



Raffle Ticket Items

THE NEW ORIGINAL HENRY RARE CARBINE

.44-40 WCF • Value \$2,720



SHOPPING SPREE TREE \$2,000 Value

Decorative tree adorned with \$100 gift cards to local boutiques & businesses.

Enjoy a \$100 gift card to:

Calligraphy Creations
Simply Chic
Off the Square
Boutique Unique
Roots & Ramble
All About Me
Thornless Thistle
The Market KY
All Things by Mel
T.J. Gift Shop

Trendy Me
Blossoms Closet
Fancy Pants Boutique
Awards Inc.
Green Street Gifts
313 Maple
Empty Nest
Nanwood Market
Buttercup Lane Gifts
Spring Valley Boutique

Tickets available for purchase online at <u>tjregionalhealth.org/nyebash</u> or in the Marketing Department.



DECEMBER

December 3: Cookies with Santa (see page 3 for more details)

December 31: T.J. Community Mission Foundation's NYE Bash (visit nyebash2023.com for more details)

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



Regional Health

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!



T.J. PATIENT ENCOUNTERS

11/19/22 -11/25/22: **5,753**

11/12/22 -11/18/22:

8,153





Saturday, December 3 1 to 3 p.m.

T.J. Health Pavilion Parking Lot

This event is for the children and grandchildren of T.J. employees.

The drive through event ends with a visit with Santa, and you will receive a photo to take home!

To register, email events@tjsamson.org. Registration deadline is November 18.



Saturday, December 3 1 to 3 p.m. T.J. Health Pavilion Parking Lot

It is time to begin planning Cookies with Santa, and we would love your participation! Cars will be routed though the Pavilion parking lot driving by different Grinch-themed stations, and children will receive a treat as they pass by. HR will have a tent set up at the beginning of the event with a Grinch bag for children to collect their candy and treats.

HR will provide all candy and/or treats for each station. Ideas for stations include a pop-up tent, Grinch themed decorations, dress up as Grinch characters, have festive music playing, and passing out the candy/treats provided to you by HR.

To reserve a tent location, please email events@tjsamson.org by Friday, November 18.

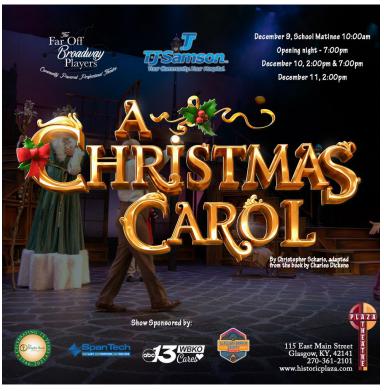
Thank you for helping us to spread Christmas cheer!



If there are still signs related to the Community Works conversion in your facility, please take them down and discard them. If they are in acrylic frames/sign holders, please return those to the Marketing Department via courier. Thank you for your help!







We have 12 sets of four tickets available for A Christmas Carol at the Plaza which will be showing December 9, 10 and 11. If you'd like to enter to win, please email mollie.felkins@tjsamson.org.

Holiday Special for T.F. Employees! \$40 One Hour Massage Session

The Rehab Department is offering an employee discount on T.J. Samson Massage Gift Certificates!

The sale begins on Friday, November 25 and ends on Wednesday, December 30.

Certificates may be purchased in person at Outpatient Rehab at the Pavilion.

Only T.J. employees may purchase at sale price. Payment accepted: Cash, check or payroll deduction.

Call 270.659.5660 or email Mark Quigley for more information. Gift certificates expire one year from date of purchase.



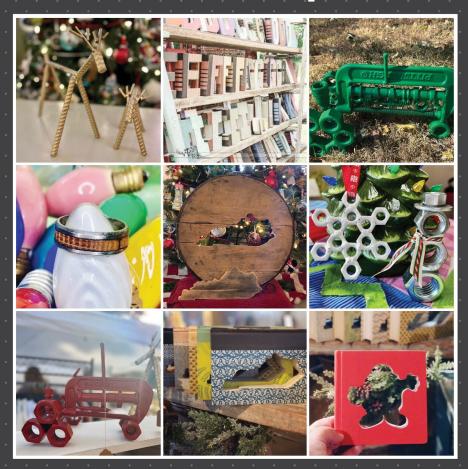


Recycled Reads

TORCHED

Handcrafted by Mason, Bethany & Will Matthews

T.J. Samson Gift Shop Lobby Friday, December 2 7 a.m. to 3 p.m.



We accept cards, cash, PayPal, Venmo & payroll deduction. (10% of all sales will be donated to the T.J. Samson Auxiliary)



TURKEY TROT



SPONSORED BY FIT FOR LIFE

NOVEMBER 14-30



CHALLENGE STARTS TODAY!

- WINNERS WILL EACH RECEIVE \$100.
- EACH PERSON MUST COMPLETE 85,000 STEPS TO BE ELIGIBLE FOR A PRIZE DRAWING (5k STEPS A DAY AVERAGE).
- FITBIT-ONLY CHALLENGE.

GOOD LUCK!













EMAIL STACIE AT SLSMITH@TJSAMSON.ORG OR CALL 4422 TO REGISTER



KINDNESS AND GRATITUDE CHALLENGE-NOVEMBER 2022

<u> </u>	*					*		
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	Sive Thanks	
30	31	1	2	3	4	5		HAVE A KIND AND GRATEFUL HEART
6	7	Write a kind message and stick it in a public place	9 Tell someone why you are grateful for them	10 Leave a heads up penny	11 Post a compliment to a friend or coworker	12 Go through things you don't need for donation	THINGS I AM MOST GRATEFUL FOR	NOTES
Do a randon act of kindness	14 Tell someone you love how important they are to you	15 Smile as often as you can	16 Give someone a small gift-just because	17 Send someone a handwritten note	18 Cheer on someone else's achievements	Tape a quarter onto a gumball machine		%
Make a list of 10 things you are grateful for	21 Surprise a friend or coworker with a coffee or other drink	22 Spend 10 minutes in quiet time thinking about kindness and gratitude	Hug someone!	THANKSGIVING Give thanks!	25 Sincerely thank a cashier or associate in a business	Take time for self care		
27 Spend some quality time with friends or family	28 Text 3 people and tell them why you are grateful for them	29 Do something kind 3 for someone else	Treat yourself with something small	1	2	3		ά

COMPLETE EACH DAY OF THE CHALLENGE FOR A CHANCETO WINA PRIZE!



Christmas shirts and sweatshirts are in!

TJSCH orders will be available WEDNESDAY for pick up in Nancy Griffin's office in Admin. PAV orders will be available WEDNESDAY for pick up in Melissa Jones's office. TJHC and outlying clinic orders will be delivered via courier this week.

If you have any questions, email Kati Bowman at katherine.bowman@tjsamson.org.



Hot Cocoa Bomb Sale

T.J. SAMSON GIFT SHOP LOBBY THURSDAY, DECEMBER 8TH





\$7 EACH OR \$25 FOR GIFT BOX OF 4.
CASH, VENMO, PAYPAL, AND DEBIT ACCEPTED.

(10% OF PROCEEDS WILL BE DONATED TO THE T.J. SAMSON AUXILIARY)

PREORDERS AVAILABLE AT TREVA.SHIRLEY73@GMAIL.COM



GIVING TUESDAY 2022

With your gift to the T.J. Community Mission Foundation you can make a difference in the life changing work of T.J. Regional Health. Your gift of any amount will support the multiple ongoing projects and programs of the TJCMF just like the ones below.

- Your donation of \$10 provides one hour of care for a patient at Shanti Niketan Hospice Home.
- Your donation of \$68 provides one senior with a month of medication cost coverage.
- Your donation of \$150 covers one senior's hearing aid foundation fee.
- Your donation of \$150 provides a brand new car seat for a family in need through the T.J. Sweet Seats Car Seat Program.
- Your donation of \$250 provides a full day of care for a patient at Shanti Niketan Hospice Home.
- Your donation of \$600 provides one senior with discounted dentures.

Donate to the T.J. Community Mission Foundation by visiting tjmissionfund.org, texting Give2022 to 270.477.2189 or by making your check payable to the T.J. Community Mission Foundation. Every dollar makes a difference.



The following compliments were recently received by patients at the Cave City Clinic.

"I love the care that I get when I am seen! Friendly staff and exceptional service!"

"I have had a few issues that I needed taken care of quickly. They got us in and out quick and Haley Cavanah is very thorough and makes sure to cover everything during the visit. My new favorite place to go for sick kids!"



Auntie Anne's Pretzel Truck

PAV

December 12

11 a.m. - 6 p.m.

Fundraiser for the T.J. Community Mission Foundation

Don't forget to visit smile.amazon.com when doing your holiday shopping! Just select T.J. Community Mission Foundation as your non-profit of choice and Amazon will donate 0.5% of the price of your eligible purchases!



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Seattle, WA 98109-5210





Registration Form

_	_ INDIVIDUAL TICKETS:	\$100 EACH			
	_ TABLE(S) OF EIGHT: \$8	00			
_	_ T.J. EMPLOYEE DISCO	UNTED TICKETS: \$90 E	ACH		
Name:					
	Guest Names:				
Phone:		Email:			
Address:					
City:		State:	Zip:		
	T INFORMATION:			PROUDLY PRI	ESENTED BY:
□ Check □ Pleas □ Pleas	c enclosed payable to T.J. Come call me for credit/debit card in e send me an invoice oll deduction (T.J. employees o	nformation		The Foutch Metzger Group	BAIRD Private Wealth Management

PLEASE MAIL OR EMAIL THIS FORM TO:

T.J. Community Mission Foundation 1301 North Race Street Glasgow, KY 42141

Phone: 270.651.4619 • Email: foundation@tjsamson.org

IN SUPPORT OF:





<u> </u>	give the hospital
(please print name)	
payroll department permission	n to deduct my NYE BASH 2023 ticket
purchase from my payroll che	eck.
Please note: Only employees	paid by T J Regional Health, T J Samson
Community Hospital and T J	Health Columbia may use Payroll
deduction.	
Purchases under \$25.00 will be	be deducted in full from one paycheck.
Purchases over \$25.00 will be	e divided into two paychecks.
-	syment the entire balance due will be
deducted from my final paych	ieck.
T-4-1 Ф	(-441,:-4:6:1-1-1-)
Total \$	(attach receipt if available)
	/
Employee Signature	Badge # (mandatory)
Employee signature	Budge (manadory)
Company ID	
1 2	

CYBER MONDAY



MAKING MONDAY WORTHWHILE

LIMITED-QUANTITY DEALS • BEGIN 11/27



Deals live through 12/4



Inspiron 14 2-in-1 Laptop Est. value* \$799.99 | Save \$250

\$549⁹⁹

AMD® Ryzen™ 5 Series Processor, Windows 11 Home, 8GB Memory*, 512GB SSD*



XPS 13 Plus Laptop

Est. value* \$1,699 | Save \$350

\$1,349

12th Gen Intel® Core™ i7 Processor, Windows 11 Home, 16GB Memory*, 512GB SSD*, OLED Touch Display*



Dell 24 Monitor – SE2422H Est. value* \$149.99 | Save \$70 **\$79**99

Enjoy the view on this 23.5" slim-bezel Full HD display featuring AMD FreeSync $^{\!\scriptscriptstyle{\text{TM}}}\!,$ 75Hz refresh rate, and a fixed stand.



XPS Desktop Est. value* \$749.99 | Save \$100 \$649⁹⁹

12th Gen Intel® Core™ i5 Processor, Windows 11 Home, 8GB Memory*, 256GB SSD*

Make the everyday easier with Windows 11.





Shopping for Seniors

As we wrap up the 12 Months of T.J. Initiative, let's make the holidays extra special for those in Barren and Adair County Long Term Care Facilities. You can help by donating personal care items and stationery.

Items needed are socks, hand soaps, tissues or handkerchiefs, lotions, stationery, undershirts, undershorts, and personal care items.

T.J. Elves will deliver the gifts to each facility the week of December 19th.

ITEMS ARE DUE TO MARKETING
BY DECEMBER 16.

CONTACT KATI BOWMAN AT KATHERINE.BOWMAN@TJSAMSON.ORG WITH QUESTIONS

TLC CHAMPION CHEST



To order additional TJ branded apparel, contact the T.J. Gift Shop.

TLCChampion Chest

Item	Tokens
Chap stick	1
Hand Sanitizer	1
TLC Pens	3
TJ Notebook	3
TJ Shopping Bag	5
\$5 Meal Credit	5
TJ Bandage Scissors	5
Umbrella	9
Lunch Box	9
TJ Metal Koozie	10
Backpack	12
Cooler	12
15 minute massage	15
Beach Towel	15
TJ Clear Crossbody	15
TJ Clear Fanny Pack	15
TJ Hats	20
Pizza Hut Gift Card	20
30 minute massage	25
TJ Sweatshirt	25
Camping Chair	25
TJ Beach Wash Sweatshirt	30
TJ ½ Zip Jacket	35
TJ Jacket	40
R+ Med Spa OSEA Gentle Tide Facial	40





TJ CAFÉ MENU

Monday 11/28/2022

Cheesesteak Stuffed Peppers, Cajun Alfredo Chicken, Buttered Pasta, Asparagus, Bacon Brussel Sprouts, Parmesan Potato Quarters, Fried Mushrooms, Garlic Toast

- Soup of the Day: Broccoli Cheddar
- Dessert of the Day: Cheesecake

Tuesday 11/29/2022

Roasted Turkey, Brown Sugar Ham, Mashed Potatoes, Gravy, Dressing, Country-style Green Beans, Cranberry Sauce, Sliced Glazed Carrots, Dinner Rolls

- Soup of the Day: Roasted Red Pepper and Gouda
- Dessert of the Day: Banana Pudding Parfait

Wednesday 11/30/22 SANDWICH BAR!!

Deli sliced turkey or ham, Melissa's Chicken Salad, Variety of Bread and Cheeses, Lettuce Leafs, Tomato and Onion Slices, Pickles, Fried Potato Wedges, Baked Beans, Broccoli Salad, Deviled Eggs

- Soup of the Day: Loaded Potato Soup
- Dessert of the Day: Chocolate Chip Brownie

Thursday 12/1/2022

Fried Chicken Breast, Slow-roasted Pork Loin, Macaroni and Cheese, Roasted Buttered New Potatoes, Roasted Broccoli, Fried Apples, Biscuits, and Gravy

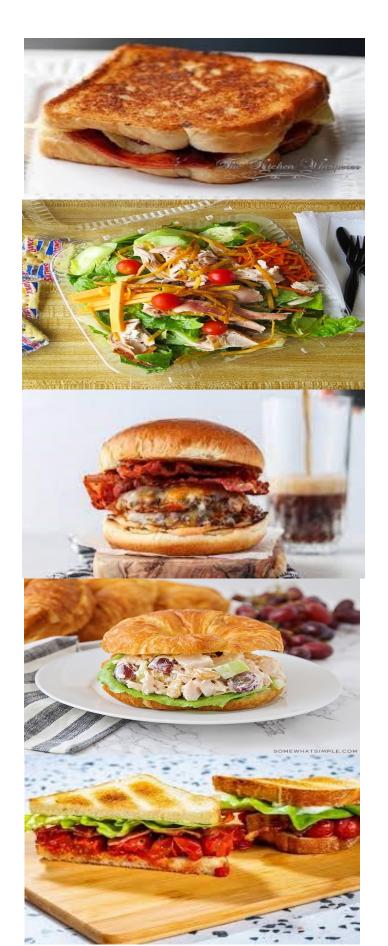
- Soup of the Day: Vegetable
- Dessert of the Day: Peach Cobbler

Friday 12/2/22

Sloppy Joes, Fried Catfish, Homemade Tartar Sauce, Onion Rings, BBQ Bistro Chips, Sautéed Squash Medley, Fried Pickles, Coleslaw, Cowboy Caviar, Buttered Cornbread

- Soup of the Day: Pinto Beans
- Dessert of the Day: Carrot Cake

The Apple Too Lunch Menu



Monday 11/28/22

Fried Bologna Sandwich with Chips

Tuesday 11/29/22

Amanda's Entrée Salads with a Muffin

Wednesday 11/30/22

Bacon Burger with Broccoli Salad

Thursday 12/1/22

Chicken Salad Croissant with Vegetable Soup

Friday 12/2/22

BLT Sandwich with a Fresh Fruit Cup



Employee Payroll Deduction Authorization Form

Employee Name:		Employee #:				
Home Address:	C	ity:		St:	Zip:	
Phone:	Email	Address: _				
Thank you for your decision to T.J. Community Mission Founda		Regional H	ealth family th	ırough yo	ur support of the	
I would like for my gift to supp	ort the T.J. Commun	ity Missio	n Foundation (please ch	neck):	
in support of w	here needed most.					
in support of th	e Shanti Niketan Hos	spice Home	е.			
in support of Co	ommunity Medical C	are.				
Recurring Gift						
I wish to make recurring deduction of this payroll deduction a remain in effect until su	t any time by contac	pay period . cting Payrol	I understand t	that I can	change or cancel	
Please deduct the follow	wing amount from ea	ach payche	ck (26 pay per	iods annu	ıally):	
\$38.47 = \$1000	annual gift		\$10 = \$260 a	annual gif	t	
\$28.85 = \$750 a	annual gift		\$3.85 = \$100) annual ខ្	gift	
\$19.24 = \$500 a	annual gift		\$	Other	Amount	
One-Time Gift						
I wish to make payroll deduction.	a one-time donation	to the T.J.	Community M	ission Fo	undation through	
\$ (one	-time gift amount)					
*Your recurring or one-time do	nation to the T.J. Cor	nmunity N	lission Founda	tion is tax	deductible.	
PTO Buy Back Funds Gift						
I wish to donate Foundation. Please con	e all or a portion of ratact me to begin this	•	y Back to the T	ſ.J. Comm	nunity Mission	
Employee signature:			Date	e:		

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/



J 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.

A-LIST DETAILING

Free pick up and \$10 off any wash and wax, including full detail. Add hand wax for \$15. (Prices may vary based on condition. Call 270.404.6144 for more details.)

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 10% off your total.

MERCADO LATINO

Free fried plantains with any meal.

**\$1.25 Street Tacos every Wednesday

** \$4.99 Breakfast Burritos on Thursdays

NOT AVERAGE JOES GYM

\$20 a month. No fees.

PAPA JOHN'S PIZZA

Any large 2-topping for \$10: TJ10
Any medium 5-topping or specialty pizza for \$12: TJ12
Any large 5-topping or specialty pizza for \$14: TJ14
Reg. menu prices. Online orders ONLY. Must have code.

RALPHIE'S FUN CENTER

Receive free shoe or skate rental.

BARREN COUNTY EMPLOYEE DISCOUNTS, CONT.

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. *Excludes wedding cakes.*

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

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

YMCA

Joining fee is waived. 15% discount monthly.



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.



Total. Local. Care.

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. Brooks • Carla Hale, PA-C

Maggie Stanley, CNM

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

Dr. Suh • Traci Anderson, APRN

General Surgery: 270.659.5945 Dr. Klapheke • Dr. Marion • Dr. Saridakis

Gynecology & Obstetrics: 270.659.5865 Dr. Craddock • Dr. Dirig • Dr. Feese • Dr. Bader

Nellie Bell, APRN • Casey Sacia, APRN

Michelle Wilson, APRN

Nephrology: 270.659.5834 Dr. S. Reddy • Marissa Howard, APRN

Neurology: 270.659.5663

Dr. Koury

Oncology: 270.659.5890

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

Pain Management: 270.659.5990

Dr. Rock • Katie Davis, APRN

Pulmonology: 270.659.5835

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
Paula West, APRN • Haley Cavanah, DNP, FNP-C
Cardiology: Dr. Salifu • Pediatrics: Dr. Brooks
T.J. Health Columbia: 270.384.4753

T.J. Health Columbia Clinic: 270.384.0451 Patricia Doolin, APRN • Dennis Wooley, APRN

T.J. Health Columbia Primary Care: 270.384.4764
Dr. Kiteck • Kandace Webster, APRN • Kristi Irvin, APRN
Cardiology: Dr. Nair • Dr. Salifu • Ashley Collins, APRN

Gynecology: Dr. Feese

Pediatrics & Ped. Behavioral Health: Alisha Risen, APRN

Podiatry: Dr. Risen • Sleep: Kim Bowman, APRN

T.J. Health Edmonton Clinic: 270.432.4800

Dr. Matney • Connie Prostko, APRN • Beth Wilson, 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 • 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. Chamorro 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 (ple	ease print):		Date:			
Nominee's Departme	ent:		Nominee's Supervisor:			
		Cho	oose One:			
	Hospital	Pavilion	Columbia	C	Clinics	
			Clinic Location:			
Choose Area(s) of s		minee consistently d	elivers service that refle	ects T.J. Regio	nal Health's Service	
Compassion	Cooperation	Collaboration	Communication	Change	Champion	
	•	•	olifies the standards liste fic examples of service.	ed on the plec	dge. Refer to T.J. Pledge	
Would you like to r	remain anonymous	s?				
If no, please provid	de your name:					
For Office Use Only: Department Director HR Approval:		pleted nomination fo	-			



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