



Communique

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A CGH Medical Center Publication

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HAPPY
NEW
YEAR!



Patient Experience: What Matters Most

When we think about "What Matters Most" to someone, it is helpful to think about the experience from their perspective and how they form their own perceptions. It's the perception of patients and their family members, as well as others, who have contact with our organization. They are forming their perception of service and care before, during, and after the delivery of care.



Mary Jean Derreberry
BSN, RN-BC

What do patients care about most of all and how do we influence those things in positive ways? Research continues to reinforce that being treated with **Courtesy & Respect, Being Listened To, and Clearly Communicating in ways the patient understands** are "What Matters Most" to our customers.

Courtesy and Respect - understanding their feelings of vulnerability. Patients can feel vulnerable for many reasons: they don't understand the medical aspects of their situation; they don't have control over what is happening to their bodies; and having an illness or injury, or aspects of aging, are sometimes equated with feelings of weakness rather than strength.

- Examples of showing Courtesy & Respect - Touching/holding the patient's hand(s); Providing direct eye contact; Showing a compassionate facial expression; Indicating a willingness to listen; Listening without showing judgment in facial expression or words; Not acting rushed/taking time for me; Touching shoulder or arm

Being Listened To - being responsive to their needs at all times.

- Examples of how to show you are Listening - Introducing oneself to the patient and all family members present; shaking hands during your introduction; meeting the patient at eye level – sitting down or leaning down if necessary; giving eye contact; smiling; acknowledging someone, for example, in a hallway; nodding and looking at them when they are talking; not looking at your watch or phone; showing you understand the meaning of their words by reflecting back what they say; asking their opinion

Clearly communicating in ways patients can understand - we can fulfill that need when we provide accurate, timely and frequent information. The information is unique to each of your departments, based on what your patients need to know.

Does it make sense then that if we deliver "What Matters Most" to patients, we can positively impact their perception of their patient experience? If we make a point of influencing these top priority areas with the means we have, we will greatly impact their experience with us.

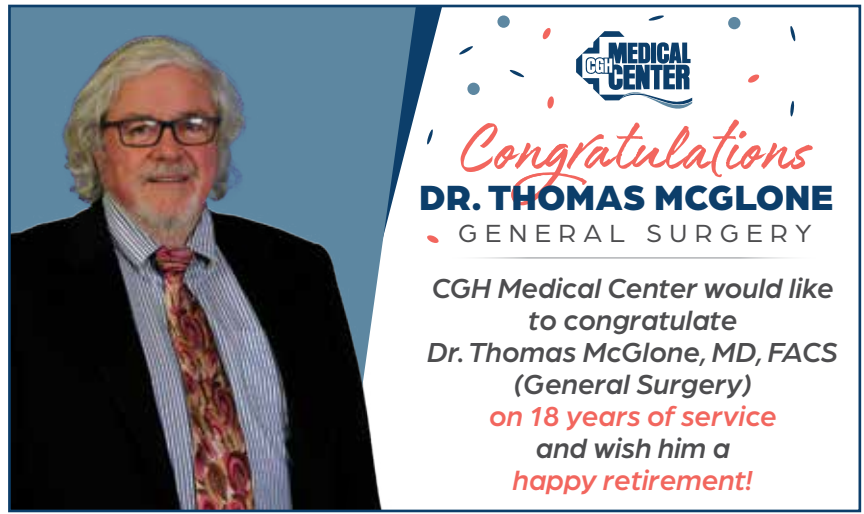
We want all of you to choose at least one action you can take, or are willing to commit to, which will let patients know we care about the things that are important to them.

I am the Patient Experience!!

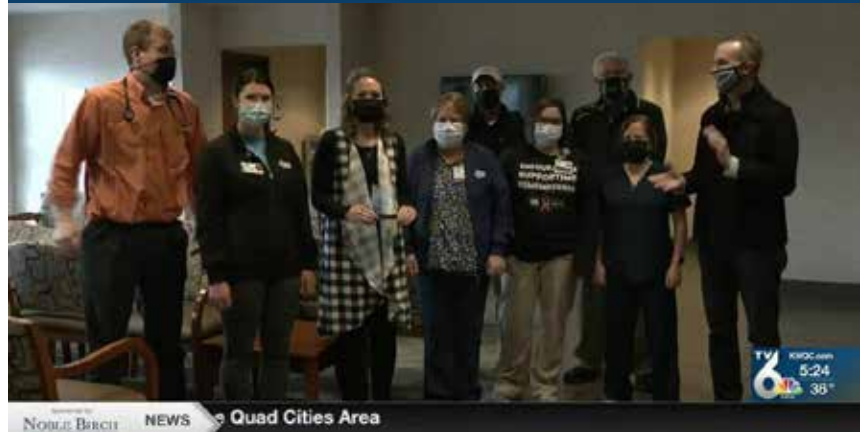
Mary Jean Derreberry BSN, RN-BC
Director of Patient Experience

January Birthdays

1	Anja Wolf	17	Melissa Carroll
2	Susan Hendricks	17	Bethany Conrady
2	Natalie Jones	17	Debra Keaschall
2	Nicole Jones	17	Grace McCullough
3	Jennifer Haak	17	Verna Rollo
3	Eric Riley	17	Shelly Salerno
4	Brianna Maas	18	Cathy Hawkins
4	Dawn Siperly	18	Jamie Sodaro
5	Rebekah Funderberg	18	Garrett Volz
5	Stacy Kalina	18	Brenna Wheatley
5	Teresa Kikuts	19	Amber Bishop
5	David Lahey	19	Preeti Joseph
5	Janelle Stenzel	20	Angela Stralow
5	Janice Valdez	20	Alyxandra Ward
6	Annabelle Chattic	21	Anne Nehrkorn
7	Rickey Burge	21	Kirk Spielman
7	Beth Peugh	21	Kristin Todd
7	Bradley Willis	22	Matthew Mach
8	Sarah Alvarez-Brown	22	Karen Nestor
8	Dennette Brown	22	Ashlyn Wieneke
8	Chana Kullerstrand	23	Emily Crossley
8	Ashley Roux	23	Corinna Fortune
8	Christi Ryan	23	Megan Larson
8	Laurie Sheridan	23	Tiffany Nutt
8	Leidy Sierra Jimenez	23	Kelli Teske
9	Robert Coleman	23	Laurie Wilkinson
9	Samantha Swanson	24	Melissa Buyers
10	Holly DeWitte	24	April Celestino
10	Amanda Englund	24	Fischer
10	Joan Hermes	24	Kymerly Hayen
11	Trevan Burn	24	Mimi Hicks
11	Alejandro Escalante	24	Julia Jordan
12	Danielle Baker	24	Todd Roberts
12	John Hahn	25	Amanda Blaine
12	Morgan Rivera	25	Mark Moran
13	Christina Byvick	25	Boston Rodriguez-Chupp
13	Erica Davilo	26	Mikaley Smith
13	MiKayla Layhew	27	Carol Devers
13	Jodi Thompson	27	Staci Dirks
13	Julie Zuidema	27	John O'Holleran
14	Molly Diaz	28	Alexys Estrada
15	Katelyn Carp	28	Sierra Glassburn
15	Jill Gonigam	28	Thomas Ritenour
15	Samantha Long	28	Theresa Rogers
15	Alaina Schreiner	29	Jennifer Ferris
15	Nneka Wallace	29	Megan Maas
16	Thomas Cormack	29	Kiel Manus
16	Leigha Schrader	29	Annette VanLanduit
16	Carolyn Smoot	31	Ashley Cameron
16	Erik Young	31	Julie Denning
		31	Brook Elmendorf



Hometown Hero Award



Congratulations to Kimberly Teats-Garrison, PA-C, CGH Morrison Medical Center, for being chosen as the recipient of KWQC-TV's December Hometown Hero Award.

Kimberly is the founder of "Together We Care, Together We Share", a program that donates thousands of gift bags to nursing homes every holiday season.

Mike Menz Scholarship Winner

Senada Tefiku, Environmental Services, was the recent recipient of a \$500 Mike Menz Service Scholarship, as sponsored by the CGH Health Foundation. Presenting the award to her is Environmental Services Director Jim DuBois. The scholarship was created in 2009 by former COO Norm Deets in honor of long-time CGH laundry employee Mike Menz.



The cash award is available for staff in four departments: Laundry, Materials Management, Dietary and Housekeeping. The scholarship is meant to augment other expenses beyond tuition and textbooks. It is offered each semester. Find the application on Lifeline under CGH Health Foundation Scholarship Forms.