

## The Way I See It

11-5-16

Thanks to **Bruce Snyder, Mandy Weninger, and Laurie Pellett** for their assistance during the recent fire drill. PS – thanks to the Boys in Blue (maintenance) for their prompt shutting off the noise! ! (**Submitted by Marian Hase**)

**Eleanor Sieglock** did an exceptional job organizing the Halloween Costume Contest and snacks. I know there were several others that helped her with bars and judging the costumes and I thank them also. It was a fun event and a real “JOY BOOSTER”. Thank you Eleanor! (**Submitted by Pam Stewart**)

I would like to give a big Thank You to **Laurie Pellett**. She brought a patient over to have some a lab drawn and the patient was a little apprehensive. She sat there and kept him company and just kept visiting with him. While she was there another couple had some insurance questions and she helped them with their questions. When all the procedures were completed they all left happy and informed. She is a great asset to the front desk. (**Submitted by Mary Prouty**)

**Kim Walters**, Thank you for always saying Hello to me by name. A person can hear a lot of hello's throughout the day, but you make yours personable by acknowledging who I am. (**Submitted by Danita Rixen**)

**Mary Prouty** did some cleaning up by the area in the front of the clinic door, picking up some leaves and some other things. (**Submitted by Sister Mary Agnes**)

Thanks to **Pam Stewart** for her willingness to deliver my Operation Christmas Child shoebox gift to the pick-up site. She even searched out where the site was! I appreciate that! (**Submitted by Donna Corneliusen**)

**Eleanor Sieglock, Candie Thompson and Med/Surg** staff did a wonderful job in organizing the costume contest and treats for the November Joy Booster. Thanks for all the time and effort you put into the Halloween day brightener ☺ (**Submitted by Donna Corneliusen**)

I would like to recognize **Allen Merrill** for being such a great employee; he came to us without much cooking experience and has risen to the challenge! He never complains about the workload, is willing to help where needed & does it with a smile. Thanks Allen!! (**Submitted by Lynette Bender**)

**Pam Held** has been diligently working through the bugs on the file we need to submit to CMS before Nov. 14<sup>th</sup>. Every time you think you have it working, another bug pops up. She is a trooper and is working through the glitches. (**Submitted by Sandy Teubner**)

Thank you **Joe Fisher** for assisting the Fessenden Ambulance Crew when they brought a patient into our ER. Although it was not part of your job you took it upon yourself and helped them get the required supplies. Thanks Joe

Thank you **Jessica Hanson** for being the best boss ever! I really appreciate that you are willing to come help no matter what you have going on! (**Submitted by the front desk staff**)

**Dianne Lageson** I would like to thank you for always having a smile when you come to work and for taking time to answer any questions I may have. You are an awesome co-worker and I always look forward to your arrival.

**Bonnie Swanson** is always willing help residents when she is asked. I saw her stop what she was doing and go to a resident that called out to her across the hall to help her with something. This resident knows that Bonnie is always willing to help. (**Submitted by Gail Grondahl**)

Kudos to **Joe Fisher** for a job well done. I went to use the drinking fountain and the fountain was very sparkly clean I didn't want to touch it. Your pride in your work shines! Thank you for caring.

Thank you **Candie Thompson** for always being available to answer my many questions via email or verbal. Your input is valuable and helps me get my job done quickly and accurately.

**Bruce Snyder**, I have observed you with some of the residents and have to admit your darn good at what you do! We are lucky to have you to provide such positive care to our residents. I watch the smiles they get when you come into the room. Great Job!

Kudos to **Joe Fisher** for a job well done. I went to use the drinking fountain and the fountain was very sparkly clean I didn't want to touch it. Your pride in your work shines! Thank you for caring.

I would like to give Kudos's to the **housekeeping team**. This hospital is very clean. You all take such pride in your work and it definitely shows in the cleanliness of the hospital and nursing home.

A patient came in for lab work and said he hoped **Arthur Payawal** was working because Arthur took his blood recently and he didn't even feel the needle stick. Good to know we have some extremely qualified staff in our lab! (**Submitted by Danita Rixen**)

Thank you to **Wendy Held** for helping other daycare staff figure out how to submit their online training while we are having issues! Great team work! (**Submitted by Jaime Bush**)

Thank you **Laurie Pellett** for taking one of my shifts for me and giving me an extra day off so I could just relax.

Great Job **Long Term Care Staff**! We were recently given 5 star status from CMS! Medicare.Gov/NursingHome Compare is the website if you want to see our rating and compare to other nursing homes in the state or nation. This obtained from your hard work and caring for our residents. The 5 star rating includes survey results, staffing and quality measures. I am so proud of all of our staff here at St. Aloisius! (**Submitted by Gail Grondahl**)

Our staff is always so willing to adjust their schedules and stay extra hours, even double shifts to cover for employees that are not able to fulfill their shift. Thank you **Ruth Schuh** and **Annabelle Dante** who covered a pm shift Friday. (**Submitted by Gail Grondahl**)

**Kim Goldade**, I will continue to tell you a thousand times more that I truly appreciate your greetings and positive attitude so much. At times we take a bit of gruff at the front desk and you come along with you smile and give a few words of uplifting chatter and make my day! Thank you. (**Submitted by Danita Rixen**)

It was so nice to see **Kelsey Watson** sitting with a resident and consoling her when she was upset. Kelsey offered to do her hair with a curling iron when other options were not available. (**Submitted by Gail Grondahl**)

A shout out to the **Maintenance Department**. (Gary, Mark and Bob). We all know when something does not work but very few people realize all the work you do to prevent maintenance issues. We are fortunate to have you caring for our facility.

This is the last note I will be writing. I hope, by this point, I've convinced you just how special you are. Our patients deserve perfection and that causes us to be pretty hard on ourselves. We are constantly on the lookout for our flaws so we can run them through some process improvement. Although that is important, I hope you also stay on the lookout for the good in people. I admit some folks make it pretty hard to find but I guarantee it exists and it is worth finding. You choose the thoughts that occupy space in your head. I believe people who fight to keep it filled with the good they see around them are happier at work and in life. I make an effort to do this and hope you will as well.

I am grateful for all your support.

Greg