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For the Week of Sept. 8, 2009  
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### The Year Ahead

Recently I had an opportunity to help develop a new communication video titled "The Year Ahead" which highlights our 2009-2010 goals and the importance of performance improvement. As I've mentioned in recent updates, it is essential that we focus on patient safety, eliminating errors, reducing infections, removing bottlenecks and redundancies to improve patient satisfaction, and improving patient experiences while making the best use of our highly-skilled and talented staff. Your department leader will use this video as a discussion opportunity to further explain the goals and discuss how they impact your work area. If you have any questions about the video, please take the opportunity to discuss them with your leader or feel free to e-mail them to [ihaveaquestion@leememorial.org](mailto:ihaveaquestion@leememorial.org). All questions will remain confidential and we will try to get back to you within three to five days!

### Freedom From Smoking Classes Starting Again

As I'm sure you're all aware, Nov. 19—the date when LMHS goes tobacco free-- is quickly approaching. I'm happy to say that we offer a lot of helpful programs for our team members who want to quit smoking or stop using tobacco products before Nov. 19. One of these programs is the "Freedom from Smoking" class, which is free to employees and their spouses who are participating in the LMHS Health Plan.

If you are interested in attending the "Freedom from Smoking" classes, here is the upcoming schedule:

Sept.15 - Oct. 27	HPMC	Tuesdays from 6:30 p.m. - 8 p.m.
Sept.12 - Oct. 24	HPMC	Saturdays from 9:30 a.m. - 11 a.m.

You can call 573-5720 for more information or to register. Also, if you would like details on all the various smoking cessation tools available, please contact Joan Carroll ([joan.carroll@leememorial.org](mailto:joan.carroll@leememorial.org) or 437-7325) in our Health Advocacy department. Best to you!

### Thank You!

Virtually every day, I have the honor of reading or hearing from a grateful patient or family member. I want to take this opportunity to thank you for all of the hard work that you do every day and night. You truly are caring people, caring for people

Peace,



Jim Nathan  
President, Lee Memorial Health System