

TJ TEAM Talk

JANUARY 10, 2022



We are pleased to welcome the following new T.J. team members!

EMPLOYEE NAME

DEPARTMENT

Kayla Glover

RNA - Med Surg

Kathleen Cox

RN - 3C

Michaela Brown

RN Applicant - Stepdown

Natasha Simpson

RN Applicant - ER

Abby Elmore

Surgical Tech

Christina Jessee

LPN - 3S

Hannah Logsdon

RN Applicant - 3S

Felicia Nunn

CNA - Stepdown

Mariah Sullivan

Unit Clerk - 3S

Ashley Vincent

Medical Office Specialist

Gina Graves

PSR - Neuro

EMPLOYEE NAME

DEPARTMENT

McKayla Bowles

Switchboard

Mary Ann Phillips

LPN - Primary Care

Karen Boggs

Scheduling Clerk - Neuro

Bethany Hidgon

PSR - Primary Care

Amy Reilly

Medical Office Specialist

Joshua Neal

Security

Taylor Grant

PSR - TJHC

Melissa Forrester

PSR - Urgent Care

Tina Combs

TJCMF

Kaitlyn Todd

Clinical Lab Assistant

Carla Patterson

Respiratory Therapist



JANUARY

January 13: Groovy Gus Donut Bus (6:45 - 9:30 a.m. at TJSCH) (2:30 - 5 p.m. at PAV)

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

SERVICE EXCELLENCE Awards

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



Weekly Prayer Service

The next prayer service will take place on Thursday, January 13 at 10:15 a.m. in the hospital chapel near the ICU waiting room. Greg Houchens, Hospital Chaplain, will lead the service each week. All interested employees are invited to attend.



SERVICE EXCELLENCE Awards

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

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

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



January: Cooperation

T.J. PATIENT ENCOUNTERS

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

6,893

12/25/21 - 12/31/21:

7,347





Chaperone Stories

“It took them a little bit longer to get to the visitor’s staging area than it did everyone else. I understood why when they came through the door. An elderly couple, she in a wheelchair and he with a cane and a stooped bearing, they moved a bit more slowly than our typical guests do. As soon as they came in, they did their best to smile at me through their masks, though there seemed to be a certain sadness about them. As I helped this sweet couple into their gowns and masks, the wife told me that she would “try” to wear the n-95 I had given her, but as she was still recovering from the COVID that she had caught a couple of months back, her lungs didn’t do very well with tight masks on. We immediately abandoned the n-95 and fitted her with a PAPR. As I turned to the husband to help him into his mask, I could see tears in his eyes. He shared with me that they had both gotten COVID together, and they were thankful to survive, but his “beautiful bride” was struggling with recovery a bit more than he was. I hoped with all my heart in that moment that whomever they were visiting that day was doing well. My hopes were quickly dashed when I learned they were visiting a patient on a ventilator...and it was their only daughter. With a Texas-sized lump in my throat, I helped them finish getting their gear on, and I sent them on their way with their assigned chaperone. The CTU Conference Room became my own private chapel in the 15 minutes of solitude I had while I waited for them to come back. I prayed for them, for their child, and for every other patient who was struggling to simply survive this horrible disease to get back home to their families where they belonged. I prayed for the doctors, the nurses, the administration, the aides and technicians, the therapists, the dietary crew, the EVS team—honestly, I think I prayed for the whole wide world in those 15 minutes. When the couple came back, I could see they had both been crying. I silently handed them some Kleenex, helped them get their masks back on, wiped down the wheelchair the wife was in, and listened with a very heavy heart as they said thank you to me and their wonderful chaperone for the time they had with their daughter. And then they were gone.

On that day, I realized how precious 15 minutes really can be for us all. For me, it was 15 minutes to talk to God and ask Him to help us do whatever we can for whomever we can through however long is left of this horrible pandemic. For that couple, it was 15 minutes to stroke the hair of their only baby girl, touch her face, hold her hand, and tell her how much they loved her. I hope our chaperones never, ever underestimate the work we can do in those 15 minutes, because on that day, it was everything to me... and I suspect it might have been for them, too.”



Groovy Gus Donut Bus

TJSCH

6:45 - 9:30 a.m.

PAV

2:30 - 5 p.m.

National

PHARMACIST DAY

January 12

Thank you for all you do!





12 Months of TJ

Over the past two years, the support for our organization from the communities we serve has been nothing short of amazing. While we are always very involved in the communities we serve, we decided to find ways to go above and beyond in giving back to those who have supported T.J. Regional Health. Every month in 2022, we will support local families, charities, partner organizations, students, schools, healthcare workers and more. The schedule for the new initiative “12 Months of TJ” is shown below:

January - American Red Cross Blood Drive and Donation Match

We will host additional blood drives as the Red Cross has available dates, and T.J. will make a donation to the American Red Cross of South Central Kentucky.

February – Utility Bill Assistance

We will work with area utility companies to identify families who can use an extra helping hand this winter.

March – College Scholarships

We will award three \$2,000 college scholarships to high school seniors who are planning to major in a healthcare related field.

April – Spring Forward and keep those New Year’s Resolutions on track

We will provide financial assistance with gym memberships and offer Healthy Cooking Classes to the public

May – Teacher Appreciation Month

We will host a special meal for K-12 school personnel in multiple counties and provide them with T.J. swag bags

June – Gas Card Distribution

We will give away 100 \$50 gas cards with the help with other local organizations.

July – (tentative) Mini Triathlon

We are exploring partnerships with other groups to host a mini triathlon in Barren County.

August – Adopt A School

Principals, teachers, PTO members, and parents can nominate their school to be adopted by T.J. Regional health. Each school will receive a donation to be used where needed most.

September – Groove & Glow and To the Brim Food Drive

We will partner with Entertain Glasgow to once again sponsor the popular Groove & Glow event and will host a food drive to increase donations to the local food pantry.

October – Healthcare Worker Appreciation

Food trucks, t-shirts, and more for healthcare workers across our communities.

November – Thanksgiving Meals and Soup Kitchen

We will work with local schools, churches, and others to identify 150 families to provide Thanksgiving meals.

December – Holiday Gift Shopping and Baby It’s Cold Outside Coat Drive

We will work with local schools to help shop for gifts for local children and make a donation to Operation Baby It’s Cold Outside to ensure that all students have a new, warm coat for the winter.



Please Join Us

SATURDAY EVENING, FEBRUARY 19, 2022
CAVE CITY CONVENTION CENTER



FEATURING MASTER MAGICIAN
LANCE BURTON
AND A LAS VEGAS STYLE CASINO

For tickets or sponsorship information, please call 270.651.4619,
visit www.tjmissionfund.org, or email foundation@tjsamson.org.

PROUDLY PRESENTED BY:

The Foutch
Group

BAIRD

Private Wealth
Management

IN SUPPORT OF:



Community Mission
FOUNDATION



DEPARTMENT BASKET AUCTION OPPORTUNITY

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







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

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

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

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

	6	7	8	9	10
Breakfast Special	Closed for Labor Day	Breakfast Quesadilla	Breakfast Quesadilla	Breakfast Quesadilla	Breakfast Quesadilla
Lunch Special		Philly Steak	Big Daddy Brisket Sandwich	Very Berry Chicken Salad	Beef Fajitas
		Spinach, Bacon, Parmesan Salad	Loaded Potato Salad	Croissant	Corn & Black Bean Salad
	13	14	15	16	17
Breakfast Special	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel	Bacon, Egg & Cheese Bagel
Lunch Special	Club Sandwich	Chicken Chef's Special	Beef Manhattan	Grilled Chicken Caesar Wrap	Pulled Pork Sandwich
	Potato Soup	Chips & Salsa	Seasoned Green Beans	Chips, Fresh Fruit	Baked Beans
	20	21	22	23	24
Breakfast Special	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes	Blueberry Pancakes
Lunch Special	Chicken Cobb Salad	BLTA Croissant	Chicken Fajitas	Pizza Sub	Crispy Orange Chicken Bowl
	Croissant	Creamy Broccoli Salad	Black Beans	Side Salad	Eggroll
	27	28	29	30	31
Breakfast Special	Fried Bologna, Egg & Cheese on Texas Toast	Fried Bologna, Egg & Cheese on Texas Toast	Fried Bologna, Egg & Cheese on Texas Toast	Fried Bologna, Egg & Cheese on Texas Toast	Fried Bologna, Egg & Cheese on Texas Toast
Lunch Special	Cali Grilled Chicken Sandwich	Bacon Cheeseburger	Chicken & Cheese Quesadilla	BBQ Bacon Cheddar Sliders	French Dip
	BLT Pasta Salad	Creamy Broccoli Salad	Chips & Salsa	Chips	Roasted Potato Wedges

	January					TJ Café
	Monday	Tuesday	Wednesday	Thursday	Friday	
	3	4	5	6	7	
Soup	Chili	Loaded Potato	Roasted Red Pepper & Gouda	Broccoli Cheddar	Chicken Noodle	
Features	 Grilled Chicken Parmesan Pepperoni & Cheese Calzone Pizza Grilled Asparagus Roasted Mushrooms Sautéed Zucchini Cheesy Breadsticks Side Salad Kale Caesar Salad Fried Ravioli	 Carne Asada Tacos Chicken Tinga Tacos Crispy Fish Tacos Cilantro Lime Rice Spicy Black Beans Sautéed Poblano Peppers Grilled Pineapple Baked Sweet Plantains Fried Jalapenos Cilantro Jicama Slaw	Comfort Food! Roast Beef Manhattan Grilled Chicken Breast Popcorn Shrimp Brussels Sprouts Mashed Potatoes Gravy Steamed Carrots Lima beans Vinegar Coleslaw Hush Puppies	 Brisket Pulled Pork Chicken Livers White Gravy Cowboy Beans Mac & Cheese Scalloped Potatoes Grilled Cabbage Sweet Coleslaw Cornbread Salad	Fri-Yay!!! Beef Sliders Hawaiian Ham & Cheese Sliders Fried Chicken Sliders Corndogs Bacon Lettuce Tomato Sliced Onion Cheddar, American, Pepper Jack Cranberry Sunflower Kale Salad	
Bread	Assorted Toppings & Sauces	Assorted Toppings & Sauces	Assorted Toppings, Cheese, & Sauces	Assorted Toppings & Sauces	Fries & Onion Rings	
Dessert	Dinner Roll & Cornbread Chocolate Meringue Pie	Cornbread Peanut Butter Fudge Brownie	Cornbread Blueberry Cobbler	Cornbread Apple Pie	Dinner Roll Chocolate Chunk Cookies	
	10	11	12	13	14	
Soup	Chili	Chicken & Dumplings	Roasted Red Pepper & Gouda	Pinto Beans	Loaded Potato Soup	
Features	 Jumbo Baked Potatoes Tater Tots Fire Braised Chicken or Pork Steamed Broccoli Caramelized Onions Sautéed Mushrooms Creamy Broccoli Salad Assorted Toppings & Sauces Onion Rings Cornbread	 Nachos & Enchiladas Black Bean Enchiladas Taco Meat or Fajita Chicken Cilantro Lime Rice Cauliflower Rice Charro Beans Mexican Street Corn Salad Cilantro Jicama Slaw Assorted Toppings & Sauces Jalapeno Poppers	Chop Chop Salad!!! Spinach Lettuce Fried Chicken Grilled Chicken Melissa's Chicken Salad Strawberries, Blueberries Fresh Pineapple Candied Pecans Assorted Toppings & Sauces Corn Nuggets Honey Butter Croissant & Blueberry Muffins	 Tempura Chicken Mongolian Beef General Tso's Chicken Fried Rice & Jasmine Rice Snap Peas & Chow Mein Fresh Seasoned Green Beans Thai Cucumber Salad with Peanuts Spicy Asian Slaw Assorted Toppings & Sauces Egg Rolls Cornbread	Comfort Food! Chopped Steak with Sautéed Onions Basil & Garlic Roasted Chicken Breast Green Beans Turnip Greens Mashed Potatoes Squash Casserole Macaroni & Tomatoes BLT Pasta Salad Kale Cranberry	
Bread	Chocolate Peanut Butter Pie	Fruit Pizza	Lemon Bars	Red Velvet Cupcake	Salted Caramel Pretzel Brownie	
Dessert	Cannoli	Tres Leches Cake	Carrot Cake	Apple Streusel	Chocolate Chip Candy Cookies	

WILD WINTER DISCOUNTS!

SAVE \$3 PER TICKET!

ONLINE ONLY

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

OPEN YEAR ROUND

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

Closed Thanksgiving, Christmas & New Year's Day



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COUPON CODE:

TJSAMSON



Employee Payroll Deduction Authorization Form

Employee Name: _____ Employee #: _____

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

Phone: _____ Email Address: _____

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

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

_____ in support of where needed most.

_____ in support of the Shanti Niketan Hospice Home.

Recurring Gift

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

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

_____ \$38.47 = \$1000 annual gift

_____ \$10 = \$260 annual gift

_____ \$28.85 = \$750 annual gift

_____ \$3.85 = \$100 annual gift

_____ \$19.24 = \$500 annual gift

_____ \$ _____ Other Amount

One-Time Gift

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

\$ _____ (one-time gift amount)

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

Employee signature: _____ Date: _____

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



TJ BARREN COUNTY EMPLOYEE DISCOUNTS

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

AAA

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

AT&T

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

AWARDS, INC.

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

AZUL TEQUILA

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

BAILEY GIBSON SERVICE DEPT.

Receive 15% off service.

BOUTIQUE 218 AT JORDAN'S SALON

Receive 10% off clothing at Boutique 218.

CAVE CITY PIZZA

Receive 10% off your total.

DON FRANKLIN GLASGOW

Receive 10% off standard services and repairs.

DROBOCKY ORTHODONTICS

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

EL MAZATLAN

Receive 10% off your purchase.

ELY DRUGS

Receive 20% off your purchase of scrubs.

ENTERPRISE

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

EXTREME FITNESS

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

FREDDY'S

Receive 10% off your total.

GARCIA'S

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

LAWLESS ORTHODONTICS

Receive a \$500 discount.

LONG JOHN SILVERS / A&W

Receive 20% off regular-priced purchase.

MERCADO LATINO

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

NOT AVERAGE JOES GYM

\$20 a month. No fees.

PAPA JOHN'S PIZZA

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

RALPHIE'S FUN CENTER

Receive free shoe or skate rental.

BARREN COUNTY EMPLOYEE DISCOUNTS, CONT.

RIB LICKERS

Receive 10% off your purchase.

R+ MED SPA

Receive 20% off your purchase.

SHOGUN BISTRO

Receive 10% off your food purchase.

SIDELINES CASUAL DINING

Receive 10% off your purchase.

SOUTHERN CUP COFFEE & CAFE

Receive 10% off your purchase.

SWEETHEART BAKERY

Receive 10% off your purchase.

THOROUGHbred EXPRESS AUTO WASH

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

T.J. CAFE

Employee discount in employee cafeteria.

T.J. GIFT SHOP

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

VERIZON

Receive 15% off basic service.

WITTY'S COMPLETE CAR CARE

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

WORKOUT ANYTIME

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

YMCA

Joining fee is waived. 15% discount monthly.



TJ COLUMBIA EMPLOYEE DISCOUNTS

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

FRANKLIN NISSAN

10% off any service work.

RUGGED TRUTH BARBERSHOP

\$1 off a haircut.

NANWOOD MARKET

10% off regularly priced items.

THE TRENDY FARMHOUSE

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

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

T.J. HEALTH PAVILION

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

Primary Care Pod A: 270.651.6791

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

Primary Care Pod B: 270.659.5870

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

Primary Care Pod C: 270.659.5885

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

Cardiology: 270.659.5970

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

Gastrointestinal Clinic: 270.659.3398

Traci Anderson, APRN

General Surgery: 270.659.5945

Dr. Klapheke • Dr. Marion • Dr. Saridakis

Gynecology & Obstetrics: 270.659.5865

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

Nephrology: 270.659.5834

Dr. S. Reddy • Marissa Howard, APRN

Neurology: 270.659.5945

Dr. Koury

Oncology: 270.659.5890

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

Pain Management: 270.659.5990

Dr. Ciochetty • Tracy Taylor, APRN

Pulmonology: 270.659.5835

Dr. Kummerfeldt • Dr. Mahmoud

Urology: 270.659.5965

Dr. Wiatrak

Urgent Care at the Pavilion: 270.659.5555

Laboratory: 270.659.5584

Pavilion Pharmacy: 270.659.5599

Radiology: 270.659.5570

Rehab Services: 270.659.5660

Respiratory: 270.659.5540

Women's Imaging: 270.659.5591

ADDITIONAL SERVICE LOCATIONS

T.J. Health Cave City Clinic: 270.773.2111

Dr. Camas • Paula West, APRN

Cardiology: Dr. Salifu

T.J. Health Columbia: 270.384.4753

T.J. Health Columbia Clinic: 270.384.0451

Patricia Doolin, APRN

T.J. Health Columbia Primary Care: 270.384.4764

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

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

Gynecology: Casey Sacia, APRN

Pediatrics & Ped. Behavioral Health: Alisha Risen, APRN

Podiatry: Dr. Risen

Pulmonary: Dr. Kummerfeldt

Sleep: Kim Bowman, APRN

T.J. Health Edmonton Clinic: 270.432.4800

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

T.J. Health Greensburg Clinic: 270.973.5439

Pediatrics & Ped. Behavioral Health: Alisha Risen, APRN

T.J. Health Russell Springs Clinic: 270.858.3636

Chris Doolin, APRN • Kristi Irvin, APRN

T.J. Health Scottsville Clinic: 270.237.3123

Emily Tabor Jessie, APRN • Lindsey Landers, APRN

Tiffany Frye, APRN

T.J. Health Tompkinsville Clinic: 270.487.0720

Teresa Sheffield, APRN

T.J. Home Health & Hospice: 270.651.4430

T.J. Long Term Care Team: 270.651.4451

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

T.J. Samson Community Hospital:

270.651.4444

T.J. Samson Family Medicine: 270.651.4797

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

Dr. Fisher

T.J. Sleep Clinic: 270.651.1888

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

T.J. Specialty Services Dermatology: 270.629.3376

Dr. Allred • Sherelen Hodges, APRN

T.J. Wound Care: 270.651.4325

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



TJRH Service Excellence Award Nomination Form

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

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

Choose One:

Hospital

Pavilion

Columbia

Clinics

Clinic Location: _____

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

Compassion

Cooperation

Collaboration

Communication

Change

Champion

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

Would you like to remain anonymous? _____

If no, please provide your name: _____

For Office Use Only:

Department Director Approval: _____

HR Approval: _____

Submit completed nomination forms to Pam Bray in Human Resources.

T.J. PLEDGE

I WILL SHOW COMPASSION:

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

I WILL COOPERATE WITH OTHERS:

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

I WILL COLLABORATE WITH OTHERS:

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

I WILL COMMUNICATE:

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

I WILL ADAPT TO CHANGE:

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

I WILL BE A CHAMPION:

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





MISSION

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

VISION

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

CORE VALUES

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