ALL FEBRUARY, during “American Heart Month,” our cardiovascular team encourages staff members to focus on their hearts, and to get their families, friends, and communities to do the same.

Together, we can build a culture of health – one in which making the healthy choice is the easy choice.

Activities begin February 1 with “Go Red” Day. Look for employees to wear special red t-shirts each Friday in February, lending visible support to the idea of “all things heart-healthy.”

Also planned are several seminars to promote community involvement and education.

**Nutrition for Healthy Living and Healthy Hearts**
Saturday, February 9, 9:00 a.m.
Ascension Coffee Court at The Shops of Willow Bend

**Her Heart**
Monday, February 11, 6:30 p.m.
MCP Auditorium (MOB 3, Suite 315)
Enjoy a light dinner and hear from an MCP cardiologist on the topic of heart disease in women.
Register by email: MCPL-Seminars@MedicalCityHealth.com.

**A Guide to Your Healthy Heart**
Tuesday, February 26, 7 p.m.
MCP Auditorium
Hear the latest recommendations and essential strategies to prevent heart disease.
Register by email: MCPL-Seminars@MedicalCityHealth.com.

Of particular interest is the week of February 10-16, which has been set aside to celebrate the work of cardiovascular professionals and all they do to improve patient care. Their commitment ensures the highest quality of care to heart-disease patients, including diagnostic, interventional, and rehabilitative support.
NSICU Nurse-Manager Transitions to Permanent Status

A TIP OF THE HAT to Beth Vaughn on her permanent appointment as nurse-manager for Medical City Plano’s Neuroscience Intensive Care Unit. She had already been serving in that capacity on an interim basis.

Beth joined the MCP family in 2014 as an assistant nurse-manager in the NSICU. She came to us with NSICU and critical-care experience gained during stints at Baylor/Scott & White Medical Center in Dallas, and in the St. Luke’s Episcopal hospital system in Houston.

Beth is a 2018 Doctor of Nursing Practice graduate of Capella University. Her doctoral project – “Restructuring Sleep Architecture: A Nurse-Driven Sleep Promotion Protocol in the ICU” – was selected as the best evidence-based research project at Medical City Healthcare’s 2018 Research Day.

Beth is certified in several critical-care specializations, and was a recipient of a D Magazine “Excellence in Nursing” award for 2019, as well as an AACN Circle of Excellence Award.

New Manager Ensures Compliance with Sterile Processing Rules

GREETINGS TO CHRIS JACOBS, who’s been named Manager of Sterile Processing at Medical City Plano.

It’s Chris’s job to ensure that the hospital’s sterilization processes meet all federal, state, and local regulatory and advisory agency requirements.

He previously held a similar position at Baylor/Scott & White Medical Center in Dallas. A graduate of the University of Texas at Arlington and the University of Phoenix, Chris makes his home in Fate, not far from where he grew up in Terrell.

His recreational interests include drawing and playing with his dog.

Surgical Services Ops Manager Oversees Variety of Functions

BEST WISHES for continued success to John Black, who has been elevated to Operations Manager for Surgical Services at Medical City Plano.

In his new role, John is responsible for day-to-day supervision of functions ranging from project management to finance to surgeon-liaison. He previously served as a financial analyst for the department.

A 15-year combat veteran of the U.S. Army, John is a graduate of Georgia Military College and the Medical College of Georgia. He grew up in Cedar Rapids, Ia., and now makes his home in Sanger.

John and his wife preside over a large blended family that includes six children and eight grandchildren.

Away from work, he likes to play sports and engage in other outdoor pursuits. John is also an active supporter of veterans’ service organizations.

Endoscopy Nurse-Manager Strives to Ensure Excellent Outcomes

CONGRATULATIONS to Julie Furnival on her promotion to nurse-manager in MCP’s Endoscopy Department. She previously served as a nurse-clinician in the OR.

Julie holds a bachelor's degree in Nursing from Texas Tech, and a master's in Education from Southern Methodist University. She is on-track to graduate this May from the University of Texas at Tyler with a master's in Nursing Administration.

Julie grew up in Rancho Cucamonga, Calif. She now lives in Carrollton with her two teenage children. Her recreational pastimes include running and riding her Peloton bike.

She also enjoys getting together each week with loved ones for a home-cooked meal.

Read about two other new City Leaders this month on pages 5 and 8!

Advocate for Underserved Salutes MCP

MEDICAL CITY PLANO was recognized by The Bridge Breast Network on January 25 at the 2019 Bridge Builders Society Awards Breakfast.

MCP was cited for its life-saving efforts to provide low-income, uninsured, and underinsured North Texans with access to breast-cancer diagnostic and treatment services.

For more information about the Bridge Breast Network’s important mission, go to bridgebreast.org.
Happy!

Employee Forums

Medical City Plano

MCP Auditorium

Wednesday, February 20
7:30 - 8:30 am
10:30 - 11:30 am
3:30 - 4:30 pm

Thursday, February 21
7:30 - 8:30 am
10:30 - 11:30 am
3:30 - 4:30 pm

Friday, February 22
7:30 - 8:30 am
10:30 - 11:30 am
3:30 - 4:30 pm

Medical City Frisco

MCF Cafeteria

Tuesday, February 26
7:30 - 8:30 am
or
2:30 - 3:30 pm

Food! Gifts! News!

DON’T MISS IT!!
Chaplain’s Corner

Accountability

In his book Living Above the Level of Mediocrity, Charles Swindoll writes:

We need heroes. I mean genuine heroes, authentic men and women who are admired for their achievements, noble qualities and courage. Such people aren’t afraid to be different. They risk. They stand a cut above. Yet they are real human beings with flaws and failures like anyone else. But these soaring eagles inspire us to do better. We feel warm inside when we think about this rare breed of humanity. This kind we can look up to without the slightest suspicion of deception or hypocrisy. The kind who model excellence when no one is looking or for that matter when half the world is looking.

I love what Swindol says, and would only add that we ourselves need to be the heroes he describes. But to get to such an exalted place we first need accountability. The term is defined as the quality or state of being accountable, especially as it relates to an obligation or willingness to accept responsibility or to account for one’s actions.

Note that it’s an obligation. Do you remember signing the “I Am Committed to Excellence Always” document? The “A” in the acrostic ALWAYS stands for “Accountability,” and under it are the following words:

“I will:

• “Adhere to the mission, vision, and values of the organization
• “Align my words, performance, and appearance with the policies of the organization.
• “Be responsible for my attitude and actions.

“We are committed to Excellence Always: every action, every patient, every time.”

These are solemn obligations – just like those contained in the words I repeated 40 years ago as I stood with my fiancée in front of her pastor. At that time, I promised to “love, honor and trust, in sickness and in health, and forsaking all others to be true and faithful” to the end of our lives.

Accountability is also about our willingness to accept responsibility. In the Letter to the Colossians, we read that “whatever you do, work heartily, as for the Lord and not for men.” To work heartily is to work with willingness and pleasure. In an aphorism attributed to Confucius, we’re advised to “choose a job you love and you will never have to work a day in your life.”

I’m partial to Henry David Thoreau’s somewhat earthier version of the same idea, expressed as follows: “Do what you love. Know your own bone; gnaw at it, bury it, unearth it, and gnaw it still.”

Accountability doesn’t exist in a vacuum. We’re all members of a team. The famous words of the poet John Donne come to mind: “No man is an island. No man stands alone. Each man’s joy is joy to me, each man’s grief is my own.”

Likewise, in the Book of Proverbs, we’re told that “Iron sharpens iron, and one man sharpens another.” We learn from each other how things should be done, and submit to correction when we get them wrong. We all profit when others become our partners in accountability. Sometimes, such people lead lives so exemplary they become heroes in our eyes.

As time passes, our heroes retire and go to their reward. Likewise, in the Book of Proverbs, we’re told that “Iron sharpens iron, and one man sharpens another.” We learn from each other how things should be done, and submit to correction when we get them wrong. We all profit when others become our partners in accountability. Sometimes, such people lead lives so exemplary they become heroes in our eyes.

Accountability requires that we step up as they did and serve as examples and role models for the next generation. A job is never really completed, you see, until we have taught others how to do it correctly. Will you take up the challenge of modeling excellence?

Blessings,
Chaplain Garry

Chimichurri Quinoa and Corn Cakes with Grilled Shrimp

Contributed by Erin Salamon
Senior Executive Chef
Brought to you by MCP/MCF Food & Nutrition Services

You can substitute diced chicken or diced squash and zucchini for the shrimp, too! Serves six people.

Fresh Quinoa Cakes

2 1/2 cups Tri-colored quinoa, cooked
1 cup Corn, fresh, roasted and cut off the cob
3 each Eggs, beaten
2/3 cup Cornmeal
1/3 cup Onion, red, small dice
1/4 cup Parsley, minced
1/2 cup Cilantro, minced
2 tsp. Oregano, fresh, minced
2 tsp. Garlic, minced
1-3/4 cup Breadcrumbs or rice flour
2 tsp. Salt
2 tsp. Sumac powder, rub in palm of hand before adding to mixture

For the crust on the outside of the cakes:
1 3/4 cup Breadcrumbs or rice flour

Roasted shrimp

12 each Shrimp, raw, peeled, and deveined
2 each Lime, juiced
1 tbsp. Oil
3 tbsp. Garlic, minced
1 tbsp. Sumac powder
1 tsp. Crushed red pepper
1/2 tsp. Kosher salt
3 tsp. Cilantro, chopped

Directions

Toss all the ingredients together until completely incorporated. Form into 12 small cakes. Chill the cakes till ready to cook. Sprinkle and gently coat the outside of each cake with a small amount of the breadcrumb or rice flour.

When ready to serve, heat a cast iron skillet to medium heat. Add a small amount of oil. Sear each cake on each side for 2 minutes each. Place on a baking pan and cook in the oven for 12 minutes.

Skillet Shrimp

Toss the shrimp with the garlic, sumac, oil, and salt. Cook in hot skillet until done, then toss with cilantro, red chilies, and lime juice. Serve the shrimp over each cake and enjoy!
2019 HCA Healthcare Awards of Distinction
Submissions are now being accepted.

SUBMIT A nomination for the Frist Humanitarian Award or the HCA Excellence in Nursing Award to Janea Carrington in Human Resources.
The deadline for submission is February 13.
Submission forms can be accessed through the weekly "HR in Action" emails.

MCP Volunteer Program Receives Diversity Award

CONGRATULATIONS to MCP’s Volunteer Program, named winner last month of the 2019 Plano ISD Diversity Leadership Award.
The award is presented to individuals and groups that have promoted diversity this past year through stronger relationships, improved communication, and enhanced understanding.
The award was presented at the 32nd Annual Plano ISD / Martin Luther King Jr. Diversity Celebration on January 24. Present to accept the award was Billie O’Brien, Manager of Patient Relations. Joining Billie on-stage were MCP volunteers Priscilla Field and Brenda Pointer.

Jennifer Rosenthal / Director

JENNIFER comes to MCP from Parkland Hospital in Dallas, where she started out as an ICU nurse in the burn unit, eventually securing a promotion to nurse-clinician.
A native of the St. Louis area, Jennifer originally studied to be a classroom teacher. After a career change, she pursued training as a nurse at Dallas County Community College, eventually earning an MSN in Nursing Leadership from Grand Canyon University in Phoenix. A published author and frequent presenter at professional meetings, she is a member of Sigma Theta Tau, nursing’s international honor society.

Jennifer lives in Keller with her husband, Chad. They have two college-age children. In her leisure time, she likes watching her daughter play intercollegiate lacrosse. In the summer, Jennifer also enjoys just lounging by the pool.

Burn & Reconstructive Center of Texas

WHAT BETTER TIME to shine a light on this department than during February, National Burn Awareness Month? The Burn & Reconstructive Center’s approximately 20-member staff provides high-level, comprehensive burn treatment, repair and reconstruction surgery, critical care, and outpatient services not only to patients from Collin County, but throughout Texas, Oklahoma, New Mexico and Louisiana. The center is the first of its kind in Collin County, and only the second in all of North Texas. It includes a specially equipped Emergency Department burn room, two dedicated operating rooms, an eight-bed intensive care unit, a stepdown unit for inpatient care, and a four-room Outpatient Burn Clinic.

Types of burns treated at the center include those to sensitive areas such as the hands and face, electrical burns which cause internal injuries, burns from house fires and automobile crashes, and scalding burns, which are common among the young and elderly.

Members of the team singled out for recognition recently include Supervisor Theresa Tang, winner of a Daisy Award (given to outstanding nurses), and Jennifer Rosenthal, the unit’s new director, who is the recipient of an “Excellence in Nursing” award from D Magazine.

Front-Line Staff Profile

Jennifer Rosenthal / Director

Jennifer Rosenthal comes to MCP from Parkland Hospital in Dallas, where she started out as an ICU nurse in the burn unit, eventually securing a promotion to nurse-clinician.
A native of the St. Louis area, Jennifer originally studied to be a classroom teacher. After a career change, she pursued training as a nurse at Dallas County Community College, eventually earning an MSN in Nursing Leadership from Grand Canyon University in Phoenix. A published author and frequent presenter at professional meetings, she is a member of Sigma Theta Tau, nursing’s international honor society.

Jennifer lives in Keller with her husband, Chad. They have two college-age children. In her leisure time, she likes watching her daughter play intercollegiate lacrosse. In the summer, Jennifer also enjoys just lounging by the pool.
IT&S Bowlers Claim Championship Trophy

The MCP/MCF Annual Classic Bowling Tournament, sponsored by the Employee Advisory Group, took place January 19 at Plano Super Bowl. This year, no fewer than 37 teams vied for the tournament championship, with the IT&S “Submit-a-Ticket” team emerging as the victors. Second place went to the Emergency Department’s “Transfer #1” bowlers, and third to “The Newbies” from Radiology. All tournament entry fees were designated for the HCA Hope Fund.

Tournament Champions

Submit-a-Ticket, from IT&S

All About the ACE, from Third Floor ACE

Bowl U’ Over, from Burn ICU

Cardiac Stepdown

Reddy, Set, Bowl!, from Cardiology

Rolling You Outta Here, from Case Management

Ebowla, from CCU

Spare Me, from Human Resources

Split Happens, from ICU Stepdown

Pins & Needles, from Laboratory

Stroke Strikers 1, from NSICU

The Newbies, from Radiology

Alley Cats, from Scheduling
Weight-Loss Surgery is Subject of Local News Coverage

MEDICAL CITY Plano’s Bariatric and Metabolic Institute received a visit from a TV news crew when a McKinney couple resolved to lose weight in 2019.

Chris and Sara Peterson both underwent bariatric surgery at MCP on New Year’s Eve, and shared their story with WFAA-TV/Channel 8.

The Bariatric and Metabolic Institute is located in MOB 3, Suite 160. Hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. The clinic and its physicians accept most private insurances, Medicare, and cash pay.

Patients can call 214-473-7650 for information or to schedule free consults/appointments.

Shoe-Collection Effort Nets Nearly 400 Pairs

THE PROFESSIONAL Practice Council proudly displays the 382 pairs of shoes donated by members of the MCP and MCF families during the recent Soles4Souls collection drive. Thanks to everyone who contributed and got 2019 off to a compassionate start.

Focus on Quality: Survey Readiness

As we get deeper into 2019, Medical City Plano and Medical City Frisco will continue on their journey to being “Ready Every Day” for the Quality Review System (QRS) survey and TJC survey.

As part of this process, a TJC Daily Checklist has been instituted on units to help guide staff members on matters that require daily review, to ensure we remain in a state of uninterrupted readiness.

The checklist encompasses several areas that are easy to address with simple rounding over the course of a shift. Examples include checking on oxygen-cylinder storage, and ensuring hallways are clear of clutter, and that biohazard trash is contained.

Each day, staff members should take care they’re being collectively mindful of things that may be out of place. Then, they should take the initiative to remedy any situations that need it, or bring them to the attention of the correct person.

It’s all to ensure we continue to be “Ready Every Day.”

MCP Sponsors Fight for Air Climb

Saturday, February 9
Ross Tower – Downtown Dallas

The Fight for Air Climb is an opportunity for Medical City Plano employees and friends to support the American Lung Association and those affected by lung disease, while climbing the stairs of a skyscraper. To register for the climb, search on “Fight for Air Climb Dallas 2019.” Follow the easy steps to register or make a donation for MCP’s team.

Save the Date!

Collective Goods Book & Gift Sale
Thursday Feb. 14, and Friday, Feb. 15

MCP Atrium Lobby
Shop a selection of books and gift items for all ages. A portion of each purchase will benefit The Hope Fund.
“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!

**Administration**
- Peggy Jones

**ICU**
- James Davis √
- Kristine Davis √
- Dennis Martin √
- Seth Moore √
- Erica Weiss √
- Channa Bowdon
- Staci Livingston
- Aishat Oladoye
- Francisca Ruswayi

**Med-Surg-Tele**
- Congling Wang √√√√
- Kasey Elisiusa √√
- Genevieve Giordano √√
- Lakisha Marks √
- Rick Rodriguez √
- Jamie Baker
- Kelsey Dophied
- Karen Leduna
- Emnily Moui
- Payal Patel
- Leyka Pillai
- Margaret Powell
- Rose Rop

**Patient Access**
- Brad Brown

**Women’s Services**
- Jennifer Munford √√√√
- Lori Carlsruhe √√√√
- Ashlie Coker √√
- Emily Lamb √
- Kaitlin McFerrin √√√
- Blessing Ogbonna √√
- Tincy Paul √
- Lisa Sobieski √
- Angie Wise √
- Brin Maeker √

**MCF Welcomes These New Employees:**
- Margo Brooks
- Valarie Hill
- Women’s Services
- Joy Parsons
- Radiology
- NFS
- Braulio Cuellar
- Mercedes Randall
- Information Services
- Anesthesia
- Kelli Echterkamp
- Misty Rumatz
- Women’s Services
- Outpatient Services
- Ellen Gaban
- Dustin Saenger
- Women’s Services
- ER
- Rachel Gee
- Asad Shaikh
- Surgical Services
- NFS
- Jalen Gunter
- Zachary Vander Haar
- EVS
- Emily Harris
- ER
- Public Relations

**2018 Year-in-Review**

_Sandi Gill, Chief Nursing Officer_

Medical City Frisco continues to grow its services to meet the needs of the community. As MCF matures, the staff keeps challenging itself to do even more. The hospital has evolved from a surgery center to an acute care facility. In the process, MCF has expanded its ER so that it can accept EMS traffic from Frisco, Little Elm, and Prosper. The facility invested in a cardiac-catherization lab, allowing it to save the lives of STEMI victims. It also invested in growing a total joint program. MCF went from doing 99 cases in 2017 to 480 cases in 2018. MCF also acquired a MAKO robot for joint surgery and a Globus spine-navigation robot for spine surgery. The recent addition of Women’s Services addresses a huge need in the community.

**2018 Highs**

- ER Visits - over 10,000
- Admissions - 2,147
- Total Joint Surgery - 480
- Deliveries - 96
- Life-Saving STEMI’s - 17

**New PR Director a Medical City Healthcare Veteran**

_PLEASE GREET_ Emily Harris, who joins the leadership team at Medical City Frisco in the position of Public Relations Director. Emily comes to MCF from Medical City Dallas/Medical City Children’s Hospital, where she was the PR Manager. With five years of service to MCD’s strategic communications team under her belt, Emily brings extensive knowledge of the print center, and of sources and methods for coordinating community outreach and generating positive media exposure.

Emily has bachelor’s and master’s degrees in Business Administration from California Baptist University in Riverside, Calif. She and her husband, a Dallas firefighter, are the proud parents of a new son.

**Shop for a Cause**

Citywide Events Sale

Tuesday, Feb. 26, 11AM to 4 PM, in the Main Lobby

Bedsheets, pillows, electronics, entertainment packages, and more – at discount prices!

A portion of each purchase will benefit The Hope Fund.

Payroll deduction available.

**MARCH OF DATES**

March of Dimes March for Babies

Saturday, May 4

The Lawn at Reunion Arena, Dallas

Medical City Healthcare will again be a major supporter of March for Babies. Be sure to save this date and watch for details to come on registration and fundraising activities leading up to the big event.

**Save the Date!**
Milestone Service Anniversaries

15 Years
Teri Cox
Oncology
Lisa Munson
Women's Resources
Gailann White
Rehabilitation Therapy

20 Years
Marla O’Hara
Inpatient Rehabilitation
Israel Ramirez
Food & Nutrition

New Employees

Suju Abraham
Float Pool
Joan Acklin
Labor and Delivery
Deidre Adams
NFS
Josh Allee
Surgical Services
Katrina Barney
Med-Tele
Kyle Bennett
Float Pool
Drew Buckner
Surgical Oncology
Kyle Carone
Float Pool
Melanie Casey
Antepartum
Heather Clem
Neuro PCU
Hanna Cook
Scheduling
Marilen Corpuz
Outpatient Services
Mariana Cortes
Neuro PCU
Shatanga Crawford
Labor and Delivery
Ryan Criswell
Float Pool
Ifeoluwa Falade
Neuro PCU
Marcia Fern
Scheduling
Amanda Gutierrez
Laboratory
John Harrington
Scheduling
Stephanie Howard
Nursery
Chris Jacobs
SPD
Ayla Jenson
Neuro ICU
Jonathan Kaminar
Neuro ICU
August Kergo
PAS
Joyce Koech
Float Pool
Silvia Lira
Cardiac Stepdown
Alfonso Loya
Facilities Management
Kathleen Mackie
Med-Tele

Johanna Martin
NICU
Tyler Massey
Float Pool
Betty Matsika
Ortho-Trauma
Leah McGee
Cardiac Cath Lab
Cody McMahon
Surgical Oncology
Tanveer Mia
Respiratory Care
Diana Ngure
Neuro ICU
Dung Nguyen
Med-Surg
Marguerite Ondoa
CCU
Reba Palmer
Communications
Kimberly Patton
PAS
Jessica Perez
Rehabilitation Therapy
Shawn Peterson
Surgical Oncology
Kimberly Rinaldo
Respiratory Care
Lauren Rodriguez
Neuro ICU
Jennifer Rosenthal
Burn Clinic
Ayesha Sajjad
NFS
Tammie Samuel
Surgical Services
Nicole Sanders
Surgical Services
Emmanuel Santana
Scheduling
Pamela Stone
Med-Surg
Tye Van Horn
Float Pool
Laura Vettor
Nursery
Alyssa Wade
Speech Therapy
Thomas Wakijira
Med-Tele
Chanelle Watlington
Surgical Oncology
Deangelo Wilford
Information Services

New Hire Spotlight

VERONICA HAYNES is the newest addition to Scheduling’s “Dine-on-Demand” team.

Where do you like to shop?
Macy’s.

What are your favorite ways to spend your free time?
Going to church. Watching movies. Exercising – love to dance and do Zumba!

Favorite book?
Any romance novel.

Dream vacation?
Going to Europe with my children.

Anything else about your family/household?
Teenage daughter and son. Also, a puppy named Milo.
Leadership Ambassadors Named for Q4 2018

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!

**Fourth Floor/Surgical Oncology**
- Yalam Yeshita
- Katie Burkes
- Veronica Irenna
- Aubrey Merritt
- Joavanna Atencio
- Michelle Brown
- Bayli Harney
- Grace Karun
- Sanjita Khadka
- Amy Tipp
- Cleo Balicante
- Bree Bradley
- Teri Chase
- Valsa George
- Emily Hernandez
- Zulfiya Hant
- Itoro Ininm
- Jeanna Ponciano
- Joy Powell
- Shawna Rasti
- Lamonica Carr
- Ronni Federico
- Lilian Garcia
- Lisa Guinn
- Jennifer Housen
- Amanda Lewis
- Helen Towele
- Masha Thomas
- Gina Tranng
- Ilona Wawrzyniak
- Teri Cox
- Cheryl Dillingham
- Sharron Kerber
- Viv Nguyen
- Geraldine Ngwenya
- Sherri Rulli
- Allison Schmidt
- Rose Sullivan
- Brandee Tereck
- Lindsay Venable
- Chaya Adamman
- Lacey McFatridge
- Lindsay Langford
- Karishma Patel
- Kearsa Cezzi
- Blake Nalls

**Patient Access**
- Angele Rioux
- Gloria Bates
- Stacie Hoffman
- Valerie Kover
- Tiffany Martinez
- J anifer Segrest

**Rehabilitation Services**
- Allison Gore
- Carla Holmgren
- Kendall Hollowman
- Dez Taylor
- Kristi Carlisle
- Alli Gray
- Gailann White
- Michelle Black
- Theresa Gardner
- Michelle Leb
- Jay Marble
- Jimmy Olores
- April Power
- Ivan Ros
- Lisa Ayala
- Laura Berlin
- Sucharita Chandra
- Yujing Guo
- Ciny Jose
- Amanda McCartney
- Roel Mediana
- Dagmara Sadej
- Jessica Scott
- Amanda Singh
- J acquelin Strug
- Cathy To
- Anberena Wiglar
- Kelly Zambo
- Patricia Locke
- Patsy Marquez
- Janak Panchal
- Leisha Peterson
- Raymond Babcock
- Shelley Brauer
- Rheneyn Bujakowski
- J ames Cruse
- Crystal Flick
- Mulunesh Hailu
- Casie Hampton
- Carolina Hardin
- Timothy Islas
- Lovely J ohn
- Stephaniej johnson
- Arman Kaarina
- Arpama Kagal
- Wesley Mathew
- Valeria Morris
- Deyanira Rodrigues
- Shailla Sharma
- Martin Thomas
- Christina Titus
- Jasmine Wymore

**Seventh Floor/Cardiac Stepdown**
- Abhini Joseph
- Cameron Patterson
- Barbara Reagan
- Jose Vasquez
- Lovely Prince
- Christina Strickland
- June Ajauga
- Liesha Davis
- Antonette Hatton
- Sumeb Hetal
- Megan Palmer
- Jennifer Rivera
- Ashna Robin
- Mallory Whitworth
- Chelsea Wright
- Kallikoo Berhe
- Jessica Bray
- Britanni Cole
- Tammy Driver
- Cashandra Hall
- Katherine Jones
- Srijana Ke
- Crystal Lee

**Sixth Floor/ICU Stepdown**
- Lindsay Longstreet
- Juliet Mulangan
- Kingsley Addo
- Laura Asbili
- Veronica Ignatovski
- Jay aysaare Kaimal
- Michael Oyerinde
- Kenaiha Ramsay
- Lemi Lem Tede
- Kristina Toles

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**Kudos on a Career Milestone**

**CONGRATULATIONS** to Ruel Walker-Banks of MCP’s 6th Floor/ICU Stepdown unit, who has just graduated from nursing school with his BSN.

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**Fourth Floor/Surgical Oncology**
Left to right: Shital Patel, Mike Wimer, Chris Bartolone, Rosemary Griffin, Amy Atnip, and Sandy Haire. Not pictured: Daniel Mothershead and Jennifer Yaklin.

**Leadership Ambassadors Named for Q4 2018**

- **Daniel Mothershead** …“went above and beyond and took a patient out to the healing garden.” (7th Floor)
- **Mike Wimer** …“followed up, made second visits, and prayed with patients.” (NSPCU)
- **Jennifer Yaklin** …“always followed up and made the best personal connections.” (6th Floor)
- **Chris Bartolone** …“was consistently enthusiastic, greeted all staff, always informed us of issues promptly, and asked for feedback to improve.” (3rd Floor ACE Unit)
- **Shital Patel** …“really spends time with the patient and goes above and beyond. When a patient wanted lobster, she went to Red Lobster (after checking the patient’s diet) to fulfill his request.” (3rd Floor Med-Tele)
- **Rosemary Griffin** …“bonded with every patient and sang our praises to everyone. She was positive, encouraging, and personable.” (4th Floor Surgical Oncology)
- **Amy Atnip** …“is amazing. She is always smiling and lets us know when she arrives. She has the best LEARN we’ve ever witnessed!” (5th Floor Ortho-Trauma)
January ALWAYS Award Winners

Each month, Medical City Healthcare’s ALWAYS Awards recognize team members who have demonstrated an outstanding commitment to our Medical City values – Accountability, Leadership, Willingness, Attitude, You First, and Safety. Congratulations to the following exceptional individuals. Each receives a certificate and 20,000 recognition points.

Lance Baze
Respiratory

“Lance demonstrates all of our values. Recently when the department was extremely understaffed and at-risk for providing adequate care, Lance tried to find coverage and ultimately stayed extra hours to ensure the team was O.K. He also requested the night-shift employees to assist with first rounds. Lance didn’t leave until another night-team leader volunteered to come in and work the remainder of the shift. He ensured patients would receive appropriate care before he clocked out.”

Abira Rana
NSICU

“Abira sets the example for ‘Leadership,’ ‘Willingness,’ and ‘You First.’ She recently connected with a patient and family by volunteering her time to transport them to and from the hospital and their hotel. She made them food and bought clothing during the patient’s stay, and after discharge.”

Michelle Lieb
Speech Pathology

“Michelle demonstrates all of the ALWAYS values to her patients and the staff members she leads. Her team’s employee-engagement scores climbed 23 points in one year. She takes on additional tasks and ensures patients receive the therapy they need for better outcomes and patient satisfaction. She recently developed evidence-based therapy protocols for our burn patients. Empathy is another of Michelle’s gifts and is evident in the way she treats her patients and her staff.”

Jose Saenz
Neurology

“Jose consistently goes beyond ‘Excellence Always’ in the care he provides to his patients, in the relationships with staff, and in the positive attitude he displays every day. A survivor of a traumatic brain injury himself, Jose is able to speak from personal experience. The empathy he feels is deep and is outwardly shown in the top-notch care he provides. Jose leads with his heart and relates to his patients the way he would like to be cared for.”

Teresa McCullough
OSU

“Teresa displays our value of ‘Safety.’ During the suicide screening for a surgical patient, she became aware of the patient’s active suicidal thoughts. She immediately contacted the surgeon and social worker for a psych consultation. Teresa went above and beyond to ensure the patient would receive the necessary care for safety both here and after discharge.”

Genevieve Giordano
Pediatrics

“Genevieve demonstrated our value of ‘Safety’ when she recently made a good ‘catch.’ When the medication for a one-year-old patient wouldn’t scan in the Pyxis system, she stopped and contacted the Pharmacy. Upon investigation, the Pharmacy discovered that the type of medication loaded in Pyxis was an incorrect variation of the drug. The correct medication was substituted in Pyxis and loaded for the patient’s use.”

Abira Rana
NSICU

“Abira sets the example for ‘Leadership,’ ‘Willingness,’ and ‘You First.’ She recently connected with a patient and family by volunteering her time to transport them to and from the hospital and their hotel. She made them food and bought clothing during the patient’s stay, and after discharge.”

Michelle Lieb
Speech Pathology

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MCP/MCF Green Light Summary

A snapshot of department stoplight activities in the green:

- **Women’s Services** received new lights for bedside computers, and new shower curtains.
- **Ortho-Trauma** ordered new rolling walkers for patients.
- **Surgical Oncology** ordered a cellphone charging station.
- **Med-Tele** has begun hosting potluck meals for employees.
- Construction on the new obstetrical **Emergency Department** has been completed, and the unit is now open.
- **Neuro ICU** has a new visitation brochure that’s available in English and Spanish.
- The **Pharmacy** at Medical City Frisco got a new mirror for its employee locker room.
- The water-dispenser pressure in the **ACE Med-Surg** nourishment room has been fixed.

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A New Season of Communication Matters

MAKE IT A HABIT to view the “Communication Matters” podcast each month. It’s hosted by CEO Charles Gressle.

The February edition introduces several entertaining and helpful segments, including “News You Can Use” with guest news anchors. Watch and get timely information that will enable you to stay up-to-date on important developments at MCP and MCF. Viewers can also win fun prizes.

Look for “Communication Matters” throughout the month on the SharePoint home page.

EAR MEDICAL CITY Healthcare Colleagues,

In this month’s issue of CityLife, we take great pleasure in announcing a pair of prestigious recognitions.

Community members and former patients have voted Medical City Plano the “Best Place to Have a Baby” and “Best Childbirth Classes” in Collin County, as reported in DFW Child magazine.

Our capture of a distinction long held by a competing hospital is a testament to the superiority of the care we provide to new moms and babies.

Congratulations to our Women’s Services staff members, and to all those who help deliver dreams every day here at MCP.

But the accolades don’t end there. Medical City Plano and Medical City Frisco have each been designated “Best Hospital” in the Readers’ Choice Awards voted upon each year by readers of the Plano Star Courier and Frisco Enterprise, respectively.

We are proud to receive these honors, which align perfectly with our vision of ourselves as the destinations of choice for healthcare excellence. I hope you share the sense of accomplishment that comes with them. They are a vote of confidence in our ability to provide exceptional patient care.

Value of the Month: Leadership

Our new HCA Healthcare CEO Sam Hazen said, “Being a good leader starts with purpose and a strong value system, which at HCA means focusing on patients and employees…”

Solid leadership contributes to our collective commitment to excellence always. Each of us have the potential to be a leader, wherever you work and whatever your role. I have personally witnessed leadership in action across our campus, sometimes in small but significant ways such as picking up a piece of trash or escorting a visitor to a patient room. This month in huddles and meetings, we will be talking about how you and colleagues exhibit leadership in your daily work.

Later this month, look for an important company-wide announcement from Sam Hazen about the HCA Healthcare brand and how we continue to set ourselves apart as the leading provider of healthcare in the country.

Every colleague is an HCA Healthcare ambassador and leader. Together, we exist to give people a healthier tomorrow.

Sincerely,

Charles Gressle

my dream.

At Medical City Plano, you can expect high-quality, specialized care for you and your baby – combined with the thoughtful amenities designed to create your dream delivery and memory of a lifetime. This is where excellence meets elegance with luxury suites, a celebratory meal, childbirth classes and so much more.

Start planning your dream delivery, schedule a tour and learn more at MedicalCityPlano.com/womens

Thanks, Collin Child readers, for voting Medical City Plano the Best Place to Have a Baby and Best Childbirth Classes in Collin County!