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Spring 2013

[www.dfwhcfoundation.org](http://www.dfwhcfoundation.org)

# Healthcare HeartBeat!

17th Annual Employee of the Year  
Luncheon honors hospital workforce

The 94 years young Al Wexler,  
of Texas Health Harris Methodist  
Hospital Southwest Fort Worth,  
receives the 2013 Volunteer Award.





[www.dfwhcfoundation.org](http://www.dfwhcfoundation.org)

#### Foundation Mission

To serve as a catalyst for continual improvement in community health and healthcare delivery through education, research, communication, collaboration and coordination.

#### Foundation Vision

Act as a trusted community resource to expand knowledge and develop new insight for the continuous improvement of health and healthcare.

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foundation president's column

# The power of "influencers"



## Kristin Jenkins

JD, FACHE  
President, DFWHC Foundation  
Senior Vice President, DFWHC

### AT THIS WEEK'S PARTNERSHIP FOR PATIENTS MEETING

, hosted by the Texas Hospital Association, Texas Medical Foundation and Dallas-Fort Worth Hospital Council Foundation, one of the most intriguing presentations was the power of "influencers." It set me to thinking about our wonderful employee nominees and award recipients at the Employee of the Year event on April 18. Their lives and stories influence me to do better, and the positive energy from the event seemed to buoy the entire room as we celebrated our work for patients in the community. Positive influences can make the difference in good outcomes – and now there is growing research to show just how much "influencers" affect our world.

The concept of influencers has become popular in recent years thanks to the books "The Tipping Point" by Malcolm Gladwell and "Influencer: The Power to Change Anything," by Joseph Grenny, et al. The idea is based in marketing - an influencer motivates others to purchase, change, replace bad behaviors and generally makes things happen. In this month's Harvard Business Review, Sinan Aral asks, "What would Ashton Kutcher do – and does it matter?" when discussing new research revealing the power and limits of influencers.

Our discussion at Partnership for Patients focused on making positive change in the care delivery model by using the power of influencers. The goal of harnessing this power for improvements in patient safety focused on the efficiency of peer-to-peer, word-of-mouth campaigns to achieve results. Further, we discussed how positive health maintenance and prevention behaviors could be enhanced through influencers.

It is difficult to measure the impact of human-influencers when evaluating the positive changes adopted in a healthcare setting. But there is no doubt influencers can improve performance. They can be one of the most powerful of the influential elements needed to change behaviors.

And we have video to prove it! See this amazing short video on hand washing – I promise it is fun (<http://www.youtube.com/watch?v=osUwukXSd0k>). I think it is a great example demonstrating the power of an influencer – obvious peer support for positive behavioral change.

I hope this will help you think of your influence as you move around your hospital and community. Someone is always watching and listening to you as a leader and colleague. Your positive influence could change a life for the better. Your influence matters. ■

# Around DFWHC Foundation



## NORTH TEXAS Preceptor Academy

June 27-28, 2013

 **Texas Health  
Resources**  
Center for Learning & Career Development

## Foundation to host two-day Nurse Preceptor Training

### THE DALLAS-FORT WORTH HOSPITAL COUNCIL

**FOUNDATION'S** Workforce Center will be hosting a special educational event for registered nurses interested in learning more about precepting, June 27-28 at Texas Woman's University (TWU) in Dallas. Sessions have been designed to help the beginner as well as the experienced preceptor.

Preceptors serve a vital role by promoting competence, familiarity and confidence in new nurses. Nursing contact hours will be provided by Texas Health Resources' Center for Learning and Career Development upon successful completion, with 6.5 CEU hours offered each day.

Texas Health Resources Center for Learning and Career Development

is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Cost for one day is \$60 and \$90 for two days. Cost includes continental breakfast and box lunch each day. You must pre-register as seating is limited. To register, please go to <http://dfwhcfoundationjune27.eventbrite.com>.

The program, from 8:00 a.m. to 4:00 p.m. each day, will be held in TWU's T. Boone Pickens Institute of Health Sciences, located on 5500 Southwestern Medical Avenue, Dallas, Texas, 75235.

For more information, please contact **Sally Williams** or **Danette Tidwell** at 972-717-4279 or [workforce@dfwhcfoundation.org](mailto:workforce@dfwhcfoundation.org). ■



## TQI set for July 29

**THE SECOND TEXAS QUALITY INITIATIVE (TQI) MEETING** has been scheduled for Monday, July 29 at the Dallas Marriott Las Colinas. The dinner meeting has been rescheduled from its original date of May 10.

The TQI event serves as an opportunity for area physicians to compare and discuss results of the Society of Thoracic Surgeons (STS) data upload from participating hospitals.

TQI is led by cardiothoracic surgeons affiliated with Baylor Health Care System, HCA North Texas, Methodist Health System, Texas Health Resources and UT Southwestern. It is administered through the Dallas-Fort Worth Hospital Council Foundation. Dr. Baron Hamman will present data results and take questions from attendees.

To register, please go to <http://TQIjuly29.eventbrite.com>. You must be a TQI member and pre-register to attend. ■

# THE HeartBeat OF HEALTHCARE!



Dale Monnin (previous page, clockwise) of the motivational group The Drum Cafe leads nominees in a team celebration. Rick Vollmuth (l to r) of HCA's Medical Center of McKinney, Dr. David Lambert of HCA's Medical Center of McKinney and Bart Cornell of Texas Health Harris Methodist HEB, participate in the nominee drum line. DFWHC President/CEO Steve Love visits with Irving Mayor Beth Van Duyne. Cook Children's Health Care System President/CEO and Master of Ceremonies Rick Merrill enjoys the program. Nominees Karen Bell of Texas Health Harris Methodist Southwest Fort Worth and Gena Rogers of Baylor Health Care System, participate during the Drum Cafe's set.

Photographs by Jerry McClure

# Employee of the Year Luncheon honors area hospital workforce

**A SALUTE TO THE NORTH TEXAS HOSPITAL WORKFORCE**, the Dallas-Fort Worth Hospital Council Foundation's (DFWHC Foundation) Annual Employee of the Year Luncheon celebrated its 17th year April 18 with the announcement of the 2013 recipients at Irving Convention Center. Before more than 700 attendees, 13 winners were introduced from a pool of 50-plus area hospitals.

"This event paid tribute to our nurses, physicians, volunteers and so many other dedicated professionals. They are healthcare heroes of North Texas," said **Kristin Jenkins**, president of the DFWHC Foundation. "This event is an opportunity to honor the positive spirit and efforts of these dedicated employees allowing our hospitals to function smoothly."

The recipients were:

## **Rex McRae Scholarship**

- **Vanita Currin**, Nurse Extern, Methodist Mansfield Medical Center, Student, El Centro College

## **Physician Award**

- **Dr. Hoyt Frenzel**, Texas Health Arlington Memorial Hospital

## **Volunteer Award**

- **Al Wexler**, Texas Health Harris Methodist Hospital Southwest Fort Worth

## **Community Service Award**

- **Adam Whitman**, Registered Nurse, HCA's Medical Center of Lewisville

## **System Award**

- **Gaylene Stengel**, Program Manager, Texas Health Resources

## **Special Recognition Awards**

- **Laura Sullivan**, Registered Nurse, Texas Health Presbyterian Allen
- **Sharon Smith**, Registered Nurse, Methodist Mansfield Medical Center
- **Mary Jo Walters**, Nursing Clinical Coordinator, Methodist Charlton Medical Center
- **Erica Lax**, Exercise Physiologist, HCA's Medical City Dallas Hospital

## **Employee of the Year Awards**

- **Jill Hannebaum**, Speech Therapist, Our Children's House at Baylor
- **Valorie Graves**, Food Service Cashier, Hunt Regional Medical Center
- **Christine Roberts**, Registered Nurse, Educator, Baylor Regional Medical Center at Grapevine
- **Heather Storie**, Speech Pathologist, Texas Health Harris Methodist Hospital Fort Worth

**The Drum Cafe**, a communal drumming team with a motivational message, served as guest speakers in support of the theme, "The HeartBeat of Healthcare." **Rick Merrill**, president/CEO of Cook Children's Health Care System, served as master of ceremonies. Board members of the Dallas-Fort Worth Healthcare Human Resources Association judged the nominations with the names of individuals and hospitals removed. Selections were based on the facts presented. ■

# THE HeartBeat OF HEALTHCARE!

# Recipients



**Rex McRae Scholarship:**  
**Vanita Currin**, Methodist  
Mansfield Medical Center,  
El Centro College



**Physician Award:**  
**Dr. Hoyt Frenzel**, Physician,  
Texas Health Arlington  
Memorial Hospital



**Community Service:**  
**Adam Whitman**, Registered  
Nurse, HCA's Medical Center  
of Lewisville



**System Employee Award:**  
**Gaylene Stengel**, Program  
Manager, Texas Health  
Resources



**Special Recognition:**  
**Laura Sullivan**, Registered  
Nurse, Texas Health  
Presbyterian Hospital Allen



**Special Recognition:**  
**Sharon Smith**, Registered  
Nurse, Methodist Mansfield  
Medical Center



**Special Recognition:**  
**Mary Jo Walters**, Nursing  
Coordinator, Methodist  
Charlton Medical Center



**Special Recognition:**  
**Erica Lax**, Exercise  
Physiologist, HCA's Medical  
City Dallas Hospital



**Employee of the Year:**  
**Jill Hannebaum**, Speech  
Therapist, Our Children's  
House at Baylor



**Employee of the Year:**  
**Valorie Graves**, Food Service  
Cashier, Hunt Regional Medical  
Center



**Employee of the Year:**  
**Christine Roberts**, Registered  
Nurse, Baylor Regional Medical  
Center at Grapevine



**Employee of the Year:**  
**Heather Storie**, Speech  
Pathologist, Texas Health  
Harris Methodist Fort Worth

# Nominees



**Gena Rogers**  
Time/Labor Project Analyst  
Baylor Health Care System



**Nancy Lum**  
Clinical Pharmacist  
Baylor All Saints Medical Center  
Fort Worth



**Camelia Carter**  
Registered Nurse  
Baylor Jack and Jane Hamilton  
Heart and Vascular Hospital



**Amy Albus**  
Chest Pain Coordinator  
Baylor Medical Center  
at Garland



**John Stricklin**  
RN, Cardiovascular Cath Lab  
Baylor Medical Center  
at Irving



**Janice Owen**  
Nurse Consultant  
Baylor Medical Center  
at McKinney



**Cheryl "Nikki" Newman**  
Registered Nurse, ICU  
Baylor Medical Center  
of Waxahachie



**Mary Hassenfratz**  
Echo Vascular Technologist  
THE HEART HOSPITAL  
Baylor Plano



**Elizabeth Heyne**  
Advanced Practice Practitioner  
Children's Medical  
Center Dallas



**Laura Friend**  
Project Administrator  
Cook Children's  
Health Care System



**Beverly Aten**  
Barista, FANS  
HCA's Denton Regional  
Medical Center



**Dexter Jones**  
Plant Operations  
HCA's Medical Center  
of Arlington



**Lonnette Smith**  
LVN - Nursery  
HCA's Medical Center  
of McKinney



**Mary Jo Stellano**  
Corporate Contracts  
HCA's Medical Center  
of Plano



**Rebecca Thomann**  
Ortho Service Line Coordinator  
HCA's North Hills  
Hospital



**Diana Nguyen**  
Registered Nurse, Team Leader  
HCA's Plaza Medical Center  
of Fort Worth



**Gerardo "Jerry" Pena**  
Activity Therapist  
JPS Health Network



**Allison Vo**  
Dir. Cancer Program Admin.  
Methodist Dallas  
Medical Center



**Tanya Packer**  
Staff Nurse Intensive Care  
Methodist Richardson  
Medical Center



**Niccole McKinley**  
Administrator, WISH Grants  
Parkland Health &  
Hospital System

# Nominees



**Christie Briggs**  
Registered Nurse  
Tenet's Centennial Medical  
Center



**Amanda Plunk**  
ICU Secretary/Patient Care Tech  
Tenet's Doctors Hospital at  
White Rock Lake



**Judy Smith**  
Mammography Tech  
Tenet's Lake Pointe  
Health Network



**Beth Arseneau**  
RN, Cardiac Rehab  
Texas Health Arlington  
Memorial Hospital



**Alberto Salcedo**  
Registered Nurse  
Texas Health Harris Methodist  
Hospital Alliance



**Carolyn Lewis**  
Administrative Assistant  
Texas Health Harris Methodist  
Hospital Azle



**Barbara Patterson**  
Nurse III  
Texas Health Harris Methodist  
Hospital Cleburne



**Bart Cornell**  
Registered Nurse  
Texas Health Harris Methodist  
Hospital HEB



**Karen Bell**  
Occupational Health Nurse  
Texas Health Harris Methodist  
Hospital SW Fort Worth



**Ellen Wells**  
Dietitian  
Texas Health Harris Methodist  
Hospital Stephenville



**Barbara Danielson**  
Infection Prevention  
Texas Health Presbyterian  
Hospital Dallas



**Michelle Marty**  
Education Specialist  
Texas Health Presbyterian  
Hospital Denton



**Lesa Jenkins**  
Registered Nurse  
Texas Health Presbyterian  
Hospital Kaufman



**Jody Roberts, Jr.**  
Radiology Tech MRI  
Texas Health Presbyterian  
Hospital Plano



**Pam Fogle**  
Dietitian  
Texas Health Specialty Hospital



**Rebecca Deisler**  
Registered Nurse  
UTSW Zale Lipshy  
University Hospital



**Becky Moore**  
Medical Support Assistant  
VA North Texas  
Health Care System

*This event paid tribute to our nurses, physicians, volunteers and so many other dedicated professionals. They are healthcare heroes of North Texas.*

**-- Kristin Jenkins, DFWHC  
Foundation President**





# Physician Nominees



**Dr. Susan Sward-Communelli**  
Baylor All Saints Medical Center  
Fort Worth



**Dr. Robert Stoler**  
Physician  
Baylor Jack and Jane Hamilton  
Heart and Vascular Hospital



**Dr. Matthew Smith**  
Nephrologist  
Baylor Medical Center  
at Carrollton



**Dr. Steven Davis**  
Infectious Disease  
Baylor Medical Center  
at Irving



**Dr. Elizabeth Fagan**  
Emergency Medicine  
Baylor Medical Center  
at McKinney



**Dr. James Pickens**  
Family Medicine  
Baylor Medical Center at  
Waxahachie



**Dr. Robert Demartini**  
General Physician  
Baylor Regional Medical Center  
at Grapevine



**Dr. Joe Sample**  
Family Medicine  
Baylor Regional Medical Center  
at Plano



**Dr. Michael Mack**  
Thoracic and Cardiovascular  
THE HEART HOSPITAL  
Baylor Plano



**Dr. Joseph Sears**  
Volunteer Physician  
HCA's Denton Regional  
Medical Center



**Dr. Carl Menckhoff**  
Medical Director ER  
HCA's Medical Center  
of Lewisville



**Dr. David Lambert**  
Surgeon  
HCA's Medical Center  
of McKinney



**Dr. Mark Gamber**  
ER Physician  
HCA's Medical Center  
of Plano



**Dr. Allan Van Horn**  
Urologist  
Methodist Charlton  
Medical Center



**Dr. Phil Berry**  
Orthopedic Surgeon  
Methodist Dallas  
Medical Center



**Dr. Darrin Charles**  
Family Medicine  
Methodist Mansfield  
Medical Center



**Dr. Jake Abbott**  
Trauma Medical Director  
Tenet's Lake Pointe Health  
Network



**Dr. Joseph Cordova**  
Physician, ER  
Texas Health Harris Methodist  
Hospital Alliance



**Dr. Melissa Johnson**  
Medical Director  
Texas Health Harris Methodist  
Hospital HEB



**Dr. Larry Reaves**  
Physician  
Texas Health Harris Methodist  
Hospital Fort Worth

# Physician Nominees



**Dr. Minh Nghi**  
Physician  
Texas Health Harris Methodist  
Hospital SW Fort Worth



**Dr. Edward Goodman**  
Epidemiologist  
Texas Health Presbyterian  
Hospital Dallas



**Dr. Andrew Owens**  
Cardiac Electrophysiologist  
Texas Health Presbyterian  
Hospital Denton



**Dr. Dean Cione**  
Physician  
Texas Health Presbyterian  
Hospital Plano



**Dr. Benjamin Nguyen**  
Physician  
UT Southwestern  
Medical Center

For a link to download photographs from the event, please go to:  
<http://www.dfwhcfoundation.org/dfwhc-foundations-2013-employee-of-the-year-event>

# Volunteer Nominees



**Terry Stanford**  
Baylor All Saints Medical Center  
Fort Worth



**Scotty Keith**  
Baylor Jack and Jane Hamilton  
Heart and Vascular Hospital



**Jerry Mulkey**  
Baylor Medical Center  
at Carrollton



**Lynda Dyer**  
Baylor Medical Center  
at Garland



**Sherry Dicks**  
Baylor Medical Center  
at Waxahachie



**Coleta Lewis**  
Baylor Regional Medical Center  
at Plano



**Mary Baldy Klotz**  
Our Children's House  
Baylor



**Kenneth Doerr**  
Cook Children's  
Health Care System



**Julie Kammer**  
HCA's Medical Center  
of Lewisville



**Rick Vollmuth**  
HCA's Medical Center  
of McKinney

# Volunteer Nominees



**Brett Tullos**  
Methodist Charlton  
Medical Center



**Charles Newby**  
Methodist Dallas  
Medical Center



**Randall Canedy**  
Methodist Mansfield  
Medical Center



**Lynda Abbott**  
Methodist Richardson  
Medical Center



**Marilyn White**  
Parkland Health &  
Hospital System



**J.C. Reneall**  
Tenet's Doctors Hospital at  
White Rock Lake



**Kenneth Hibbler**  
Tenet's Lake Pointe Health  
Network



**Janice Aspelin**  
Texas Health Arlington  
Memorial Hospital



**Mary Helen Collier**  
Texas Health Harris Methodist  
Hospital Fort Worth



**Carolyn Boring**  
Texas Health Harris Methodist  
Hospital HEB



**Rene Schneider**  
Texas Health Presbyterian  
Hospital Allen



**Bob Hagle**  
Texas Health Presbyterian  
Hospital Dallas



**Retha Whittle**  
Texas Health Presbyterian  
Hospital Denton



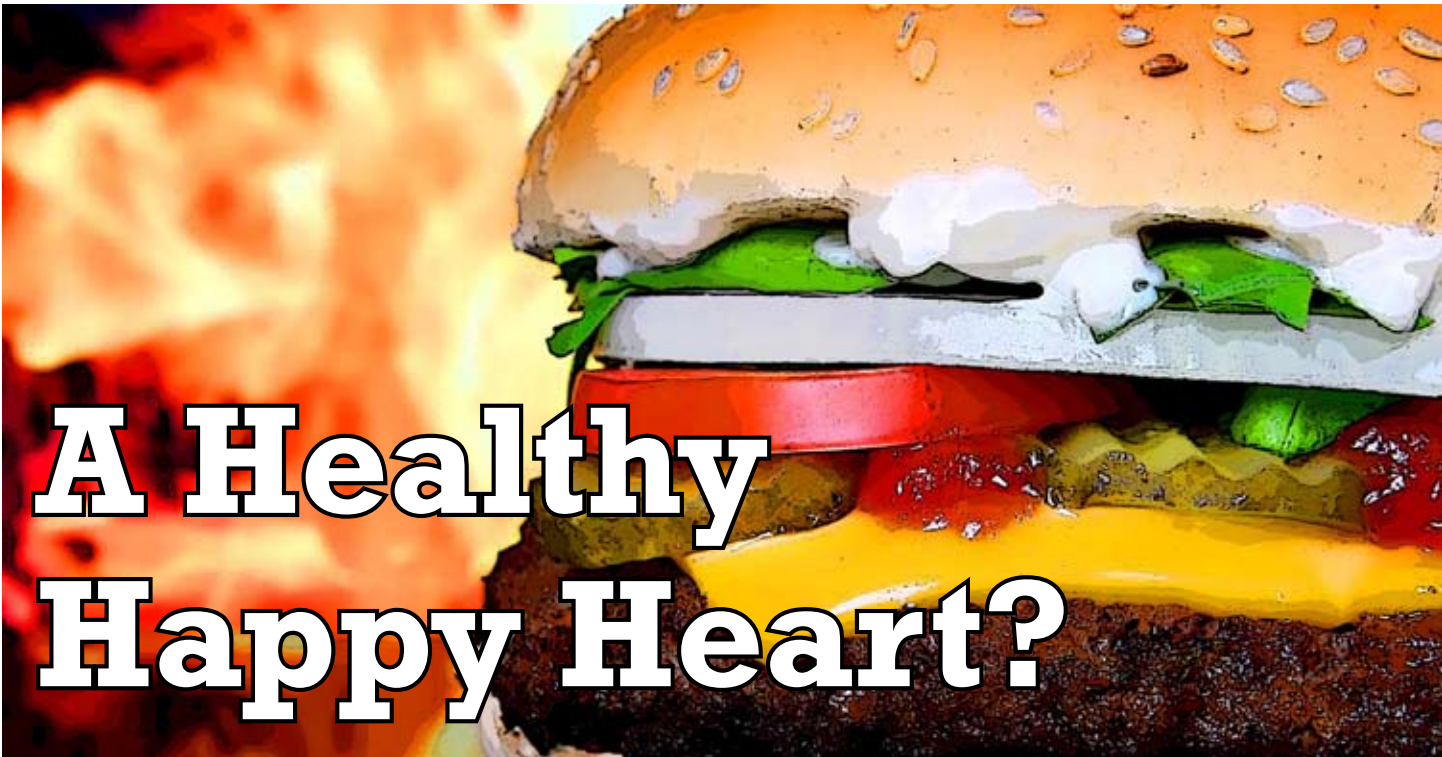
**Robert "Bob" Smolik**  
Texas Health Presbyterian  
Hospital Plano



**Stella Bressler**  
UT Southwestern  
Medical Center



The Employee of the Year Luncheon was created in 1997 as an opportunity for hospitals to honor non-management workforce. The event provides recognition to the many employees working countless hours within our institutions. This year, more than 100 nominees were acknowledged.



# A Healthy Happy Heart?

## Fast-Food-Fat significantly increases heart disease

BY THERESA MENDOZA,  
director of data services,  
DFWHC Foundation

**OBESITY IS THE CAUSE OF MANY PREVENTABLE CONDITIONS SUCH AS HIGH BLOOD PRESSURE,** diabetes, heart disease, and much more. In a world of fast food and instant gratification, we have begun a trend of over-eating and malnutrition. It is easy to grab a bag of chips or drive through a fast food establishment when you're hungry.

Recently, a study conducted by the University of Minnesota showed that people who in-take fast food four or more times a week increase their risk of dying from heart disease by 80 percent. The fat contained in fast food is significantly higher than what you would get from making a home cooked meal. For example, a hamburger from a fast food restaurant averages around 680 calories and 40 grams of fat, not including french fries or a drink, while a hamburger grilled at home averages around 400 calories and about 20 to 30 grams of fat depending on condiments.

You can almost cut your fat grams and calories in-half. Let's be realistic, making home cooked meals are not practical for everyone's schedule. The real key to a healthier heart does not have to be as dramatic as cutting junk food forever or going on a radical diet. It is simply to make an effort to lower your fat intake. According to health statistics published on the Healthy North Texas website, the percentage of overweight or obese adults in Tarrant or Dallas County is more than 60 percent. That means six out of 10 people we interact with daily is a candidate for heart disease.

Get familiar and know what a healthy weight range would be for your age group. According to the American Heart Association, just taking off a few pounds can increase cardiovascular benefits. Those few pounds can improve blood circulation and fluid levels while decreasing the likelihood of heart disease. Eating healthier does not mean changing everything—just one thing at a time. Instead of grabbing regular chips when you want something crunchy, try baked chips. The point is getting our heart healthy and happy. ■

## REFERENCES

### American Heart Association

[http://www.heart.org/HEARTORG/GettingHealthy/WeightManagement/Obesity/Obesity-Information\\_UCM\\_307908\\_Article.jsp](http://www.heart.org/HEARTORG/GettingHealthy/WeightManagement/Obesity/Obesity-Information_UCM_307908_Article.jsp)

### Healthy in North Texas

<http://www.healthyntexas.org/modules.php?op=modload&name=NS-Indicator&file=indicator&iid=232536>

# COMING SOON!

## Data Analytics in Healthcare

BY RICHARD HOWE,  
executive director, NTREC  
[www.ntrec.org](http://www.ntrec.org)

**BEFORE YOU START BUILDING A DATABASE**, you need to know what problems you're trying to solve. Here are some reasons why you should do physician data analytics:

### 1. IMPROVE COMMUNICATION

An excellent use of data analytics is to establish follow-up procedures related to chronic conditions. The analytics tool can review patients in the data base and automatically alert your staff when a test should be done. The data analytics system is the engine behind "intelligent" reminders for patient care!

### 2. LOWER OVERALL COSTS

In spite of your staff's ability, without data analytics you do not actually know the costs of routine functions. Data analytics can take the same patient and reveal resources utilized, office time and staff time. By knowing variations, your team can sit down and examine differences between a high performing physician/staff member and others. The key is to use data analytics to set work flows, goals and procedures for your staff.

### 3. IMPROVE VOLUME OF PATIENTS SEEN

A benefit of examining "times" associated with patient flow is you can plan how to remove roadblocks increasing the "in-out" time. By lowering time-per-patient, you free up exam room space and allow for more patients to be scheduled. You've just increased the revenue of the practice!

### 4. IMPROVE PATIENT SATISFACTION

The most common complaint of patients is they wait too long to see a physician. By using data analytics to manage work flow, you can target areas to reduce wait times. This automatically leads to greater patient satisfaction.

### 5. IMPROVE QUALITY OF PATIENT CARE

When a patient comes to your office with Internet printouts, many of the articles are irrelevant to the patient. With data analytics, you could say "based on the clinical evidence from best practices and similar cases, the better procedure is A instead of B," and then show them the analytics-based data. Not only will you improve the quality of patient care, but the satisfaction of the patient will dramatically increase.

We recently obtained a tool for launching the physician data analytics service. This project will involve developing a physician claims database (from the 5010 Professional EDI file) and applying analytical tools to the data. We can then compare financial and clinical parameters from the blinded data across different physician groups. The new tool includes:

- Ability to aggregate data across areas;
- Identification and stratification of populations;
- Availability of standard reports;
- Advance ad-hoc reports;
- Analytics and reporting.

Once the analytics system is fully populated with administrative, financial and clinical data, functionality can expand to include:

- Predictive analysis based on risk factors;
- Population surveillance at the patient level;
- Chronic illness tracking and management;
- Prevention, screening and wellness management;
- Integrated continuity of care record of the patient;
- Comprehensive case management functionality;
- Rx adherence and reconciliation management.

Physician data analytics will be essential to effectively operate a physician practice group and provide the most effective patient care. Your Return on Investment (ROI), is very high. ■

