



July 13, 2018

# New Direction

## Employee Appreciation Day 2018

@ Timberfalls Waterpark

**TODAY!** • 7:30 - 9:30 p.m.

**Remember: the first 500 employees & family get in free!**  
Everyone is \$5 after that. (Bring your kids' friends for \$5 tickets at the door.)



**Splash Kingdom is giving Memorial employees a \$6 discount ALL SUMMER LONG!**

You have to buy your tickets online at [splashkingdomwaterpark.com](http://splashkingdomwaterpark.com). Select daily admission and the Nacogdoches Park. Enter promo code MEMORIAL18. (Discount is limited to 8 tickets per transaction.)

### Personnel Relations Committee reconvening, planning meeting scheduled

Following a short hiatus, Memorial is bringing back the Personal Relations Committee! The employee driven organization is designed to help staff members bond through fun events such as pancake breakfasts, ice cream socials, holiday parties and more. PRC activities are funded through membership dues.

According to a recent article in Forbes Magazine, strong social connections make people happier and physically healthier, which can translate into better work performance. Some perks of staff with strong social connections include less stress, increased engagement and loyalty, better attendance and more cooperation through team building. The overall intent would be to foster an environment that supports mutual respect, trust and belonging among peers.

If you are interested in helping with the PRC committee, call Jackie Laird at ext. 8592 or attend the first meeting on Thursday, July 19 at 11:30 a.m. in the Auxiliary Conference Center.



EMS team members recently demonstrated the concept of connecting socially, with Donna Moreland, Tony Mendez, Kendra Ball and Elliott Welch grabbing a quick bite together. (Thanks guys for cheerfully tolerating the impromptu intrusion!)

### Nurse Staffing Advisory Committee to meet

The Nursing Staff Advisory Committee is hosting their meeting at the Café Conference Room at 8 a.m. on July 26.

"This is one very important way frontline nurses can have a voice in the hospital," said Michele Nash, performance improvement director. "We're asking for two representatives from each nursing department in the hospital to attend."

If you have questions, contact Michelle, Linda Lawson or the chair of the committee, Julie Richards (2nd Tucker).



**Interested in a career at NMH?**

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

## Memorial courting local industry through health fairs

Athena Johnson, employee health nurse, Kim Hancock, trauma/stroke registrar, and numerous staffers from medical imaging have been promoting good health and safe living at a variety of industry-based health fairs through the hospital's Wellness Works program. Free health screenings and a wealth of information on stroke, fall prevention, tobacco cessation, diabetes prevention, mammography and bone density screenings, healthy cooking and other topics were the order of the day at their most recent gig, Nacogdoches County's employee wellness fair.



## JAMP campers shadow at Memorial

This week, students from SFA's JAMP Camp shadowed at Memorial in the lab, pharmacy, surgery and physical therapy. These students are high school juniors thinking about pursuing a degree in medicine when they graduate from high school. JAMP Camp helps them make their decision by giving them a taste of what it would be like to work in the healthcare industry.



## Employees, please complete patient safety survey

In order to better address patient safety, all hospital employees are encouraged to complete a patient safety survey by Friday, July 27. Surveys were distributed through department managers. Participation is voluntary and responses will be kept completely anonymous. Group statistics, not individual answers, will be prepared and reported.

When you've finished the survey, please turn it in to the locked boxes conveniently placed around the hospital. If you have questions about the survey, please contact Michelle Nash at ext. 8575 or Amy Webb at ext. 8531.

## Note about the patient satisfaction survey

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a patient satisfaction survey that CMS uses as part of the hospital payment determination.

### There are ten pieces to the survey:

1. Nurse communication
2. Doctor communication
3. Responsiveness of hospital staff
4. Pain management
5. Communication about medicines
6. Discharge information
7. Cleanliness of hospital environment
8. Quietness of hospital environment
9. Overall rating of hospital
10. Willingness to recommend hospital.

Patients can only answer with never, sometimes, usually or always; and we only get credit if they answer ALWAYS to the question(s). Currently we are meeting our target goal for five of the areas.



Coffee Spot  
NEW Drink Special  
\$5 Venti Lemonade

Gift Shop **GRAND OLD FLAG!** give away: Spend \$20 & be entered in a drawing for a patriotic throw/wall hanging to be awarded July 30. Flag and full details in the Auxiliary Gift Shop.