

Stepping it Up

By: Paula Wagner

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Week of
July 28, 2014

Upcoming Events

Thanks to everyone who helped make Staff Appreciation Day a Successful Event!

Employee Potluck Lunch

August 2014

Management Staff will be holding the next luncheon sometime in August...stay tuned for details.

Somerset Hospital Employees and Family Day at PNC Park

August 29, 2014 7:05pm

Bus leaves from the lower parking lot at 3:30pm

Enjoy a great afternoon/evening with friends and co-workers at PNC Park. Secure your seat on the coach and at PNC Park with payment to either Kathy Lear at 443-5000 x5136 or with Mike Vernon at x5131. Cost is \$50 a person and checks can be made payable to Somerset Hospital.

*In order to succeed,
your desire for
success should be
greater than your fear
of failure*

- Bill Cosby

Twin Lakes Center Year in Review

An all staff meeting was held to kick off Staff Appreciation day and the discussion was based on the success that Twin Lakes Center has made throughout the past year. Some of the achievements are as follows:

- Patient Satisfaction Survey Results came to an average of 91% and our goal was for each item on the survey was to reach 90%.
- Residential Unit Successful Discharge goal was 60% and we ended the year with 67%. (Goal for next year set at 70%). AMA Discharge goal was 30% but we ended the year with 27%. (Goal for next year is set at 20%)
- Outpatient Successful Discharges were at 37% at the end of this year. (Goal for next year is set at 50%) Unsuccessful Discharges for Outpatient was 63%. (Goal for next year is 50%)

Brooke discussed the results of the DDAP audit that was conducted a few weeks ago, she stated that the biggest issue was transcription being behind and it wasn't that things were not completed, we just hadn't received them yet. She encouraged everyone to keep up the great work.

The focus group participants discussed the purpose of focus group and how they are the voice of the employees and they encouraged staff to discuss any problems or issues that they might have in order to continue to make progress with getting the facility to work as a well oiled machine.

Employee of the Quarter was awarded to Paula Wagner for her continued work in handling the Prevention Department in Ronna's absence.

Employees were given \$5.00 off their next TLC clothing order and received a fish thank you with a ribbon that represents Hope for those struggling with addiction.

The rest of the day was filled with various fun activities that included the patients and everyone had a blast. Looking forward to what next year brings.