



CVMC Is Tops for Patient Satisfaction



Central Valley Medical Center has received the Women’s Choice Award from WomenCertified® distinguishing it as one of the 2012 America’s Best Hospitals for Patient Experience.

The award is based on robust criteria that consider female patient satisfaction and what women say they want from a hospital including quality physician communications, responsiveness of nurses and support staff, cleanliness and trusted referrals from other women. WomenCertified represents the collective voice of female consumers and is a trusted referral source for top businesses and brands identified as meeting the needs and preferences of women.

“Central Valley Medical Center is pleased to be named a Top 100 Hospital for Patient Experience and a Women’s Choice Award recipient. As a physician, I can attest to the passion and dedication the medical staff provides to each patient. The staff here is truly committed to providing the best possible patient experience!” said Emily S. Poff, M.D., CVMC Medical Staff.

Women make or influence more than 90 percent of health care decisions for themselves and their families, according to a study published by the American Academy of Family Physicians. The [Women’s Choice Award](#) indicates that a hospital meets high standards regarding a woman’s preferences, and the distinction allows women to make an informed decision about where to go for care for themselves or their family.



“CVMC’s selection by WomenCertified as one of America’s Best 100 Hospitals for Patient Experience differentiates it from other choices in the area,” explains Delia Passi, CEO and founder of WomenCertified, and former publisher of Working Woman and Working Mother magazines. “Women have many choices when it comes to health care, and they set the standard for customer service. Women’s Choice Award recipients have

demonstrated extraordinary service in meeting the needs of women and their families, and represent the smart choice for women.”

Hospitals qualify for this highly selective annual list based on an in-depth proprietary scoring process. The scoring incorporates a national, standardized survey of patients’ perspectives of hospital care reported by the U.S. Department of Health and Human Services ([Hospital Consumer Assessment of Healthcare Providers and Systems](#)) and an analysis that weighs criteria identified as the most important to women for patient satisfaction.

Additionally, the scoring incorporates WomenCertified’s in-depth research on customer satisfaction among women, including a joint study on customer satisfaction by gender conducted with the [Wharton School of the University of Pennsylvania](#). The 100 best scores in four hospital size categories determine the Award winners. WomenCertified accepts absolutely no payment in exchange for placement on the list.

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Did you know?

- According to the National Institute of Health, only about 30% of people 45 to 64 years of age say they engage in regular physical activity.
- Physical activity can improve your balance, increase your strength, improve your mood, and help control conditions like diabetes, heart disease, osteoporosis, and depression.

JHS Students Gain Career Experience

CVMC participates in a very unique program offered at Juab High School. The program provides students the opportunity to gain career experience by observing health care professions within the hospital.

Alley Gee, Work Based Learning Coordinator at JHS says, "The hospital is the most sought after career experience offered at the high school. We have an excellent partnership! Many of the students go on to pursue careers in the health care field."



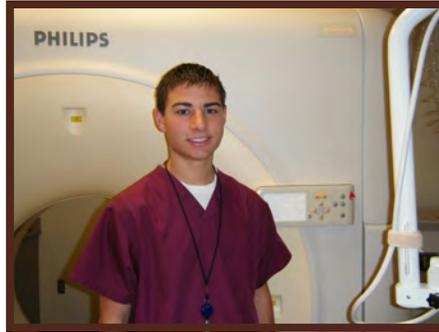
Dalton Brooks, is enjoying his experience in the Physical Therapy Department.

Currently, 18 JHS students are participating at CVMC in the program. Students observe in the following areas: Radiology, Nursing, Lab, Physical Therapy, Occupational Therapy, Respiratory, Administration, Pharmacy, and Information Technology.

Students generally spend between one and two hours observing and working in a volunteer capacity at the hospital every other day during one of their designated class periods.

"Once a student is accepted into the program, they must complete Occupational Safety and Health Administration (OSHA) training, Health Insurance Port-

ability and Accountability Act (HIPAA) a.k.a. confidentiality training, and they are expected to dress, groom, and conduct themselves in a professional manner," states Brian Allsop, Human Resource Director at CVMC.



Caleb Wright observes in the Radiology Unit.

The career experience class is not an easy "A." Students are required to submit a portfolio summarizing their acquired knowledge, evaluations from their supervisors, and pictures documenting their experience. Students meet twice a quarter in the classroom to share experiences and learn how they can better prepare for the work place.

Ariel Lynn, a former career experience student, now attending college said, "My experience in Radiology really opened my eyes to what I wanted to do. I was able to observe patients and staff, learning the basics of taking x-rays, CT and ultrasound. Because of this experience I am now further along than the other aspiring Rad Techs."



Kambree Worthington, is learning what it takes to become a nurse.



Elisha Diamse, is gaining experience in the field of nursing.



Visit www.cvmed.net and sign-up to receive our newsletter via e-mail and you could win a \$50 gas card!

Achoo! It's Flu Season

With Autumn in full swing, shorter days and flu season are definitely here. Not everybody who gets the flu has the same symptoms, but common ones include fever, cough, sore throat, runny or stuffy nose, muscle or body aches, headache, fatigue, vomiting, and diarrhea.

What is the best way to keep from getting the flu? Get a vaccination. The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months of age and older get a flu vaccine every year. Generally, the only people who should not get the vaccine are those with a severe allergy to chicken eggs and those who've had a severe reaction to a flu vaccine in the past.

Is There Flu Vaccine Available? Contact your local public health department to check on dates and times for flu vaccination clinics. (See telephone numbers listed below at the bottom of this page.) Some Senior Centers and pharmacies may also be offering flu vaccinations.

Who Should Get Vaccinated? In general, anyone who wants to reduce their chances of getting the flu can be vaccinated. However, it is recommended by ACIP that certain people should receive the vaccine each year. They are either people who are at high risk of having serious flu complications or people who

live with or care for those at high risk for serious complications. People who should be vaccinated each year are:

- Children aged 6 months up to their 19th birthday.
- Pregnant women.
- People 50 years of age and older.
- People of any age with certain chronic medical conditions.
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from the flu, including: a) health care workers, b) household contacts of persons at high risk for complications from the flu, and c) household contacts and out of home caregivers of children less than 6 months of age (these children are too young to be vaccinated).

Who Should Not Be Vaccinated?

There are some people who should not be vaccinated without first consulting a physician. These include:

- People who have a severe allergy to chicken eggs.
- People who have had a severe reaction to an influenza vaccination.

- People who developed Guillain-Barré syndrome (GBS) within 6 weeks of getting an influenza vaccine.
- Children less than 6 months of age.
- People who have a moderate to severe illness with a fever (They should wait until they recover to be vaccinated.)

How Effective Is The Vaccine? The ability of flu vaccine to protect a person depends on the age and health status of the person getting the vaccine, and the similarity or "match" between the virus strains in the vaccine and those in circulation. Testing has shown that both the flu shot and the nasal spray vaccine are effective at preventing the flu.

Can I get the flu from the vaccine?

No, the viruses in the vaccine are killed (inactivated) so you cannot get the flu from a flu shot.

Juab Public Health Department

435-623-0696 (Nephi)

North Sanpete Public Health Dept.

435-462-2449 (Mt. Pleasant)

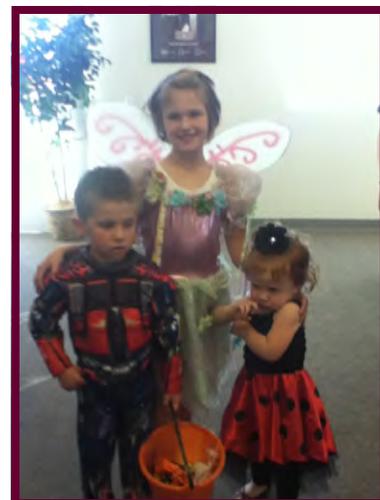
Central Utah Public Health Dept.

435-835-2231 (Manti)

CVMC's Community Pharmacy Celebrates Halloween



Central Valley Community Pharmacy participated in the Nephi City Chamber of Commerce trick-or-treat event held on Tuesday, October 30th. Lots of ghosts, goblins and even a few princesses stopped by for a treat. Some even spotted a headless horseman riding along main street!



Wings of Love 5K Race

Jakoye Smith, representing the Wings of Love 5K Race, presented a donation to Central Valley Medical Center recently.

The donation will be used to purchase a sophisticated cardiac monitoring unit for the nursery. The unit monitors heart rhythms, temperature, pulse and oxygen levels.

The Wings of Love Race, now in its second year, was begun to remember Cade Christopher Smith. All who have suffered the loss

of a child were invited to remember their angels by placing their name and picture on the Wings of Love banner and running in remembrance of them.

The race had nearly 200 registered participants. Many local residents came out to walk or run and remember their loved ones.

Mark your calendar now to participate in next year's Wings of Love Race on Saturday, August 2, 2013.



Pictured L to R: Mark Stoddard, Jakoye Smith, Heidi Kelso, and Stanton Bailey, M.D.



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Clinic Hours

Nephi Medical Clinic 623-3200

Monday thru Friday 9 AM—5 PM

Saturday 9 AM to 12 Noon

James Besendorfer, M.D.

Marc F. Jones, D.O.

Mark Oveson, M.D.

Emily S. Poff, M.D.

Grant Rasmussen, M.D.

James F. Rosenbeck, D.O.

Jerald Taylor, D.O.

Christie Mangelson, FNP

Ftn. Green Medical Clinic 445-3301

M, W, TH, F 9 AM—5 PM

Tues. 9 AM—8 PM

Marc F. Jones, D.O.

Emily S. Poff, M.D.

James F. Rosenbeck, D.O.

Christie Mangelson, FNP

Orthopedic Surgery Clinic 623-3633

Tuesdays & Thursdays 8 AM—4 PM

Fridays 8 AM—12 Noon

Joel E. Holman, M.D.

Women's Clinic 623-3200

Obstetrics and Gynecology

Monday thru Friday 9 AM—5 PM

Stanton Bailey, M.D.

Emily S. Poff, M.D.

Christie Mangelson, FNP

General Surgery Clinic 623-3202

Mondays 9 AM—5 PM

Richard E. Anderson, M.D.