



Grady General Hospital

Quarterly



Dr. Jonathan and Dr. Kendra Lynch
Family Practice/Pediatrics/Obstetrics

Grady General Welcomes The Lynches to Its Medical Staff

Grady General Hospital is pleased to welcome Jonathan Lynch, M.D., and Kendra Lynch, M.D., to its active medical staff. Both physicians are joining Cairo Medical Care, LLC, and Dr. Ashley Register to practice family medicine, pediatrics and obstetrics in Cairo.

Dr. Jonathan Lynch received a Bachelor of Arts in Biology, with a minor in chemistry, from Mercer University. He then obtained his medical degree from Mercer University School of Medicine and completed his residency through the Self Regional Healthcare Family Medicine Residency Program, Greenwood, South Carolina.

Dr. Kendra Lynch received a Bachelor of Arts in Specific Learning Disabilities, with a minor in chemistry, from Mercer University. She earned her medical degree from Mercer University School of Medicine and completed

her residency through the Self Regional Healthcare Family Medicine Residency Program.

Both are members of the American Medical Association and American Academy of Family Physicians and are certified in Advanced Life Support in Obstetrics, Neonatal Advanced Life Support, Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Basic Life Support.

Drs. Jonathan and Kendra Lynch are active in missions work and have served as medical missionaries in Honduras and Peru.

Kendra, a graduate of Cairo High School, returns to her hometown from Greenwood, South Carolina, where she and Jonathan served on the medical staff of Self Regional Healthcare and practiced at Montgomery Center for Family Medicine in Greenwood.

If you would like to schedule an appointment with either physician, please call Cairo Medical Care, LLC, at 229-377-2002.

Community Scorecard

Quarterly Community benefits provided by Grady General Hospital

September 12

Advanced Directives (HealthTalk provided Information on establishing a living will, assigning power of attorney and other end of life issues.)

October is

Breast Cancer Awareness Month

Survivor Fashion Show

Sponsored by Archbold Women's Center and Hicks Clothing Store.

Join us for an evening of food, fun and fashion on **Tuesday, October 28** at 6:00 p.m. at Archbold Memorial Hospital in the East Tower Auditorium. Call 229-228-2743 to RSVP for this event.

Hors d'oeuvres and beverages will be provided.



In **memory** of those who lost their battle.

In **honor** of the Survivors.

Toole Assumes Permanent Role as Grady General's Administrator

Grady General Hospital is pleased to announce the addition of LaDon Toole to its staff as hospital administrator. He is the former administrator of Brooks County Hospital, where he had served since 2002.

"It is a blessing to be able to come to Grady County. I am very excited about the opportunity," Toole said. He had been working at Grady General Hospital as interim administrator since early April and started full-time after a new administrator is hired for Brooks County Hospital.

"We are excited about LaDon and his wife, Amy, transitioning to Grady General where he will continue to provide great leadership and enthusiasm to our team of health care professionals in Cairo," said Kevin Taylor, Chief Operating Officer, Archbold.

Taylor explained that Toole will be responsible for major capital improvement projects including major heating and air conditioning, mechanical and electrical upgrades. "LaDon will also lead the effort to design and install a new imaging center for Grady County, which will include a new multi-slice CT scanner and fixed based MRI unit. Combined, these projects will represent an investment of over \$7.7 million," said Taylor.

Toole received a Bachelor of Science in Education from the University of Georgia and a master's degree in Gerontology from State University of West Georgia.

Toole is married to the former Amy Maxwell of Whigham, who is a Cairo High School graduate. He is a graduate of Bainbridge High School. The couple has two children, a son, Landon, and a daughter, Emma Grace.

"It's kind of bittersweet. I made a lot of relationships in Brooks County over 12 years and there is a great staff at Brooks County Hospital," Toole said. "Grady is a great hospital with a good staff as well. I am looking forward to working with them on current and future projects."

Toole is determined to continue his history of civic involvement in Grady County. He was a Rotarian



LaDon Toole, new Grady General Hospital administrator, recently met with U.S. Congressman Sanford Bishop when the congressman made a scheduled stop at Grady General Hospital. Bishop and Toole discussed current healthcare issues and Bishop toured the facility.

in Quitman and served as president of the Quitman Chamber of Commerce and Boys' and Girls' Clubs in Brooks County.

"LaDon's unique management style is contagious and we know he will continue to promote our mission, which is to provide quality health care locally," continued Taylor.

Toole may be reached by calling Grady General Hospital at 229-377-0251.

Events

Health Fair
October 24
1 p.m. - 5 p.m.
Wal-Mart Store

Diabetes HealthTalk
November 7
12:00 Noon
Beth Lowe, Registered Dietitian, Diabetes Educator
Grady General Hospital

October is
Breast Cancer
Awareness Month

*Early detection
is the best
protection.*

Spring Creek Health Cooperative

In 1996, the State of Georgia and its partners invested in an evolving strategy to form rural health networks. Spring Creek Health Cooperative, one of 15 networks now in operation, has been serving uninsured and seniors in the Grady County community and surrounding areas since March 2006.

In partnership with Grady General, SCHC is producing positive results by improving the health of the community through free pharmaceutical assistance and chronic disease case management services.

Housed within the hospital, SCHC case managers assist patients who arrive in the emergency room in need of medication, medical supplies or a medical home. These patients often live on a limited or no income and have reached the point where they must decide between purchasing their basic necessities or their medications.

A Return on Investment report for Grady County, released by SCHC, shows that the 141 patients enrolled in the program between June 2007 and June 2008 visited the emergency room 105 times in the year prior to the study. Following enrollment in the prescription assistance and case management programs, these same patients only made 44 visits to the ER. Eighty-one patients avoided the ER completely because they had either gained the access needed to medications, were connected to a medical home (primary care center or physician) or had learned how to manage their disease.

Of the 141 uninsured patients, nine were admitted to the hospital up to nine times before enrollment, but after enrollment only two were re-admitted.

In the past year alone, the partnership has benefited Grady County by saving the hospital nearly \$260,000 in ER costs, reduction in hospital admissions, and 1461 free prescriptions.

“Although we are grateful for these cost savings to Grady General, we are even more pleased to be able to provide the underserved in our community with the resources they need to improve and manage their health,” said LaDon Toole, administrator.

Major Renovations In the Works at Grady General

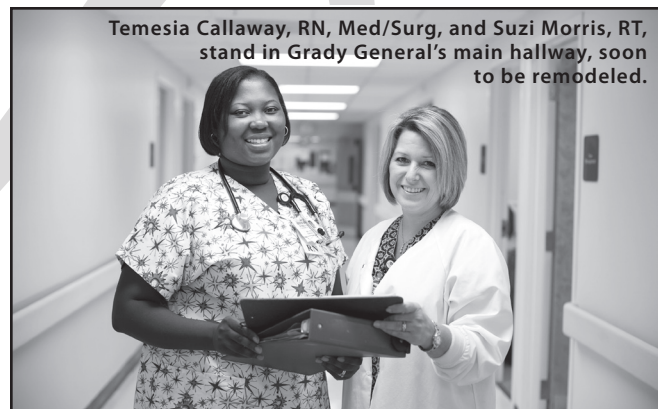
Grady General Hospital recently began major HVAC renovations that will improve airflow throughout the hospital. The major focus during these renovations will be the installation of a \$3 million heating, ventilation, and air conditioning system.

The first step for this renovation was installation of two 140 ton chillers, which remove heat from water, distribute the chilled water to heat exchangers/coils and, thus, cool or dehumidify the air in the hospital. New pipes for the system are currently being installed throughout the hospital and upon completion the hospital will be hooked up to the new system.

A 750 KW generator will also be added to provide enough on-site electrical capacity to run the majority of the HVAC equipment and sustain hospital operations in the event of a power outage. The entire HVAC project is expected to be finished in late summer or early fall 2009.

A face-lift for patient rooms, waiting areas and hallways of the hospital started in September. When complete, these will showcase the photography of anesthesiologist Darryl Feldman, M.D., a member of Archbold Hospital's staff. Dr. Feldman generously donated 163 16x20 photos of flora and various beauties from the surrounding area. Patient rooms and all common areas are also being repainted and the main hallway will soon display photos of Grady General's medical staff.

“We look forward to the completion of this portion of our major capital improvement project,” said Toole. “Once this phase is complete, we will move on to other improvements, including electrical and mechanical upgrades and construction/renovation of a new imaging center.”



Temesia Callaway, RN, Med/Surg, and Suzi Morris, RT, stand in Grady General's main hallway, soon to be remodeled.

Priority One: The Patient

Upon becoming administrator at Grady General, LaDon Toole sat at his desk reviewing notes he wrote about his initial hospital assessments. Great physicians and staff – check. Great technology – check. Great support league – check. Realizing he was flush with excellent resources, he decided to focus on one thought.

What will set us apart from other hospitals? His answer: customer service.

For years, clinical outcomes have been the focus on what makes for “quality” healthcare. But, patients are increasingly seeking not only high clinical standards, but how those standards were delivered.

“Customer service has always been important at Grady General,” said Toole. “But reaching for an even higher level of customer service is one of my top priorities here. Not only is it something I’m very passionate about, but it’s a priority throughout the Archbold Medical Center network of hospitals, from affiliates to long-term and rehabilitative care facilities to dialysis and specialty clinics.”

Toole is challenging his department heads and front-line

staff to look at other hospitals and even other industries to study their best practices for customer service, then see if “we could bring these back to Cairo.”

Even the modern definition of the word “hospital” has medieval roots in customer service. In his article, “*Customer Satisfaction: Are Hospitals ‘Hospitable?’*”, Peter McCann, M.D., *Chair, Department of Orthopedic Surgery of Beth Israel Medical Center* in New York City, wrote that originally hospitals were (according to The New Oxford Dictionary) “a place for the shelter and care of pilgrims and guests.” McCann emphasizes caregivers give great attention to reflect “hospitality,” and that great service is really a combination of both clinical outcome and personal attention.

Toole echoes the sentiment. “We have state-of-the-art medical technology, a new heating and air conditioning system and are doing cosmetic building renovations,” said Toole. “But no matter how much effort we put into brick and mortar, our number one priority is the care of the patient, and customer service is such a major factor in overall patient satisfaction. When patients leave Grady General, we want the hospital experience to be as positive as it can possibly be, and believe that stellar customer service will help show our patients how much we truly care about their well-being.”

GGH Team

These physicians either serve on the active medical staff of Grady General Hospital or treat patients through the Grady Specialty Clinic.

Administrator

LaDon Toole
377-0251

Director of Nursing

Crystal Ramm
377-0252

Cardiology

William Ellis, M.D.
551-0083
James Karas, M.D.
551-0083

Emergency Medicine

Kimberly Harbin, M.D.
377-0281

Family Medicine

Linda Walden, M.D.
377-0908

Family Medicine/Obstetrics

Mark Hudson, D.O.
378-8110
Jonathan Lynch, M.D.
377-2002
Kendra Lynch, M.D.
377-2002
Ashley Register, M.D.
377-2002

General Surgery

Stephen Floore, M.D.
377-7661
Eric Lehman, D.O.
377-9025

Internal Medicine

Abdul Bari, M.D.
377-7090
James Hester, M.D.
377-1100
Paul Steinberg, M.D.
377-1100

Nephrology

Merrill Hicks, M.D.
227-1595
Raul Santos, M.D.
227-1595

Orthopedics

Thomas Carstens, M.D.
226-5800
Charles Hancock, M.D.
226-9141
Frederick Nusbickel, M.D.
226-9141
Heath Richter, M.D.
226-5800
Bradley Walter, M.D.
226-9141

Radiology

Thomas Fearnelyhough, M.D.
377-0290