



Park Plaza Hospital & Plaza Specialty Hospital Highlights

Messages from PSH and PPH's Business Development

Plaza Specialty Hospital - 20 years strong

This July marked the 20th anniversary of Plaza Specialty Hospital. What started as a 38 bed facility primarily serving patients who required physical rehabilitation therapy, has now grown into a full service Long-Term Acute Care (LTAC) Hospital, which includes a 12 bed ICU and serves patients who require long-term medically complex care, ventilator weaning, oncology and wound care. Throughout the years, Plaza Specialty has remained a top choice for LTAC care among healthcare providers and patients alike. The hospital has maintained an outstanding staff, like yourselves, who are committed to providing the very best care to every patient, every day. And with over 200 physicians on staff, Plaza Specialty can offer patients the continuity of care they deserve.

Plaza Specialty Hospital has a great advantage because of its location inside of Park Plaza Hospital, but what you may not know is that Plaza Specialty admits patients from various medical centers throughout the city and the state. The hospital has an experienced business development staff that works with physicians and case managers to market its unique features and quality care. Because of their great work, Plaza Specialty now receives patients from over 12 Hospitals outside of Park Plaza and has expanded its affiliations within the Houston community.

In an effort to expand this great work, Plaza Specialty is excited to announce that the hospital has received a disease specific in Wound Care from the Joint Commission, making it the only Acute

Care Hospital in the nation to hold this distinction. With this designation, Plaza Specialty expects to offer premier care to patients who require treatment for various types of wounds. The Hospital has on its staff 2 certified wound care practitioners who will provide care to those patients.

In addition to the new service offering, Plaza Specialty is updating its look. Within the next few weeks, you will notice changes to the clinical units and a remodel of the lobby areas. We are excited and looking forward to more great things in 2015 as we strive toward our mission to be Houston's provider of choice for long term acute care. - Gail Chevalier

Park Plaza Hospital "One Team, One Mission"

Yet another year has come and gone and with it we find many successes and challenges. As some of you may know, I started my position in February 2014 and quickly created a team of dedicated Physician Relationship Managers and Market Developers. For the last 10 months our team has focused on redirecting more volume to our hospital by creating new relationships, increasing trust in our organization, and constantly developing new ideas to further our mission of "Making a Difference One Life at a Time."

This year we have seen more marketing campaigns directed to a more specific audience including Bariatric Surgery, Male and Female Wellness, and General Hospital Branding. With our media partners, ABC Channel 13, and CBS Channel 11 we have entered the homes of millions of Houstonians to spread our message of delivering world class healthcare in a community hospital

setting. We will continue to work with our media partners to further our message and solidify our commitment.

The marketing campaigns for the next year will be heavily network broadcast focused. We believe that the audiences we are reaching, using targeted commercials and highlighting special interest shows, engage the viewer much closer to our hospital and its offerings. This next year we will be launching new commercials during various peak times on ABC channel 13 as well as various appearances on Great Day Houston with Debra Duncan on the Channel 11 affiliate. Our first commercial will air on December 29, 2014, during the Live with Kelly and Michael show and continue throughout the day on shows like Rachael Ray, The View, Inside Edition, Tournament of Roses Parade, and Jimmy Kimmel Live, just to name a few. It will broadcast a total of 5-6 times per day Mon-Fri for the first three months of this year. The Debra Duncan Show, which airs on Channel 11 at 9:00 a.m., will host our Hospital once a month during the first half of the year, on both the *Medical Mondays* and *A Better You* segments. We are very excited about the new line up of media marketing that will launch this year.

I would like to thank all of the staff and employees of Park Plaza Hospital for having the dedication and commitment everyday which makes our responsibilities as marketing and business development professionals easier. Our team sends out the message that you craft, we convey the culture that you create, and deliver the experience that you design.

From our team to you....Have a safe and joyful new year! - Adrian Flores

January is Thyroid Awareness Month

An estimated 15 million of Americans have undiagnosed thyroid problems. To help with early detection and in some cases help you find lumps or enlargements in the neck that may point to a thyroid condition, you can perform a simple Neck Check self-exam. Here is a step-by-step guide.

HOW TO TAKE THE THYROID NECK CHECK

ALL YOU WILL NEED IS:



- Handheld mirror
- Glass of water

Hold the mirror in your hand, focusing on the lower front area of your neck, above the collarbones, and below the voice box (larynx). Your thyroid gland is located in this area of your neck.

While focusing on this area in the mirror, tip your head back.

Take a drink of water and swallow.

As you swallow, look at your neck. Check for any bulges or protrusions in this area when you swallow. Reminder: Don't confuse the Adam's apple with the thyroid gland. The thyroid gland is located further down on your neck, closer to the collarbone. You may want to repeat this process several times.

If you do see any bulges or protrusions in this area, see your physician or endocrinologist. You may have an enlarged thyroid gland or a thyroid nodule that should be checked to determine whether further evaluation is needed. Our Tenet Preferred Endocrinologists are Drs. Gerardo Bueso, (713) 520-8385, Johanna Vivienne Leyco-Policardio, (832) 593-8100, Shelly Mathur, (713) 797-9191, Rakesh Patel, (832) 593-8100, Preeya Raghu, (832) 593-8100, Brian Tulloch, (713)797-9191, and Veena Watwe, (832) 593-8100.

(source: The American Association of Clinical Endocrinologists, <http://www.thyroidawareness.com>)

2014 Holiday Dinner



As a celebration of the holidays and a thank you for all the hard work over the course of 2014, Park Plaza and Plaza Specialty hosted a holiday dinner. The cafeteria was decked out beautifully in green with Christmas tree center pieces and all the employees raved about the food. (Some were heard begging Marco Pineda, Executive Chef, for his Red Velvet Cheesecake recipe – om nom nom!) We know 2015 will be even better! (See *Photo Highlights for more photos of the fun!*)



Health Incentives Add Money to Your Account

Want an extra \$400 to \$800 in your Benefit flexible spending or saving account? Go to HealthyAtTenet and check out the My Health Incentive and My Activities tabs. If you complete your health assessment and Biometric Screening steps, you'll qualify for the Health Incentive in 2016. Completing each monthly challenge qualifies you for the monthly Wellness Drawing.

Our very own *Lourdes Bailey*, Patient Accounts/Audit Department, completed the "Go Social" activity in August. She used social media to learn more about each of the six dimensions of wellness (Physical, Community, Environmental, Financial, Emotional, and Learning). She was automatically entered in the monthly drawing and won a \$100 Visa gift card, which she used to take her family out to dinner. Lourdes says that she has been doing the monthly activities for "as far back as I can remember" with her coworkers, *D'Toianjae Godine*, *Joyce Allen*, *Chauntell Smith-Holmes*, and director, *Terri Kasold*. They like doing them because they "are a lot of fun to do."



Behind the Scenes Coming Soon!

No one takes care of an individual patient by themselves. It's a team effort. A lot of this teamwork is invisible to patients. We are all working together to keep PPH and PSH running smoothly. Many of us are working "behind the scenes." Some coworkers may not interact directly with patients. You may not see them every day. But their roles are critical to keeping the hospitals running at our best. We'll be highlighting some of these employees each month in *Highlights*. (Want your group to be featured? Contact Christine Kovach Britain at x5184.)



Maxine Cooper

Recognizing Excellence

Have you recognized a coworker or another employee of PPH or PSH lately? In December, **Maxine Cooper** and **Vivian Perkins** were a major help in discharging a patient who needed a lot of extra assistance. According to **Katherine Noriega**, RN, who nominated them for a Staff Excellence Award, they took a patient downstairs and back up **four times** while waiting for METRO lift, and eventually had to assist the patient into taxi and completely breakdown the wheelchair. Great job!

Have you seen someone demonstrating Staff Excellence, CARE, great Rounding, etcetera? Go to <https://pph-psh.werecognize.com/> and nominate them for an award!

Perhaps they are:

A Star: An employee that went that extra step to make a positive impression on someone; demonstrated initiative; was memorable in their words or actions.

Or were they a **Shining Star?** An employee that stopped what they were tasked to do in order to assist a patient, family member, visitor to the facility, and/or physician. They spent extra time to explain a procedure or care plan; and/or did something special for a patient, peer, or physician that made a world of difference on their impression of the hospital, department, etc.

Join the Shared Governance Council at PPH

Shared Governance is looking for Registered Nurses to join the Shared Governance team. Han Do, Chair of the council, provided some Frequently Asked Questions (FAQs) about Shared Governance, which began in June 2013.

What is Shared Governance (SG)?

Shared Governance is a professional practice model, founded on the cornerstone principles of partnership, equity, accountability, and ownership that forms a culturally sensitive and empowering framework, enabling sustainable and accountability based decisions to support an interdisciplinary design for excellent patient care

Why should you join Shared Governance?

- Be a direct voice in the decision making here at PPH! It allows a direct communication between nurses and upper management/administration in regards to concerns, comments, and suggestions to improve our staff and facility.
- It is a vehicle for *change, growth, and empowerment*

How do you apply to be a Shared Governance Council Member?

- Ask your unit manager for an application, fill out the form, and return the application to your manager who will submit it to Martha Smith, CNO for approval. Once approved, you will receive an email invitation to our next meeting.
- You may also contact one of our SG members for an application (members are Han Do, Ruby Quintero, Tashna McKoy, Soon Taylor, Pamela Maxfield, Teri Todd, Kristie Akibar, Sonya Hurst, Joy Perez, John Migues, Zola Lander, Sabine Dallemand)

What are the requirements of being a Shared Governance Member?

- 75% minimum attendance required at monthly meetings for the calendar year. Meetings are held every 2nd Thursday of the month in the PCA room from 1-2pm.

How can you contribute to Shared Governance without being a direct member?

- Utilize the 2 Open Comment Boxes located at the crosswalk (2nd floor by MICU) and in front of the cafeteria. Comments are collected once a month and discussed at the monthly meetings.

What are some things Shared Governance Council at PPH has done?

- Introduction of Shared Governance Intranet Link, Feb. 2014 and 2 Open Comment Boxes, April 2014
- Instituted Nurses' Week – May 2014
- Nurses' Week Breakfast – May 2014
- Introduction of Daisy Award to PPH – May 2014
- "Have Your Say" Open Comment Box Competition and Pizza Party Prize for Winning Unit – June/ July 2014
- Meeting with John Tressa, CEO and Martha Smith, CNO – August 2014
- Results include Reinstatement of Open Comment/Questions for Employee Forums – October 2014
- Shared Governance Halloween Candy Bags – October 2014





Bake Off - what a Contest!

12 Bakers brought their finest dishes to the table to the delight of judges and employees. Our contestants were Jeanie Mathews, Nikki Parikh, Christine Kovach Britain, Sylvia Hughes, Susanna Hudson, Michele Munzner, Dovie Williams, Christi Carter, Judy Garcia, Janet Cazares, Rebecca Pilgreen, and Laura Fernandez. Thanks to our judges, Dana Garcia, Angel Paredes, and Dr. Kenneth Toppell, who had a tough time deciding on the winners! Ultimately, **Dovie Williams** took first, with **Jeanie Mathews** and **Janet Cazares** taking second and third places. The participants were asked to share their recipes. Those recipes that are not a secret family recipe are below!



Chess Cake – Jeanie Mathews, 2nd place Winner!

First Layer:

- 1 box yellow cake mix
- 1 stick of margarine (melted)
- 1 egg

Second Layer:

- 1 8 oz. Box of softened cream cheese
- 3 eggs
- 1 box (1 lb.) of powdered sugar

Prep:

Preheat oven to 350°
Melt half a stick of butter and spread in 9X13 baking pan

Mix first layer ingredients together until it basically forms a gooey ball and then place it in the rectangular pan and with fingertips, spread the first layer until the bottom of the pan is completely covered.

Mix together second layer ingredients until well blended and very creamy and then pour over 1st layer.

Bake at 350° for approximately 35 minutes. Cake should be slightly golden brown. Do not over bake, it's best when it's a little bit gooey. Cool completely before cutting. Enjoy!



Dump Cake - Janet Cazares, 3rd place Winner

Ingredients:

- 1 can crushed pineapple in juice
- 1 can cherry pie filling (or any other flavor)
- 1 box cake mix (yellow or white)
- 1 and ½ sticks butter melted

Instructions:

Line bottom of 9x13 pan with crushed pineapple.
Carefully spoon pie filling evenly over pineapple layer
Top with dry cake mix.
Melt butter in a small glass measuring cup and pour over the top of dry cake.
Place in 350 degree oven and bake uncovered for approximately 1 hour or until top is golden brown and cake is bubbling.

Note: I prefer the Pillsbury white cake mix and the pie filling called "dark, sweet cherry."



Berry Cobbler - Sylvia Hughes**Ingredients:**

- 1 24oz can Apple Pie filling
- 1 cup sugar
- 2.5 cups mixed berries or berries of your choice (frozen or fresh)
- 1 teaspoon Vanilla flavoring
- 1 box Jiffy white or yellow cake mix
- 1 stick butter (melted)
- ½ to ¾ cup pecans

Preparation:

Spread Apples on bottom of 9 x 9 x 2.5-3.0 inch pan.
 Mix ¼ C sugar with berries and add onto Apples.
 Drip Vanilla flavoring onto the mixer. Add Cake Mix on top
 Add remainder of Sugar on top. After melting butter, drizzle over the mixture. Place layer of pecans on top.

Bake for 1 hour covered and 15 – 30 minutes longer uncovered in the oven at 350 degrees.

Allow to cool or serve piping hot with ice cream, whipped topping or all by itself.

It's a down home pleasure to your taste buds!

Peppermint Bark No-Bake Marshmallow Cheesecake Bars - Christine Kovach Britain**For the Crust:**

- 20 Oreos, with insides scraped out
- 4 tablespoons butter, melted

For the Peppermint Bark:

- ½ cup heavy whipping cream
- 1 pound white chocolate, broken up into small pieces
- 1½ teaspoons peppermint extract

For the cheesecake:

- ¾ tbsp gelatin (almost one envelope)
- ¼ cup water
- 10 ounce bag marshmallows (melted in a greased double boiler or microwave for 30 second intervals, stirring each interval until melted)
- 2 8oz packages cream cheese, softened
- ½ tsp vanilla
- ¾ cup heavy whipping cream
- 5 candy canes, crushed

**Instructions**

Pulse the Oreos and melted butter in a food processor until Oreos are completely crushed. Line an 8x8 glass baking dish with parchment paper/foil and pour Oreo mixture over the parchment and press down with the back of a cup or flat bowl, covering the entire bottom of the dish. Chill while you make the peppermint bark.

Make the peppermint bark. In a small saucepan, bring the cream to a boil and immediately remove from heat. Add the



white chocolate. Whisk well until the white chocolate is melted then add the peppermint extract and stir to combine. Pour over the Oreo crust. Place in refrigerator to harden for about 20 minutes.

Make the marshmallow cheesecake. Add gelatin to the water and let sit until the gelatin starts to swell, about 5 minutes. Do not let it sit too long, or it will become lumpy.

In a medium sized bowl, combine the cream cheese and melted marshmallows. Beat until combined. In a separate bowl, beat the heavy cream until stiff peaks form. Add vanilla. Fold gelatin and marshmallow mixture into the whipped cream and stir well to combine.

Pour cheesecake mixture over cooled peppermint bark and spread evenly. Sprinkle crushed candy canes over the top of the cheesecake mixture and press down a little into the mixture. Place in refrigerator and chill until cheesecake has stiffened, at least 2-3 hours. Cut into squares and serve.

*PPH Employee Forums
Coming Soon*

Come to the Employee Forums and hear from the leadership team about what is happening around Park Plaza Hospital. **Have a topic that you'd like addressed or a question you need answered?** Send them to either Christine Kovach Britain or Terri Carter. Forums will be held in the Cafeteria, 1st Floor Conference Room.



**Retirement Wishes
Party on January 14, 2015**

It is with mixed emotions that Plaza Specialty announces the retirement of Steve Barr. Steve has been with Tenet for 19 years, and joined Plaza Specialty as the CEO and CNO seven years ago.

Although we will all miss Steve, we are excitedly anticipating hearing of his new adventures in retirement!

Celebrate with Steve on:

**January 14th
2:30-3:30pm
Doctor's Dining Room**

And wish him all the best in his retirement and celebrate his service with some cake and punch!

**Happy New Year &
Happy Birthday**

Don't forget to wish your coworkers "Happy Birthday" when you see them in the hall. Our January birthdays are:

Frances Akhtari, Daniel BIRRISO, and Roby Joseph (January 1st)

Okinawa Lewis (2nd)

Afua Acheampong, Victoria Doland, Evelyn Dy, Betty Force, & Tiffany Sanders (4th)

Ma -Victoria Eviota (6th)

Franchelle Stone (7th)

Kristen Armstrong, Shennel Burns, & Maria Ogor (8th)

Ethelene Viray (10th)

Tyklie Coleman & Sandra Davis (11th)

Iridiana Hernandez & Eddie Lopez (12th)

Denise Daniels (13th)

Anitrea Lewis (14th)

Hyacinth Wedderburn (15th)

Patricia Barnes (16th)

Patricia Allen, Chuks Okafor, Vivian Perkins, & Odilya Seria (17th)

Sandra Allison (18th)

Marie Marcelino & Evelyn Walker (20th)

Patricia Grimaldo & Marco Pineda (21st)

Robyn Howell, Tonya Ramos, & Kit Siu (22nd)

Sheree Bagley (23rd)

Jeanie Mathews (24th)

Doan Nguyen & Sharon Thigpen (25th)

Tony Barcelo, Janet Cazares, & Niyesia Reed (26th)

Nasario Garcia, Julie John, Trang Le, Chinwe Ngumezi, & Keith Williams (28th)

Sophia Gokhman and Ella Williams (29th)

and Christopher Robinson (31st).

Photo Highlights



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Highlights

Highlights is edited by Christine Kovach Britain. Have a story or idea that you'd like to share? Call her at x5184 or send an email.

