



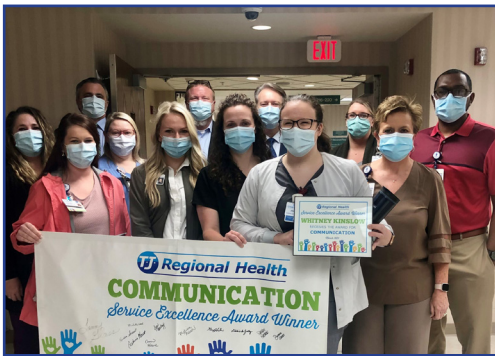
TJ TEAM Talk

MARCH 29, 2021

TJ Regional Health

Service Excellence Awards

Congratulations to this month's Service Excellence Award Winners!



WHITNEY KINSLOW

has been selected as the March winner of the TJRH Service Excellence Award for

COMMUNICATION!

According to the values of the T.J. Pledge, we communicate by:

- Smiling at everyone
- Always introducing our self, our role, and our purpose
- Using body language, eye contact, and tone of voice that shows respect in every interaction
- Following the 10/5 rule: Always acknowledging people at 10 feet away with a smile and always greeting people at 5 feet away
- Escorting any customer in need to their destination

Whitney was recognized for showing these qualities and more when dealing with customers. The following submission was received about Whitney:

Whitney is always happy to help in any way she can. She is a great nurse. She is compassionate and caring, and always goes above and beyond to ensure that her patients are well taken care of. She is hard working and very knowledgeable. She has also participated in the care of both my parents. I could not have asked for better care from both a personal or professional standpoint. She never hesitates to communicate or collaborate with the necessary individuals to accomplish a task.

**Congratulations to WHITNEY, and
THANK YOU for the excellent service you provide to your patients at TJRH every day!**

If you would like to nominate someone for a Service Excellence Award, you may fill out a nomination form on the intranet, print the form in this newsletter, or pick up a form outside the cafeteria.





MARCH

March 30: Doctor's Day

APRIL

April 16: National Healthcare Decisions Day

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



Appropriate Social Media Use

Social media is used as a way to connect with family, friends, colleagues, professional organizations, and businesses. Social media is also crucial to TJRH and advocating for our healthcare heroes and the connection we have to the community. However, many times we can share or post a picture or status update in the moment and not realize who it affected till later. Here are some good thoughts on social media use:

- Whether or not you list TJRH (T.J. Regional Health) as your employer on your personal accounts, remember that you are a representative of the organization. Represent it well!
- Share TJRH stories, news, and events
- Engage in social media activity that improves your professional image
- Do not publish or disclose company or patient confidential information either electronically or otherwise
- Do not respond to any person or competitor posting negative reviews or comments about TJRH



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, or you can also submit it online via the T.J. Intranet.

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



T.J. PATIENT ENCOUNTERS

3/20/21 - 3/26/21:

10,269

3/13/21 - 3/19/21:

8,835



Reflecting on A Year of COVID

One year ago on March 28th, T.J. Samson Community Hospital had its first positive COVID-19 test result. In some ways it seems like only a week or two, while in other ways it seems like a decade has passed. There was a tremendous amount of anxiety leading up to March 28, 2020. Several patients had been tested, but until that day, all of them had been negative. We knew beyond a shadow of a doubt that once we had the first positive test, there would be many more to follow. What we didn't know was just how much our personal and professional lives would change over the coming weeks and months.

T.J. was coming off of one of the busiest years in history as it relates to organizational growth, and every team member and provider was working hard to ensure a successful 2020.

"We achieved record growth in 2019," said Neil Thornbury, CEO of T.J. Regional Health. "There were big plans in place to continue our growth pattern in 2020, and we had a very positive outlook. But COVID changed everything."

With the arrival of COVID-19, the business mindset changed from one of growth to one of survival. Initially, the Coronavirus was something we heard about in other countries. We saw what was happening in China and Italy, but it was hard to imagine the reality of it until it began to creep closer to home.

With the increased threat of COVID-19 and the demand on staff and supplies required to battle the virus, leadership began holding daily meetings – often multiple meetings per day – to manage through the situation. The Innovation Room was transformed into a Command Center, where we worked to keep current with patient volume, staffing, questions from employees and the community, supplies and logistics. The Infection Prevention team was thrust into the spotlight as subject matter experts to help combat the spread of the virus. Tents were erected to help with triaging patients in anticipation of a potential surge. Telehealth options for patients were implemented within a matter of days.

It was a dedicated team working together as a family. Together, we were able to effectively manage the day-to-day issues, to decipher mountains of new information, and to coordinate our efforts in a way that has allowed us to get through the COVID crisis better than many other health care organizations in the country.

At the beginning, there were many unknowns and myriad changes on a daily, and sometimes hourly, basis. The Kentucky Department for Public Health (KDPH) and the Centers for Disease Control (CDC) were sending updated information and guidance daily, and sometimes multiple times each day. With so much new information, it was challenging to keep our staff and the public informed.

One of the best analogies to describe the last year of crisis management came from Dr. Steven Stack, Kentucky's Commissioner for Public Health, who said, "Right now our plans are written on an Etch-A-Sketch and we just assume that someone is going to come by and shake it every few hours."

As the pandemic numbers increased, many difficult decisions had to be made to ensure the safety of our patients, our staff, and our providers. One of the toughest decisions was to restrict visitation at the hospital.

"We know that having a loved one with you is an important part of the healing process," Thornbury said. "So telling our patients they couldn't have visitors was one of the most difficult decisions we had to make. We now allow one support person for each patient in most areas, but we know that it's often still difficult on patients and their families."

While things have improved, and numbers have declined significantly, the diligence to fight COVID-19 remains, and so does a tremendous amount of pride in how the T.J. team handled all of the challenges thrown their way in the past year.

As one T.J. team member observed, "Everybody stepped up to the plate and did whatever was needed. Fighting the virus became everyone's job – no matter your job title. I think that this brought our organization closer together."

"I am proud of how this team – this work family – responded while facing some incredibly hard days," Thornbury said. "It has been a long year, and at times, it has been challenging. But this team has risen to every occasion, and I can honestly say there is no other group of people I would want to work with every day. I'm surrounded by heroes."

Looking back, there are many silver linings that should be acknowledged. In particular, we want to thank the community for rallying around healthcare workers. We were blessed with donations of PPE, homemade masks, drinks and snacks, prayer parades, encouraging signs and messages, and so much more. We can take a great deal of pride in how our team members adjusted to new information, new procedures and trying times. And, of course, we remember those who fought the virus – celebrating their victories and mourning their losses.

Of everything that occurred over the past year, perhaps nothing proved more uplifting than the arrival of vaccines just before Christmas.

"We were all watching out the windows and waiting for the delivery man to arrive with the vaccine on his truck," David Marr, Director of Pharmacy said. "There was so much excitement that it felt like Christmas morning."

The first dose of the vaccine was given at T.J. Samson on December 22, 2020. Now we have administered more than 10,000 doses of the Moderna vaccine, with more clinics scheduled weekly in both Glasgow and Columbia. There is tremendous sense of hope, and the light at the end of the tunnel is getting brighter.

Timeline

One Year of COVID at T.J. Regional Health

2020

- February**
Emergency preparations begin as COVID-19 creeps closer to Kentucky
- March 6** ★
1st COVID-19 case in Kentucky
- March 16** 🧑
Restricted visitation implemented in all T.J. facilities
- March 18** 📱
Local COVID Hotline Launched
- March 28**
First + COVID-19 case at T.J. Samson
- March 31** +
First + COVID-19 case in Adair Co

Testing availability is extremely limited during this time.

April 7 🗣️
T.J. Samson lights the hospital green in remembrance of those lost in Kentucky

April 8 🧢
Universal masking implemented for all staff in patient care areas

April 10 🏠
Tents were erected at T.J. Samson and T.J. Health Columbia to assist with triaging patients

April 20 🚗
Drive-thru testing begins at T.J. Urgent Care & T.J. Columbia Primary Care

April 27
Gradual reopening of some healthcare services begins with restrictions and safety protocols in place

May 18 👤
Visitor guidelines updated to allow one visitor or support person. Universal masking for everyone becomes the norm

Throughout the summer, fall, and winter, T.J. continued to care for COVID-19 patients

December 22 📄
T.J. Regional Health administers the first doses of the Moderna vaccine to healthcare workers and long-term care patients

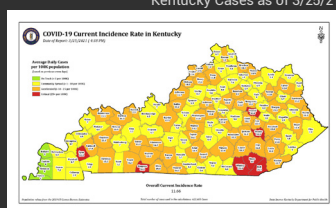
2021

February 1 🗺️
Kentucky moves into Phase 1b of vaccine distribution and prepares for future phases

February 4
T.J. Regional Health approved as a regional vaccine site

March 24 🌸
T.J. Regional Health administers the 10,000th dose of Moderna vaccine at the T.J. Health Pavilion in Glasgow

Kentucky Cases as of 3/25/21



Schedule of Events

Be sure to follow along on the T.J. Regional Health social media pages!

Monday - Healthcare Heroes

“Humans of T.J.” We take an intimate look into the day to day lives of some of our frontline workers.

Tuesday - We Remember

Slideshow of frontline staff as they share their memories from the past year.

Wednesday - Patient Story

A look back at the first positive patient in Adair County.

Thursday - Silver Linings

It wasn't ALL bad. We identify a few of the positives to come out of the COVID pandemic. Be sure to go let us know what YOUR silver lining was!

Friday - We are Hopeful

Looking towards the future. We cover vaccine clinic success and the light at the end of the tunnel.

GREAT JOB!



The following compliments were recently received from patients and patient surveys. Keep up the great work, T.J. Team! Thank you for the dedication you show your patients and coworkers each day!

DR. CAMAS

Dr. Camas is amazing! All of the staff is very friendly as well. There is NEVER a long wait. Best clinic I've ever been to.

TIFFANY FRYE, APRN

I feel AMAZING today! I can BREATHE! Like literally all the way down deep in my lungs! I didn't even know how bad I was feeling until I didn't feel that way anymore. I slept the ENTIRE night! No coughing. No waking up 1,000 times. It was a deep sleep. God bless you Tiffany! You have made a HUGE difference in my life.

T.J. HEALTH COLUMBIA CLINIC

They were all a joy and blessing. I love them so much. Wonderful doctor, front desk staff and nurse!

Great provider. She is very attentive, knowledgeable in everything I need, polite, nice, and knows what she is doing in every aspect of the profession.

Patricia Doolin and her staff are #1!

Everyone here with Patricia Doolin need a raise. They work really hard to help others and they are kind and considerate.

Everyone does a great job. They work hard and I get great care!

CONNIE PROSTKO, APRN

Connie saw me today and was very helpful with what I needed. She explained everything where I could understand and was professional and friendly. I will definitely recommend Connie to others for their care.

T.J. VACCINE CLINIC

I'm very impressed by this whole set up. I expected it to take much longer.

The nurse said I'd feel a pinch, but I didn't feel a thing! That was great!

Employee Assistance Fund Donations

Employees who want to make a donation to the Employee Assistance Fund can do so by giving money to Margie Gentry in the Accounting Department at T.J. Samson.

If you'd like the money to be designated for a specific employee, please let Margie know when you deliver the money.

Thank you for assisting your fellow T.J. family members in need!



Cerner Community Works #1system1voice

Introducing Cerner CommunityWorks

T.J. Regional Health is excited to announce that we will transition to Cerner CommunityWorks as our Electronic Health Record platform September 2021. #1system1voice is the theme of our implementation as this transition will provide T.J. 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

What to Expect in the Coming Weeks:

Soon we will introduce our plans for training employees and providers on how to perform their daily tasks in the new system and focus on adoption of our new technology.

Watch for more information announcing this change.

Stay Tuned for More Information!

Additional details will be provided in the coming weeks from our Cerner CommunityWorks Training Specialist, Ben Jessie!

VOLUNTEERS NEEDED

VACCINE CLINIC DATES

Wednesday 3/31 Glasgow:
Noon – 6 p.m.

Friday 4/2 Columbia:
7 a.m. – Noon
Noon – 5 p.m.

Friday 4/2 Glasgow:
7 a.m. – Noon
Noon – 4 p.m.

Wednesday 4/7 Glasgow:
7 a.m. – Noon
Noon – 4 p.m.

Friday 4/9 Columbia:
7 a.m. – Noon
Noon – 5 p.m.

Friday 4/9 Glasgow:
7 a.m. – Noon
Noon – 4 p.m.

We are in need of both clinical and non-clinical volunteers for the upcoming vaccine clinics in Glasgow and Columbia. If you are interested in volunteering, or would like more information regarding job duties, please contact your director.

Job Duties

Greeter: Check patient temperature by having them place wrist at appropriate spot.

If acceptable, direct them to the line.

Check in: Copy insurance card and ID. Explain packet to patient. Fill out immunization card.

Forms: Help patients fill out forms as needed. Direct patients to vaccine tables.

Vaccine Table: Take vials and pull into syringes. Take syringes to tables.

Vaccines: Nurse gives education and injection.

Checkout: Schedule second appointment if it is the first shot. Take and keep needed forms from packet.

No show: Try to call patient. Utilize alternate schedule to obtain patient.

EASTER SALE

20% - 50% off select items in the T.J. Gift Shop!

Monday - Friday
8 a.m. - 4 p.m.



TJ Regional Health

DOCTOR'S DAY

March 30



Diabetes Clinical Quality Improvement Learning Collaborative (DLC)

The Kentucky Diabetes Prevention and Control Program (KDPCP) at the Kentucky for Public Health (KDPH) recently received a multi-year grant, from the Centers for Disease Control and Prevention (CDC) to improve diabetes clinical outcomes. One of the strategies in this grant opportunity Kentucky has chosen focuses on the implementation of a robust Diabetes Clinical Quality Improvement Learning Collaborative (DLC).

The Collaborative is a 12-month process by which health care organizations come together to learn from one another and from experts in the field, and then undertake small tests of change to reach self-identified objectives within their own organizations.

T.J. Regional Health was one of six other organizations that were chosen to participate in 3 learning collaborative meetings over the course of 12 months. These are Kentucky organizations spread over the commonwealth gathering together to share insight on process improvements. Dr. Neuhaus agreed to be our physician champion for this project and we used her patient population with a diagnosis of diabetes to implement our small test of changes. We focused on HbA1C, BP control <140/90, MicroAlbumins, DSMES referrals, and dilated eye exams.

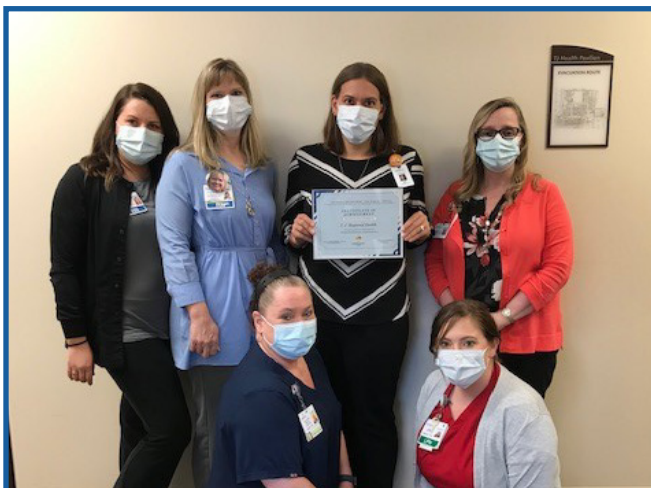
Our first initiative was to implement changes to the diabetic flow sheet for the provider, so that it would be a valuable tool for documentation and data collection.

Second was our patients' BP was taken after they arrive in the exam room following the nurse interview. What we found was our BPs were significantly lower compared to taken upon initial entry in the clinic. Our data reflected a 13% improvement in HTN control.

Third initiative was working with the Barren River District Health Department to provide Diabetic Self-Management Education Support (DSMES) to our community members with diabetes. We have had 45 patients with diabetes attend this all day educational workshop on "How to Control Diabetes." HbA1c overall scores dropped 18%.

Fourth initiative was focusing on patients that needed a MicroAlbumin and retinal eye exam. Our scores increased 13.3% for MicroAlbumins, and 21% increase in retinal eye exams.

At each Collaborative session the seven organizations anonymously choose a facility they felt demonstrated significant quality improvements from their (Plan-Do-Study-Act) PDSA presentation. T.J. Regional Health has been selected as the "Utterly Fantastic" organization 2 out of the 3 sessions. As a result of our success, we have been selected as the organization to educate the oncoming Collaborative candidates for next year and a guest speaker at the Kentucky Diabetes Symposium in November.



Top: Shandi Wilson, RN, System Data Analysis, Debra Smith, RN, MAE, BIS, Population Health Coordinator, Dr. Neuhaus, Physician Champion, Jennifer Robinson, MSN, RN, NE-BC, Director of Clinical Informatics Bottom: LaDarra Chapman, Medical Assistant and Courtney Deckard, LPN



March 2021



TJ Café Breakfast

	Monday 1	Tuesday 2	Wednesday 3	Thursday 4	Friday 5
	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage
	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs
	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy
Potatoes	Fried Potatoes	Hash brown Casserole	Fried Potatoes	Fried Potatoes	Tater Tots
Breakfast Pastry	Scones	Apple Turnover	Muffins	Scones	Cinnamon Rolls
Specials	French Toast	Waffles	Blueberry Oatmeal Pancakes	French Toast	Waffles
Specials	Grilled French Toast Sandwich with Sausage, Egg, & Cheese	Chicken Tenders	Bacon, Egg, & Cheese Breakfast Burrito	Fried Bologna	Chicken Tenders
	8	9	10	11	12
Standards	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage
	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs
	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy
Potatoes	Fried Potatoes	Hash brown Casserole	Fried Potatoes	Fried Potatoes	Tater Tots
Breakfast Pastry	Scones	Apple Turnover	Muffins	Scones	Cinnamon Rolls
Specials	Pancakes	Waffles	Chocolate Chip Pancakes	French Toast	Waffles
Specials	Sausage, Egg, & Cheese Bagel	Chicken Tenders	Fried Bologna, Egg, & Cheese on Texas Toast	Ham, Bacon, Egg, & Cheese on Texas Toast	Chicken Tenders
	15	16	17	18	19
Standards	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage
	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs
	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy
Potatoes	Fried Potatoes	Hash brown Casserole	Fried Potatoes	Fried Potatoes	Tater Tots
Breakfast Pastry	Scones	Apple Turnover	Muffins	Scones	Cinnamon Rolls
Specials	French Toast	Waffles	Pumpkin Oatmeal Pancakes	French Toast	Waffles
Specials	Bacon, Egg, & Cheese Burrito	Chicken Tenders	Fried Bologna	Grilled French Toast Sandwich with Bacon, Egg, & Cheese	Chicken Tenders
	22	23	24	25	26
	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage	Oatmeal, Bacon, Sausage
	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs	Scrambled Eggs, Fried Eggs
	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy	Biscuits, Gravy
Potatoes	Fried Potatoes	Hash brown Casserole	Fried Potatoes	Fried Potatoes	Tater Tots
Breakfast Pastry	Scones	Apple Turnover	Muffins	Scones	Cinnamon Rolls
Specials	French Toast	Waffles	Chocolate Chip Pancakes	French Toast	Waffles
Specials	Bacon, Egg, & Cheese Croissant	Chicken Tenders	Sausage, Egg, & Cheese Breakfast Burrito	Fried Bologna	Chicken Tenders

March 2021



TJ Café Lunch

	Monday 1	Tuesday 2	Wednesday 3	Thursday 4	Friday 5
Soup	Tortilla Soup	Chicken & Dumplings	Pinto Beans	Broccoli Cheddar	Chili, Potato, Gouda
Features	Chicken Wings	Beef or Chicken Nachos	Roast Beef Manhattan	Brisket, Pulled Pork	Soup & Sandwich
	Chicken Tenders	Cheese & Bean Enchiladas	Beer Battered Fish	BBQ Chicken Breast	Grilled Cheese
	Buffalo Cauliflower	Rice or Cauliflower Rice	Carrots	Grilled Cabbage	Grilled Cheese with Bacon
	Broccoli	Black Beans	Brussels Sprouts	Baked Beans	Philly Steak Sandwich
	Cheese Sauce		Green Beans	Mac & Cheese	
	Carrots & Celery		Mashed Potatoes	Buttered Corn	
Salad	Coleslaw	Mexican Street Corn Salad	Vinegar Slaw	Potato Salad, Cucumber & Onion	Broccoli Salad & Kale Caesar
Fried Item	Potato Wedges	Jalapeno Poppers	Hush Puppies		Onion Rings
Bread	Dinner Roll	Cornbread	Cornbread & Dinner Rolls	Cornbread	Cornbread
Dessert	Peanut Butter Cookies	Banana Bread Blondies	Lemon Bars	Banana Pudding	Brownies
	8	9	10	11	12
Soup	Broccoli Cheddar	Chicken Noodle	Red Pepper & Gouda	Chicken Florentine	Potato Soup
Features	Build Your Own Pasta	Nachos or Rice Bowl	Build Your Own Sandwich	Roast Turkey	The Roast
	Chicken or Italian Sausage	Taco Meat or Fajita Chicken	Turkey, Ham, Roast Beef	Meatloaf	Grilled Chicken Sandwich or Lettuce Wrap
	Peas & Mushrooms	Rice or Cauliflower Rice	Mahi Mahi	Dressing	Fried Chicken Sandwich or Lettuce Wrap
	Brussels Sprouts	Refried Beans	Melissa's Chicken Salad	Green Beans	Bacon
	Roasted Bell Peppers	Grilled Peppers & Onions	Bacon	Broccoli	Sweet Potato Casserole
	Broccoli & Cauliflower			Cheese Sauce	
Salad	Side Salad	Mexican Street Corn Salad	BLT Pasta & Kale Cranberry	Mashed Potatoes	Cabbage Slaw & Fruit Salad
Fried Item	Mozzarella Sticks	Jalapeno Poppers	Fried Green Tomatoes & Onion Rings		French Fries
Bread	Breadstick	Dinner Roll	Dinner Roll	Cornbread	Cornbread
Dessert	Cannoli	Salted Caramel Pretzel Brownie	Chocolate Cake	Lemon Meringue Pie	Pecan Pie

March 2021



Apple A Day

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	28	1	2	3	4	5	6
Breakfast Special	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00	Steak, Egg, & Cheese Breakfast Sandwich \$3.00
Lunch Special	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5	Crab Cake Sandwich \$5
	7	8	9	10	11	12	13
Breakfast Special	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50	Breakfast Tacos 2 for \$3.50
Lunch Special	Grilled Pimento Cheese with Bacon \$4	Grilled Pimento Cheese with Bacon \$4	Grilled Pimento Cheese with Bacon \$4	Grilled Pimento Cheese with Bacon \$4	Grilled Pimento Cheese with Bacon \$4		Grilled Pimento Cheese with Bacon \$4
	14	15	16	17	18	19	20
Breakfast Special	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3	Bananas Foster French Toast 2 for \$3
Lunch Special	"Pi" Day Pizza & Pies	The Butcher's Block	The Butcher's Block	The Butcher's Block	The Butcher's Block		
	21	22	23	24	25	26	27
Breakfast Special	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75
Lunch Special	Big Daddy Brisket Sandwich \$4	Big Daddy Brisket Sandwich \$4	Big Daddy Brisket Sandwich \$4	Big Daddy Brisket Sandwich \$4	Big Daddy Brisket Sandwich \$4		Big Daddy Brisket Sandwich \$4

March 2021



Apple, Too

	Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4	5
Breakfast Special	Fried Bologna, Egg & Cheese on Texas Toast \$2.75	Fried Bologna, Egg & Cheese on Texas Toast \$2.75	Fried Bologna, Egg & Cheese on Texas Toast \$2.75	Fried Bologna, Egg & Cheese on Texas Toast \$2.75	Fried Bologna, Egg & Cheese on Texas Toast \$2.75
Lunch Special	Jalapeno Cornbread Chili 20oz Bottled Drink \$4.75	Philly Steak Chips 20oz Bottled Drink \$5	Chicken & Cheese Quesadilla Chips & Salsa 20oz Bottled Drink \$5	Meatball Marinara Side Salad 20oz Bottled Drink \$5	BBQ Bacon Cheddar Sliders Chips 20oz Bottled Drink \$5
	8	9	10	11	12
Breakfast Special	Nashville Hot Chicken Biscuit \$2.50	Nashville Hot Chicken Biscuit \$2.50	Nashville Hot Chicken Biscuit \$2.50	Nashville Hot Chicken Biscuit \$2.50	Nashville Hot Chicken Biscuit \$2.50
Lunch Special	Hot Ham & Cheese Loaded Potato Soup 20oz Bottled Drink \$5	Grilled Hot Dog Chips 20oz Bottled Drink \$4	Italian Wrap Kale Caesar Salad 20oz Bottled Drink \$5	Fried Chicken Sandwich Roasted Potato Wedges 20oz Bottled Drink \$5	2 Roast Beef & Cheddar Sliders Loaded Potato Salad 20oz Bottled Drink \$5
	15	16	17	18	19
Breakfast Special	Chocolate Chip Pancakes 2 for \$2	Chocolate Chip Pancakes 2 for \$2	Chocolate Chip Pancakes 2 for \$2	Chocolate Chip Pancakes 2 for \$2	Chocolate Chip Pancakes 2 for \$2
Lunch Special	Grilled Pimento Cheese w/ Bacon Chili 20oz Bottled Drink \$5	Chicken Cobb Salad Croissant 20oz Bottled Drink \$4.75	Tuna Salad Croissant Chips Fresh Fruit Cup 20oz Bottled Drink \$5	Teriyaki Chicken Bowl Cookie 20oz Bottled Drink \$5	Sloppy Joe Loaded Potato Salad 20oz Bottled Drink \$4.75
	22	23	24	25	26
Breakfast Special	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75	Breakfast Quesadilla \$2.75
Lunch Special	Club Sandwich Potato Soup 20oz Bottled Drink \$5	Bacon Cheeseburger Creamy Broccoli Salad 20oz Bottled Drink \$5	Big Daddy Brisket Sandwich Loaded Potato Salad 20oz Bottled Drink \$5	Fall Harvest Chicken Salad Croissant 20oz Bottled Drink \$5	Beef Fajitas Corn & Black Bean Salad 20oz Bottled Drink \$5



TJ GLASGOW 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.

BLUEGRASS CELLULAR

Receive 15% off basic service.

BOUTIQUE 218 AT JORDAN'S SALON

Receive 10% off clothing at Boutique 218.

CAPTAIN D'S

Receive 15% off your purchase.

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

FANCY PANTS BOUTIQUE

Receive 10% off your purchase.

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.

NOT AVERAGE JOES GYM

\$20 a month. No fees.

PAPA JOHN'S PIZZA

Any large 5-topping or specialty pizza for \$12: Tjpi20
Large 3-topping pizza for \$9.99: Tjpi9993
Reg. menu prices. Online, call-in and in-store orders.

RALPHIE'S FUN CENTER

Receive free shoe or skate rental.

RIB LICKERS

Receive 10% off your purchase.

GLASGOW EMPLOYEE DISCOUNTS, CONT.

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.

NEW

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.

WITTY'S COMPLETE CAR CARE

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

WORKOUT ANYTIME

First month free • \$15 Basic Individual Plan
\$25 Premium Individual Plan • \$35 Friends & Family (2 ppl)

YMCA

Joining fee is waived. 15% discount monthly.



T 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.

NANWOOD MARKET

10% off regularly priced items.

RUGGED TRUTH BARBERSHOP

\$1 off a haircut.

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.



Community Mission
FOUNDATION

Employee Donation Form
Payroll Deduction Authorization/One Time Gift

I understand my donation will be made to the T.J. Community Mission Foundation to advance the Love Makes a House a Home campaign to support the Shanti Niketan Hospice Home, its programs and/or endowment.

Employee Name: _____
Home Address: _____
Phone: _____
Email Address: _____
Social Security Number: _____
Employee Number: _____

PAYROLL DEDUCTION

Please deduct the following amount from each paycheck: \$ _____

- My gift is a: 5 year contribution
 3 year contribution
 2 year contribution
 1 year contribution

I agree that my gross pay will be reduced by the amount of my deduction as indicated above. In the event a new Employee Deduction Authorization Form is not executed on or before the next year-end, this form shall be deemed to continue in force for the next succeeding year.

Employee Signature: _____ Date: _____

ONE TIME GIFT

Please accept my one time gift: \$ _____ (check attached)

Make check payable to: T.J. Community Mission Foundation

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 • 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 Robertson, APRN • Heather Bull, APRN

Gastrointestinal Clinic: 270.659.3398

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. Bahadur

Pulmonology: 270.659.5835

Dr. Kummerfeldt

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: Ashley Robertson, 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

T.J. Health Scottsville Clinic: 270.237.3123

Emily Tabor Jessie, APRN • Lindsey Landers, 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. 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