Reaching for Zero

Preventing concussions

Concierge services

Retirement planning

Charter for Compassion

Painting away stress
Norton Healthcare employees are thankful for their co-workers. And they demonstrated their appreciation during the inaugural N Recognition of You Button Blitz held Nov. 12 to 26, 2014. The two-week blitz garnered more than 7,200 moments of appreciation shared among co-workers through the employee recognition site.

“The Button Blitz not only increased traffic to N Recognition of You, it increased awareness for those who had not previously used the site,” said Angela Jette, program coordinator, Employee Experience. “We had many new users during the Button Blitz who shared with me that they will continue to use it.”

Dana Stephenson, medical assistant, Norton Neurology Services, gave out the most N-buttons — 286 — during the blitz. Karla Cox, coordinator of social services, Care Management, was next with 137 N-buttons shared.

“I had used N Recognition of You in the past but was reminded of ways to show appreciation when the blitz started,” Stephenson said. “Co-workers who received the buttons greatly appreciated the recognition. Some were inspired to also show their appreciation by sending buttons of thanks to others.”

N Recognition of You provides many opportunities for employees to recognize their co-workers, including N-buttons and N-cards as well as Silver, Gold, Platinum and Diamond Awards. According to Jette, recognition of actions that are “above and beyond” engages employees to live the values of Norton Healthcare and feel valued and appreciated.

“Recognition builds employee engagement, as it motivates and encourages employees to work or perform in ways that are consistent with the needs of the community,” Jette said.

It’s not too late to show your appreciation for co-workers.

To send an N-Button, go to Nsite and click on Employee Services, then N Recognition of You in the Reward & Recognition box. Buttons can be given to any Norton Healthcare employee.

—Tracy Keller
Students advance to full-time lab positions

A fast-paced career in laboratory services is a challenge Megan Leffler was ready to tackle. Through a clinical rotation at Norton Healthcare, the student histotechnologist at Kosair Children’s Hospital Laboratory has discovered even more possibilities.

“My first interaction with the laboratory was during a clinical rotation while studying at Bellarmine University,” Leffler said. “I was working toward a career in medical laboratory science, but through hands-on work in the lab, I was learning more about other areas, such as histology. I wasn’t sure I would qualify with the educational background I had so far.”

Leffler talked with her clinical education supervisor and Workforce Development to discover a way to make her career aspiration a reality and further her education to meet the demands of a histology position.

The student positions in Laboratory Services are part of a strategic plan developed in partnership with Workforce Development. Since beginning the strategic plan process in 2013, 13 students have advanced into full-time positions with Laboratory Services and four students are currently in the program.

“By partnering with the laboratory we were able to identify areas of need,” said Christy Ralston, R.N., director, Workforce Development. “With a strategic plan in place and a great mentoring program within the lab, the efforts have been very successful.”

To schedule your individualized career coaching session, go to Nsite and select Employee Services. Click Career Development under Career & Learning, then click Workforce Development. To learn more about career opportunities, résumé writing, interviewing and tuition assistance, contact Workforce Development at (502) 629-7411.

–Lynne Choate

Megan Leffler at work in the lab at Kosair Children’s Hospital

Sharon Laverty, director, Risk Management, Norton Women’s and Kosair Children’s Hospital, was named Patient Safety Hero for November by the Kentucky Hospital Association. Hospital staff nominated Laverty in recognition of her passion for patient safety. As the leader of the hospital’s patient safety team, Laverty has been instrumental in initiating new methods and processes to improve care while preventing harm.

Norton Healthcare received the 2014 Business First Healthiest Employers of Greater Louisville Award in the “5,000 to 49,000 employees” category. Now in its fifth year, the competition recognizes businesses for implementing programs that help employees stay well and improve their health, creating a healthier workplace and a healthier community. This was the second consecutive year Norton Healthcare received the award in recognition of our N Good Health wellness philosophy.
As a Norton Healthcare employee, you are our strategic plan in action. Here’s what I mean by that:

- When you share your knowledge of our systems and procedures with a new employee, you help to reduce turnover, which assists us in meeting our goal of becoming the employer of choice.
- When you share an idea that improves patient care or a process, you help us meet our stewardship goal of continuously improving our financial performance.
- By making sure patient bills are correct, cleansing your hands and using the teach-back system to educate patients, you help us become the health care provider of choice and meet our value goal.

By now you should have your goal cards and have discussed with your leader your department and personal goals. This year’s goal cards include a signature panel on the back, which gives you the opportunity to check your progress with your leader.

You’ll also notice a difference in the pillars, which support our strategic plan. A value pillar replaces the former service and quality pillars.

Our pillar goals are:

- **People**
  Be the employer and partner of choice.

- **Value** (quality/safety/service)
  Be the health care provider of choice, setting the standard for quality, safety and service.

- **Stewardship**
  Continuously improve financial performance.

- **Growth**
  Help patients take charge of their health through MyChart.

You will be expected to track your progress toward your personal goals and your department’s goals throughout 2015. Keep your goal card in a place where you can check it often, such as your desk, locker or wallet. You and your leader will use the card to track and sign off on your progress.

Think about ways you can support our goals in your day-to-day work. When we are all working on the same things, we are more likely to achieve our goals and support our mission, vision and values.

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Audits help keep health care costs down

The Norton Healthcare benefits team continually works to provide employees with high-quality, affordable health care. As part of that effort, dependent eligibility audits were implemented beginning in 2012. The audits are designed to verify the coverage eligibility of dependents enrolled in our medical plans.

Norton Healthcare implemented a new benefits enrollment system beginning in April 2014. With the new system, employees are required to upload documentation, such as birth or marriage certificates, for any new dependents added to benefits. The dependents will not be added to coverage until this documentation is provided. If the documents are not provided within the eligibility period, the dependents will not receive coverage.

“Ensuring that we are covering only eligible dependents is not only a fair and equitable approach to take, but is one additional way of helping to contain overall claims costs, which ultimately benefits everyone,” said Donald K. Schuble, director, benefits, Human Resources.
A request from one of her sisters in 2013 led Tammie Demessie to rediscover her passion for painting and gain some health benefits as well.

“My sister asked me to paint a picture for her home,” she said. “I hadn’t painted since high school art classes. I was shocked at how well it turned out.”

Demessie, who is a patient financial counselor for Norton Infusion Center – Downtown, uses acrylic paints to create abstract works of art. She was pleased to discover that painting improves her mental outlook and emotional health.

“I found out painting helps with my ADHD [attention deficit hyperactivity disorder],” she said. “It keeps stress down and keeps me focused. I can paint for seven hours straight without thinking about anything else. I lose track of time.”

Demessie said she gets the inspiration for her paintings “from my feelings at that moment.” She listens to music while she paints and is influenced by how the music evokes her emotions.

Originally from Gary, Indiana, Demessie moved to Louisville in 2004 and started working for Norton Healthcare in 2010. In her job she ensures patients’ authorizations are in place before they undergo infusion therapy.

“I love research,” Demessie said. “I love digging in and finding solutions for people. It’s fun to solve a problem for someone.”

Demessie has taken advantage of many classes and other services offered by Norton University. She did an internship with Barry Gary, director of Staff Development, Norton University, and earned a Bachelor of Science degree in workforce leadership from the University of Louisville.

Before Demessie moved to Louisville, she attended Rhema Bible Training College in Broken Arrow, Oklahoma, and lived in New York City. She has two children: a son who is a sophomore at Cincinnati Christian University in Ohio and a 16-year-old daughter attending Ballard High School.

Demessie is more than excited to have rediscovered her long-ignored pastime.

“I had totally forgotten that I loved painting,” she said. “It’s who I am; it’s part of me. I feel complete and totally fulfilled when I’m doing it. When I’m painting, it’s just me, God and paint — and I’m good.”

-Cheryl Lockhart

Above, Tammie Demessie visits with an attendee during a showing of her paintings at Vincenzo’s Italian Restaurant.
KNOW YOUR RISKS

Online health assessments are convenient tool

Early detection is the key to surviving many types of cancer and other serious illnesses. To help you determine your risk, Norton Healthcare now offers online health assessments for heart disease and cancers of the breast, colon, lung and prostate.

“Health risk assessments can identify a person’s risk factors and help promote positive change toward a healthy lifestyle,” said Leesa Mattingly, R.N., breast health patient navigator, Norton Cancer Institute.

Mattingly believes that since most people don’t know all of the risk factors associated with certain diseases, anyone who fits the age criteria can benefit from a health risk assessment.

Jenny Frantz, R.N., thoracic patient navigator, Norton Cancer Institute, said the lung cancer risk assessment addresses occupational exposure, smoking, family health history and signs or symptoms of lung cancer. It is a good tool to identify those at high risk of developing lung cancer.

“Our goals are to identify lung cancer at an earlier stage and help people become nonsmokers,” Frantz said. “The risk assessment also provides a wonderful opportunity to educate individuals on the risk factors associated with lung cancer.”

The health assessments are available at NortonHealthcare.com/CancerPreventionDetection and NortonHealthcare.com/HeartAssessment. Results are emailed to you upon completion, and you are encouraged to consult with your physician about the findings.

“Assessments highlight risks but do not diagnose disease and should not replace consultation with a medical or health practitioner,” Mattingly said.

~Tracy Keller
Q: What special benefits does Norton Healthcare offer to its employees?

A: Norton Healthcare offers its employees many benefits, including several types of insurance plans: medical, dental, vision, hearing services discount program, basic life and accidental death and dismemberment (AD&D), spouse life and AD&D, whole life, short-term disability, long-term disability, auto and homeowners', critical illness, accident, long-term care and pet.

Employees can participate in the 403(b) or 401(k) retirement savings plan, health care and dependent day care flexible spending accounts, N Good Health wellness program, legal plan, Employee Assistance Program, employee purchase plan, concierge services, Commuter Benefits Program and 520 college savings plan. Eligible employees can take advantage of the Employer Assisted Housing and Adoption Assistance programs. And free parking is available for all employees.

Part-time employees — those who work fewer than 32 hours per week — are eligible for medical insurance, the 403(b) or 401(k) plan and the Employee Assistance Program.

For information about any of these benefits, visit Nsite and log in to My Benefits on the Employee Services page.

Have a question you would like answered? Send it to connect@nortonhealthcare.org.
Submit your 2014 FSA, HRA expenses

The rules are different for flexible spending accounts (FSAs) and health reimbursement accounts (HRAs). Here’s what you need to know about deadlines and submitting expenses for both.

FSA – WageWorks

If you had an FSA in 2014, your deadline for submitting 2014 expenses for reimbursement is March 31, 2015. You cannot use your WageWorks Health Care Card to access remaining 2014 funds. You must pay out of pocket for services received in 2014 and then submit the “Pay Me Back” claim form for reimbursement. Any funds left in your FSA past March 31 will be forfeited and donated to the Employee Emergency Relief Fund.

Visit WageWorks.com for claim forms, a list of eligible expenses and your current balance. For assistance in processing 2014 claims, call WageWorks customer service at (877) 924-3967, Monday through Friday, 8 a.m. to 8 p.m.

Another option for requesting reimbursement from your FSA is WageWorks’ mobile app, EZ Receipts. The app allows you to snap a picture of your receipt on your mobile phone, pay your medical providers directly from your account, submit receipts, file claims for quick reimbursement and check account balances and transactions. For more information about EZ Receipts, visit WageWorks.com/employees/go-mobile.

HRA – Humana

Employees who have Norton Healthy Living Plan medical insurance automatically have an HRA and receive a Humana Access debit card. Up to $4,500 of your HRA funds can be carried over to 2015, if you elected the Norton Healthy Living Plan again. Dec. 31, 2014, was the deadline to use your Humana Access debit card to access 2014 funds in your HRA. If you use the card now, the amount will be deducted from your 2015 funds. To submit an HRA expense for reimbursement from 2014 funds, visit MyHumana.com. You can file a claim online or download a form to fill out and mail in. You have until March 31 to file HRA claims for 2014 expenses.

Verification

The IRS requires verification of all expenses paid for with an FSA or HRA card. Occasionally, you may receive a request for more information to verify a purchase.

To verify an FSA expense, simply log in to WageWorks.com, click on “Submit Receipt or Claim” and select the unverified transaction. Scan and upload the document(s) that contain the following information:

1. Patient’s name
2. Provider’s name
3. Date of service
4. Type of service
5. Amount you owe (the portion not covered by your insurance)

To verify an HRA expense, sign in at MyHumana.com, click on “Expenses Requiring Verification” and select the unverified transaction. You must provide a receipt that shows the following information:

1. Medical code or written description of the service or item received
2. Patient name
3. Date of service

–Cheryl Lockhart
20 years and counting

Norton Medical Group celebrates 20 years of providing patient-centered care

What started two decades ago as a program to employ primary care physicians has evolved into a multispecialty, patient-centered division of Norton Healthcare employing more than 700 physicians, nurse practitioners and physician assistants. Norton Medical Group provided care for more than 1.6 million patient visits in 2014.

“It’s tremendous to see the growth of the medical group and the number of patients whose lives have been impacted through the comprehensive care we provide,” said Ginger L. Figg, chief administrative officer, Norton Medical Group. “Norton Medical Group has become a major employer, with more than 2,500 staff members supporting the efforts of 13 Norton Immediate Care Centers, 44 primary care offices and more than 150 specialty offices.”

Primary care and urgent care were the initial focus, which allowed Norton Healthcare to offer services to a large population of patients while also developing relationships with specialists to maximize the benefits for those patients, according to Figg.

As patients’ needs evolved, Norton Medical Group added specialized care in areas such as obstetrics and gynecology, cardiology and vascular, orthopaedics and neurosciences. The first specialty practice was added in 2002.

“The growth has been tremendous, all the while keeping the focus on our patients and their medical needs,” said Joseph A. Lash, M.D., Norton Heart Specialists. “Patient focus will continue to be our cornerstone as we move forward.

“We will also look for ways to meet the community’s health care needs by expanding the telemedicine program across the region, providing specialized care in areas where cancer, cardiology, maternal fetal medicine, neurosciences and other expertise are needed.”

“Our group’s strategy is to continue our heritage of being patient-centered with a strong culture of supporting our providers,” said Joshua Honaker, M.D., system vice president, Norton Medical Group. “Epic [our electronic medical records system] is an innovative tool that allows us to fulfill our mission in a highly efficient and effective manner. Epic allows our group to truly be clinically integrated by connecting our doctors and patients to one another.”

Norton Medical Group continues to connect with patients through MyChart, Epic’s patient portal. MyChart allows patients to send secure, nonurgent questions to their Norton physician and then be notified when a new message is received; access some lab test results; review portions of their medical history and recommended preventive screenings; request physician appointments; and more.

To view a list of Norton Medical Group physicians, visit MyNortonDoctor.com. Call (502) 629-1234 to request an appointment.

–Lynne Choate

Robert W. Shaw, M.D., and Ginger Figg chat at Norton Community Medical Associates – Barret.
New initiative focuses on eliminating harm

Hospitals are designed to care for, treat and heal patients. However, sometimes patients are harmed during a hospital stay. National studies show that 132 out of every 1,000 patients discharged have experienced a harm event. Norton Healthcare has set its sights on decreasing harm events in its patients to zero by 2020.

“Our goal is to heal without causing harm,” said Deve Vetter, R.N., system associate vice president, Quality Management, and patient safety officer. “‘Reaching for Zero’ is what we have chosen to call our journey to eliminate preventable harm events.”

Reaching for Zero provides a proactive approach to patient safety and risk reduction. It uses key strategies that have been shown to improve safety and decrease harm in hospitals nationwide. According to Vetter, some of the strategies included in Norton Healthcare’s Reaching for Zero initiative include:

- Promoting a safety culture
- Improving communication
- Learning from safety events to improve our processes
- Implementing harm-prevention strategies

Vetter says that all employees can be a part of Reaching for Zero and that the focus of all daily work should be on preventing harm to patients.

“Reaching for Zero is not something additional that we are asking staff to do,” Vetter said. “It is uniting all of the work that is already being done under one shared goal — to eliminate harm. It is our attention to the details that will help us get to zero.”

–Tracy Keller

New Patient Safety Reporting System launches
Supports ‘Reaching for Zero’

You’ll soon see changes to the Patient Safety Reporting System as a result of partnerships Norton Healthcare has formed with new vendors. The redesigned reporting system supports “Reaching for Zero,” a new patient safety initiative intended to eliminate preventable harm.

“These new partnerships provide the necessary tools for a robust safety reporting and learning system that will help us with the Reaching for Zero patient safety plan,” said Kelly Johnson, system director, Risk Management.

Employees are encouraged to report all safety events through the new reporting system. According to Johnson, the system will continue to support Norton Healthcare’s “just culture,” an environment that focuses on what — not who — caused an event by offering an easy way to report patient safety events, good catches and safety suggestions.

“Safety reporting and learning systems are a key element for understanding what type of safety issues are occurring in our organization and what can be learned from the events to better protect all those we serve,” Johnson said.

The new reporting system works much like the previous system and can be accessed through Nsite by clicking the Patient Safety Reporting button on the right side of the homepage.

–Tracy Keller

From left, Elizabeth Reed, R.N., director, Patient Care Services, Organ Transplant Group; Vicki Montgomery, M.D. chief, Women’s and Children’s Division of CARE Innovation; and Stephanie Hager, R.N., manager, Quality and Regulation, attend a weekly safety meeting at Kosair Children’s Hospital.
Norton Healthcare has a long-standing mission of being an advocate for the health and safety of children. As a partner with Jefferson County Public Schools (JCPS), we announced last fall that we will fund the purchase of new, safer football helmets for JCPS high school football players as well as expand concussion testing and education.

The Norton Sports Health program continually looks for ways to be on the forefront of health and safety for athletes. When leaders learned that some of JCPS’s football helmets fell short of what is considered adequately safe, the decision to help out was simple.

“We work closely with JCPS, so we wanted to find a way to make this situation better,” said Steven T. Hester, M.D., MBA, system senior vice president and chief medical officer. “We are pleased that we are able to help improve the safety of our community’s student athletes.”

JCPS high school football helmets were rated using the Virginia Tech Helmet Ratings system, a five-star scoring system with 5 being the best and 0 being the worst. Approximately 26 percent of the helmets ranked 2 stars or less. Two stars represent “adequate” protection, 1 star is “marginal” and 0 stars are not recommended. Norton Healthcare will replace the unsafe helmets with 4-star helmets, which are considered “very good.”

“While a player can sustain a concussion wearing any type of helmet, the quality of the helmet can greatly reduce that risk,” said Tad D. Seifert, M.D., director of the sports concussion program for Norton Healthcare. “The difference between a 1- or 2-star helmet and a higher-rated helmet is dramatic.”

Norton Healthcare also will provide computerized Immediate Post-concussion Assessment and Cognitive Testing (ImPACT) for all football players in JCPS middle and high schools and any JCPS high school student who plays high-impact sports.

“When ImPACT is given prior to an injury, we have a baseline analysis of the player’s brain function,” Dr. Seifert said. “If the player sustains an injury in which a concussion is suspected, the ImPACT test is given again and helps us assess the severity of the injury and create a plan for safe return to play.”

Part of ensuring players get appropriate care if they become injured includes properly educating coaches, athletic trainers and parents about concussions. Expanded concussion education will include user-friendly symptom charts, posters and quick-reference pocket cards at all JCPS middle and high schools.

This more than $100,000 commitment was made possible by a grant from the Norton Healthcare Foundation.

–Jennifer Reynolds
Great deals available online just for you

With Norton Concierge Services, you have online access to great deals on thousands of products and services, from everyday items like child care, movie tickets and oil changes to LASIK eye surgery, airfare and national attractions. Norton Healthcare's partnership with Abenity, a national discount provider, allows you to enjoy discounts from local and national vendors.

Visit Abenity's website at NortonConciergeServices. EmployeeDiscounts.co or find it on Nsite by selecting “Employee Services” and clicking on Norton Concierge Services under “Time, Money & Benefits.” You can search for specific items and vendors or browse convenient categories, including “Daily Deals,” “Day Trips” and “Everyday Living.”

When you see an offer you like, click on it for details about how to redeem it. Offers may be redeemable by a direct link to the vendor’s site, through a coupon code online, by phone or mobile device, or with a printable coupon you can use in stores. Get the most out of Norton Concierge Services by customizing your profile with your favorite vendors and signing up for weekly alerts you about new discounts and limited-time offers.

Some available offers:

**Cellular phone plans**
Service plan discounts from Sprint, Verizon and AT&T

**Concerts and events**
$5 off tickets to Derby Dinner Playhouse
Discounts on concerts and sporting events through the Abenity Ticket Network

**Day trips**
Discount admission to the Louisville Zoo
Up to $2 off admission to Newport Aquarium
20 percent off Great Wolf Lodge rates

**Everyday living**
$5 off online purchases from Target
Save on appliances and more with Sears Commercial Club
Weekly offers from Cinemark movie theaters
Discounts on tires, maintenance and repair services at Firestone stores

**Health and wellness**
25 percent off LASIK eye surgery at The LASIK Vision Institute
$75 off new member fee at LA Fitness

**National attractions**
20 percent off gate price at SeaWorld Orlando, San Antonio and San Diego
Discounted ticket prices at Universal Studios Orlando and Hollywood
7 percent off eTickets to Legoland Discovery Center in Chicago

**Travel**
Up to 25 percent off car rentals from Avis, Budget, National and more
Up to 15 percent off hotel rates from Ramada, Wingate and more

—Luisa Satterly

Kelli Gibson, executive secretary, Norton Immediate Care Center practice administration, right, and her sister, Sydney Doyle, prepare to depart for Europe. Employees can receive travel discounts through Norton Concierge Services.
Website changes make retirement planning easier

Did you know you now have access to great new retirement planning resources? The Principal Financial Group, the service provider for our 403(b) and 401(k) retirement savings plans, recently introduced new features to its secure website that can help you more easily manage your retirement savings and determine if you are on track toward your retirement goals.

A few changes you’ll notice:
- Mobile-friendly design lets you easily manage your account anywhere, anytime, on any device
- Dashboard view of key account information
- Interactive Retirement Wellness Planner
- Personalized Retirement Wellness Score helps you see if you are on track with your retirement goals
- Simple navigation makes it easier to find what you use most often
- Personalized messages, actions and alerts
- In-the-moment education geared to your life stage

Visit Principal.com and select the Personal login. If you are logging in to your account for the first time, use the contract number 458554 for a 403(b) or 807960 for a 401(k).

Need some help fine-tuning your wellness score? Call (502) 629-2733 to set up an appointment with one of our on-site retirement education specialists:
- Brad Waterman, option 1, or waterman.brad@principal.com
- Don Edlin, option 2, or edlin.don@principal.com

The Retirement Wellness Planner and Retirement Wellness Score provide only general guidelines that may be helpful in making personal financial decisions. They are not intended to be a financial plan or investment advice from any company of Principal Financial Group. Responsibility for those decisions is assumed by the participant, not Principal Financial Group. Insurance products and plan administrative services are provided by Principal Life Insurance Co. of Des Moines, Iowa.

Bill Ritchie, former system vice president, Outpatient Services, who retired Jan. 1, now has more time to spend with grandchildren Eli and Tenley Pfaff.
Last year’s N Good Health Holiday Hop came along at a great time for Bobbie Hughes, R.N., and her husband, Donnie. When the five-week steps challenge began on Nov. 17, the couple already had lost a combined 100 pounds by changing their eating habits and increasing their exercise after their N Good Health wellness checkups the previous August.

“The Hop was a great way to keep us motivated during the holiday season,” said Hughes, a staff nurse in outpatient chemotherapy for Norton Cancer Institute – Audubon. “Our manager saw the announcement about it and asked who wanted to do it. We formed a 10-member team and began walking.”

The positive effects of the challenge have continued in Hughes’ office.

“You can see the change,” she said. “We are more conscious of our choices. We take the stairs and walk on our breaks. Everybody purchased a Fitbit, and when someone reaches 10,000 steps, they announce it and everybody cheers.”

Hughes walks about 10,000 steps a day, sometimes more. She and her husband walk in their neighborhood and at the Parklands of Floyds Fork. They ride bikes in good weather. The couple also radically changed their diet.

“We did a total overhaul of what we eat,” Hughes said. “We avoid sweets and bread. Between the two of us, we eat 50 to 60 fruits and vegetables each week. We eat lean proteins such as fish and chicken. It has been a significant lifestyle change for us. I have a lot more energy and feel so much better. We hope to lose more weight and get off some of our medications. It’s been a good change.”

–Cheryl Lockhart

IMPORTANT INFORMATION ABOUT MEDICAL INSURANCE ELIGIBILITY

If you wish to enroll in the Norton Healthy Living Plan medical insurance in 2016, you will be required to complete the N Good Health 4 steps before Sept. 15, 2015.

Step 1: Complete your health risk assessment.
Step 2: Complete a wellness statement. This may require a health screening or completion of a tobacco cessation program. Step 3: Undergo an annual wellness exam.
Step 4: Earn 100 points. This can be done by engaging in healthy behaviors, having wellness exam results within a healthy range or demonstrating risk category improvement.

It is important that you begin working on these steps as soon as possible. Be aware that step 4 has become more challenging. Activities that are self-reported and cannot be verified now are worth fewer points than those that can be verified.

And if your spouse is covered on your medical insurance policy, he or she also will be required to complete the N Good Health 4 steps.

For a list of ways to earn points, log in to NGoodHealth.com and click on the Step 4 image. For more information, contact N Good Health at ngoodhealth@nortonhealthcare.org or (502) 629-2162.
Norton Healthcare signs Charter for Compassion

Norton Healthcare has joined other area employers in supporting Louisville’s Charter for Compassion. Louisville joined the international compassion movement in 2011 by declaring itself a compassionate city and committing to a 10-year compassionate city campaign.

The Charter for Compassion promotes these values:

**Inclusion**: Be collaborative and intentional in our purpose to provide an environment of trust and acceptance of others at all levels.

**Empowerment**: Lead by example, affirming the organization’s values and encouraging compassion-organizing efforts.

**Transparency**: Be visible, approachable and accountable within and to the communities we serve.

**Universally positive**: Focus on and respect each individual as a human being.

**Social innovation**: Encourage all employees to be good stewards of compassion through their work in ways that are personal and authentic.

**Paying it forward**: Encourage all employees to pass on compassionate acts to others within and outside the organization.

**Hospitality**: Welcome everyone unconditionally and create an atmosphere that is open and inviting.

“By endorsing the Charter for Compassion, our board of trustees endorsed Norton Healthcare’s journey to embrace compassion as a shared purpose and principle and common unifying force in our community and world,” said the Rev. Ronald C. Oliver, Ph.D., BCC, system vice president, Mission and Outreach. “Our hope is that as a result of these actions, future generations will inherit a better world.”

—Cheryl Lockhart

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**Desercise**

Exercises you can do at or near your desk

**Wall pushups**

Wall pushups are a great strengthening exercise for the chest, shoulders, triceps and core, and you can do them just about anywhere. The key is to start slowly and build your way up to more repetitions. After building strength, you may be able to move to a standard pushup done on the floor.

1. Place your hands at shoulder level and shoulder-width apart on a sturdy wall in front of you. Place your feet slightly apart.
2. Pull in your abdominal muscles and keep your back and legs straight. Slowly move your feet away from the wall to your comfort level.
3. Lift your heels, balancing on your toes. Lean forward slightly so most of your weight is on your arms.
4. Inhale as you bend your elbows and lean your body toward the wall, maintaining a long, straight line from head to toe.
5. Exhale as you push your body back with your hands until you are once again in a standing position.
6. Repeat, keeping an even rhythm forward and back. Continue as long as you can without feeling any pain in your muscles or back, although they should be a challenge for your muscles.

**Tips**

- Do not strain yourself. If you feel any pain, stop. If you can do only a few pushups to start, that is OK.
- Add one or two more pushups each time you do this exercise.

Photos by Jamie Rhodes

Demonstrating: Kellie Ellis, department secretary, N Good Health

Norton Healthcare signs Charter for Compassion

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2. Pull in your abdominal muscles and keep your back and legs straight. Slowly move your feet away from the wall to your comfort level.
3. Lift your heels, balancing on your toes. Lean forward slightly so most of your weight is on your arms.
4. Inhale as you bend your elbows and lean your body toward the wall, maintaining a long, straight line from head to toe.
5. Exhale as you push your body back with your hands until you are once again in a standing position.
6. Repeat, keeping an even rhythm forward and back. Continue as long as you can without feeling any pain in your muscles or back, although they should be a challenge for your muscles.

**Tips**

- Do not strain yourself. If you feel any pain, stop. If you can do only a few pushups to start, that is OK.
- Add one or two more pushups each time you do this exercise.

Photos by Jamie Rhodes

Demonstrating: Kellie Ellis, department secretary, N Good Health
Norton Healthcare invests in leaders

Norton Healthcare is looking to create great leaders through the Norton Leadership Way, Norton University's leader development program. Courses range from basic leadership training to executive coaching. Norton University offers four leadership development tracks to meet the professional needs of all employees:

- General Leadership Development Track
- Nurse Leadership Development Track
- Practice Manager Leadership Development Track
- Physician Leadership Development Track

According to Al Cornish, system vice president, Learning and Organizational Development, and chief learning officer, the specialized tracks allow Norton University to customize content so courses more effectively meet the needs of program participants.

“In most of our leadership development programs we are trying to create great leaders, so the concepts focus on developing the leader in the seven areas covered in the Norton Leadership Way,” Cornish said.

Courtney Bisig, manager, Physician Relations, graduated from the Leadership Onboarding class as she was transitioning into a new role with Norton Medical Group. She credits the course for helping her adapt to her new position.

“Using the skills I learned through Leadership Onboarding, I have been able to adapt to change positively and show commitment to my new responsibilities,” Bisig said.

Cornish said Norton Healthcare believes the quality of our leadership determines the organization's success, and the investment in leadership development of current staff is contributing to the organization's ongoing success.

“The investment that Norton Healthcare chooses to make in leaders’ development pays dividends in the success that is achieved by our leaders,” Cornish said.

To enroll in a Leadership Onboarding course, visit Nsite and go to My Learning on the Employee Services page, then search for Leadership Onboarding.

—Tracy Keller

“The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things.”

— Ronald Reagan

According to Cornish, participants in Leadership Onboarding courses learn about the organizational structure of Norton Healthcare today, the challenges the organization is facing and what is being done to respond to those challenges. Participants also learn how to lead during challenging and changing times while creating a great place to work and receive care. Norton University's other leadership courses focus on specific skill development such as coaching, process improvement, change management, decision-making, problem-solving, negotiating, business protocol, attire, presentation skills and more.
Two employees honored as Good Samaritans

Jean Gonterman and Heather Keeth were presented Good Samaritan Awards in late 2014. 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.

Jean Gonterman

On an extremely foggy August morning, Jeana Gonterman heard a loud crash while driving to work along a rural road in Trimble County, Kentucky. Gonterman, radiology coordinator, Norton Immediate Care Center – Jeffersonville, glanced in her rearview mirror and saw that two vehicles had collided after a driver attempted to pass her and hit an oncoming car head-on.

Gonterman pulled over to help. She called 911 and her husband, who is a Kentucky State Trooper. She immediately saw that one driver did not survive the crash. She rushed to the second car and found the driver pinned.

“Please help me,” Gonterman recalled the woman saying as she approached. “Will you pray with me?” She asked me to do that before anything else.”

Gonterman prayed with the woman and helped her stay calm. Firefighters, police and others quickly arrived on the scene, including Gonterman’s husband, Mick. People directed traffic and helped keep the car safe until the victim could be removed.

“There were so many good Samaritans that day,” Gonterman said. “I was there by fate. There were a lot of people there by choice. It’s amazing to me that they do this every day.”

Gonterman didn’t think twice about stopping to help. “I would never want anyone to be left alone like that,” she said. “It’s important that somebody is there who cares. People are good. There are bad things in the world, but the majority of people are good.”

Heather Keeth

In July 2014, Heather Keeth traveled to Nolin Lake for some summer fun with her family and ended up averting a tragedy. While heading back to the marina after a morning of fishing, Keeth, a surgical technician at Norton Brownsboro Hospital, heard a group yelling for help to rescue friends who were drowning.

Without hesitation, Keeth dove into the lake, calling out to her children, Kristina and J.W., to throw a life jacket into the water. The first person she reached was coughing and struggling to stay afloat. She used the life jacket to help him to shore and went back for the second person, who also was struggling and coughing. She and another bystander were able to safely get that person to shore.

Keeth stayed with the two to make sure they were breathing and alert.

“It was scary,” she said. “It was just one of those split-second decisions. I had to do something.”

Keeth is very humbled by the recognition she has received.

“You always want to be ready for something like that,” she said. “Still, you don’t expect to actually be in a situation like this. I don’t see how you can’t help somebody.”

–Mary Jennings
Critical illness insurance pays you

Any of us could be diagnosed with a serious illness at any time. Is your insurance adequate to cover the costs?

The Humana critical illness insurance plan offered by Norton Healthcare pays benefits directly to you after the initial diagnosis of a covered illness. You can spend the benefits on direct and indirect costs associated with the illness, including mortgage payments, in-home caregivers, medical bills, medication and day-to-day living expenses.

Coverage is available from $5,000 to $50,000 ($25,000 and above requires filling out a medical questionnaire). The plan will pay a lump sum up to four times during the life of the benefit — once in each of four categories: cancer, vascular, other and recurrence.

The following illnesses are covered:

**Cancer**
- First diagnosis of internal cancer or malignant melanoma
- Carcinoma in situ (25 percent benefit)

**Vascular**
- Heart attack
- Heart transplant as a result of heart failure
- Stroke
- Coronary artery bypass surgery as a result of coronary artery disease (25 percent benefit)

**Other**
- Major organ transplant, other than heart
- End-stage renal failure
- Loss of sight, speech or hearing
- Coma
- Severe burns
- Permanent paralysis due to an accident
- Occupational HIV

**Recurrence**
- A second diagnosis of a covered illness after 12 months of being treatment-free

The plan also has a special feature that pays you $150 once per year for undergoing any of 18 screenings that are used to detect serious health conditions. Eligible screenings include mammography, prostate-specific antigen test (for prostate cancer) and chest X-ray. Your N Good Health wellness exam also qualifies.

For a complete list of eligible screenings, go to Nsite and select Employee Services, then click My Benefits under Time, Money & Benefits. Log in to the site and select Library, then Content. Click on “Health Screening Benefit Flyer” under Employee Tools to open the document.

The critical illness plan is portable after you have had it for six months. That means if you leave Norton Healthcare for any reason, the policy goes with you and the price is locked in for the age you were when coverage began, up to age 70.

For more information, call (502) 629-2363 to speak to a benefits education specialist about the critical illness plan.

—Cheryl Lockhart
Chili’s Clip for Kids raises funds to fight cancer

On Sunday, May 17, Kosair Children’s Hospital will host the second annual Chili’s® Clip for Kids at Fourth Street Live! This event challenges participants to raise funds in return for shaving, trimming or clipping their hair in solidarity with kids fighting cancer at Kosair Children’s Hospital. All proceeds benefit the Addison Jo Blair Cancer Care Center at the hospital. To register or for more information, visit ClipforKids.org.

Upcoming events

Louisville Health Kick Festival • March 7, 2015

Hosted by Hwang’s Martial Arts, this fun family festival will take place at the Kentucky International Convention Center from noon to 4 p.m. Featuring children’s activities, petting zoo, health screenings, giveaways and martial arts demonstrations. Tickets are $5 per person; free for kids age 5 and younger. Tickets can be purchased in advance at any Hwang’s location or at the door.

Derby Divas • April 16, 2015

The annual Derby Divas event will be held at Rodes For Him and For Her, 6:30 to 9 p.m., and will feature high fashion, food and refreshments. Proceeds benefit the Norton Cancer Institute Breast Health Program. For more information and to purchase tickets, visit NortonHealthcareFoundation.com.

Kentucky Derby Festival Marathon and miniMarathon • April 25, 2015

Run or walk with the Kosair Children’s Hospital team. Runners and walkers will raise awareness and funds for Kosair Children’s Hospital by obtaining pledges. When you join the team, you’ll also have access to a training program and group runs.

Trés Chic • April 25, 2015

Come to the sixth annual Trés Chic, Gallrein Farms, Shelbyville, Kentucky, 7 p.m. to midnight. This evening of hors d’oeuvres, drinks and live entertainment will support the expansion of Kosair Children’s Hospital Medical Associates – Shelbyville. For more information or to purchase tickets, visit TresChicShelbyville.org.

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

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 a group of employees being observant and willing to question others to protect their patients’ well-being:

Upon receiving a shipment of flu vaccine in fall 2014, staff at Kosair Children’s Hospital Medical Associates – Dupont noticed the prefilled syringes of flu vaccine looked very much like the hepatitis A and hepatitis B vaccines. To alert all staff to this potentially hazardous situation, they took photos of the look-alike medications, made posters and distributed them to all Norton Medical Group practices. In addition, they notified the drug manufacturer so a change in the vaccine packaging could be considered. By being alert and going the extra mile, the potential for multiple medication errors was avoided. Great catch, team!
Valerie Musenga, R.N., Norton Hospital, is thrilled with her new home. She and her husband had their three-bedroom, 2½-bathroom house built in 2014. The couple and their 6-year-old son enjoy the home’s front porch and the pond located in their subdivision.

“We wouldn’t have been able to purchase this home without Norton Healthcare’s help,” said Musenga, who has worked for Norton Healthcare since 2012. “It was such a great thing Norton did.”

As a Norton Healthcare employee, you have access to two programs designed to assist in the purchase of a first home. The Employer Assisted Housing Program provides a $5,000 forgivable loan to make a down payment on the purchase of your first home, once you meet eligibility requirements. Individuals participating in the program go through financial counseling and homebuyer education through the Housing Partnership Inc.

The second program offers employees federal grant funds through an Individual Development Account program, administered in partnership with Jewish Family & Career Services. Through the Nvest in Yourself program, you can set up a savings plan via payroll deduction. If you meet the federal income requirements, saving at least $500 in six months qualifies you for $2,000 in grant funds you can use for education or purchasing your first home. The grant funds are given in addition to dollars provided by Norton Healthcare’s existing educational and housing assistance programs.

For more information on the housing programs, contact Leslie Martin, senior benefits analyst, Human Resources, at leslie.martin@nortonhealthcare.org or (502) 629-8443.