



### Susan Patterson defines dedication

As a rule, new physicians at Memorial must attend an orientation before they start their first shift, because clinical systems and protocols can change from hospital to hospital. It's just best practice to get an overview before patient care begins.

Recently, we had a new physician scheduled to work on a Saturday who hadn't received that training yet. Staff tried to make arrangements for a weekday orientation, but finally determined that a Saturday 7 a.m. session would be necessary. Educator Susan Patterson was contacted, and though she usually works Monday through Friday, Susan agreed to come in early on Saturday morning. Staff discovered later that Susan was, in fact, going out of town and delayed her plans to help. At 4:30 p.m. on Friday afternoon, the medical staff office got word that the physician needed to change his arrival time to 11:30 a.m. instead of 7 a.m. on Saturday. Susan was contacted again with the change of time and asked if she could still make it.

Susan said "I thought about it as if I had someone I loved coming to the ED. Would I want a physician seeing them who hadn't been trained or oriented?"

She immediately agreed to come in and changed her plans. Instead of going to her lakehouse for the weekend she gave the orientation that was needed.

"Susan's actions remind us that the patient should always be the first priority, even if your decisions are not directly affecting them," said LaChanda Maxie, medical staff services manager, who nominated Susan for a WOW Moment.

We applaud Susan for her patients-first work ethic!



### Best of snow!

Plant ops painter, Shane Allen, is kickin' it Santa-style, from head to mistletoe, with his tree-mendous holiday ensemble.

Every Friday, Shane plans to temporarily put away his painter's whites to dress like an elf-made man.

Keep an eye out for him. Yule be sorry if you miss it!

### Virtually visit our L&D

We recently posted a virtual tour of the Women and Childrens' Center on the Nacogdoches Memorial Hospital website and Facebook page, featuring a walkthrough of our beautiful facility.

Help us encourage all the new moms-to-be to trust Memorial with their forever moments and deliver their Miracles on Mound Street. Please share the virtual tour on your social media and help us spread the word.

**Toll-free Compliance & Ethics Hotline**

**1.800.427.7240**

Rhonda McCabe, CFO, update:

## It's done! Paycom debuts at Memorial with first payroll this week

Our first Paycom payroll has been successfully submitted! Thanks to all of you who worked diligently to learn the system, consistently clock, submit missed punches and request time off through Paycom. Also a big thanks to the HR and accounting departments for all of the hard work behind the scenes.

We understand that not only is this a process change, but that it's also a culture shift. We want to be poised for success into the next decade and be attractive to suitors. Implementation of Paycom and best practices related to pay and benefits not only moves us strongly in that direction, but sets us up to be competitive in the local market.

Please review your pay vouchers carefully. If you have questions about your time, these should be directed to your manager/director. You have primary responsibility for approving your time, followed by your manager. If your manager has questions, they can then reach out to payroll.

As a reminder, payday is Friday. Your financial institution may allow access to funds earlier than the actual pay date, but that is based on your financial institution's practices and is not controlled by the hospital. We submit payroll to be available on the actual payday.

Paycom will issue a single W-2 for 2019 to employees. In order to do so, Paycom entered our year-to-date payrolls for each employee into their system and then balanced them. This process served to validate that Paycom was configured correctly.

We know that change can be challenging, but we also know that change becomes easier with time. We are excited to be on the Paycom platform and look forward to bright days ahead for Nacogdoches Memorial Health.

### Prevent the spread of sickness

If you call in sick and miss more than two days of work, you must bring a healthcare provider's note stating the reason for your absence and when you may return to work.

If you have been diagnosed with an infectious illness such as the flu, strep throat, shingles, mumps, measles, conjunctivitis, pertussis, chicken pox, meningitis, or an open wound with staph or MRSA, please submit a note from the doctor or clinic. OSHA requires that these records be kept and submitted yearly. Please forward a copy of the original note to the employee health nurse.



### Driven to give back

Many thanks to generous employees like Kathy Wilcox and Allison Huffman, pictured left, who donated blood earlier this month in our end-of-year blood drive. A total of 23 of you gave successfully, resulting in 26 total units donated and 78 lives saved!

The next blood drive will be on March 18, 2020.

### Shasta impacts Coffee Spot, Memorial, community with her servant's heart

If you've been to the Coffee Spot here at Memorial, you've surely seen Shasta Wiley's welcoming smile from behind the counter. During a recent meeting, the hospital board recognized Shasta for a Job Well Done for all her efforts in making the Coffee Spot one of the most enjoyable places at Nacogdoches Memorial Hospital.



Since her arrival last December, Shasta has introduced innovative ideas and new products that have resulted in almost doubling the usual sales of the coffee shop! Dietary director, Vanessa Hooper, says Shasta's success comes from listening to the customer and working on fulfilling their needs. She even goes as far as preparing specific meals for customers who are following certain special diets, and doing so from her own pocket.

Shasta has a true heart for service.

Her caring extends farther than just the hospital; Shasta and her family recently took in a homeless person from their church, working with him on a plan to eventually help him be on his own and self-sufficient.

Thank you, Shasta, for playing such an important role in the morale of the hospital and the Nacogdoches community.

**Interested in a career at NMH?**

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