



▶ GUIDING BEHAVIORS “WE ARE ALL ACCOUNTABLE” 1



▶ HAPPY TRAILS STEVE; APRIL BIRTHDAYS; FOOD BANK; LOOKING FOR VOLUNTEERS 2



▶ EMPLOYEE RECOGNITION BANQUET; INSPIRED SERVICE AWARD 3



▶ NEW PATIENT MENU; THE CRITICAL DIFFERENCE – MISSION MOMENT 4

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# SAMC-BC *the pulse*

THERE IS ONE WHO SPEAKS LIKE THE  
PIERCINGS OF A SWORD, BUT THE TONGUE  
OF THE WISE PROMOTES HEALTH .

PROVERBS 12:18

## The President’s Message

### Guiding Behaviors “We Are All Accountable”



As any good football coach can testify, the best teams are composed of individual players that hold themselves accountable to get out and train on their own (beyond practice), study the plays, set personal benchmarks and then come together as a cohesive whole with one overall goal.

As individuals, we all hold a lot of potential. Accountability is a tool to unlocking and refining that potential. A player on the team that’s looking outward

towards that victory season is going to be accountable to get up on those early mornings to run the track and hit the gym, not because the coach is there to throw off the covers and yell, but because the dedicated player knows that personal accountability in the present is a large part of a team success later.

“We are all accountable” as one of our guiding behaviors, in my experience, is unique for a system and a ministry organization. Too often in today’s workplace environment, the accountability concept is not addressed. Our willingness to make (what some may see as a bold) statement, in reality is just the “right thing to do.” Only when we are all held



accountable for our actions in the workplace can we progress in the other guiding behaviors as well as our Vision.

I see the concept of accountability as the best and most positive way that we can demonstrate, to the people we serve, why the members of our team at SAMC- Baker City are “the critical difference.”

Ray Gibbons-- CEO



**Saint Alphonse  
Medical Center**

BAKER CITY



## Happy Trails Steve, Until We Meet Again!

As many of you know, our friend and fellow Associate, Steve W. is moving to Helena, Montana to help take care of his father-in-law. Steve stated that he appreciated the many great folks he has met and worked with here at Saint Alphonsus Medical Center - Baker City: “It has been a joy. There are a lot of good people here.”

Steve also expressed his feeling of calm about the move because “God always has a plan” and that taking care of family is very important to him and his wife.

I personally have been moved by the multiple Associates here at our facility that have let me know in passing how much they enjoyed Steve and appreciated his work.

I know we all wish Steve and his family a safe move and the best of luck in this transition.

## April Birthdays

Judy S.	April 2	Bill A.	April 19
Mollie G.	April 3	Janet J.	April 22
Shauna C.	April 4	Mary P. C.	April 23
John W.	April 9	Rebecca B.	April 24
Susan W.	April 10	Kristi M.	April 26
Michaeline M.	April 17	Stacye W.	April 27
Julie H.	April 18	Carla S.	April 27
Korey H.	April 19	Brenda M.	April 28

## The Food Bank Appreciates You!

We thank those who have regularly donated to our food bank – your contributions are greatly appreciated!

## Still Looking For Volunteers

As part of our desire to live our Mission and demonstrate our Values, we are looking to create a “Living Mission” team. Under the auspices of the Mission department, this team will identify how we can bring spirituality into our facility in a very proactive and uplifting way. We have four people so far that have agreed to be a part of this program, but would like to have a few more if possible.

Please see Jerry if you are interested in being a part of this team!

# EMPLOYEE RECOGNITION BANQUET

All Associates are invited to attend. Please come and support your fellow associates.



*Saint Alphonsus Medical Center*

*Baker City*

*will be recognizing several of our  
Associates for their years of service.  
We would like you to join us.*

**Event:** *Employee Recognition  
Banquet*  
**Date:** *Thursday, April 7, 2011*  
**Location:** *Baker Towers  
Ballroom  
1705 Main Street  
Baker City*  
**Time:** *6:30 p.m.—8:30 p.m.*

*We invite you to bring a guest  
and enjoy the evening with us.  
Dress is semi-formal to formal.  
Call Ginger Whitney at 123-8822  
to RSVP, by March 23, 2011.*



*Associates Being Recognized Include:*

<u><b>5 years:</b></u> Barbara Stiff Bill Anderson Dina Ellwanger Jason Dexter Laura Shelton Melanie Harshman Patricia Burrows Paula Miller Seth Payton Sheri King Susan Werner	<u><b>15 years:</b></u> Diana Downing Jan McNair Kelly Aldrich  <u><b>20 years:</b></u> Brenda Dix Kathy Saunders  <u><b>25 years:</b></u> Leona Cameron Stacye Williams  <u><b>35 years:</b></u> Joann Illingsworth
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## INSPIRED SERVICE AWARD:

This month, we recognize two new recipients of the CEO Award for Inspired Service; Jeff M., our Facilities Manager and Andrea M., in Dietary Services.

“I would like to recognize Andrea for her hard work and passion that is evident in our new Dietary Patient Menu! Thanks for the effort you put forward on this project.”



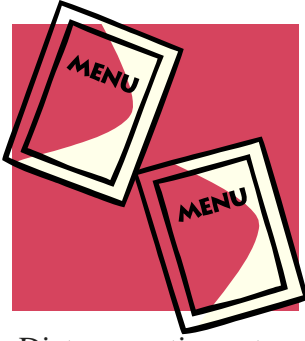
Andrea

“During our recent Joint Commission Survey, the Fire/Line Safety inspector made the comment during the exit interview that our facility was the “finest and best Critical Access Hospital” he has ever surveyed. This accolade is due in no small part to the exceptional service of Jeff M.! Thank you!”



Jeff

## NEW PATIENT MENU



Laurie Y., the Dietary Manager sees food as a large part of overall patient satisfaction. "Food is one of the few things that patients have some choice or control over during a hospital stay."

In developing the new Patient Menu, Laurie and the Dietary crew were looking to improve portion control as well as variety. While Laurie feels that the new menu is definitely an improvement, she is looking at the project as ongoing; "we are learning something new everyday."

As Dietary continues to work to meet the nutritional needs of SAMC--BC, Laurie says the best support for her and her crew is simply patience; "it has been a challenge and we've had some kinks to work-out, but overall, we have been accelerating and we've been very pleased with what we have accomplished."

On a personal note from Laurie to her crew: "I have never worked with a better group of people. Your enthusiasm is contagious because positivity breeds positivity and negativity breeds negativity.

I want thank all of you!"

Special thanks as well to Shauna C., Sheri K., and Patty L.!



## Mission Moment

Some days I have the best job in the world!

In my reading I have discovered that job satisfaction comes primarily when one can see the positive impact that one's work has on others – whether it is the contribution to the organization as a whole or those times when it benefits a specific person. I believe that we all felt the desire to serve somewhere deep inside when we decided to go into the healthcare field.

So when I can be involved in the process of recognizing someone for living our Values or

demonstrating our Guiding Behaviors, I benefit vicariously as well. Just to watch an Associate's face while I read what someone wrote on the "Critical Difference Award" makes my day!

This month we resume the inclusion of the names of people that have made a critical difference to our patients, co-workers, and our community at large. For those of you that took the time to write a recognition of your fellow Associates' service, know that you have also made a difference in a life – actually, at

least two lives – the recipient of the award and mine. For that we are truly grateful.

Proverbs 10:20 says "*The tongue of the righteous is choice silver....*" What you say and what you write has more far reaching value than that of riches, for your affirmation can change a life forever.

Thank you all for you part in making a critical difference in my life!

~Jerry Nickell



## THE CRITICAL DIFFERENCE

### ASSOCIATES RECOGNIZED IN FEBRUARY

Laurie Y.  
Sacha P. (2)  
Judy S.  
Julie I.  
Kelly K.  
Samica N.  
Becky B.  
Mihaela P.  
Kayla R.  
Kim S.  
Bradey M.  
Martina M.  
Pim C.  
Jeff M. (2)  
Shauna C.  
Jim P.  
Mathew D.  
Lynn S.  
Stacy D.  
Patty L.  
Ashley D.