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CVMC Named Tazewell County's Best Employer

RICHLANDS, Va. – Clinch Valley Medical Center was named Tazewell County's Best Employer during the county's annual Excellence in Business awards breakfast held as part of Virginia's Business Appreciation Week, May 16-22. These awards, known as the "Tazzies," recognize outstanding area businesses in seven separate categories

CVMC received the Arm in Arm award, given to the county's best employer in terms of its dedication to the well-being of its employees and the benefits it provides.

A profile of each nominee is judged and a winner chosen. To illustrate why CVMC was selected for this honor, here's that profile:

Perhaps more than in any other type of business, a hospital is known for its people. Patients remember their nurse or their therapist. They remember the person who kept their room clean, or the technician who calmed their fears. Since 1938, employees have been the face of Clinch Valley Medical Center, and the hospital shows how important they are in many ways:

- CVMC offers its 500 employees a highly competitive wage package, worth nearly \$16 million in 2003.
- CVMC provides over \$3 million worth of benefits to employees and their families, including health and dental insurance, vacation and sick pay, and a retirement plan.
- CVMC helps employees save for the future with matching contributions to 401(k) plans and discounts on HCA stock.
- CVMC offers tuition reimbursement for continuing education, and flexible spending accounts to help stretch healthcare and day care budgets.
- CVMC also hosts a steady stream of events to help show hospital staff how much they're appreciated – from pizza parties and ice cream socials to family picnics and the annual Christmas party.
- CVMC enjoys one of the highest employee retention rates in the industry, and a large percentage of the staff have never worked anywhere else. Each year employees with milestone service anniversaries are honored at a banquet. Last year, 74 employees were recognized for a total of 970 years of service!
- Communication is a two-way street at CVMC. In addition to a bi-weekly

newsletter, the CEO holds quarterly employee forums and the Gallup organization conducts an employee satisfaction survey at least annually. Senior leaders regularly make “rounds” on all departments and every leader has an “open door,” making it easier for employees to talk about their concerns and to make suggestions.

- CVMC employees also have a voice in the direction of the hospital. Nearly 10% of staff-level employees actively represent their peers on seven different Service Excellence teams. One team exists specifically to reward and recognize employees for their exceptional work. The focus of other teams ranges from developing leadership skills to assuring a high-quality, safe environment for both patients and staff.
- Clinch Valley Medical Center provides employment opportunities both inside the hospital and out in the community. These jobs range from entry-level to advanced professional, allowing families to remain here at home rather than moving outside of Southwest Virginia.

CEO Tim Tobin accepted the award on behalf of the hospital’s leadership and staff.

Clinch Valley Medical Center in Richlands is a 200 bed acute care hospital. In addition to comprehensive cancer services, CVMC offers specialty care for the heart and lungs, emergency services, physical rehabilitation, skilled nursing, pediatrics, obstetrics and advanced diagnostics.

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