



Nov. 30, 2018

New Direction

Memorial warmly welcomes new CNO Kristine Sutton

Kristine Sutton has been part of our Memorial family as house supervisor for nearly four years. Although she's not a new face at Memorial, she was recently tapped to serve as our interim chief nursing officer. Kristine moved from Michigan to Nacogdoches several years ago with her fiancé, orthopedic surgeon Kenneth Jurist, exploring Texas for the first time as she moved here.

Healthcare was an early dream for Kristine, who joined her high school co-op program as a nursing assistant at the age of 17. She followed that with a respiratory therapy degree, working for six years in that field before deciding that nursing was her true calling. Returning to school, Kristine received her Bachelor of Science in Nursing from the University of Detroit Mercy and Master of Science in Administration with a concentration in healthcare from Central Michigan University.

She worked in two small inner city Detroit hospitals and a fast-paced orthopedic unit of a large teaching hospital. No matter the size of the facility, Kristine believes the mission is the same. "We all have the same goal—to care for our patients to the best of our ability with a caring heart and to always remember the patient is the center of all we do."

"I have always loved being a nurse. Sometimes it's the little things that make patients happy—being a good listener, holding someone's hand, being kind." She also loved her position as house supervisor for reasons that should translate well to her new role. "The fun part of being house supervisor is helping in difficult situations, problem solving, and being a recourse for staff," she said.

Kristine sees Memorial's biggest strength as the incredible dedication of the staff. "There are many people who have devoted their whole career here. Their dedication is to be admired and appreciated," she said. Her vision for the future is optimistic and teamwork-oriented. She wants to foster collaborative relationships and open communication amongst team members, physicians and board members; explore new services to bring in revenue; and to move the hospital forward in a positive cohesive direction. "I would like Memorial Hospital employees to continue to work hard, but at the same time have fun while doing it."

Kristine's mother, brother, and extended family still live in Michigan, though she's hoping they'll make frequent extended trips to Texas in the future. Though she has no children of her own, Kristine is looking forward to her future stepdaughters making her a grandma. She has a passion for photography, animals, hiking, and the outdoors. "My dream someday is to buy a tiny house, put it on the back of the truck and visit all the states," she said.



The Nacogdoches County Hospital District swore in James Stockman, Sean Hightower, Dr. Ryan Head and Lisa King this week.

Interested in a career at NMH?

Apply @ <https://www.nacmem.org/careers/all/>
Stop by Human Resources or call 936.568.8543

Compliance training must be completed TODAY!

House-wide annual compliance training must be completed by **TODAY**, Nov. 30 by every employee hired prior to 1/1/18. To get to the training site, go to NMH intranet page, select *Compliance* department; click on *Education*; select *Health Stream*. For a password reset, call ext. 4147.

HCAHPS Topic 9: overall rating of the hospital

There is one patient satisfaction question that goes into this score. 1) Using any number from 0 to 10 where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

All of the topics we have discussed in our article series on the patient satisfaction survey will play into the answer to this question. Overall actions of staff will determine how high or low this score is. If the patient feels they were very well taken care of and staff were kind and genuinely caring, we are likely to get a higher score. If the patient felt neglected, belittled, or felt like a burden, or if staff members were rude, we will get a lower score.

It's imperative that we all put our best foot forward for each patient every day. We provide great quality care at this facility; that's why we're all here, we just need to focus on that. Everyone has worries, concerns and personal problems, but we need to make sure we keep that in check and focus our attention on each and every patient. Making our patients feel worthy and cherished is what we do to provide the best care to each patient, every day.

Miracle on Mound Street details, parade rules set

The Miracle on Mound Street Christmas parade is slated for Thursday, Dec. 13 at 3 p.m., followed by hospital-wide food and fun in the Auxiliary Conference Center from 4 to 7 p.m. See below for the details.

1. *Departments planning to participate should sign up in advance by calling Dachiele Keeling at ext. 4618 or emailing keelingd@nacmem.org.*
2. *The theme is Favorite Holiday Movies.*
3. *Individuals, groups, and departments may enter a competition "float," decorating anything on wheels: carts, IV stands, wheelchairs, office chairs, etc.*
4. *Participants may toss candy and trinkets to onlookers.*
5. *Floats will be judged for showmanship, with first place group or department winning a pizza party and the Memorial Hospital Big Shot Trophy; second place will be treated to a cookie party; and a "best dressed" individual will win a \$25 gift card.*
6. *Floats must report to the Auxiliary Conference Center at 3 p.m. on Thursday, Dec. 13, where the parade will start and finish. The parade route will be the first floor.*



Whether you participate in the parade or not, you're invited to the hospital-wide holiday party from 4 to 7 p.m. in the Auxiliary Conference Center. Santa and Mrs. Claus will be on hand for photos with kids of all ages and a photo booth will also be set up for fun.

Other festivities planned for December will include scavenger hunts, a word search competition and a random employee prize drawing.



Our lucky streak continues with the United Way Car Giveaway! This year's car was won by Rachel Capps from environmental services. JoAnn Morrow, from ER, also won a \$150 gift card in the drawing. The hospital raised over \$22,000 for United Way this year.



Friday, Dec. 14, Memorial will mark our 90th year with a reception from 4 to 6 p.m. in the hospital lobby, so we've begun decking the halls. In addition to our usual stars hanging in the lobby, we've added lots of 90s.