



# monthly news

Lovelace  
Health System

JANUARY NEWSLETTER

## Lovelace welcomes New Year's babies

Our hospitals' Labor and Delivery Departments were busy over the New Year welcoming new babies into our community.

Lovelace Women's Hospital welcomed Echo Rain just after 7a.m. on New Year's Day. Echo was 11 days late! He is the family's second child.

**We wish all the families a prosperous and happy new year!**



Lovelace Westside Hospital welcomed baby girl Raven on January 2 at 11:20 p.m.



Lovelace Regional Hospital welcomed baby Matthew on January 2 at 10:44 p.m., weighing 7lbs 14 oz. He and his mother, Sarah, are doing well.

## Lovelace Women's Hospital first in state to be designated COERS

Lovelace Women's Hospital is the first in the state to be designated as a Center of Excellence in Robotic Surgery (COERS).

The Center of Excellence in Robotic Surgery (COERS) program was developed to recognize surgeons and facilities worldwide performing robotic procedures and achieving defined standards for patient safety and care quality. COERS



focuses on improving safety, improving quality, and lowering overall costs associated with successful treatment. We are proud to be among the organizations who qualify for this designation.

Congratulations to our hospital robotics team and our robotics medical staff members who helped accomplish this incredible feat!

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Everyday heroes are all around us at Lovelace. We call them Healthcare Heroes. Lovelace Health System has an employee recognition program for our employees and patients to recognize Healthcare Heroes who go above and beyond. Each facility is recognizing nominated employees.

For more information, please contact your Human Resources director. Don't forget that employees can nominate fellow employees to be a Healthcare Hero. Look for nomination cards at your facility or ask your Human Resources Director.

Congratulations to the following employees who were recognized as a Healthcare Hero Extraordinaire for the months of December and January. Please note – the facilities recognize HCH at different times; some publish at the end of the month and the others publish at the beginning.

**December**

**LOVELACE CENTRAL BILLING OFFICE**

Rachel Sanchez, Cash Applications

**LOVELACE WOMEN'S HOSPITAL**

Marie Passaglia, PCT, Nursing Administration

**LOVELACE WESTSIDE HOSPITAL**

Isabelle Salcido, Tech, Patient Care

**January**

**LOVELACE MEDICAL CENTER**

James Carlozzi, Staff Pharmacist, Pharmacy  
Antoinette Martinez, Patient Care Tech, Med Surg  
Larry Schurter, EKG Tech, Central Monitoring SRV

**HEART HOSPITAL OF NEW MEXICO**

Megan Sanchez, Patient Care Tech, Coronary Care Unit A

**LOVELACE REHABILITATION HOSPITAL**

Stephanie Singleton, Occupational Therapist

**LOVELACE MEDICAL GROUP**

Jane Dillon Herman, RN, Quality & Risk  
Rebecca Gallegos, Director, Quality & Risk  
Marie McMillan, RN, Quality & Risk  
Willis Kephart, M.D., Women's Health

**Quarterly Winners, 2016**

**LOVELACE MEDICAL CENTER**

Benny Chavez, Maintenance Tech II, Maintenance

**HEART HOSPITAL OF NEW MEXICO**

Cheryl Soltero, Nutrition Services Tech, Dietary

**LOVELACE REHABILITATION HOSPITAL**

Abigail Cole, Occupational Therapist

**LOVELACE WOMEN'S HOSPITAL**

Marie Passaglia, PCT, Nursing Administration

**EPIC Update**

Our process readiness owners (PROs) and subject matter experts (SMEs) are getting deep into the workflows and processes, identifying exactly how Epic will work for us. In April, staff will have the opportunity to see these paper workflows "in action" by attending a workflow screening event, where you'll be able to see what screens will look like when your system goes live.

Have you worked with Epic at a past employer? Would you like to share your experience? If so, email Katherine Cox (katherine.cox@lovelace.com). We are working on user stories to share with your colleagues at Ardent Health Services during the roll out.

**New archive of Monday Morning Memos on Fastlane**

Did you accidentally delete your facility's Monday Morning Memo or newsletter this week? Are you looking for info that was sent out a few weeks ago but can't find it? There's a new archive of facility Monday Morning Memos and newsletters on Fastlane! Click [here](#) to see the newsletters and MMM for each facility.

**Introducing the new Stork Bus "Compassion", sponsored by Lovelace Women's Hospital**

On December 22, Lovelace Women's Hospital hosted a reception to unveil the new Stork Bus, the first in New Mexico. The new bus, called Compassion, is a mobile care unit that can travel to clinics across New Mexico and provide ultrasound for expecting mothers, as well as pregnancy testing and sexually transmitted infection (STI) testing for men and women. Compassion will be staffed by volunteers from Care Net Pregnancy Centers and was sponsored by Lovelace Women's Hospital and Save the Storks.





## Farron Sneed, CEO of Lovelace Westside Hospital, to be COO at HMC

Lovelace Westside Hospital's CEO, Farron Sneed, is moving to Hillcrest Medical Center (HMC) in Tulsa, Oklahoma to serve as the chief operating officer effective January 30, 2017.

HMC is one of our sister facilities and is Ardent Health Services' largest hospital with 691 licensed beds. As Tulsa's first hospital – nearly 100 years old – HMC offers a wide range of acute services including the state's largest dedicated heart hospital, a multi-state regional burn unit and one of the state's most robust women's programs, to name a few.

During his four years of leadership at Westside, Farron and the Westside team achieved significant national and state recognition including: being named Modern Healthcare's 100 Best Places to Work for the past four years; ranking 14th in the nation for Consumer Reports "Safest Hospitals"; achieving Blue Distinction in bariatrics;

executing the Malcolm Baldrige National Quality Award application and improved performance in multiple arenas including employee and patient satisfaction and financial growth. Additionally, Ardent honored Farron for his leadership with the Chief Executive Officer of the Year award in 2014.

Farron has had a profound impact upon Lovelace Westside Hospital and his leadership has successfully positioned the hospital in a highly competitive environment. Not only does this new role afford him a significant professional growth opportunity, but also allows Farron to return to his home state of Oklahoma.

Nancye Cole, CNO/COO, will continue providing senior leadership oversight to the Westside team until a new CEO is hired. Finally, please join me in congratulating Farron as he moves to his new position with our company.



## NICU babies treated with special care for the holidays

In November of 2016, two nurses at the Lovelace Women's Hospital NICU got an idea to photograph NICU babies in Christmas stockings with Santa Claus. While NICU staff members always go above and beyond to make their patients and their families comfortable, this year, the nurses wanted to try and provide even more comfort for what can be a difficult experience, especially during the holidays. Mary Bixler, RN and Laurie Shirai Akau, RN partnered with Laura Huval, the March of Dimes NICU Family Support Program coordinator, to get supplies to make 65 stockings for full-term and premature babies, as well as stocking shaped "blankets" for micro-preemies (babies weighing less than two pounds) who are too fragile to be placed in a stocking. Gary Kaselonis, M.D., posed as Santa Claus with the babies and the results were heartwarming.



## Lovelace Medical Group welcomes Bethany Barrow, M.D.

Bethany Barrow, M.D. is a board-certified OB/GYN. She has joined Lovelace Medical Group at the clinic at Lovelace Women's Hospital. Dr. Barrow received a Bachelor's of Science from the University of Texas at El Paso and a Doctor of Medicine from the University of Washington. She is a Fellow of the American College of Obstetricians and Gynecologists and a member of the American Medical Association.



## Lovelace Medical Center welcomes Patricia Bennett as new chief nursing officer

Patti hails most recently from Texas, where she has served as the senior vice president/system chief nursing officer for Good Shepherd Medical Center since 2014. While in her role there, she helped the center achieve its Pathway to Excellence Redesignation for 2016.

She has over 15 years of experience as CNO, preceded by over two decades of progressive nursing experience and leadership. She has served on dozens of leadership teams and has led those teams to many awards and certifications.

Patti earned her bachelor of science in nursing from the University of Texas Medical Branch in Galveston, Texas and her master of science in nursing at Texas Woman's University in Houston. She is a member of the American Organization of Nurse Executives and the Advisory Board, where she is a Nurse Executive past member.

Join us in welcoming Patti to the team! Lovelace Medical Center will host a meet and greet reception on Tuesday, January 31 from 3pm – 5pm in LMC Conference Rooms 1 & 2. All are welcome to attend.

## Lovelace Medical Group spotlight: Lead hospitalists

Last August, Lovelace Medical Group launched its new hospitalist program. Hospitalist physicians provide inpatient care for our hospitals.

Lead hospitalists serve as the liaisons between Lovelace Medical Group and the Lovelace hospitals. Furthermore they work cooperatively and supportively with hospital administrative leadership, the Lovelace hospitalist medical director, physicians and advance practice providers to assure the timely delivery of high quality, cost effective services within regulatory guidelines. In addition, these members of hospitalist leadership will be invested in patient satisfaction and quality of care at all of our hospitals.

This month Lovelace Medical Group was pleased to announce its lead hospitalists at Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital.

**Lisa Noya, M.D., F.A.C.P.**, is the lead hospitalist at Lovelace Medical Center.

**Joseph Perea, M.D.**, is the lead hospitalist at Lovelace Westside Hospital, where he has been a hospitalist since 2014.

**Susan Lewis, M.D., M.B.A.**, is the lead hospitalist at Lovelace Women's Hospital.

As announced previously, Kevin Rosenberg, M.D., continues in his role as lead hospitalist for Heart Hospital of New Mexico at Lovelace Medical Center.

*Welcome to our hospitalist leadership!*





## Holidays at Lovelace Health System



All of the facilities at Lovelace Health System celebrate the holidays in several ways.

Many have door decorating, ugly sweater parties and, of course, breakfast with Santa Claus. Thank you to the administrators and Human Resources personnel who put together these events!



## Heart Hospital of New Mexico at Lovelace Medical Center honored for hybrid room remodel

In February, 2016, Heart Hospital of New Mexico at Lovelace Medical opened a new hybrid operating room. The remodeled room was nominated for a NAIOP Award of Excellence in the Renovation/Remodel category. Administrator Rachelle Spencer received the finalist award on behalf of the hospital at the awards luncheon on December 9 at the Albuquerque Marriott. The project was submitted by the Hartman+Majewski Design Group, which performed the renovation.



## Lovelace Medical Center dedicates rose for organ transplant donors on Rose Parade float

On December 8, New Mexico Donor Services allowed Lovelace Medical Center to dedicate a rose on their float for the Rose Parade. Lovelace Medical Center assisted in the donation of five organ transplants, saving 15 lives in New Mexico in 2016. Troy Greer, CEO of Lovelace Medical Center, honored the families and caregivers who helped give the gift of life by dedicating a rose that appeared on the float on January 2. Thank you all of the families and caregivers who make the gift of life possible!



## Lovelace Health System service awards on January 27

Lovelace Health System will be hosting its second annual service awards ceremony on January 27 at the Hotel Albuquerque starting at 6pm. We will be recognizing anyone who has been with Lovelace for five, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years. We actually have two 50-years-of-service award winners this year! If you were hired in years that ended with a 1 or a 6 starting in 1966 and ending in 2011 you are invited and will receive an invitation in the mail. We will also be recognizing our HealthCare Heroes and Daisy Award winners of the year. Invitations were sent out in the end of December. If you have any questions contact your Human Resources Department.

*You are the Star*



## Lovelace Health System launches MORE OB program



Pictured are *Sarah Vialpando*, charge nurse, Westside; *Denise Campbell*, director of FBC/Peds, Westside; *Rebecca Lehman*, CNM, Women's Specialists; *Teresa Burnett*, RN, Women's; *Janet Hardt*, CNM, LMG; *Lowry Simpson*, CNM, LMG; *Uwanda Purnell*, manager L&D, Women's; *Maria Bloomfield*, RN, Women's; *Ashley Burgess*, RN, Women's; *Paula Lingeman*, executive director, Women's Services; *Dr. Lichtmacher*, chief, Women's Services; *Nicole Easley*, clinical educator, Family Birthing Services, Women's.

As part of its ongoing commitment to improving quality, Lovelace Health System has chosen the world-renowned Managing Obstetrical Risk Efficient (MORE OB) program for all OB/GYN physicians and programs throughout the system. The program integrates professional practice standards and guidelines with current and evolving safety concepts, principles and tools. The Lovelace program has been spearheaded by Abraham Lichtmacher, M.D., chief of women's services for Lovelace Health System. The program kicked off with a breakfast and initial team training session on December 5. Over the next months and years, the program will be implemented across the system, and will improve our already sterling obstetrical and gynecological programs even further. More information on the program and its progress will be in future newsletters. You can find out more about MORE OB at [www.moreob.com](http://www.moreob.com).

## Lovelace Medical Center celebrates Jo Temer

Jo Temer started as a nurse at St. Joseph's Hospital in the Pediatrics Department 50 years ago. In the 1990s, she moved to education, and has been a project coordinator in the Education Department and was the Training Center coordinator for Heart Hospital of New Mexico at Lovelace Medical Center. While she'll continue teaching basic life saving classes, Jo officially retired at the end of 2016. Lovelace Medical Center sent her off with a celebration of her 50 years, including a cake.

**Congratulations, Jo! You will be missed!**



## Food drive brings in 1,601 lbs for Rio Grande Food Project

The annual holiday food drive for Rio Grande Food Project was an enormous success this December. Lovelace gave a total donation of 1,601 lbs of non-perishable food, bringing the annual total to 2,451 lbs. Lovelace Westside Hospital went above and beyond this time, donating 630 lbs in the winter drive (to be fair – they started at Halloween for their Trick or Trunk event). Lovelace Rehabilitation Hospital decorated their food bin to help motivate donations and got 180 lbs! Lovelace Women’s Hospital and the CBO were neck and neck with 250 and 220 lbs respectively. Lovelace Medical Center and Heart Hospital of New Mexico gave a combined 130 lbs, and Lovelace Medical Group put in 121 lbs from three locations. Employees at the Altura building, which was under construction, put in 60 lbs as well. All of the food donated during this drive will go directly to families in need in Albuquerque.



## Lovelace Medical Center leadership helps out at Roadrunner Food Bank

The Leadership Development Institute at Lovelace Medical Center met in mid-December and participated in a community service project at Roadrunner Food Bank. They helped sort 2,000 pounds of “good” produce which equates to 1,666 meals. Additionally 2,000 pounds of (bad) unusable produce was sorted which will be traded to pig farmers for pork meat to help feed the hungry. Also, the team packed 2,379 bags of food to be placed in a children’s backpacks in order to give them something to eat when school was not in session over the holiday. Lastly, the leaders donated \$540 which was matched dollar for dollar in Roadrunner Food Bank’s December campaign. (For reference, \$1 equals five meals.)



**Great work, team,  
and keep it up!**

## Lovelace in the Community

The employees of **Lovelace Health System** pledged over \$258,000 via payroll deduction and raised nearly \$6,500 in fundraising during our annual **United Way** campaign. Lovelace matches employee pledges at 50 percent for up to \$100,000 in extra pledging, bringing the total amount raised to \$365,279. In addition, Lovelace Health System gives \$50,000 to the United Way Cornerstone Fund to help provide administrative support at United Way. In all, Lovelace Health System will contribute \$415,279 to United Way of Central New Mexico for 2017. Congratulations and thank you to everyone who participated, especially the site leaders who organized events!

**Lovelace Medical Center** participated in the Giving Tree Project this holiday season. Employees were encouraged to buy gifts for families in need based on requests hung as ornaments on a tree in the cafeteria.

**Lovelace Regional Hospital** is a proud sponsor of **Connect New Mexico**, January 24-27 in Roswell. Launched in 2007 to provide young professionals, ages 25-40, the opportunity to develop personal leadership skills, learn how New Mexico systems and structures work and to explore the critical issues facing our state. Participants are introduced to leaders in our state and are encouraged to cultivate new ideas, techniques and find solutions for state.

## LOVELACE EMPLOYEE DISCOUNTS

Go to Lovelace HR, then click on “Employee Discounts,” or click [here](#). You will find several corporate partners that are providing local discount opportunities. All you have to do is show your Lovelace employee badge to be eligible.

