



Arkansas Methodist Medical Center

It's all about you.

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ARKANSAS METHODIST MEDICAL CENTER EARNS EIGHT INTERNATIONAL HEALTHCARE HONORS

Medical Center Named Hospital Provider of Choice for 2nd Year in a Row

PARAGOULD, AR -- Arkansas Methodist Medical Center (AMMC) today hosted a special Celebration of Excellence event to recognize staff members who received eight prestigious awards from the HealthCare Service Excellence Association (HCSEA). The association recognized members of the AMMC staff and the medical center for exceptional customer service achievements in healthcare and initiatives for improving the quality of service for patients/customers; the quality of work life for health care professionals; and the performance of health care organizations.

The organization's top awards for the United States and Canada were presented on Nov. 7th, in conjunction with HCSEA's annual conference in Louisville, Ky. At the celebration event held today in the medical center's Herget atrium, staff members honored and celebrated their peers for their achievements.

Holding true to the "It's all about you" standard of care at AMMC, community activist and long-time AMMC volunteer Mary Esther Herget was honored with the HCSEA's top Summit Award given in the United States and Canada for outstanding hospital volunteer.

AMMC President and CEO Ron Rooney said, "Mrs. Herget's nearly 30 years of service and dedication to the mission of AMMC have made her an icon of the hospital. Through more

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than 8,500 hours volunteering at the information desk she has greeted patients and visitors as if she was welcoming them into her own home, and in a sense she is. In terms of her time and financial resources she has left an indelible mark on AMMC and a lasting impression on the community we serve...and she's not done yet."

Brinda McKinney, RN, MSN, the patient liaison at AMMC also received a Summit Award for her work as the hospital's service excellence coordinator. "Brinda was instrumental in bringing the service excellence program to AMMC after attending a conference where the program was presented. She is the program's driving force with a keen focus on constantly improving interactions between patients and staff," Rooney said.

Summit Awards were also presented to AMMC's service excellence council and its awards and recognition team.

In addition, AMMC was recognized with four Pinnacle Awards as one of the top three in the United States and Canada, most notably as a "Hospital Provider of Choice" for the second year in a row. AMMC has climbed into the top twelve percent of hospitals in the nation for patient satisfaction.

Three members of the AMMC staff also were honored as Pinnacle Award winners by the HCSEA for their commitment to service excellence. A pinnacle Award denotes being in the top three in the United States and Canada. AMMC staffers recognized with Pinnacle Awards included:

- Dr. Albert Fonticiella, honored as a customer-focused physician.
- Christi Foust, RN, honored as an exceptional nurse. She was recognized last year with a Pinnacle Award for her work as a service excellence mentor.
- Melinda Reeves, RN, honored as a service excellence super coach.

AMMC began its Excellence Service Provider Program in 2005. The program encourages employees to take ownership of the patient experience and teaches employees that they are all key to providing top-quality patient care, and that they all have a contributing role in patient outcomes.

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“We’re so proud and pleased that our exemplary staff and volunteers have been recognized with these prestigious care-focused awards. AMMC is known for being a place where ‘It’s all about you.’ These awards recognize and reinforce AMMC’s ongoing mission and steadfast commitment to world-class, personalized health care for everyone in our community,” AMMC Board Chair Jannie Distrelli said.

A recognized leader, Arkansas Methodist Medical Center in Paragould provides progressive, compassionate care to residents throughout Northeast Arkansas and Southeast Missouri. Additional information about AMMC is available at: www.arkansasmethodist.org.