

TJ TeamTalk

AUGUST 1, 2022



WHEEL OF FORTUNE

UPDATED INFORMATION

THE WORD FINDER

**Answer correctly and be entered to win a prize!
Click here to [email](#) your answer.**

Four winners will be chosen this week and announced in next week's newsletter along with a new puzzle.

**Congratulations to last week's winners,
Ryan Harris, Katie Davis and McKylee Bowles!**

**Letters RSTLNE have been provided for you. Last weeks' winners have chosen the letters H, O, & D which have also been added if applicable.
Good luck!**

**Last week's answer: Hover to Discover
7/18 Cerner Learning Journeys
7/11 Exit Through the Door**



UPcoming EVENTS

AUGUST

- August 8:** L&L at LBM with Cathy Gill
- August 9:** Bowling Tournament & Family Fun (see page 11 for more details)
- August 10:** Blood Drive @ LBM (1 - 6 p.m.)
- August 16:** Back to School Carnival (see page 7 for more details)

SEPTEMBER

- September 16:** Kickball Tournament (more details to come)
- September 17:** Groove & Glow

OCTOBER

- October 22:** T.J. Regional Fall Festival (more details to come)

LUNCH & LEARN

AT LERA B. MITCHELL CLUBHOUSE
12:30 - 1:30 P.M.

AUGUST 8
LIVING HEALTHY
CATHY GILL

LUNCH PROVIDED.

ONE CEU WILL BE AWARDED TO NURSING PROFESSIONALS WHO ATTEND.
RSVP TO HAPPY NEAL AT 270.670.3824 OR JNEAL@TJSAMSON.ORG.

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!



August: Collaboration

T.J. PATIENT ENCOUNTERS

7/23/22 - 7/29/22:

8,099

7/16/22 - 7/22/22:

7,568



Counseling Services



Unparalleled Solutions • Prompt Response

Live a better life. Take the first step. Call Human Development Company at 502.589.4357 or visit

www.humandev.com



Life happens. Be on the joyful side.

Busy lives, packed schedules and a flurry of activities can make the life of even the most organized person unmanageable. When your personal or professional life becomes unbalanced, help is a phone call away.

Counseling services are included in your benefits. They are provided for you and your household family members through Human Development Company. All EAP services remain confidential and are free. For more information, call us at 502.589.4357.

All counseling services are confidential and compliant with the law.

You are entitled to confidential counseling services for:

- Personal Concerns
- Grief & Loss
- Trauma Issues
- Anger Management
- Relationship Issues
- Family Concerns
- Stress Management
- Spiritual Concerns
- Alcohol/Substance Abuse
- Depression
- Anxiety

EAP Counselors are available 24/7/365

Employee & Household Family Member Services

FOOD TRUCKS THIS WEEK

| | | |
|----------|----------|-------------------------------|
| 1 Aug | Pavilion | Roundstone BBQ |
| | TJSCH | Hog Wild BBQ |
| 2 Aug | Pavilion | Get Fried 270 |
| | TJSCH | California Street Tacos |
| 3 Aug | Pavilion | Taste Budz |
| | TJSCH | Hog Wild BBQ Get Fried 270 |
| 4 Aug | Pavilion | Hog Wild BBQ |
| | TJSCH | Taste Budz |
| 5 Aug | Pavilion | Get Fried 270 |
| | TJSCH | Roundstone BBQ |

#1system1voice
Cerner Community Works

BEECH BEND PARK
Splash Lagoon

AMUSEMENT PARK, WATER PARK,
SHOWS, CAMPGROUND & MORE!

SAVE \$12
ON ADULT TICKETS
PER PERSON

SAVE \$2
ON CHILD/SENIOR
TICKETS PER PERSON

Purchase online and skip the long ticket lines! Discount
Tickets Sold Online at www.beechbend.com
Enter Promo Code:
TIREGIONAL

798 Beech Bend Park Road, Bowling Green, KY
www.BeechBend.com

THIS SATURDAY!

WHEN THE CURTAINS CLOSE

AN IMMERSIVE AUDIO EXPERIENCE WITH
NATHAN MORRIS & ANTHEM LIGHTS

MEET NATHAN
PURCHASE TICKETS
NATHANOR18MUSIC.COM

GLASSBORO
KENTUCKY

AUGUST 6TH, 7PM
THE PLAZA THEATRE
VIP TICKETS \$100
GENERAL ADMISSION \$20

100% Net Proceeds from Ticket
Sales to Benefit the National
Suicide Prevention Lifeline.

We are giving away numerous tickets to this concert at The Plaza! To enter this giveaway, email Mollie Felkins at mollie.felkins@tjsamson.org.

Shanti Niketan 
HOSPICE HOME

**EMPLOYEE DONOR
PARKING SPOTS**

*Congratulations,
Winners!*

T.J. Samson Parking Spot:
STACY POORE

T.J. Health Pavilion Parking Spot:
LISA MATTHEWS

T.J. Health Columbia Parking Spot:
RIVER BROWN

COMMUTE FOR THE COURIERS

CONGRATULATIONS TO OUR WINNERS!



SPONSORED BY: FIT FOR LIFE



TEAM WINNERS:

NO SCRUBS

THE KITCHEN WITCHES

SOLE SISTERS

INDIVIDUAL WINNERS:

ANGELA BLAIR

MELISSA JONES

JENNIFER ROBINSON

PRIZES WILL BE DELIVERED TO THE WINNERS

WATCH THE NEWSLETTER FOR ANOTHER FIT FOR LIFE
CHALLENGE COMING SOON!!!

Information to share with patients in anticipation of CommunityWorks go-live!



SCHEDULE AN APPOINTMENT AND AVOID LONG WALK-IN WAIT TIMES!

As T.J. Regional Health implements some technology updates this August, the number of walk-in appointments will be extremely limited and we anticipate walk-in wait times to be much longer than normal.

To avoid long wait times, we encourage you to schedule an appointment. Thank you for your patience!

Thank you for your patience!



TJ Regional Health

12 Months of T.J.

BACK TO SCHOOL Carnival



GAMES - PRIZES

FOOD AVAILABLE FOR PURCHASE

Celebrate the upcoming school year!
Come out to win prizes, explore community
resources, and enjoy family fun!

August 16, 4pm - 6pm

Beaver Trail Park, Glasgow

JOIN YOUR T.J. REGIONAL HEALTH PATIENT PORTAL

Visit: tjregionalhealth.iqhealth.com

Dear Patient,

We are pleased to offer secure online access to your medical information through our new patient portal. The patient portal allows you to view your lab results, view and schedule appointment, request medication renewals and refills, communicate with your providers, and much more.

If you are interested in joining the patient portal, provide us with your email address when asked so we can send you an invitation to set up your secure online account.

SIGN UP NOW

- If you plan to use your patient portal account for yourself, you may self-enroll at tjregionalhealth.iqhealth.com/self-enroll, or you can provide your email address to a member of our health care team during your next visit.
- If you manage the health care of another person, for example your child, provide your email address to a member of our health care team.

Remember your username and password, as you will need them every time you log in to tjregionalhealth.iqhealth.com.



When you receive an email invitation, complete the following steps:

1. Click the **Accept Invitation** link in the email.
2. Answer the security question, agree to the terms of use and privacy policy, and click **Create Your Account**.
3. Verify your email address, create a username and password, and select your security question and answer.
4. Agree to the terms of use and privacy policy, and click **Create Account**.

ACCESS FROM YOUR MOBILE DEVICE

After enrollment, you may also access the patient portal online using your mobile device or download our app from the app store.

Need help? For technical assistance, contact our support team at 270.651.4345 or email portalhelp@tjsamson.org.



Total. Local. Care.

Scan the QR Code
to download our
new Patient Portal,
HealthLife!



Android App



iOS App

YOU CRUSHED IT!



Sara Beth Stotts
Patient Access was the first department to fill out the ATE google doc form.



Cardiac Rehab Team
First time the department is paperless.



Casey Eldrige - Nutrition Services
First time the department is paperless.

Congratulations, Rhonda!

Rhonda Pitcock recently received her certification to teach Obstetric Patient Safety: OB Emergency Workshop. This is a new offering from AWHONN and Rhonda is among only 113 other instructors that can teach this across the nation, and the only one in the state of Kentucky!

This course is designed to help nurses and providers identify, assess, and manage the care for women with specific OB emergencies such as hypertensive disorders of pregnancy, postpartum hemorrhage, and maternal sepsis.

Rhonda has been studying diligently for several months, and last week received her certification and assisted in teaching of a workshop in Tampa, FL, along with other nurses across the nation.



Join us in congratulating Rhonda on this huge accomplishment!

Communicating with Patients at Go Live

| When we say or do this... | ... our patients hear and think this. | And when we say or do this... | ... our patients hear and think this. |
|--|---|---|---|
| This stupid system is not working the way it should! I don't know what's wrong. | No one knows what they're doing here. | We're on a learning curve right now, our new system is really going to improve your experience. | I feel safer when they take their time to get it right. |
| This is ridiculous! How do they expect us to do our work? | I picked the wrong week to be in the hospital. It was crazy in there. | We are upgrading our medical record system. This new system is the best there is. | TJ Regional Health is investing in a new system to give me the best care possible. |
| You're just going to have to wait. There's nothing I can do. | They are incompetent and rude at TJ Regional Health. | I apologize for the wait, this new system has some enhancements that will help us serve you better. | The staff was learning a new medical record system but went out of their way to explain and apologize. They were so polite! |
| I don't make these decisions. We have to take your information all over again because of this stupid new system. | Every time I go there I need to give the same information all over again. Don't they know me yet? | I am making sure we have your complete information in the system so we can coordinate your care for all TJ locations. | I like it when all of my doctors have all my health information. |



Gestures are important, too. If you roll your eyes, furrow your brow, sigh deeply, make grunting noises, mumble under your breath, or avoid eye contact, patients will lose confidence in our ability to care for them.

#1system1voice
Cerner Community Works

LAST CHANCE TO NOMINATE A SCHOOL

Adopt a School

In August, T.J. Regional Health will gift one school in each of the following school districts \$5,000 to support educational efforts of the school. The school districts include Barren County, Glasgow Independent, and Adair County.

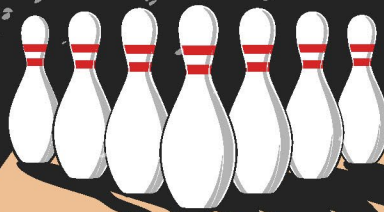
Nominations are due by August 5, 2022.
Winners will be announced by August 11, 2022.

Click [here](#) to nominate a school!

TJ Regional Health
12 Months of T.J.
Adopt a School
Nominate your favorite school in Glasgow, Barren County and Adair County to win \$5000!

BOWLING TOURNAMENT & FAMILY FUN

AUGUST 9TH



5 TO 7 P.M.

RSVP TO EVENTS@TJSAMSON.ORG BY AUGUST 5TH.

Gather a total of 5 T.J. teammates to form a bowling team and enjoy a fun night together! Contact events@tjsamson.org to register your team. Include your team name and your bowlers' names. Vouchers available for \$10 wristbands for T.J. employees (normally \$15)! Wristband activities include bowling, skating, mini golf, timefreak, and bouncy houses for children 10 and under.

If unable to attend on the night of the event, contact events@tjsamson.org to request the discounted wristband vouchers that are good through August 31st.

C.A.M.P. T.J. Fundraiser Shirt



Order Form

Shirt Color Options



Heather Sea Green



Athletic Heather



Heather Team Purple



Heather Aqua

XS—XL: \$15/ea

2XL—4XL: \$17/ea



Heather Raspberry



Heather Black

| | |
|--------------|-------|
| NAME: | _____ |
| SHIRT COLOR: | _____ |
| SHIRT SIZE: | _____ |
| DEPT: | _____ |
| LOCATION: | _____ |
| PHONE: | _____ |
| TOTAL DUE: | _____ |

Please send your order form and payroll deduction form in interoffice mail to the T.J. Rehab Department Front Office. You may also scan/email your form to ablove@tjsamson.org.

ORDERS DUE FRIDAY, AUGUST 12, 2022



I _____ give the hospital
(please print name)
payroll department permission to deduct my T-shirt purchase supporting
the Camp TJ Fundraiser from my paycheck.

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 deducted in full from one paycheck.
Purchases over \$25.00 will be divided into two paychecks.

In the event I terminate employment the entire balance due will be
deducted from my final paycheck.

Total \$ _____ (attach receipt if available)

_____/_____
Employee Signature / Badge # (mandatory)

Company ID

TLC CHAMPION CHEST

| | | |
|--|--|--|
|  <p>1 TOKEN</p> |  <p>2 TOKENS</p> |  <p>3 TOKENS</p> |
|  <p>5 TOKENS</p> |  <p>9 TOKENS</p> |  <p>10 TOKENS</p> |
|  <p>12 TOKENS</p> |  <p>15 TOKENS</p> |  <p>20 TOKENS</p> |
|  <p>25 TOKENS</p> |  <p>30 TOKENS</p> |  <p>40 TOKENS</p> |

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



Champion Chest

| Item | Tokens |
|------------------------------------|--------|
| Chap stick | 1 |
| Hand Sanitizer | 1 |
| Sticky Notes | 2 |
| TJ Cloth Mask | 2 |
| Notepads/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 Jacket | 40 |
| R+ Med Spa OSEA Gentle Tide Facial | 40 |

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

T.J. Cafe

| | | | | | | |
|--------|------------|---|---|---|---|---|
| week 6 | Soup | Chili | Loaded Potato | Roasted Red Pepper & Gouda | Broccoli Cheddar | Chicken Noodle |
| | |  |  |  |  |  |
| | Features | Grilled Chicken Parmesan | Carne Asada Tacos (Steak) | Roast Beef Manhattan | Brisket | Beef Sliders |
| | | Pepperoni & Cheese Calzone | Chicken Tinga Tacos | Grilled Chicken Breast | Pulled Pork | Fried Chicken Sliders |
| | | Pizza | Crispy Fish Tacos | Popcorn Shrimp | Chicken Livers | Corndogs |
| | | Grilled Asparagus | Veggie Tacos | Brussels Sprouts | White Gravy | Bacon |
| | | Roasted Mushrooms | Cilantro Lime Rice | Mashed Potatoes | Cowboy Beans | Lettuce |
| | | Sautéed Zucchini | Spicy Black Beans | Gravy | Mac & Cheese | Tomato |
| | | Marinara Sauce | Rajas (Sautéed Poblano Peppers) | Steamed Carrots | Scalloped Potatoes | Sliced Onion |
| | | | Baked Sweet Plantains | Cocktail Sauce | Grilled Cabbage | Cheddar, American, Pepper Jack |
| | | | Diced Tomatoes | | Gold BBQ Sauce | BBQ Sauce |
| | | | Queso Cheese | | Memphis BBQ | Buffalo Sauce |
| | | | Guacamole | | | Steak Sauce |
| | | | Salsa | | | Ranch |
| | | | Sour Cream | | | |
| | | | Nacho Chips | | | |
| | | | Sliced Jalapenos | | | |
| | Salad | Caesar Salad | | Vinegar Coleslaw | Sweet Coleslaw | Cranberry Sunflower Kale Salad |
| | | | | | | Fries |
| | Fried Item | Fried Ravioli | Fried Bottle Cap Jalapenos | Hush Puppies | | Onion Rings |
| | Bread | Dinner Roll | Cornbread | Cornbread | Cornbread | Dinner Roll |
| | Dessert | Chocolate Meringue Pie | Peanut Butter Fudge Brownie | Blueberry Cobbler | Apple Pie | Chocolate Chunk Cookies |

The Apple Too Lunch Menu 8.1.22-8.5.22

| | | | | | |
|---------------|------------------------|-----------------------------------|----------------------|----------------------------|---------------------|
| Lunch Special | Fried Bologna Sandwich | Chicken Salad & Fresh Fruit Plate | Tuna Salad Croissant | General Tso's Chicken Bowl | Sloppy Joe |
| Week 6 | Fruit Cup | Blueberry Muffin | Fruit Cup | Eggroll | Loaded Potato Salad |



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.
- _____ in support of Community Medical Care.

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.

PTO Buy Back Funds Gift

_____ I wish to donate all or a portion of my PTO Buy Back to the T.J. Community Mission Foundation. Please contact me to begin this process.

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.

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.



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:** 270.651.6791Dr. 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

Cardiology: 270.659.5970Dr. 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: 270.659.5865Dr. Craddock • Dr. Dirig • Dr. Feese
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

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:** 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 • Kristi Irvin, 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. 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