



1000 Highway 28
Jasper, TN 37347
GrandviewMedicalCenter.com

FOR IMMEDIATE RELEASE
March 22, 2010

Contact: **Jamie Lawson**
423-837-3425
Jamie.Lawson@CapellaHealth.com

Grandview Environmental Services Staff Recognized

'Firestarters' Improve Hospital Cleanliness, Patient Satisfaction

JASPER, TN – The Grandview Medical Center management team recently recognized and named its environmental services employees “Firestarters” for building cleanliness, for helping earn higher patient satisfaction scores, and for the example they provide other employees.



Grandview Environmental Services Team Members were recently named “Firestarters” for their efforts in improving patient satisfaction as part of the Grandview CARES program. Pictured left to right are: Bruce Baldwin, CEO; Christy Stephenson, Kimberly Poe, Jarrod Keel, Betty Sahud, Cathy Broome William McAlister, EVS Supervisor; and Jeremy Blevins, Building Operations Director. Also recognized but unavailable for the picture were Billy Alder, Holly Nunley, Glenda Rednower, Linda Rettko, George Thomas, and Betty Williams.

Environmental Services (EVS) maintains cleanliness of the hospital, positively affecting infection control and overall patient wellbeing of being treated in a clean, orderly health care environment. EVS employees were honored during the hospital's most recent manager meeting. Each was presented a Firestarter pin as part of the Grandview CARES program.

The hospital implemented the Grandview Customer Accountability and Responsibility for Excellence in Service (CARES) in December to reinforce to staff the hospital's commitment to providing a safe and satisfactory experience for patients, patient family

members, physicians and co-workers. The Firestarter designation is given to those employees who best exemplify the spirit of the CARES program by consistently exceeding the basic behaviors for ensuring patient satisfaction, said Shirley Scarlatti, Chief Quality Officer.

“Our associates in all departments provide exceptional patient care,” Bruce Baldwin, Grandview CEO, said. “But we wanted to recognize the EVS team specifically for the substantial improvements we’ve seen in how they interact with patients in the past several months. In fact, EVS probably has contact with our patients on a frequency second only to the nursing staff. We’re also proud to be known as having one of the cleanest hospitals around. These men and women are responsible and we were happy to recognize the department.”

Building operations and EVS director Jeremy Blevins thanked the staff and introduced EVS supervisor William McAlister, who then pinned each employee during the informal ceremony.

About Grandview Medical Center

Grandview Medical Center, a member of Capella Healthcare’s family of hospitals, is a fully accredited 70-bed licensed hospital located in Jasper, Tenn. The hospital serves Marion, Sequatchie counties in Tennessee and north Jackson County in Alabama. Grandview Medical Center also operates the Marion County Ambulance Service; North Valley Medical Plaza, a 24-hour emergency department and outpatient clinic in Dunlap; and Mountainview Treatment Center, an adult inpatient psychiatric program located on the grounds of Grandview Medical Center. For more information, please visit www.grandviewmedicalcenter.com.

#