

## Mark Your Calendar

-  Benefits Annual Enrollment
-  Benefits Fair
-  Hope Fund Night-Shift Breakfast Burrito Sale
-  Hope Fund Gift Basket Silent Auction
-  Med-Surg Expansion Ribbon-Cutting
-  Light the Night Walk
-  Wellness Wednesday
-  Chat with Charles
-  MCP Holiday Event at Shops of Willow Bend
-  MCP Blood Drive
-  Annual Bowling Tournament at Plano Super Bowl



Leadership Circle Donors attend Campaign Kick-off Breakfast on October 13.

## Now, More Than Ever...HOPE

**T**HIS YEAR'S HOPE FUND CAMPAIGN is officially under way, and runs through Friday, Nov. 10.

Make your tax-deductible donation at [hca.yourcause.com](http://hca.yourcause.com), or click the link found on the SharePoint home page.

You are again encouraged to take advantage of the HCA gift-matching program. Donations of as little as \$10 per paycheck to the Hope Fund or other 501(c)(3) organization will be matched at levels of up to \$500 by HCA.

Returning this year are Donor Benefits, available at various levels starting at just \$5 per paycheck.

Depending on your campus, benefits may consist of free meals, logo item vouchers, and multiple entries into the grand-prize drawings.

### Five Fabulous Days of Prizes November 6-10

HCA HOPE FUND

- |                  |   |
|------------------|---|
| <b>Monday</b>    | 12 hours of PTO                                 |
| <b>Tuesday</b>   | Four Dallas Mavericks tickets with parking pass |
| <b>Wednesday</b> | Four Dallas Stars tickets with parking pass     |
| <b>Thursday</b>  | Apple Watch                                     |
| <b>Friday</b>    | Large Yeti Cooler                               |

An annual donation of at least \$25 (\$1 per pay check) made online the day before a drawing, makes you eligible for the five days of grand prizes:

After making your donation, take advantage of all the special events and activities that have been planned. You'll find them listed under "Save the Date," on page 4. They're designed to encourage the topping-off of our individual donations, helping ensure we reach our overall goal of \$150,000 for the 2017 campaign. ■

CityLife  
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## Ethics and Compliance Week

**T**HIS VERY SPECIAL PERIOD of heightened awareness will take place at MCP the week of November 5–11. On Thursday, Nov. 9, employees are particularly invited to stop by the table in the South Main Lobby to receive their E&C-theme gift. The ethics-and-compliance program was developed by HCA to help employees make appropriate business decisions in situations that involve their relationships with co-workers, customers, suppliers, business partners, legislators, and regulators.

The program includes the following elements:

- Code of Business Conduct
- Compliance and Ethics Policies
- Compliance and Ethics Training
- Hotline for Reporting Potential Improprieties
- Misconduct Investigations



Left: Melissa McLeroy, Ethics and Compliance Officer. Right: Wendy Davis-Cooper, Co-Ethics and Compliance Officer

## Expansion News

**T**HE NEW MED-SURG UNIT on the Third Floor of Building II will be ready to receive patients starting November 13.

**Medical-Surgical Unit Expansion Ribbon-Cutting and Open House**

**Friday, Nov. 10, from 3:30 to 4:30 p.m.**  
Building II, Third Floor

The \$10.3 million project was funded by HCA. A 20-bed extension of the existing Med-Surg Unit in the main hospital, the newly renovated floor includes 19 private rooms, plus a large semi-private room that will also function as a VIP suite. It also features a speech-therapy room in which members of the MCP inpatient-rehabilitation team will see patients. Other points of interest include a family dining area and a large conference room. Included in the makeover are the Building II lobby and its associated restrooms, which have been made ADA-compliant.

The floor was originally designed to serve as an extension of the Inpatient Rehabilitation Unit (IRU). However, due to MCP's high patient census, the floor is being used initially for med-surg patients, and for acute care for geriatric patients. The updates that have been made allow the floor to accommodate either a med-surg or rehab population. It will be converted to IRU use after the completion of the new 90-bed patient tower.

**Margie Nichols** will serve as nurse-manager for the new unit.

### \$107 Million Tower Project Approved • Photo, Page 12

HCA has approved the budget for a new patient tower, to be located north of the Emergency Department. The four-story tower will include 90 beds for ICU, Ortho Oncology, and Surgical Oncology. Also included in the capital project are four additional operating rooms, which will extend to the east of the existing surgical suites. The new tower is expected to be complete in August 2019. With an eye to a still more distant future, the building will have the capacity to expand by an additional four floors.

## NEW CITY LEADERS

### Cath Lab Manager's Promotion Becomes Official



**P**LEASE JOIN in extending congratulations to **Jim Mitchell**, who has been formally promoted to the position of Cath Lab Manager. He had already been performing in that role for the past six months. Jim came to MCP six years ago from Hendrick Medical Center in Abilene, his hometown. The recipient of an undergraduate nursing degree from Grand Canyon University, Jim is currently enrolled in the MBA program at Southeast Oklahoma State University. Jim and Stephanie, his wife of 21 years, have two daughters and a son. In his free time, Jim likes to play golf, or just hang out with family and friends. He's also fallen in love with Caribbean cruises.

### New Leader Will Open Expanded Med-Surg Unit



**P**LEASE WELCOME **Margie Nichols** to the Medical City Plano leadership team. She has been promoted to the post of nurse-manager for the new Medical-Surgical Unit on the Third Floor of Building II. Margie began a second career in healthcare in 2005, when she was named a patient-care assistant/orthopedic technician in the Emergency Department at Christus St. Elizabeth in Beaumont. Margie joined the HCA family in 2009 as a staff nurse at Medical City Fort Worth, and has served in several capacities since coming to MCP in 2013. In her new role, she will oversee a new 20-bed inpatient department that opens this month. Margie resides in Coppell with her husband of 20 years and their three children. In her free time, she enjoys visiting America's national parks, and engaging in outdoors activities such as hiking, camping, and geocaching. ■

## Don't Miss Annual Benefits Enrollment for 2018

**T**HIS YEAR'S ENROLLMENT period will be October 31–November 14. To make your selections and enroll, call BConnected at 800-566-4114. Or go to [HCAhrAnswers.com](http://HCAhrAnswers.com) and login using your 3-4 ID and network password.

1. Click HCA Rewards in the My Total Rewards box.
2. Click on "Benefits Enrollment Center."
3. Once on the BConnected website, click "Enroll Now" to go to the BConnected screen.

Here are the highlights of what's changing in 2018.

Category	What's Changing
<b>Well Care Medical</b>	<ul style="list-style-type: none"> <li>• Out-of-pocket maximums increasing</li> <li>• Genomic profiling will be covered for eligible participants with certain cancer diagnoses</li> </ul>
<b>Well Care Prescription Drugs</b>	<ul style="list-style-type: none"> <li>• Copays, coinsurance and maximums increasing for non-preferred brand drugs</li> <li>• Copays increasing for specialty drugs</li> </ul>
<b>Well Care Behavioral Health Services</b>	<ul style="list-style-type: none"> <li>• Copays increasing for outpatient services at HCA-affiliated facilities</li> <li>• Coinsurance increasing for out-of-network providers</li> <li>• Applied Behavioral Analysis is already available for the Well Care 123 plans and will be added to the Essential Plan in 2018</li> <li>• \$10,000 maximum travel benefit at HCA-affiliated Centers of Excellence for eating disorders, psychiatric and adolescent services if no HCA-affiliated facility is within 100 miles from home</li> </ul>
<b>MetLife Dental PPO Plan</b>	<ul style="list-style-type: none"> <li>• Plan no longer requires 12-month waiting period for major services and orthodontics</li> <li>• New Premium Plan is available with higher paycheck deductions but additional coverage for certain services</li> </ul>
<b>Health Care FSA</b>	<ul style="list-style-type: none"> <li>• The maximum annual contribution is increasing to \$2,600</li> </ul>

### Benefits Fair

Please plan to attend the Benefits Fair on Thursday, Nov. 2, between 2 and 4 p.m. in Classrooms 1 & 2. Benefits vendors and members of MCP's Human Resources staff will be on hand to answer any questions you may have.

### What happens if you don't enroll?

#### Your Medical Coverage

- You will be automatically enrolled in the same medical plan you have now. If your current plan is not available, you will receive the default coverage listed for you at BConnected.
- If you have no 2017 HCA medical plan coverage, you will receive no coverage for 2018.
- You will not receive the nicotine-free discount and will pay \$650 more for medical coverage—unless you complete the HCA Quit for Life Tobacco Cessation Program. Even if you received the discount in 2017, you must complete the Nicotine-Use Affidavit again to receive the discount in 2018.

#### What About Other Benefits?

- If you do not make an active election, you will be automatically enrolled in the same dental, vision, life, long-term disability and CorePlus Benefits coverage you have in 2017.
- EXCEPTION: You must enroll in the Flexible Spending Account (FSA) every year to participate. Your participation will not automatically continue in 2018. ■



## Chaplain's Corner

### Death Costs

OVER THE COURSE of my more than 40 years in ministry, death has raised its ugly head almost every step of the way. Its most recent intrusion into my life occurred when my father-in-law died. More than any other such event, this one brought home to me the cost of death.

In the present instance, I'm not referring to the emotions associated with the loss of a great man who was not only the father of my wife, but also a friend, mentor, and hero. I'm speaking specifically of the cost in money to the survivors of the deceased. My father-in-law's passing has made clear to me how much preparation I myself need to do in this regard.

A funeral's cost has three components—funeral-home fees, cemetery fees, and gravestone fees. Although funeral homes will often offer a package deal that bundles their own services with those of the cemetery and gravestone people, these services can also be sourced separately.

In addition to oversight of all the arrangements by a funeral director, funeral homes also typically provide a casket, embalming and body preparation, funeral ceremony and viewing, and transportation and use of a hearse, as well as an obituary, death certificates, and miscellaneous other items.

Bear in mind that a funeral home is a business—one that exists for the purpose of providing you with products and services that enable you to honor your loved one. The cost of a funeral home differs widely from one establishment to the next. The website Parting ([parting.com](http://parting.com)) calculates the average cost of a traditional package of funeral-home services in Plano to be \$7,912. It can be as low as \$5,900, or as high as \$14,000. Amenities on the high end include tall shady trees, lakes, and fountains. It's all a question of what you want and what you can afford.

Next comes the cemetery. We're speaking here not only of the gravesite and the in-ground vault required by the State of Texas, but also the cost of digging the grave and closing it. Parting says the average family will spend about \$2,000 on the cemetery.

The third component of a funeral's cost is the headstone or grave marker. Many cemeteries are divided into sections which require specific types of headstones or markers. Some may require markers flush with the ground, while others allow upright markers. Parting says the average headstone will run you about \$2,000, and the average grave marker about \$1,000. A member of my own family once elected to purchase a bench displaying several inscriptions honoring the memory of his late wife.

After totaling up all these costs, it's time to look at payment. This can be a rude awakening. Many of us don't have the ability simply to sit down and write out a check covering all these expenses. In the case of my own family, the preparations were being made on behalf of my mother-in-law in another state. Advance payment was required before the funeral could be scheduled, or the ground opened. I must admit that the whole experience left me with a bad taste in my mouth. I hasten to add, however, that most funeral-home staff members I have had the privilege to work with over the years have been kind, loving people who just want to care for the families they serve.

The cost of death seems dauntingly high, and tends to arrive very abruptly, saddling survivors with bills that can be crushing. I am struck by my own need to begin planning for the inevitable. I urge you to join me in making a difficult event a little less painful.

Blessings, *Chaplain Garry*

## Wellness Wednesday

**T**HIS MONTH'S "Wellness Wednesday" offers tips on balancing your activity levels with the amount of food you're taking in.

**November 15**  
11:30 a.m.–1:30 p.m.

If you make this next-to-last month of the year "MOVember," you needn't fear that the holiday season will do lasting damage to your health and appearance.

On Wednesday, Nov. 15, from 11:30 a.m. to 1:30 p.m., pick up a healthy lunch special at the Coit Street Café. Then stop by the Wellness Wednesday table, and spin the "wheel of portions" for a chance to win one of a number of fabulous prizes. ■

### Save the dates!

#### Night Shift Burrito Sale

Friday, Nov. 3, at 11 p.m.

Benefiting the Hope Fund!  
Purchase one burrito for \$2, or two for \$3.

#### Gift Basket Extravaganza and Silent Auction

Thursday, Nov. 9, from 6 a.m. to 2 p.m.

South Main Lobby  
Benefiting the Hope Fund!

#### Citywide Events Sale

Thursday, Nov. 30, and Friday, Dec. 1

South Main Lobby ■

### OUR MISSION:

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

## HOLIDAY IN THE CITY



Janea



Sue



Megan



Alison

### "What is your favorite thing to do on Thanksgiving Day?"

Several members of the Employee Advisory Group respond:

**Janea Carrington:** "I love spending time with my mom making cinnamon rolls and watching the Macy's Thanksgiving Parade while we wait for the rest of the family to wake up."

**Sue Vanek:** "We prepare and enjoy a traditional Thanksgiving meal. I always brine the turkey myself using special spices."

**Megan Harrell:** "The holidays are the only time my entire extended family is together, so we spend the day having a baking competition, eating as much food as possible, and waiting for the first person to slip into a food coma, so we can pick on him or her."

**Alison Harris:** "We make it a true day of being thankful for many things and enjoy watching football. In fact, we time our meal around the game, and in the afternoon/evening put up our Christmas tree."

### Holiday Recipe

#### Chef Erin's Pumpkin Spice French-Toast Bake

Contributed by MCP Senior Executive Chef Erin Salamon

This is a special dish filled with warm winter spices. Serve it for brunch or as a dinner dessert.

##### Ingredients

- 1 loaf or 17 slices of bread of choice (gluten-free option, challah bread, wheat berry, or Texas Toast)
- ½ cup toasted and chopped pecans
- 1 ½ cups of pumpkin puree
- 2 ½ cup of milk of choice (regular dairy milk, coconut milk, or almond milk)
- 2 eggs, slightly beaten
- 2 teaspoon real vanilla-bean extract
- 1 tablespoons cinnamon
- 2 teaspoons cardamom, ground
- 1 teaspoon nutmeg
- *Optional: Use a pumpkin-pie spice mix and add the cardamom.*
- 1 cup real maple syrup
- 2 oz. bourbon of choice (or not)
- cream cheese of choice

##### Crispy Top Garnish

- 1 cup old-fashioned rolled oats
- ¼ cup melted butter or oil of choice
- 1 tablespoon maple syrup
- powdered sugar to garnish

Preheat the oven to 350°. Use a non-stick spray or coat a 9" x 13" casserole dish. Cut the bread into large cubes. You can use a slightly stale loaf of bread, but you don't want the bread to be too hard.

In a small bowl, whisk together the pumpkin puree, milk, spices, eggs, vanilla, bourbon, and maple syrup. Place the bread cubes evenly in the pan. With a spoon, drop chunks of the cream cheese in the bread. Sprinkle the pecans over the mixture and toss gently. Pour the pumpkin mixture over the bread cubes and cream cheese, until completely coated.

In a small bowl, toss the oats, maple syrup, and butter or oil. Sprinkle evenly over the bread mixture. Place in the refrigerator overnight or for at least two hours. Bake for 30–35 minutes and allow to rest for 10 minutes. Sprinkle generously with powdered sugar and serve with extra maple syrup or ice cream. ■



### Deck the Halls... Within Reason

Seasonal decorations must comply with the following restrictions:

- Displays of electric lights are permitted only on artificial trees at nurses' stations, and in lobbies and waiting areas. However, battery-operated lights and decorations are permitted in all areas.
- Live Christmas trees are not permitted.
- Artificial trees, wreaths, etc., must be fabricated from flame/fire-retardant materials.
- Decorative materials must be kept away from light fixtures, electrical equipment, electrical outlets, circuit-breaker panels, fire sprinklers, smoke detectors, and other fire-protection equipment.
- Decorations may not obstruct the visibility of, or access to, doorways, stairs, or exit signs.
- Any type of open flame—including that of a lit candle—is prohibited.

No single policy can anticipate every possible question. At all times, please use good judgment. ■

# what.fun.

## Medical City Plano

Exclusive Event  
Saturday, Dec 2  
8–10 a.m.  
Ice Palace

Employees of the Medical City Plano are invited to an exclusive event at The Shops at Willow Bend that includes photos with Santa at the Ice Palace, a special discount on photo package A & B, elf balloon artist and more!

SPACE IS LIMITED



Watch for emails with more details.



6121 West Park Blvd. and Dallas North Tollway  
Plano, Texas 75093

Please park in Parking Lot E located along Chapel Hill Road  
and enter through the Food Court entrance.

### RECENT CITY EVENTS

#### Employee Fall Forums



#### Appreciation Served Up at Free Employee Meal



## FIRST-YEAR FAMILY

Please welcome these new employees to our MCP family.



- |   |  |  |   |
|---|--|--|---|
| <b>Brenda Ahrens</b> —L & D                   | <b>Alison Dye</b> —CCU                       | <b>Jesse Juarez</b> —CCU                     | <b>Jacquelyn Preshon</b> —ED                    |
| <b>Atim Appio-Riley</b> —Med/Surg             | <b>Idara Ekong</b> —Surgical Oncology        | <b>Rebecca La Jeunesse</b> —ED               | <b>Vicki Redpath</b> —Burn Clinic               |
| <b>Leslie Beasley</b> —Respiratory Care       | <b>Megan Flynn</b> —Case Management          | <b>Lindsay Langford</b> —Surgical Oncology   | <b>Chante Roberts</b> —Radiology                |
| <b>Kerryn Beattie</b> —Frisco NFS             | <b>Ashley Forbus</b> —NICU                   | <b>Stephanie Leu</b> —Rehabilitation Therapy | <b>Jim (Jewel) Rodriguez Jr.</b> —Med/Surg      |
| <b>Donna Betts</b> —NICU                      | <b>Carly Galloway</b> —Surgical Services     | <b>Maryan Mahamoud</b> —CCU                  | <b>Sheba Sam</b> —ED                            |
| <b>Jacqueline Blair</b> —Float Pool           | <b>Daniel Gaston</b> —Radiology              | <b>Amy Malwitz</b> —Neuro ICU                | <b>Hiral Savalia</b> —Med/Tele                  |
| <b>Lisa Borrego</b> —Radiology Specials       | <b>Isaac George</b> —Radiology               | <b>Lacey McFatrige</b> —Surgical Oncology    | <b>Joanne Sayun</b> —L & D                      |
| <b>Ivette Britting</b> —Neuro ICU             | <b>Jamie Goddard</b> —Ortho/Trauma           | <b>Ricardo Medina</b> —Neuro ICU             | <b>Sarah Schafer</b> —Med/Tele                  |
| <b>Jolanta Bukala</b> —Rehabilitation Therapy | <b>Yujing Guo</b> —Rehabilitation Therapy    | <b>Puloma Mehta</b> —Rehabilitation Therapy  | <b>Lisa Shine</b> —EVS                          |
| <b>Sonja Castillo</b> —CCU                    | <b>Johnathon Ha</b> —Neuro ICU               | <b>Maggie Miller</b> —Outpatient Services    | <b>Olga Skechus</b> —CCU                        |
| <b>Keara Cecil</b> —Surgical Oncology         | <b>Isaac Haider</b> —CCU                     | <b>Derrick Miller</b> —CCU                   | <b>Shelby Smith</b> —Float Pool                 |
| <b>Jennifer Chon</b> —Ortho/Trauma            | <b>Elizabeth Hanna</b> —Med/Tele             | <b>Blake Nalls</b> —Radiology                | <b>Kari Smith</b> —Med/Tele                     |
| <b>Jennifer Clark</b> —CCU                    | <b>Grace Hatton</b> —Surgical Oncology       | <b>Thao Nguyen</b> —Surgical Oncology        | <b>Bre'Anne Thomas</b> —CCU                     |
| <b>Lashundra Clark</b> —Surgical Services     | <b>Megan Hickman</b> —Case Management        | <b>Sheree Noruwa</b> —Ortho/Trauma           | <b>Merlin Thomas</b> —Cardiac Stepdown          |
| <b>Camille Collinsworth</b> —Frisco ED        | <b>Julie Higginbotham</b> —Surgical Oncology | <b>Amber Orebaugh</b> —ICU Stepdown          | <b>Emily Vannoy</b> —Frisco NICU                |
| <b>Logan Conatser</b> —Scheduling             | <b>Jeannine Hudson</b> —Med/Tele             | <b>Kayla Padilla</b> —Med/Tele               | <b>Danielle Walker</b> —Cardiac Rehab           |
| <b>Amy Dahl</b> —Frisco Communications        | <b>Chelsey Iselt</b> —NICU                   | <b>Megan Palmer</b> —Cardiac Stepdown        | <b>Rebecca Whitehead</b> —PACU                  |
| <b>Diana Dake</b> —ICU Stepdown               | <b>Lindsey James</b> —Med/Tele               | <b>Vaishali Patel-Bhalani</b> —Histology     | <b>Mallory Whitworth</b> —Cardiac Stepdown      |
| <b>Liesha Davis</b> —Cardiac Stepdown         | <b>Erica Johnson</b> —Surgical Oncology      | <b>Gina Perrone</b> —CCU                     | <b>Jamal Williams</b> —Frisco Surgical Services |
| <b>Selam Demsew</b> —ICU Stepdown             | <b>Rondallece Jones</b> —Scheduling          | <b>Jessica Phillips</b> —L & D               | <b>Brooklyn Wilson</b> —L & D                   |
| <b>Kirby Dresser</b> —Surgical Services       |  | <b>Rhonda Pokropinski</b> —Ortho/Trauma      |   |

## New Hire Spotlight



**Brittney Cockerham**

**Brittney Cockerham** started her new job as a patient-care technologist in MCP's Medical Telemetry unit on October 30.

*What brought you to MCP?*

I had heard wonderful things about HCA, particularly the fact that the company takes care of its employees and values them.

*What are your favorite ways to spend your free time?*

Love watching the Food Network and

cooking. Also shopping, and playing video games.

*What's your favorite restaurant? Candy? Beverage?*

Posados Café. Reese's Peanut Butter Cups. Minute Maid lemonade.

*What is your favorite movie?*

*The Princess and the Frog.*

*What is your favorite book?*

*Afterburn* by Zane.

*Where do you like to shop?*

Abercrombie & Fitch and Target.

*What is your favorite sports team?*

Dallas Cowboys.

*Family highlights?*

Son DeKylan, age 7; daughter Treasure, age 5.

*Dream vacation destination?*

Paris, France—touring the city and shopping for clothes. ■

## One-Year Work Anniversaries

- |                   |                  |                    |                 |                   |                      |                   |
|-------------------|------------------|--------------------|-----------------|-------------------|----------------------|-------------------|
| Omolara Ajayi     | Damon Connolly   | Amber Halverson    | Luis Matute     | Katrina Provost   | Jessie Rodriguez     | Tericka Slaughter |
| Ladesia Austin    | Terene Dawkins   | Kelsey Hendricks   | Patricia Miller | Nyiwor-Nhial Riak | Alanna Rose          | Kelly Thompson    |
| Vanessa Calderon  | Marianne Douglas | Linda Hopson-Blake | Bradley Moody   | Hazel Riggs       | Kristen Schassberger | Brittani Wilson   |
| Linda Chmielewski | Tamara Ferrell   | Sanaa El Lakis     | Stacy Peralta   | Allison Roberts   | Reo Slaughter        | Anbereen Wiqar    |



## Milestone Service Anniversaries

### 30 Years

**Larisa Chern**—Cardiology (left)

### 25 Years

**Alice Varughese**—Women's Services

### 20 Years

**Magda Golderos**—Laboratory

**Heng Liu**—Labor & Delivery

### 15 Years

**Margo Brooks**—Women's Services

**David Deng**—Radiology

**Lisa Guinn**—Surgical Oncology

**Michael Tekle**—PACU ■

## MCP IN THE NEWS



## Center for Living Well Opens

**T**HE RECENT LAUNCH of MCP's Center for Living Well drew the attention of WFAA-TV/Channel 8's Sonia Azad, whose report for the station focused on the benefits of improved strength and balance in adults ages 60 and up.

Sonia and her crew were on hand for the center's October 20 grand opening, which featured class demonstrations, giveaways, and an official ribbon-cutting.

The new center is the outgrowth of a single Tai Chi class organized 10 years ago by Lynn Kubic, a certified Tai Chi instructor and MCP cardiac rehabilitation technician. That first class had just five students. Today, MCP offers no fewer than seven such classes (beginner, intermediate, and advanced) three days a week with a student database of more than 200 seniors. Exercise physiologist Denise Clarkston has now joined Lynn as a certified Tai Chi instructor.

Two other exercise physiologists—Ashley Salazar and Maribel Ortiz—have recently been added as instructors, enabling the center to further expand its menu of offerings to include "A Matter of Balance" (an eight-week series), as well as chair-exercise classes and stability-ball classes.

Previously, classes were offered inside MCP's main building. As demand increased, MCP leaders decided it would be best to consolidate these resources in a central location, staffed with specialists. Classes are held now across 15th Street from the main hospital in Suite 104.

The need for such a center is all-too-apparent. 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 over fall each year.
- Each year, falls result in more than 2.8 million injuries that require treatment in a hospital emergency department, including more than 800,000 hospital admissions and more than 27,000 deaths. ■

## New Communication Tool is Safety-Focused

**C**ONSISTENT WITH an HCA corporate initiative, Medical City Plano is adding to its Team STEPPS toolbox, to incorporate a new technique for improving team communication and patient outcomes.

Team STEPPS is designed to enhance patient safety through evidence-based communication skills. It was developed by the U.S. Department of Defense in collaboration with the Agency for Healthcare Research and Quality.

Medical City Plano has for 10 years used the Team STEPPS "SBAR" tool as its handoff/communication framework.

SBAR is a technique for framing any communication that requires a clinician's attention and follow-up. It includes information on a patient's Situation, any pertinent Background, the clinician's Assessment of the patient or situation, and his or her Recommendation—"What is the desired outcome of the communication?"

The new Team STEPPS tool is "CUS."

CUS is a communication skill that empowers team members to "stop the line" if they sense—or do, in fact, find—a safety issue or breach. ■



**A number of recent patient comments that illustrate "Excellence Always" being put into practice.**

## Our Patients Speak

*"The ease of finding my way around was due to the excellent staff that brought me wherever I needed to go. They were all great!"* (CT Scan)

*"Because of the excellent care and concern of your staff, my wife and*

*I are going to make you our primary hospital."* (MCP Emergency)

*"I think that Medical City Plano is one of the most wonderful hospitals I've ever been in. I think they have a wonderful team of doctors and a wonderful team of nurses. If I'm ever sick again, I will probably go there because they took very good care of me."* (Sixth Floor)

*"I just want to thank the staff, the nurses, everybody—even the cook. The food was so good, I didn't want to leave. Tell them I had a good time for a hospital stay."* (Neuro PCU)

*"I had a wonderful experience yet again delivering my second child at Medical City Plano! The care received was excellent. Not only was I treated great, my family was, too. From admission to discharge, every nurse was wonderful."* (Women's Services)

*"I have and will continue to recommend this hospital to friends and associates. I have received great care on two occasions. Thank you."* (MCF Emergency)

*"My stay was excellent. I have never felt so important and so well cared for, and I don't give out those kinds of comments normally. It was incredible. Everybody was so kind, smiling, and happy. It really makes a difference"* (MCF Inpatient) ■

## 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!

### Fourth Floor/Med-Surg Oncology

Katie Burks ✓✓✓✓✓  
Nancy Ybarra ✓✓✓✓✓  
Joy Little ✓✓✓✓✓  
Raafat Abousaleh ✓✓✓✓✓  
Bree Bradley ✓✓✓✓✓  
Grace Karuu ✓✓✓✓✓  
Aubrey Merrill ✓✓✓✓✓  
Veronica Irerua ✓✓✓✓✓  
Notulu Nava ✓✓✓✓✓  
Rose Sullivan ✓✓✓✓✓  
Volha Chekon-White ✓✓✓✓✓  
Zulfiya Hunt ✓✓✓✓✓  
Sharon Kerber ✓✓✓✓✓  
Tonya Ritter ✓✓✓✓✓  
Ilona Wawrzyniak ✓✓✓✓✓  
Michele Brown ✓✓✓✓✓  
Lisa Guinn ✓✓✓✓✓  
Annette Nguyen ✓✓✓✓✓  
Jeanna Ponciano ✓✓✓✓✓  
Shermin Yusuf ✓✓✓✓✓  
Celesta Reed ✓✓✓✓✓  
Teri Chase ✓✓✓✓✓  
Teri Cox ✓✓✓✓✓  
Rose Akwaowo ✓✓✓✓✓  
Joy Powell ✓✓✓✓✓  
Cleo Balicante ✓✓✓✓✓  
Danette Barlow ✓✓✓✓✓  
Lamonica Carr ✓✓✓✓✓  
Terene Dawkins ✓✓✓✓✓  
Ronni Federico ✓✓✓✓✓  
Bayli Harney ✓✓✓✓✓  
Carol Heath ✓✓✓✓✓  
Emily Hernandez ✓✓✓✓✓  
Jennifer Housen ✓✓✓✓✓  
Priscilla Keur ✓✓✓✓✓  
Amanda Lewis ✓✓✓✓✓  
Julie McMullin ✓✓✓✓✓  
Nair Morales (EVS) ✓✓✓✓✓  
Geraldine Ngwenya ✓✓✓✓✓  
Shawna Rasti ✓✓✓✓✓  
Zandra Richardson ✓✓✓✓✓  
Sherri Rulli ✓✓✓✓✓  
Valsa Simon ✓✓✓✓✓  
Brandee Tercek ✓✓✓✓✓  
Masha Thomas ✓✓✓✓✓  
Giao Truong ✓✓✓✓✓  
Yalam Yeshita ✓✓✓✓✓



### Fifth Floor/Ortho-Trauma Stepdown

Bonny Glenn ✓✓✓✓✓  
Jaleesa Ateman ✓✓✓✓✓  
Vandhana Shibu ✓✓✓✓✓  
Ruel Walker-Banks ✓✓✓✓✓  
Che Bell ✓✓✓✓✓  
Kasey Kiley ✓✓✓✓✓  
Miles Roehen ✓✓✓✓✓  
Sharon Cook ✓✓✓✓✓  
Abeba Kassa ✓✓✓✓✓  
ChiChi Kenea ✓✓✓✓✓  
Alyssa Lannoo ✓✓✓✓✓  
Jarel Pelayo ✓✓✓✓✓  
Raquelle Richard ✓✓✓✓✓  
Kelly Warren ✓✓✓✓✓  
Brittani Wilson ✓✓✓✓✓  
Chelsea Brockhoff ✓✓✓✓✓  
London Byars ✓✓✓✓✓  
Zafan Admassu ✓✓✓✓✓  
Jill Ellis ✓✓✓✓✓  
April Power ✓✓✓✓✓  
Cristina Reid ✓✓✓✓✓  
Gwen Rost ✓✓✓✓✓  
Luisa Salazar ✓✓✓✓✓  
Cynthia Waddleton ✓✓✓✓✓  
Beth Bownds ✓✓✓✓✓  
Tiffany Hardman ✓✓✓✓✓  
Patsy Nisar ✓✓✓✓✓  
Ivan Ros ✓✓✓✓✓  
Gladys Scales ✓✓✓✓✓  
Metzli Valencia ✓✓✓✓✓  
Abby Chekenyer ✓✓✓✓✓  
Kali Hardy ✓✓✓✓✓  
Seble Kassahun ✓✓✓✓✓  
Caroline Klingenberg ✓✓✓✓✓  
Chandra Larson ✓✓✓✓✓  
Loren Lusk ✓✓✓✓✓  
Lilian Mabiru ✓✓✓✓✓  
James McKiddy ✓✓✓✓✓  
Alexandra Adams ✓✓✓✓✓  
Lolita Glenn ✓✓✓✓✓  
Arienne Hodges ✓✓✓✓✓  
Ivy Jones ✓✓✓✓✓  
April Kimbell ✓✓✓✓✓

Megan Mehan ✓  
Karen Mulenga ✓  
Margie Nichols ✓  
Alice Peter ✓  
Gordana Pranjic ✓  
Melissa Ramirez ✓  
Josmary Rivera ✓  
Alanna Rose ✓  
Allison Thompson ✓  
Lesley Williamson ✓

### Sixth Floor/ICU Stepdown

Ramiah Miles ✓✓✓✓✓  
Diana Castrejon ✓✓✓✓✓  
Jackie Pennell ✓✓✓✓✓  
Michael Aguila ✓✓✓✓✓  
Coletta Ford ✓✓✓✓✓  
Felicia Johnson ✓✓✓✓✓  
Emice Makau ✓✓✓✓✓  
Tari McLaughlin ✓✓✓✓✓  
Neha Singh ✓✓✓✓✓  
LemLem Teale ✓✓✓✓✓  
Dee Tosomboon ✓✓✓✓✓  
Jason Wright ✓✓✓✓✓  
Kingsley Addo ✓✓✓✓✓  
Rose Akwaowo ✓✓✓✓✓  
Jennifer Alva ✓✓✓✓✓  
Laura Asbill ✓✓✓✓✓  
Raji Augustine ✓✓✓✓✓  
Patty Hamilton ✓✓✓✓✓  
Crisha Holley ✓✓✓✓✓  
Angela Jaynes-Vavter ✓✓✓✓✓  
Carmen Mendez ✓✓✓✓✓  
Gail Morgan ✓✓✓✓✓  
Brittany Rosenbaum ✓✓✓✓✓  
Lisa Saenz ✓✓✓✓✓  
Rebecca Shan ✓✓✓✓✓  
Lisa Sobieski ✓✓✓✓✓  
Jennifer Theford ✓✓✓✓✓  
Omar Alvarenga ✓✓✓✓✓  
Tanja Blackmon ✓✓✓✓✓  
Linda Coleman ✓✓✓✓✓  
Rachel Ramirez ✓✓✓✓✓  
Jose Dongo ✓✓✓✓✓  
Brandi Dye ✓✓✓✓✓  
Becky Ellis ✓✓✓✓✓  
Lynda Gravley ✓✓✓✓✓  
Victoria Halls ✓✓✓✓✓  
Claire Hardin ✓✓✓✓✓  
DeeNay Hicks ✓✓✓✓✓  
Melissa Hubbard ✓✓✓✓✓  
Faith Koch ✓✓✓✓✓  
Heng Liu ✓✓✓✓✓  
Karen Minor ✓✓✓✓✓  
Marqueza Nermal ✓✓✓✓✓  
Shea Stewart ✓✓✓✓✓  
Dana Tabaria ✓✓✓✓✓  
Emily Tirado ✓✓✓✓✓  
Patrice Vanscorder ✓✓✓✓✓  
Jodie Whittle ✓✓✓✓✓  
Robyn Wiley ✓✓✓✓✓  
Phyllis Young ✓✓✓✓✓  
Cindi Beckman ✓✓✓✓✓  
Sophia Bhandari ✓✓✓✓✓  
Mary Davis ✓✓✓✓✓  
Stephanie Fassett ✓✓✓✓✓  
Jessica Bray ✓✓✓✓✓  
Aliza Friedman ✓✓✓✓✓  
Cyrel Goldstein ✓✓✓✓✓  
Sheila Harwell ✓✓✓✓✓  
Yemisi Oluwole ✓✓✓✓✓  
Tincy Paul ✓✓✓✓✓  
Courtney Shorterez ✓✓✓✓✓  
Brianna Thurmond ✓✓✓✓✓  
Cara Tully ✓✓✓✓✓  
Liz Villanueva ✓✓✓✓✓  
Abigail Wazed ✓✓✓✓✓  
Tracey Wilberger ✓✓✓✓✓  
Bailey Phillips ✓✓✓✓✓

### Seventh Floor/Cardiac Stepdown

Carolina Yepes ✓✓✓✓✓  
Lovely Prince ✓✓✓✓✓  
Sameh Helal ✓✓✓✓✓  
Patsy Marquez ✓✓✓✓✓  
Janak Panchal ✓✓✓✓✓  
Deya Rodriguez ✓✓✓✓✓  
Edelweiss Chousand ✓✓✓✓✓  
Allie Coulter ✓✓✓✓✓  
Christina Titus ✓✓✓✓✓  
June Ajuoga ✓✓✓✓✓  
Abhini Joseph ✓✓✓✓✓  
Christina Strickland ✓✓✓✓✓  
Debbie Albrecht ✓✓✓✓✓  
Mahesh Bhandari ✓✓✓✓✓  
Stephanie Johnson ✓✓✓✓✓  
Kathy Mason ✓✓✓✓✓  
Cameron Patterson ✓✓✓✓✓  
Stefanie Thorne ✓✓✓✓✓  
Dianne Garcia ✓✓✓✓✓  
Samantha Hebert ✓✓✓✓✓  
Katherine Jones ✓✓✓✓✓  
Nimisha Jose ✓✓✓✓✓  
Roseanne Khan ✓✓✓✓✓  
Stacy Varghese ✓✓✓✓✓  
Terika Bradley ✓✓✓✓✓  
Albert de Guzman ✓✓✓✓✓  
Dani Denson ✓✓✓✓✓  
Allison Jackson ✓✓✓✓✓  
Stephanie Pettus ✓✓✓✓✓  
Perla Ramirez ✓✓✓✓✓  
Chandrika Solanki ✓✓✓✓✓  
Chelsea Wright ✓✓✓✓✓

James Cruise ✓  
Annah Kaaria ✓  
Ravinder Kaur ✓  
Baby Kuriakose ✓  
Shelia Mahana ✓  
Jeff Martin ✓  
Nikkie Mulkey ✓  
Kathy Ruetz ✓  
Erin Townsend ✓  
Denetria Williams ✓  
Irene Zvaraya ✓

### Cardiac Rehabilitation

Denise Clarkston ✓✓✓✓✓  
Jeanne Cross ✓✓✓✓✓  
Kasie Elmore ✓✓✓✓✓  
Lynn Kubie Gray ✓✓✓✓✓  
Tea Hatzmann ✓✓✓✓✓  
Maribel Ortiz ✓✓✓✓✓  
Ashley Salazar ✓✓✓✓✓  
Chelsey Shivers ✓✓✓✓✓  
Danielle Walker ✓✓✓✓✓

### Labor & Delivery

Talina Carver ✓✓✓✓✓  
Melissa Dishman ✓✓✓✓✓  
Emily Dunlap ✓✓✓✓✓  
Ashley McCain ✓✓✓✓✓  
Betty Jo Cochran ✓✓✓✓✓  
Patty Hamilton ✓✓✓✓✓  
Crisha Holley ✓✓✓✓✓  
Angela Jaynes-Vavter ✓✓✓✓✓  
Carmen Mendez ✓✓✓✓✓  
Gail Morgan ✓✓✓✓✓  
Brittany Rosenbaum ✓✓✓✓✓  
Lisa Saenz ✓✓✓✓✓  
Rebecca Shan ✓✓✓✓✓  
Lisa Sobieski ✓✓✓✓✓  
Jennifer Theford ✓✓✓✓✓  
Omar Alvarenga ✓✓✓✓✓  
Tanja Blackmon ✓✓✓✓✓  
Linda Coleman ✓✓✓✓✓  
Rachel Ramirez ✓✓✓✓✓  
Jose Dongo ✓✓✓✓✓  
Brandi Dye ✓✓✓✓✓  
Becky Ellis ✓✓✓✓✓  
Lynda Gravley ✓✓✓✓✓  
Victoria Halls ✓✓✓✓✓  
Claire Hardin ✓✓✓✓✓  
DeeNay Hicks ✓✓✓✓✓  
Melissa Hubbard ✓✓✓✓✓  
Faith Koch ✓✓✓✓✓  
Heng Liu ✓✓✓✓✓  
Karen Minor ✓✓✓✓✓  
Marqueza Nermal ✓✓✓✓✓  
Shea Stewart ✓✓✓✓✓  
Dana Tabaria ✓✓✓✓✓  
Emily Tirado ✓✓✓✓✓  
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Mary Davis ✓✓✓✓✓  
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Jessica Bray ✓✓✓✓✓  
Aliza Friedman ✓✓✓✓✓  
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Tincy Paul ✓✓✓✓✓  
Courtney Shorterez ✓✓✓✓✓  
Brianna Thurmond ✓✓✓✓✓  
Cara Tully ✓✓✓✓✓  
Liz Villanueva ✓✓✓✓✓  
Abigail Wazed ✓✓✓✓✓  
Tracey Wilberger ✓✓✓✓✓  
Bailey Phillips ✓✓✓✓✓

### Med-Tele

Rose Jackson ✓✓✓✓✓  
Eric Kothe ✓✓✓✓✓  
Jennifer Nash ✓✓✓✓✓  
Destiny Scott-Cole ✓✓✓✓✓  
Lori Roman ✓✓✓✓✓  
Colton Johnson ✓✓✓✓✓  
Connor Peters ✓✓✓✓✓  
Kiss Ramirez ✓✓✓✓✓  
Michael Bausch ✓✓✓✓✓  
Sabrina Maurer ✓✓✓✓✓  
Don Calla ✓✓✓✓✓

Silyb Thomas ✓✓✓✓✓  
Bernadette Breen ✓✓✓✓✓  
Sunny Gebeyehu ✓✓✓✓✓  
Mime Taye ✓✓✓✓✓  
Jimmy Francis ✓✓✓✓✓  
Morgan Lemoine ✓✓✓✓✓  
Elizabeth Yanez ✓✓✓✓✓  
Patricia McMillon ✓✓✓✓✓  
Robert Merryfield ✓✓✓✓✓  
Joseph Pasion ✓✓✓✓✓  
Kathleen Files ✓✓✓✓✓  
Jessica Nguyen ✓✓✓✓✓  
Milly "Mimi" Stanford ✓✓✓✓✓  
Joe Ayala ✓✓✓✓✓  
Narelle Bailey ✓✓✓✓✓  
Crystal Apostol ✓✓✓✓✓  
Taylor Gray ✓✓✓✓✓  
Roneth Sacil ✓✓✓✓✓  
Erin Shipp ✓✓✓✓✓  
Domitilla Iwu ✓✓✓✓✓  
Beza Mekonnen ✓✓✓✓✓  
Tiffani Shelby ✓✓✓✓✓  
Elisabet Bekele ✓✓✓✓✓  
Simon Kaitei ✓✓✓✓✓  
Katie Kim ✓✓✓✓✓  
Lina Mehterian ✓✓✓✓✓  
Deanna Pacheco ✓✓✓✓✓  
Ann Avena-LC ✓✓✓✓✓  
Larry Bezdek ✓✓✓✓✓  
Yabozah "Rosalie" Boa-Kouame ✓✓✓✓✓  
Maria Theresa Bustonera ✓✓✓✓✓  
Christina Caulton ✓✓✓✓✓  
Cayli Fowler ✓✓✓✓✓  
Domitilla Iwu ✓✓✓✓✓  
Michael Kandelloussi ✓✓✓✓✓  
Danielle Miller ✓✓✓✓✓  
Madison Moyer ✓✓✓✓✓  
Tawney Myers ✓✓✓✓✓  
Akudo Nwanyanwu ✓✓✓✓✓  
Bryan "Carlo" Padua-LC ✓✓✓✓✓

### Neuro ICU

Ese Nosakhare ✓✓✓✓✓  
Sarah Romero ✓✓✓✓✓  
Jeremy Freeman ✓✓✓✓✓  
Amber Halverson ✓✓✓✓✓  
Brin Morris ✓✓✓✓✓  
Sam Allen ✓✓✓✓✓  
Abby Black ✓✓✓✓✓  
Jeff McManus ✓✓✓✓✓  
Katie Dawson ✓✓✓✓✓  
Lauren Nguyen ✓✓✓✓✓  
Madelaine Nugent ✓✓✓✓✓  
Deanna Turnbull ✓✓✓✓✓  
Olivia Basa ✓✓✓✓✓  
Isaac Cano ✓✓✓✓✓  
Bianca Duda ✓✓✓✓✓  
Miranda Marquette ✓✓✓✓✓  
Greg Gaa ✓✓✓✓✓  
Ali Garza ✓✓✓✓✓  
Eric Ofori ✓✓✓✓✓  
Mohammed Tirmizi ✓✓✓✓✓  
Rhoan Balles ✓✓✓✓✓  
Elizabeth Leonard ✓✓✓✓✓  
Yoganand Paul ✓✓✓✓✓  
Muy Seng ✓✓✓✓✓  
Elizabeth Stone ✓✓✓✓✓  
Chip Hatton ✓✓✓✓✓  
Duy Ho ✓✓✓✓✓  
Stephanie Koonz ✓✓✓✓✓  
Greg Pastacaldi ✓✓✓✓✓  
Abby Rana ✓✓✓✓✓  
Alora Riley ✓✓✓✓✓  
Kira Sallee ✓✓✓✓✓  
Kristen Arnold ✓✓✓✓✓  
Greg Balogh ✓✓✓✓✓  
Angela Cooper ✓✓✓✓✓  
Rose Jackson ✓✓✓✓✓  
Liz Villanueva ✓✓✓✓✓  
Abigail Wazed ✓✓✓✓✓  
Tracey Wilberger ✓✓✓✓✓  
Bailey Phillips ✓✓✓✓✓

### Nursery

Kelly Page ✓✓✓✓✓  
Lynda Morley ✓✓✓✓✓  
Elizabeth Joseph ✓✓✓✓✓  
Meghan Bolton ✓✓✓✓✓  
Maria Barrett ✓✓✓✓✓  
Greg Balogh ✓✓✓✓✓  
Marisol Glennon ✓✓✓✓✓  
Edith Hall ✓✓✓✓✓  
Mindy Kristensson ✓✓✓✓✓  
Sherri Simpson ✓✓✓✓✓  
Michelle Dolen ✓✓✓✓✓  
Annette Barone ✓✓✓✓✓  
Janice Blum ✓✓✓✓✓  
Josie Castelo ✓✓✓✓✓  
Jennifer Hill ✓✓✓✓✓  
Jennifer Redus ✓✓✓✓✓

### Patient Access

Liz Ali ✓✓✓✓✓  
Tina Andrews ✓✓✓✓✓  
Gloria Bates ✓✓✓✓✓

Cristina Gabucan ✓✓✓✓✓  
Wes Gambriel ✓✓✓✓✓  
Robert Green ✓✓✓✓✓  
Mime Taye ✓✓✓✓✓  
Yana Kim ✓✓✓✓✓  
Maile Mason ✓✓✓✓✓  
Maimoona Qazi ✓✓✓✓✓  
Tommy Russell ✓✓✓✓✓  
Scott Schultz ✓✓✓✓✓  
Meghan Wright ✓✓✓✓✓  
Yogi Abdul ✓✓✓✓✓  
Carmen Casey ✓✓✓✓✓  
Jillian Ciauri ✓✓✓✓✓  
Carrie Dotson ✓✓✓✓✓  
Lauren Eliason ✓✓✓✓✓  
Jennifer Jacobi ✓✓✓✓✓  
Tia Kang ✓✓✓✓✓  
Amanda Langford ✓✓✓✓✓  
Skyler Lape ✓✓✓✓✓  
Luis Matute ✓✓✓✓✓  
Derrick Moore ✓✓✓✓✓  
Beth Nicholson ✓✓✓✓✓  
Messay Oshe ✓✓✓✓✓  
Sarah Reed ✓✓✓✓✓  
Maissa Saaban ✓✓✓✓✓  
Cynthia Shen ✓✓✓✓✓  
Victoria Tarasevich ✓✓✓✓✓  
Blessy Alexander ✓✓✓✓✓  
Edel Astronomo ✓✓✓✓✓  
Heather Maher ✓✓✓✓✓  
Carissa Miara ✓✓✓✓✓  
Stacey Murphy ✓✓✓✓✓  
Shah Pajuh ✓✓✓✓✓  
Ginger Prince ✓✓✓✓✓  
Gary Ragsag ✓✓✓✓✓  
Adam Skidmore ✓✓✓✓✓  
Mallorie Tabor ✓✓✓✓✓  
Noime Tempila ✓✓✓✓✓  
Maryam Torkamani ✓✓✓✓✓  
Raya Wee ✓✓✓✓✓  
Mark Weiss ✓✓✓✓✓  
Ayeshia Wyatt ✓✓✓✓✓

### Neuro PCU

Roland Diom ✓✓✓✓✓  
Denise Bonilla ✓✓✓✓✓  
James Degrechie ✓✓✓✓✓  
Elizabeth Doyle ✓✓✓✓✓  
Mary Friedman ✓✓✓✓✓  
Lew Gebre ✓✓✓✓✓  
Ann Gines ✓✓✓✓✓  
Sajita Shiwakoti ✓✓✓✓✓  
Sophie Simisi ✓✓✓✓✓  
Emily Todd ✓✓✓✓✓  
Osa Bernecker ✓✓✓✓✓  
Kayla Centilli ✓✓✓✓✓  
Bethany Choate ✓✓✓✓✓  
Ashlyn Cogburn ✓✓✓✓✓  
Noel Corpuz ✓✓✓✓✓  
Starlett Davis ✓✓✓✓✓  
Allyson Fletcher ✓✓✓✓✓  
Jordan Henderson ✓✓✓✓✓  
Gwen Iselt-Tubbs ✓✓✓✓✓  
Janna Mayfield ✓✓✓✓✓  
Charlie Mbumvae ✓✓✓✓✓  
Chi Nnake ✓✓✓✓✓  
Ashley Pangilinan ✓✓✓✓✓  
Emilee Stahl ✓✓✓✓✓  
Alicia Taylor ✓✓✓✓✓  
Clare Turner ✓✓✓✓✓  
Cassie Valera ✓✓✓✓✓  
Amy Wright ✓✓✓✓✓

### Women's Services

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

### Rehabilitation Services

Dezaree Taylor ✓✓✓✓✓  
Patrick Barnes ✓✓✓✓✓  
Jimmy Olores ✓✓✓✓✓  
Mary Roberts ✓✓✓✓✓  
Seena Thomas ✓✓✓✓✓  
Erica Vo ✓✓✓✓✓  
Sumaya White ✓✓✓✓✓  
Lisa Ayala ✓✓✓✓✓  
Gianni Bates ✓✓✓✓✓  
Cynthia Cooke ✓✓✓✓✓  
Stan Gaddis ✓✓✓✓✓  
Theresa Gardner ✓✓✓✓✓  
Allyson Gore ✓✓✓✓✓  
Joanne Gozon ✓✓✓✓✓  
Carla Holmgren ✓✓✓✓✓  
Donna Koskan ✓✓✓✓✓  
Michelle Leib ✓✓✓✓✓

Kim Clopton ✓  
Paula Cotton ✓  
Kathy Cress ✓  
Wanda Fulton ✓  
Kathy Manning ✓  
Tiffany Martinez ✓  
Theresa Morgan ✓  
Carla Moore ✓  
Theresa Morgan ✓  
Brinda Nichols ✓  
Hailey Rock ✓  
Janifer Segrest ✓  
Karen Troutt ✓  
Robin Ziemann ✓

### Respiratory Therapy

Mahlet Abegaz ✓  
Jennifer Baker ✓  
Lance Baze ✓  
Jennifer Carbaugh ✓  
Thomas Chacko ✓  
Jill Chase ✓  
Kathleen Davis ✓  
Ray Delgadillo ✓  
Natasha Govan ✓  
Ali Harris ✓  
Karima Lalani ✓  
Toni Maret ✓  
Violet Misutka ✓  
Trace Myles ✓  
Shawn Peters ✓  
Sherra Rainey ✓  
Tiffany Rizzo ✓  
Nicole Ryon ✓  
Manny Santos ✓  
Carol Scribner ✓  
Tom Skinner ✓  
Kelli Sloan ✓  
Gelila Spear ✓  
Juliet Thomas ✓  
Donna Ugliarolo ✓  
Tommy Vavter ✓  
Chen Wang ✓

### Women's Services

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

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

## What Does Right Look Like?

**Jennifer Hancock**, respiratory therapist, joined our team 13 years ago. From the beginning she has been an engaged member with a “can-do” attitude. Jennifer will make lemonade from lemons, inspiring her team and others to do their best. She places the patients, family members, and physicians on top of her priority list, demonstrating her “You First” dedication. Jennifer is a natural leader, and always rises to the occasion. We know we can always count on her and her “A-plus” attitude. ■



## MCP/MCF Green Light Summary

A list of actions taken since the last Employee Survey.

- The **Critical Care** unit received new pediatric cribs.
- The **Emergency Department** replaced several computers throughout the department.
- The **Pharmacy** in Frisco has replaced the Pyxis machines throughout the hospital.
- The **Cardiac Stepdown** unit acquired a new refrigerator for the refreshment room.
- **Neuro ICU** will receive a portable CT machine.
- New pill-crushers were ordered for **Surgical Oncology**.
- **Neuro PCU** received new telemetry boxes. ■



## November Standard of the Month

# “Accountability”



**Teri Chase** (Med-Surg Oncology) is an exceptional oncology resource for physicians and staff members, as well as patients. She demonstrates her accountability by making sure all areas of her oncology practice strictly conform to standards. A seasoned oncology-certified nurse, she strives to keep current with the latest advances in her specialty. As a result, she is frequently sought out for her knowledge and ability to teach staff members and patients.



**Taryn Staley** (MCF Food & Nutrition) displays “Excellence Always” with every patient, every time, as well as with her peers and co-workers. She exemplifies accountability by peer interviewing and training new hires. Taryn consistently checks patient’s diets for accuracy and emphasizes safety with patients as well as her peers. She has been recognized by patient

family members for her exceptional AIDET skills, and for unexpected acts of kindness. Taryn is simply amazing—a major asset to FNS and to MCF! ■



## Truly Blessed

**A**S WE ENTER THIS SEASON of Thanksgiving, I'm reminded of the many ways in which I've been blessed, and for which I'm deeply grateful. I sincerely appreciate the daily commitment each of you have made to the care and improvement of human life, and to delivering the highest quality healthcare with courtesy, compassion, and respect.

The quality of our workforce has created confidence at the corporate level to proceed with the appropriation of some very significant dollars for capital improvements at both Medical City Plano and Medical City Frisco.

If you attended one of our recent Employee Forums, you've been brought up to speed on our recent achievements, and on a whole set of new reasons for us to be thankful.

As the fastest growing hospital in the DFW area, we are fortunate to have been provided by HCA with the financial means to expand our facilities and acquire new technology and equipment.

It's no wonder our physicians have ranked us among the top five percent of all HCA facilities as a best place to practice medicine.

We're especially excited to have received budget approval from HCA for our \$107 million tower-expansion project, which will boost our capacity by 90 beds and four ORs.

This four-story building, to be located north of the Emergency Department, will be completed in 2019.

MCF is also primed for growth, including construction of a five-story medical office building, complete with ambulatory surgery center. MCF also has plans for a \$70-\$90 million tower expansion of its own.

This month, meanwhile, we'll cut the ribbon for a 20-bed expansion of the Med/Surg unit in Building II on the Plano campus. This will go a long way toward helping us meet our current volume challenges.



Above: Artist rendering of new MCP patient tower.

In closing, I want to say how much I appreciate the spirit of caring evident each time one of you makes a contribution to the HCA Hope Fund. Your gifts help fellow HCA family members—both here and across the nation—who are struggling to overcome financial hardships caused by severe illness or injury, or by fires, floods, hurricanes, and other natural disasters.

Your generosity inspires me. I urge the entire MCP/MCF community to join in this movement, and express gratitude for the blessings we have received by giving back through the Hope Fund.

Charles Gressle ■

## MCP Remains at the Head of the Class in Patient Safety

**M**EDICAL CITY PLANO has again been awarded an "A" grade for patient safety by The Leapfrog Group.

Leapfrog, a national watchdog on the quality and safety of hospital care, uses publicly available information on 30 different quality and safety measures to assign letter grades to some 2,600 U.S. hospitals. The grades are calculated twice yearly.

It marks the fourth consecutive grading period in which MCP has received an "A," further securing its place among the nation's safest hospitals. ■