What Is a PXO?

Hint: It’s Not a New Workout

New Patient Experience Officers (PXOs) are raising the bar and making every detail at Mt. Graham Regional Medical Center even better.

PATIENT EXPERIENCE OFFICERS, or PXOs, work with MGRMC medical staff to find new ways to make services more efficient so every visitor leaves with a smile.

“Our definition of ‘patient’ reaches far beyond the actual patient,” says Craig Smith, PXO at MGRMC. “It also includes family and friends who come to the hospital to visit and our colleagues, vendors and community members. We want every person who walks through our doors to have an excellent experience.”

From the moment patients check in until the moment they receive their final statement in the mail, PXOs focus on finding areas for improvement and implementing them.

“By the end of the year, we hope to have every department trained to look for ways to improve everything they do,” says Ky Sanders, RN, BSN, PXO at MGRMC. “We’re also getting great feedback from the community through surveys and follow-up phone calls. This proactive approach will help us anticipate the needs of patients.”

Did you have a great experience at Mt. Graham Regional Medical Center? Do you have suggestions for ways we can improve? Call Ky Sanders at 928-348-3810 or Craig Smith at 928-348-3826.

—Craig Smith, PXO at MGRMC

Ky Sanders, RN, PXO

Craig Smith, PXO
For 40 Years, MGRMC Has Served the Healthcare Needs of the Gila Valley by Offering a Wide Range of Health Services

MT GRAHAM REGIONAL MEDICAL CENTER OFFERS:

- 24-Hour Emergency
- Cardiology
- Cardiopulmonary
- Diabetes Education and Resources
- Gastroenterology
- Home Health and Hospice
- Imaging, including: X-Ray, MRI, CT Scan, PET Scan, Mammography, Ultrasound, Bone Density and Nuclear Imaging
- Intensive Care Unit
- Laboratory
- Maternity
- Oncology
- Physical Rehabilitation
- Rural Health Clinic
- Sleep Lab
- Surgery, including: General, Orthopedic, Gynecology, Gastroenterology, Podiatry
- Tobacco Education and Resources

MGRMC Auxiliary Christmas House Marks Beginning of the Holiday Season

OCTOBER

- BREAST CANCER AWARENESS MONTH
Make pink your official color in October as we show support for the effort to find a cure.

- OCTOBER 24
MGRCM TREE OF LIFE RECEPTION
For more information about this fundraising event to be held in the MGRMC Main Lobby 6–8 p.m., please contact Tammie Holloway at 928-348-4293.

- NOVEMBER 1–2
THE MGRMC AUXILIARY’S CHRISTMAS HOUSE
For more information about this Christmas Bazaar fundraising event, see accompanying article (right), or call the MGRMC Gift Shop at 928-348-4041.

NOVEMBER 1 AND 2 will mark the beginning of the Christmas season, as the Mt. Graham Regional Medical Center Auxiliary hosts its annual Christmas House fundraiser. Each year, the Auxilians move into a valley home and transform it into a beautiful Christmas Bazaar. Every room is decorated with homemade Christmas items donated by the Auxilians themselves or other valley residents.

This year's Christmas House will be the home of Darlene and Philip Horst, 822 W. Navajo Lane in Safford. As in years past, the evening of November 1 will be a preview event beginning at 4:30 p.m. All items go on sale the following morning at 9 a.m. All proceeds from the Christmas House will be used to purchase equipment for Mt Graham Regional Medical Center.

For ticket information or to donate items to be sold, please call the MGRMC Gift Shop at 928-348-4041.
New Directions in Home Health and Hospice

New providers and services strengthen Mt. Graham Regional Medical Center’s excellent Home Health and Hospice offerings.

**MGRMC HAS EXPANDED** therapy services as part of our larger plan to offer comprehensive inpatient & outpatient care. Patients in Graham, Greenlee and Northern Cochise counties can now remain in their homes and receive medical and functional care and support.

“At MGRMC Home Health, we have a new vision, new leadership and a renewed commitment to better serve our community,” says Jan Davenport, RN, Director of Home Health & Hospice. “The addition of our new therapy staff provides us the opportunity to expand our home care services to meet the comprehensive demand of our patients.”

Our Hospice program has been redesigned to include music, pet, aroma and massage therapies to enhance the quality of life experience for those with life-limiting illness. Our Interdisciplinary Team of physicians, nurses, social worker, chaplains, aides and volunteers work in unison to support the patient and family in coping with this most significant life-changing event. We are privileged to be asked to share this most personal experience.

**Our Team, Growing**

*Michele Murphy, MS, CCC-SLP*, brings 20 years of experience in speech language pathology. She works with individuals of any age who have difficulty communicating as well as assisting persons with swallowing difficulties or cognitive needs.

*Dan Gibbons, OTB, OTR/L*, a skilled occupational therapist, is devoted to helping people remain independent in their homes by teaching them to move securely, keep their home environment safe and manage daily activities.

These providers join physical therapist Jesse Bacigalupi, DPT, who is experienced in home health and orthopedic rehabilitation.

All services may be provided on an inpatient or outpatient basis through Home Health and Hospice.

**To learn more about Home Health and Hospice services at Mt. Graham Regional Medical Center, call our 24-hour hotline at 928-348-4047.**

**MGRMC Receives Valuable Grant from Freeport-McMoRan Copper & Gold**

**ON AUGUST 1,** Mt. Graham Regional Medical Center received a grant of $36,000 from the Community Investment Board of Freeport-McMoRan Copper & Gold Inc. The grant was used to purchase new diagnostic equipment to provide patients with advanced vascular testing. Prior to the purchase of this equipment, Gila Valley residents had to travel to Tucson or Phoenix to receive the test.

The time was right to add advanced vascular testing since Michael Bournique, MD, recently joined the medical staff. As a board-certified physician in cardiology, vascular diseases and vascular ultrasound interpretation, Dr. Bournique is one of only a few medical providers in the state who has special credentialing to interpret these tests.

Having access to testing and expertise locally is a huge benefit to the communities of both Graham and Greenlee counties. Vascular disease can severely limit a person’s quality of life and is a risk factor for heart disease. According to MGRMC Director of Public Relations Ryan Rapier, “One reason vascular disease is often not treated is due to the lack of testing available. This new equipment will have the potential to greatly impact the lives of valley residents.”

MGRMC would like to thank Freeport-McMoRan for their generous donation. Without their involvement, the purchase of this equipment would not have been possible.

Chief Nursing Officer Lori Burress accepts the $36,000 grant check from Freeport-McMoRan Inc.