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waiting for a paper check in the mail.

- Pro: The cards will offer some employees the opportunity to establish a new bank account through First Tennessee if they couldn't qualify previously.
- Pro: The cards reduce the risk of identity theft by checks going out in the mail.
- Pro: There are no transaction fees at First Tennessee ATMs (but there will be fees at ATMs owned by other financial institutions).

Direct deposit also offers immediate access to funds as well as identity theft security but avoids the cons of the payroll card.

Employees who have specific banking/payroll issues should come to the Human Resources office as soon as possible so those issues can be addressed. HR will walk employees through the process if they have never had direct deposit before.

"Electronic transactions are the future," Hawkins said. "This is a change, and that will be the hardest part for some employees."

However, Human Resources will work with everyone to address individual needs and concerns. Also, staff from First Tennessee Bank will offer training at the hospital in January or February to help employees unfamiliar with personal banking processes. ■



PICU Room 14 before (left) and after (right) the lean team's efforts. Previously used as a storage space, the space is now available to use as a patient room.



Lean team optimizes PICU storage with 5S techniques

by Isaac Mitchell, Lean Process Coordinator

Children's Hospital began its Lean journey in December in the PICU by optimizing storage space to create one additional patient room.

Continuous Improvement team members completed a three-day event which involved formal training and improvements in the PICU. With the help of the team, we were able to implement a foundational tool of lean called 5S.

5S efforts result in a more systematic approach to the workplace. It is a simple concept of keeping the workplace clean, neat and organized. 5S efforts improve workplace safety and employee morale as well as reduce wasted motion and time needed to complete tasks.

implemented the plan for transforming PICU storage areas.

Team members began by **sorting** out the "needed" from the "not needed." Expired supplies, excess inventory, old paperwork and unneeded items were removed and/or redistributed from the area.



PICU Lean Team (left to right): in back, Susan Miller, Sara Sealine, Cheryl Fowkes, Isaac Mitchell and Greg Womack; and in front, Mary Conkin and Kate Holland.



Next, team members began to **set-in-order** inventory, supplies and equipment. There is now a designated place for everything. Like items are now stored together logically based on need. Items that are used more frequently are placed closer to the door and work area to prevent unneeded motion and steps.

After setting everything in order, the entire area was **swept** and cleaned from top to bottom. A neat and clean facility has higher productivity,

On day one of the event, team members took part in formal training on the basics of lean and 5S. From this, team members evaluated the current situation, put together an action plan and

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28th annual Children's Miracle Network Telethon is January 31

The beginning of a new year means it's time for the annual Children's Miracle Network Telethon to benefit Children's Hospital.

2010 marks the 28th year of the fund-raiser. It will take place on Sunday, January 31, and will broadcast live from 3-11:30 p.m. on WBIR-TV Channel 10.

Last year's CMN broadcast raised more than \$1.4 million for Children's Hospital. Without the support of people from the region and their ongoing commitment, Children's Hospital could not continue to fulfill its vision of "Leading the Way to Healthy Children."

The success of this year's Children's Miracle Network telethon is vital in helping Children's Hospital grow. Even in tough economic times, Children's Hospital needs support more than ever, and all contributions are greatly appreciated no matter how big or small.

Funds raised during the telethon will be used to purchase new and sophisticated medical equipment

for a number of departments. Support from the community through the telethon ensures that each child who comes to Children's Hospital, now and in the future, is able to receive the care he or she needs.

Children's Hospital is a charter member of the Children's Miracle Network. In 1983, the hospital participated in the first telethon that raised nearly \$95,500 in East Tennessee, all of which remained at Children's Hospital for the sole benefit of our patients. Since its origin, the telethon has raised nearly \$31 million for our medical center.

Viewers will once again have the ease of donating to Children's Hospital online during the broadcast. Those watching the broadcast on WBIR-TV can log on to www.etch.com and click on "Make a Donation" on the left side of the home page to make their contribution.

If you would like to volunteer or want more information, call 541-8441.

by Hayley Martin, student intern ■

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produces fewer defects/errors and is a safer place to work.

Next team members **standardized** how items were stored using labeled bins and signs showing the item's name, picture, quantity and storage location.

The event ended with a plan for **sustaining** the team's efforts by creating a daily checklist and audit guidelines. The checklist and audits encompass all needed tasks to keep the area up to 5S standards.

Throughout the next few months, more improvements will be implemented in the PICU based on creative input from the team. For example, the team has already identified in-room storage areas that can benefit from 5S efforts.

Thanks to all of the departments involved with supporting this event: PICU, Child Life, Engineering/Maintenance/Security, Materials Management and Administration.

Look for upcoming events in the Pharmacy, where lean efforts will focus on process flows and design of the floor layout. ■

Personnel Notes

403B LIMITS SET

The IRS has established the 403b retirement plan contribution limits for calendar year 2010. The maximum contribution levels will remain at the current 2009 levels. Employees who will be age 49 or younger in 2010 may contribute up to \$16,500. Employees who will be age 50 or older in 2010 may contribute up to \$22,000.

To make a change to the amount you are contributing, forms are available on ETCHNET under "ETCH Team ▶ Employee Documents ▶ Employee Benefits" and in the Personnel Office.

If you have any questions regarding our 403b plan or your contributions to the plan, contact Paul Bates at 541-8811 or pbates@etch.com.

IMPORTANT HR FACTS FOR 2010

• **BCBS Health Insurance (1-800-565-9140):** Our \$150 individual/\$300 family deductible

for Home Health and Rehab Services restarted January 1. Our \$100 individual/\$200 family deductible for second and third tier prescriptions also restarted January 1. There is never a deductible for generics.

Many employees are not taking advantage of our 90-day program. Ask your provider to write your prescription for 90 days, and you pay only one co-payment. 90-day prescriptions can be done through mail-order or at a participating pharmacy. Learn more about the prescription program at www.bcbst.com under "Learn About -- Pharmacy."

• **BCBS Dental Insurance (1-800-565-9140):** Our \$75 individual/\$150 family deductible for basic and major services restarted on January 1. No deductible is required for preventive services. Also our \$1,000 yearly maximum allowed restarted. Orthodontics are paid

at 50 percent up to \$1,000 lifetime maximum.

• **FLEXIBLE SPENDING ACCOUNT-FSA (1-800-422-4661)** Our Flexible Spending Account is on a PLAN YEAR (05-01-09 through 04-30-10), so you have until April 30 to use your available FSA dollars.

• **W2s:** Our Financial Services and Information Systems Departments are working diligently on finalizing year end and preparing W2 forms. W2 forms must be postmarked by January 31. If they are mailed earlier, Human Resources will send out a housewide email the day of the mailing. **PLEASE VERIFY YOUR ADDRESS ON YOUR PAYROLL CHECK OR VOUCHER** to ensure you receive your W2 in a timely manner. If you need to change your address, please stop by the Personnel Department or email Marilyn Booth or Keli Burroughs with your corrected information. We cannot do address changes over the phone due to auditing requirements. ■