



Eileen Palmer

Eileen Palmer, Customer Service Award Winner

According to her many admiring colleagues, sterile supply technician Eileen Palmer is the one-woman answer to improving patient satisfac-

tion scores. Put Palmer in a unit, and scores uniformly soar.

“Talk about an ambassador for customer service!” says one colleague. “Eileen is that and more. I’m totally blown away by her work ethic, and her pleasant approach and personality contribute so much to our patients’ satisfaction.”

“Eileen consistently has a warm and engaging smile for everyone she encounters,” says another. “She greets patients and their family members in the OR reception area and makes them feel welcome and at ease. She rounds routinely every 15 minutes to make certain our patients’ needs are met.”

Palmer has worked at Newport Hospital since 1995. Supervisors and co-workers alike cite her flexibility, professionalism, willing and helpful attitude, and compassion for patients. When she was asked to fill in temporarily in the PACU to cover a leave of absence, patient satisfaction scores on the unit rose to 99 percent, and no one on staff wanted to let her go.

“Eileen is an absolute role model,” sums up her nomination for this month’s award. “This is exactly the kind of recognition she deserves.”

A reception in Palmer’s honor will be held on December 13 at 2 p.m. in the Hill Courtyard.

Newport Nursing News

Erin Behan, RN, has been appointed assistant clinical manager for Turner 4 and Turner 5. In her new role, Behan will oversee scheduling, staff education and clinical support. She has been with Newport Hospital for 27 years, both in the float pool and on the medical/surgical units.

Amy Degnan, BSN, RN, recently advanced to Clinical Nurse III. Degnan is a nurse in the surgical services department.

Congratulations to both nurses for their accomplishments and commitment, which reflect the high quality of nursing care at Newport Hospital!

Hats Off!

Amy Waddell, of surgical services, recently passed her certification exam to become a certified surgical technician. Hats off to her for her success and dedication to her profession and patients.

Five Years of Fitness

The Employee Fitness Center celebrated its fifth anniversary in October with an open house and a raffle. Raffle prizes were fitness-related equipment, such as exercise kits and lunch and beverage containers.

The fitness center is open 24 hours a day, seven days a week. Newport Hospital and Lifespan’s Working Healthy keep the



cost low, and it can be paid through payroll deduction to encourage employees to take advantage of this convenient way to exercise. The equipment includes treadmills, elliptical machines, stationary bikes, weights and a Wii Fit.

For more information, call fitness center coordinator Sam Baldwin at 5-1179.

Catch the Vaccine, Not the Flu!

Free flu vaccines are available for Newport Hospital employees, volunteers and physicians. Currently, 8,149 staff members are

compliant with the system-wide Lifespan flu program. This represents 66% of Lifespan's workforce. Another 5,362 people have completed the influenza Net Learning course.

Please check with the Newport Hospital Employee Health Services office for scheduling.



Basket Drawing Again Set for Holiday Season

Last year's Employee Fund Committee "A Ticket, a Basket" drawing was so successful that the committee is again asking hospital departments to use their creativity on themed gift baskets.

All baskets must be registered by Wednesday, December 14, which can be done by calling Mark Hite at 5-1170.

Baskets will be displayed outside the cafeteria during the holiday meals on December 20 and tickets for the raffles will be on sale then.

"A Ticket, a Basket" raised several thousand dollars last year – incredible for a one-day fundraiser – and Hite and the committee hope for similar success this year.

