



March 23, 2018

# New Direction

## Healthy Memorial adds yoga class to weekly schedule

This week, physical therapist Anjou Bice began teaching a weekly yoga class in the Healthy Memorial Wellness Center (old hemodialysis department) on Thursday nights from 5:30 to 6:15 p.m. The flow yoga class was added to the roster of fitness classes offered through our worksite wellness program, which is being funded through the Texas Healthy Communities grant and supported by SFA exercise physiology interns and the SFA Lifestyle Medicine Student Association.

Join us for beginner bootcamp on Mondays and Wednesdays, from 5:30 to 6:15 p.m., in the Healthy Memorial Wellness Center, or on Tuesdays and Thursdays, from noon to 12:45 p.m., for circuit training in the cardiac rehab gym. We also offer open gym time in cardiac rehab on Tuesdays and Thursdays from 1 to 6 p.m. and a full slate of free group classes at Newbies Fitness on University Drive. Email [perezjo@nacmem.org](mailto:perezjo@nacmem.org) for a full calendar.



The March cooking demonstration will celebrate National Nutrition Month, with a theme of Go Further With Food. The class will be held next week on March 29 at 6 p.m. in the Auxiliary Conference Center. Call ext. 4124 to make a reservation, as seating will be limited.

## Bomar hosts Parkinson's luncheon for staff, caregivers, patients

The Bomar Rehab Center recently hosted a Parkinson's luncheon to educate caregivers and patients about recent developments in treatment options. Bomar director Toyia Urbaniak shared the details of a treatment program called LSVT LOUD.

"LOUD is the first speech treatment with Level 1 evidence and established efficacy for treating voice and speech disorders in people with Parkinson's disease, and it offers application to other neurological disorders, as well," Toyia said. "The research on LSVT LOUD has documented improved impact on multiple levels of functioning in people with Parkinson's, following treatment. The benefits include increased vocal loudness, improved articulation and speech intelligibility, improved intonation, improvements in facial expression and changes in neural functioning related to voice and speech."

LSVT LOUD is a standardized treatment protocol that is customizable to the unique communication goals of each patient, impacting a range of disease severity and communication impairments.

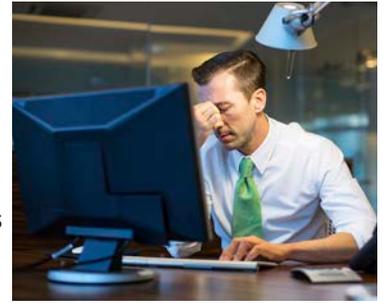


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## IT institutes new helpdesk support system

As part of their commitment to a new service delivery mind-set, our information technology department has launched a new ticketing system to improve efficiency when you need support from the help desk. This service model is designed to help streamline IT projects, reduce the costs of doing business, and better serve computer users of Memorial Health. Norman Moore, IT director, began tracking results in the new ticketing system March 1. The helpdesk crew has closed an incredible 630 tickets in less than a month, with an average initial response time of four minutes!



All computer users should use the new ticketing system for any IT related issues, including Soarian, from this point forward. To lodge a support request, go to the hospital's intranet page, click on the circle that says Helpdesk Support Ticket, log in to your account on the helpdesk page, then fill out the form that comes up next. You set the priority level of the request, based on work stoppage and patient safety and IT will validate that level based on their knowledge of the current situation system-wide. Once your request ticket has been sent, you'll receive an automated response with your issue details repeated back for verification; another email will follow shortly with the details of who has been assigned the task. Once the tracking system has three months of data, Norman plans to share a monthly report with management, which will help them analyze the effectiveness of different systems, pinpoint educational needs for staff and plan for improvements.

## Holy Guacamole! Doctor's Day is Thursday!



Memorial will celebrate the contributions our physicians make everyday with fiesta-themed Doctors' Day festivities on March 29. Be sure to thank your physicians and do a little something extra to let them know how much they're appreciated. Next week, we will distribute fiesta-inspired stickers that your employees can wear for the big day to spur the "our docs are great" dialogue.

## Corporate Challenge spots available

Corporate Challenge begins in April and we need your help! Registration ends Tuesday, March 27, at noon, so respond ASAP. We need a full 9 member co-ed team for Futsal (indoor soccer), with at least two men and two women and we still need the spots below to field a full Corporate Challenge roster.

<u>Sport</u>	<u>Men needed</u>	<u>Women needed</u>	<u>Total</u>
Volleyball	3	2	5
Mud Run	1	0	1
Table Tennis			2
Washers			2
Kickball			2
Futsal	2	2	9

## Support Memorial Ringleaders

Relay for Life is on Apr. 6 from 7 p.m. to midnight at the Nacogdoches Civic Center. If you would like to be a part of the Memorial team, contact our captain, Nikki Duckett, security supervisor, at ext. 8419.



Nikki had some insulated lunch bags and car sun visors left over from the Ringleaders' bake sale Friday. If you would like to purchase these items for \$2 apiece, or would like more info on how you can help with Relay for Life activities, just give her a call.



## \$5 Jewelry and Accessory Sale

**Monday, April 9, 9 a.m. - 6 p.m.**  
**Tuesday, April 10, 8 a.m. - 3 p.m.**



In the Auxiliary  
 Conference Center  
 Presented by Masquerade™



**New Spring Hours**  
**Monday - Friday**  
**7 a.m. - 4 p.m.**