

trends resulting from poverty, fewer job opportunities and a decline in public assistance and affordable housing. Mental illness, drug and alcohol addiction, as well as lack of affordable health care, all play a role.

Phil Perry has seen firsthand the effects of homelessness through his work in the ED where he helps people find resources like durable medical equipment, home health, hospice care, behavioral and mental health services, and treatment for addiction and dependency. Individuals who are homeless often make repeated visits to the ED and struggle to find the help they need. Phil connects personally with many of the area's homeless shelters and agencies on his own time because of the passion he feels for this problem and for the people who need our help.

"When you see so much need and the people who, despite their best efforts, continue to fall through the cracks, you know there is a better way," Phil says. "Most of us could find ourselves in a perilous situation without insurance, transportation or access to physical and mental health care. I believe we have a responsibility to look on people with compassion."

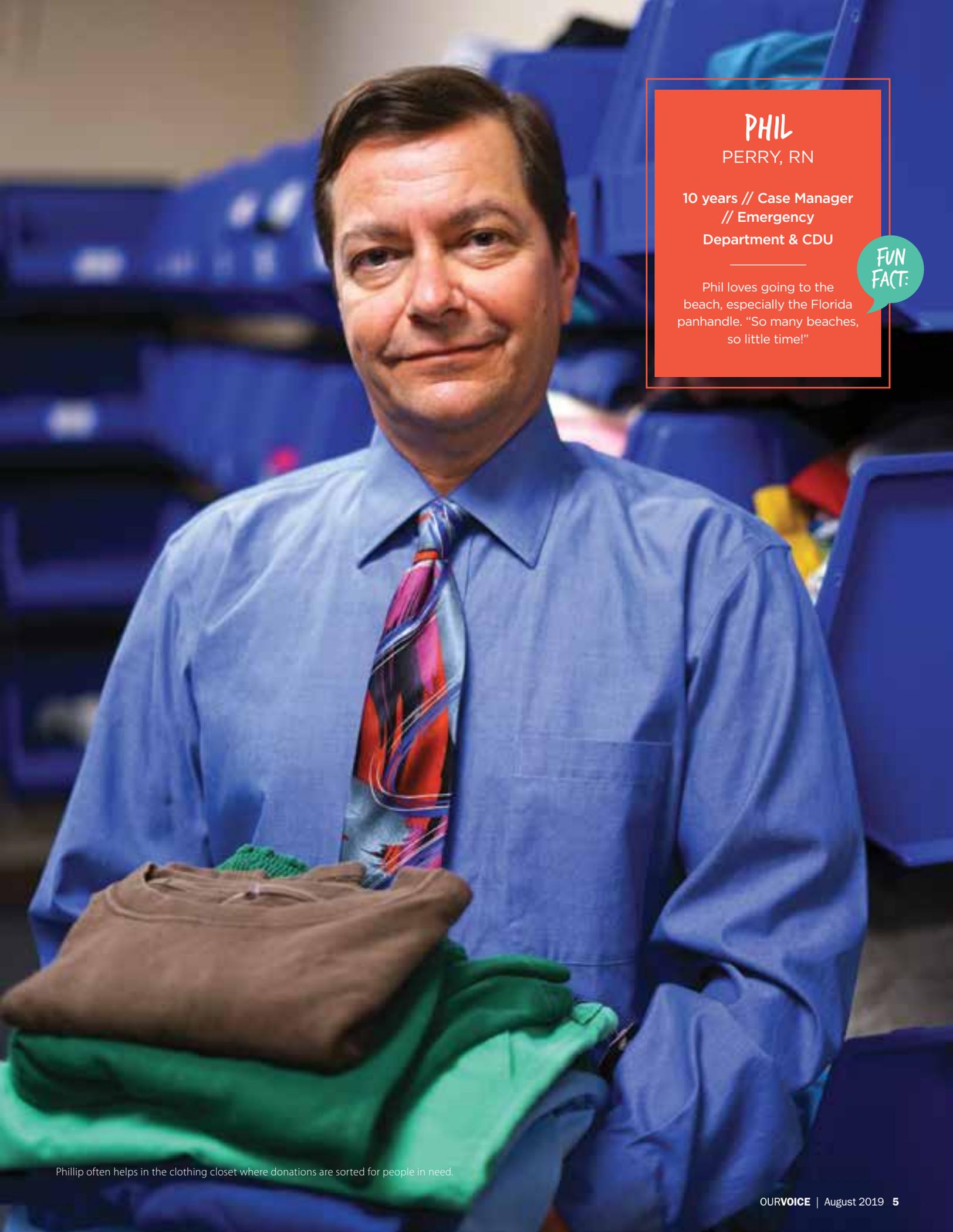
"No one is a stronger advocate and voice for the underserved, homeless and addicted than Phil," says Bob Scheri, VP of mission integration at CHI Memorial. "His strengths and ability to relate to people no matter what situation they are experiencing in life is apparent to everyone Phil encounters. That's why he was

asked to represent CHI Memorial in a pilot program to assist the mentally ill and chronically homeless in Chattanooga."

The Frequent Users Systems Engagement (FUSE) program is a community coalition working to eliminate homelessness through a targeted housing and services approach. Using a proven method to break the cycle of incarcerations and hospitalizations, FUSE helps people with mental health issues gain access to medications, behavioral and psychological health services, and substance abuse treatment.

Although it could be easy to get discouraged, Phil remains positive about this work. He believes if people take the time to look deeper into the problem and find a way to give their time and attention to it, our community would experience real and lasting change.

"Every day is an opportunity to get up, do it again and make a difference in the world," he says. "I'm always mindful that if these situations are frustrating to me, they are far more frustrating to the people who need care and our help. We need unconditional positive regard for people—there's no leeway for judgment here. Chronic homelessness is a disease that won't go away until we address it as a society. Doing this work has made me examine my own views and preconceived ideas about mental health issues and homelessness. In my heart, I don't believe that anyone would choose this path or addiction."



**PHIL**

PERRY, RN

10 years // Case Manager  
// Emergency  
Department & CDU

**FUN  
FACT:**

Phil loves going to the beach, especially the Florida panhandle. "So many beaches, so little time!"

Phillip often helps in the clothing closet where donations are sorted for people in need.



# REACHH

Recovery Engaged Around Care, Hope & Healing

**IT'S EASY TO THINK** of opioid addiction as someone else's problem. But after a few patients presented ethical dilemmas and state and national organizations issued public health advisories related to drug contamination and healthcare worker exposure to life-threatening drugs, it became obvious that a coordinated effort was needed if CHI Memorial was to play an active part in fighting the growing opioid epidemic. Out of this realization, Recovery Engaged Around Care, Hope & Healing (REACHH) was formed.

"The nation as a whole has serious drug addiction problems—and we are part of the nation," says Marie Waldon. "We recognize we're not exempt from these issues, so we started looking at things from an employee health perspective. The ramifications inside our hospital and in our community are real."

REACHH was established by a group of passionate people who recognized the importance of reducing narcotic addiction and dependency for both employees and community members while promoting education and awareness about safe pain management strategies. Although the problem is systemic, the group focused on these goals:

- To decrease the amount of narcotic-dependent community members, increase education and resources for pain control, and proactively provide conducive services for those in need of help
- To bring together a community and offer supportive services to overcome addiction and dependency
- To increase the frequency and depth of pain management education

"My passion for this problem began with a single patient, and it made me realize that more people struggle with these issues than we think," says Karen Frank. "It could be a personal addiction, or you encounter it in the workplace because it affects your team, or it impacts your closest relationships at home. My goal is to shed light on this dark subject and openly address the stigma of addiction and dependency."

The REACHH team continues to search for ways to promote community partnerships in gaining trust and proper treatment for addiction and dependency—ensuring that these groups work collaboratively toward the common goal of decreasing drug use problems. CHI Memorial participates in overdose drills with state and federal agencies, collaborates with The Joint Commission, the Centers for Disease Control and Prevention and Centers for Medicare & Medicaid Services, and is part of the state of Tennessee Governor's program, TN Together. In addition to partnering with agencies in Tennessee and Georgia, CHI Memorial employees gain a greater understanding through ethics consults, peer recovery specialists, and education about pain control and how to appropriately respond when exposed to opioids during patient care. What's more, the Tennessee Hospital Association has also recognized CHI Memorial's work as a driving force for change in substance abuse services and partner with addiction specialists.

"We don't turn away those with diabetes who don't follow their prescribed diet or people with COPD who continue to smoke,

## THE REACHH TEAM

- **Valerie Daniels, RN - education**
- **Karen Frank, RN - accreditation and patient safety**
- **Lori Hammon, RN - quality**
- **Adam Henderson, RN - clinical informatics**
- **Marie Waldon, RN - employee health**

yet we often ignore the needs of people struggling with drug addiction," Karen says. "The science of addiction is very real, and it's now recognized as a disease of the mind and not a personal choice. Our journey won't end until we can successfully help patients and families who are in need of services for substance abuse, overdose or addiction."

### A SHARED PASSION

REACHH brings together people who have a shared passion: helping pave pathways through the community to find effective treatment options and creating plans for patients and families who suffer in the face of addiction.

"Through REACHH, we hope to change our culture to better understand that addiction should be seen as a chronic medical condition and not a personal or moral failure, that community relationships help build the bridges to recovery, and that words can hurt or they can be used to heal," says Lori Hammon.

In less than two years, data have poured in. Research and presentations were completed with a high emphasis on gathering information about what's needed, what's missing, what will and won't work, and what CHI Memorial can do as an organization to halt this epidemic.

"This is not just a problem for our patients—it's a community problem," says Valerie Daniels. "As we empower staff with knowledge, encourage patients and families and educate to reduce the stigma of this disease, we will see ripple effects that span into many people's lives. We can't stand by when people's lives are in the balance. We want them to know they aren't alone."

## GET INVOLVED

Opioid addiction and abuse affect everyone. If you're interested in learning ways to help, the pain management committee needs you.

For more information, contact Adam Henderson at (423) 495-2502 or [stephen\\_henderson@memorial.org](mailto:stephen_henderson@memorial.org), or Karen Frank at (423) 495-8938 or [karen\\_frank@memorial.org](mailto:karen_frank@memorial.org).

# Prepared to SAVE A LIFE

The numbers don't lie—drug overdoses related to opioid abuse in the U.S. continue to rise, and our state is no exception.

**IN 2017, 1,269** people died as a result of opioid overdose in Tennessee. Adam Henderson, clinical informatics nurse who also chairs the pain management committee at CHI Memorial, is part of a team of community leaders focused on specific ways to reduce overdose deaths. As a member of the Suck Creek Volunteer Fire Department in Marion County, Adam recognized that many first responders don't have access to the first line defense against overdose: Narcan.

"Narcan is a reversal agent for opioid overdose that can save lives very quickly," Adam says. "Many states have made it easier for the general public to have Narcan on hand. It can be prescribed by a pharmacist, including our outpatient pharmacy at CHI Memorial. When you request Narcan, the pharmacist will give counsel on the proper use of the medicine and when you should use it, as well as refer you to TN.gov for more information. It's good for anyone to have because you never know when you might need it."

Last year, CHI Memorial distributed 900 dosage units of Narcan donated by Cardinal Health, supporting efforts to partner with local first responder agencies as we work together to fight opioid abuse. Adam helped distribute this medication to firefighters in outlying areas.

"In rural areas, firefighters may arrive to the scene of a health emergency before EMS, because there aren't enough ambulance services in every small community," Adam says. "Even though we haven't had to use it yet, having this medication means we are better prepared to respond quickly when we encounter someone who has overdosed and possibly save a life."

## ADAM HENDERSON

12 years // Registered Nurse  
// Clinical Informatics

If he's not serving as volunteer firefighter, Adam spends his evenings and weekends working on his farm and spending time with his growing family.

**FUN  
FACT:**



## NARCAN: THE RESCUE DRUG

Simply put, Narcan is a fast-acting, lifesaving medicine that blocks the effects of an opioid overdose.

It works to reverse the symptoms of an overdose—like severe difficulty breathing or unresponsiveness—that could otherwise be fatal. Pharmacists in CHI Memorial's outpatient pharmacy are now certified to write a prescription for and dispense Narcan, and two doses can be purchased for a \$20 copay with CHI insurance plans.

## SIGNS OF OPIOID OVERDOSE

- Choking or gurgling sounds
- Pale, blue or cold skin
- Limp body
- "Pinpoint" pupils
- Loss of consciousness
- Slow, shallow breathing

*\*Source: Centers for Disease Control and Prevention*

# A Portrait of RESILIENCY

What does it mean to be resilient? To keep moving forward in light of adversity? For Angie Hullander, recognizing your purpose and keeping a positive outlook on life are key to successfully facing all that life throws your way.

**AS A BUSY** executive with a close-knit family, Angie was always thinking about—and taking care of—other people. When she found a lump in her breast in April 2014, she initially tried to ignore it, not fully accepting this new reality. When Angie did see her doctor, she learned in a few short days that she had breast cancer.

“When you hear the word cancer, you have no idea how that’s going to feel,” Angie remembers. “It colored my perceptions from that moment on. Now whenever I interact with patients, it never leaves my mind how it feels to be on that side of the fence. It’s made me take more time with people to explain things and help them understand.”

In addition to the life-altering knowledge of a cancer diagnosis and a double mastectomy, Angie was also contending with a change of employers. As part of the dedicated group who started at Hutcheson and stayed on with Cornerstone and ultimately CHI Memorial, Angie had to quickly learn to roll with the punches.

After her recovery, she returned to work quickly with a happy heart, recognizing that her work had always been a defining part of her life that gave purpose and energy to her days.

“It was important for me to get back to work as soon as possible,” she says. “Caring for other people and their needs always takes my mind off myself, and that’s exactly what I needed in my full recovery.”

Surviving breast cancer has definitely shaped Angie’s perspective on her work—and the people she loves most. She’s quick to point out that she’s blessed to have lived through this life-changing experience and doesn’t take a single day for granted.

“I’ve never really looked at my job as work, and it’s always held great meaning for me,” Angie says. “It’s who I am. And yet, I can understand what patients are going through in a way that wouldn’t have been possible before. Going through breast cancer has taught me to hug people a little longer, to listen more closely and to take time to strengthen relationships in my personal and professional life. Any time you go through a challenging time, it’s an opportunity to step back, evaluate your life and focus on the things that matter most to you.”

## ADAPTING TO CHANGE

Change in the workplace is a given, and it’s not all bad. Try these tips to stay positive and enjoy all the challenges—and blessings—that come your way.

- Put people ahead of processes.
- Recognize your strengths and put your energy into those areas.
- Learn new skills whenever possible.
- Set goals for yourself.
- Listen, then ask all the questions.
- Communicate openly and frequently with your team.
- Celebrate the work of others.

## ANGIE HULLANDER

31 years // Administrator/  
Market Director of Operations  
// CHI Memorial Hospital  
- Georgia

### FUN FACT:

Every year, Angie takes a vacation with her extended family. The group of 26 has been to Alaska, Yellowstone and the Caribbean, to name just a few places.





**MARK  
ROSE**

CALL SIGN KA0YDC

24 years // Radiology  
Assistant // Imaging

**FUN  
FACT:**

Since retiring from the Air Force, Mark continues practicing his rifle and handgun skills to maintain proficiency.

**GREGORY  
BOOTS**

CALL SIGN N4MKG

40 years // Field Service  
Specialist  
// Clinical Engineering

**FUN  
FACT:**

After Navy boot camp, Boots skipped more than a year of technical school and went straight to teaching the classes because of what his dad had taught him about electronics.

**NO PHONE LINE,  
NO INTERNET?  
NO PROBLEM.**

When other services fail, ham radio works. To learn more about the appeal of ham radio, why you need a license, and how to get started and involved, visit the National Association for Amateur Radio at [ARRL.org](http://ARRL.org).

# Filling the COMMUNICATION GAP

Have you ever considered what would happen if all of our phone lines and internet connections were lost during an emergency?

**AMATEUR RADIO OPERATORS**, called hams, haven't just imagined it—they've planned for it. More than tinkering and repairing electronic equipment or passing time talking over the air with people across state lines and international borders, ham radio serves an important role in establishing and maintaining communication when traditional channels fail.

"If there's ever a natural disaster or attack that takes out cell towers and other communications infrastructure, many hams have tube style radios, batteries and generators that don't use silicone-based components to operate," says Mark Rose. "We can get the word around the world with a piece of wire and our radio."

While they stand ready to fill the gap in times of emergency like the 9/11 tragedy and Hurricane Katrina, hams also provide important communication services for local events like the Ironman Triathlon, the Special Olympics, and bike and kayaking races in Cherokee National Forest. They also provide weather warnings in connection with the National Weather Service.

People get involved in ham radio for many reasons—and operators come from every walk of life. Yet they're all united by their desire to make connections with others and stand ready to help in times of trouble.

"My dad was an avid operator since his youth, and I grew up steeped in this hobby," says Greg Boots. "I can remember us participating in ARRL Field Day, which is the premier event for amateur radio. The event tests a ham's or group of hams' ability to set up an emergency operations center, keep it on the air for 24 hours, and to connect with as many hams as possible in that time. To become a ham, you must have basic knowledge of radio technology and pass licensing exams by the FCC. We need to be prepared for anything, but it's also so much fun talking with people from different places and learning from each other."

"You meet a lot of good people in ham radio, and it's fun to get the inside track on the news and impending weather," Mark says. "The rules are pretty simple. You can talk about anything—just not business."

# Specialty Services at CHI MEMORIAL – PARKWAY

CHI Memorial is committed to bringing the highest quality health care to north Georgia.

**EXPANDED SERVICES ARE** now at CHI Memorial – Parkway, 4700 Battlefield Parkway, in Ringgold, Georgia. Our multispecialty clinic is located in Suite 320 and is shared by CHI Memorial Breast Care Associates, Surgical Associates and Urology Associates. Expanded services include:

- **CHI Memorial Breast Care Associates:** provides comprehensive and compassionate breast care to every woman in a convenient, comfortable setting. (423) 698-0304
- **CHI Memorial Chattanooga Urology Associates:** specializes in the diagnosis and treatment of all areas related to the urinary tract and the reproductive area. (423) 697-0072
- **CHI Memorial Surgical Associates:** specializes in minimally invasive laparoscopic, robotic-assisted and traditional general surgery. (423) 498-3010

Additional CHI Memorial-affiliated practices offering services at CHI Memorial – Parkway include:

- **Buz Standefer Lung Center:** treats bronchitis, asthma, pneumonia, COPD, chest infections, cystic fibrosis, lung cancer and other breathing-related diseases. The Center provides a comprehensive, multidisciplinary team approach to the diagnosis, treatment planning, surgical intervention and recovery of lung disease. Located in Suite 360, the practice is open Monday–Thursday, 9 a.m.–4 p.m., and Friday, 9 a.m.–noon. (423) 495-2635
- **CHI Memorial Family Practice Associates – Ringgold:** a primary care practice with seven board-certified physicians and two nurse practitioners. Located in Suite 200, the practice treats patients ages 6 and older and is

open Monday–Friday, 8 a.m.–8 p.m., and Saturday, 9 a.m.–4 p.m. (706) 861-4990

- **CHI Memorial Pediatric Diagnostic Associates:** specializes in treating infants, children and young adults up to 21 years of age. Located in Suite 230, the practice is open Monday–Friday, 9 a.m.–5 p.m. (423) 698-BABY (2229)
- **CHI Memorial Women’s Health Associates:** specializes in the gynecological needs of women. Located in Suite 310, the practice is open Monday–Thursday, 8 a.m.–4 p.m., and Friday, 8 a.m.–noon. (423) 495-5890
- **The Chattanooga Heart Institute:** offers a comprehensive multidisciplinary approach to cardiac care. The practice’s cardiologists exceed national standards for education, training and skill—putting The Chattanooga Heart Institute on par with the nation’s top cardiovascular practices. Located in Suite 140, the practice is open Monday–Friday, 8 a.m.–5 p.m. (423) 697-2000

The future is bright for health care in north Georgia as CHI Memorial continues to increase services on the Parkway and at CHI Memorial Hospital – Georgia.





# Maximize Your Benefits: RETIREMENT SAVINGS PLAN



## Are you enrolled in our CHI 401(k) Retirement Savings Plan?

**IF YOU ARE** a new hire, you were automatically enrolled at a 4% pretax contribution rate, unless you opted out. If you're not enrolled, you may enroll anytime during the year. If you are enrolled, you are in control of your investments and your payroll contribution. You may elect to increase or decrease your contributions, or opt out at any time.

Your CHI 401(k) Retirement Savings Plan through Fidelity offers both pretax and Roth after-tax contributions, up to the IRS annual maximum: \$19,000 for calendar year 2019 and an additional \$6,000 "catch-up" contribution for those ages 50 or older. There is also an employer match up to 3.5%. (See chart). You are eligible for the match on the first pay period after you have been paid for 1,000 hours.

Employee Contribution (pretax &/or Roth after-tax)	CHI Employer Match	CHI Annual Employer Contribution	Total Employer Contribution	Total Employee & Employer Contribution
0%	0%	2.5%	2.5%	2.5%
1%	1%	2.5%	3.5%	4.5%
2%	1.5%	2.5%	4%	6.0%
3%	2%	2.5%	4.5%	7.5%
4%	2.5%	2.5%	5.0%	9.0%
5%	3%	2.5%	5.5%	10.5%
6%*	3.5%	2.5%	6.0%	12.0%
8%	3.5%	2.5%	6.0%	14.0%

\*If you contribute 6%, your combined total employer match and employer annual contributions would be 6%. (This can vary based upon savings).

Additionally, eligible employees may receive an annual employer contribution of 2.5%, as long as they are paid for 1,000 hours prior to the end of the calendar year and employed on the last day of the calendar year. Although you are always 100% vested in your own contributions, there is a three-year vesting requirement for any matching contributions and the annual employer contribution, if eligible, as long as you have 1,000 paid hours of service each year.

**For more information about the CHI 401(k) Retirement Savings Plan, log in to INSIDE CHI and click on the Well-Being link at the top of the INSIDE CHI home page.**