

Mark Your Calendar



Super Bowl Friday



Citywide Events Sale to Benefit Hope Fund



Heart Health Snack & Learn



Blood Drive



TB Testing



Uniform Embroidery Day



Wellness Wednesday



Chat with Charles



Mardi Gras Fun



Quarterly Education Fair

CityLife

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MCP Appoints Community Advisory Council

IN MID-JANUARY, a group of prominent Plano citizens gathered in our boardroom to begin their two-year term as members of Medical City Plano's new Community Advisory Council (CAC).

The council's purpose is to help foster an even closer relationship between MCP and the community it serves. Through attendance at bi-monthly meetings, members will become knowledgeable about the programs and services offered by Medical City Plano and Medical City Frisco, and about current issues in the field of healthcare.

This will position them to serve as advocates for the hospital, and to advise its leaders on emerging needs within the community. ■



COMMUNITY ADVISORY COUNCIL MEMBERS

Andre' Davidson (Chair)—Community Volunteer
Dr. Brian Binggeli—Superintendent, Plano ISD
David Downs—Plano City Council
Phil Dyer—Community Volunteer
Pat Evans—Community Volunteer
Sam Greif—Chief, Plano Fire-Rescue
Cheryl Jackson—President, Minnie's Food Pantry
Steve Matthews—Director, Governmental Affairs and Public Relations; Atmos Energy
Joa Muns—Community Volunteer
Pete Patel—President, Krypton Solutions

Greg Rushin—Chief, Plano Police Department
Jamie Schell—Owner, AR Schell & Son Insurance
Monica Shortino—Senior Manager, Capital One
Lissa Smith—Mayor Pro Tem, City of Plano
Lamont Thomas—CEO/General Manager, Cigna North Texas
Jo Via—Executive Director, Plano Balloon Festival
Duncan Webb—Attorney and Collin County Commissioner
Byron Williams—Process Integration Engineer, Texas Instruments
Dr. Pam Moore—MCP Medical Staff

MCP Extends Winning Streak in Newspaper Survey

MEDICAL CITY PLANO has again been named by readers of the *Plano Star-Courier* as having the city's "Best Hospital" and "Best Emergency Room."

Since Star Local Media instituted its popular "Readers' Choice" survey, MCP's appearance atop these two categories of judging has been as reliable as the July heat.

Kudos to everyone who helped us garner these coveted accolades yet another year. ■



New City Leaders



Tabitha South Named Assistant CNO

Hats off to **Tabitha South**, a board-certified nurse executive, on her promotion to Assistant Chief Nursing Officer at Medical City Plano.

Tabitha joined MCP in 2014 as Director of Medical Surgical Nursing. In that role, she was instrumental in securing recognition for the hospital as

the first Sarah Cannon Gastrointestinal Center of Excellence. Other achievements since her arrival have included designation by the National Pancreas Foundation as an NPF Center (making us only the second such hospital in Texas), and re-accreditation by the American College of Surgeons

Commission on Cancer and the National Accreditation Program for Breast Centers.

Under Tabitha's leadership, two of our medical/surgical units were recognized for performance that ranked them among the top 10 percent within HCA. She also directed implementation of the Visi Mobile vital signs technology as a pilot program for HCA.

In addition to her duties at MCP, Tabitha serves as the North Texas Division representative on HCA's Medical Surgical Advisory Board and chairs the division's Medical Surgical Council. She is also a published author and national presenter.

Tabitha grew up in Greenville, and now lives in Wylie with her husband of 16 years and their four children (three girls and a boy).

Away from work, she enjoys cooking and baking, and instructing her children in those same arts.



Administrative Intern Returns to MCP

Christina Roscoe is settling into her new job as an Assistant Administrator at MCP, soon after completing her internship.

Her portfolio of responsibilities includes assisting with capital improvement projects, overseeing EVS and FNS, and serving on a number of key committees.

A native of Nashville, Tenn., Christina was educated at The University of Texas at Austin, and at Trinity University in San Antonio. She now makes her home in Dallas. Her pastimes include visiting the area's live-music venues, watching Texas Longhorns football, cooking, trying out new restaurants, binge-watching shows on Netflix, and spending time with her dog, Lana.



Former MCP Business Manager Takes Charge of Supply Chain

Please congratulate **Brandt Oliver** on his promotion to Supply Chain Director.

Brandt had been the OR Business Manager since October 2015. He joined MCP after serving as Senior Revenue Integrity Analyst at Medical City Dallas.

Brandt was educated at Texas Tech and the University of Texas at Arlington. A native of Lindale, Texas, he now resides in Sachse with his wife and two young sons. His interests include mountain biking, cycling, distance running, and homebrewing. ■

MCP in the News

Interest in Ethiopian Teens Remains High

NORTH TEXAS MEDIA OUTLETS continue to track the recovery of twin brothers from Ethiopia on whom advanced spinal surgery was performed in December.

Both **Markos and Tamrat Bogale**, 16, were suffering from scoliosis so severe that neither could stand upright.

Thanks, however, to a partnership between Medical City Plano and Theodore Belanger, M.D., of the Texas Back Institute, the brothers were able to travel halfway around the world for a procedure that corrected their abnormal spinal curvature.

The procedure, which is not offered in the Bogales' native country, was performed free of charge by Dr. Belanger and his MCP neurosurgical team.

The most recent follow-up with the brothers aired January 8 on KXAS-TV/Channel 5. ■

Right: Markos and Tamrat Bogale are able to stand tall after scoliosis surgery at MCP.



Chaplain's Corner

The Cost of Love

ACCORDING TO THE NATIONAL RETAIL FEDERATION, only about 55 percent of Americans celebrate Valentine's Day, but those who do will shell out an average of \$146.84 this year, up a few bucks from last year's average of \$142.31. Total Valentine's Day spending is expected to hit \$19.7 billion.

But is love really about money? Of course not!

The Greeks had the good sense to distinguish among four different kinds of love. Storge corresponds most closely to what we would call "kinship," while philia equates to our English word "friendship." Eros is romantic or sexual love, with agape reserved for love that is selfless and sacrificial – the kind we sometimes describe as divine.

For instance, suppose you said to someone, "I love you but I'm not 'in love' with you." The Greeks might express that thought in the following way: "I feel philia (friendship) toward you but not eros (sexual or romantic love.)"

The Greeks may have assigned love four spots in the dictionary to our one, but they tended to regard it as something to be feared. In the dialogues of Plato, Socrates describes it as a "mental disease." It is from the Greeks we get the term "lovesick."

Love does occasionally make people do stupid things. For instance, a niece of my wife's recently abandoned her husband and son because she is in love with someone else. For her and many like her, love becomes what we happen to feel in the present moment.

You may have heard the expression: "the grass is always greener on the other side of the hill." The problem is that while the more distant grass is indeed be greener, keeping it green takes a separate skill set that may very well be lacking in people who just want to move on. Hence the corollary to the above I once heard: "Grass is greener where it is watered."

In his book, *The Mystery of Marriage*, Mike Mason draws an interesting parallel between marriage and discipleship:

A marriage is not a joining of two worlds, but an abandoning of two worlds in order that one new one might be formed. In this sense, the call to be married [is like] Jesus' advice to the rich young man to sell all his possessions and to follow Him. It is a vocation to total abandonment.

The cost of love mirrors the cost of discipleship; it requires a willingness to leave behind our wants and needs, preferences, and personal comforts, for the sake of the Beloved.

"Total abandonment" is a high calling, one that extends not only to the big-ticket items, but the little ones, as well. However, it is never a mistake to pay this price. As Mike Mason says elsewhere in his book, the result of two individuals giving up everything for each other is "oneness: the goal of marriage."

A marriage characterized by self-giving love, in the little things as well as the big things, begins to resemble the character of Christ and His selfless love for the world.

In her book *Me: Stories of My Life*, Katharine Hepburn, the great actress, summed it up well when she wrote that, "Love has nothing to do with what you are expecting to get—only with what you are expecting to give—which is everything."

Blessings,
Chaplain Garry ■



Wellness Wednesday

THIS BEING AMERICAN HEART MONTH, the February edition of Wellness Wednesday will bring you the latest on what you can do to lead a more heart-healthy life.

On Wednesday the 15th, pick up a healthy lunch special at the Coit Street Café. Then cruise by the Wellness Wednesday table for practical information on wholesome changes you can make right away! ■

Are You Taking Advantage of This Free Gym Benefit?

DID YOU KNOW that employees and volunteers can use the Cardiac Rehab gym at no charge?

To join, there are a few forms to complete. Print out the needed paperwork by going to the SharePoint site, and then navigating from Departments, to Cardiac Rehab, to Documents.

If you are 40 years of age or older, you must obtain a release from your physician. The release form is included with the paperwork.

The gym is open Mondays, Wednesdays, and Thursdays from 6 a.m. to 7 p.m., and on Fridays from 8 to 11 a.m.

A variety of exercise equipment is available. Stop by Building D (formerly Building 2) and check us out! ■

Save these dates!

Citywide Events Sale Benefiting the HCA Hope Fund

Tuesday, February 7
Wednesday, February 8
10 a.m.-8 p.m. both days

South Main Lobby
Payroll deduction available





MCP Veteran Will Build FNS Operation in Frisco

BEST WISHES to **Nicole Bullock**, who has accepted the position of FNS Manager on the Frisco campus. She makes the transition after having served as FNS Patient Services Manager on MCP’s main campus.

A native of Lake Dallas, Nicole holds a BBA from the University of North Texas, and has done additional study in nutrition and dietetics at Texas Woman’s University. She is currently working toward a master’s degree in her field from the University of Kansas Medical Center.

Nicole and her husband, Thomas, live in Carrollton. Her recreational interests include cooking, gardening, sewing, and making jewelry. ■



Dual Appointment for Emergency Services Director

PLEASE WELCOME **Angel Rollins**, who has been named Director of Emergency Services for Medical City Frisco and for Medical City Plano ER (previously 24/7 Emergency Care) in north Plano.

Angel will be responsible for all emergency nursing services at both locations. She comes to MCP from Via Christi Hospital St. Joseph in Wichita, Kan., where she served as nursing manager for Emergency Services.

A Wichita native, Angel attended Butler Community College in nearby El Dorado, Kan., before receiving her BSN from the University of Ohio. She has since earned an MBA in Healthcare Administration from Spring Arbor University in Michigan.

Angel and husband, David, have four children, and reside in Frisco.

For relaxation, Angel likes to read and go to the movies. She also has a special interest in otters, which she hopes to pursue during her retirement years by volunteering at a zoo or otter conservatory. ■

Your Go-To Person for HR Needs at MCF

Chelsea Brogniez is the new Human Resources Business Partner for Medical City Frisco. She joined the HR team in October.

MCF employees who need HR assistance can find her on the North Campus every Friday. Chelsea is a graduate of Texas Woman’s University in Denton. A native of Lewisville, she now lives in Lake Dallas with her husband and their two dogs. ■



New North Campus Team Members

- Rani Alexander**—Pharmacy
- Twyla Barth**—Cath Lab
- Eleanor Brubaker**—CCU
- Julie Carignan**—CCU
- Megan Harrell**—Outpatient Surgery
- James Hernandez**—Surgical Services
- Seana Scroggs**—Med/Surg



Heart Health Snack & Learn

PLEASE JOIN the Population Specific Council and the Cardiac Rehab team for a Snack & Learn on Wednesday, February 8. It will be a great opportunity to learn more about heart health, and everyone is invited!

Population Specific Council Purpose

To recognize and demonstrate awareness of the beliefs, values, and needs of patients and staff members that are unique to them and their culture.

SNACK & LEARN

Wednesday, Feb. 8
3:00–3:30 p.m.
Classrooms 1 and 2

Population Specific Council Members

- Carolyn David-Graves**—IRB/Research
- Shital Patel**—Radiology
- Lisa Phillips**—Center for Learning
- Shaila Sharma**—Cardiac Stepdown

The following was authored by Lisa Phillips on behalf of the entire council.

Heart health is the perfect gift this Valentine’s Day!

Along with Valentine’s Day, February marks American Heart Month, a terrific time to commit to a healthy lifestyle and make modest changes that can promote a lifetime of heart health.

Heart disease is the foremost cause of death for men and women in the United States. Each year, 25 percent of all deaths are caused by heart disease.

There are many things you can do to facilitate the prevention of heart disease. You can eat healthy, get active, stay at a healthy weight, stop smoking (and stay away from second-hand smoke), control your cholesterol and blood pressure, drink alcohol only in moderation, and manage your stress.

Do you know if you are at risk for heart disease? You are at higher risk for heart disease if you:

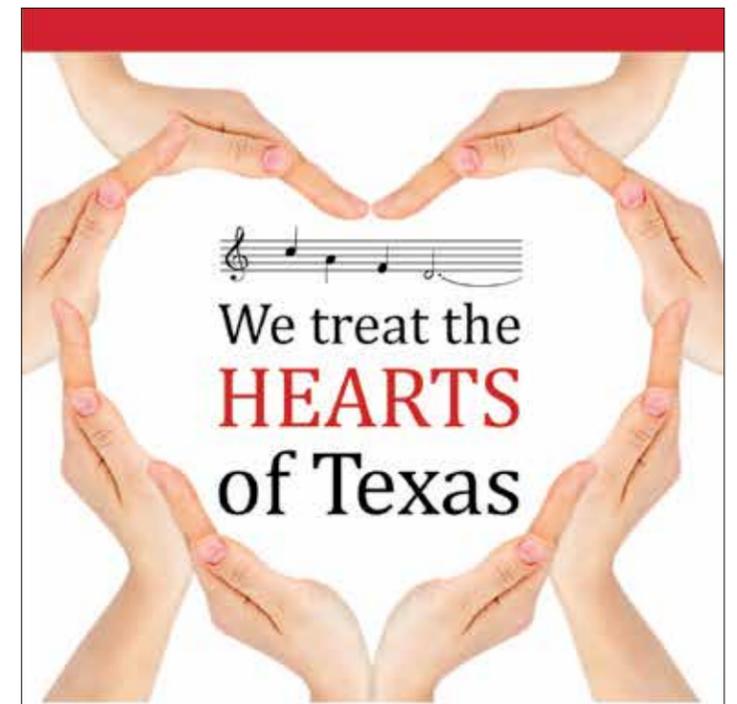
- Have high cholesterol or high blood pressure
- Smoke
- Are overweight or obese
- Don’t get enough physical activity
- Don’t eat a healthy diet

Your age and family history can also affect your risk for heart disease. Your risk is higher if:

- You are a woman over age 55
- You are a man over age 45
- Your father or brother had heart disease before age 55
- Your mother or sister had heart disease before age 65

The good news is there is a lot you can do to prevent heart disease. Health professionals, communities, and families must come together to create opportunities for all of us to make healthier choices. Make a difference by spreading the word and encouraging others to live heart-healthy lives.

Happy Valentine’s Day! ■

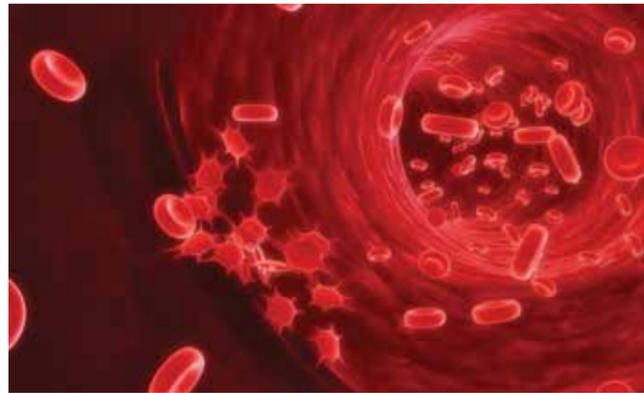


How healthy is your heart?

Take our Heart Risk Assessment.
TreatingTexasHearts.com



Medical City Healthcare



MCP Blood Drive

WHETHER YOUR DONATION is used to replace red cells lost in an accident or during surgery, to supply plasma for burn victims, or platelets for cancer patients, it helps fulfill the commitment MCP makes, in its Mission Statement, to caring for and improving human life.

Friday, February 10
8 a.m. – 2 p.m.
American Red Cross Bus in MCP Parking Lot
(Near 15th Street Entrance)

Thanks to all those who donated in December during our Holiday Blood Drive. A total of 32 units were collected, which translates to 96 lives saved. Every unit counts! ■

Update on Uniforms

TO COINCIDE WITH THE ROLLOUT of our new Medical City Healthcare signage, the effective date for the new uniforms has been pushed back to April 17.

If you ordered a new uniform in January, the cost will not be deducted from your check until it has shipped.

In The View, several dates have been set when you can drop off an approved uniform to be embroidered with the new logo. The dates are:

Wednesday, February 15, 10 a.m. – 1 p.m.
Wednesday, March 22, 7 a.m. – 1 p.m.
Friday, April 21, 9 a.m. – 1 p.m. ■

Make Plans Now to Get Your Required TB Test

ANNUAL TB TESTING begins Monday, Feb. 13, and continues through Monday the 27th.

Tests will be administered each day from 7 a.m. until 4 p.m., except for Thursday the 16th and Thursday the 23rd.

The only employees exempt from being tested for TB are those hired since October 1. All others must undergo this mandatory test.

Any employee who has tested positive in the past still must fill out the required annual paperwork.

Please call Employee Health if you have any questions. ■

Make a Positive First Impression – Every Caller, Every Time

ARE YOU ANSWERING your telephone with the appropriate “Excellence Always” greeting? Here’s the way to make a positive first impression, and extend courtesy and professionalism to every caller, every time.

Ring, ring!

“Good morning/afternoon/evening. (Name of your department.) This is (your name). How may I help you?”

Example:

“Good afternoon. Guest Services. This is Billie. How may I help you?”

Thank you for always making “Excellence Always” your daily goal. ■



What does the future hold for you?
Come find out!

Education Fair

For all employees!

WHEN: Wednesday, March 1, from 11 a.m. until 2 p.m.
WHERE: Medical City Plano, Main Hospital, 2nd Floor, Classrooms 1 and 2

Make plans for your future and have a slice of pizza!

This event will provide information to employees who are seeking associate, bachelor’s, master’s, or doctoral degrees, or certifications in nursing and other healthcare-related fields of study.

Many different schools plan to send representatives! Don’t miss out!



MCP Employees Got Game

THE SUPER BOWL THEME of January’s Employee Forums inspired a number of your co-workers to try their hand tossing around the old pigskin. Forum attendees received t-shirts displaying our new corporate logo. ■



FIRST-YEAR FAMILY

Please welcome these new employees to our MCP family.

Kiss Aguelo—Neuro Trauma ICU
Blessy B. Alexander—Neuro Trauma ICU
Sophie C. Beluso—Radiology Specials
Urvi J. Bhatt—Operating Room
Brandie Bradford—Radiology
Shanae S. Brown—ICU Stepdown
Kim Cao—Medical ICU Stepdown
Albert G. de Guzman—Cardiac Stepdown
Lucas M. Dobrock—Radiology
Agnes R. Ellima—Neuro Trauma ICU
Julia Flores—Surgical Services
Michael Gonzalez—Surgical Services
Sharon S. Holland—Monitored Techs
Ivar W. Isacson—Occupational Therapy



Qwainuia N. Lowry—Laboratory
Stephanie D. Mamane—Surgical Oncology
Jocelyn H. Mariano—NICU
Ashley H. McCain—Antepartum
David W. Moton—Anesthesia
Xochitl Munoz—Cardiac Stepdown
Rebekah Murphy—Neuro PCU
David V. Nguyen—Nursing Float Pool

Agapito Oquindo—Rehabilitation Therapy
Jarel C. Pelayo—Orthopedics/Trauma
Christina Roscoe—CLE/Administration
Rebecca A. Sajenko—Neuro PCU
Shelly A. Shelton—Div Scheduling—North Hills
Linh H. Tsan—Neuro Admin
Vanessa Woods—Nursing Float Pool ■

New Hire Spotlight



Kelsie Whatley

Kelsie Whatley joins our Burn Clinic this month as a staff nurse.

What brought you to MCP?
I worked here before and loved the people.

What are your favorite ways to spend your free time?
Reading, hiking, and skiing.

Where do you like to shop?

Target. Amazon.

What is your favorite restaurant? Snack food? Beverage?
Raising Cane's. Ritz Peanut-Butter Crackers. Sour Patch Kids. Diet Coke.

Favorite movie or book?
I like them all.

What are your favorite sports teams?

Texas Rangers.

Anything about your family or pets?
Husband: Clay. Dogs: "Coop" (bluetick coonhound), "Tap" (English setter), and "Douglas" (dachshund).

Dream vacation?
A year traveling all over Europe. ■

One-Year Work Anniversaries

Tara Bain
Denise Bonilla
Jessica Bray
London Byars
Brittani Cole
Mary Davis
Melissa Davis
Roland Diom
Ethan Dirickson

Allyson Fletcher
Ali Garza
Andy Hall
Kali Hardy
Bayli Harney
Olivia Hernandez
Jami Hopkins
Stacy Howland
Stephanie Johnson

Shannon Kennedy
Sonya Kuhn
Stacey Lopez
Miranda Marquette
Kelsey Mickelsen
Hayley Mumm
Elizabeth Munson
Tincy Paul
Rachael Peebles

Kate Pham
Ginger Prince
Christianne Ragland
Simone Raj
Margaret Reed
Raquelle Richard
Lashonda Riley
Lisa Rougraff
Shadi Salighehdar

Lucy Sawatis
Bushra Sohail
Margaret Strobel
Tara Taft
Sarah Wells
Phyllis Young ■

Milestone Service Anniversaries

35 Years
Troy Thornton
OR

15 Years
Sandra Aparicio-Angon
ICU Stepdown

15 Years
Saul Velasquez
EVS

New Deadlines in Place for Visiting Students

EVERY YEAR, Medical City Plano hosts more than 1,400 students on its Plano and Frisco campuses. Each of these students falls into one of three categories:

Medical Track

Includes fellows, residents, and medical students. Medical City Healthcare has legal agreements with the sponsoring educational institutions.

Clinical Track

Includes physician assistants, nursing students, physical therapy students, and student-practitioners of other specialties. Medical City Healthcare has legal agreements with the sponsoring educational institutions.

Observation Track

Sometimes referred to as "hands-in-pockets" students. Any such student is on our premises strictly to observe. He or she must be escorted by an approved Medical City Plano employee, and wear a bright yellow ID badge that emphasizes his or her observer status.

All students coming to our campuses must be processed through The Center for Learning. New deadlines have been implemented to streamline the flow of students. Students/healthcare professionals or contracted institutions must submit the required paperwork to The Center for Learning on or before the following dates:

Requested Access During

Q1 – January, February, March
Q2 – April, May, June
Q3 – July, August, September
Q4 – October, November, December

Deadline

December 15 of the preceding year
The preceding March 15
The preceding June 15
The preceding September 15

For additional information, please refer to policy 900-RI-101 or contact The Center for Learning at *37870. ■



Jeans Friday Clarification

HAVE YOU NOTICED some employees wearing blue jeans every Friday and wondered why?

During 2017, Jeans Fridays are a benefit given to employees in non-uniform departments who contribute \$500 or more to the HCA Hope Fund.

You'll know them by the wristband they wear that reads "2017 'I Give Hope.'"

There will be other designated Jeans Fridays for all employees in non-uniform departments on specific dates throughout the year.

One such day is Super Bowl Friday on February 3. Watch for other communications that announce upcoming special dates for blue jeans. ■

Our Patients Speak

HERE ARE A FEW patient comments from the past 60 days that illustrate "Excellence Always" being put into practice.

"The nurses were extremely nice and considerate of all my needs. They went out of their way to make sure I was as comfortable as possible." (MCP Emergency Department)

"I felt important and the people attending me were amazing. Couldn't have been more professional and caring." (MCP Emergency Department)

"From the security guard, to the receptionist, to the CT Scan tech, everyone was very friendly and helpful and showed a genuine interest in my care. Even an ER nurse who was getting off work stopped by to see if we were O.K. and chatted with us for a bit. Just a great staff experience at this location." (Medical City Plano ER)

"Lab personnel in hospital performed AIDET and explained what they were doing and why so early in the morning. All were very courteous and respectful." (MCP Laboratory/6th Floor)

"We find your staff not only highly qualified, but kind and caring as well. Thanks for all the loving care from everyone in EVERY department!" (Women's Services)

"Excellent care while I was there. Nurses were amazing. My husband said all our kids to come will be delivered there. Also loved the celebration dinner!" (Women's Services)

"The nursing staff and everyone I came into contact with there seemed to go out of their way. So friendly and helpful. That was certainly much appreciated." (Ortho/Trauma)

"The nursing staff on the fourth floor is extraordinary, and consistently so. Through my extended family, I've had long-term interactions with the nursing staff at two other hospitals in Dallas, and they were not nearly as kind, professional, and competent as those at your institution." (4th Floor/Oncology)

"Every time I have been a patient at this facility, I have been treated with courtesy and professionalism. Your staff exudes a great attitude and that says a lot about the management as well as the staff." (Outpatient Imaging)

"I would have never found the correct registration desk had a kind volunteer not walked me all the way to it. I greatly appreciated that." (Volunteer Services) ■

Excellence Always Employee Recognition

Congratulations to our employees who were mentioned favorably in cards and letters and recognized by managers last month. Their caring ways have been recognized by our guests and fellow employees. Thank you for delivering *Excellence Always*. The ✓s indicate multiple compliments!

4th Floor/Med-Surg Oncology

Sarah Hayes ✓
 Veronica Irerua ✓
 Nancy Ybarra ✓
 Yalam Yeshita ✓
 Cleo Balicante
 Danette Balow
 Michelle Brown
 Katie Burks
 Lamonica Carr
 Nicole Cates
 Teri Chase
 Volha Chekon-White
 Katy Churchwell
 Teri Cox
 Amy Gardner-Camacho
 Lisa Guinn
 Bayli Harney
 Jennifer Housen
 Zulfiya Hunt
 Samantha Julius
 Priscilla Keur
 Joy Little
 Aubrey Merrill
 Alanna Myers
 Notulu Nava
 Annette Nguyen
 Bree Nichols
 Joy Powell
 Shawna Rasti
 Sherri Rulli
 Jan Schon
 Giao Truong
 Lauren Wilmes

5th Floor Ortho/Trauma

Thao Norman
 ✓✓✓✓✓✓✓✓✓✓✓✓
 Raquelle Richard
 ✓✓✓✓✓✓✓✓✓✓✓✓
 Bonny Glenn
 ✓✓✓✓✓✓✓✓✓✓✓✓
 Che Bell ✓✓✓✓✓✓✓✓✓✓
 Kit McGuire ✓✓✓✓✓✓✓✓✓✓
 Vandhana Shibu
 ✓✓✓✓✓✓✓✓✓✓✓✓
 Kasey Kiley ✓✓✓✓✓✓✓✓✓✓
 Miles Rochen ✓✓✓✓✓✓✓✓✓✓
 Ruel Walker-Banks
 ✓✓✓✓✓✓✓✓✓✓✓✓
 Jill Ellis ✓✓✓✓✓✓✓✓✓✓
 Ivy Jones ✓✓✓✓✓✓✓✓✓✓
 Jessica Strasheim
 ✓✓✓✓✓✓✓✓✓✓✓✓

Anna Layton ✓✓✓✓✓✓✓✓
 Gordana Pranjic ✓✓✓✓✓✓✓✓
 Gladys Scales ✓✓✓✓✓✓✓✓
 Seble Kassahun ✓✓✓✓✓✓✓✓
 ChiChi Kenea ✓✓✓✓✓✓✓✓
 Lilian Mabiru ✓✓✓✓✓✓✓✓
 Sarah Wells ✓✓✓✓✓✓✓✓
 Zufan Admassu ✓✓✓✓✓✓✓✓
 Jaleesa Ateman ✓✓✓✓✓✓✓✓
 Lloren Lusk ✓✓✓✓✓✓✓✓
 Gwen Rost ✓✓✓✓✓✓✓✓
 Luisa Salazar ✓✓✓✓✓✓✓✓
 Metzli Valencia ✓✓✓✓✓✓✓✓
 Brittani Wilson ✓✓✓✓✓✓✓✓
 London Byars ✓✓✓✓✓✓✓✓
 Abby Chekenyere ✓✓✓✓✓✓
 Kali Hardy ✓✓✓✓✓✓
 Lesley Koruthu ✓✓✓✓✓✓
 Alyssa Lannoo ✓✓✓✓✓✓
 April Severyn ✓✓✓✓✓✓
 Beth Bownds ✓✓✓✓✓✓
 Laurie Eagleson ✓✓✓✓✓✓
 Anna Kacprzyńska ✓✓✓✓✓✓
 Abeba Kassa ✓✓✓✓✓✓
 Chandra Larson ✓✓✓✓✓✓
 Lindsey Lau ✓✓✓✓✓✓
 Jimmy Olores ✓✓✓✓✓✓
 Melissa Ramirez ✓✓✓✓✓✓
 Cristina Reid ✓✓✓✓✓✓
 Tan Vu ✓✓✓✓✓✓
 Cynthia Waddleton ✓✓✓✓✓✓
 Mary Walton ✓✓✓✓✓✓
 Alexandra Adams ✓✓✓✓✓✓
 Lolita Brown ✓✓✓✓✓✓
 Aimee Carrothers ✓✓✓✓✓✓
 April Kimbell ✓✓✓✓✓✓
 Emily Romano ✓✓✓✓✓✓
 Allison Thompson ✓✓✓✓✓✓
 Sarah Yiu ✓✓✓✓✓✓

6th Floor/ICU Stepdown

Michael Aguila ✓✓✓✓✓✓
 Kendall Brown ✓✓✓✓✓✓
 Joseph Farhammand ✓✓✓✓✓✓
 Fitsum Gebre ✓✓✓✓✓✓
 Jorge Juarez ✓✓✓✓✓✓
 Rose Akwaowo ✓✓✓✓✓✓
 Laura Ashbill ✓✓✓✓✓✓
 Raji Augustine ✓✓✓✓✓✓
 Diana Dake ✓✓✓✓✓✓
 Kathy Farrer ✓✓✓✓✓✓
 Jenna Hitchcock ✓✓✓✓✓✓
 Jay Kaimal ✓✓✓✓✓✓
 Jackie Pennell ✓✓✓✓✓✓
 Rachel Ramirez ✓✓✓✓✓✓

Caleb Simmons
 Michael Sypniewski
 Ashley Waynick
 Tiffini Williams



7th Floor/ Cardiac Stepdown

Janak Panchal ✓✓✓✓✓✓
 Stefanie Thorne ✓✓✓✓✓✓
 Carolina Yepes ✓✓✓✓✓✓
 Jessica Bray ✓✓✓✓✓✓
 Patsy Marquez ✓✓✓✓✓✓
 Mark Ngo ✓✓✓✓✓✓
 Perla Ramirez ✓✓✓✓✓✓
 Erin Townsend ✓✓✓✓✓✓
 June Ajuoga ✓✓✓✓✓✓
 Debbie Albrecht ✓✓✓✓✓✓
 Gabrielle Barnes ✓✓✓✓✓✓
 Rheannon Bujakowski ✓✓✓✓✓✓
 Brian Cequina ✓✓✓✓✓✓
 Edelweiss Chousand ✓✓✓✓✓✓
 Danielle Denson ✓✓✓✓✓✓
 Jennifer Frazier ✓✓✓✓✓✓
 Sameh Helal ✓✓✓✓✓✓
 Timothy Islas ✓✓✓✓✓✓
 Lovely John ✓✓✓✓✓✓
 Yvonne Kansinga ✓✓✓✓✓✓
 Baby Kuriakose ✓✓✓✓✓✓
 Pauline Magee ✓✓✓✓✓✓
 Kathryn McCoy ✓✓✓✓✓✓
 Lakwanda McWhorter ✓✓✓✓✓✓
 Tricia Pace ✓✓✓✓✓✓
 Cynthia Paintsil ✓✓✓✓✓✓
 Cameron Patterson ✓✓✓✓✓✓
 Lovely Prince ✓✓✓✓✓✓
 Heidi Teeling ✓✓✓✓✓✓
 Stacy Varghese ✓✓✓✓✓✓
 Johnathan Warner ✓✓✓✓✓✓
 Irene Zvyara ✓✓✓✓✓✓

Cardiac Rehabilitation

Trevor Brewer ✓✓✓✓✓✓
 Denise Clarkston ✓✓✓✓✓✓
 Jeanne Cross ✓✓✓✓✓✓
 Kasie Elmore ✓✓✓✓✓✓
 Tea Hatzmann ✓✓✓✓✓✓
 Lynn Kubic ✓✓✓✓✓✓

Neuroscience PCU

Charlie Mbumwae ✓✓✓✓✓✓
 Ann Gines ✓✓✓✓✓✓
 Jordan Henderson ✓✓✓✓✓✓
 Roland Diom ✓✓✓✓✓✓
 Lew Gebre ✓✓✓✓✓✓
 Jeff Hanson ✓✓✓✓✓✓
 Maile Mason ✓✓✓✓✓✓
 Rachael Peebles ✓✓✓✓✓✓
 Florence Whitlock ✓✓✓✓✓✓
 DeeDee Austin ✓✓✓✓✓✓
 Denise Bonilla ✓✓✓✓✓✓
 Kayla Centilli ✓✓✓✓✓✓
 Ashlyn Cogburn ✓✓✓✓✓✓
 Noel Corpuz ✓✓✓✓✓✓
 Allyson Fletcher ✓✓✓✓✓✓
 Mary Friedman ✓✓✓✓✓✓
 Sarah Beth Hall ✓✓✓✓✓✓
 Melissa Hulke ✓✓✓✓✓✓
 Jennifer Jameson ✓✓✓✓✓✓
 Erica Lyons ✓✓✓✓✓✓
 Bincy Elizabeth Mathai ✓✓✓✓✓✓
 Monica Olmeda ✓✓✓✓✓✓
 Dejin Omer ✓✓✓✓✓✓
 Kiley Robinson ✓✓✓✓✓✓
 Sajita Shiwakoti ✓✓✓✓✓✓
 Joy Sicat ✓✓✓✓✓✓
 Emilee Stahl ✓✓✓✓✓✓
 Candace Tubbs ✓✓✓✓✓✓

Respiratory Care

Mahlet Abegaz
 JoAnne Atkins
 Jennifer Baker
 Robert Baker
 Lance Baze
 Meranda Benton
 Jennifer Carbaugh
 Thomas Chacko
 Jason Christopher
 Nicky Cope
 Kathleen Davis
 Ray Delgadillo
 Arlene Donado
 Gaby Duran
 Ali Harris
 Pat Hill
 Tammy Howard
 Eugene Iwuamanam
 Essayas Kidane
 Lisa Kimberlin
 Karima Lalani
 Georgia Lee
 James Lee
 Mia Lee
 Toni Maret
 Brittany McGuire
 Michelle Minor
 Violet Misutka
 Shawn Peters
 Sherra Rainy
 Aon Raksriaksorn
 LaShonda Riley
 Sarah Rinehart
 Tiffany Rizzo
 Sabrina Rohlik
 Nicole Ryon
 Manny Santos
 Robin Sims
 Tom Skinner
 Gelila Spear
 Juliet Thomas
 Carol Tucker
 Tommy Vawter
 Chen Wangw
 Ra'Jon Williams
 Ashton Wilson

Nursery

Emily Perkins ✓✓✓✓✓✓
 Morley ✓✓✓✓✓✓
 Janice Blum ✓✓✓✓✓✓
 Angela Kroeker ✓✓✓✓✓✓
 Heather McGee ✓✓✓✓✓✓
 Kelly Page ✓✓✓✓✓✓
 Amber Rogde ✓✓✓✓✓✓
 Laura Wakefield ✓✓✓✓✓✓
 Josie Castelo ✓✓✓✓✓✓
 Erin Guymon ✓✓✓✓✓✓
 Edith Hall ✓✓✓✓✓✓
 Sherri Simpson ✓✓✓✓✓✓

Outpatient Services

Joni Wilson ✓✓✓✓✓✓
 Jan Song ✓✓✓✓✓✓
 Julie Kite ✓✓✓✓✓✓
 Caron Cumbie ✓✓✓✓✓✓
 Tonja Womack ✓✓✓✓✓✓
 Sinda Beaty ✓✓✓✓✓✓
 Cheryl McDowell ✓✓✓✓✓✓
 Rosalie Schwambach ✓✓✓✓✓✓

Postpartum

Bushra Sohail ✓✓✓✓✓✓
 Meg Reed ✓✓✓✓✓✓
 Stefanie Bassford ✓✓✓✓✓✓
 Kelley Ellis ✓✓✓✓✓✓

Amy Grief ✓✓✓✓✓✓
 Omara Serrato ✓✓✓✓✓✓
 Silgi Augustine ✓✓✓✓✓✓
 Lena Cain ✓✓✓✓✓✓
 Judy Eggl ✓✓✓✓✓✓
 Amy McCarthy ✓✓✓✓✓✓
 Gloria Pittman ✓✓✓✓✓✓
 Amber Brown ✓✓✓✓✓✓
 Kim Donohoe ✓✓✓✓✓✓
 Faith Gay-Wilson ✓✓✓✓✓✓
 Joo Lee ✓✓✓✓✓✓
 Priya Thomas ✓✓✓✓✓✓
 Serreta Wright ✓✓✓✓✓✓
 Stacy Peralta ✓✓✓✓✓✓
 Keysla Square ✓✓✓✓✓✓
 Remi Thomas ✓✓✓✓✓✓
 Cathey Yandell ✓✓✓✓✓✓
 Melissa Neal ✓✓✓✓✓✓

THIS NEW SPOTLIGHT
 shines the light on one staff member who is frequently complimented on patient comment cards or letters.

What Does Right Look Like?

Carolina Yepes, RN (7th Floor/Cardiac Step-Down), is frequently praised by patients for the way she models our “Excellence Always” behaviors. A sampling:
 “Carolina always enters the room with a beautiful smile,” “She made me feel comfortable and secure,” “She explained everything going on and kept us informed,” “We knew she had everything under control,” and “Carolina goes above and beyond in so many ways ... she is a shining star!”

MCP/MCF Green Light Summary

A list of actions taken since the last employee engagement survey:

- Cath Lab:** Formed a unit council and implemented self-scheduling for employees.
- CCU:** Ordered new SpectraLink phones for nurses. Moved the Pyxis to provide nurses with easier access.
- FNS:** Procured a new coffee machine for room service.
- ICU Stepdown:** Acquired a new blanket warmer and new telemetry boxes.
- Labor & Delivery:** Ordered new thermometers and

- clippers/razors. Repaired two computers.
- Med/Tele:** Acquired six new Cisco phones for nursing staff.
- Neuro PCU:** Repaired five scanners in patient rooms. Replaced the SPO2 cables on all neurons.
- OR:** Obtained new IV poles fitted with electrical extension cords.
- Ortho/Trauma:** Installed padded toilet seats to accommodate patients with pelvic fractures.
- Women’s Services:** Placed new lidded trash cans in patient rooms.

February Standard of the Month

Krystal Shrewsbury (Scheduling) recently found herself on the line with a frustrated patient. The woman was upset over having been transferred several times. She wanted to schedule a procedure, but the system did not show any availability at her preferred time. Krystal calmly heard her out, and then made a call that enabled the procedure to be scheduled at the time the patient had requested. The patient later called the Scheduling supervisor to compliment Krystal's customer-service skills and great attitude.

“Attitude”

Andrea Thompson has what we in FNS call “The Fever.” She brings an enthusiasm to work each day that shows her dedication to our patients and employees. She has a huge heart and is always taking care of others in a compassionate way. She is our cheerleader and a great example of “Excellence Always” attitude.

*A Message from
the CEO*



Super Bowl Playbook

OUR RECENT EMPLOYEE FORUMS served as the kickoff for what promises to be

another championship season for Medical City Plano and Medical City Frisco.

Your senior leaders shared their 2017 playbook for running up the score in the areas of Quality, Stewardship, and Service. If you were unable to attend one of the sessions, we'll recap the highlights for you here.

Our three highest priorities for the upcoming 11 months will be **Throughput**, **Growth**, and **Patient Experience**.

With regard to Throughput, we'll focus intensely on optimizing the existing framework, in order to improve the flow of patients into and out of the hospital. We'll accomplish this by refining the steps we follow in discharging patients, to ensure that we do it in a manner that's timely, appropriate, and safe. The result will be improved management of bed availability for new patients.

Our Growth playbook is focused on bringing more patients to MCP and MCF from referral hospitals and physicians, and growing the number of surgical cases.

Turning to Patient Experience, our goal is to end the year ranked in the 90th percentile relative to our HCA peers. This priority has its own playbook, consisting of service-minded strategies that go by the names "Play with Passion," "Play with Compassion," and "Play with Consistency."

For us to dominate in this facet of the game, "Excellence Always" must be delivered to every patient, every time.

In 2017, we will continue to employ strategies for maintaining employee engagement and reducing turnover, enhancing physician satisfaction and patient safety, renewing our quality accreditations and certifications, growing services, expanding our facilities, and wrapping up both Level 1 Trauma Center designation and a third renewal of our Magnet recognition for nursing excellence.

Let's pull together now in a spirit of teamwork. Stay with the game plan laid out in the playbook, run the drills, listen closely in huddles, and make "first downs" and then "touchdowns," that enable us to win big for our patients

We all could take pride in this Super Bowl-caliber championship.

Ready to hit the field?

Charles Gressle ■



Mardi Gras Mask Contest

Tuesday, February 28

JUMPING IN ON MARDI GRAS FUN, the Employee Advisory Group will sponsor a mask-decorating contest at Medical City Plano for all employees.

Each participating employee provides his or her own mask, and the creativity that goes into decorating it. The masks will be on display in the South Lobby during lunch hours on Tuesday, February 28.

Hospital staff members and guests will vote for their favorites. The designers of the top three vote-getters will win a four-pack of movie tickets, and have their photos taken for a pictorial salute in an upcoming issue of *CityLife*.

To enter, email Joy.Dover@MedicalCityHealth.com no later than February 27. That day the cafeteria will also get into the act by featuring a Cajun-inspired menu for purchase.

Medical City Frisco employees are encouraged to participate and may deliver their decorated mask to Peggy Jones in Administration before noon on the 27th. ■

Voted "Best Hospital and
Best Emergency Room"



Medical City Plano

