

New Direction

Expired goods scavenger hunt garners pile of success

Ann Scott, director of nursing, recently issued a challenge to Memorial staff to hunt down and turn in expired products, as part of the prep for our CMS survey. Ann issued a free coffee card to everyone who found something in the scavenger hunt and the effort was a roaring success.

Sherina Argumon, nurse aide, won the grand prize raffle of \$50 and more than 250 expired items were taken out of circulation.

If you want to join the fun, Ann's sponsoring the scavenger hunt the third week of each month. Questions? Call her at ext. 8491.



Bomar says bon voyage, good luck to pair

This week Bomar Rehab said goodbye to two treasures, with a bon voyage party.

Terri Alexander, nurse manager for the past two years, (pictured at left) is moving back to Houston to work at MD Anderson. Jane Ferren, physical therapy coordinator, (pictured second from right) is semi-retiring and will be working PRN. Toyia Urbaniak, rehab director, and CEO Gary Kendrick, were on hand to thank Terri and Jane and wish them luck with their next chapters.



Can't Buy Me Love? Yes, you can!

Auxiliary Gift Shop

If you Woke Up In Love This Morning, it's time to think about how you're going to Show Me Love. Nothin' says lovin' like a beautiful bouquet from the auxiliary. Order forms for the annual Valentine fundraiser are available in the gift shop and the last day to Prove Your Love (order your flowers) is Feb. 7.

These endearments can be picked up after 3 p.m. on Feb. 13 and all day on Feb. 14.

Coffee Spot

They'll be serving up some Love Potion # 9 in the Coffee Spot in the form of candy bouquets, so stop by for your order form. Orders must be placed by 4 p.m. Friday, Feb. 2. Candy bouquets will be ready for pick up, beginning Friday, Feb. 9.

CPR Class

Jan. 18 at 8 am
3rd Floor Classroom

Sign up by calling
ext. **4147** or **569-4147**
or e-mail patterss@nacmem.org

Coffee Spot to feature \$5 healthy smoothies, high protein snacks

It's a new year with new goals and ambitions - and many include diet and fitness. The Coffee Spot would like to support your goals with new, healthy selections!

The coffee shop will feature two different \$5 high protein smoothies every week, along with other high protein snacks. Stop by for smoothies, starting next week.

Nurse Staffing Advisory Committee Meeting

Jan. 25 @ 8 a.m.
Café Conference Room

Can I get a signature with that?

Remember that CMS regulations require all written documentation be dated and timed. This applies to nursing staff, physicians, physician office staff and other professionals. Please review all your departmental forms to ensure there is a spot for date and time. See Allison Huffman, if changes are needed from the forms committee.

Welcome Norman Moore, information systems executive director

Nacogdoches Memorial welcomed Norman Moore at the end of 2017 as executive director of information technology. Norman comes to us from Houston County in Crockett, where he worked for Timberlands Healthcare before joining Memorial. With more than 30 years of experience in the information technology field, Norman received the biggest part of his computer education from the U.S. Navy.

Before venturing into healthcare IT, Norman gained a wealth of knowledge and training from the corporate tech world, working chiefly for Fluor Daniels Corp., a world-wide engineering firm. His corporate travels and navy career took Norman to every continent in the world, except Antarctica.

"I'm really excited to be here at Memorial and to work with such talented professionals," he said. "We have a great IT team from top to bottom and solid support from administration."

His goal is to institute an IT service delivery concept at Memorial based on the ITIL model. "We will change how IT services are delivered to the users here at the Hospital using a service delivery method that is based on industry best practices," he said. "Technology support should be basically the same across industries, whether you're talking about providing that support to an engineering firm, a healthcare system, a university, a bottling company or a restaurant chain."

"Every enterprise has the same fundamental needs: system and network security, processing efficiency, strategic investment in infrastructure. The customer is the person using the computer and the information technology team provides that customer the support that they need. That's the true service we deliver in IT— that customer support."

With this "customer-driven" frame of mind, Norman plans to institute a ticketing system and monthly status reports and even plans to track turn-around times for IT solutions.

This lover of all-things-electronic is blessed with three grown kids and one grandchild. His wife, Reagan, is the new manager of the Care First Clinic. Norman and Reagan live near Kennard.



Meet Richard Wallace, Memorial's professional group administrator



Richard Wallace joined Nacogdoches Memorial Health last fall as the administrator for finance and operations for our Nacogdoches Memorial Professional Group.

Richard was born in Jacksonville, FL and moved all over the east coast, ending up in Pensacola, where he graduated from the University of West Florida.

His hobbies include hunting, fishing and golfing and the philosophy he lives by is "life is so much easier with a sense of humor!" Richard and his wife, Sarah, have three children and six grandchildren.

Richard has worked at eight hospitals in Florida, Louisiana, and Texas and all of his jobs were in the business office, accounting or administration.

To see NMPG be the provider of choice for our physicians, advanced practice providers, employees and, most importantly, patients in the East Texas region is his fondest goal in his new job.

Introducing Cathy Brooks, Memorial's new controller/accounting director

Cathy Brooks took on the role of Memorial's new controller and accounting director last fall.

A graduate of Stephen F. Austin State University and a certified public accountant, Cathy has 26 years of accounting experience, with seven of those years in the healthcare field. Originally from Nacogdoches, her last stop before Memorial was at Timberlands Healthcare in Crockett.

Cathy and Jim, her husband of 25 years, have four children, three miniature dachshunds and a shared passion for the Dallas Cowboys.

Cathy is eager to promote understanding of accounting essentials and basic accounting principles at Memorial. "I'd like to encourage growth of accounting knowledge for myself and my staff and I hope that, together, we can institute a more efficient accounting department for the hospital."



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