Local businesses support Women With Heart

Women with Heart, a Giving Circle of the Community Foundation of the Ozarks, will host a fundraising luncheon on Saturday, Feb. 13 at the First Baptist Church South Campus. There will be a social hour from 11:30 a.m. to noon, during which guests have the opportunity to bid on a variety of valuable and unique silent auction items. From noon to 1 p.m., lunch will be served and a heart education program will be presented by Jim Streff from OMC Heart Care Services. Funds from the event will go toward a New Step machine and treadmills for the Cardiac Rehab Unit. Tickets to the event are $50, and are on sale at Kloz Klozet or Community Foundation of the Ozarks. For more information contact the Community Foundation of the Ozarks office at 417-256-4725 or committee member and advisor Jim Streff at 417-293-0934.

Community First Banking Company in West Plains has made a $500 donation to sponsor and support the “Here’s to Your Heart” fundraising luncheon. Pictured, from left, Michael Hoff, Senior Executive Vice President of Community First; Women with Heart Committee Members Nancy Franz, Florence James, and Carol Silvey; Scott Corman, President/CEO of Community First; Ward Franz, Executive Director of the OMC Foundation; and Community First’s Tom Smith, Vice President; Pat Luther, Vice President; and Kelly Slayton Senior Vice President.

continued on page 2
West Plains Bank has made a $500 donation to sponsor and support the “Here’s to your Heart” fundraising luncheon. Pictured, from left, Women With Heart Committee Members Nancy Franz, Carol Silvey, Florence James; and West Plains Bank employees Ann Marie Newberry, Vice President/Director of Retail Banking and Marketing; Tasha Cline, Customer Service Representative; Diana Brown, Vice President/Senior Loan Office; Amanda Niemotka, Loan Assistant; and Cheryl Finley, Senior Customer Service Representative.

Penmac has made a donation to sponsor and support the “Here’s to your Heart” fundraising luncheon. Pictured, from left, Penmac employees Matt Owens and Craig Poppitz; Women With Heart Committee Member Carol Silvey; Troy Yonkers with Penmac; Robin Morgan with Women With Heart; Deana McNew with Penmac; and Women With Heart Committee Members Florence James and Nancy Franz.

Franz Foods has made a donation to sponsor and support the “Here’s to your Heart” fundraising luncheon. Pictured, from left, Women With Heart Committee Members Carol Silvey and Florence James; Franz Foods employee Becky Mitchell; Women With Heart Committee Member Nancy Franz; and Franz Foods owner Phillip Franz.

TJ Swift House has made a donation to sponsor and support the “Here’s to your Heart” fundraising luncheon. Pictured, from left, Women With Heart Committee Members Florence James and Carol Silvey; Brittany Cates and David Allen with TJ Swift House; and Nancy Franz with the Women With Heart Committee.
People

Congratulations
Kim Thompson, Chief Financial Officer, recently became a Certified Healthcare Financial Professional (CHFP) through the Healthcare Financial Management Association (HFMA). HFMA is the nation’s premier membership organization for healthcare finance leaders.

Only 8.2% of HFMA members are certified. Kim is a part of a minority of members that have shown expertise in healthcare finance.

“We really appreciate you going through the exam process quickly and helping the Show-Me Chapter attain one of the goals that National HFMA evaluates us on,” said Jon E. Branstetter, CPA, FHFMA, Chief Financial Officer at Ste. Genevieve County Memorial Hospital.

Dress in Support
Heart Care Services invites you to observe each Friday in February as Dress in Support of Heart Month. Funds raised will go to the Foundation Heart Care Services Fund, which has been used to purchase equipment and most recently their new flooring in the clinic.

Dress code is nice jeans and collared shirt (no T-shirts may be worn). Please verify with your supervisor that your department may participate before purchasing Dress in Support stickers.

Stickers may be purchased on the main campus at Registration, Heart Care Services and Neurosciences; in the Shaw building at Rehabilitation Services; in Parkway in Public Relations, BHC, Accounting and the Foundation; and at Riverways.

New Switchboard Operator
I am pleased to announce a new employee Wendy Burgess, switchboard operator is currently in training. Wendy will be in training for the next three to four weeks, please welcome her, and have patience during her training period. Thank you,

Retha Evans, Communications/Security Manager Ext. 7051

Service

Praise for OMC
Letter Received
I have mentioned this before and think it bears repeating. Marietta Kargel (Riverways Hospice Nurse) is exceptionally good at what she does. She is so caring, so cheerful, and so patient. She held the patient’s hand the entire time she was visiting with him, except when she needed it to carry out checking his vitals. I know this caring attention means a lot to him.

I don’t believe that Marietta could fake her attitude. It is a genuine part of who she is. If ever I am a hospice patient, I hope there will be someone like her to care for me.

Dan Leary (Hospice Volunteer)

Free Heart Risk Screenings the week of February 22 at our rural clinics. Call the clinic to schedule your appointment.

Screening includes cholesterol panel and blood pressure check.

www.ozarksmedicalcenter.com
Weekly AC Report

The Administrative Council would like to share the key discussion areas from our meeting February 9. AC discussed the following topics:

The group discussed the Administrator on call hand offs. The main campus telephone system (switchboard and ED) experienced intermittent disruption beginning Sunday afternoon. EMS services were notified to use radios for communication with the ED if necessary. The 911 emergency response system was not affected. After exhausting internal troubleshooting procedures we called for assistance from the service carrier (Century Link). Upon a reboot at midnight the system was restored.

There was a restroom fire at Ramey’s before dawn this morning that was contained to a small area of Ramey’s but did activate their sprinkler system. Electrical services were shut off to BHC until the fire department determined it was safe. Services were back in order by 7:20. There was no negative impact to patient care in BHC or any other area of Parkway.

AC discussed surveying our Behavioral Healthcare Clinic: if Joint Commission is the best fit or should we consider other methods such as CARFE. Jeff Jones/Richard McGee will bring a pros and cons and recommendations for various accreditations.

Tracers discussion- Tim Kimball, Malissa Reardon, Holly Isom and Mary Fine along with AC members, discussed the need for our tracer team goals to be meaningful and reasonable and discussed different details, concerns and methods for deploying the work of the teams.

Kim Thompson CFO achieved her CHFP (Certified Healthcare Financial Professional) accreditation by completing training and passing a board exam of the Healthcare Financial Management Association (HFMA). Kim also serves on the Missouri Board of this national organization and has been a HFMA member since 2002.

April Management Team Meeting agenda was discussed. We are going to ask two departments to ‘spotlight’ their area at the meeting with the goal of helping share knowledge between departments.

Distribution of Leadership Team Minutes was discussed. AC’s goal is that all staff at OMC receive communication from Leadership Team meetings. From now on, a summary of the high points will be featured in OMCNews each month.

Vacancy and Turnover
Connie Schott reported that OMC has joined the ASHHRA HR Metrics tool at a cost of $500 per year. The membership will allow OMC to benchmark turnover and other HR metrics with other health care organizations. These metrics are managed by the American Hospital Association with Price Waterhouse Cooper Saratoga. In the past OMC has not had external benchmarks for turnover.

A clinical Nurse Educator, Kimberly Shaw RN MSN CCRN has been hired and will start work February 22.

Dr. Holloway reported that the physician leader team that recently completed Greeley Leadership Training will meet Wednesday Feb 10 to develop action items based on their learning.

We encourage anyone who has been wanting to try a 5K or who just wants to get active to join us!!!

This is a walking/running program, but you can go at your own pace. And if that means just a walking/walking faster program for you to start, that works, too!

Questions? Contact Christina Hardman at ext. 1781 or Melissa Smith at ext. 6737. This is going to be fun and it supports a great cause, the OMC Cancer Treatment Center!

The program is free, but registration in the OMC Fun Run is required. See pages 9, 10 & 11 for more information and the Registration Form.

Sign up by Friday, February 19!
Meet the latest new hires to come through Orientation.

Front Row:
- Wendy Burgess, Switchboard
- Amber Bradshaw, 2South
- Linda Mathews, Riverways
- Vicky Birdsong, NPU
- Matt Eskew, Sleep Lab
- Chava Weiman, OB

Back Row:
- Jesse Tilson, Materials
- Abner Kovoor, ED
- Misty Rodgers, 2South
- Quintin Adolphson, 2South
- Thomas Reid, EVS
- Cassie Chambers, EVS

Meet our Staff

Amanda Gill

Previous Employment
Graduate Assistant for the Department of Communication Disorders and Patient Accounts Coordinator for Neurology Associates of Northeast Arkansas

Hobbies
Enjoys reading and is excited to kayak the many rivers in the area this summer

Interesting Facts About Me
I have been married to my husband, Matt, for 5 1/2 years. We have a dog named Lexus. I absolutely love the St. Louis Cardinals and cannot wait to go to a couple of games this summer

What I am looking forward to in my job
I am very excited to have a variety in my caseload. Being able to see many different age groups in different settings appeals to me

Why I chose OMC
I liked being able to have lots of SLPs to refer to since I am a new graduate, and I also like to have a variety among age groups and setting

What I enjoy about my job so far
Everyone that I have come into contact with has been friendly and welcoming

What I hope to accomplish
I really hope to make a difference in the lives of the patients I will serve by striving to be the best speech therapist I can be
Employee Forums will be presented on February 17th and 18th in the Parkway conference center. There will also be two evening sessions in the cafeteria on Thursday at 9:00pm and 10:30pm. This schedule differs from the schedule we've followed for the past few years. Please note the changes.

Session times:

Wednesday: 7:15am | 10:00am | 1:00pm | 3:00pm
Thursday: 9:00am | 1:00pm | 9:00pm | 10:30pm

Please note that the first session on Wednesday will start at 7:15am.

The theme will be “High Reliability Organizations.” Mr. Keller and other leaders will present information regarding our efforts to be a high reliability organization. This is a great opportunity to learn more about this important topic.

Additionally, there will be a PowerPoint (about five minutes in length) running on a continuous loop prior to each forum session. The looping presentation will start about 30 minutes in advance and stop about 5 minutes before the session start time. This presentation includes pillar information in a similar format to previous forums.

Present your completed MyFocus Card on your name badge at sign-in and receive an extra ticket for the door prize bucket. There will be a refreshment table with light snacks and door prizes at each session.

Please remember to print your name legibly as it appears in Net Learning on the sign-in sheet. Please be aware that sign-in sheets will be collected promptly at 5 minutes past the session start time. Your assistance with this is most appreciated. There will be sign-in tables at the conference center's front entrance and in the back hallway for those that enter through one of the rear entrances on the west side of Parkway.

Please let me know if you have any questions or if I can assist in some other way. Please print and post this reminder for those staff that do not have email.

Thank You!

Steve Culver, Service Excellence Director • 417-257-5984

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**Heart Month**

*OMC offers a variety of ways for you to educate yourself on heart health during Heart Month in February! Don’t miss these FREE events.*

**February 5** - Wear Red Day
Support American Heart Month by wearing red. Visit the OMC Cafeteria for a free apple.

**February 12** - Free Heart Risk Screening
6:30-10 a.m. • OMC Heart Care Services, 1115 Alaska Ave, Suite 114
Free heart health screening including cholesterol panel and blood pressure. Call 417-257-6793 to reserve an appointment.

**February 12** - Free Community Heart Saver Course
1-5 p.m. • Willard Hunter Classroom, Parkway. Call 417-257-6793 to reserve an appointment. Limited space available.

**February 16** - Free Community Education Dinner
6-7 p.m. • Willard Hunter Classroom, Parkway. Dr. Kevin Crowe will speak on Heart Care Case Studies. Dinner is free, but reservations are required. Call 417-257-6793.

**February 22-26** - Free Heart Risk Screenings at Rural Clinics
During the last week of February, individuals may receive a free heart health screening, including cholesterol panel and blood pressure, from an OMC Rural Health Clinic. Contact an OMC clinic for an appointment.
- Alton Medical Clinic: 417-778-7227
- Gainesville Medical Clinic: 417-679-4613
- Mammoth Spring Medical Clinic: 870-625-3228
- Mountain Grove Medical Complex: 417-926-6563
- McVicker Family Healthcare: 417-934-2273
- Shannon County Medical Clinic: 573-325-4237
- Thayer Medical Clinic: 417-264-7136

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**February 13, 2016**
**Women With Heart Luncheon**
Fundraising luncheon for OMC Heart Care Services
Tickets: $50 • Speaker: Jim Streff
11:30 am to 1 pm • First Baptist Church South Campus
Call 417-256-4725

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**Ozarks Medical Center**
Heart Care Services
The Right Care. Right Here
1115 Alaska Ave, Suite 114
West Plains, MO
417-257-5950
Meet the Patient Accounts Team! Pictured front row, left to right: Jeannie Lewis, Medicaid Biller; Sandy Fine, Insurance Biller; Kimberly Seawright, Insurance Biller; Ashley Myers, Financial Counselor; Terrie Pearsall, Receptionist; and Debbie Ball, Insurance Biller. Second row: Wendy Leonard, Senior Financial Counselor; Elise Ikonomou, Financial Counselor; Rhonda Martin, Cashier; Pamela Cobb, Insurance Biller; Norma Rebstock, Cashier; Gwen Hubbard, Medicare Biller; Kathleen Koon, Medicare Biller; and Jackie Goss, Medicaid/DMH Biller. Third row: Stan Matteis, Financial Counselor; Rodney Gibson, Director of Revenue Cycle; Dewayne Cook, Patient Advocate; Debbie Harper, Cashier; Mary Kay Wright, Financial Counselor; and Deborah Majors, Medicare Biller. Fourth row: Virginia Banuhat, Arkansas Medicaid Biller; Staci Hudson, Medicare Biller; and Melody Simpson, Patient Accounts Manager. (Not pictured: Linda Perry, Financial Counselor; Jan Squires, Cashier; Misty Hitch, Financial Counselor; and Kara McGinnis, Lead Cashier.)

“We have an outstanding, seasoned staff that have made the difference at OMC for many years. This department sees very little employment turnover, even with Medicaid and Medicare making major billing changes in the past several years,” says Rodney Gibson and Melody Simpson of their dedicated staff. “Our employees have excelled in facing these changes and adapting very well.”

In addition to the challenges faced with Medicaid and Medicare, the department is rolling out a new billing service. TruBridge will be used to process OMC billing statements which features more patient-friendly information and includes detailed services information.

Another plus for the department is a new partnership with West Plains Bank who will be providing a loan program available for patients. This option gives new options to the patient in paying their OMC bill.
Leadership Team Meeting Minutes

February 4, 2016

REFLECTION
Jeff Jones provided a reflection on what makes a great leader vs. a good leader.

GOOD NEWS STORIES
Members shared a number of good news stories. Some of these will be printed in upcoming issues of OMCNews.

PEOPLE
Sandra Pelas, Interim E.D. Advisor; Sherrie Lane, Director of Pharmacy; and Holly Isom, Director of Riverways Home Care, were introduced and welcomed to OMC. Angela Nettles, Director of Med/Surg Nursing, was welcomed to the Leadership Team.

QUALITY
P.I. Focus Team Reports:
• Intake Team – Richard McGee, Team Leader, reported the team is looking at standardization of screening for suicide risk, preferred language for healthcare, and fall risk. Trigger questions will be used to assess risks of suicide and falls.
• Medication Reconciliation – Sherrie Lane, Leader. The goal is to have a way to verify an accurate list of patient medications that is shared across the continuum of care. The focus right now is on inpatients, observations and E.D. admits.
• Tracers – Mary Fine, Leader. Tracers are used to evaluate the care of individuals and of processes. The objective is to improve processes throughout the organization. A new process is being trialed this month and data will be aggregated.
• Leadership Learning – Connie Schott, Leader. The team is looking at a systematic approach for sharing learning for leaders. Educational topics and LDI topics for the year have been identified.
• Data Management – Tom Keller, Leader. The team will look at what data we Management Team members will be asked to complete a survey, via Survey Monkey, on what data they collect, need and/or use.

FINANCE
Year-to-date December 2015 operating margin was $7 million, or 4.8%. Days of cash are 131.

GROWTH
• I.T. The CIO report was emailed to Leadership Team by John Wilcox, Chief Information Officer
• Clinics: Dr. Melinda Reed is now in the Rheumatology Clinic one Saturday/month.
• The new orthopedic building will be finished in the next two to three weeks. A Chamber ribbon cutting is planned on March 18. Rehab therapists will be available in the new orthopedic center to assist with patient needs and eliminate the need for them to travel to different buildings for their needs.
• The Rehabilitation Services department had the highest number of referrals in history in 2015.
• Richard McGee reported that 2015 was the second best year in history for BHC, financially.
• We have two psychiatry candidates to be scheduled to interview.
• Facility: Kick-off meetings for the master facility plan will begin next week. The new doctors' lounge is awaiting additional furniture before opening.

COMMUNITY
• 2015 Community Image Survey had 275 responses. OMC scores were a little lower than in 2013 but remain higher than 2011. (More information at Forums)
• February is Heart Month. We will offer free heart health screenings Feb 12, and Dr. Crowe is speaking at a community education dinner Feb 16. The rural clinics are offering free screenings by appt the week of Feb 22.
• 2016 Fun Run is April 23 and Couch to 5K training classes begin Feb 19. Leaders are encouraged to post the information on huddle boards for employees to see.
Couch to 5K ~ Let’s get started!

Just to give you an idea of what is planned, here’s the workout schedule that we will follow. Each session should take about 30 minutes, three times a week. Workouts are spaced throughout the week to give you a chance to rest and recover between efforts. And don’t worry about how fast you are going. Running faster can wait until your bones are stronger and your body is fitter. For now focus on gradually increasing your time or distance you run. Be sure to stretch both before and after each session.

**WEEK 1**

**Workout 1**
Brisk five-minute warmup walk. Then alternate 60 seconds of jogging and 90 seconds of walking for a total of 20 minutes.

**Workout 2**
Brisk five-minute warmup walk. Then alternate 60 seconds of jogging and 90 seconds of walking for a total of 20 minutes.

**Workout 3**
Brisk five-minute warmup walk. Then alternate 60 seconds of jogging and 90 seconds of walking for a total of 20 minutes.
### WEEK 2

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<th><strong>Workout 1</strong></th>
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<td>Brisk five-minute warmup walk. Then alternate 90 seconds of jogging and two minutes of walking for a total of 20 minutes.</td>
<td>Brisk five-minute warmup walk. Then alternate 90 seconds of jogging and two minutes of walking for a total of 20 minutes.</td>
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<td>Brisk five-minute warmup walk. Then: Jog 20 minutes with no walking</td>
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### WEEK 7

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<td>Brisk five-minute warmup walk. Then: Jog 30 minutes</td>
<td>Brisk five-minute warmup walk. Then: Jog 30 minutes</td>
<td>The final workout! Congratulations! Brisk five-minute warmup walk. Then: Jog 30 minutes</td>
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OMC Fun Run 2016 Registration Form

One registration form per person. Mailed registrations must be received by April 21 with payment.
Mail along with your entry fee to: Fun Run • Ozarks Medical Center • PO Box 1100 • West Plains, MO 65775

Name  ______________________________________  Male □  Female □  Couch to 5K Participant □
Phone Number______________  Date of Birth  ____________________________

Mailing Address  ____________________________________________________________

E-mail Address  ____________________________________________________________

Event you are entering (check all that apply)  □ 1.5 mile (untimed)  □ Dog Show  □ 5K  □ 10K

Age Division
□ 9 & Younger  □ 10-12  □ 13-19  □ 20-29  □ 30-39  □ 40-49  □ 50-59  □ 60 & up

T-Shirt
Participants registering by 5 p.m. April 8 may receive a free t-shirt on the day of the Fun Run.
Those registering after April 8 should pick up their free t-shirt from OMC Public Relations after May 9.
□ Child X-Small  □ Child Large  □ Adult Large  □ Adult 3X
□ Child Small  □ Adult Small  □ Adult X-Large  □ No T-Shirt
□ Child Medium  □ Adult Medium  □ Adult 2X
(donate my t-shirt proceeds to the OMC Cancer Treatment Center)

Registration

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<td>Dog</td>
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April 23 Day of Registration is $5 extra per entry.

Dog Show & Costume Contest
New this year! Dog Show & Costume Contest. $5.00 entry per dog.
If individual is also participating in a walk/run event with dog, then individual and dog both pay entry fee.

Carb-Loading Dinner
New this year! Pick up your Carb-Loading Dinner to go at the Expo the night before the race and support the Cancer Treatment Center. Be sure to order enough for the family, too!
# of Dinners _______ x $10 each= $___________

Team
Teams consist of five or more individuals and qualify for a $5 discount off each individual registration. Teams are also eligible to compete for the Team Spirit Award. Are you registering as part of a team?
□ No  □ Yes  If yes, please subtract $5 off your registration fee and enter your team name: ________________________________

How did you learn of this event?  □ Direct Mail  □ Newspaper  □ Radio  □ Word of Mouth  □ Facebook
□ Newsletter  □ I am a past participant  □ Other  ________________________________

Total enclosed $________________

Waiver
In consideration of the acceptance of this entry, I, the undersigned, assume full and complete responsibility for injury or accident that may occur during the event or while I am on the premises of the event, and I hereby release and hold harmless the sponsors, promoters and all other persons and entities associated with the event from any and all injury or damage. Ozarks Medical Center regularly produces photographs of people in its publications, news releases, promotional and marketing material and on its website in order to promote OMC. By signing this waiver, I agree to allow OMC the right to use any photographs in the manner explained above. This waiver must be completed and signed by the appropriate person for the entrant to participate.

Participant signature________________________________________________     Date_____/_____/_____

Parent signature (for minor)__________________________________________      Date_____/_____/_____
OMC Cafeteria Hours

Monday-Friday
Breakfast: 7:00 a.m. - 9:00 a.m.
Lunch: 11:00 a.m. - 1:00 p.m.
Snack Bar: 1:30 p.m. - 4:00 p.m.
Dinner: 4:00 p.m. - 8:00 p.m.

Holidays & Weekends
Breakfast: 7:00 a.m. - 9:00 a.m.
Lunch: 11:00 a.m. - 1:00 p.m.
Employees receive a 20% discount on most items in the cafeteria.
(Menu subject to change without notice.)

What’s happening at OMC

February 13-Women With Heart Luncheon
A fund-raising luncheon for OMC Heart Care Services. Tickets are $50 each. The guest speaker is Jim Streff from OMC Heart Care Services. Call 417-256-4725 for tickets or more information.

February 16-Community Education Dinner • 6-7 p.m. at Willard Hunter Classroom, OMC Parkway Center
The speaker is Dr. Kevin Crowe, Interventional Cardiologist discussing heart care case studies. The dinner is free, but reservations are required. Call 417-257-6793.

February 17-FORUMS
7:15 a.m. • 10:00 a.m. • 1:00 p.m. • 3:00 p.m. at Willard Hunter Classroom, OMC Parkway Center
Staff members are required to attend two Forums each year. Out-of-town clinics can connect through Go To Meeting.

February 17-Multiple Sclerosis Support Group
4:30 p.m. at the Shaw Medical Building, 1111 Kentucky Ave.
This group meets the third Wednesday of each month. For more information on this support group, call EZ Niles at 256-1798.

February 18-FORUMS • 9:00 a.m. • 1:00 p.m. at Willard Hunter Classroom, OMC Parkway Center, West Plains
9:00 a.m. • 10:30 p.m. at the OMC Cafeteria, West Plains
Staff members are required to attend two Forums each year. Out-of-town clinics can connect through Go To Meeting.

February 19-Blood Drive • Noon-6 p.m. at Willard Hunter Classroom, OMC Parkway Center, West Plains
Walk-in or make an appointment using the American Red Cross’ online registration at redcrossblood.org/donating-blood.

February 22-26-Free Heart Risk Screening at Rural Clinics
Individuals may receive a free heart health screening including a cholesterol panel and blood pressure check from an OMC rural health clinic. Contact one of the clinics listed below for an appointment. OMC rural health clinic locations include:
• Alton Medical Clinic: 417-778-7227
• Gainesville Medical Clinic: 417-679-4613
• Mammoth Spring Medical Clinic: 870-625-3228
• Mountain Grove Medical Complex: 417-926-6563
• McVicker Family Healthcare, Mtn. View: 417-934-2273
• Shannon County Medical Clinic, Winona: 573-325-4237
• Thayer Medical Clinic: 417-264-7136

Click here for free weekly fitness opportunities & gym discounts

Click here for the complete meetings calendar and calendar of events