

TJ. TEAM Talk

JANUARY 17, 2022



TJ. Regional Health
Educational
Scholarship Program

T.J. Regional Health Educational Scholarship Program

As a way to give back to our community and provide support to those high school seniors pursuing healthcare careers, T.J. Regional Health is offering scholarships to high school seniors who are planning to pursue a career in a healthcare related field.

We are awarding three \$2,000 scholarships to deserving students in the T.J. Regional Health service area.

If you know a high school senior in the T.J. service area that has a desire to obtain a degree in healthcare or a healthcare related field, please let them know they are in a unique and special position to qualify for one of our scholarships.

The scholarship application process includes:

- Online application form
- Personal Essay
- Letter(s) of Recommendation
- Recent Photograph

The application is available on tjregionalhealth.org/scholarship and must be submitted by 4:00 p.m. on March 14, 2022. No late or incomplete applications will be accepted.

For questions, please contact Kati Bowman at katherine.bowman@tjsamson.org.



JANUARY

January 26: Taste Budz Food Truck @ PAV

FEBRUARY

February 9: Blood Drive @ PAV (1 - 6 p.m.)

February 19: Magic of Giving (see details on page 6 - 7)

If you have an important date or event that should be added, please email it to mollie.felkins@tjsamson.org.

SERVICE EXCELLENCE

Awards

Nominate your fellow co-workers or a provider for one of the TJRH Service Excellence Awards ONLINE. The form can be found and **submitted** at tjregionalhealth.org/nominate



SERVICE EXCELLENCE

Awards

DO YOU KNOW SOMEONE WHO EXEMPLIFIES THE VALUES AND STANDARDS OF THE T.J. PLEDGE?

Nominate your fellow co-workers or a provider for one of the TJRH Service Excellence Awards. You may pick up a form outside the hospital cafeteria, print the one in the back of this newsletter, submit it online via the T.J. Intranet, or it can now be found and **submitted** at <https://www.tjregionalhealth.org/for-employees/>.

Award winners are announced monthly. Thank you for helping us to recognize our employees and providers who strive for Service Excellence!



January: Cooperation

T.J. PATIENT ENCOUNTERS

1/8/22 - 1/14/22:

9,381

1/1/22 - 1/7/22:

6,893



Starting Wednesday, January 26, Taste Budz will be set up at the T.J. Health Pavilion EVERY WEDNESDAY from 10:45 a.m. - 1:30 p.m.



Chaperone Stories

“My visitor was the significant other to the patient. When we were gowning up, she shared with me how scared she was to go into the room. She had just lost a family member last year to COVID and she was terrified and wasn’t sure that she could go into the room. I provided her comfort and support and let her know that I would be with her every step of the way and we would do this together. Once she went into the room they both started crying and comforting each other. The visit was good for both the patient and the visitor, and I think it gave them both the strength to continue to fight. For me, it gave me a new perspective to add these patients to my prayers for strength and guidance for the long road ahead to recovery. I also became interested in their recovery and checked the census daily with prayer that the patient would recover and go home. This patient was extremely lucky and went home a couple of days later, but I think the visits gave the patient the strength she needed to fight to go home. This is a great service we are offering our community and I am proud to be a part of this organization.”

Congrats, Megan!



Megan Richey, Director of Women and Newborn Care, was recently awarded “Nurse of the Year” through Guardian Fire Safety Team for work done at NCM Motorsport Park. This award was chosen based on peer nominations.

Megan has worked at T.J. Samson for nearly eight years, most recently as the Coordinator of Women and Newborn Care. She is very deserving of this award as she always puts others needs first. She represents what a true leader is by the compassion and kindness she shows to each patient who walks through the doors.



Thank you to Miss Nancy for visiting our team members with warm cookies and muffins! We are so appreciative!

THANK YOU!

“There are “angels among us”. At a time when I needed to get my Mother into the ER at T.J. Samson Community Hospital, a security guard, Nick Swayne, happened by and said, “May I help you?” I knew right away I could I trust him to assist me with my Mother. He was there for her until I parked the car and got her checked in. Nick was truly a friend indeed as we were truly in need of understanding assistance. Thank you Nick for serving beyond and above in our time of need.”

Cerner Community Works

#1system1voice

Training Reminders

Cerner CommunityWorks training is resuming soon! Training dates are aligned with our new **May 16th go live date**. E-Learning will resume the week of February 12th and classroom learning will begin the week of March 14th. Please note the following reminders:

- Assigned e-learning must be complete prior to attending your classroom session
- E-learning will resume February 12th
- End user training will begin the week of March 14th
- Training login reminders will be provided next month

Our Leadership Team is excited for our upcoming change to Cerner

TJ Regional Health leadership is excited that Cerner training for our staff is approaching next month. Our training plan is designed to **build knowledge and confidence** in how to perform your daily job tasks in our new system. Effective adoption of our new system will provide TJ Regional Health with **one single record** for our patients across our organization resulting in:

- Enhanced collaboration and communication across the care spectrum
- Improved quality of care for our patients, building trust, confidence, and engagement in their health
- Increased access to patient information for physicians, enhancing provider engagement

We appreciate everyone's time and effort in preparing for this exciting change and are looking forward to

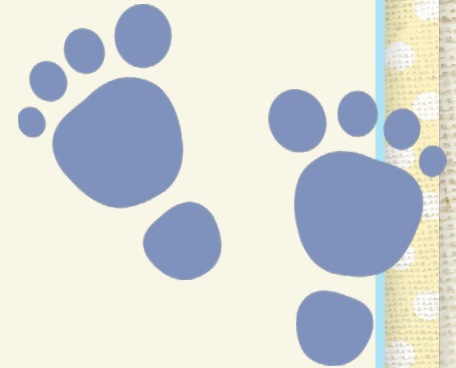
Training Questions

For questions on the training plan or process, please contact TJ Regional's Cerner Training Specialist, Ben Jessie at Benjamin.jessie@tjsamson.org.

Please post to communication boards

You're Invited

2 Hour Online Healthy Baby Workshop to discuss protecting your baby's health.



WHO: For ALL pregnant and up to 2 months postpartum moms, as well as their significant other.

GIFT: \$5 gift card for registering and \$15 gift card for completing the workshop. Gift cards will be mailed to participants. (In order to receive the gift cards, you must not have previously attended this class during the same pregnancy.)

DATE: January 20, 2022 or January 27, 2022
(Pick one that fits your schedule)

TIME: 1:30 pm - 3:30 pm EST

HOW: Register by calling Sarah Knifley at (606) 679-9425.

This class is for individuals in the following counties: Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, Taylor & Wayne.





Please Join Us

SATURDAY EVENING, FEBRUARY 19, 2022
CAVE CITY CONVENTION CENTER



FEATURING MASTER MAGICIAN
LANCE BURTON
AND A LAS VEGAS STYLE CASINO

For tickets or sponsorship information, please visit

magicofgiving2022.com

PROUDLY PRESENTED BY:

The Fouch
Group

BAIRD

Private Wealth
Management

IN SUPPORT OF:



Community Mission
FOUNDATION



DEPARTMENT BASKET AUCTION OPPORTUNITY

Online Auction: Opens 2/14 • Live Auction: 2/19

The T.J. Community Mission Foundation is hosting Magic of Giving on February 19, 2022. We are thrilled to be hosting this event in-person this year as we continue to raise awareness and support for the T.J. Community Mission Foundation. Attendees, and non-attendees, will be able to bid on auction items online, auction opens 2/14 at noon, and by the end of the night on 2/19, everyone will know whether or not they won the item(s) they bid on. In addition, a live auction will take place the night of the event!

Our T.J. Departments have been instrumental the last few years in getting together very impressive baskets and other auction items to help us raise money for the T.J. Community Mission Foundation! If your department would like to create a basket or donate an awesome item for our auction event, please let Randy Burns know your department and theme ASAP. All auction items will be due to Marketing/Foundation Building by February 7.

Please contact Randy Burns at foundation@tjsamson.org with any questions.

2 Way to GO!



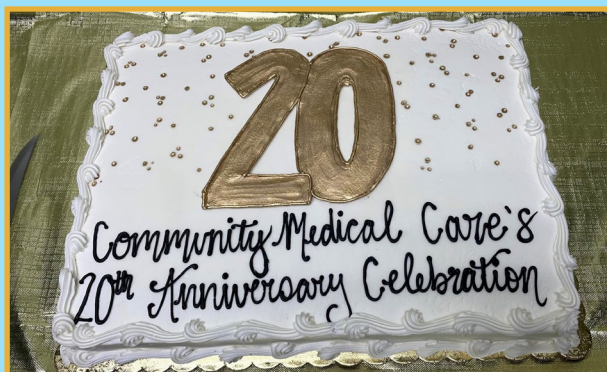
Thank you to the Practice Management and Patient Care Services Teams for their help at the Community Soup Kitchen this month!



We now have a security officer stationed at the South entrance at TJSCH from 10:30 a.m. - 7 p.m. (closing time for the South entrance), Monday - Friday.

T.J. Security is here to provide 24/7 security to patients to help them with their needs, directions, etc., and to assist with caring for their loved ones during their stay with us.

Community Medical Care Celebrates 20 Years!



CAREER TRAINING COURSES

Healthcare

Learn in-person with
a live instructor!

Clinical Medical Assistant:

January 31 - May 16

Knically Center, Bowling Green

Phlebotomy Technician:

February 1 - April 21

WKU in Glasgow

Pharmacy Technician:

February 8 - March 29

Knically Center, Bowling Green



Courses include an externship, hands-on labs, and may include the opportunity to take the industry certification exam on the last day of class. Visit our website for details.

All courses are also available for enrollment any time in a self-paced, online format.

LEARN MORE & REGISTER:
wku.edu/cpd/career-training



For information about possible funding:
(270) 746-7249

For information
about possible
funding:
(270) 766-5115

**Kentucky
Career Center**
Lincoln Trail

WKU.EDU/CPD | CPD@WKU.EDU | (270) 745-1912



MOTIVATION MINUTE



with FIT FOR LIFE

*Are you losing your "New Year" motivation?
If so, over the next few weeks, Fit for Life will be sharing some tips to help get your motivation back and keep it going all year.*

Keep a Positive Mindset

A positive mindset isn't a magic potion and won't make all of your problems disappear. What it will do is make problems seem more manageable and help you approach hardships more positively and productively.

- Focus on the good things- When faced with challenges, focus on good things, even if they seem small and insignificant.*
- Practice gratitude-practicing gratitude reduces stress, improves self-esteem, and encourages resilience.*
- Spend time with positive people-negativity and positivity are contagious. Surrounding yourself with people that lift you up will help you stay happy and optimistic.*
- Listen and read positive information-fill your brain with uplifting information to help you stay motivated.*

See you next week for another Motivation Minute!








The Apple A Day is open daily for your made to order breakfast, lunch and dinner dining selections.

Apple, Too

January

	Monday	Tuesday	Wednesday	Thursday	Friday
	3	4	5	6	7
Breakfast Special	Chocolate Chip Pancakes	Chocolate Chip Pancakes	Chocolate Chip Pancakes	Chocolate Chip Pancakes	Chocolate Chip Pancakes
Lunch Special WK6	Fried Bologna Sandwich Chips & Fruit	Chicken Salad & Fresh Fruit Plate Blueberry Muffin	Tuna Salad Croissant Chips, Fresh Fruit Cup	General Tso's Chicken Bowl Eggroll	Sloppy Joe Loaded Potato Salad
	10	11	12	13	14
Breakfast Special	Breakfast Quesadilla	Breakfast Quesadilla	Breakfast Quesadilla	Breakfast Quesadilla	Breakfast Quesadilla
Lunch Special WK1	Chicken Salad Sandwich Cranberry Kale Salad	Philly Steak Spinach, Bacon, Parmesan Salad	Big Daddy Brisket Sandwich Loaded Potato Salad	Very Berry Chicken Salad Croissant	Beef Fajitas Corn & Black Bean Salad
	17	18	19	20	21
Breakfast Special	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel
Lunch Special WK2	Club Sandwich Potato Soup	Chicken Chef's Special Chips & Salsa	Beef Manhattan Seasoned Green Beans	Grilled Chicken Caesar Wrap Chips, Fresh Fruit	Pulled Pork Sandwich Baked Beans
	24	25	26	27	28
Breakfast Special	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes
Lunch Special WK3	Chicken Cobb Salad Croissant	BLTA Croissant Creamy Broccoli Salad	Chicken Fajitas Black Beans	Pizza Sub Side Salad	Crispy Orange Chicken Bowl Eggroll

T.J. Cafe

	17	18	19	20	21
Soup	Vegetable Soup 	Broccoli Cheddar 	Roasted Red Pepper & Gouda Stacked or Wrapped Sandwich Bar	Chili 	Loaded Potato 
Features	Build Your Own Pasta Penne Zucchini Noodles Oven Fried Chicken Lemon Rosemary Chicken Meatballs Balsamic Roasted Brussels Broccoli, Mushrooms Kale Caesar & Side Salad Assorted Toppings & Sauces Fried Ravioli	Quesadillas Beef Quesadilla Chicken Quesadilla Cheese Quesadilla Refried Beans Spanish Rice Grilled Peppers & Onions Chiles Rellenos Mexican Street Corn Salad Assorted Toppings & Sauces Jalapeno Poppers Cornbread	Spinach Wraps Sourdough, Wheat Hoagie, Croissant Turkey, Ham Popcorn Shrimp Chicken Salad Bacon Spinach & Bacon Salad Sweet Coleslaw Assorted Toppings, Cheese, & Sauces Ranch Bistro Chips Dinner Roll Carrot Cake	Buttermilk Ranch "Not Fried" Chicken Nashville Hot Chicken Chicken Tenders Mashed Potatoes Southern Style Green Beans Grilled Cabbage Hash Brown Casserole *Homemade Fruit Tea* Loaded Potato Salad Old Fashioned Tomato Salad Potato Wedges Biscuit & Cornbread Apple Streusel	Crispy Pork Sandwich Sweet & Sour Glazed Mahi Hawaiian Chicken Sliders Steamed Jasmine Rice Watermelon Poke Cabbage Slaw Mango Slaw Honey Lime Fruit Salad Steak Fries Assorted Toppings & Sauces Steak Fries Cornbread Chocolate Chip Candy Cookies
Bread	Breadstick	Cornbread	Dinner Roll	Biscuit & Cornbread	Cornbread
Dessert	Cannoli	Tres Leches Cake	Carrot Cake	Apple Streusel	Chocolate Chip Candy Cookies
	24	25	26	27	28
Soup	Chili 	Loaded Potato 	Broccoli Cheddar Chop Chop Salad- the Original	Roasted Red Pepper & Gouda 	Chicken Noodle Comfort Food!
Features	Chicken Wings Chicken Tenders Oven-Fried Zucchini Sticks Steamed Broccoli Cheese Sauce Carrots & Celery Coleslaw Wedge Salad Potato Wedges Assorted Toppings & Sauces Cornbread	Al Pastor (Pork Tacos) Chicken Tinga Tacos Crispy Fish Tacos Cilantro Lime Rice Spicy Black Beans Sautéed Poblano Peppers Baked Sweet Plantains Grilled Pineapple Cilantro Jicama Slaw Fried Jalapenos Assorted Toppings & Sauces Cornbread	Fried Chicken Grilled Chicken Salad Mix Bacon Cucumber, Tomato Cheese, Onion Croutons, Black Olives Corn Nuggets Honey Butter Croissant	Brisket Pulled Pork Chipotle BBQ Chicken Breast Baked Beans Mac & Cheese Grilled Cabbage Honey Butter Corn Loaded Potato Salad Cucumber & Onion Salad Assorted Toppings & Sauces Cornbread	Meatloaf Signature Fried Chicken Breast Green Bean Casserole Roasted Vegetables Broccoli Au Gratin White Beans Mashed Potatoes Macaroni & Tomatoes Side Salad Biscuits & Cornbread
Dessert	Cornbread	Cornbread	Honey Butter Croissant	Cornbread	Biscuits & Cornbread

WILD WINTER DISCOUNTS!

SAVE \$3 PER TICKET!

ONLINE ONLY

**NOW THROUGH FEBRUARY 28TH, 2022,
ENJOY OUR LOWEST PRICES OF THE YEAR!**

OPEN YEAR ROUND

Sept. 20, 2021 - March 18, 2022:
10 a.m. - 4 p.m. (*STAY until 5 p.m.*)

Closed Thanksgiving, Christmas & New Year's Day



theZOO

L O U I S V I L L E

LouisvilleZoo.org • (502) 459-5348

COUPON CODE:

TJSAMSON



Employee Payroll Deduction Authorization Form

Employee Name: _____ Employee #: _____

Home Address: _____ City: _____ St: _____ Zip: _____

Phone: _____ Email Address: _____

Thank you for your decision to partner with the T.J. Regional Health family through your support of the T.J. Community Mission Foundation.

I would like for my gift to support the T.J. Community Mission Foundation (please check):

_____ in support of where needed most.

_____ in support of the Shanti Niketan Hospice Home.

Recurring Gift

_____ I wish to make a donation to the T.J. Community Mission Foundation through a **recurring deduction of my gross pay each pay period**. I understand that I can change or cancel this payroll deduction at any time by contacting Payroll/Finance, and that the deduction shall remain in effect until such time that I do so.

Please deduct the following amount from each paycheck (26 pay periods annually):

_____ \$38.47 = \$1000 annual gift

_____ \$10 = \$260 annual gift

_____ \$28.85 = \$750 annual gift

_____ \$3.85 = \$100 annual gift

_____ \$19.24 = \$500 annual gift

_____ \$ _____ Other Amount

One-Time Gift

_____ I wish to make a one-time donation to the T.J. Community Mission Foundation through payroll deduction.

\$ _____ (one-time gift amount)

*Your recurring or one-time donation to the T.J. Community Mission Foundation is tax deductible.

Employee signature: _____ Date: _____

RETURN COMPLETED FORM TO: T.J. Community Mission Foundation via interoffice mail, email scanned form to foundation@tjsamson.org, fax to 270.659.1704, or complete the payroll deduction form online at <https://www.tjregionalhealth.org/employeegive/>



TJ BARREN COUNTY EMPLOYEE DISCOUNTS

T.J. employees receive discounts at the following Glasgow businesses by showing your T.J. name badge.

AAA

Corporate Discount: \$40 for 2 people for 14 months. Call Cindy Piascik at 216.644.2988 to complete application on phone.

AT&T

Receive 25% off base rates. (Excludes Unlimited Plans.)

AWARDS, INC.

Receive 15% off gift items. (Excludes trophies & plaques.)

AZUL TEQUILA

Receive 15% off (dine-in only) **OR** a free queso (takeout only).

BAILEY GIBSON SERVICE DEPT.

Receive 15% off service.

BOUTIQUE 218 AT JORDAN'S SALON

Receive 10% off clothing at Boutique 218.

CAVE CITY PIZZA

Receive 10% off your total.

DON FRANKLIN GLASGOW

Receive 10% off standard services and repairs.

DROBOCKY ORTHODONTICS

Receive a free consultation and 5% off to T.J. staff and children. (New patients only. Does not apply to patients who are currently in active orthodontic treatment.)

EL MAZATLAN

Receive 10% off your purchase.

ELY DRUGS

Receive 20% off your purchase of scrubs.

ENTERPRISE

Use this corporate code for a discount: XZ58A71
Discounts vary, contact Enterprise for specific details.

EXTREME FITNESS

Individual: \$21 Family: \$26 Key Card: \$10

FREDDY'S

Receive 10% off your total.

GARCIA'S

Receive 10% off carryout order - employee's meal only.

LAWLESS ORTHODONTICS

Receive a \$500 discount.

LONG JOHN SILVERS / A&W

Receive 20% off regular-priced purchase.

MERCADO LATINO

Free fried plantains with any meal.
**\$1.25 Street Tacos every Wednesday
** \$4.99 Breakfast Burritos on Thursdays
(Now through end of May)

NOT AVERAGE JOES GYM

\$20 a month. No fees.

PAPA JOHN'S PIZZA

Any large 4-topping or specialty pizza + 2-liter for \$13.99:
Tjyj21w
Large 3-topping pizza + two 20 oz. drinks for \$10.99:
Tjyj3tw
Choose a Papadilla, 10" Cheesesticks AND two 20 oz. drinks for \$16: MED16
Reg. menu prices. Online orders ONLY. Must have code.

RALPHIE'S FUN CENTER

Receive free shoe or skate rental.

BARREN COUNTY EMPLOYEE DISCOUNTS, CONT.

RIB LICKERS

Receive 10% off your purchase.

R+ MED SPA

Receive 20% off your purchase.

SHOGUN BISTRO

Receive 10% off your food purchase.

SIDELINES CASUAL DINING

Receive 10% off your purchase.

SOUTHERN CUP COFFEE & CAFE

Receive 10% off your purchase.

SWEETHEART BAKERY

Receive 10% off your purchase.

THOROUGHBRED EXPRESS AUTO WASH

\$25 for Triple Crown Unlimited
\$23 for Derby Dazzler Unlimited
\$20 for Express Wash Unlimited
(prices are per vehicle/per month)

T.J. CAFE

Employee discount in employee cafeteria.

T.J. GIFT SHOP

Receive 10% off your purchase.
Payroll deduction available for employees.

VERIZON

Receive 15% off basic service.

WITTY'S COMPLETE CAR CARE

Receive \$5 off lube/oil/filter change.

WORKOUT ANYTIME

First month free • \$25 Premium Plus Plan
(\$15 per person for additional household member)
(\$39 + tax annual fee)

YMCA

Joining fee is waived. 15% discount monthly.



TJ COLUMBIA EMPLOYEE DISCOUNTS

T.J. employees receive discounts at the following Columbia businesses by showing your T.J. name badge.

FRANKLIN NISSAN

10% off any service work.

RUGGED TRUTH BARBERSHOP

\$1 off a haircut.

NANWOOD MARKET

10% off regularly priced items.

THE TRENDY FARMHOUSE

15% discount on merchandise and/or services of farm2furniture.

If you are aware of other discounts that T.J. employees receive, please email marketing@tjsamson.org.

T.J. HEALTH PAVILION

310 N.L. Rogers Wells Blvd., Glasgow • Call 270.651.1111 for general information.

Primary Care Pod A: 270.651.6791

Dr. Mallory • Dr. Behringer • Megan Buntin, APRN
Pat Spears, APRN

Primary Care Pod B: 270.659.5870

Dr. Gilson • Dr. Miller • Dr. Neuhaus • Dr. Kelly

Primary Care Pod C: 270.659.5885

Dr. A. Campbell • Dr. Matney • Dr. Brooks • Carla Hale, PA-C

Cardiology: 270.659.5970

Dr. Nair • Dr. V. Reddy • Dr. Salifu • Lisa DuCoff, APRN
Nancy Jo Houchens, APRN • Ashley Collins, APRN
Andy Reece, APRN

Gastrointestinal Clinic: 270.659.3398

Traci Anderson, APRN

General Surgery: 270.659.5945

Dr. Klapheke • Dr. Marion • Dr. Saridakis

Gynecology & Obstetrics: 270.659.5865

Dr. Craddock • Dr. Dirig • Dr. Vazquez
Nellie Bell, APRN • Casey Sacia, APRN • Michelle Wilson, APRN

Nephrology: 270.659.5834

Dr. S. Reddy • Marissa Howard, APRN

Neurology: 270.659.5945

Dr. Koury

Oncology: 270.659.5890

Dr. Modi • Melanie Isbell, APRN • Lauren LeGrand, APRN

Pain Management: 270.659.5990

Dr. Ciochetty • Tracy Taylor, APRN

Pulmonology: 270.659.5835

Dr. Kummerfeldt • Dr. Mahmoud

Urology: 270.659.5965

Dr. Wiatrak

Urgent Care at the Pavilion: 270.659.5555

Laboratory: 270.659.5584

Pavilion Pharmacy: 270.659.5599

Radiology: 270.659.5570

Rehab Services: 270.659.5660

Respiratory: 270.659.5540

Women's Imaging: 270.659.5591

ADDITIONAL SERVICE LOCATIONS

T.J. Health Cave City Clinic: 270.773.2111

Dr. Camas • Paula West, APRN

Cardiology: Dr. Salifu

T.J. Health Columbia: 270.384.4753

T.J. Health Columbia Clinic: 270.384.0451

Patricia Doolin, APRN

T.J. Health Columbia Primary Care: 270.384.4764

Dr. Kiteck • Kandace Webster, APRN • Angela Rush, APRN

Cardiology: Dr. Nair • Dr. Salifu • Ashley Collins, APRN

Gynecology: Casey Sacia, APRN

Pediatrics & Ped. Behavioral Health: Alisha Risen, APRN

Podiatry: Dr. Risen

Pulmonary: Dr. Kummerfeldt

Sleep: Kim Bowman, APRN

T.J. Health Edmonton Clinic: 270.432.4800

Dr. Dunn • Connie Prostko, APRN • Khabeer Abdul, APRN

T.J. Health Greensburg Clinic: 270.973.5439

Pediatrics & Ped. Behavioral Health: Alisha Risen, APRN

T.J. Health Russell Springs Clinic: 270.858.3636

Chris Doolin, APRN • Kristi Irvin, APRN

T.J. Health Scottsville Clinic: 270.237.3123

Emily Tabor Jessie, APRN • Lindsey Landers, APRN

Tiffany Frye, APRN

T.J. Health Tompkinsville Clinic: 270.487.0720

Teresa Sheffield, APRN

T.J. Home Health & Hospice: 270.651.4430

T.J. Long Term Care Team: 270.651.4451

Dr. A. Kiser • Micah Tracy, APRN • Pat Spears, APRN

Nikki Sherfey, APRN

T.J. Samson Community Hospital:

270.651.4444

T.J. Samson Family Medicine: 270.651.4797

Dr. House • Dr. Clouse • Dr. Gillette • Dr. Wright

Dr. Fisher

T.J. Sleep Clinic: 270.651.1888

Dr. Turpen • Kim Bowman, APRN • Amy Thornbury, APRN

T.J. Specialty Services Dermatology: 270.629.3376

Dr. Allred • Sherelen Hodges, APRN

T.J. Wound Care: 270.651.4325

Dr. A. Kiser • Micah Tracy, APRN • Nikki Sherfey, APRN



TJRH Service Excellence Award Nomination Form

Nominee's Name (please print): _____ Date: _____

Nominee's Department: _____ Nominee's Supervisor: _____

Choose One:

Hospital

Pavilion

Columbia

Clinics

Clinic Location: _____

Choose Area(s) of service that the nominee consistently delivers service that reflects T.J. Regional Health's Service Excellence standards of:

Compassion

Cooperation

Collaboration

Communication

Change

Champion

Provide a detailed description of how the nominee exemplifies the standards listed on the pledge. Refer to T.J. Pledge for standards of behavior. Please be sure to provide specific examples of service.

Would you like to remain anonymous? _____

If no, please provide your name: _____

For Office Use Only:

Department Director Approval: _____

HR Approval: _____

Submit completed nomination forms to Pam Bray in Human Resources.

T.J. PLEDGE

I WILL SHOW COMPASSION:

- ▶ see all patients, family members, visitors, coworkers, physicians, and anyone else at T.J. as my customer
- ▶ recognize that each and every interaction I have at T.J. Regional Health matters
- ▶ show kindness and compassion towards my customers at all times
- ▶ be sensitive to the personal and private needs of every customer

I WILL COOPERATE WITH OTHERS:

- ▶ maintain zero tolerance for abusive behavior
- ▶ listen and be willing to accept fault when I make a mistake
- ▶ never underestimate the power of an apology
- ▶ refrain from blame and judgment
- ▶ bring a sense of calm to stressful situations

I WILL COLLABORATE WITH OTHERS:

- ▶ value myself and every coworker as an equal part of one GREAT team working together
- ▶ treat others in a way that I would like to be treated
- ▶ participate only in conversations that are courteous, respectful, and reflect positively on my teammates and T.J. Regional Health
- ▶ foster a calm and pleasant atmosphere, and refrain from gossip, rumors, and insults
- ▶ speak honestly, seek truth, and act with integrity towards my teammates
- ▶ value the uniqueness and expertise that each team member contributes to the whole
- ▶ meet the need of the moment, regardless of whether or not it is considered part of my job

I WILL COMMUNICATE:

- ▶ smile - at everyone
- ▶ always introduce myself, my role, and my purpose
- ▶ use body language, eye contact, and tone of voice that shows respect in every interaction
- ▶ follow the 10/5 rule: always acknowledging people at 10 feet away with a smile and always greeting people at 5 feet away
- ▶ escort any customer in need (visitors, patients) to their destination

I WILL ADAPT TO CHANGE:

- ▶ be a part of the solution when I am presented with a challenge
- ▶ embrace change and set the example for those around me
- ▶ accept openly when there are changes that T.J. Regional and/or I have no control over
- ▶ manage the expectations of others by explaining duration and next steps as often as needed

I WILL BE A CHAMPION:

- ▶ serve with passion
- ▶ view myself as an owner of T.J. Regional Health and act accordingly
- ▶ take responsibility for the physical appearance of T.J. Regional Health, including my work area
- ▶ go out of my way to daily thank and compliment my customers and coworkers
- ▶ dare to make a difference and be exceptional
- ▶ constantly try to improve myself and T.J. Regional Health
- ▶ speak positively about T.J. Regional, while at work and in public places outside of work





MISSION

T.J. Regional Health will promote and provide for the health and wellness of the communities we serve and the healthcare professionals who serve them.

VISION

T.J. Regional Health will utilize available resources to anticipate and exceed the healthcare needs of the region with a focus on quality and compassion.

CORE VALUES

- Compassion
- Communication
- Be a Champion
- Cooperation
- Collaboration
- Adapt to Change