

# 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 .**

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#### Trust-the missing link of Leadership - Stace Holland

Over the last few years, much lip service has been paid to character. Integrity, ethics, and honesty have all been bantered around with a great deal of pomp, however, what does all this come back to? Why do we seek integrity, ethics, and honesty? The real human need here seems to be "trust". The old adage, "In God we trust, all others pay cash", may be funny, but it sure rings true. We need to feel we can trust. Clients need to trust their lawyers, accountants, and physicians. Children need to trust parents, teachers, and coaches. In the absence of trust, dysfunction thrives and multiplies.

As a consultant working with many solution-

seeking organizations, I have found that many of the issues can be distilled down to "I don't trust \_\_\_\_" ( you can fill in the blank). The executives don't trust the staff, the directors don't trust the executives, and the staff trusts no one. As a result of the missing link, the organizations don't move forward. The objectives are not met, and far too much energy is expended in the "CYA" games.

More than once in focus groups and consultative interviews I have heard "I would be willing to do almost anything for the company if I really trusted them". And in organizations where trust has been developed - people do amazing things! How does an organization get

to the place where trust is the culture? It is easier when distrust doesn't already exist, but might even be achievable anyway.

Trust is established the same we regardless of the parties involved. We began developing trust as children. The most well-adjusted and happiest children live in families where they "trust" their parents. This doesn't mean they always get their way, but rather that the parents say what they mean, and mean what they say.

When words and actions match, people feel they can trust that you will do what you say.

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#### Family Wellness set to move into new clinic March 1st!



With the renovations complete, the Clinic side of the new facility will move in on March 1st with the PT/Fitness moving at a later date. "Doing one move at a time will be better for our patient base" stated Stace Holland, CEO.





### ***“RADIATION PROTECTION PART I?”***

Qualified radiologic technologists are educated in radiation safety and protection and use techniques to minimize dose and exposure. That’s why it’s important to ensure that your medical imaging

## **Malena Vitolas, RT**

examination is performed by a radiologic tech who is nationally certified and licensed by the state. In addition, new techniques and equipment are continually being developed to decrease the total amount or radiation received by the patient.

**On the next newsletter:**  
**“Radiation protection Part II-radio-sensitivity”**

**Excerpt from:**

**Journal of the American Society of Radiologic Technologists, Vol. 82, No. 6, July/August 2011 Patient page, *Shields and Radiation Safety*.**

## **Lab Passes inspection with Flying Colors!!!** *by Alma Mayocdan-Tomamao, AMT, MT(ASCPi)*

Once again, the LCHD laboratory passed the COLA inspection on January 10, 2013 earning 99 percent out of a possible 100 percent. The lab is now accredited for another 2 years until 2015.

COLA is a private, non-profit accrediting organization and is approved by CMS (Centers for Medicare

and Medicaid Services) to accredit labs on their compliance to (and even beyond) standards as set forth by CLIA (Clinical Laboratory Improvement Amendments).

Accreditation certifies a laboratory’s adherence and commitment to quality standards in ensuring accuracy, reliability

and timeliness of patient test results. It also bears down on the laboratory’s existence to operate and offer services to patients.

The inspection covered all facets of laboratory analysis including collection of specimen, qualifications of personnel, quality control, quality assurance, accuracy of

resulting and instrumentation.

The laboratory staff wants to thank everyone at LCHD as this accreditation was achieved not only with the efforts of the laboratory alone but also with the continued support from the LCHD administration and all LCHD departments.

## **Mel’s Corner: Human Resources**

### **JOB OPENINGS:**

Day RN’s- full time  
 Night RN’s- full time  
 Night Aide- full time  
 Part time Dietary

“You have it easily in your power to increase the sum total of this world’s happiness now. How??

By giving a few words of sincere appreciation to someone who is lonely or

discouraged. Perhaps you will forget tomorrow the kinds words you say today, but the recipient may cherish them over a lifetime.

**Dale Carnegie**



## Commitment to Care

It is a new year and we are looking for new members. If you are interested in serving on the committee please come to our next meeting—February 5th~8:30 am in hospital meeting room. Meetings are regularly held on the first and third Tuesdays of the month.

### Upcoming Events:

February 1st ~ Super Bowl Pot Luck Luncheon.

11:45 at Lynnwood. Bring your favorite dish. Also you may show your team spirit and wear a jersey/t-shirt. Work appropriate jeans can be worn for \$1.00 (this goes towards our Relay for Life Team donation)

February 11-15th ~ Valentine Gift Goodie Bags. Go by Julia's office and get a bag to decorate. We will place these around in our work areas & others will

bring you goodies/valentines whatever they choose.

We are also planning on putting a flower on the trays of our patients the week of valentine. If you have a bud vase under your sink or wherever that you do not want please bring it to Julia's office. We will clean and decorate them for our patients.



## Trust: continued

Distrust can easily become disrespect which will often result in workers who retire instead at best and sabotage at worst.

Trust on the other hand offers benefits. Once trust is proven over time it will evolve into credibility. Credibility believes in the face of doubt. Once a leader has established credibility, even their mistakes are most often forgiven. They can find freedom to innovate, to risk, and most of all to grow both as an individual and as a corporate body. Once credibility has been established the staff will follow, their doubts frequently transcended by their belief in the leader.

This type of **“core” trust** is only developed when a leader cares enough to “trust” the followers. Too many executives, directors, and managers withhold vital information, surprise staff and in some cases lie out right. What is amazing is that these same leaders wonder why the organization is dysfunctional.

So how is trust developed? There

four key elements- reliability, acceptance, openness/straightforwardness and lastly congruence.

**Reliability** is consistently doing what you say you will do. This is the basic step. To “rely” means to confidently depend. When others can depend on you, it builds not only trust, it builds respect.

**Acceptance** is the willingness to work with people who are different and recognize their value to the team. “If you don’t accept me, how can I trust you?”

**Openness** is giving and receiving feedback. Sharing information or why information cannot be shared. Often staff will accept that something’s must be kept confidential, but lying about it will not be accepted.

**Congruence** is the matching of words and actions. The leader who displays congruence is trusted. Their work becomes accepted, “if he/she said it, it is as good as

done”.

The developing of trust in the organization could be the strongest strategic weapon in your arsenal. If your organization is not trusting, consider ways to change this. Personally develop a plan for creating trust.

One sure way to build trust is **Communicate, Communicate and then Communicate some more.** Develop relationships based on showing employees that you trust them by providing them information. Information is power, and the way you share it you are saying, “I believe I can trust you with power.”

Another way to build trust is : **don’t surprise staff.** When people are “blindsided”, they begin to develop suspicion. They continually wonder when it will happen again.

By creating and preserving a climate of trust in the workplace, leadership will be productive, secure and long-lived.



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**At LCHD we strive for excellence in all that we do!**

**Leaders:**

- ◆ Welcome ideas that are not their own.
- ◆ Are open to what others have to say without getting defensive.
- ◆ Make it ok for others to share ideas even if those ideas conflict with theirs.



LCHD EMS helped coordinate a Car Seat Clinic in Lynn County on January 23rd. Several trained Technician's from the B-RAC and the TX Dept. of State Health Services traveled from Lubbock to conduct the clinic. We had several citizens take advantage of the expert advice.

Malena Vitolas stated "As first time parents we were very thankful because they helped us make our baby much safer. The education they provided was so very useful."

