

Employee of the Quarter

The Employee of the Quarter Program recognizes SouthCoast team members for outstanding accomplishments and/or contributions to SouthCoast and its mission statement. Eligible employees must display superior performance, innovative improvements, excel in his/her quality of work, and contribute to the SouthCoast core values. Nominations are submitted by the SouthCoast management team and then reviewed by the Executive Committee. The Executive Committee recognizes three employees from the following categories: clinical, administrative support, and clerical staff. Employee of the Quarter winners are eligible for Employee of the Year.



Shawn Kong - Admin Assistant, Admin

As the Administrative Receptionist, Shawn is always willing to help not only the staff at Admin, but others as well. Shawn is always very detailed in her work-whether it is in collecting various reports from all departments or helping facilitate communication between various departments. Shawn's friendly and helpful demeanor is a great representation of SouthCoast's mission to provide compassionate care. Shawn is always polite and kind when working with the internal staff, helping out individuals who come to the front desk, or helping patients with questions over the phone.



Michelle Henderson - Patient Representative, Hinesville/Bannout

On a daily basis, Michelle goes far and beyond to make sure our patients needs are met. If a patient requests something from Michelle, she will follow up with the provider/clinical staff to make sure the request was addressed. Michelle is driven and challenges herself to complete all task assigned to her in a timely manner. She greets many of the patients by their name, she is compassionate, professional and treats all patients with respect. Michelle is a positive role model for all employees.



Patricia Herrin - Mammographer, Imaging

Patricia does more than just her job as a mammographer, she assists with research, manages the Breast Health Tracking for the Mammography department and trains new staff. Patricia is reliable, kind and loving towards patients and her co-workers. She is open to new ideas and willing to try a new process and work through it to make sure it is what the department needs. Patricia is an all around focused and dependable employee and her goal is to always do her job and do it well.

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SouthCoast Health Welcomes A New NP For Peds

SouthCoast Health welcomes its newest pediatric Nurse Practitioner, Chelsey Hersfield! Chelsey attended Duquesne University in Pittsburgh, PA, where she earned her Bachelor of Science in Nursing. She previously worked at the Children's Hospital of Pittsburgh in the cardiac ICU for four years. After moving to Savannah, due to military relocation, Chelsey earned her Master of Science in Nursing at South University.

Chelsey has a two year old daughter, name Halle. She enjoys traveling, especially visiting family back home in Pennsylvania, trying new restaurants and exploring Savannah's charm.

Chelsey is excited to begin her new role as a pediatric NP at SCH!



Chelsey Hersfield, FNP



Contacting the Help Desk

Please use <http://scmg.zendesk.com> to submit a request to the Help Desk. If you are not able to submit a request and need immediate assistance please call the hotline or pager to contact the Information Technology Team for assistance. If you're not sure where a help request should go, the I.T. team is always happy to help route your request to the correct group.

Submitting a Help Desk Ticket will provide you with a ticket number and updates to the ticket as it is worked by an I.T. Technician. A Help Desk Ticket will be created for all requests that come into the Hotline and pager.

Normal Support Hours

- Monday- Friday: 7:00am – 6:00pm
- Hotline phone number: **912.303.3533**
- Instructions: Call the Hotline phone number. You will be asked for:
 - your name
 - manager name
 - a phone number where you can be reached
 - office location
 - detailed description of the problem
- Process: A Help Desk Ticket will be created, priority assigned, and the ticket will be assigned to an I.T. technician.

After Hours Support

Please note that on-site support can be provided for special occasions if requested in advance.

Monday- Friday: 6:00pm- 7:00am
 Saturday- Sunday: all day
 Pager Number: **912.495.2992**

Instructions:

1st: Call the pager and leave contact phone number at the prompt.

**Please wait up to 15 minutes, if no response then call*
 2nd: 912-547-5534 - Harvey Knowles ** if no response then call
 3rd: 912-547-3345 - Marisa Greenlee

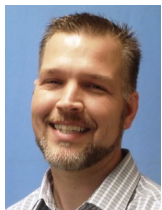
Help Desk Knowledge Base

The Information Technology team is proud to offer its users a self-service knowledge base. This resource is edited by the IT team frequently to provide up to date information to all users. If you are looking for a quick support article, this is an excellent starting place.

This resource is conveniently located on our Help Desk, <https://scmg.zendesk.com/forums>.

SCH Employee Spotlight...

I am pleased to announce the promotion of Harvey Knowles to Assistant Director and Kristin Chmela to the role of IT Manager within the Office of Information Technology for SouthCoast Health.



Harvey has been with SouthCoast for more than 5 years. His performance and dedication to ensuring consistent improvement in the areas of technology operations and support are solid. A few key technological improvements that he has spearheaded in his tenure include the network and telecommunication areas. He was also a key in creating and planning an enhanced support helpdesk environment to better serve the SouthCoast Health community.

During his employment at SouthCoast, Harvey has held the position of Network Administrator II until February 2013. He was then promoted to IT Manager. As the Assistant Director, Harvey will take on greater strategic responsibility to ensure the overall operational stability continuously improves.



Kristin Chmela began her work with SouthCoast approximately 3 years ago. Kristin embodies excellent customer service and technical prowess which aligns her with the goal and focus for managing Support Services and various projects. Kristin will lead our improvements from the front line of our IT structure. She will manage the helpdesk team and the day to day operations centered on support of the user community.

Congratulations Harvey and Kristin- Job Well Done!

Submitted by Marisa Greenlee, CIO

SCH... DATES TO REMEMBER & UPCOMING

For the month of December, SCH will be supporting Toys For Tots and Mysterious Santa! We are asking that you donate a \$5.00 toy (unwrapped) or \$3.00 cash. Dress down days for December will be 2nd, 9th, 16th, and 23rd.



Please keep in mind that tops and jeans should be acceptable attire for the work place.



SCH cares about the well being of our employees! We ask that you do not over indulge in alcoholic beverages! Make sure you have a designated driver!

Marriott is offering room rates on Saturday, December 10th, for \$109 plus taxes.

You may call 1-800-285-0398 and ask for SouthCoast Health Holiday Party rate.

Save The Date
SCH 2016
Masquerade Ball
December 10, 2016
6:00 p.m. until 12:00 a.m.
River St. Marriott

Appetizers *Dancing* *Casino*
Prizes *Photos*

***** For a chance to win a great prize at the 2016 Masquerade Ball, SCH Entertainment Committee is asking that you bring an unwrapped toy to donate to "Toy for Tots" *****

SCH would like to thank all of you who donated to United Way and Second Harvest. As always Your contributions were well deserved for organizations that help our community in more ways than one.

507 lbs. of food and \$290.00 in cash was donated to Second Harvest. The total contributions for United Way including employee donations and SCH donation for the Turkey Trot was over \$25, 000.00.

As A Friendly Reminder:

HIPAA– The Health Insurance Portability and Accountability Act is a US law designed to provide privacy standards to protect patients’ medical records and other health information provided to health plans, doctors, hospitals and other health care providers.

SCH Employees, please be mindful that ALL information about a SCH employee who receives medical care at SouthCoast Health is confidential-just as is any patient’s information.

An employee may only access their medical record or the medical record of a family member (including dependent children) when:

i. It is within the scope of the employee’s work and such person is receiving medical care from employee’s practice; or

ii. By requesting a copy of such record pursuant to company’s medical records release policy.

• Failure to adhere to HIPAA policies & procedures may result in disciplinary action, up to and including termination.

• Misuse of confidential patient information for personal gain, may be subject to criminal and/or civil liability.

**Health
Insurance
Portability
Accountability
Act**



IMPORTANT Year-End Reminders

***** Please remember to update your address on My Profile, W-2’s will be mailed the last week of January*****

Please remember to complete your LMS courses, by December 12th!

We are continuing to work through technical issues with our online open enrollment software. Online enrollment continues to be unavailable. We will notify all users once open enrollment becomes available online. Due to this delay, open enrollment dates will be extended as well.

Thank you for your continued patience.

HR CORNER

Looking to move up without moving out???

... check out some of the job openings available right here at SCH!

- Self-Pay Rep-Bldg. 1 & 2
- Nurse Practitioner-Bldg. 1/Pooler/RH 89
- Physician Assist.-Cardio & Podiatry
- Ultrasound Tech-Imaging
- Lab Assistant-Bldg. 1
- PRN MA/LPN-RH 89/Hinesville/Bldg. 1/PRN Pool
- LPN-Hinesville/Bldg. 1
- Technology Solutions Engineer
- EMR Trainer
- MOA-Care Coordinator



December 2016

ANNIVERSARIES

1 Year

Shunvella Lee
Holly Keller
Shanira Robinson
Valerie Figueroa

2 Year

Lisa Gaylord
Tori Hennig
Carolyn Collins

3 Years

Gretchen Eichenlaub
Deena Sprayberry
Lacie Lanier

4 Years

Lisa Spikes
Marlyn Rivera
Beverly Flanagan

6 Years

Dr. Stephanie Croll
Shelia Williams
Patricia Herrin
Kristy Bowlin

7 Years

Amber Mills
Jocelyn Mainor

9 Years

Robbie Williamson

10 Years

Eric Betts
Tracy Lanier

11 Years

Trina Scott

12 Years

Dr. Richard Hightower

13 Years

Gloria McCoy

14 Years

Regina Bryan

15 Years

April Miller
Tracey Will

18 Years


Sonya Kersey

BIRTHDAYS

1 Alisha Bennett	18 Kimberly Butler
2 Dr. Melanie Helmken	18 Cynthia Saunders
5 Shanira Robinson	19 Margaretta Scott
6 Shavonna Clayton	20 Brenda Lewis
6 Jacqueline Brown	20 Taylor Grundy
7 Antionette Wright	20 Qanita Minter
7 Tammy Taylor	20 Karen Collins
7 Kore Akindede	21 Quinlin Moore
7 Nia Dunn	24 Nanci Ahearn
8 Kristin Chmela	24 Kejuanna Manor-Singleton
9 Patricia Shareef	25 Roxanna Semken
9 Mariella Beavers	25 Donna Kirksey
9 Patricia Patrick	26 Evonne Smith
9 Airiel Rhodes	26 Katrina Adkins
11 Glynda Anderson	26 Nancy Pugh
11 Karen Payton	26 Monica Brown
12 Valencia Jenkins	26 Julie Nguyen
12 Teal Mincey	27 Dr. Jami Scanlon
12 Dr. Lucas Lewin	28 Shonique Wright
13 Ticara Beard	28 Kimberly Hamby
13 Carrie Shaw	29 Daphne Wall
14 Susan Babot	29 Regina Smith
16 Joseph Schultz	29 Christie Jackson
16 Erica Brown	29 Asia Wilson
16 Dr. Leland Dampier	29 Elke Bogdan
17 Gwendolyn Sparger	30 Angela Grayson
18 Dr. Julio Cortes	30 Janet Moore
	31 Dr. Geoffrey Peters

HEARTSAVER CPR AED

Heartsaver® CPR AED



**American
Heart
Association®**

2017 CPR Dates

Jan 14	July 8
Feb 11	Aug 12
Mar 11	Sept 9
Apr 8	Oct 14
May 13	Nov 11
Jun 10	Dec 9

**Recertification will be provided by SCH at no cost to the employee, provided current certification has not expired. If it is expired, employee will be responsible for cost.*

All CPR classes will be held in the Boardroom in Bldg. 1 from 9am-12pm, on the dates listed above, unless otherwise noted.