

STAFF STORIES OF THE QUARTER

3rd Quarter 2019



Patient-Centered



Collaboration



Integrity



Transparency



Stewardship

LEADER OF THE QUARTER

Jason Walker – Environmental Services

Jason joined the EVS team in 2017 when patient experience for cleanliness was low and staff turnover was high. His engagements scores continue to rise, and staff turnover rate has significantly decreased. Jason and his team have helped train seventy-four new leaders within the Xanitos organization on site here at Union Hospital, which has instilled a great team pride throughout the team. This has most certainly contributed to the improved engagement and sense of purpose in the important work that they perform daily. During his time here Jason has performed extremely well, has built a strong team that achieves results, and has built strong relationships with his peers and departments throughout the organization.



STORIES OF THE QUARTER

Amy Ennen – Supply Chain

A patient recently called to acknowledge Amy for going above and beyond to help him with his chair search. He mentioned Amy made a trip to Bone & Joint to get the chair information he was requesting so he could purchase one for himself. He explained the chair would be beneficial to him regarding his broken back and hip and talked in depth about how his new chair helps him and he could not have designed it more perfectly for his needs.



Jennifer Bell, Shawna Moore & Kristina Smith – Bone & Joint; **Shawna Oliver – Pre-Services**

In May 2019 when we started working with the ortho case denials, our goal was to understand the level of care process and assignments for joint patients. This heavily involves Jennifer, Kris, and Shawna's work. Throughout this process, all three showed remarkable openness and willingness to learn. They owned the process and multiple times they took the initiative to actively seek knowledge and additional education. They also reached out to the rest of the staff to help educate and explain. Their work directly contributed to reducing the denials because of inappropriate level of care assignments. All three continue to help improve the joint experience for our patients.



Garry Cook – Security

Garry was recently seen purchasing bag of chips, ice cream, candy and soda in the Cafeteria for a teenager that was a detained patient in the Emergency Department. The patient was difficult to manage. Garry told the patient he would buy him snacks if he would stay in the bed. He used his own money to purchase the snacks. Garry is also known to give children money, with the parent's permission, to buy candy in the Gift Shop. It is not unusual for him to give money or snacks to people in need. He will always stop and talk to children in the waiting room and on one occasion had a younger child walk with him until family could make it to the hospital. Garry has one of the biggest hearts around, but still does his job with great efficiency.



Russell Showers – Pharmacy

Russ and one of the RN's performed a home visit on a patient who was recently discharged. Russ printed the discharge instructions and worked with the RN to prepare a typed medication list for the patient. He provided medication reconciliation and education in the home and he noted that the patient did not have 3 of his medications. He arranged to have those medication filled at our pharmacy and the wife agree to pick them up the next morning after the patient's doctor appointment. Russ was concerned about the patient not having one of his meds for that evening, so he contacted the patient and got permission to fill that medication through CVS and he picked it up and delivered it to the patient that evening. Russ went above and beyond to ensure the patient had a critical medication on hand in order to prevent a readmission.



Sherry Frets & Allie Milam – Population Health

On the way in to work, Sherry noticed one of our ACO patients sitting on a bench. This patient is a high ER utilizer, homeless, and they have been unable to contact him. Sherry pulled over, parked and called the social worker Allie who drove down to meet Sherry so they could visit with the patient. The patient currently has a draining wound on his amputation stump. Sherry went to Walgreens and purchased dressing supplies to keep his wound clean. They talked to the patient and asked him to see his NP. They called and paid for a cab and then met him at the office for the visit. While he was waiting, they went and got him breakfast and found some clean t-shirts for him to wear. They worked with the provider, set him up for weekly appointments, and they are providing him with a cab to make his weekly visits.



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