



CELEBRATING YOU

It's time to celebrate! Celebrate our progress, our achievements and Grady's most valuable asset – YOU!

Every day, approximately 5,000 employees do their part to keep the health system running smoothly - assisting visitors, caring for patients, and saving lives.

"Our employees are the heart and soul of Grady," said CEO John Hauptert. "Everyone who works here plays an important role in the success of the organization. But more than that, it's the commitment to our mission and the work that's done on behalf of our patients that makes the Grady team so special."

As Grady works to become the leading public academic healthcare system in the United States, we celebrate the strides we've made toward achieving that vision. From higher patient satisfaction scores to more efficient operations, your efforts are showing results.

Atlanta can't live without Grady and Grady can't live without you!



SPOTLIGHT ON

SPOTLIGHT ON: MICHAEL WRIGHT, SVP OPERATIONS



What areas do you oversee here at Grady?

I have responsibility for the emergency department and trauma services, perioperative services, anesthesia, central sterile supply, medical imaging, lab and pathology, poison control center, and Crestview Health and Rehabilitation Center.

What are your key targets for 2013?

I'm focusing on continuing the growth we've seen in surgical cases. Last year, Grady had more than 10,000 cases for the first time in the hospital's history. Another

priority is to decrease the average length of stay in the Emergency Department (ED) from seven hours to six hours and improve overall ED operations and patient throughput.

What will be your biggest challenge?

My biggest challenge will be decreasing the average length of stay (ALOS) in the ED. Last year we had approximately 120,000 visits to our ED. The space and design makes it difficult to handle that volume of patients. To meet our target, we have to implement several operational and flow plans to be successful. It will be a challenge at a time when ED visits are increasing, but I am cautiously optimistic that we will achieve our six-hour ALOS goal.

Describe your experience at Grady in one word.

Fulfilling!

ACT TEAM SUPPORTS MAYOR'S INITIATIVE

Through a partnership with Atlanta Mayor Kasim Reed's Unsheltered No More initiative, Grady's Assertive Community Treatment (ACT) teams have successfully secured housing for more than 100 previously homeless individuals living in the city.

"As a group, we really look at developing relationships," said Grady ACT Program Manager Brenda Newcomb. "We spend a lot of time focusing on outreach and how we can best provide services to assist these individuals." The mayor's initiative, launched in May 2012, focuses solely on reducing street homelessness throughout the city of Atlanta. With the help of Grady's ACT services, the mayor's office hopes to have placed more than 4,400 homeless individuals in permanent housing by 2015.

GRADY CALENDAR UPCOMING EVENTS

MAY 6 - 12 NURSES WEEK

Visit GradyNet for a list of scheduled events.

MAY 12 - 18 HOSPITAL WEEK

Keep an eye out for special surprises and treats throughout the week!

MAY 19 - 25 EMS WEEK



A REMINDER FROM COMPLIANCE

Compliance always means “doing the right thing” – adhering to federal or state laws and regulations, and following Grady’s policies and procedures. Employees are encouraged to contact the Compliance/Privacy Officer or the Grady Compliance Hotline to report instances of suspected non-compliance or to obtain information about compliance issues.

The confidential Compliance Hotline can be accessed at grady.alertline.com or by calling 1-800-349-4098. It is available 24 hours a day, 7 days a week. All hotline issues are resolved as quickly as possible. Employees who contact the Grady Compliance Hotline may remain anonymous and are expected to act in good faith

when making a report. Good faith means that the information provided is known or suspected to be true and is not a false or malicious report.

The Compliance Hotline provides confidential reporting in a way that discourages retaliation. Grady’s Non-Retaliation Policy strictly prohibits retaliation or intimidation and anyone in violation of this policy will be subject to disciplinary action, up to and including termination.

All employees have the right to confidentiality and anonymity, whether they report an issue or concern to the Compliance Hotline or to the Compliance/Privacy Officer directly. So contact us, it’s confidential.

KNOW YOUR STROKE

Three. That’s the recommended number of hours you have to get to a hospital if you or someone you know is having a stroke. Fortunately for residents of Atlanta and its surrounding areas, Grady has one of the best stroke treatment centers in the southeast region where more strokes and stroke related deaths occur than in other areas in the United States.

In 2010, a generous donation from Home Depot Co-Founder Bernie Marcus allowed Grady to open the Marcus Stroke and Neuroscience Center (MSNC), a state-of-the-art facility focusing on the care of patients with acute ischemic stroke. The Center includes the world’s first neurointensive care unit containing a suite dedicated to the care of patients with cerebrovascular disease.

“We are thrilled to be able to offer such high quality, comprehensive stroke care for our patients and their families,” said Marcus Stroke Center Unit Director Donna Barnett. “In addition to the physical care that we provide, we also believe in the importance of education. In the moments prior to, during and after a stroke, it is critical for people to be knowledgeable about what is happening.” According to Barnett, everyone should be vigilant in taking precautions to avoid the risk factors for stroke. Risk factors include high blood pressure, high cholesterol, heart disease diabetes, smoking, heavy alcohol use, physical inactivity and obesity, an irregular heartbeat, and family history of stroke.

Stroke is currently the leading cause of long term serious disability in adults and is the third leading cause of death in Georgia. Since its opening, the MSNC has had more than 1,800 stroke admissions from 62 referring sites across the state.

If you or someone near you experiences any symptoms of stroke, you should call 911 immediately. Even if the symptoms seem minor, don’t hesitate. Failure to call for emergency help can affect the chances for recovery or even survival.

STROKE is an EMERGENCY
EVERY MINUTE COUNTS
ACT F.A.S.T!

F ACE	Facial droop Uneven smile
A RM	Arm numbness Arm weakness
S PEECH	Slurred speech Difficulty speaking or understanding
T IME	Call 911 and get to the hospital immediately



Grady’s stroke team gathers in the angiography suite of the Marcus Stroke and Neuroscience Center.

HAPPY ANNIVERSARY GMHC

Five years ago this month, the Fulton DeKalb Hospital Authority (FDHA) passed the reigns of health system governance to the Grady Memorial Hospital Corporation (GMHC). The transition was smooth and has proven to be beneficial for Grady.

“The past five years have been very successful and productive for us,” said GMHC Chairman A.D. “Pete” Correll. “I’m really pleased with our progress in helping to take the health system to the next level and we’re looking forward to the next chapter in Grady’s history.”

During its five years of leadership, GMHC has helped to facilitate the construction of the Marcus Stroke and Neuroscience Center, the Marcus Trauma Center, the remodeling of the NICU, the future Correll Cardiac Center, and numerous other projects.

Today, the Corporation continues to work with the FDHA to fulfill Grady’s mission and vision.



Grady Health Foundation staff get cozy with the Chick-fil-A cow at the hospital’s grand opening event.

EAT MORE CHICKEN!



Chick-fil-A menu items are now available in Grady’s clinic atrium! The kiosk is open Monday through Friday from 6:30 a.m. - 10 a.m. and 11:30 a.m. – 6 p.m.

We are delighted to offer additional food options to all of you.

HENRY'S GRAND OPENING



COMPASSIONATE CAREGIVER OF THE MONTH MARCI SEARLES



Co-workers say that EMS Paramedic Marci Searles is one of the kindest individuals you will ever come across. She treats every patient as if they were a family member and she has been known to give a homeless patient the socks off her feet. When asked why she does this, she simply replies, “they need them more than I do.”

“I really enjoy the people I work with and I think that the leadership here is fantastic” said Searles. “I also love that everyone at Grady is here to make a difference and to better society in some way.”

According to EMS District Commander Wade Miles, Marci always looks for the good in everyone she meets. “She is a tremendous asset for the EMS team,” said Miles.

VOLUNTEER OF THE MONTH GRADY'S BRAIN INJURY PEER VISITORS



These enthusiastic volunteers spend hours in the stroke center visiting patients who have suffered brain injury and providing them with information to help them navigate life post-injury.

“This is the most valuable, meaningful job I’ve ever done,” said Association Director Ann Boriskie. “The patients here really appreciate what we do and that we take the time to connect with them.”

Every member of the Brain Injury team is either a survivor of brain injury or a caregiver to someone who has experienced brain injury. In recognition of the work that they do, the group has been honored as the recipients of the 2013 Quality of Life Christopher & Dana Reeves Foundation Grant.

“I think that we give patients hope,” said Kristen Lorenz. “In many ways that is just as healing for us as it is for the patients.”



Trauma nurses take a quick break for a photo on Grady's helipad.



Congratulations to DAISY award recipient Neil Regro.



Charlene Turner accepts a generous clothing donation from Development Dimensions International, Inc.



In celebration of Earth Day, GA Power reps were on hand with free energy efficient light bulbs for employees.

EMPLOYEE ANNIVERSARIES

THANK YOU FOR YOUR YEARS OF DEDICATED SERVICE TO GRADY AND THE CITIZENS OF ATLANTA! THE FOLLOWING EMPLOYEES ARE CELEBRATING 20+ YEARS OF SERVICE THIS MONTH:

JENNIFER	SEWELL	39
SHARON	HUBBARD	37
LLOYD	HERRINGTON	36
VERONICA	MOSLEY	36
MARY	JOHNSON	36
VICKIE	REID	35
HEDDY	WHITAKER	34
BLANCA	FLORES	34
STEPHANIE	RANDOLPH	33
VERA	JACKSON	32
SUSAN	HANCOCK	30
DALE	HIGHTOWER	28
VIOLET	POOLE	28
BRENDA	SNOW-MANN	28
AUDREY	HARGROVE	26
DEBORAH	HEFLIN	26
SHERRIE	ROGERS	26

LILA	GUNTER	26
EMABENU	WILSON	26
THERESA	AQUIL	25
ANITA	WRIGHT	25
PATRICIA	STEVENS	24
DUNNELL	WILLIAMS	22
LOIS	PREST	21
TEONA	HERRON	20
DONNA	JOHNSON	20



Katie Houston was honored for 45 years of dedicated service at Grady’s 2013 Employee Service Awards Banquet.



Employees celebrate 40 years of service to the health system.

JOINT COMMISSION TIP

Grady’s infection control program is designed to reduce and prevent hospital acquired (nosocomial) infections among staff, volunteers, patients, physicians, and students. The following are key to helping prevent the spread of germs:

- Wash your hands regularly.
- Hand hygiene must be performed each time PPE (personal protective equipment) is worn.
- Hand hygiene must be performed between each occurrence of patient contact.
- Wash with soap and water after five or six applications of alcohol hand rub.
- Gloves are NOT a substitute for hand hygiene.
- Remember to foam in and foam out!

SAY WHAT?

MAY IS BETTER SLEEP MONTH. TELL US, WHAT HELPS YOU REST WELL AT NIGHT?



“I LIKE TO DRINK CHAMOMILE TEA AT NIGHT.”
– PAULA WATTS,
HUMAN RESOURCES

“YOGA HELPS ME SLEEP.”
– SARAH STONE,
CHAPLAINCY SERVICES



“I TAKE A HOT SHOWER AND READ A BOOK BEFORE BED.”
– ANEDRA LOTT,
PHLEBOTOMY



GRATEFUL TO GRADY

In July 2010, I came to Grady in an ambulance but I don’t remember it. I also didn’t have a name at the time, at least not one that your staff could discover. So I became “John Doe” for the first three days I was at Grady.

I had been robbed and assaulted in Atlanta. My attacker stole everything on me, including my identification, before beating me repeatedly in my head and face. He left me for dead. I had two beautiful little girls to get home to, and my guess is that’s what I focused on when I got up from the ground where he left me. I walked to the street where a homeless man flagged down a car and the driver called for some help for “John Doe”. At some point after that I passed out.

My name is George Walker. And once my identity was discovered, all of my friends, family, and coworkers filled the hospital. I have no recollection of any of this, only stories from my parents and others.

Here is what my mom wrote in her journal after she came to Grady and saw that her missing son was still alive: “The relief just to see him and touch him was overwhelming. He was badly beaten and was hooked up to lots of machines. The doctor came right in and told us about his injuries. They had induced a coma because his brain injuries were so severe his brain was swelling. They said we should talk to him and touch him. We talked to George and held his hand and prayed for God to heal him. He did not move or respond in any way.”

But by the grace of God, and through the skilled work of your staff, I did begin to move. After keeping me alive and stabilizing me, I made it to the Shepherd Center and a full recovery. I’m back working as a law enforcement officer with no restrictions. I’m healthier now than I was before I was attacked.

My kids have their dad back. My parents have their son back. My employers have their officer back. We are all blessed to have received your services.

I wish I could personally thank every nurse who checked on me, every doctor who made tough medical decisions and every staff member who went out of their way to make my loved ones comfortable in such a terrible time for them. We needed you; you delivered way beyond expectations.

Thank you for not dismissing me as just the “John Doe” nobody loved or cared for. Thank you for believing that my broken body had purpose, for your focus and repair. You are all true heroes! I thank you so much for all you did for me...and for all the others who land in your care.

-With love, my friends....George Walker, the former “John Doe”