

The Way I See It

10-29-16

I would like to thank **Arthur Payawal** from lab, running out to the MRI truck to draw a patient needing to a creatinine run in order for the MRI tech to finish the scan. Typically these things are done ahead of time, but this came up last minute and I appreciate him going out to the patient, rather than having her get off the table, and trek down to lab. This improved the patient experience and is much appreciated! **(Submitted by Danica Grossman)**

Isabella Goldade pushed a resident from unit B to unit A in time for Mass on Wednesday. **(Submitted by Sister Mary Agnes)**

I really appreciate **Sarah Gregg** for getting a swing bed patient's out of town appointments changed. I had another commitment that morning and she made sure it was accomplished before the discharge. Thanks so much, Sarah!! **(Submitted by Donna Corneliusen)**

I would like to recognize **Kim Peltier** for all her support. Kim came in on her day off to take a resident to an appointment in Bismarck. While there she agreed to run by Great Plains Rehabilitation Services to return the leg scooter I rented. This was a huge help to me. Thanks again Kim, I truly appreciate you **(Submitted by Mavis Troftgruben)**

I would like to recognize **Mark Sommer** for coming in and helping me install a toilet seat riser for a late admission hospital patient. It was great team work since we both haven't installed one in a long time. Good job Mark. **(Submitted by Gary Kennedy)**

I would like to recognize **Crystal Holzer, Joe Volk, Kehley Powell,** and **Kim Peltier** for going above and beyond when a situation arose Thursday. These coworkers stepped in for me and made sure that resident care continued uninterrupted through the breakfast meal. Kehley and Crystal helped me by providing staffing and covering where needed. I appreciate you all. Thank you from the bottom of my heart. **(Submitted by Kim Goldade)**

Karen Bienek works with one of the most complicated billing systems we've ever experienced. I give her major props for doing what she does. Her hard work and diligence pays off as we continue to break through the roadblocks in the payment systems. It takes a lot of diligence to do her job and I want to say thank you to her for all her hard work! **(Submitted by Jessica Hanson)**

I want to thank **Kelly Christensen** for taking time to see my son, who was injured in a football game. Kelly stayed late and went above and beyond to ensure my son's therapy could be initiated timely. **(Submitted by Marianne Keller)**

Thank you to **Beth Huseh** and **Brittany Long** for writing a grant requesting money from the UND FLEX program to assist with mental health education. I have usually been the person to write our FLEX grants and it's great they stepped up and plan to meet a need our Community Needs Assessment brought to the forefront. Look for more information in the following months addressing mental health. **(Submitted by Sandra Teubner)**

I would like to think **Melanie long, Melissa Vollmer, Marybeth Coombs, Tony Bromley** and **Jessica** for coming together on short notice to solve our oxygen charges problem this morning! Thanks to **Evony**, in advance, for doing the workflow change training this weekend! Thanks to **Eleanor Sieglock** for improving our QI process **(Submitted by Candie Thompson)**

I've been told **Brent Sabot** was serenading the employees in the kitchen and visitors to the cafeteria. I came in just after the performance and the crowd was electric. I always enjoy talking to Brent because his upbeat attitude improves my day!

Minerva (Minie) Hoffmann really made my day this week. You might know I drink a ton of coffee. My cup does not always get the attention it deserves. I came in this week and it was sparkling and there was a note from Minie. I was totally touched and it recharged my batteries to do some good for others. Thanks Minie for making my day and energizing me to pass on the good deed.

I want to thank **Mary Beth** for handling the ICD-10 upgrade. I was out of the office and Mary Beth stepped in and made sure it got done. Thank you so much Mary Beth for all that you do. **(Submitted by Vikki Bentz)**

I want to thank **Stephanie and Marci** for making sure that our HIM department ran smoothly while I was out of the office sick. I do truly appreciate everything that you do **(Submitted by Vikki Bentz)**

I want to recognize **the Laundry Department** for picking up extra shifts to help out while Bethany is out on medical leave. It is a great help and they do it with a smile on their face. **(Submitted by Gary Kennedy)**

I would like to acknowledge **Mark Sommer** for being persistent with fixing a residents wheel chair to accept a posey back. None of our suppliers had anything to make this back to work so Mark designed something. Now the resident is very happy and comfortable. **(Submitted by Gary Kennedy)**

Thanks to **Dana Fitzgerald** for encouraging her husband Taylor to come in and share his knowledge of waterfowl with the residents. **(Submitted by Sara Balfour)**

Kim Walters thank you for taking the time to make rubeens in the cafeteria. You made my day. **(Submitted by Sara Balfour)**

I received this note this week. Arthur Payawal joined us from the Philippines and works in our lab. This is just another example of what makes you special. This community is so fortunate to have such a caring group of people ready to care:

The thought of settling to a new country brought us joy and excitement but at the same time, fear also crossed our minds. Beginning a new life in a new place where you know nobody is a tough one. The place, the people, the culture, and also the weather are totally different. But through your help, we were able to start a new life here in North Dakota. We never thought we could find people as kind hearted as you.

Thank you is not enough for your help but we just want you to know that we truly appreciate your support. Your donations helped us a lot to have a smooth sailing start. You've really made a difference in our lives. Again, thank you very much for lending us your helping hands! May God continue to shower you with blessings!

Sincerely, the Payawal Family

Greg