

Welcome New Premier Surgical Employees



Alyssa Bull,
Fort Sanders



Amanda Burgio,
New Life



Cynthia Crain,
FWLS



Mary Higgins,
Vas Ultrasound



Jose Lopez,
Parkwest



Clarissa McNear,
CBO



Peggy Rigsby,
CBO



The 2018 Premier Surgical Lucky Kidney Run Team! Proceeds benefitted the East TN Kidney Foundation.

Our Mission & Vision

Mission

Premier Surgical Associates uses superior surgical skill to improve patient health by providing exceptional quality, value and patient centric service.

Vision

Premier Surgical is an independent, private practice group sharing a singular vision for patients, quality and value. We embrace change by continually evaluating and measuring service, quality, market share and the regulatory environment.

Core Values

The good of the patient is paramount. Our decisions and actions are guided by Excellence, Integrity, Accountability, Respect, Leadership, Innovation, Care, Compassion and Professionalism.

CEO Corner



SPRING into Customer Service

In May we will continue our emphasis on excellent customer service with another series of Service Excellence sessions for staff. These quarterly meetings are not only an opportunity to focus on our Mission of providing *patient centric service*, but also to bring team members from our different Premier Surgical offices together, face to face. As our company grows and changes, communication and collaboration between our varied staff and locations will become an increasingly important part of our culture.

A culture of superior customer service is a hallmark of the Disney Company. Former hospital administrator Fred Lee applies many of Disney's quality service approaches to healthcare in his award-winning book *If Disney Ran your Hospital: 9 Things You Would Do Differently*.

As you'll learn in our upcoming Service Excellence sessions, many of Disney's strategies can also be used by our own Premier Surgical managers and staff. For example, unlike traditional service organizations, Disney does not provide a *service*. Neither do our surgical offices. We both provide *an experience* for our patients and guests.

Disney cast members understand that *perception* is more important than reality. Staff learn to look at every interaction with a guest from the guest's perspective, not theirs. Regardless of good intentions or good care, a guest's perception of how they're treated IS reality.

As you enjoy the warm Spring sunshine, I encourage you to embrace a fresh approach to every interaction with our patients. Your kindness and compassion is what creates a memorable experience for our patients.

Best wishes, Kevin

In the News



PSA Surgeons **Dr. Jessica Vinsant** and **Dr. David Harrell** received "Oscars" from Charlene Minefield of Tennova Physicians Regional for Doctors Day. Dr. Vinsant was awarded "Best Handwriting" and Dr. Harrell won "The Voice that Could Calm Any Storm" honor. Congrats!



Dr. Stone Mitchell teamed up with Charlie Burris and Jason Swain of the Swain Event sports show to talk hemorrhoids.



Dr. Bill Campbell (left, back row) and a team of physicians and staff from PW Med Center journeyed to Guatemala to medical services for residents. Dr. Campbell has been part of this annual medical mission effort since 2003.

Recognizing Service



The Central Billing Office honored **Phyllis Swann** with a retirement luncheon. Phyllis joined PSA in 2010 and at both the Tennessean North office and CBO. She's looking forward to being a "Full-time Grandmother", keeping her granddaughter.



COO **Steve Cruze** and CEO **Kevin Burris** congratulate **Jennifer Reynolds** of CBO for 15 years of service with PSA.



CEO **Kevin Burris** helps **Kimberly O'Neal Wilson** of Marketing celebrate 5 years with Premier.



COO **Steve Cruze** honors **Kelley Narramore** of New Life for her 5 year anniversary with PSA.

Knoxville Marathon



Congratulations to **Dr. Norma Edwards** of PSA **Parkwest** (left) and **Kay Panzica** of CBO for completing the Covenant Health Knoxville Half Marathon in March.



Correction: **Leatie Greene's** grandson weighed 9lbs, 5oz, at birth, not 6lbs 5oz. Ouch.





Compliance Notes

Universal Precautions and Hand Hygiene

Universal Precautions - The Bloodborne Pathogens Standard states that Universal Precautions shall be observed to prevent contact with blood or other potentially infectious materials. Under circumstances in which differentiation between body fluids is difficult or impossible, all body fluids shall be considered as potentially infectious. The approach under universal precautions is to treat the blood and body fluids of every patient as though they were potentially infectious. The same engineering controls, work practice controls and personal protective equipment (PPE) are used for every patient, regardless of any known infectious status.



Hand Hygiene - Most health care-associated infections are preventable through good hand hygiene – cleaning hands at the right times and in the right way. The CDC and World Health Organization support hand hygiene promotion and improvement in healthcare facilities worldwide.

Healthcare workers should practice hand hygiene at key points in time to disrupt the potential for transmission of microorganisms to patients including: before patient contact; after contact with blood, body fluids, or contaminated surfaces (even if gloves are worn); before invasive procedures; and after removing gloves. According to the CDC, hand hygiene is one of most important procedures for preventing transmission of bloodborne pathogens and other healthcare-associated infections. It is important to note that gloves are not a substitute for hand washing.

Washing hands with soap and water is the best way to reduce the number of germs on them. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Alcohol-based hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs.

What is the right way to wash your hands with soap and water?

Wet your hands with clean running water (warm or cold) and apply soap.

Rub your hands together to make a lather and scrub them well; be sure to scrub the backs of your hands, between your fingers, and under your nails.

Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song twice.

Rinse your hands well under running water.

Dry your hands using a clean towel or air dry.

What is the right way to wash your hands with alcohol based hand rub?

Follow the directions on the bottle for the manufacturer’s recommended use.

Rub hands together and then rub the product all over the top of your hands, in between your fingers and the area around and under the finger nails.

Continue rubbing until your hands are dry.

Premier Surgical Snapshots



Members of the **PSA Vascular Ultrasound** team attended JBC Vascular Summit in Chattanooga recently. They earned CME credits and increased their knowledge of vascular ultrasound techniques.



Congratulations to **Sherril Booser of New Life Bariatric** for earning her certification in Bariatric Nursing. After 2 years of experience, specialized studies and completing a comprehensive exam, Sherril was awarded her CBN. Well done!



FWLS physicians and staff hosted an informational event for people interested in the Obalon Gastric Balloon System.

Share Your Good News
Send story ideas or photos to
Kimberly in Marketing at
extension #1018 or
koneal@premiersurgical.com.

Congrats to 2018 Grads!

Hannah Boozer, Christian Academy of Knoxville (Sherri Boozer, New Life)

Brandon Collins, Gibbs High (Kim Johnston, Ultrasound)

Meredith Cummings, BSN, Lincoln Memorial University (Papermill Surgery)

Jordan R. Hardy, Air Force BMT (Tamara Jones, PW)

Kendal Kimsey, Christian Academy of Knoxville Homeschool (Dr. Troy Kimsey)

Luis Mejia, ETSU School of Medicine (Dr. Jose Mejia)

Pikelyn Russell, Union County High (Ronda Russell, Tennova North)

Premier Surgical Service Excellence

Spring Service Excellence Sessions

- Wednesday, May 9 @ 12pm
- Friday, May 11 @ 7am
- Friday, May 11 @ 12pm
- Thursday, May 17 @ 12pm
- Friday, May 18 @ 3pm
- Wednesday, May 23 @ 12pm



* All full-time PSA staff and managers are required to attend a session.

Register now at:
premierurgical.com/psa-teamnet/



Every “bunny” loves Easter, including **Amanda Patterson** of Vascular Services.



Anchors up! Premier COO **Steve Cruze** helped launch a successful 2018 TN MGMA Spring Conference. Three PSA managers attended the event in Gatlinburg.



Kudos to **Renee DeLong** of Vascular Ultrasound for taking the extra step when she spotted a dangerous aneurysm during a patient’s exam. “Her willingness to go further to access and diagnose the problem definitely saved this patient’s life,” says **Vascular Ultrasound Director Josh**

Lee. AND, not long afterwards, Renee used the Heimlich Maneuver to save a staff member who was choking on Chinese chicken. Way to go!



PSA hosted the latest CME “Supper with a Surgeon” lecture event for area mid-level providers. Our own **Dr. David Harrell**, **Dr. Deanna Nelson** and **Dr. Paul Dudrick** did a wonderful job presenting to the group. The next CME event is planned for September.

Carolyn Gibson (wife of **Dr. Will Gibson** of PSA PW) and **Tina Callicutt** (wife of **Dr. Scott Callicutt** of PSA Vascular), modeled the latest fashions at a benefit fashion show given by the Knoxville Academy of Medicine Alliance.



We’re SOCIAL!

Check Premier Surgical on Facebook and YouTube to see informational videos featuring our PSA surgeons, events, and more!

