

Mark Your Calendar

- 
Ethics Education Presentation
- 
Books-Are-Fun Sale
- 
21-Day Snack Challenge Registration Deadline
- 
Family Day at the Park
- 
Wellness Wednesday
- 
Chat with Charles
- 
MCP Pediatric ER Grand Opening
- 
Point-of-Care Testing Begins
- 
Annual Flu Shots

OUR MISSION:

“Above all else, we are committed to the care and improvement of human life.”

CityLife

Editor | Joy Dover, Communications Coordinator
joy.dover@medicalcityhealth.com




2017 MCP/MCF Family Fun Day at the Park

Saturday, September 16
 3–7 p.m.

Dr Pepper Ball Park
 Home of the
Frisco RoughRiders
 3700 RoughRiders Trail
 Frisco, TX 75034

Make plans now to enjoy the free festivities!

- Meet Deuce and Daisy, the RoughRiders Mascots
- Float the Lazy River
- Enjoy hot dogs, hamburgers, brats, or barbeque with all the sides
- Play games on the concourse (CornHole, Jenga, Connect Four, etc.)
- Kids can run the bases, play whiffle ball and other organized field activities
- Bounce houses and a playground
- ...and more ballpark snacks and beverages, including a cash bar

* Tickets are required to attend. Free tickets are available in Human Resources at the Plano campus and in Administration at the Frisco campus.

**There is a 4 ticket maximum per employee or volunteer. Children 2 and under do not need tickets. Please note that this event is for employees and volunteers and immediate family members only.*





New Finance VP Gathers HCA Experience in Southern California

NEW CITY LEADERS

PLEASE EXTEND a warm welcome to **Andrew Lane**, who late last month took up his new duties as Vice President of Finance.

In that role, Andrew will have oversight of Accounting, Health Information Management, Supply Chain, and Patient Access.

He will also engage in a variety of professional development activities under the supervision of Chief Financial Officer Melissa McElroy, driving selected projects as a member of our Senior Leadership Team.

Andrew previously served as Controller at Riverside Community Hospital, a 373-bed HCA facility in Riverside, California.

A native of Paducah, Kentucky, he received both his bachelor's degree and his MBA from nearby Murray State University. He and his wife, Samantha, currently live in downtown Dallas.

Andrew's recreational interests include running, walking, and hiking. He also enjoys exploring his new hometown, especially its restaurants and breweries. ■

Advanced Clinicals Leader Earns Second Promotion

PLEASE CONGRATULATE **Caroline Karori** on having been named Manager of Advanced Clinicals.

Caroline joined the department as a Master Trainer for the relaunch of computerized physician order entry in December 2013. After the CPOE implementation was complete, she was appointed Data Quality Manager. In that role, she has helped develop processes to streamline how Advanced Clinicals interacts and integrates with its business partners.

In her new job, Caroline will help identify areas of opportunity, develop action plans to address areas of concern, and assist with testing and training on new Meditech releases and functionality.

Caroline's BSN is from the University of Texas at Arlington. She is a photography enthusiast, with a special interest in food and travel photography. She also enjoys collecting antique cameras and lenses. A native of Kenya, Caroline now makes her home in The Colony. ■



Trauma Services Manager Will Oversee Day-to-Day Operations

Jo-ell Lohrman has long been recognized as one of Trauma Services' unofficial leaders. Perception and reality have now been united with her selection as Trauma Services Manager.

Jo-ell joined MCP in 2002 as a Trauma Coordinator. Five years later, she changed course, accepting an appointment to become the hospital's Business Development Director.

Since returning to the Trauma Services team in 2010, she has played a significant role in five successful surveys of the department by the American College of Surgeons.

In her new job, Jo-ell will be responsible for the department's daily functioning, including the performance-improvement program, the trauma registry, and assisting with implementation of strategic initiatives.

A native of Madison, Wisconsin, Jo-ell received her training at West Chester University in Pennsylvania, and at the University of Texas at Arlington.

At home, Jo-ell enjoys cooking as a way to unwind. She and her husband of 35 years have one daughter, and live in Dallas. ■



HIM Director Moves Over from McKinney

PLEASE JOIN in greeting **Karen Oncken**, who has been named HIM Director for Medical City Plano and Medical City Frisco.

For the past year, Karen has been the HIM Director at Medical City McKinney. She previously held a similar position at Guadalupe Regional Medical Center in Seguin, Texas.

Karen will be responsible for daily compilation of the charts of discharged patients, and for timely completion by providers of medical-record entries. Her duties also extend to the completion of newborn birth certificates, and to facilitating the release of information to patients.

Karen received her higher education from Western Governors University. A native Texan with roots in both the Hill Country and the Panhandle, she, her husband, and their two school-age boys reside in Allen, to which they relocated last year from San Antonio.

In her spare time, Karen enjoys reading. ■



New Quality Director Looks to Build on Recent Accomplishments

PLEASE EXTEND your best wishes to **Stacy Winchester**, who late last month started her new job as Director of Quality/Infection Prevention.

Stacy has worked in healthcare for nearly 20 years, including the last three at MCP. She holds MSN and BSN degrees from the University of Texas at Arlington, in addition to an undergraduate business degree from UTA with a specialization in computer information systems.

Since coming to MCP, Stacy has had a hand in the successful Joint Commission Triennial survey, and to several quality initiatives to reduce hospital-acquired infections. She recently partnered with Surgical Services on the implementation of the "Stop SSI" initiative.

A native of Richardson, Stacy moves this month into a brand-new home in Anna. She and her husband of 13 years have two school-age children.

Stacy is a fan of alternative country music. Her favorite artists include Jason Isbell, Devil Makes Three, and Parker Millsap. ■



EMS Manager Will Seek Further Growth for Service Line

AFTER 12 years as an EMS Coordinator at Medical City Plano, **Wendy Lowe** has seen her position elevated to manager status.

Throughout an MCP career that dates to 1995, Wendy has been an important contributor to the expansion of the hospital's EMS service line, which currently numbers five municipal agencies in North Texas, with education and performance-improvement activities for some 900 field personnel.

Though her job title has changed, Wendy's responsibilities will continue to range from day-to-day operations to the implementation of strategic initiatives.

Prior to first joining the HCA family as an emergency-room nurse in Fayetteville, North Carolina, Wendy was a captain in the United States Air Force, serving as a tactical flight nurse aboard C-130 transport planes. She grew up in Tyler, and received her formal training as a nurse at Incarnate Word University in San Antonio. She is the mother of two grown sons.

Wendy enjoyed traveling the world as an Air Force officer, and still loves visiting new places. Her favorite place to relax is the beach. ■

Join the 21-Day Snack Challenge @Work

MEDICAL CITY HEALTHCARE hospitals are invited to join this fall in a very special campaign, which will run October 9–29.

Support the 275,000 elementary-school students, across 14 different school districts, who will participate in the "Kids Teaching Kids 21-Day Snack Challenge" through Medical City Children's Hospital.

Each day of the challenge, you and your colleagues will refer either to the *21 Snacks for 21 Days* recipe book, or the easy-to-use online Healthy Snack Finder, to discover a new healthy snack. Challengers will discover hundreds of delicious recipes created by high school culinary students.

Why not make it a department challenge and share the benefits of healthy snacking? Don't delay! Sign up today and get your own free recipe book!

Important dates

Through September 15

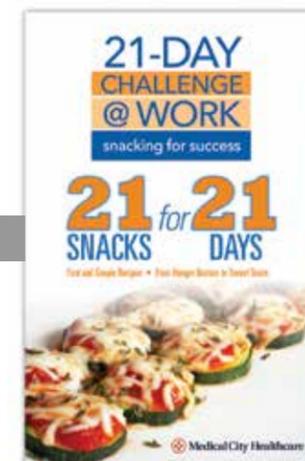
Sign up at SnackingForSuccess.com/sign-up.

October 9–29

21-Day Snack Challenge in progress.

November 13–19

Final Assessment: Participants complete a short survey. ■



HCA Caring for the Community

Win \$1,000 for the charity you serve

HCA EMPLOYEES make a big difference in communities across the nation. Have you volunteered lately?

Each month this year, one employee is being randomly selected to win \$1,000 for the charity of his or her choice. Susan Gibson of Medical City Dallas was the May winner.

Whether you're reading to children, planting a community garden, or sorting food, you're making a difference. To be eligible for the monthly drawing, simply record your volunteer service on HCA's giving-and-volunteering platform at HCA.YourCause.com. ■



Chaplain's Corner

Making Distinctions

“MY DOG’S BETTER than your dog...my dog’s better than yours...my dog’s better ‘cause he eats Ken-L-Ration...my dog’s

better than yours.”

If you were alive in the ‘60s you will no doubt remember the advertising jingle I’ve just quoted, in which a dog-food company asserts that pooches who eat its product are therefore bigger and better.

This “I’m better than you” mentality has been a plague on human civilization since the dawn of time.

Consider Ptolemy, a citizen of ancient Rome and perhaps the greatest astronomer and mathematician of his day. He made his home in Alexandria, Egypt, and declared it to be the place with the best people, simply by reason of its central location in what was then the known world.

I myself grew up in Durango, Colorado. Our football team was the Demons. (Yes, the preacher started out as a Demon. Ha-ha.) Durango was the center of our universe and it was us against everybody else.

In centuries past, when a city or town took up arms against its rivals, it wasn’t a football game, it was slaughter and plunder. No more justification was required than, “I am from here and here is better.”

Have you noticed that prominent among today’s movie heroes are Vikings, pirates, werewolves, and vampires? When Vikings raided villages, they killed most of the inhabitants, enslaved those they didn’t kill, and carried off everything of value. Pirates also stole and killed. The philosophy of these groups was, “We are better than you and will take what you have.” Werewolves and vampires are all about killing, too.

The objective of these “heroes” is to win for the sake of winning, at all costs. Isn’t it interesting the role models Hollywood has chosen for us?

This “I am better” philosophy has a glaring flaw. It is flat wrong. Just because we hail from different places and speak different languages, it doesn’t therefore follow that one of us is better than the other.

Take food, for example. Which is better: chicken-fried steak or fajitas? Or would you prefer schnitzel over hot dogs? It’s about choice and taste, not “better” and “worse.” What is the difference between me and any other man in the world? You might say that language, culture, religion, skin color, and other superficial distinctions are “flavors,” but not real differences. I have a heart, a brain, two legs, two arms, two eyes and two lungs just like every other man.

“Love your neighbor as yourself,” the Bible teaches us. Love seeks the best for people.

I used to play basketball with a group of friends. Yes, there was competition, but at the end of the day it didn’t matter who won or lost. All that really mattered was that we were friends and we were together having fun. Love and friendship are choices we make that result in action. That action is to be friendly and to give people respect.

You may say to me, “My dog is better than your dog.” You would be right, of course, because I don’t have a dog. So what does it really matter?

Blessings,
Chaplain Garry

Get the Help You Need When You Need It

ALL HCA-AFFILIATED employees have access to an Employee Assistance Program (EAP). The EAP is a confidential counseling and referral service that provides personal, legal, and financial services for you and your family. These services can help you deal with a wide variety of challenges that could affect your health, relationships and/or job effectiveness.

You do not need to enroll to take advantage of this benefit. It is free and available to you at any time. Just log on to HCAREWARDS.COM and enter “EAP” in the search box.

Wellness Wednesday

THIS MONTH on “Wellness Wednesday,”

September 20
11:30 a.m.–1:30 p.m.

you’ll have a chance to gather information tied to this month’s sign-up period for the “21-Day Snack Challenge @Work—21 Snacks in 21 Days.”

On Wednesday, September 20 from 11:30 a.m. to 1:30 p.m., pick up a healthy lunch special at the Coit Street Café. Then drop by the Wellness Wednesday table to learn more about the 21-Day Snack Challenge, in which some 275,000 local elementary-school students will be participating through Medical City Children’s Hospital.

Some examples of healthy snacks will be available for you to try.

Save the dates!

Books-Are-Fun Sale

Thursday-Friday, September 7–8

Check out an assortment of books and gift items at discount prices. A portion of each purchase will benefit The Leukemia & Lymphoma Society.

The sale will take place in the Atrium Lobby.

Annual Flu Shots

October 2–7, 7 a.m.–4 p.m.

Watch for more details to come.

Employee Forums

Medical City Frisco
Tuesday, October 10

Medical City Plano
Wednesday–Friday, October 18-20

Times to be announced.



Erol Akdamar

MCH Lends Support to Leukemia & Lymphoma Society

EROL AKDAMAR, president of Medical City Healthcare, will serve as the 2017 corporate chair for “Light the Night Dallas.”

His involvement helps underscore the company’s commitment to provide cancer care that sets the standard for the region.

Scheduled this year for the evening of Saturday, November 11, at Trinity Groves, Light the Night Dallas is a walk benefiting the Leukemia & Lymphoma Society. Relatives, friends, and colleagues of blood-cancer patients organize themselves into teams to raise funds for research and improved treatment.

In addition to participation in the walk, employee-purchased MCH “Caring for the Community”

T-shirts may be worn each Friday in September, with proceeds from sales of the t-shirts to benefit the Leukemia & Lymphoma Society. LLC will also receive a portion of the proceeds from the upcoming “Books-Are-Fun” sale, which takes place September 7–8 at Medical City Plano.

Watch for additional details here in *CityLife* and in the “Communication Matters” podcast.



MCP and MCF Team Up to Sponsor Plano International Festival

From the Population-Specific Council

ALL STAFF MEMBERS are encouraged to attend the Plano International Festival on Saturday, October 14, from 11 a.m. to 5 p.m. at Haggard Park (15th Street and Avenue H in East Plano).

Admission is free, and there will be lots of art, food, music, dancing, and fun! There will also be interactive yoga demos, a fashion show, and a flag parade!

If you would like to volunteer in the first-aid tent co-sponsored by Medical City Plano and Medical City Frisco, please contact the Center for Learning’s Lisa Phillips at 214-473-7496 (in-house at *3-7496) or lisa.phillips@medicalcityhealth.com.

Both clinical and non-clinical volunteers are needed!



Brought to you by your
Ethics Education Committee

The Ethics of Veterans and Healthcare

Wednesday, September 6
12:30 to 1:30 p.m. | Classrooms 1 & 2

Lunch will be provided.

Save the date!
Ethics Education Event
Wednesday, December 6

HVAC Upgrades Coming

A NUMBER OF IMPROVEMENTS will soon be made to the climate-control infrastructure at Medical City Plano, thanks to a generous allocation by HCA of \$2.1 million. The money is earmarked for the replacement of several of the main hospital’s air-handling units (AHUs).

Replacement of these AHUs will greatly improve air-conditioning performance and efficiency in the South Tower, including patient rooms.

Design and installation will take place over the next several months. Continue to monitor *CityLife* and the “Communication Matters” podcast for progress updates.

Affected areas of the hospital include:

- Operating rooms 1–6, and additional support areas
- Two new operating rooms under construction
- Floors 3, 4, 5, 6, and 7 in the South Tower



Last year, 16 families were helped by the Hope Fund at Medical City Plano and Medical City Frisco.



SANDRA FOUND EVEN NURSES CAN NEED HELP

Sandra, an RN, has spent most of her career taking care of patients. She never thought she would be the patient struggling with stage 4 lung cancer and a brain tumor. As she went through treatment, she was unable to work and her housing expenses were piling up. "I was aware of Hope Fund, but had never looked into it before," she says. "I appreciated the help so much. I thank the Hope Fund from the bottom of my heart."

HCA HOPE FUND

To GIVE help: <https://hca.yourcause.com>
To APPLY for help: www.HCAHopeFund.com



TEACHERS AT MEMORIAL ELEMENTARY were all smiles on August 16 when they took delivery of a bumper crop of school supplies donated by hospital employees and volunteers. Over the 26-year history of MCP's partnership with Memorial, the school-supplies drive has become a cherished tradition. Without it, many students at the East Plano elementary school would otherwise not have the essentials they need to resume classes after the summer break. ■

Right: Damon Connolly, Diane McClurg, and Lindsay Crites stand ready to load supplies for transport to Memorial Elementary.

Fall Prevention

Submitted by Trauma Services Fall Prevention Program

FALLS ARE THE LEADING CAUSE of both fatal and non-fatal injuries among older Americans. They threaten seniors' safety and independence, and generate enormous economic and personal costs.

Medical City Plano is committed to reducing fall-related injuries in the community through education and fall-prevention exercise classes. MCP offers a variety of free classes, including Tai Chi and "A Matter of Balance."

According to the U.S. Centers for Disease Control and Prevention:

- Every 11 seconds an older adult is treated in the ER for a fall; every 19 minutes an older adult dies as a consequence of a fall.
- One-fourth of all Americans age 65 and above fall each year.
- The financial toll for falls is expected to increase as the population ages, and may reach \$67.7 billion by 2020.
- Falls result is more than 2.8 million injuries treated in emergency departments annually, including more than 800,000 hospitalizations and more than 27,000 deaths.

Falls are not an inevitable consequence of aging. Through practical lifestyle adjustments, and evidence-based fall-prevention programs, the number of falls among seniors can be substantially reduced.

Please call 972-519-1274 for details concerning fall-prevention classes at MCP. ■

"Just in Time Learning" Now Available

WITH HEALTHCARE constantly growing and evolving in the areas of technology, procedures, and patient interactions, the Center for Learning has created Just in Time Learning Educational Resources to aid in knowledge and skills development.

The learning resource consists of short training videos that can be accessed on the hospital's intranet home page under "Quick Links." There, you can find videos related to:

- Burn care
- The Confusion Assessment Method for the ICU
- The patient experience, including topics such as desk and hallway etiquette
- The use of Rx Destroyer
- Quality as it relates to PICC/CVC lines and handwashing
- Safety in the use of the Sara Steady and Z-Slider

The goal of the Just in Time Learning is to provide a quick and easy reference site where job-relevant training materials can be found. The Center for Learning team is currently working with leaders across the organization to identify other pertinent topics for inclusion in the new learning library.

Keep checking back for new additions! ■

FIRST-YEAR FAMILY

Please welcome these new employees to our MCP family.



Raafat Abousaleh—Surgical Oncology
Sujata Adhikari—Float Pool
Samantha Argabright—CCU
Alexandra Asmar—EVS
Zohren Barte—NFS
Kevin Benson—ER
Chelsea Brockhoff—Ortho/Trauma
Alexandra Cavasos—Surgical Oncology
Caitlin Charnock—Laboratory
Sharon Cook—Ortho/Trauma
Cynthia Cooke—Rehab Therapy
Esmeralda Cruz—ICU Stepdown
Karen Darwin—L & D
Tyanna Decambre—NFS
Juana Doucet—PACU
Stephanie Dunn—CCU
Courtney Durham—ICU Stepdown
Lauren Eliason—Neuro ICU
Lindsey Figueroa—Surgical Services
Angelica Flores—NFS
Jimmy Francis—Medical ICU Stepdown
Julia Garcia—ER
Lilian Garcia Berrios—Surgical Oncology

Joshua Gardner—Radiology
Ashley Gauthreaux—NICU
Sasha Gonzales—Guest Services
Samantha Hebert—Cardiac Stepdown
Kristen Hunt—L & D
Travis Johnson—ER
Brandy Jones—Laboratory
Kerry Jones—Administration
Shelton Jones—Neuro Admin
Michael Kandeloussi—Medical ICU Stepdown
Bethany Kosary—Respiratory Care
Andrew Lane—Accounting
Ericka Laney—Neuro Trauma ICU
Miranda Lankford—ER
Kendra Marburger—L & D
Patricia Marquez—Surgical Services
Tiffany McChristian—CCU
Christine Meredith—Wound Care
Peter Molitor—ER
Carla Moore—PAS
Jimmy Moore—Surgical Services
Leig Moran—Neuro ICU
Madison Moyer—Medical ICU Stepdown

Sarah Mushtaq—Rehab Therapy
Billie Raines—CCU
Celesta Reed—Surgical Oncology
Deyanira Rodriguez—Cardiac Stepdown
Alexus Rollins—EVS
Sidia Rose—PBED
Alexandra Schatz—ICU Stepdown
Tiffani Shelby—Medical ICU Stepdown
Olga Shvarts—Pharmacy
Brittany Spivey—L & D
Brittany Stovall—NICU
Amy Sweezy—NICU
Mallorie Tabor—Neuro Trauma ICU
Benila Thomas—Neuro ICU
Cara Tully—L & D
Jorge Velazquez—Revenue Integrity
Mary Walker—ICU Stepdown
Loren White—Laboratory
Greg Whitman—Respiratory Care
Amber Williams—Scheduling
Chelsea Wright—Cardiac Stepdown
Elizabeth Yanez—Medical ICU Stepdown

New Hire Spotlight



Sydney Bui

Sydney Bui is a new RN in the GI Laboratory.

What brought you to MCP?
 Friendly faces, and the specific opportunity in the GI Lab.

What are your favorite ways to spend your free time?
 Cooking and eating.

What's your favorite restaurant? Snack food? Candy? Beverage?
 Any steak restaurant. Beef jerky. Snickers. Sweet tea.

What is your favorite movie?
 X-Men.

What is your favorite book?
 A Series of Unfortunate Events.

Where do you like to shop?
 Target.

Family highlights?
 Married with four kids.

Dream vacation destination?
 Any spa getaway. ■

One-Year Work Anniversaries

Mobolaji Adeyemi	Sucharita Chandra	Shayme Green	Kathryn Lowrey	Afiong Odohofre-Jones	My Vuong
Funmilayo Akinsola	Kevin Frisch	Kathryn Hanschke	Adhieu Mam	Sarah Rinehart	Nakesha Walker
David Andrew	Laura Garcia	Bethany Hoegenauer	Katherine Mason	Ashly Santana	Shontel White
Gabrielle Barnes	Lorena Ghiurita	Patience Jackson	Kellie Mayes	Scott Schultz	Shari Whitehead
Charlene Bierman	Setha Goodwin	Jacob Kuol	Dena Moore	Mary Tadi	Krizia Zearley
Trang Bui	Robert Green	Heidi Lau	Beatrice Mulenga	Noime Templa	Matthew Zinser ■

Milestone Service Anniversaries

30 Years: Sandra Dowd—Pharmacy | **15 Years:** Isabel Fincher—Scheduling | Marko Pranjic—EVS | Rita Whitney—Wound Care

MEDICAL CITY FRISCO NEWS

Robotic System Keeps MCF in Surgical Forefront

MEDICAL CITY FRISCO can now lay claim to having the only Xi robotic surgical system in the DFW region north of State Highway 121. Through its acquisition of the da Vinci Xi, MCF has laid the foundation on which to build a comprehensive robotic surgery program, further extending its lead over rival institutions. Service lines expected to make use of the robot include bariatrics, colorectal, gynecology, general surgery, and oncology. ■



Joint Replacement Specialist Joins Staff



MCF THIS MONTH welcomes **Eldon Hopkins, M.D.**, to its medical staff. An orthopaedic surgeon specializing in total joint replacement, Dr. Hopkins is a graduate of The University of Texas Southwestern Medical School in Dallas and Emory University Medical Center in Atlanta, Ga. It was at the latter institution that Dr. Hopkins completed his orthopaedic surgery residency, serving as chief orthopaedic resident there. Dr. Hopkins went on to complete his fellowship training in total joint replacement at the Scripps Clinic and Scripps Green Hospital in San Diego. He later served as assistant professor of Orthopaedic Surgery and Total Joint Replacement at the Baylor College of Medicine in Houston. We welcome Dr. Hopkins to the MCF medical staff and family. ■

New MCF Team Members

Please welcome the following new employees!

Aaron Hart—Surgical Services
Ernestanie Hooker—Radiology
Soraya Johnson—Recovery Room

Guadalupe Mosqueda—NFS
Sharda Parker—Surgical Services
Mayela Puentes—EVS

Our Patients Speak

"Very professional! It is a pleasure to do my periodic INR testing at the Plano facility!" (Cardiology)

"MRI tech was amazing. He checked on me multiple times during my MRI and made sure I was comfortable." (MOB Radiology)

"Every person, regardless of their actual job, was friendly, and inquired if they could help us." (Rehabilitation Therapy)

"I received outstanding care on the heart floor. The nurses and techs were very compassionate and professional. The food was excellent." (Cardiac Stepdown and Food Services)

"I've been in many hospitals for many reasons over my lifetime. I get the best care, the best food, the best of everything from Medical City Plano." (Ortho/Trauma)

"I had a great stay. My room was very quiet at night which I greatly appreciated. Staff tried to be extra quiet when checking on me at night and were always thoughtful about turning off lights for me. When I used the call button, it was answered immediately. The food service was also great. I appreciated being able to order anytime I was hungry (loved the chicken-fried steak). Food was always warm and service was quick." (4th Floor Oncology and Food Services) ■

Point-of-Care Testing: Let's Stay on Target!

DID YOU KNOW that nearly 1,700 employees of Medical City Plano and Medical City Frisco are required to complete annual point-of-care testing by November 30?

Failure to complete point-of-care testing by the November 30 due date will result in a delinquent HealthStream assignment and associated disciplinary actions.

Please do your part to ensure we hit 100-percent completion. If you have any questions about POCT, please contact:

Marquita Adams, MT, ASCP
 Point of Care Coordinator, Laboratory
 *3-7896
Marquita.Adams@HCAHealthcare.com





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 Surgical/Oncology

Yalam Yeshita ✓✓✓
Katie Burks ✓
Volha Chekon-White ✓
Teri Cox ✓
Veronica Irertua ✓
Lindsay Packer ✓
Joy Powell ✓
Shawna Rasti ✓
Tonya Ritter ✓
Masha Thomas ✓
Amy Tipps ✓
Cleo Balicante
Danette Barlow
Michelle Brown
Teri Chase
Katy Churchwell
Shannon Clark
Michelle Coleman
Terene Dawkins
Lisa Guinn
Bayli Harney
Carol Heath
Jennifer Housen
Zulfiya Hunt
Samantha Julius
Sharon Kerber
Priscilla Keur
Amanda Lewis
Vertie Mack
Notulu Nava
Annette Nguyen
Bree Nicholls
Zandra Richardson
Sherri Rulli
Jan Schon
Valsa Simon
Brandee Tercek
Giao Truong
Lauren Wilmes
Nancy Ybarra

5th Floor/Orthopedics-Trauma

Bonny Glenn ✓✓✓✓✓
Thao Norman ✓✓✓✓
Ruel Walker-Banks ✓✓✓✓
Kelly Warren ✓✓✓✓
Jaleesa Ateman ✓✓✓
Che Bell ✓✓✓
Beth Bownds ✓✓✓
Abby Chekenyere ✓✓✓
Jill Ellis ✓✓✓
Nicole Enilari ✓✓✓
ChiChi Kenea ✓✓✓
Melissa Ramirez ✓✓✓
Miles Rothen ✓✓✓
Alexandra Adams ✓✓✓
Kali Hardy ✓✓✓
Kasey Kiley ✓✓✓
Chandra Larson ✓✓✓
Anna Layton ✓✓✓
James McKiddy ✓✓✓
Luisa Salazar ✓✓✓
Cynthia Waddleton ✓✓✓
London Byars ✓✓
Tiffany Hardman ✓✓
Seble Kassahun ✓✓
Caroline Klingenberg ✓✓
Lloren Lusk ✓✓
Jarel Pelayo ✓✓
Cristina Reid ✓✓

Raquelle Richard ✓✓✓
Zufan Admassu ✓✓
Karen Mulenga ✓✓
Alanna Rose ✓✓
Gladys Scales ✓✓
Vandhana Shibu ✓✓
Mary Walton ✓✓
Brittani Wilson ✓✓
Ivy Jones ✓
Lilian Mabiru ✓
Gwen Rost ✓
Metzli Valencia ✓

Cardiac Rehabilitation

Jeanne Cross ✓✓✓
Denise Clarkston ✓✓✓
Kasie Elmore ✓✓✓
Lynn Kubie ✓✓✓
Tea Hatzmann ✓✓✓
Ashley Salazar ✓✓✓
Chelsey Shivers ✓✓✓

Labor & Delivery

Talina Carver ✓✓
Melissa Dishman ✓✓
Emily Dunlap ✓✓
Brandi Dye ✓✓
DeeNay Hicks ✓✓
Ashley McCain ✓✓
Karen Minor ✓✓
Brittany Rosenbaum ✓✓
Dana Tabaria ✓✓
Omar Alvarenga ✓✓
Tanja Blackmon ✓✓
Betty Jo Cochran ✓✓
Jenifer Curley ✓✓
Mary Davis ✓✓
Becky Ellis ✓✓
Jody Ferdinand ✓✓
Patty Hamilton ✓✓
Crisha Holley ✓✓
Angela Jaynes-Vawter ✓✓
Heng Liu ✓✓
Carmen Mendez ✓✓
Tincy Paul ✓✓
Rebecca Shan ✓✓
Jennifer Thedford ✓✓
Jodie Whittle ✓✓
Tracey Wilberger ✓✓
Phyllis Young ✓✓
Cindi Beckman ✓✓
Sophia Bhandari ✓✓
Linda Coleman ✓✓
Jose Dongo ✓✓
Stephanie Fassett ✓✓
Aliza Friedman ✓✓
Cyrel Goldstein ✓✓
Lynda Grayley ✓✓
Victoria Halls ✓✓
Claire Hardin ✓✓
Sheila Harwell ✓✓
Melissa Hubbard ✓✓
Faith Koch ✓✓
Gail Morgan ✓✓
Marqueza Nermal ✓✓
Yemisi Oluwole ✓✓
Bailey Phillips ✓✓
Lisa Saenz ✓✓
Courtney Shorterez ✓✓
Lisa Sobieski ✓✓
Shea Stewart ✓✓
Brianna Thurmond ✓✓
Emily Tirado ✓✓

Patrice Vanscorder
Liz Villanueva
Abigail Wazed
Robyn Wiley

Neuro ICU

Duy Ho ✓✓✓✓✓
Isaac Cano ✓✓✓✓✓
Jeff McManus ✓✓✓✓✓
Madelaine Nugent ✓✓✓✓✓
Chip Hatton ✓✓✓✓✓
Miranda Marquette ✓✓✓✓✓
Skyler Lape ✓✓✓✓
Elizabeth Leonard ✓✓✓✓
Jeremy Freeman ✓✓✓✓
Greg Gaa ✓✓✓✓
Tia Kang ✓✓✓✓
Stephanie Koonz ✓✓✓✓
Carissa Miara ✓✓✓✓
Peaches Payne ✓✓✓✓
Alora Riley ✓✓✓✓
Sarah Romero ✓✓✓✓
Christian Supangco ✓✓✓✓
Courtney Williamson ✓✓✓✓
Blessy Alexander ✓✓✓✓
Kiss Aguelo ✓✓✓✓
Olivia Basa ✓✓✓✓
Don Calla ✓✓✓✓
Krista Flemmons ✓✓✓✓
Ali Garza ✓✓✓✓
Lynn Medalla ✓✓✓✓
Lauren Nguyen ✓✓✓✓
Ese Nosakhare ✓✓✓✓
Scott Schultz ✓✓✓✓
Muy Seng ✓✓✓✓
Elizabeth Stone ✓✓✓✓
Deanna Turnbull ✓✓✓✓
Sam Allen ✓✓✓✓
Edel Astronomo ✓✓✓✓
Angela Cooper ✓✓✓✓
Natalie Creel ✓✓✓✓
Katie Dawson ✓✓✓✓
Bianca Duda ✓✓✓✓
Agnes Ellima ✓✓✓✓
Cristina Gabucan ✓✓✓✓
Josie Gaytan ✓✓✓✓
Amber Halverson ✓✓✓✓
Jennifer Jacobi ✓✓✓✓
Yana Kim ✓✓✓✓
Alfe Ladrado ✓✓✓✓
Maricarl Lorenzo ✓✓✓✓
Melissa Meachum ✓✓✓✓
Bryn Morris ✓✓✓✓
Pat Naicker ✓✓✓✓
Beth Nicholson ✓✓✓✓
Yoganand Paul ✓✓✓✓
Maimoona Qazi ✓✓✓✓
Gary Ragsag ✓✓✓✓
Maise Saaban ✓✓✓✓
Cynthia Shen ✓✓✓✓
Mohammed Tirmizi ✓✓✓✓
Maryam Torkamani ✓✓✓✓
Melissa Vickrey ✓✓✓✓
Meghan Wright ✓✓✓✓
Ro Zibari ✓✓✓✓
Yogi Abdul-Mutakabbir ✓✓✓✓
Kristen Arnold ✓✓✓✓
Rhoan Balles ✓✓✓✓
Michael Bausch ✓✓✓✓
Trey Cash ✓✓✓✓
Jenny Dinyain ✓✓✓✓
Trey Galloway ✓✓✓✓

Amanda Gambriel
Wes Gambriel
Sheryll Gomez
Patti Jackson
Kim Ladrado
Maile Mason
Mac McCoy
Stacey Murphy
Eric Ofori
Messay Oshe
Greg Pastacaldi
Ginger Prince
Abby Rana
Aubrey Ross-Istok
Lindsay Ruff
Tommy Russell
Kira Sallee
Victoria Tarasevich
Raya Wee
Marissa Wylam

Neuro PCU

Monica Olmeda ✓✓✓✓
Ann Gines ✓✓✓✓
Clare Turner ✓✓✓✓
Kayla Centilli ✓✓✓✓
Melissa Clark ✓✓✓✓
Roland Diom ✓✓✓✓
Liz Doyle ✓✓✓✓
Sophie Simisi ✓✓✓✓
Jessica Yoo ✓✓✓✓
Sam King ✓✓✓✓
Charlie Mbumwae ✓✓✓✓
Florence Whitlock ✓✓✓✓
DeeDee Austin ✓✓✓✓
Noel Corpuz ✓✓✓✓
Starlett Davis ✓✓✓✓
James Degrechie ✓✓✓✓
Allyson Fletcher ✓✓✓✓
Mary Friedman ✓✓✓✓
Jeff Hanson ✓✓✓✓
Jordan Henderson ✓✓✓✓
Bianca Duda ✓✓✓✓
Gwen Iselt-Tubbs ✓✓✓✓
Sabrina Lalani ✓✓✓✓
Bincy Elizabeth Mathai ✓✓✓✓
Rachael Nichols ✓✓✓✓
Chi Nnake ✓✓✓✓
Michele Packard ✓✓✓✓
Teresa Pech ✓✓✓✓
Joy Sicat ✓✓✓✓
Vm Smith ✓✓✓✓

Nursery

Kelly Page ✓✓✓✓✓
Emily Perkins ✓✓✓✓✓
Lynda Morley ✓✓✓✓✓
Tawney Davis ✓✓✓✓✓
Abby Madson ✓✓✓✓
Annette Barone ✓✓✓✓
Janice Blum ✓✓✓✓
Edith Hall ✓✓✓✓
Mindy Kristensson ✓✓✓✓
Jennifer Redus ✓✓✓✓
Meghan Bolton ✓✓✓✓
Josie Castelo ✓✓✓✓
Michelle Dolen ✓✓✓✓
Angela Kroeker ✓✓✓✓

Rehabilitation Services

Leesa Echols

Stan Gaddis
Annette Garza
Allysson Gore
Agapito Oquindo
Kathleen Ruetz
Cindy Yang

Respiratory Care

Mahlet Abegaz
Jennifer Baker
Lance Baze
Leigh-Ann Cambern
Jennifer Carbaugh
Thomas Chacko
Jill Chase
Jason Christopher
Nicky Cope
Kathleen Davis
Ray Delgadillo
Jennifer Hancock
Ali Harris
Tammy Howard
Karima Lalani
Toni Marett
Violet Misutka
Shawn Peters
Manny Santos
Carol Scribner
Tom Skinner
Gelila Spear
Konjit Tefera
Juliet Thomas
Carol Tucker
Mark Varner
Ra'Jon Williams

Women's Services

Meg Reed ✓✓✓✓✓
Lena Cain ✓✓✓✓✓
Stacy Peralta ✓✓✓✓✓
Amy Ogokwe ✓✓✓✓✓
Cathey Rose ✓✓✓✓✓
Amber Brown ✓✓✓✓✓
Kelley Ellis ✓✓✓✓✓
Remi Thomas ✓✓✓✓✓
Carmen Davis ✓✓✓✓✓
Bindu Mani ✓✓✓✓✓
Stefanie Bassford ✓✓✓✓✓
Judie Eggl ✓✓✓✓✓
Faith Gay-Wilson ✓✓✓✓✓
Alice Varughese ✓✓✓✓✓
Sereta Wright ✓✓✓✓✓
Helen Cruz ✓✓✓✓✓
Kim Donohoe ✓✓✓✓✓
Amy McCarthy ✓✓✓✓✓
Bushra Sohail ✓✓✓✓✓
Keysla Square ✓✓✓✓✓
Julie Bartolo ✓✓✓✓✓
Courtney Beltz ✓✓✓✓✓
Omara Serrato ✓✓✓✓✓
Terry Rabon ✓✓✓✓✓
Lilly Vinson ✓✓✓✓✓
Sandra McRight ✓✓✓✓✓
Gloria Pittman ✓✓✓✓✓
Priya Thomas ✓✓✓✓✓
Julie Winkler ✓✓✓✓✓
Silgi Augustine ✓✓✓✓✓
Margo Brooks ✓✓✓✓✓
Joo Lee ✓✓✓✓✓

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?

Alex Penn, certified surgical technician, is our Robotics Coordinator, and has really helped build our Robotics service line. The doctors think highly of Alex and trust her. She trains other techs to scrub robot cases, and insures all robot supplies get ordered. Alex also serves on the hospital robotics committee. She has a wealth of knowledge and experience. ■



Submitted by Marty Higgins, Director of Surgical Services



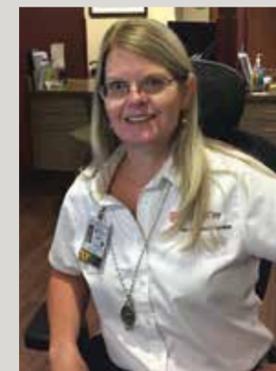
MCP/MCF Green Light Summary

A list of actions taken since the last Employee Survey.

- CCU acquired more dopplers for its flap patients.
- **Neuro ICU** installed a phone-charging station in its waiting room.
- Repairs to the **Neuro PCU** medication cart have been completed.
- **Cardiac Stepdown** installed a whiteboard in its supply room on which it now posts which items need to be re-stocked.
- The **Newborn Nursery** has ordered new bassinets and mattresses.
- **Pathology** now has a color scanner/printer.
- The **ICU** rooms at Medical City Frisco have new bedside monitors. ■

September Standard of the Month

“You First”



to consistently deliver high-quality service, and we love those traits in Karen.

Karen Trout is a registrar in the MOB Radiology department. She has a great rapport with every patient she encounters, and is always willing to do all she can to make sure they have the best experience. She is recognized by patients every week for the service she provides. Karen also recently received the Parallon Elite Award for consistently going above and beyond for our patients. A great character trait in an individual is the ability



Nair Morales is a role model for others by always placing “You First.” ■

Nair Morales, the NEVS Special Care Technician assigned to Neuro ICU, is always a shining example of our Excellence ALWAYS standards. Nair always greets patients, visitors, and staff with her friendly smile. Her positive demeanor welcomes all who visit the Neuro ICU. She is a great team player and assists nursing to provide an excellent patient experience.



A Message from the CEO

Community Stewardship

THE MERRIAM-WEBSTER DICTIONARY defines “community” as a group living together and depending on one another for various necessities of life. The same dictionary defines “stewardship” as the careful and responsible management of something entrusted to one’s care.

Linking the two words would yield something like the following definition: “the deliberate management of one’s resources—be it money, goods, or people—in a manner that improves the lives of others.”

One need look no further than this issue of *CityLife* to find evidence of the many ways we, as a hospital, share our resources for the betterment of the communities we serve.

To cite just two instances from the last couple of months, consider the generous gifts of non-perishable food to Minnie’s Food Pantry, and the school supplies collected for Memorial Elementary School.

Next, consider the way selfless members of our staff participate in quarterly blood drives for the benefit of the American Red Cross.

Especially noteworthy is the more than \$100,000 in payroll-deduction contributions from MCP and MCF employees that flow into the HCA Hope Fund each year. On page 6, you’ll note that last year no fewer than 16 of your co-workers received Hope Fund grants, which enabled them to surmount personal crises of various kinds. This is one way we provide for the needs of our internal community, or work family.

In this month’s *CityLife*, you’ll read of several more ways in which HCA shows itself to be an excellent community steward. Take, for example, the company’s “Caring for the Community” program, which enables you to log the volunteer hours you accumulate in the community.

The program also provides you with a mechanism for routing payroll-deduction contributions to the charities of your choice. HCA matches dollar-for-dollar donations totaling \$250 or more annually (just \$10 per paycheck). It’s a great way to maximize your charitable giving. Don’t forget that you also become eligible to win \$1,000 for your charity when you log your volunteer hours at HCA.YourCause.com.

Let me further point out that Medical City Healthcare has signed on to direct fundraising efforts for “Light the Night Dallas,” which benefits the Leukemia & Lymphoma Society. Erol Akdamar, our division president, will serve as this year’s corporate chairperson. Thank you in advance for staying alert to ways you can support this worthy organization.

In closing this month, I want to express the hope that you’ll join me at “Family Fun Day at the Park.” It will be a time for us to come together as a hospital community and do what families do best—eat, play, and celebrate the bonds we share that make our lives better.

I hope to see you there!

Charles Gressle ■

ER Pediatric Rooms Revealed

MCP’S EMERGENCY DEPARTMENT is pleased this month to take the wraps off four newly renovated pediatric exam rooms, and a kid-friendly play space in its main waiting area.

A special event, to which the community is invited, is scheduled for Sunday, September 24. It will include an array of children’s activities, and serve to promote pediatric emergency care at Medical City Plano.

Watch for additional details soon! ■

