Holiday meal preparations
Using a Fitbit
Nurse enjoys volunteer work
Good Samaritans
“Just for Kids” Transport Team

Building a career
Reminder
Open enrollment starts Oct. 27

If you plan to have health insurance and other benefits coverage through Norton Healthcare in 2015, you must re-enroll during the open enrollment period, which begins Monday, Oct. 27, at 7 a.m. and ends Friday, Nov. 14, at 5 p.m. Enrollment is active again this year, which means if you do not re-enroll in health and welfare benefits plans (medical, dental, vision, life, disability, flexible spending account), you will not have coverage in 2015.

The 2015 Guide to Employee Benefits was mailed to all employees’ homes in October. The guide provides the details you need to make your benefits choices. Be sure to note the changes to our benefits offerings. For example, our new dental provider, Guardian, offers a special feature: a maximum rollover account. If you don’t spend up to the annual benefit maximum, the funds will roll over to the next year. Details are explained in the benefits guide.

Also, the chiropractic services offered with our medical plans have increased to 24 visits per year. And, in the Additional Benefits section, you’ll see we have added a hearing service discount program, Hear in America, that can save you money on hearing evaluations, hearing aids and follow-up care. Look at the “Highlights” page in the benefits guide for other important changes.

This year it’s easier than ever to use the open enrollment online application.

- **On Nsite:** Go to the Employee Services page and select My Benefits.
- **Off-site:** Visit NortonBenefits.bswift.com.

For help in reviewing your benefits needs, call (502) 629-BENE (2363) to schedule an appointment with a benefits education specialist.

–Patti Killion
Video chronicles cancer patient’s journey

If you haven’t yet seen Norton Suburban Hospital’s 2014 Pink Glove Dance video, you don’t want to miss it. The Pink Glove Dance is a national competition in which hospitals from across the country are tasked with submitting a choreographed music video starring breast cancer patients, survivors and hospital staff. The goal of the competition is to raise awareness about breast cancer and the impact it has on families and the community.

Jill Conley, a Norton Cancer Institute patient undergoing treatment for incurable breast and bone cancer, is the star of this year’s Pink Glove Dance. Conley is a reservoir of hope for others affected by cancer, and her mission is to spread awareness and encourage people to recognize the value of inner beauty no matter what type of adversity they are facing. The video takes a journey through Conley’s town — from the church where she was married to Churchill Downs, where she was honored in the 2014 Survivors Parade — in order to highlight her achievements and showcase individuals inspired by her fight.

Conley has undergone several surgeries and rounds of chemotherapy and has had her share of complications, yet she continues to fight with grace and strength. This optimism is what led to Norton Suburban Hospital choosing her as the inspiration for the video. Conley’s story represents the impact breast cancer can have on a community and reveals the beauty behind unyielding courage.

The 2014 Pink Glove Dance video can be viewed at NortonHealthcare.com/breast.

—Nicholas Clark

Kelly Byrnes, supervisor, Noninvasive Vascular Lab, Norton Hospital, was inducted as a fellow of the Society for Vascular Ultrasound (SVU). Fellows are recognized by SVU for outstanding contributions to the society and the vascular ultrasound profession. Byrnes also was re-elected to a second three-year term on the SVU board of directors.

Meredith B. Loveless, M.D., OB/GYN, Kosair Children’s Hospital Gynecology Specialists, is serving as vice chair of the adolescent health committee for the American Congress of Obstetricians and Gynecologists. The nine-member committee focuses on education for providers and patients, fostering research and policy input.

Two Norton Healthcare physicians were named to Business First’s 2014 Forty Under 40 list. Brian Plato, D.O., and Tom L. Yao, M.D., were featured in a special section of the Sept. 26 issue of Business First and honored at a luncheon. Dr. Plato is a neurologist and medical director of the Headache & Concussion Center, part of Norton Neuroscience Institute. Dr. Yao is co-director of Norton Neuroscience Institute’s cerebrovascular neurosurgery, endovascular neurosurgery and stroke programs. Each year Business First accepts nominations of deserving individuals under the age of 40 who have made a difference in their community. This year’s 40 were selected from nearly 500 nominations.
Program offers alternative purchase option

As a Norton Healthcare employee, you have a “safety net” available if you must make an unexpected purchase. With the Employee Purchase Program, you can pay for items through a convenient payroll deduction option rather than charging them to a credit card.

Create an online account with Purchasing Power, shop for items you need — such as computers, appliances and furniture — and make manageable payments. You don’t have to worry about late fees, since payments are automatically deducted from your paychecks over 12 months. The minimum purchase amount is $300.

Purchasing Power’s prices include shipping and handling, sales taxes and other fees, so you’ll know the total cost and exact biweekly payment amount up front.

To participate in the Employee Purchase Program, you must:

• Be at least 18 years old
• Be an active employee of Norton Healthcare for at least six months
• Earn at least $16,000 a year
• Have no current nonbenefit payroll deductions (such as garnishment, tax levy, etc.)
• Have not received a FlexTime hardship cash-out in the previous 12 months
• Not have 100 percent of your payroll deducted as contributions to 401(k), 403(b) or 457(b) retirement accounts

“Many employees prefer making big-ticket item purchases through payroll deduction over using a credit card,” said Leslie Martin, senior benefits analyst, Human Resources. “They tell me that credit card debt can hang on, but items purchased through payroll deduction must be paid off within a year, which helps keep debt under control.”

To create an account and view the Purchasing Power product catalog, visit NortonHealthcare.PurchasingPower.com. When you set up your account, you’ll receive an email with a new customer offer of 10 percent off your first purchase.

Good catch!

Anytime someone identifies and averts a potentially harmful situation before it reaches a patient, it is considered a “good catch.” All good catches should be reported through the Patient Safety Reporting System so everyone can learn from them. This recent good catch is an example of an employee being attentive and taking quick action to protect a patient’s well-being:

Hats off to Julie Dunn, R.N., outpatient preoperative and postoperative, Kosair Children’s Hospital, who prevented an infant from being discharged to home when the postoperative plan was to admit the baby. The post-anesthesia care unit (PACU) nurse did not see the surgeon’s orders. Dunn questioned the PACU nurse because babies of that age who have an operation are usually admitted. The PACU nurse reiterated that the patient was to go home. Dunn still thought that didn’t seem right, so she started looking through the baby’s electronic medical record and found the orders for the baby to be admitted. Thanks to Dunn’s willingness to question when things did not seem right, she prevented a premature discharge and possible harmful consequences for this baby.

Thanks, Julie Dunn, for a great catch!
Alexis Owens, R.N., is one of the many qualified employees who have received financial assistance to continue their education through Norton Healthcare’s Office of Workforce Development. The Nvest in Yourself program, funded by a federal match grant that Norton Healthcare obtained, helps qualified employees reduce the cost of tuition so they can concentrate on pursuing their educational and career goals at Norton Healthcare.

Owens joined Norton Healthcare in 2011 as a medical receptionist and scheduler at Norton Community Medical Associates – Fincastle. She soon enrolled in a nursing program at Jefferson Community & Technical College. To allow more time for her education, Owens transferred to Norton Hospital, where she worked as a patient care associate while continuing her studies to become a registered nurse.

“This transition was to allow for flexibility while going to school,” Owens said.

Working the night shift full-time while going to school full-time, she earned an associate degree in nursing using education assistance through Workforce Development. Since graduating, Owens moved into her registered nurse position in the Oncology Intensive Care Unit at Norton Hospital. She also started an online R.N.-to-BSN program with Indiana University Southeast, again making use of the Nvest in Yourself program to reduce the cost of tuition.

“Nvest in Yourself is an opportunity for Norton Healthcare employees who qualify to match Norton Healthcare assistance funds for education or housing, creating financial stability while they work toward achieving their personal and professional goals,” said Christy Ralston, director, Workforce Development.

Through Nvest in Yourself, qualified employees can contribute to an individual development account via payroll deductions. While participating in the program, employees who save $500 over the course of six months are eligible to receive $3,000 in Norton Healthcare education assistance funds along with a $2,000 match in federal grant funds to use toward advancing their education.

“Norton Healthcare’s career assistance program allowed me to obtain my nursing degree, covering almost my entire tuition with very little cost out of my pocket and free of student loan debt,” Owens said.

The Nvest in Yourself program aligns with Norton Healthcare’s vision of setting the standard for quality and caring through exceptional employees.

“Our goal at Norton Healthcare is to recruit, retain and develop the best health care professionals in the region,” Ralston said. “We strategically invest in our most valuable resource — our people.”

You can learn more about Nvest in Yourself and other Workforce Development programs, including career coaching and other financial assistance programs, through the career development link on Nsite under the Employee Services tab.

—Tracy Keller

Alexis Owens, R.N., checks Marci Stevens’ vital signs.
Combined Giving Campaign

Norton Healthcare has a long history of donating time, resources and services for the betterment of our community and its citizens. Likewise, Norton Healthcare employees historically have been very generous in supporting worthy causes.

For three years in a row, Norton Healthcare employees contributed close to or more than $1 million to the agencies participating in our Combined Giving Campaign. The campaign allows you to support several worthy causes at once: the WHAS Crusade for Children, Fund for the Arts, Metro United Way, the Children’s Hospital Foundation, Norton Healthcare Foundation and Kosair Charities.

Charitable giving is part of our not-for-profit mission, and demonstrating stewardship of resources is one of our organizational values. Stewardship also is one of our Pillars of Excellence, which help provide the framework for all we do. Working together, we can make a real difference in the lives of individuals who are less fortunate. I ask each of you to take a moment to consider how much you can contribute to our 2014-2015 campaign. No amount is too small.

To make it easier for you to provide support, we again are offering an online option. Go to Nsite and click on “Applications.” Scroll down the list until you find “Combined Giving Campaign” and click on it.

Thank you for your past generosity and for anything you can give this year to help make the 2014-2015 Combined Giving Campaign our most successful campaign yet. Fill out your pledge card and turn it in or give online by Dec. 10. Remember, the choice to give is a good choice.

There’s a new income verification process

When you apply for a personal loan or mortgage, rent an apartment or buy a vehicle, you may be asked to provide proof of employment and income. Some government agencies also may ask for proof of employment when applying for their services.

Norton Healthcare has partnered with the national firm Thomas & Thorngren Inc. to provide employment and income verification.

It’s a simple process. Sign a release form giving the bank or other organization permission to request the information. The requesting organization then can visit ThomasAndThorngren.com, select the Request Employment & Wage Verification link and follow the instructions. Verification responses will be received within 24 to 48 hours. If a quicker response is needed, the requester can call the firm’s verifications department at (615) 620-0569.

For more information, visit the Employee Services page on Nsite and select My Income Verification under Time, Money & Benefits. A wallet card that explains how to use the service is available from the Human Resources office in your facility.

If you have questions, call the Norton Service Center at (502) 629-8911, option 2.

–Patti Killion
Don’t miss out on retirement savings

In August, Norton Healthcare announced that once again it will be making a discretionary contribution to employees’ 403(b)/401(k) retirement savings plans for 2014. This is in addition to the yearly matching contribution of up to 4 percent. The discretionary contribution, which is based on years of service, is at the same level as last year.

In a time of instability in the health care industry, this is great news! Norton Healthcare’s success is directly attributable to the hard work of our dedicated employees and, as a thank-you, we want to help ensure you have a successful retirement. Are you taking full advantage of all the opportunities available to you?

All new employees are automatically enrolled in a 403(b) or 401(k) plan with a 4 percent pretax contribution. If you are not enrolled to contribute at least 4 percent, you’re missing out. Why? Because Norton Healthcare matches your contribution up to 4 percent of your pay. That means if you contribute 4 percent of your salary, your total contribution becomes 8 percent per year. If you contribute 2 percent, that total is 4 percent per year. If you contribute 7 percent, your total contribution becomes 11 percent per year!

“Receiving up to 4 percent on top of what you contribute is basically free money,” said Leslie Martin, senior benefits analyst. “So why wouldn’t you take advantage of this great benefit?”

Analysis shows you may need to save at least 10 percent to your retirement fund, plus any employer contributions, in order to have enough money to retire. We try to make that easier for you with automatic increases to your contribution. New employees who are automatically enrolled also have automatic increases of 1 percent each year up to 10 percent. Making small increases is a painless way to improve your retirement security. If you’re not already signed up for automatic increases, you can do so at Principal.com. Not sure if you’re on track for a successful retirement? Contact one of our on-site retirement education specialists to set up an appointment for a retirement savings checkup:

- Brad Waterman at (502) 629-2733, option 1, or waterman.brad@principal.com.
- Don Edlin at (502) 629-2733, option 2, or edlin.don@principal.com.

Don Edlin teaches “The ABCs of Retiring.”

Nearing retirement? Register to attend a free “ABCs of Retiring” session through My Learning on Nsite. The two-night session teaches how to assess if you’re saving enough, making good investment choices and what factors impact your retirement.
On the second Wednesday in December each year, all Norton Healthcare employees are treated to a special holiday meal served by their leaders.

“The holiday meal is served at three different times at the hospitals so that employees from each shift can participate,” said Angela Jette, coordinator, Employee Experience. “At CPA Lab, Watterson Tower and Kosair Children’s Medical Center – Brownsboro it is served only at lunchtime, and Norton Medical Group leaders schedule their meal on a day that works best for each facility.”

Dyrol J. Underwood, chef, Norton Brownsboro Hospital, enjoys preparing the meal.

“Although it is taxing on my staff and me, this is the one time that allows us to revert back to our good ol’ restaurant days, where the pace is frantic and the food has to get out on time,” Underwood said. “Plus, when all is said and done, it makes us feel very appreciated.”

The holiday meal is one of Jette’s favorite events.

“It’s so nice that employees can come together, sit, relax and be served a hot meal,” Jette said. “And it gives us all a chance to take a moment to honor our faith heritage.”

Underwood and Jette both talk about the fun the workers have preparing the holiday meal.

“I come in on the third-shift meal when it’s pretty much quiet,” Underwood said. “I am usually the only one in the kitchen from 10 p.m. until 3 a.m. Then the administrative volunteers arrive to help serve, and that’s when my night really gets interesting. They make that whole late-night experience worthwhile. Plus I get to see people who aren’t around during normal café operating hours.”

“The cafeteria workers stay positive and have fun,” Jette said. “Between meals they take a moment to relax and have a bite to eat. There is a lot of laughter.”

Planning for the holiday meal event begins months in advance, when the system chef and dietitian sit down with Norton Healthcare administrators to go over the menu. Preparing for it is a major undertaking.

“Here at Norton Brownsboro we start prepping the meats on Sunday before the meal,” Underwood said. “The rest of the items are prepped on Monday and Tuesday leading up to the third-shift meal. Then we tie up any loose ends just before the big meal for the first and second shifts on Wednesday.”

–Cheryl Lockhart

Dec. 10 meal times

**Norton Audubon Hospital cafeteria**
Midnight to 1:30 a.m. • 11 a.m. to 2 p.m. • 5 to 6 p.m.

**Norton Brownsboro Hospital cafeteria**
12:30 to 1:30 a.m. • 10:30 a.m. to 2 p.m. • 5 to 6 p.m.

**Norton Hospital cafeteria (downtown campus)**
12:30 to 1:30 a.m. • 10:30 a.m. to 1:30 p.m. • 5 to 6 p.m.

**Norton Suburban Hospital cafeteria**
12:30 to 1:30 a.m. • 11 a.m. to 2 p.m. • 5 to 6 p.m.

**Kosair Children’s Medical Center – Brownsboro**
Café (first-floor lobby) • 10:30 a.m. to 2 p.m.

**CPA Lab – 2307 Greene Way**
(catered) • 11:30 a.m. to 2 p.m.

**Watterson Tower – 1930 Bishop Lane**
(catered by Masterson’s in a tent on facility grounds)
11 a.m. to 1:30 p.m.
**Exercises you can do at or near your desk**

**Chair squat**
Squats are a very basic but beneficial strengthening exercise you can do just about anywhere. Squats help tone the hips, thighs and buttocks. If you are new to squats, using a chair is a great way to learn proper form before moving on to squats without added support. The chair forces you to keep your knees behind your toes, and it’s there if you lose your balance and need to sit down. You can make the exercise more challenging by holding dumbbells or raising your arms above your head.

**How to do it:** Stand in front of a sturdy chair with your feet slightly wider than hip distance apart. Bend your knees and shift your hips back and buttocks out as if you are going to take a seat. Keep your weight on your heels and don’t let your knees extend past your toes. Lower down until your back side is just above the chair, and then stand back up. Complete one to three sets of 10 to 15 squats each.

**Form tip:** Don’t lock your knees when you stand up. Always keep them “soft.”

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**N Good Health step challenge**

**The Holiday Hop**

“Wearing my Fitbit has made me realize how sedentary a desk job can be,” said Paul Allen, system associate vice president, Pharmacy. “Now it has become a challenge for me to meet or exceed my goal of 10,000 steps a day.”

If you need motivation to get active, sign up to participate in the Holiday Hop. This team-based steps challenge will take place Nov. 17 to Dec. 22, with registration on [NGoodHealth.com](http://NGoodHealth.com) beginning Nov. 3. There will be weekly prize drawings for individual team members and a grand prize celebration for the winning team.

Since Allen can’t meet his step goal during the work day, he either gets up earlier to run before work or schedules a walk or run after work. Both he and his wife use a Fitbit, a wireless activity tracker. Allen also uses the device’s calorie counter to help him manage his calorie intake.

“It’s a great way to track what I’m eating,” he said. “It’s amazing how many calories I can consume in a day. I have a family history of cardiovascular disease, so I’m staying active — running, biking, walking, weight training — to keep the bad genes from becoming an issue.”

Tracking steps for the challenge will be on the honor system. If you have a Fitbit, you can sync it to the N Good Health site to automatically record your activity. You also can use a pedometer or a measured course, such as the walking paths on Norton Healthcare campuses, and manually input the information.

Get ready to put your best foot forward!

-Tammy Warren
Diversity training a rewarding requirement

All new employees are required to complete diversity training, a four-hour class offered through Norton University. Required diversity training is a best practice for health care institutions, according to Tim Findley, system director, Diversity and Inclusion.

“Our beginning diversity training attempts to do two major things,” Findley said. “It provides a definition and overview of diversity and it raises the participant's cultural diversity awareness.”

Findley estimates that more than 13,000 employees have taken the class since it became a requirement in 2006. He said that even the most reluctant participants leave the class with a broader understanding of the need for it in a health care environment.

“Our goal is to assist our workforce in providing quality health care in a manner that responds to the needs of our many diverse and culturally different communities, whether that is race, ethnicity, age, orientation or socioeconomic status,” Findley said. “We want health care to be mutually acceptable and culturally relevant.”

Diversity issues related to language and culture frequently occur within health care institutions, and that has the potential to affect patient safety and quality of care. Providing our employees a baseline understanding of how to work with and care for various communities is important to Norton Healthcare’s mission.

“An inclusive culture will greatly contribute to innovation and problem-solving as we continuously improve our ability to enhance our care delivery models and to meet the overall mission and vision of Norton Healthcare,” Findley said.

Galina Goldentul, production artist, Marketing and Communications, recently completed the diversity training class. She gained tremendous insights into cultural diversity and acceptance. The most resounding message that came out of the class was how much a person's judgment is dependent on stereotype, according to Goldentul.

“In my own instance, I have learned that I am sometimes quick to judge or form an opinion prior to understanding, evaluating and educating myself on the situation,” Goldentul said. “I now have a better understanding and more so, appreciation, for people around me. I see myself as more enthusiastic and curious to get to know someone.”

New employees can register for diversity training through My Learning, Norton University’s learning management system on Nsite. Click My Learning under Quick Links at the bottom of the home page. New employees also can take beginning diversity training as part of their phase 3 onboarding. Leaders are encouraged to take the second diversity training class called “Inclusion Behaviors: The Bridge to Engagement.”

~Tracy Keller

“An inclusive culture will greatly contribute to innovation and problem-solving.”

~Tim Findley
Lisa Clark, R.N., is program manager, Norton Neuroscience Institute, and the leader of the health ministry at Graceland Baptist Church in New Albany, Indiana, which was started through the Norton Healthcare Office of Church and Health Ministries.

Clark’s interest in service also takes her beyond her work and church life. A couple of years ago, she went on a three-day spiritual retreat designed to help participants get reenergized for service within their church and community. She found the experience to be life-changing.

“I came home with an even stronger desire to serve,” Clark said. This led her to participate on a team for women attending Residents Encounter Christ weekends at the Clark and Floyd County jails, during which volunteers go inside the jail to minister to inmates.

“I was a bit out of my comfort zone at first,” Clark said. “When the doors of the jail closed, it was so quiet, kind of eerie. I can’t imagine what it would be like if I couldn’t leave after the weekend.”

About 30 women attend each weekend. As they listen to the series of talks, their lives often are touched and changed in amazing ways.

“I would do it again if asked,” Clark said. “I feel a call to show God’s love to women who are physically, emotionally and spiritually imprisoned.

“I believe the women I serve in jail could be any of us,” she said. “We all make bad choices. Maybe not the same choices they made, but choices that could end in a bad outcome. I want them to realize this does not need to be the end of their story. Showing them God’s love and giving them information and resources to make better choices, hopefully, will help them rewrite their story.”

In her role as health ministry leader, Clark coordinated a one-day health fair at her church in September. A wide variety of services were provided, including vision screenings and free eyeglasses; oral cancer screenings; basic dental exams; blood sugar and blood pressure screenings; chiropractic exams; education on stroke prevention, substance abuse recovery and healthy pregnancy; haircuts; a clothes closet; hot meals; assistance in completing job applications; interpreters for Spanish-speaking guests; and children’s activities.

The church provided van transportation so new and expectant moms and homeless individuals could get to the health fair.

“It’s the second time we have had a comprehensive health fair like this,” Clark said. “It takes quite a few volunteers for each area to run smoothly. I couldn’t be more pleased with our congregation stepping forward to serve our community.”

–Tammy Warren
Q How does Norton Healthcare’s transfer/promotion process work?

A Norton Healthcare’s employment process is competitive and designed to allow us to hire the most qualified individuals, retain quality employees and provide meaningful opportunities for job growth within the organization. If you are interested in growing your career at Norton Healthcare, this is the process.

When a vacancy occurs, the leader assesses whether the position needs to be filled or if the work can be divided among remaining employees. If the vacancy needs to be filled, the position will be posted internally for seven calendar days. External recruiting may be done simultaneously.

Current employees must apply online through the Job Search link on Nsite, found under Career & Learning on the Employee Services page. To be eligible for consideration, you must have been in your current position for at least 12 months and meet the required qualifications for the position. (The 12-month rule does not apply to employees who are changing status or shift within the same role and department.)

If you apply for a position, your leader will receive email notification of your application, and Talent Acquisition will review your application to determine your eligibility. All applicants are considered on the basis of job competencies, education, training, experience, job performance and corrective action record.

The most qualified applicants will be forwarded to the hiring leader, who will select the applicants to be interviewed. The hiring leader, in conjunction with Talent Acquisition, will solicit feedback from your current leader. In some cases you may be asked to provide additional information.

If an internal applicant is selected for the position, the hiring leader will work with Human Resources and the current leader to agree on a date of transfer, typically two weeks after hire.

Throughout the hiring process, all correspondence will be sent to your Norton Healthcare email address so it is very important that you monitor your account.

Have a question you would like answered? Send it to connect@nortonhealthcare.org.

Survey shows employees trust their leaders

Norton Healthcare achieved a 65 percent participation rate in the employee engagement “pulse” survey conducted in August. Nearly 7,500 employees took part in the survey and made their voices heard. The survey statement, “I trust my leader” received a 77 percent favorable response rate, which put Norton Healthcare in the top 10th percentile among other participating health care organizations nationwide and gave us a “best in class” distinction.

“We are constantly trying to build good relationships between leaders and staff,” said Jason Coffey, director, employee and patient experience, Human Resources. “This result is encouraging to those employee experience efforts.”

Norton Healthcare polls employees every year to get feedback on improving the workplace through either an employee engagement survey or a pulse survey, which is smaller and more focused. While it doesn’t provide full data, the survey participation rate and outcomes are often good indicators of employee engagement.

Coffey said it is important to regularly “check the pulse” of the organization in order to improve patient outcomes.

“The patient experience will never exceed the employee experience,” he said. “Having an engaged workforce is just as important as any other business outcome.”

Employee feedback from the pulse survey will help Norton Healthcare make improvements throughout the year at the organizational and departmental levels.

“Employee engagement is front of mind for us year-round,” Coffey said. “We are constantly looking to give and receive feedback to create a better employee experience.”

—Tracy Keller
Integrative medicine
Opening up new possibilities in whole-person care

Norton Suburban Hospital, future home of Norton Women’s and Kosair Children’s Hospital, is now offering integrative therapies to some patients, based on availability.

Integrative medicine focuses on healing not just the body, but also the spirit and the mind through alternative therapies that complement medical treatment. These modalities include:

- Aromatherapy
- Art therapy
- Jin Shin Jyutsu
- Massage therapy
- Music therapy
- Nutritional counseling
- Pet therapy
- Reiki
- Relaxation techniques
- Spiritual care
- Yoga

“An integrative medicine committee at Norton Healthcare has been working for the past several years to bring more holistic care to patients, the community and Norton Healthcare employees,” said Rachel Busse, M.D., director of Integrative Medicine. “Some studies have demonstrated a reduction in symptoms such as pain, insomnia, anxiety and nausea using modalities such as the ones we’ve chosen. This can also translate into fewer medications and shorter hospital stays. Patients generally are more satisfied with their hospital experience as well.”

While integrative therapy is still a relatively new field, Norton Healthcare is embracing it and the effect it has on patients. Dr. Busse said the program has grown immensely in the past few years.

“I think the experience of being a patient needs to become more about being a human,” she said. “When we offer a more holistic approach to health and healing, it really is meaningful to patients.”

Once Norton Women’s and Kosair Children’s Hospital opens in full, one of its goals will be to expand integrative therapies to more units.

~Jennifer Reynolds

Molly Eiche, child life therapist, performs Reiki on a patient.

Photo by Nick Bonura
Elise Hawkins, R.N.

Elise Hawkins, R.N., Emergency Department, Norton Audubon Hospital, took a day off from work in April to train for the August Ironman competition. If she had worked that day, Jeff Backus may not have survived his run in Cherokee Park. Hawkins was finishing a 5-mile run after a 63-mile bike ride when she spotted Backus lying along a roadside in the park. She ran to his side and found he had no pulse. She immediately began cardiopulmonary resuscitation (CPR) and asked a bystander to call 911. Due to a busy art fair interfering with traffic, Hawkins performed CPR for 20 minutes.

“It felt like an eternity,” she said. “I had no resources but my hands.”

A series of fateful events led Hawkins to the part of Cherokee Park where Backus went into cardiac arrest. The routes she biked and ran that day were unusual for her. She was riding with a group she didn’t know, and she ran farther than she planned.

“I was every place I shouldn’t have been. It was crazy,” she said.

“She’s my angel,” Backus said. “God put her there. There is no way I can ever thank her enough. The only way I can thank her is to pay it forward.”

As an emergency nurse, Hawkins said she doesn’t see what happens to the patients she cares for but was happy she was there and able to help.

“It was nice to have someone say thank you,” she said. “If anything like that happened to my family, I’d hope someone would be there.”

Mike Robinson

This summer, Mike Robinson, director, biomedical equipment services, Clinical Engineering Department, left home for what he thought would be a routine drive to work. While waiting at a stoplight, he witnessed an automobile accident. A driver was hit broadside as he attempted to make a turn.

A Gulf War Marine veteran and former volunteer firefighter, Robinson pulled off the road and ran to assist the drivers. He also called 911. One of the drivers was injured but seemed stable. The other driver had been thrown across the front seats and was unconscious when Robinson got to him. As the victim regained consciousness, Robinson assessed his injuries by asking him if he could move his arms and legs. That’s when the car began to smolder. Robinson pried open the car door and, relying on his firefighter and Marine first-aid training, he was able to safely remove the victim from the burning car. He then waited with the injured motorists until emergency medical services and fire crews responded.

A Norton Healthcare employee for more than four years, Robinson said stopping to help is second nature to him.

“I’m always that way. If I see someone in need, I’m always going to step in. Somebody has to make that call,” Robinson said.

–Mary Jennings

About the award

The Good Samaritan Award honors The Rev. John N. Norton, whose name Norton Healthcare carries and who is recognized as a “Good Samaritan” because of his dedicated, selfless service to individuals in our community. This honor is given to employees who go above and beyond the call of duty by performing extraordinary acts of service for patients, guests or members of the community. It represents the pinnacle of recognition for service excellence at Norton Healthcare.
My son, Glen, was elated when he passed his driving test and received his driver’s license a few months ago. The moment was bittersweet for me, though.

While I was pleased with the independence he earned and proud of his cautious and careful approach to driving, I was worried about the cost of adding a young male driver to my auto insurance policy. It turned out I had nothing to worry about.

I decided to include Liberty Mutual — Norton Healthcare’s vendor for auto and homeowners’ insurance — to the list of companies I asked to provide estimates. Even with adding my newly licensed driver, I saved more than $600 a year on my auto and homeowners’ insurance bundle by switching to Liberty Mutual.

Auto and homeowners’ insurance are two of several voluntary benefits Norton Healthcare offers employees in addition to traditional medical, dental and vision insurance. Norton Healthcare’s voluntary benefits include discounts on insurance plans that cover pets, long-term care and accidents. You can enroll in many of these programs at any time during the year.

Norton Healthcare offers the wide variety of benefits as part of its commitment to employees. Enrolling through Liberty Mutual was easy. And I chose to have the monthly premium deducted from my pay, so I never have to worry about forgetting to pay a bill.

To receive a quote or learn more about auto insurance, call Liberty Mutual at (800) 225-8281. For information about other voluntary benefits, call one of our benefits education specialists at (502) 629-BENE (2363).

–Mary Jennings
AT A MOMENT'S NOTICE

A glimpse at what it’s like to be on the ‘Just for Kids’ Transport Team
The work of a Kosair Children’s Hospital “Just for Kids” Transport Team member is not for the faint of heart. These individuals drop everything at a moment’s notice to drive or fly to pick up a child in need of critical care at Kosair Children’s Hospital. They often work under intense pressure and challenging medical situations.

Each “Just for Kids” Transport Team consists of three members: a registered nurse, a respiratory therapist and an emergency medical technician. Nine teams are on call around the clock.

On a hot day in late August, I tagged along with the team for a flight transport 100 miles south of Louisville, to get a behind-the-scenes look at this critical component to many children’s care.

12:32 P.M. I receive a call from Pennie Maus-Granholm, “Just for Kids” Transport Team manager, saying a flight transport has been ordered from a hospital in a small town in Western Kentucky. Eleven minutes later, I arrive to meet the team assigned to this transport: Jenny Hager, R.N.; Brenda Bolin, respiratory therapist; and Kevin Robinson, emergency medical technician. Already sweating, I get in the “Just for Kids” Mobile Intensive Care Unit, and we begin the drive to Clark Regional Airport in Sellersburg, Indiana, where the team’s airplane is kept.

1 P.M. We arrive at the airport and pull up to the “Just for Kids” airplane — a 1980 Beechcraft King Air 200 that recently has been upgraded and refurbished thanks to a $1 million grant from Speedway. More than 200 children a year are transported on this plane, which has made trips to California, Florida and even Maine. The team prepares for the flight, loading a portable incubator, called an isolette, onto the plane, along with the life port, a locking device that safely connects the isolette to the plane. On the way, I am briefed on the patient we are picking up: a 5-week-old baby who has been experiencing a high fever and whose right forearm is swollen and red.

1:45 P.M. The plane lands at one of the smallest airports I’ve ever been to. The hospital is 15 minutes away, and an ambulance with the hospital is waiting for us on the runway. When we arrive at the hospital, we wheel the isolette and life port through the hallways to the pediatric unit, where we are greeted by a pediatric nurse.

2:15 P.M. The transport team enters the patient’s room. Hager assesses the baby’s condition and calls Erin Owen, M.D., a pediatric critical care doctor at Kosair Children’s Hospital, to consult on the patient’s condition and any additional instructions to prepare the baby for the trip to Louisville.

2:32 P.M. The baby is stable and ready to be wheeled off to the ambulance in the isolette.

2:55 P.M. Back on the plane, the team completes a head-to-toe examination of the patient, focusing on the affected arm. While in flight they check the baby’s vital signs every 15 to 30 minutes. The baby remains stable throughout the duration of the flight and some of the swelling goes down.

3:30 P.M. We arrive at Clark Regional Airport and transport the patient to Kosair Children’s Hospital via the mobile intensive care unit. This is where I say my goodbye to the amazing crew I was honored to spend time with.

Although the transport team is responsible for hundreds of patients a year, they treat each child like their own. The team’s dedication to ensuring children have access to the most advanced pediatric medical care in our region makes them heroes in my eyes. And, by the way, the baby went home three days later, after the condition improved.

– Nicholas Clark

From left, Kevin Robinson, Brenda Bolin and Jenny Hager, R.N.
Pre-elect now to cash in FlexTime in 2015

Now is the time to decide if you want to cash in some of the FlexTime (paid time off) you'll accrue in 2015. You will have the opportunity to make this designation during open enrollment, Monday, Oct. 27, to Friday, Nov. 14, 2014.

“I have cashed in my FlexTime for many years,” said Bonnie Fries, coder for Norton Cancer Institute. “It allows me to take the stress out of Christmas expenses.”

The benefits tool on our new benefits website requires you to elect or waive this benefit as part of the open enrollment process. It shows you how many hours you have available and requires you to choose how many hours you want to “sell” to yourself. The dollar value will show as $0.00, because the amount you receive in 2015 will be based on your rate of pay at the time you receive the payout. If you pre-elect more than the number of hours available at the time of payout, your cash-in will be reduced to reflect available hours.

The minimum cash-in election is eight hours, and the maximum is 100 hours. Full-time employees must leave a balance of at least 40 hours; part-time employees must leave a balance of 20 hours. You can change your pre-election any time during the open enrollment period, but once it ends on Nov. 14, your election is final; no changes or cancellations can be made.

The hours you pre-elect to cash in are expected to be paid in November 2015. If you chose to pre-elect FlexTime in 2013 for the 2014 cash-in, you will receive your payout on Nov. 21.

For questions regarding FlexTime and cash-in policies, call the Norton Service Center at (502) 629-8911, option 2, or see the FlexTime policy in the Policies & Forms section of Nsite.

-Patti Killion

Bonnie Fries does some Christmas shopping at a local bookstore.

Update your personal information

If your home address has changed in the past year, be sure to update it with Norton Healthcare. Outdated information can cause you to miss important mail and affect your income tax withholding. It's easy to update your address:

• Go to Nsite.
• Click the Employee Services link on the top menu bar.
• Select My Personal Information under Time, Money & Benefits.
• Log in.
• Select Life Events.
• Select Address Change.
• Update your home address and phone number, then click the “Taxation” tab. Once everything is updated, click Continue.

With the W-2 season approaching, ensure that all important mail makes it to your home. If you have questions, call the Norton Service Center at (502) 629-8911, option 2.
Win a house, car, $10,000

Tour the home in Norton Commons that you could win in the Kosair Children’s Hospital Home and BMW Raffle. Open houses will be held at 9214 Dayflower St. every Saturday and Sunday through Nov. 22, from noon to 6 p.m.

To purchase your ticket for a chance to win the home valued at approximately $400,000 or a 2014 BMW 3 Series convertible from Sam Swope BMW plus $10,000 cash, call (502) 559-KIDS or visit KosairChildrensHospital.com, where you can also view a floor plan and a picture of the home. Tickets are $100 each and only 8,000 will be sold. Winners will be drawn Nov. 22, 2014, at the Snow Ball gala. The raffle is sponsored by Norton Commons, Sam Swope BMW, The Ramage Co., Burdorf Interiors, Walmart and Alpha Media.

Your support goes far when you give through the Combined Giving Campaign

Employees’ donations to the Norton Healthcare Foundation help fund projects and pastoral care at all of Norton Healthcare’s adult-service hospitals, as well as Norton Cancer Institute, Norton Heart Care, Norton Neuroscience Institute and Norton Women’s Care.

Your support of the Children’s Hospital Foundation helps provide funding for new equipment, pastoral care services and programs, such as child life and expressive therapy, at Kosair Children’s Hospital and Kosair Children’s Medical Center – Brownsboro.

Bike to Beat Cancer

Bicyclists line up for the start of the 2014 Bike to Beat Cancer. More than 800 riders and 350 volunteers helped raise $480,000 to benefit Norton Cancer Institute.

Upcoming events

Family Adventure Day at Churchill Downs • Nov. 9, 2014

Come to Churchill Downs for Family Adventure Day, featuring kids’ entertainment, horse meet-and-greets and much more! $1 of every ticket sold benefits Kosair Children’s Hospital. Presented by Kroger. For more information, visit ChurchillDowns.com/FamilyAdventureDay.

Festival of Trees & Lights • Nov. 14 to 16, 2014

Hundreds of beautifully decorated trees, wreaths and greenery will be available for purchase at the 25th annual Festival of Trees & Lights, presented by Republic Bank. The event includes children’s activities, a gift shop, sweet shop and more. Proceeds benefit Kosair Children’s Hospital. For more information, visit FestivalofTreesandLights.org.

Kosair Children’s Hospital Radiothon • Nov. 20 and 21, 2014

Local Alpha Media stations will broadcast live from the Kosair Children’s Hospital lobby for 26 hours to raise much-needed funds for the hospital through the Children’s Hospital Foundation. This fundraiser is in partnership with the Children’s Miracle Network. For more information, visit KosairChildrensHospital.com/Radiothon.

Snow Ball gala • Nov. 22, 2014

Don’t miss this black-tie event featuring an elegant dinner and dancing amid a winter wonderland. This event is part of the annual Festival of Trees & Lights. Presented by KonicaMinolta. For more information, visit KosairChildrensHospital.com/Snowball.

For more information on foundations events, visit the Foundation Offices page under Departments on Nsite or call (502) 629-8060.
Oncofertility doctor joins Norton Cancer Institute

Leslie A. Appiah, M.D., has joined Norton Cancer Institute to head up an exciting new program called oncofertility. This medical field bridges the specialties of oncology and reproductive endocrinology to help cancer patients and survivors maximize their reproductive potential.

Dr. Appiah works with children and adults before they begin receiving cancer treatment to counsel them on options and steps that may be taken to improve their ability to have children later. She also works with patients trying to conceive after cancer treatment. Her patients range from children to adults in their 40s.

“We are pleased to be able to offer these specialized services to cancer patients in our community,” said Kevin S. Wardell, chief administrative officer, Norton Cancer Institute.

Dr. Appiah is a board-certified gynecologist with fellowship training in pediatric and adolescent gynecology and expertise in oncofertility. She previously served as director of the oncofertility program at Cincinnati Children’s Hospital Medical Center in Ohio. She earned her medical degree from the University of Texas Southwestern Medical Center in Dallas. She completed her residency in obstetrics and gynecology at Sinai Hospital of Baltimore, Maryland, a research fellowship in reproductive genetics at Baylor College of Medicine in Houston, Texas, and a clinical fellowship in pediatric and adolescent gynecology at Texas Children’s Hospital in Houston.

Dr. Appiah sees patients at Norton Cancer Institute – Downtown and Kosair Children’s Hospital Gynecology Specialists. To make an appointment, call (502) 629-4555.

Leslie A. Appiah, M.D., with her children

Photo by Nick Bonura