New Cancer Center Opens
Spring Hill Facility Nears Completion
H. Alan Watson, FACHE, is New CEO
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The past year has been an eventful one at Maury Regional Medical Center (MRMC). From the construction of new facilities to the addition of advanced services, we have made tremendous strides in the 2011-2012 fiscal year.

On the leadership front, Alan Watson was selected by the MRMC Board of Trustees to take the helm as chief executive officer (CEO) in November upon the retirement of Robert Otwell. The succession planning process began two years ago when Watson joined the medical center as chief operating officer. He has approximately 30 years experience in the health care industry. Prior to his position at MRMC, he served as a CEO with Mercy Health Partners for four years, leading three community hospitals. He has also served as CEO of Bradley Memorial Hospital in Cleveland, Tennessee, assistant CEO at Cleveland Community Hospital and assistant administrator at Bradley Memorial Hospital.

While it would be impossible to share with you all of the milestones and advancements that have taken place at the medical center, we hope that you will take the opportunity to review this report. It features information about our progress, services, growth and accomplishments during the past year.

H. Alan Watson  Robert Otwell  Doug Williamson
FACHE, CEO  Retired CEO  Board Chairman
Maury Regional Medical Center has been compared to some of the most respected medical centers in the country and the result has been recognition for clinical quality, value and patient safety. These achievements are the result of outside organizations evaluating the medical center’s performance based on publicly-reported data or through a site visit for accreditation or certification. At right are just a few of these accomplishments.

Best Practice Recognition
Strategic Planning & Workforce Focus
Baldrige Performance Excellence Program
(2012)

Top Health System
(2011 & 2012)

50 Top Cardiovascular Hospital
(2012)

Joint Commission Certificate of Distinction for Inpatient Diabetes Care
(2012)

HomeCare Elite
(2006-2012)

Top 100 Hospital for Patient Experience
(2011)

Quest Award for High Value Health Care
(2011)

Quest High Performing Hospital
(2011)

Pathway to Excellence Designation
(2011)

Joint Commission Gold Seal of Approval™ for Hip and Knee Replacement
(2011)

100 Top Hospitals
(2008 & 2010)

Premier Award for Quality
(2009 & 2010)

Excellence Award, Tennessee Center for Performance Excellence
(2010)

For more information on these awards, visit mauryregional.com or the Web site for the organization presenting the award.
In June 2012, the new Maury Regional Cancer Center at the Columbia Mall opened its doors. The 39,640 square-foot facility houses the Family Health Group Oncology physician practice and an Infusion Center, which treats patients with chemotherapy and other infusion needs.

“As the number of cancer patients treated at the medical center continued to increase, it created the demand for a more spacious facility,” said CEO Alan Watson. “The site at the Columbia Mall was selected for patient convenience and affordability compared to building a new center.”

Family Health Group Oncology, consisting of physicians C. Houston Jameson, III, M.D., Mark H. Messenger, M.D., and Steven E. Woodley, M.D., has spacious new offices enabling them to see patients before they receive their chemotherapy treatments in the adjacent Infusion Center.

Designed with the needs and desires of patients and their loved ones, the new Infusion Center provides a spacious and calming environment for those who need infusion therapies ranging from chemotherapy to hydration. The facility features 36 treatment areas, an increase from 24 in the previous location, and the design provides natural light in a calming setting with a neutral color palette. Visitors to the facility will also enjoy the water feature in the main lobby and a beautiful garden that provides a place of tranquility. Other features include an on-site pharmacy, a larger waiting area for family and an American Cancer Society Cancer Resource Center.

**Radiation Therapy Advancements**

In addition to the new Cancer Center at the Columbia Mall, radiation therapy services have been enhanced over the past year to include:

**Stereotactic Body Radiation Therapy (SBRT):** This radiation technique uses high doses of radiation delivered with a very precise beam using a CT image guidance system. It has been used for treatment of inoperable tumors in the lungs and liver.

**Cranial Radiosurgery:** This radiation treatment utilizes the same technology as SBRT. With the addition of a neurosurgeon to assist in treatment planning, it is used to treat inoperable tumors with a precision that is crucial to minimizing damage to key areas of the brain.
Maury Regional Medical Center added neurosurgery to its list of specialties in June 2012 as the medical center continues to offer citizens of the region advanced services that enable them to receive treatment close to home.

With the addition of Mark A. Cobb, M.D., assistant professor of neurological surgery at Vanderbilt, MRMC now offers procedures never before conducted in southern Middle Tennessee. New services include craniotomies and radiosurgery for brain tumors, stereotactic biopsies of the brain and management of chronic subdural hematomas. Additional neurosurgical services include spinal surgery for degenerative disease, cervical and lumbar stenosis, disk herniation, spinal instability and removal of benign and malignant spinal tumors.

Dr. Cobb, associated with Vanderbilt Neurosurgery at MRMC, received his medical degree from Vanderbilt University in Nashville. He completed his residency at the University of Arkansas for Medical Sciences in Little Rock, Arkansas and a fellowship in epilepsy surgery at Yale University School of Medicine in New Haven, Connecticut. Dr. Cobb is board certified in neurological surgery.
Maury Regional Spring Hill, a new 62,365 square foot facility located near the intersection of Port Royal and Reserve, has taken shape over the past year and is expected to open soon.

The facility will house a pediatric clinic, specialty clinic, physical therapy, radiation oncology (collaboration with Vanderbilt University Medical Center) and an outpatient surgery center. The surgery center will offer ear, nose & throat surgery, general surgery, gynecological surgery, ophthalmologic surgery, orthopedic surgery and urological surgery.

This facility will complement the building MRMC constructed on Main Street in 1998. This facility is home to a three-physician primary care practice and an imaging center that offers MRI, CT, digital mammography, ultrasound, bone densitometry and general X-ray services.
Pathway to Excellence designation

Maury Regional Medical Center has achieved Pathway to Excellence designation by the American Nurses Credentialing Center (ANCC). The medical center is the first and only provider in Tennessee to attain this designation.

The Pathway to Excellence designation identifies the elements of work environments where employees can flourish, substantiates the professional satisfaction of employees, and identifies MRMC as one of the best places to work. For an organization to earn the Pathway to Excellence distinction, it must successfully undergo a thorough review process that documents foundational quality initiatives in creating a positive work environment—as defined by nurses and supported by research. These initiatives must be present in the facility’s practices, policies and culture.

“This designation acknowledges that the efforts of employees at Maury Regional are supported and this honor encourages other nurses to join their colleagues in this desirable and nurturing environment,” said Chief Nursing Officer Deborah Lumpkins. Pathway to Excellence designation is a prelude to completing the Magnet designation process. The Magnet Recognition Program recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice.

MRMC adopts lean techniques

You may have heard about the use of something called lean in manufacturing. Lean is most frequently associated with industrial companies, and—at its core—is a way to evaluate processes to make work more efficient. So how does lean apply to Maury Regional Medical Center?

“Lean health care is a customer-focused approach to identify and remove non-value-added activities, allowing more time for value-added work. In other words, lean is about making the right work easier to do,” said Chief Financial Officer Nick Swift.

Staff members work together to identify and implement improvements by giving them the tools and ability to identify and eliminate waste in their daily work. To date, lean has been used to improve processes and/or work flow in the pharmacy, surgery, finance and nursing.

“Lean empowers our employees by giving them a toolbox to spend more of their time on valuable activities. It is about changing the way that we think and approach our work so that it becomes more meaningful to all of us,” said Swift.
Women’s floor renovated

The arrival of a baby is one of the most joyful events in the life of a family. In June, the medical center made the experience even more pleasant as they unveiled a newly renovated women’s floor.

The fourth floor, which includes the Mother/Baby Unit, Labor and Delivery Unit and the Neonatal Intensive Care Unit (NICU), was redesigned and updated to meet the needs of parents and their new arrivals. The labor and delivery rooms offer a more home-like environment for the birthing process and spacious patient rooms with neutral color palettes provide a warm and relaxing setting following delivery. Rooms feature head walls with wood grain case work and enclosed storage, new furniture, flat screen televisions, multi-function light systems, in-room sinks, wood grain vinyl flooring and a new open shower design concept in the bathrooms.

Other features include a larger family waiting area and a viewing area that allows family members and friends, including babies’ older siblings, to get a long-awaited glimpse of the new arrival. Although most infants will room with their mothers during their stay, a nursery area adjacent to the nursing station will allow mothers who need rest to have their baby cared for by nursing staff. A lactation boutique offers apparel, pump rentals and breastfeeding supplies.

The redesigned eight-bed NICU features whimsical murals filled with trees, birds and animals. The unique design allows natural light into the NICU while maintaining privacy for patients, families and staff.
In October 2011, the Imaging Department added the Hitachi Oasis™ high-field open magnetic resonance imaging (MRI) system to its technology. According to Director of Imaging Pam Williams, the medical center is the first in Tennessee to offer this high-field open MRI.

“This technology offers high resolution imaging and short scan times in an open environment, giving physicians and patients access to the most advanced diagnostic imaging techniques currently available in the health care industry,” said Williams.

The open MRI provides a 270° unobstructed view, which minimizes anxiety and claustrophobia and maximizes a more pleasant environment for the patient during the exam. The design makes this MRI ideal for pediatric patients, elderly patients with limited mobility, claustrophobic patients, and obese patients weighing up to 660 pounds.

According to Williams, this MRI has the most accommodating open patient design, as well as a broad range of clinical capabilities and features to meet the demand of today’s diagnostic imaging professionals. The powerful technology features an ultra-fast workstation to make patient exams as quick and smooth as possible. Its imaging power is further boosted by an array of anatomically-specific, optimized receiver coils that allow advanced imaging applications ranging from neurology and vascular to orthopedic and women’s health.

All studies are conducted by licensed MRI technologists and are interpreted by board certified radiologists on the medical staff.

In November, MRMC began installing new computed tomography machines, including three 64-slice units, one with the ability to accommodate patients weighing up to 660 pounds. The units have new technology that enables physicians to obtain exceptional quality images with the lowest dose of radiation possible, a feature especially important when imaging children.
Facts At a Glance

Admissions .......................................................... 14,036
Emergency Department Visits ............................... 48,487
Outpatient Registrations ....................................... 244,734
Births ........................................................................ 1,457
Surgeries ..................................................................... 8,758
Cardiac Catheterizations ......................................... 2,058
Laboratory Tests ..................................................... 2,248,899
Imaging Procedures .............................................. 155,787
Endoscopy Procedures ......................................... 13,779

Economic Impact

Salaries & Benefits ................................................. $119,474,327

Community Contributions

Charity & Indigent Care ............................................ $11,717,922
Contribution to Maury County Government .......... $900,000
Emergency Medical Services (unreimbursed) ........ $415,670
Community Services ............................................. $738,168
Jail Health Services ............................................... $232,251
School Athletic Trainers ....................................... $126,539

Statistics reflect data for the 2011-2012 fiscal year, ending June 30.
The mission of the Maury Regional Health Care Foundation is to support Maury Regional Medical Center and its affiliates in providing excellent health care to the region. During the past year, $219,217 in services and programs have been provided to the community. Programs range from providing medication for those unable to afford their prescription to gas cards for those traveling to the Cancer Center for treatments.

**Campaign supports new Cancer Center**

The Maury Regional Health Care Foundation launched a campaign in the summer of 2012 to support the needs of cancer patients who are treated at the new Cancer Center at the Columbia Mall. Gifts to the “New Design for Healing” campaign are used to enhance the healing environment offered at the facility to those facing a diagnosis of cancer.

Among the first donors were Bill and Linda Walter, who funded a floor-to-ceiling water feature to welcome guests in the center’s main lobby, Constantine and Mary Vrailas, who generously sponsored one of the group infusion areas, and Robert Otwell, whose contribution named the resource center in honor of Frank Upchurch, who assisted the medical center in forming a foundation in 2006. The foundation provided funding for the Meditation Garden, which provides a place of tranquility and respite for patients and family members.

Donors may choose to honor or memorialize someone with a gift to the Cancer Center fund through the foundation. A donor recognition display will be placed in the Cancer Center to recognize those donating $200 or more. In addition to gifts of support, several naming opportunities remain available. To make a contribution or learn more, contact Foundation Executive Director Joe Kilgore at 931.380.4075.
Foundation funds education initiatives

In the past year, the Maury Regional Health Care Foundation has partnered with the local school system to fund a variety of programs and services.

To improve the physical wellness of youth, the foundation funded the Take10! Program, which incorporates movement with core academic subjects for children in kindergarten through fifth grades. In addition, the Michigan Model curriculum was funded. This model provides physical education teachers with the tools to teach nutrition, personal health, safety and substance education to children in grades kindergarten through fourth grade.

“Our foundation board has been a strong proponent of nutrition and wellness education for youth,” said Foundation Executive Director Joe Kilgore. “I would especially like to thank board member Con Vrailas who encouraged and supported this partnership with the school system.”

In addition to curriculum assistance, the foundation has also placed automatic external defibrillators (AEDs) in schools, sponsored Teen Safety Night and funded a licensed dietitian to assist in parent and student nutritional education.

Their efforts resulted in the Maury Regional Health Care Foundation receiving the 2012 Community Partner Leadership Award from the state department of education's Coordinated School Health Program.

YMCA breast cancer program supported by foundation

In February 2012, the Maury Regional Health Care Foundation provided $20,000 in funding for the After Breast Cancer (ABC) program at the Maury County Family YMCA.

This 16-week program provides breast cancer survivors with a customized exercise plan developed by a Pink Ribbon Certified personal trainer and nutritional counseling with a registered dietitian.

Participants also receive the support from YMCA and Maury Regional Women's Center staff members, as well as that of fellow breast cancer survivors. Members of the Breast Cancer Support Group at Maury Regional were among the first members of the program.
Special thanks to our contributors

(Donations received July 1, 2011 through June 30, 2012)

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Columbia, Tennessee 38401

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☐ NICU Fund
☐ Palliative Care Fund
☐ Pediatric Fund
☐ Wayne Medical Center Fund
☐ Women’s Center Fund
☐ Youth Health Initiatives Fund

Enclosed is my/our contribution of $
(Make checks payable to Maury Regional Health Care Foundation)

☐ $100  ☐ $75  ☐ $50  ☐ $25  ☐ Other $ ________________

For a complete description of funds and to donate online, visit mauryregionalfoundation.com

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