

Orleans Community Health Vital Signs

Dates to remember:

31- New Year's Eve

Jan 1—Happy New Year!

Jan 6—Board Meeting

Jan 18—The

Gala

Jan 30- WOW nominees due



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Congratulations to County Youth Award winner, Shakeyla Dennis! Shakeyla is an employee of the HIM Department.

What's coming to OCH....



- ~ NYS DOH Annual Long Term care Survey
- ~ The Joint Commission re-visit
- ~ North Wing Nurse's station renovation
- ~ New North Wing dining room furniture
- ~ ED patient waiting room renovation
- ~ Xray service available at Albion Clinic
- ~ Urgent Care services available at Albion Clinic by end of January 2014
- ~ New physician/midlevel group starts in the ED
- ~ Department Budget meetings with Administration

Patient Experience

An analysis of Press Ganey data of 2000 patient surveys found that the #1 complaint was....”**They didn’t keep me informed**” Information is the antidote to expectations.....



Our patients are our customers. They have choices. We want them to consistently choose OCH!

Patients will return to us because of how we treat them, communicate with them, and care for them.

Remember:

- **Service** - Make serving others your #1 priority. Be proud of what you do and how you do it.
- **Attitude** - Choose your attitude. How you think about your customers is how you will treat them.
- **Consistency** - Set high standards, and stick to them. return

Welcome to our OCH Family!

We would like to welcome the following new employees to the OCH Family:

Dr. Ana Borge– Janania, Albion Clinic
Adam Gillespie, RN ICU
Bethany Majka, Surgical Tech, OR
Kim Stephens, RN, Supervisor
Samantha Wilkins, Admissions Processor,
Kallie Finnefrock, Admissions Processor



Celebrations and Transitions

Sadly we said goodbye to Jill Bakeman, Executive Director of the Foundation, Nancy Callara, Revenue Cycle Coordinator, Julie Hibbard, Patient Accounts, Linda Peron, Human Resources. We wish them well in their new roles!

Sorry.....The December Wow Recipient information was not available at time of printing.

WOW!!!!

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[http://
medinamemorial
.org](http://medinamemorial.org)

Community Partners is now located at 100 Ohio Street. They offer free mammograms, GYN visits and colorectal screenings for Women 40-64 and colorectal screenings for Men 50 and over. This program benefits people without insurance or those with a high deductible. Contact Cindy Perry at 798-9540 with questions.



Join us.....

Do you have an hour or so to donate your time to help another?

We are looking for a group of hospital employees to work together to offer our services to residents and organizations here in Orleans County. Examples are collecting toys for Toys for Tots, working in a Soup Kitchen, helping build a Habitat for Humanity House, participating in a Bottle Drive, scheduling a Community Clean up day, volunteering in a Literacy Program helping at a food pantry, or volunteering at an animal shelter. If you have other ideas or are interested, please contact Wendy Jacobson at x 8127.