

Mark Your Calendar



APR 5
March Madness
Fun Friday



APR 19
March of Dimes
Nothing Bundt Cake Sale



APR 23
Education Fair



APR 24
Chat with Charles



MAY 4
March for Babies Walk

CityLife

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OUR MISSION:

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



Left to right: Sandi Gill, CNO-MCF; Sandy Haire, CNO-MCP; Sharon Wacht; Emily Sneed; Michelle Hooks; AJ Stephens; Shivas Niduasa; Bincy Mathai; Trista Smith; Therese Naguib; Charles Gressle, CEO. Not pictured: Jennifer Rosenthal and Beth Vaughn.

HCA Awards of Distinction Honorees Revealed

THE HCA AWARDS OF DISTINCTION recognize those who go above-and-beyond to enhance the lives of their patients, their co-workers, and the wider community.

On March 27, employees gathered to hear Chief Nursing Officers Sandy Haire and Sandi Gill announce the names of our facility winners, who were recognized for their service in 2018.

Read on to learn more about this year's winners from their impressive nominations, and the reasons they have been chosen for these prestigious awards.



Therese Naguib

Frist Humanitarian Award

Therese Naguib, PharmD
Pharmacy Director, Medical City Frisco

Those who work with Therese will tell you she is a joy to work with. Her love of caring for others is infectious and her presence makes each day brighter at Medical City Frisco. Therese exemplifies our mission not only in her role as Director of Pharmacy Services, but also within the community in which she resides and is raising her family. As a member of the 2017 class of Leadership Frisco, Therese learned of the need for affordable and accessible healthcare for the poor and underserved in the Frisco community. She and her colleagues worked together to open the first free healthcare clinic in Frisco. Texas Free Care is located inside Grace Church on Frisco Square. Therese continues to be involved in supporting the work of the clinic through fundraising efforts and volunteering her time to provide medication education to individuals utilizing the clinic's services. Therese is this year's recipient of the Frist Humanitarian Award because of her passion and dedication to the care and improvement of human life. ■ (continued on Page 12)

Med-Surg/Oncology Director Brings Stellar Record of Achievement



MEDICAL CITY PLANO extends a warm welcome to Shivas Niduasa, who has been named Director of Med-Surg/Oncology Services. Shivas had been with Medical City Dallas for the last 15 years, and shifted to a leadership role there five years ago. She has been recognized as a DFW “Great 100 Nurse,” and was a recipient earlier this year of *D Magazine’s* “Excellence in Nursing” Award. She is also a graduate of HCA’s Emerging Leader program. Two orthopedic units under Shivas’s supervision at MCD were singled out for Unit of Distinction honors, earning high scores for patient experience, employee engagement, and quality outcomes. She was also credited with having made important contributions to the success of MCD’s Total Joint Program, and its certification by TJC. Shivas received her training from Grand Canyon University. A native of the Philippines, she now makes her home in Allen with her husband, son, and daughter. She enjoys practicing Taekwondo with her children, in addition to travel and trying out new restaurants. ■

Women’s Services Manager a Product of Emerging Leaders Program



CONGRATULATIONS to Stephanie Howard on her promotion to Manager for Women’s Services and Nursery. Stephanie brings 15 years of nursing experience in the area of Women’s Health, with seven of them coming in positions of increasingly responsible leadership. She first embarked on her nursing career at Medical City Dallas, before joining the staff here at MCP as a Nursery Supervisor. Stephanie is a 2015 graduate of HCA’s Emerging Leaders program. She received her nurse-training at Texas Woman’s University in Denton. A native of Southern California, Stephanie now makes her home in Rockwall with her husband and three sons. Away from work, she stays busy carpooling her boys to baseball practices and games. ■

Patient Access Director Led High-Performing Unit in Denton



BEST WISHES to Delphia Fuller, who this month takes up her new duties as Patient Access Director for Medical City Plano and Medical City Frisco. Delphia has been with HCA since November 2010, most recently as Patient Access Director at Medical City Denton. She brings expertise in many facets of intake operations, including business office, scheduling, verification, registration, and Medicaid eligibility. Over the past three years at Medical City Denton, Delphia accomplished a great deal. Under her leadership, the hospital has been ranked #1 or #2 in the DFW market, maintaining consistently exceptional performance. She has a master’s degree in Health Services from the University of La Verne. ■

Imaging Director Has Broad Experience in Operations



Medical City Plano welcomes the addition to its leadership team of Lisa Tarbuton, who has been named Director of Diagnostic Imaging. Lisa joins MCP from The Hospitals of Providence in El Paso. As Administrative Director of Imaging Services there, she was responsible for the entire scope of operations and strategy involving the hospital’s Imaging Department, including interventional and neuroradiology, an EEG unit, the imaging units of two free-standing emergency departments, two outpatient imaging units, and a Comprehensive Breast Center. Lisa holds both bachelor’s and master’s degrees from Ottawa University in Kansas. A native of Big Sandy in East Texas, she now makes her home in Plano. Her recreational interests include reading, cooking, and just being outside. ■

Physician Relations Team Update

MCP’S PHYSICIAN RELATIONS team made a pair of moves recently to enhance its strategic position in the highly competitive North Texas healthcare marketplace. Tyler Craven has joined the team as Director of Physician and Provider Relations. He previously worked as a spine sales representative for Stryker. A veteran of the U.S. Marine Corps, Tyler attended Texas A&M University, from which he graduated with a bachelor’s degree in leadership and a double minor in history and military studies. He lives in Plano with his wife, Nicole. In addition, Goodwin McCutcheon has been promoted to Surgical Specialist. In this role, she will continue focusing on key service-lines and relationships with community physicians. Goodwin originally joined the Physician and Providers Relation team in 2014 as a generalist. Goodwin lives in Lake Highlands with her husband, Brad, a lieutenant with Plano Fire-Rescue. They have two young children, William and Bryce. ■



Tyler Craven and Goodwin McCutcheon

Emergency Teams Receive Unit of Distinction Honors

BOTH MEDICAL CITY PLANO and Medical City Frisco Emergency Departments have been singled out for recognition by HCA's annual "Unit of Distinction" awards program, which acknowledges and rewards exemplary units at HCA facilities.

"Unit of Distinction" designation is achieved through measurable, outstanding performance in nursing leadership, professional practice, and operations and outcomes.

An important component of the program is company sponsorship of nurses to obtain national certification through programs accredited by the American Board of Nursing Specialties.

The honorees were revealed by HCA senior leaders in a live broadcast on March 29. Congratulations to all the dedicated staff members who give of themselves to elevate our level of performance to "exemplary." ■



Medical City Frisco nationally ranked #5 in HCA



Medical City Plano nationally ranked #3 in HCA

Inpatient Rehab Unit Rated Among Top 10 Percent

MEDICAL CITY PLANO'S Inpatient Rehabilitation Unit is proud to have been ranked within the top 10 percent of the 868 such facilities in the nation last year.

The rankings were determined using indicators of efficiency and effectiveness developed for the Centers for Medicare and Medicaid Services. They were based on full-year data for 2018, drawing from both Medicare and non-Medicare patients.

Congratulations to everyone on the IRU team, and all who help care for our inpatient-rehab patients. ■



IRU Team

Wound Care Center Receives National Award for Excellence

THE PHYSICIANS AND CLINICIANS of Medical City Plano's Wound Care and Limb Preservation Center are proud to accept the 2018 President's Circle of Excellence Award.

The prestigious honor came from the nation's largest provider of advanced wound-care services. Out of 413 eligible centers nationwide, only 29 were so honored.

The prestigious honor comes from Healogics, the nation's largest provider of advanced wound-care services. ■





Chaplain's Corner

What is Holy Week ... and to Whom?

HOLY WEEK, as observed by those of the Christian faith, runs from Palm Sunday to Easter.

But what is Holy Week? When I was growing up, I associated it with time off from school, and also the death and resurrection of Jesus, Easter egg hunts, and special clothing for the church service on Easter Day. At the time, it didn't occur to me that someone else might have a different understanding of this time of the year.

In fact, however, many people do view it differently.

The day Christians observe as Palm Sunday will be observed by people of the Hindu faith as Ram Navami. This is the final day of the nine-day-long celebration of the birth of Lord Rama, the seventh avatar (or incarnation) of Lord Vishnu (a Hindu god).

Sikhs will observe it as Baisakhi (Vaisakhi), a New Year celebration that also commemorates the founding of a specific order of Sikhs. It traces its beginnings to the refusal of Guru Tegh Bahadur to convert to Islam, for which he was executed.

On Good Friday, Theravada Buddhists ring in their New Year on a date that differs from the one set aside by other groups in Asia. For Jews, the evening of Good Friday marks the start of Pesach, the eight-day celebration of Passover. This holiday commemorates the delivery of the Jewish people from slavery and despair in Egypt. It heralds the birth of the Jewish people as a nation, and is a sign of the covenant between God and Abraham.

This year, Easter Day itself coincides with the start of the 12-day festival known as Ridvan. This is a festival of renewal and peace that marks the formation of the Baha'i faith. In Islam, it is observed as Lailat ul Bara'h (the "Night of Forgiveness"). This is the 15th night of Shabaan, and it takes place two weeks before Ramadan. On this night, Muslims seek forgiveness for their sins, in the belief that such an intention fixes believers' destiny for the year ahead.

It's clear, then, that different groups of people assign differing meanings to this interval of time Christians refer to as "Holy Week." Each represents a personal choice on the part of an individual believer. The First Amendment to the U.S. Constitution says, "Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof." We as a nation have fought wars at least partly to defend "Freedom of Religion" — the freedom of each individual to choose his or her religious practices.

For me as a Christian, Holy Week is very important. Good Friday is the day Jesus was crucified in payment for the sins of humanity. On Easter Day, we celebrate Jesus' resurrection from the dead and victory over sin. These two days are important not just for the events they commemorate, but also for the way they define the content of my faith.

As the Old Testament hero Joshua said, "Choose you this day whom you will serve."

Blessings,
Chaplain Garry ■

EATING WELL in 2019



*Contributed by Mercade Pazdra,
MCP Dietetic Intern*

*Brought to you by MCP/MCF
Food & Nutrition Services*

Mercade Pazdra

Energy Bites



THESE ENERGY BITES are packed with whole grains, protein, and healthy fats to help sustain fullness and long-lasting energy. Additionally, these sweet treats are affordable and easy to make, requiring no baking. So next time you find yourself with a sweet tooth, give this recipe a try. You won't be disappointed! ■

Ingredients

1/3 cup	peanut butter
1/2 cup	nonfat dry milk
1/2 cup	honey
4	graham-cracker squares finely crushed
1/2 cup	quick-cooking oatmeal

Directions

Wash your hands and clean your cooking area.

Mix together peanut butter, nonfat dry milk, and honey in a large bowl.

Add crushed graham crackers and oatmeal and mix with a spoon.

Roll the mixture with your hands into 24 snack size balls. Store in an airtight container in the refrigerator.

Nutrition

Per Energy Bite:

Calories:	61
Fat:	2 grams
Carbs:	10 grams
Protein:	2 grams

Department Spotlight



Volunteer Services Department

Volunteer Services Department

A large and valued membership of our healthcare team is comprised of community volunteers. Almost one third of Medical City Plano's 200-plus volunteers are under the age of 25, and nearly half are 65 years of age or older. A large percentage of the volunteers are stationed at the north and south Information Desks, but there are many positions a volunteer can choose to serve.

The department's scope of services extends to many aspects of the hospital's operations, and includes:

- Amenity Bags Assembly;
- Chaplain Services;
- Clerical Support;
- Baby Cuddler Program;
- Critical Care Waiting Room;
- Flower and Mail Couriers;
- Greeters and Guides;
- Patient/Family Liaison in Emergency Room;
- Patient Floor Assistants;
- Patient Representatives;
- Surgery Waiting Room.

The launch of the Baby Cuddler Program has been one of the department's biggest successes of recent months. The program is based in the Neonatal Intensive Care Unit.

The department also recently conducted a highly successful CPR class, which was attended by more than 20 volunteers. ■

Front-Line Staff Profile



Nancy Newton

Nancy Newton South Information Desk

Nancy, who works a regular Wednesday-morning shift, has been volunteering at MCP for 17 years.

"I enjoy everything about it," she says. "Whether it's delivering flowers, taking the snack cart around to the waiting rooms, or supporting a person in need, I have opportunities each day I work to meet new people and brighten their lives."

Nancy sees volunteering as a way to make an important contribution to the fulfillment of Medical City Plano's mission and vision.

"Having people know we're committed to them is a result of all the things we do to make them feel special," she says.

"Every person who enters our hospital is unique," she adds. "It's our job to make them feel as special as they are, so that they leave the hospital feeling better than when they arrived. Putting people at ease is a win for everyone." ■



Help us reach our goal of \$13,500 to support the health of all moms and babies!

Nothing Bundt Cake Sale

\$5 Bundtlets

Friday, April 19

11:30 a.m. – 1:30 p.m.

Cafeteria

6:00 – 8:00 p.m.

Coit Sky Bridge

**Buy four bundtlets and get a free bag.
Take the bag to the Plano store, buy four more,
and get the fifth free.**

Win Apple AirPods and Get a Free Tumbler!

Maximize your donation with HCA matching funds at www.HCA.YourCause.com.

All donations of \$25 to \$249 will be matched. Print and turn in a copy of the YourCause.com matching receipt to the south information desk in exchange for a purple wristband AND to be entered to win Apple AirPods.

The first 100 to turn in their receipt will receive a free limited-edition insulated tumbler.

(Look for instructions on the SharePoint home page. Prize drawing to be held May 7.)



Join Us

for the

Dallas March for Babies Walk

Reunion Tower Dallas

Saturday, May 4

8:30 Registration/9:00 a.m. Walk

Register or Donate:

www.MarchforBabies.org/MedicalCityPlano (or Frisco)

Medical City Frisco Breaks Ground on New Medical Office Building and Surgery Center



As Seen in Social Media

New Med City 1 Helicopter

STAFF MEMBERS at Medical City Plano and Medical City Frisco were excited to take advantage of a sunny day to tour the new “Med City 1” specialized transport helicopter. ●



Happy Certified Nurses Day!

ACROSS THE NATION, March 19 was a day to honor and recognize all nurses with advanced certifications. ●



Leaders Caring for the Community

MCP LEADERS recently volunteered with Meals on Wheels to prepare, package, and deliver hot lunches to seniors in Collin County. ●



MEDICAL CITY FRISCO NEWS



"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!

Case Management

Chris Nicholas

Emergency Department

Patricia Sanchez √√√
Stephanie Oldaker √√
Rachael Reed-Palmer √√
Gerry Sangalang √√
Zachary Vander Haar √√
Brian Briones
Brittany Butts
Claudia Chavarro
Yelena Goldshtein
Lindsay Hughes

EVS/Facilities

Monica Bates
Jalen Boykins

Brad Brown
Valarie Hill
Katrina Lyons

ICU

Staci Livingston √
Jennifer Cooper
Kristine Davis
Erin Hillman
Caitlin Martin
Dennis Martin
Seth Moore
Kenny Whirley
Lindsay Wu

Med-Surg-Tele

Shawna Quillin √√
Wol Dugenio √

Rose Rop √
Kinea Carter
Celenia Delima
Casey Elsisura
Genevieve Giordano
Rick Rodriguez
Ashmita Sapkota
Sonia Tsopze
Congling Wang

Pharmacy

Kayse Phelps
Mary Rodriguez
Steve Stephen

Women's Services

Christine Hamm √√√√
Mia Morris √√√√

Margo Brooks √√√
Marlene Culzac √√√
Shamonica Haskell √√√
Marcos Reyes √√√
Amber Rogde √√√
Lisa Sobieski √√√
April Vargas √√√
Angie Wise √√√
Ashlie Coker √√
Judie Eggl √√
Amy Stabell √√
Lori Carlough √
Ellen Gaban √
Sonia Tubiolo √
Alice Varughese √

Frisco Blooms with DAISY Honorees

KAREN LEDUNA, Med-Surg-Tele, and Amy Stabell, Labor and Delivery, radiated surprise and excitement when they were presented with the coveted DAISY Award last month. The award honors nurses who deliver an extraordinary measure of compassionate care. ■



Karen Leduna



Joining Amy Stabell are (at left) Jennifer Garrett, Manager of Women's and Children's Services; and (at right) Colleen McGuire, Director of Women's and Children's Services.

MCF Welcomes These New Employees:

Esther Garrett

Outpatient Services

Sarah Gautreaux

Med-Surg

Jennifer Gomez

Women's Services

Corinthia Hall

Women's Services

Jade Horhn

Anesthesia

Gopi Jarsaniya

Surgical Services

Cynthia Marshall

NFS

Anh Duc Nguyen

ER

Sonia Tubiolo

Women's Services

Rebecca Weiss

NFS

Tiny Graduate Celebrated

NICU REJOICED over one of its special patients on her graduation day. View the precious video on Medical City Frisco's Facebook page. ■



Organ and Tissue Donations Save Lives

APRIL IS ORGAN, Tissue, and Eye Donation Awareness Month. Right now, all across America, more than 113-thousand people are waiting for a life-saving transplant. Someone new is added to the waiting list every 10 seconds. Sadly, nearly 8,000 people die each year because the organs they need are not donated in time.

Regionally, Medical City Plano has long been among the leaders in lives-saved through organ donation. No fewer than 105 lives were impacted by organ donation at MCP last year.

Registering to be an organ donor is easy! Just go to www.donatelifetexas.org. Currently, more than 11-million Texans are registered as organ donors. It's a simple step we all can take to save lives.

Note: MCP is also a leading hospital for tissue and eye donation, with 55 donors in 2018. ■



MCP Maintains Elite Advanced Heart Failure Certification

CONGRATULATIONS to the employees who participated in the recent heart-failure survey conducted by The Joint Commission (TJC) and the American Heart Association.

Based on the survey, which found that MCP provides care of high quality in both management and treatment, the hospital has been recertified in Advanced Heart Failure. It is one of only three hospitals in Texas with such certification. ■



A few of the proud nurses and leaders who assisted during the recent recertification survey. Left to right: Charles Gressle, Michele Hamilton, Trista Smith, Marlene Zwolenik, Emily Sneed, Allison Roberts, Maureen Wilkerson, TJC/AHA surveyor, Sandy Haire, and Mary Baillie.

Center for Lung Health Now Open



In the recent weeks, MCP's new Center for Lung Health has opened its doors to patients who need advanced screening, diagnosis, and treatment for all types of lung cancer.

Lung cancer is the leading cause of cancer deaths in both men and women. Early-stage symptoms can be hard to recognize, making early detection even more important.

Lung nodules are often discovered during CT scans performed to diagnose other conditions or injuries. In such cases, additional screening can help detect lung cancers in the early stages.

The center offers a comprehensive lung-nodule screening program. Screening is covered by most insurance providers as a preventative service for individuals at high risk.

Ask your healthcare provider if you think you may qualify. The Center for Lung Health is located in Medical Office Building 3, Suite 160.

Call 833-MCH-LUNG. ■

What is Throughput?



Understanding Throughput Better

By Christina Roscoe, Assistant Chief Operating Officer

AS WE ARE ALL AWARE, Throughput is one of our top priorities this year. But what is throughput, really, and how can you help us improve?

What is Throughput? Throughput refers to all the processes that affect patient flow. Stated simply, it means "The Right Patient, in the Right Bed, for the Right Amount of Time." We want to be efficient so we can get patients home or to their next level of care as quickly as possible. By doing this, we decrease patients' risk of infection and free up additional beds so we can treat more patients who need our care. With patients consistently being held in the ED or OR, getting them to an inpatient bed quickly is essential.

How Do We Measure Throughput? There are many metrics to measure throughput, but the primary metric we use is Length of Stay (LOS). Length of stay is the measure of how long a patient is in our hospital versus how long their condition should require. We use this measure because it reflects all the combined processes and efforts made by our staff. Our goal is to have a LOS ratio of 110 percent. This would mean we are only keeping patients 10 percent more days than we should. Our current LOS ratio is 150 percent, meaning we are keeping patients 50 percent more days than should be needed.

How can you help? Length of Stay isn't just measured in days, it's measured in hours. Every hour we are able to be more efficient in our care delivery brings that patient one hour closer to going home, and brings patients waiting for our care one hour closer to being in our hospital. Every department in this hospital touches throughput, from Environmental Services cleaning rooms in a timely manner, to the speed with which Respiratory Therapy provides treatments, to the timeliness of Nursing's discharge of a patient.

We want you to feel empowered to look at the processes in your department and see how we can make improvements to help with throughput. Please share your ideas with your department leader! ■



Milestone Service Anniversaries

15 Years
Daniel Greco
OR
Melanie Shults
NICU

20 Years
Jean Lee
Pharmacy
Amanda Rod
Patient Access

30 Years
Pauline Fichera
PBX



Pauline Fichera

New Employees



Abdullah Abdullah
Pharmacy
Sydney Anhalt
ER
Parikshet Babber
Administration
Sophia Benjamin
Rehab Therapy
Pierra Boardingham
SPD
Connie Brandt
Nursery
Shuntel Coleman
Education
Kelli Crawford
Monitor Techs
Kay DeLira
Accounting
Cherise Doublin
IT & S
Matthew Dunn
IT & S
Elena Durham
SPD
Maria Y. Games
NFS
Jasmine Gamez
NFS
Megan Garoutte
Med-Tele
Beatrice G. Gonzalez
SPD
Oleksiy (Alex) Gutor
Revenue Integrity

Jessica Hoffman
ICU Stepdown
Yvette Lucia Howard
SPD
Syeda Karim
L & D Triage
Lara Kessler
Antepartum
Patricia Kraemer
Outpatient Services
Albert Marban
Rehab Therapy
Felista Mbogo
Neuro PCU
Thomas McCutcheon
Anesthesia
Chris Meyer
SPD
Rochelle Montgomery
Scheduling
Shivas Niduasa
Med=Tele
Noelle Nugent
Laboratory
Onyeka Obiechie
OR
Mabel Okeke
Neuro PCU
Jessica Parra
SPD
Lauren Peabody
L & D
Crystal Pena

Scheduling
Pamela Phillips
Outpatient Services
Maria Publico
ICU Stepdown
Sharon Sama
PACU
Keshia Scott
Accounting
Crystal Surry
PACU
Jeremy Toombs
SPD
Ashley Traister
EMS
Jill Tupper
Outpatient Services
Laura Turner
Radiology
Raeas Virani
NFS
Lauren Wiley
Laboratory
Deborah Williams
Pharmacy
Bibiana Wilson
Neurology
Adriana Wokal
Ultrasound
Damion Wyatt
Emergency Room
Andrew Zahn
Med-Tele

New Hire Spotlight



Evelinda Perez

EVELINDA PEREZ worked her first shift as a PBX operator (PRN) on March 25.

What brought you to Medical City Healthcare? Why did you choose us as a place to work?

As I researched job opportunities, I saw high reviews for Medical City Plano.

Where do you like to shop?

World Market

What is your favorite restaurant?

Griff's Hamburgers

What are your favorite ways to spend your free time?

Running, reading, working puzzles.

Favorite TV Show?

Game of Thrones

Dream vacation?

Alaska, or Pensacola, Fla.

Anything about your family/household?

Three adult children – ages 30, 23, and 21. ■

Focus on Quality – Critical Test Values

CRITICAL TEST VALUES can have a big impact on a patient's course-of-treatment. National Patient Safety Goal 02.03.01 was developed to help ensure that communication among caregivers takes place in a timely manner.

"Policy 900-TX-111 – Critical Tests and Critical Results" describes the timeframe for test results to be reported.

- The medical technologist or therapist resulting the test should document first name and credential of the licensed caregiver taking results;
- Critical values should be reported to the nurse or ordering physician within 20 minutes.
- Upon receipt of a critical test result/value, the licensed personnel receiving the result should read it back to the caller to verify accuracy.
- Nursing should report critical value findings to the ordering provider within 20 minutes, with a "repeat back" response from the provider.

The nurse should document via "Manager/Refer/Contact/Notify" that results were given and whether any new orders were received.

Please take time to review the "Policy 900-TX-111 – Critical Tests and Critical Results" so that we continue to perform as the "destination of choice" by providing healthcare excellence, in every action, for every patient, every time. ■

One-Year Work Anniversaries

Erin Babbs
Lauren Bailey
Nathaniel Beniam
Nicole Bousquet
Marissa Brooks
Donna Calla
April Cardwell
Grace Chiwande
Nycole Dixon
Ashley Evans
Angela Gamache
Nicole Gregory
Kennedi Gross
Rebecca Hargett
John Hayhurst
Sergio Hernandez
Ito Inim
Shea Jeffcoat
Regina Johnson

Aisha Jumani
Carie Knowles
Adam Lespreance
Hallie Masias
Nancy Mathew
Stephan McCarron
Catherine Moran
Nancy Moreno
Brian Morgan
Gbenga Oyerinde
Quinesha Phillips
David Sanborn
Carmen Sanchez
Judith Sayers
Jocelyn Stanley
Karen Tamdang
Ritha de la Vega
Elizabeth Wilson

“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!

Fifth Floor/Ortho-Trauma

Seble Kassahun √√√√
Sharon Cook √√√
Jaleesa Ateman √√
Chelsea Brockhoff √√
Jill Ellis √√
Lolita Glenn √√
ChiChi Kenea √√
Anna Layton √√
Thao Norman √√
Cristina Reid √√
Gladys Scales √√
Metzli Valencia √√
Josmary Velis √√
Cynthia Waddleton √√
London Byars √
Jamie Goddard √
Lorena Cantor √
Kasye Hamm √
Ivy Jones √
David LeVay √
Lloren Lusk √
Shobha Pandey √
Jarel Pelao √
Rhonda Pokropinski √
Sam Tinker √

Fourth Floor/Med-Surg Oncology

Yalam Yeshita √√√√√√√√
Katie Burkes √√√√√√
Veronica Ilerua √√√√√√
Michele Brown √√√√√√
Grace Karuu √√√√√√
Sanjita Khadka √√√√√√
Amy Tipps √√√√√√
Cleo Balicante √√√√√√
Bree Bradley √√√√√√
Teri Chase √√√√√√
Emily Hernandez √√√√√√
Jennifer Housen √√√√√√
Zulfiya Hunt √√√√√√
Jeanna Ponciano √√√√√√
Joy Powell √√√√√√
Shawna Rasti √√√√√√
Valsa Simon √√√√√√
Rose Sullivan √√√√√√
Lamonica Carr √√√√√√
Ronni Federico √√√√√√
Lilian Garcia √√√√√√
Lisa Guinn √√√√√√
Bayli Harney √√√√√√
Amanda Lewis √√√√√√
Viv Nguyen √√√√√√
Giao Truong √√√√√√
Micahel Van Gundy √√√√√√
Ilona Wawrzyniak √√√√√√
Drew Buckner √√√√√√
Keara Cecil √√√√√√
Teri Cox √√√√√√
Cheryl Dillingham √√√√√√
Alexandra Elliot √√√√√√
Sharron Kerber √√√√√√
Geraldine Ngwenya √√√√√√
Sherri Rulli √√√√√√
Allison Schmidt √√√√√√
Emily Stephens √√√√√√
Helen Tewelde √√√√√√
Adriana Vega √√√√√√
Lindsay Venable √√√√√√
Chanelle Watlington √√√√√√
Chaya Adelman √√√√√√
Lindsay Langford √√√√√√
Cody McMahon √√√√√√
Priscilla Keur √√√√√√
Karishma Patel √√√√√√
Zandra Richardson √√√√√√

Caitie Galvin
Suzanne Ham
Joy Hill
Mary Humphrey
Manny Martinez
Tameeka Mcalister
Paula Tip
Shermin Yusuf

Neurosciences ICU

Muy Seng √√√√√√
Natalie Creel √√√√√√
Madelaine Nugent √√√√√√
Mallorie Tabor √√√√√√
Agnes Ellima √√√√√√
Jorge Juarez √√√√√√
Jeff McManus √√√√√√
Pat Naicker √√√√√√
Abby Rana √√√√√√
Erica Stewart √√√√√√
Blessy Alexander √√√√√√
Kristen Arnold √√√√√√
Edel Astronomo √√√√√√
Greg Balogh √√√√√√
Megan Bunton √√√√√√
Don Calla √√√√√√
Isaac Cano √√√√√√
Jeremy Freeman √√√√√√
Lori Freeman √√√√√√
Josie Gaytan √√√√√√
Lauren Gohn √√√√√√
Jenn Jacobi √√√√√√
Tia Kang √√√√√√
Jessica Mansell √√√√√√
Miranda Marquette √√√√√√
Faryn Morrison √√√√√√
Lauren Nguyen √√√√√√
JC Olofernes √√√√√√
Ryann Parker √√√√√√
Peaches Payne √√√√√√
Sarah Romero √√√√√√
Faith Rutledge √√√√√√
Bernadeth Talban √√√√√√
Sydney Tang √√√√√√
Victoria Tarasevich √√√√√√
Benila Thomas √√√√√√
Mohammed Tirmizi √√√√√√
Courtney Williamson √√√√√√



Neurosciences PCU

Alicia Taylor √√√√√√
Haley Clayton √√√√√√
Noel Corpuz √√√√√√
Bincy Elizabeth Mathai √√√√√√
Dana Scerbo √√√√√√
Sajita Shiwakoti √√√√√√
Martha Navarro Alvarez √√√√√√
Bethany Choate √√√√√√
Scott Galloway √√√√√√
Ann Gines √√√√√√
John Hao √√√√√√
Sam King √√√√√√
Sabrina Lalani √√√√√√
Linh Nguyen √√√√√√
Marion Osoro √√√√√√
Den Que √√√√√√
Abel Saracevic √√√√√√
Emily Todd √√√√√√
Adam Yakubu √√√√√√
Rebecca Yen √√√√√√

Nursing Administration/SRT

Eston Mwangi √√√√√√
Anakaren Perla √√√√√√
Suju Abraham √√√√√√
Sujata Adhikari √√√√√√

Marilyn Henry
Adam Hutchison
Aisha Juman
Eva Mboya
Maneet Panesar
Leticia Perez
Daniel Racoma
Al Relampagos
Nancy Ybarra

PBED

Derek Peters √√√√√√
Valerie Rahn √√√√√√
Brian Carkeet √√√√√√
Chris Estrada √√√√√√
Amy Stewart √√√√√√
Jennifer Vail √√√√√√

Pharmacy

Ayeshia Duru √√√√√√
Thomas Munyan √√√√√√
Sivakumari Navuluri √√√√√√

Rehabilitation Services

April Power √√√√√√
Jacquelin Strug √√√√√√
Lisa Ayala √√√√√√
Tara Box √√√√√√
Annette Garza √√√√√√
Anjali Kapadia √√√√√√
Mary Roberts √√√√√√
Ivan Ros √√√√√√
Jessica Scott √√√√√√
Allysson Gore √√√√√√
Mackenzi Haley √√√√√√
Carrie Henson √√√√√√
Donna Koskan √√√√√√
Michelle Leib √√√√√√
Stephanie Leu √√√√√√
Jay Marble √√√√√√
Roel Mediana √√√√√√
Agapito Oquindo √√√√√√
Gabriella Osemwegie √√√√√√
Kristin Rainey √√√√√√
Carrie Rigden √√√√√√
Kathleen Ruetz √√√√√√
Amanda Singh √√√√√√

Respiratory Care

Debbie Anders √√√√√√
Trekia Anikwe √√√√√√
JoAnne Atkins √√√√√√
Jennifer Baker √√√√√√
Lance Baze √√√√√√
Leslie Beasley √√√√√√
Diana Blaisdell √√√√√√
Leigh-Ann Cambern √√√√√√
Thomas Chacko √√√√√√
Kathleen Davis √√√√√√
Ray Delgadillo √√√√√√
Eddie Estrada √√√√√√
Kaylee Griffin √√√√√√
Lisa Kimberlin √√√√√√
Mia Lee √√√√√√
Shajini Mattathil √√√√√√
Joey Munn √√√√√√
LaShonda Riley √√√√√√
Cesar Romero √√√√√√
Tom Skinner √√√√√√
Kelli Sloan √√√√√√
Donna Ugialoro √√√√√√
Chen Wang √√√√√√
Greg Whitman √√√√√√

Seventh Floor/Cardiac Stepdown

Jessica Bray √√√√√√

Cameron Patterson √√√√√√
Jose Vasquez √√√√√√
Chelsea Wright √√√√√√
June Ajuoga √√√√√√
Marta Bullard √√√√√√
Liesha Davis √√√√√√
Silvia Lira √√√√√√
Janak Panchal √√√√√√
Lovely Prince √√√√√√
Christina Strickland √√√√√√
Christina Titus √√√√√√
Brittani Cole √√√√√√
James Cruse √√√√√√
Samantha Hebert √√√√√√
Sameh Helal √√√√√√
Katherine Jones √√√√√√
Abhini Joseph √√√√√√
Pauline Magee √√√√√√
Patsy Marquez √√√√√√
Pamela Pittman √√√√√√
Tayler Sanders √√√√√√
Gabrielle Barnes √√√√√√
Kalkidan Berhe √√√√√√
Gary Costen √√√√√√
Albert de Guzman √√√√√√
Tammy Driver √√√√√√
Mulumesh Hailu √√√√√√
Lovely John √√√√√√
Patricia Locke √√√√√√
Valeria Morris √√√√√√
Jennifer Rivera √√√√√√
Merlin Thomas √√√√√√
Stefanie Thorne √√√√√√
Lauren Wolfe √√√√√√
Mahesh Bhandari √√√√√√
Rheannon Bujakowski √√√√√√
Annette Garza √√√√√√
Cashandra Hall √√√√√√
Antonette Hattton √√√√√√
Timothy Islas √√√√√√
Stephanie Johnson √√√√√√
Annah Kaaria √√√√√√
Srijana Kc √√√√√√
Hallie Masias √√√√√√
Dana Nash √√√√√√
Perla Ramirez √√√√√√
Barbara Reagan √√√√√√
Ashna Robin √√√√√√
Deyanira Rodriguez √√√√√√
Karen Tamdang √√√√√√
Mallory Whitworth √√√√√√
Denetria Williams √√√√√√

Sixth Floor/ICU Stepdown

Judith Apolonio √√√√√√
Chris Cannon √√√√√√
Laura Laber √√√√√√
Lindsay Longstreet √√√√√√
Eunice Makau √√√√√√
Juliet Mulangan √√√√√√
Michael Oyerinde √√√√√√
Kristina Barrett √√√√√√
Kendall Brown √√√√√√
Brandy Bussing √√√√√√
Malou Canada √√√√√√
Esmeralda Cruz Medina √√√√√√
Felicia Johnson √√√√√√
Ada Khaitas √√√√√√
Caroline Kimani √√√√√√
Madison Nagel √√√√√√
Kenny Okoh √√√√√√
Katie Parry √√√√√√
LemLem Tecle √√√√√√
Carrie Uptain √√√√√√
Cassidy Van √√√√√√
Tanya Voranunthikornkul √√√√√√

March ALWAYS Award Winners

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

Medical City Plano



Jackie Cervantes
FNS

"Jackie displays our value of 'You First.' Recently Jackie was working with a difficult patient who was very picky about his food and refused all the food from the kitchen. Although the patient was on a low-sodium diet, his family kept bringing him Ramen noodles – which are definitely not allowed on a low-sodium diet. Jackie made the patient noodles that fit within his restricted diet so he could get the proper nutrition but still have something he liked to eat."

●



Shawn Peters
Respiratory Therapist

"Shawn exhibits our values of 'Willingness,' 'Attitude,' and 'You First.' Shawn overheard a patient's wife on Neuro PCU talking about needing breakfast but not wanting to leave her husband. So Shawn went to Frullati and purchased a breakfast for the patient's wife."

●



Carlos Nava
Histology Tech

"Carlos exhibits our value of 'Attitude.' A physician wrote that Carlos is a pleasant person with a can-do attitude. He always volunteers to take on extra tasks. The pathologists truly value his incredible skills in handling late-case frozen sections. He really impacts patient care at Medical City Plano with his wonderful attitude."

●

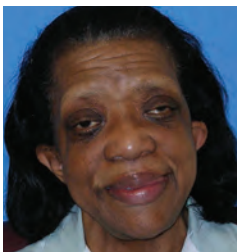


Josh Snyder
EMS Medical Control Specialist

"Josh is being recognized for his commitment to our values of 'Willingness' and 'You First.' Josh was recently recognized by an area fire department for some assistance he provided to one of the crews during a particularly bad trauma call. When the ambulance arrived at the hospital, it was a bloody mess. Josh not only provided supplies with which to clean up the ambulance, he also put on gloves and assisted with the actual cleaning. The fire department said the service Josh provided was the best they have ever experienced at a hospital."

●

Medical City Frisco



Sonia Parker
EVS

"Sonia demonstrates our value of 'Safety.' While in the hall Sonia noticed a patient sliding out of his wheelchair. She notified the nursing staff and stayed with the patient until help arrived preventing a fall. On another occasion Sonia noticed that a patient 'wasn't herself.' She immediately notified the nurse who assessed that the patient had critically low oxygen. Sonia helps keep our patients safe every day."

●



Charlie Rundell
Emergency Department

"Charlie exhibits our value of 'You First.' Recently, a patient and members of her family who came to the Frisco ER reported they had had a terrible experience at a competitor, causing them to be nervous about hospitals generally. The family members described Charlie as being very gentle with their mother, who had recently fractured her hip. He explained everything in great detail and kept them well informed during their entire stay in the ER. The family said that the care Charlie provided made them feel they had come to the right place."

●



MCP/MCF Green Light Summary

A snapshot of department spotlight activities in the green:

Labor and Delivery is in the process of updating its waiting room.

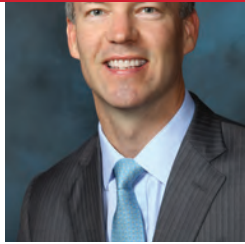
Ortho/Trauma obtained a new AccuVein cart.

Food & Nutrition received new supplies, including spatulas and serving spoons.

Medical/Telemetry has updated its supply room.

NICU obtained a new cooling machine.

Surgical/Oncology has updated its PAR levels and supplies.



The 'Wins' Keep Coming

WE LAUNCH into Spring with a satisfying sense of accomplishment. In addition to making noteworthy strides in our top priorities – from HCAHPS,

to throughput, to reduction of our mortality rate – we salute several other recent achievements and celebrate with those whose contributions have been recognized and rewarded.

A few weeks ago we broke ground at our Frisco campus for the new Medical Office Building and Ambulatory Surgery Center. It represented another milestone in Medical City Frisco's continuing growth. At approximately the same time, on our Plano campus, we opened the new Center for Lung Health, which expands the care we provide to patients with lung nodules and cancer.

As you read through this issue of CityLife, you'll find still more reasons to celebrate. Be sure to read about the accolades recently bestowed on our Inpatient Rehabilitation Unit, Wound Care & Limb Preservation Center, and our heart-failure team. What's more, the Emergency Departments at both MCP and MCF have been singled out for recognition by HCA's "Unit of Distinction" program.

Congratulations to each employee who played a role in securing these validations of our hospitals' excellence.

Lest we forget, it was just days ago we named our facilities' winners of the prestigious HCA Awards of Distinction. Their remarkable contributions to furthering our mission – both on our campuses, and in the community – are also highlighted in this issue.

Surely, these wins are the result of all of us leaning in to meet and surpass the high standards we set for ourselves, and to keep our focus on the "why" of what we do.

Value of the Month – Safety

Practicing safety demonstrates our commitment to our patients, as well as to our colleagues and ourselves.

This month we focus on safety rounds and safety huddles. Safety rounding is more than simply "checking in" with your patient every hour. It is part of sound medical practice, though safety rounds are not just for clinical staff. Essential support staff who enter patient rooms should also participate by assessing and anticipating patient needs. For example, is the water fresh and ice pitcher full? Is the call light and bedside table within reach? These are just a few examples of how we can advance the culture of safety.

I encourage you to share in your next safety huddle other ways to demonstrate and improve our shared commitment to making Medical City Plano and Medical City Frisco the safest hospital for patient care.

Sincerely,

Charles Gressle ■

(continued from Page 1)

HCA Awards of Distinction Honorees Revealed



Bincy Mathai

Excellence in Nursing – Compassionate Care

**Bincy Mathai, RN, BSN, SCRN
Neuro PCU**

Bincy shows compassion in all that she does. She goes above and beyond with every patient encounter. She helps to make her patients feel comfortable and safe, and listens to any concern they may have. No matter how big or small the concern may be, she takes action to improve the patient's experience.

Others describe Bincy as the best example of a caring nurse. She is kind, compassionate, and has a true servant's heart. She exudes a positive attitude and arrives to work each day with a contagious excitement. She shares her knowledge and experience with all of her co-workers to make them better and ultimately provide the best care for all patients.

Bincy exemplifies the true meaning of a compassionate nurse through her impeccable bedside manner, dedication to patient safety, and desire to provide excellent care to every patient, every time. ■



Trista Smith

Excellence in Nursing – Professional Mentoring

**Trista Smith, RN, MSN, BSN, PCCN
Seventh Floor/Cardiac Stepdown**

Among her peers, Trista is known as a motivator and visionary leader who sees the good in everyone and wants to push them to be the best they can be. She empowers others to seek advanced certification by helping them to believe in their abilities and supporting them through the process.

Trista helps to onboard and develop new graduate nurses. She works tirelessly to support and mentor the unit's nurse interns; and has the ability to build on their strengths while also developing their weaknesses. In her tenure as a nurse educator, Trista attained a 100 percent retention rate for the nurse residents of Cardiac Stepdown.

Trista has a unique way of developing a sense of ownership with each nurse as he or she strives for excellent patient care and outcomes for each encounter. ■



Recipients include Sharon Wacht, Clinical Professional Development Educator; Emily Sneed, Director of Intermediate Care Services and Neurosciences; AJ Stephens, Director of Critical Care and Oncology Services; Shivas Niduasa, Director of Medical Surgical Care; Michelle Hooks, Director of Emergency Services; Jennifer Rosenthal, Director of Burn Services; and Beth Vaughn, Nurse-Manager of Neuro-Trauma ICU not pictured.

D Magazine "Excellence in Nursing" Award

Congratulations also go to the seven MCP nurses who were recognized at the Awards of Distinction ceremony as winners of the 2019 D Magazine "Excellence in Nursing" Award. ■