

Week of January 23, 2017

*Thought for the week: "If I cannot do great things, I can do small things in a great way." –Martin Luther King*

Our focus for this issue of CREATE News is on the RESPECT characteristic of CREATE.



#### **GET TO KNOW OUR NEW CHIEF OPERATING OFFICER:**

We are pleased to announce that Vickie Meyers is our new Chief Operating Officer. Vickie began working at Stamford Healthcare System in the spring of 2016 as Director of our Regional Services Department. Vickie will continue to oversee TxLab and in her new role will also help oversee all operations of the hospital and clinic.

Vickie graduated from the University of Oklahoma with a degree in Sociology and has over thirty years of experience in the healthcare industry including hospital and medical practice management and implementation of new programs. Vickie especially enjoys start up projects because she says, "I really enjoy putting the pieces of the puzzle together." Vickie's vast experience made her the ideal person for our lab project and Vickie says everything up to this

point was preparing her for this role.

Vickie grew up in Purcell, Oklahoma, a small town a lot like Stamford, and has a love for small towns and small hospitals. Her father was on the board that opened her own hometown's hospital. Vickie says it is a privilege to be a part of a small hospital and that it is a pleasure to work with such good people here in Stamford. Vickie lives in Abilene with her husband, Rick.

In December, Vickie was voted our most respectful employee. When asked why they voted for Vickie, one employee said, "Vickie embodies the word respect. She is the most respectful and respectable person I have ever met." Another employee said, "Vickie makes everyone feel important and that their job matters." Still another employee said, "It doesn't matter who you are or what your job is, Vickie treats everyone with respect." Vickie is a great example of the characteristic of RESPECT and how we should treat our co-workers and patients.

#### **\* FACTS ABOUT VICKIE:**

**Craziest Job:** Worked at a worm farm during college.

**Hobbies:** Cycling- Vickie completed 100 miles in the Hotter N' Hell Ride a few years ago. Vickie also loves to watch movies.

**Favorite Movie:** Out of Africa

**Favorite Food:** LOVES pizza.

**Favorite Place to Vacation:** Colorado

**Favorite Letter of CREATE:** E for Engage. Vickie says it is easy to get caught up in coming to work and doing the same thing every day, but she feels the employees at Stamford Healthcare System are truly engaged and always looking for ways to help others.

**Favorite Quote:** Vickie keeps a card in her car that says "Kindness" and the verse from Hebrews 13:2 which says, "Don't forget to be kind to strangers. For some who have done this have entertained angels without realizing it." She says these are words that she tries to live by and this verse helps her to be reminded daily to always think of others and how they may feel about the way she is treating them.

**\*TIPS FOR BEING MORE RESPECTFUL IN THE WORKPLACE:**

- **Treat others the way you would like for people to treat you:** This is the number one rule that would promote a healthy and civil workplace and atmosphere in any organization. Treating people with politeness, kindness, and courtesy goes a long way to create a work friendly environment.
- **Be sensitive to the ability and contributions as well as the disabilities of others:** Be sure to acknowledge the fact that everyone has something to offer, no matter how small or intangible you think they are. To encourage mutual respect, get rid of that egocentric and *'I know it all'* attitude. Remember, the world does not revolve around one person, namely YOU.
- **Be attentive and listen to what others have to say:** It is rude to speak over people. Do not cut people off when they are speaking and of course letting them know that you are attentive makes people happy.
- **Encourage others around you by urging them to express opinions and ideas:** Fact is, the success of a company cannot depend on just one person; it takes a team, their ability and contributions to make things happen.
- **Name calling, insulting people, and putting others down is a big NO.** This is such an irresponsible thing to do, in fact it is one of the fastest ways to lose the support and respect of others in the work place. Name calling, insulting and undermining others eventually adds up to become workplace bullying, not a pleasant thing to be associated with and you don't want to deal with that.
- **Be in control over your words and actions at all times:** You can check yourself and be in control by not acting before you think. Knowing what brings out the worse and the best in you enables you to better manage reactions.
- **Build bridges of friendship, trust, and respect:** A true bridge builder is sensitive and offers solution-based approaches to resolving workplace conflicts. Being able to deal with diversity by treating people with fairness and equity is the key to positive relationships.

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**\*RESPECT FOR PRIVACY:** HIPAA is an important part of how we care for our patients and it is important to remember that many of our employees are also patients. We are all friends and it is tempting to ask questions when we see someone going to a provider. We need to always remember to use discretion, respect each other's privacy, and never gossip.

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We welcomed three new employees at our January orientation. Pictured left to right are Laura Minor (Regional Services), Wendi Williams (Infinite Vitality Wellness Clinic), and Lynda Woods (Accounts Payable). We hope you will take a moment to help welcome these new employees with an email, a CREATE card or just a warm hello in the hall!