



August 24, 2018

New Direction

Administration reinstates a portion of employee PTO time

At the beginning of our next pay period (Sept. 3), employee paid time off will start accruing at a higher rate, inching closer to rates enjoyed in the past.

“Administration, with the support of the executive committee of the board, felt it was time to return some of the PTO benefit that was taken away from staff during past budget cuts,” explained Gary Kendrick, CEO. “We’re really pleased to do that. Our staff has worked so hard and been so loyal and supportive during some particularly stressful years. Returning just a little bit of what had been taken away from the employees seemed like a small, but nice gesture we could make.”



Check out the new accrual rates below. If you have questions, contact HR at ext. 8543.

<u>Years of Service</u>	<u>Total increase (days)</u>	<u>PTO Hours (year)</u>	<u>Days (year)</u>	<u>Weeks (year)</u>
0 - 4.9	2.36	155.35	19.42	3.88
5 - 9.9	2.00	197.99	24.75	4.95
10 +	1.97	230.23	28.78	5.76
Executive	0.00	234.00	29.25	5.85

HCAHPS Topic 3 – judging responsiveness of hospital staff

There are two patient satisfaction survey questions that determine the score we get for responsiveness of staff.

1. *After you pressed the call button, how often did you get help as soon as you wanted it?*
2. *How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?*

If you have ever had to wait in line for a rest room, you know that even a few minutes can seem like forever! The longer you wait, the worse it gets. Well, it’s the same for a patient laying in a hospital bed waiting and waiting for what, in reality, may only be a couple of minutes. It may seem like hours, as they lay there with nothing else to think about but how bad they need to go and how long it’s taking for help to come.

This is why hourly rounding is so important! Along with asking ‘Do you need anything?’ or ‘Are you okay?’ try asking specific questions, like ‘Do you need anything to drink?’ ‘Do you need to use the rest room?’ and ‘Are you comfortable?’ When you’re rounding, make sure you check that everything the patient needs is within easy reach.

If we anticipate these needs, the patient will be happier and feel their needs are being met as quickly as they hope. It’s also less stressful on staff, if they’re not running around putting out fires and constantly playing catch up.

Teamwork plays a major role in this effort. Any staff member in a patient’s room can, and should, ask these questions. Let’s help each other meet every patient need in advance.

Communication imperative in protecting yourself, others during Code Silver

Code Silver is the code for an active shooter in the hospital. Communication is key in a Code Silver situation for the safety of staff, patients and the designated individuals who will respond to the threat. If you hear this code over the PA system, go to a locked room and shelter in place until the Code Silver is called off. **DO NOT go to the location of the Code Silver!** Call 8500 to confirm that you and your patients are located in a secure area. If the shooter comes onto your floor, if possible, call security at 936-615-4242 and let the police hear what is going on. If you are able to leave the area, do so and **DO NOT RETURN.**

If you have any other questions about Code Silver, contact Nikki Duckett at ext. 8419 or duckett@nacmem.org.

Interested in a career at NMH?

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

Business office basking in baby boom

Our business office has had an exciting year, with three staff members becoming second time moms within 11 weeks of each other. Amanda Johnston was blessed by Trapper's arrival a few weeks back and Cassandra Saldana-Hernandez welcomed Olivia in May. Allison Huffman is looking forward to her son Asher's birth in October. All three had girls in their first pregnancies.

The trio say they had quite a bonding time together these past months, eating breakfast and lunch together, as well as enjoying daily walks during their breaks. They each cherished the support and understanding in sharing this unique experience.



Local donates handmade quilts for newborns

Recently Celes Bryant from Garrison donated 30 hand-made blankets to the nursery. These tiny quilts will be handed out to the newborns and moms as they go home.

"We really appreciate all the hard work and attention that Ms. Bryant put into sewing these treasured keepsakes," said women's and children's manager Noel Dominy. "We know our moms will cherish these for years to come."



Linda Lawson earns HACP certification

Chief Nursing Officer, Linda Lawson, recently earned Healthcare Accreditation Certified Professional designation. The HACP exam is designed to help healthcare professionals prepare for industry surveys by governmental regulatory agencies.

"Accreditation standards and CMS regulations form the very foundation of an organization's ability to consistently deliver safe, quality patient care," Linda said. "And delivering safe, quality patient care is obviously our priority here at Memorial, so I felt like this certification program was a good fit."



Don't Stop Believin' in the Memorial Health United Way fundraiser

Don't Stop Believin' is this year's theme for Memorial's United Way fundraising drive. A departmental lip sync video contest using that theme song will kick off our campaign. Our "minute to win it" competition will feature a battle of the sexes at the end of the campaign on Friday, Oct. 26 at 2 p.m. in Blount Park. Online voting and paper ballots will determine the contestants. Details on the lip sync contest and final games will follow soon.

Hands-on cooking class to "wrap up summer" for Memorial employees

Healthy Memorial will offer the next hands-on cooking class Thursday, Aug. 30 from 5:30 to 7:30 p.m. We'll focus on "Wrapping Up Summer" with delicious summer salads and yummy wraps. Employees are encouraged to come and learn these easy healthy meal ideas. The public is also welcome. Call to RSVP at 936-560-7711.

Be a champion for change: patient safety committee members needed

Do you see patient safety problems around you? Do you have ideas to make Memorial safer for our patients? The Patient Safety Committee is looking for representatives from every patient care department in the hospital. If you have recommendations on patient safety, join this committee. Contact Michelle Nash at ext. 8575 or nashmi@nacmem.org.

Mark your calendar: third annual Healthy Halloween set for Oct. 28

The third annual Healthy Halloween is Sunday, Oct. 28 from 3-5 p.m. at Festival Park. For more information about the event or to volunteer, contact the community relations department at ext. 4124.

Mark your calendar: Nac Half slated for Nov. 18

Memorial Foundation will host the Nac Half marathon on Sunday, Nov. 18. Mark your calendars to volunteer or run.