

Pulse



Reward and Recognition Celebration



The December Reward & Recognition was held in the front lobby. Bob Schmidt recognized Christy Schneider. Christy wears many hats at HVCH and has taken on more responsibilities recently. Christy has been at HVCH for 30 years. "Christy brings experience, skill, and compassion to the table. If I was trying to give you a definition of versatility, I would have to mention Christy in the definition." stated Bob.

Becky Monk and Phyllis Guisinger are RN's in the BHU. Beth Martin, Director, nominated them to be awarded for going the extra mile. They make life easier for co-workers, patients and their director. Phyllis was unable to attend.



Julie Stuck commended Erica McLin and Amy Scarberry, Lab Techs, as they have been titled the "super users" of the new lab system. They were instrumental in the smooth transition to the new system that has positively impacted other departments, physicians and patients.



"Diana Miller, Housekeeping Supervisor is a wonderful HVCH ambassador at the Hocking Co. fair." shared Kathy Krumlauf, Director of Community Relations. Many managers graciously give of their time to man the Fair booth each year, but Diana is always willing to take the shifts that are hardest to fill and then does a great job greeting everyone. We appreciate her willingness to help out.



Michelle Matheney is an RN in the Family Birth Center. Michelle always applies the Studer principles in her work. She is compassionate and caring with patients and co-workers, and can always be relied on, according to her Director, Alycia Vollmar. Julie Stuck presented the award.



January

Senior Center Bingo, Tuesday, Jan. 5, 12:00 to 1:00 pm

DMS Meeting, Jan. 14, 1:00 pm., CIC Building.

Patient Satisfaction Celebration Lunch, Jan. 18, All 3 shifts

Uniform Sale, January 19, Front Lobby 7:00 AM to 5:00 PM

Deadline to submit news for Feb. Pulse, Jan. 22nd.

Senior Center Health Talk, Scenic Hills Sr. Center, Jan. 26, Basic First Aid, Stacey Gabriel, 10:00-10:30 am.

February

Senior Center Bingo, Tuesday, Feb. 2, 12:00 to 1:00 pm

President's Day, Feb. 15

Senior Center Health Talk, Scenic Hills Sr. Center, Feb. 23, Preventing Dehydration, Denise Kiamy, 10:00-10:30 am.

HVCH COMMUNITY RELATIONS

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Volunteer Christmas Luncheon



Sharon Conner presents Irene Walton and all the volunteers, a plate of homemade gingerbread men cookies to show our appreciation.

The HVCH In-Service Volunteers were honored with a Holiday luncheon in the CIC Building this December. Sharon Conner and her staff prepared a delicious meal, with traditional holiday fare, and Sharon and Senior leaders also served the meal to the volunteers. During the luncheon, each person took the time to share their Christmas wish. As they left, they were handed a beautifully prepared gift bag with cakes, candy and other treats.

Welcome New Employees

Low Newberry, VP of Finance
Tracy Rose, Phlebotomist, Lab
Mike Dorris, Courier, Lab

Drycleaning

Fashion & Vanity Cleaners have closed their Logan office. They will still pick up drycleaning at HVCH on Mondays or Thursdays, but employees will then need to pick their drycleaning up at their Lancaster store, 1145 N. Memorial Dr., Lancaster. One may still use payroll deduction for their cleaning fees.

HVCH EVENTS

Reward and Rec. Continued



Cyndy Hamilton, Lab Tech, was recognized for her willingness to pitch in and help wherever needed during the long implementation process of the new computer system.



Amy Hooper, RN, Cardio Dept. was recognized for her daily attitude as she cares for patients. Amy is always willing to listen to patients with caring and compassion and then professionally knows how to make things happen for the best outcome for them. Kathy Krumlauf presented her certificate.



LeeAnn Lucas-Helber is shown with many of the employees in the Patient Accounts Dept. They received accolades for the amount of money they have been able to collect in these tough economic times. They also develop payment plans for individuals



Sheri Thompson, Payroll Coordinator, is commended for all of her extra work that is required as we switch to a new 3rd party insurance company. In addition to doing payroll and all the communication that entails, Sheri is our health insurance advocate. LeeAnn Lucas-Helber thanked Sheri for a job well done.



Tammy McCort, Director, Med-Surg, recently earned her BSN degree. Julie congratulated Tammy for being able to juggle a full time job, kids and schooling for a stellar accomplishment.

If you have recently seen a movie or read a book, and would be interested in writing a book or movie review for the Pulse, please call Community Relations at 8336 and let us know. Feel free to leave a message.



HVCH NEWS

Successful Blood Drive

The Red Cross was thrilled with the recent blood drive results at HVCH. 31 productive units of blood were collected. The goal was for 25 units. The next blood drive for HVCH will be Feb. 17, from 10:00 am to 4:00 pm. Sharon Conner did a great job recruiting volunteers. Thanks to all who participated.

TWIG II Donation



Jan Bell, right, President of TWIG II, and her daughter, Joann, show just a few samples of the huge donation of stuffed animals. TWIG II members very generously gave an assortment of new stuffed animals to HVCH for the pediatric patients. The toys were distributed through the holidays.

On Friday February 5, purchase a super sub and souper bowl of soup in the cafeteria and your name will be entered in our football pool. 3rd shift employees will be entered by buying breakfast.

Thanks to SLT and Board Members from Nutrition & Food Service Dept.

Submitted by Sharon Conner

We really appreciate the wonderful Christmas meal provided by Lee to all 3 shifts. Thanks for greeting us at the door. We appreciate the gift certificates, they will come in handy. Special thanks for helping with the Volunteer Luncheon, you made cleaning up a breeze.

Excerpt from “The Grateful Workplace: Six Ways to Create a Culture of Gratitude In Your Organization”

By Quint Studer

Submitted by Charlotte Blair

Know that gratitude encourages repeat performances. Leaders, remember the behavior you recognize will be repeated. If you think an employee handled a disgruntled customer well or showed great proficiency in managing a group project, let her know about it and she'll work hard to do the same, or even better, next time. And employees, if you acknowledge your boss's efforts to show gratitude, she will keep doing it. Thank her for going to bat for you and your coworkers over a new piece of equipment you need or a pay raise dispute, and she'll be more likely to do it again in the future. I think it is important to recognize the fact that no one has any obligation to show gratitude to anyone else. You don't have to thank your boss, your boss doesn't have to thank you, and neither of you have to thank your customers. But what I think you will all quickly find is that if you do take the time to say "thanks" your whole organization will improve. You'll like each other more. You'll want to go the extra mile for one another. And your customers will be happier. I know from experience that the best places to work are places where teams are grateful for what is given to them and aren't afraid to express sincere appreciation whenever it is merited. The best places to work are those where individuals, regardless of their position, accept compliments and praise with grace and don't second guess the intention. Even in these tough times, most of us have a lot to be grateful for every day. It's important to recognize that. When you seek to expand both team and individual gratitude and graciousness, your work environment will be even healthier. You will see negativity slip away, and I can almost guarantee it. You'll see your efforts reflected in the bottom line and most importantly happier employees and patients.

Skilled Nursing Facility Christmas Party



The Skilled Nursing Facility invited Santa Claus for an evening of gift giving and refreshments. The residents enjoyed watching the youngsters visit with Santa Claus, as he gave each child a present. Amber Kienzle's son Issac is apprehensive as he approaches Santa for his gift.

QUOTE OF THE MONTH

The world is round and the place which may seem like the end may also be the beginning.

Ivy Baker Priest

**Patient Satisfaction
“Champion of the Month”**



Brian Sampson, Chairman of the Patient Satisfaction Committee, is shown with Dave Crawford, Director, Rehab Services. Dave was named the “Patient Satisfaction Champion of the Month” for December. Dave was caught several times using “key words at key times” and AIDET. Dave was awarded a \$10.00 gift certificate.

A Dream Come True for Sierra



Sierra Sky Lytle is the 14 year old granddaughter of Kaye St. Clair. Kaye is the Assistant in Occupational Health. Sierra was born with Down’s Syndrome. Sierra also has Cardiomegaly, a permanent Pace Maker and a lot of other medical problems. To put it in other terms, she has a heart

and lung disease and her condition is getting worse. When she was in Children’s Hospital on one of her many visits, they suggested that her parents (Tee and Keith Lytle) contact the Make-a-Wish Foundation for Sierra. After waiting several months, Sierra and her family were given a trip to Disney World by the Foundation. The family left on Dec. 10, and returned on Dec. 16. Shadow and Shena, Sierra’s two older sisters and her mom and dad, all went on the all expense paid trip. They were even picked up at their house by a limo to be taken to the airport.

Sierra got to meet many characters, including, Mickey and Minnie Mouse, Cinderella, Belle, Tinker Bell, Tigger and more. There was also a present on Sierra’s pillow every evening when they came back from their outing. The gifts really made Sierra smile, and it was the highlight of everyone’s day.

“The whole family will cherish the memory of that trip forever and are very grateful to the Make-a-Wish foundation,” added St. Clair. Proud grandma Kaye says “We could all learn a lesson from Sierra, no matter how she is feeling, she always has a smile for everyone!” If you want to see pictures or hear more about this trip, contact Kaye, she is happy to share her story.

Most Common New Year’s Resolutions

Studies show that the most common New Year’s resolutions are losing weight; exercising more, and quitting smoking. Other popular resolutions include: managing debt, saving money, getting a better job or education, reducing stress, taking a trip or volunteering. We all set our goals high and then we unfortunately spend Jan. 2nd beating ourselves up for falling short on our diet and exercise plans. If you have made a resolution, the good news is that studies suggest that you are 10 times more likely to succeed in your goal.

SNF Update

Welcome to new employee, Deborah Jerman, STNA, 3-11 shift and to Anya Kohn, STNA, 3-11 shift.

2010 Annual Appeal Launched

In 2009, the Foundation raised \$9,745 from the community members through the Annual Appeal. Many employees also gave to the Foundation through payroll deduction and \$12,389 was donated in 2009 by our employees.

If you would like to join this dedicated group of employees, please fill out the pledge card, included in your January 8 payroll, and return to Foundation office. Donations to the Foundation are tax deductible. Call Kathy Krumlauf at 8154,

Senior Center & HVCH



Margie Moore, Senior Center Director, and Kathy Krumlauf, Director Community Rel. HVCH and Scenic Hills Senior Center are expanding their partnership to include monthly Bingo games, monthly Health Talks, more involvement in lunches and dinners and a car show in May.