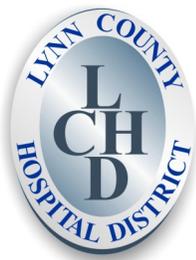


# STAT

## Staying Together As a Team

### Lynn County Hospital District



**Mark your Calendars:**

**Tahoka Rotary's**

**Billy Tomlinson  
Memorial Hospital  
Benefit Auction for  
LCHD will be held  
April 27th at the Lynn  
County Show Barn .**

**Inside this issue:**

Around the Campus	2
Lab Knowledge	2
Mel's Corner	2
Relay for Life	3
Lab Update	3
Just For Fun	3
New Policies	4
May Dietary Lunch Menu	5

**Stace D. Holland**

I got this article in an email and thought it was worth sharing with you all.

With all the recent changes in healthcare it is easy to get distracted from our mission: to provide excellent care to our customers. When you think of companies with excellent customer service, are any hospitals on your short list? If the answer is no, you are not alone. Nordstrom ranked fourth in MSN Money's 2011 Customer Service Hall of Fame list. How can a department store teach us anything in the health care profession? Can we apply Nordstrom's customer service principles to rural hospitals? The following 10 tips from the book *The Nordstrom Way to Customer Service Excellence* is a good place to start:

1. You must be humble to be in the service industry;
2. Everything starts with your customers;
3. You have to think like your customers;
4. Outstanding customer service is rewarded;
5. You must build an inviting place to do business;
6. You need to create an atmosphere that is helpful, professional and pleasant;

7. You should educate the customer to make sound choices;
8. You have to hire the smile and train the skill;
9. You must provide growth opportunities, allow freedom without barriers to success, value each employee, and make every employee feel like he or she is part of something meaningful; and
10. Each employee builds and maintains relationships with customers.

If we apply these tips to our own organizations, it might look like the following:

- Executives and managers would hire only friendly, humble and confident personnel;
- Emergency room staff would visit with patients in the waiting room to see if they needed anything while they waited;
- Hospital lobbies would look more like home and use decorations that are less commercial;
- Discharge instructions would be full of practical education customized for each patient;
- Hospitals would minimize policies that infringe on individual employee freedom;

- Every housekeeper, nurse, doctor and business office employee would know every patient by his or her first name;
- Staff would be available and exceptional consistently for every patient experience;
- Staff would have a service recovery kit available to them without asking for permission from their supervisors;
- Executives and managers would talk about how good their employees are to everyone;

• Executives and managers would hire only people who shared their values; and Employee expectations would be designed to exceed customer expectations.

As rural health care providers, we are in a unique position to make positive changes very quickly and to try some of the concepts from Nordstrom. I would like to see our facility to be the "Nordstrom" of patient care for the citizens or our area. Let's make a difference in our hospitals by learning from other industries and leading the change we want to see in the future.

## Around the Campus'

### Lynnwood :

We had an Easter coloring contest for the residents. Top three won prize baskets:

1<sup>st</sup> Mr. Bradley,

2<sup>nd</sup> Mrs. Barham and

3<sup>rd</sup> Mrs. Gandy.

The judges for the contest were: Mr. and Mrs. Fred Hegi, Carmen Chapa, Mary Helen Barrientez and Betsy Pridmore. All the residents did a wonderful job and had so much fun. Thank you to the judges for their help.

### PT & Fitness Center:

Up and Running at the new Center! Congrats to Jennifer on seeing the most patients Therapy has had in 2013. Gym membership is up 50%. The new fitness classes are a huge success. More classes are in the works.

## Special Article From the Lab - Alex B. Toralba, MS, MT (ASCPi)

### Medical Laboratory Professionals Week April 22-26, 2013

Medical Laboratory Professionals Week is a time to celebrate and recognize the men and women in the lab- phlebotomists, technicians, technologists, scientists, pathologists, and non-technical laboratory staff members - who work tirelessly to transform the lives of so many yet are hardly ever seen or encountered directly by patients.



It is also a time to educate non-laboratorians about how the lab professional gets those results. Laboratory practice is a balance of both technical knowledge and skill. Simply starting off with drawing your blood is already critical as it involves proper identification, adherence to quality and also quantity of the blood sampling which may affect the entire testing process. The testing process involves a process interaction of comprehension of applied methodologies, validation of such methodologies, and quality assurance. Reporting of results entails retrospective analysis of the patient's laboratory data, the laboratory process, and consideration of internal and external influences on the patient's results before it is released with confidence.

Sounds complicated? It is and surely it has a great impact on patient management. So if you do know a laboratorian and if you knew that one time or the other you had your sample tested in the laboratory where he or she works, give them a smile and a pat on the back because they do GET RESULTS.

## Mel's Corner: Human Resources

### NEW EMPLOYEES:

Jennifer Wilhite	Dr. Grants Office Coordinator
Jennifer Lee	Physical Therapist
Jessica Arriazola	Nursing Aide
Jim Schooler	RN
Brani Adams	GN
Chris Gossett	IT Manager
Shelly Barrientos	Lynnwood
Bianca Gamez	Radiology
Clayton Longmire	EMS
Itza Nambo	Family Wellness

### JOB OPENINGS:

Full Time Day &  
Night RN's



Looks like we are making a difference.

## Relay For Life



### FUNDRAISERS:

**ALL TEAMS FUNDRAISER:** Community Wide Garage Sale is May 4th in the hospital parking lot. Reserve your space now!

The **Band Aids** are beginning their Commode “Fun”-raiser. For a \$20 donation towards their team they will place a wonderfully decorated bedside commode in someone’s yard. These folks will have to pay \$20 to have it removed and placed somewhere else. Start date is May 1st –June 20th. If interested call Nikki Donald 778-1398

\*\*Terry C from Dietary is raffling off a beautiful cross. Tickets are \$1.00 or 6 for \$5.00

\*\*Alma T from the Lab has a hand made blue and white afghan she is raffling. Tickets are \$2.00 or 6 for \$10

Team Infantry will have a booth at garage sale selling snow cones and cotton candy with profits going to the team goal.



Lynn County Hospital District is proud to be one of the sponsors of the Relay for Life of Lynn County. June 21, 2013

## Lab Update: Alex Toralba, MSMT, MT(ASCP)

### Ten things you should know about Medical Laboratory Testing

#3: Dr. “McDreamy” on Grey’s Anatomy may be dreamy but he doesn’t do his patient’s lab testing....most laboratory testing is performed by educated laboratory professionals with degrees in Medical Laboratory Sciences.

Kudos to all laboratory personnel on the occasion of Medical Laboratory Professionals Week April 22-26, 2013.

\*\*Brought to you by the Promotion of the Profession Committee of the American Society for Clinical Laboratory Science.

\*\*Special thanks go out to Shirlyn McKenzie, Ph.D., MLS, SH(ASCP)<sup>cm</sup>



## Just For Fun

### Strange and Wacky Days in May

May 4 - Star Wars Day

May 6 - No Diet Day

May 8 - No Socks Day

May 10 - Clean Up Your Room Day



May 4 - Star Wars Day

May 6 - No Diet Day

May 8 - No Socks Day



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## **New Policies Effective : May 1, 2013**

### **HOLIDAYS**

It is LCHD policy to provide employees with 64 hours (8 days) of holiday time each year.

Pay for a recognized holiday is paid within the same pay period in which the holiday is recognized. However, employees scheduled to work on a recognized holiday will be given an alternate paid day off.

### **RECOGNIZED HOLIDAYS**

The following are the 8 recognized holidays for which employees are paid:

- New Year's Day Good Friday Memorial Day Independence Day
- Labor Day Thanksgiving Day Christmas Day Employee's Birthday

If an LCHD recognized holiday falls on a Saturday, it will generally be observed on the preceding Friday, and if it falls on a Sunday, it will generally be observed on the following Monday.

### **ELIGIBILITY FOR HOLIDAY PAY**

Only full time employees are eligible for paid holidays and receive holiday pay at their regular base wage rate.

New employees who are still within the 90 day probationary period are not eligible for holiday pay.

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## **SICK LEAVE**

### **POLICY**

The sick leave program provides continued income protection on a short-term basis of up to 160 hours for full time employees who are unable to work due to personal or family illness or injury. Disability due to pregnancy is treated as a medical disability under this policy.

Employees with hospitalized immediate family members (spouse, children, and parents) may use up to three days of paid sick leave in order to be with them.

### **AVAILABILITY**

Sick leave for full time employees begins to accrue from the first day of employment at the rate of .02693 per hour worked.

Sick leave may be used when appropriate to do so after six months of continuous full time employment.

A maximum of 160 hours of sick leave may be accrued.

### **DOCUMENTATION**

Documentation from a physician of the nature of the illness or injury may be required in the following circumstances:

- Two or more days of paid sick leave for illness or injury

Paid sick leave immediately before or after regular days off, personal days off or vacation days off.

LCHD may require documentation from a physician of the necessity for time off, the nature of the illness or injury or any other medical information deemed necessary to properly justify payment of sick leave. Failure to comply may result in non-payment of sick leave.

### **LUMP SUM PAYMENT OF SICK LEAVE**

Unused and accrued hours of sick leave up to the maximum of 160 hours will be paid at the time of termination or retirement if the employee has been continuously employed full time for a period of five years or more.

Employees who resign without proper notice are not eligible for lump sum payment of sick leave regardless of the length of employment.

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