



PULSE

January 31, 2012
VOL. 23 NO. 1

NEWS OF INTEREST TO RPMH EMPLOYEES

EMPLOYEE OF THE MONTH



Congratulations to John Jenkins, the Rolling Plains Memorial Hospital Employee of the Month for January. John is a Medical Technologist and has worked in our Lab since 2004. John was nominated for this honor by a co-worker who praised John for "taking the initiative to bring clothes and supplies to work during and ice storm so that he could stay and not risk traveling home and not being able to return to work." His co-worker said, "Employees like John are the ones we need to reward for service above and beyond the call of duty." John is a graduate of Vernon High School and Midwestern University. He lives in Abilene.

HEARTBEAT



Heartbeat:

Sam Walton was once quoted as saying, "The goal of a company is to have customer service that is not just the best, but legendary". Our customers not only deserve, but expect the best care and the best service. The best way to assure that this is accomplished is to listen to the customer and figure out not only how to provide their need or service, but to also find a way to go above and beyond that basic need. Instead of just pointing the way to the Med/Surg unit, escort them there. Instead of getting your patient a glass of water, offer them a magazine to read as well. Sometimes the little things are what move us from "best" to "legendary".

NEW EMPLOYEES



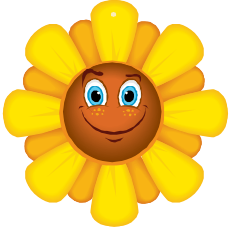
CARDIOPULMONARY

David Moore

RADIOLOGY

Aaron Schimmel

SPECIAL MENTIONS



Amanda Gonzales
Annie Franklin
Dr. Moreno
Esthela Gutierrez
Jewel Parker
Leola Gentry
Marcella Williams
Melissa Goodrich

Angella Soles
Carol Behrend
Dr. Moriber
Ginger Thrash
Joan Coldiron
Linda Garza
Mary Segura
Randa Moore

Anna Burrows
Crystal Cornutt
Dr. Moses
Jennie Dodd
Karen Romero
Lori Brockman
Matilda Romero
Wes Bishop

Congratulations to Crystal Cornutt for receiving five mentions. She received a \$5.00 Wal-Mart Gift Card.

Congratulations to Jewel Parker for receiving 25 mentions. She received a \$50 Wal Mart Gift Card.

We had a total of 109 employees and medical staff members mentioned in our Employee Recognition Program in 2011. To date we have had 21 employees and medical staff members mentioned in 2012.

SPECIAL DAYS



February
February 4
February 1-7
February 12-18
February 14

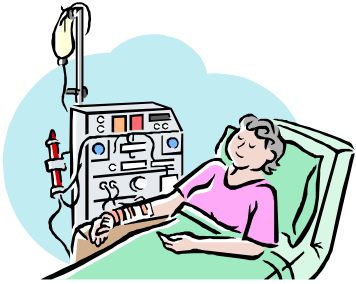
American Heart Month
National Wear Red Day
Patient Recognition Week
National Cardiac Rehabilitation Week
Valentine's Day (Show someone you really love them by skipping the heart shaped box of candy opt for a heart-healthy gift instead.)



VOLUNTEER NEWS

We would like to thank all the employees who shopped in our gift shop prior to Christmas. All the money you spent in the gift shop is returned to the hospital by way of new equipment, needed furnishings, landscaping, etc. We hope you enjoyed shopping with us and that you found the perfect gift. We welcome suggestions from you and would love for you to share any ideas for new products or services. We are here to serve you.

PATIENT OPINION POLL



"Everyone was so caring, no one ever angry, rushing or put out. They showed that they love what they do! I enjoyed every nurse here and especially the baby's 2 nurses. They were awesome! They all made our stay very comfortable!!!"

"I like the way Jewel Parker makes a person feel. She just puts you at ease! I know it is an everyday job duty for her, but she made me feel special."

"Angella Soles, Marcella Wilson, Melissa Goodrich, Esthela Gutierrez, Amanda Gonzales, Anna Burrows, Annie Franklin and Ginger Thrash were great! They were very helpful and nice. Linda Garza in housekeeping was nice too. I am glad that they were the ones to help me through my first pregnancy."

"Karen Romero is going to make a great nurse. She is very caring and made an uncomfortable situation for my daughter a whole lot easier. The ER is very lucky! Dr. Moriber and Dr. Moreno are great doctors for our ER. They are both very caring and willing to help where they can. The ER is our "front entrance" to the hospital and we need those caring doctors-they both stand out as great professionals. Carol Behrend is a great nurse. She is very caring and knows her job well. She also made an uncomfortable situation for my daughter easier by her soft words and gentle care. Randa Moore is a great nurse, she's very caring and was very gentle and sweet with my daughter, even a 17 year old gets scared and Randa made her feel at ease. Everyone was wonderful!"

A Special Thank You



As some of you know, I fell in my office and broke my right wrist back in July. I went through surgery and then found out that I had a type of pain syndrome that is uncommon after this type of surgery. This meant that my recovery would take longer than ordinary, possibly six months to a year. We take for granted how much we use our hands and arms until something like this happens. I wasn't able to do the simplest of things which was very hard to cope with. Suddenly I was faced with trying to use my left hand to do some things and my family had to help with the rest. I started physical therapy in August. My fingers, hand, and wrist were very swollen, stiff, and movement was painful. I don't deal with pain very well so needless to say I wasn't very enthusiastic. But I'm happy to say that I've come a long way and after three months of physical therapy, I was able to go back to work part time in October; I continued physical therapy after that and now as of January 19, I'm back at work full time. I want to thank the PT department. Wes Bishop is very knowledgeable and knew what I should do. He always had a positive attitude even when I wasn't

feeling so positive. Everyone was so kind and supportive and made me feel comfortable being there. A special "Thank you" to all the girls who worked one on one with me, Leola, Mary, Matilda, and Charlene. All their work, patience, sympathy, encouragement, and conversation was greatly appreciated. I've made some new friends. You all did your jobs and much much more!

THANK YOU!

Charlotte Hasty
Health Information Management

