

THE HUM

The Holy Cross Medical Center Newsletter

Winter 2020



HolyCross
Medical Center

Facts About the 2020 Mill Levy

In 2016 Holy Cross Hospital asked the community to come together in support of our local hospital and vote to approve a 1 mill levy on property tax. The mill levy was approved with resounding support. The 2016 mill levy sunsets in June of this year, and we have begun conversations with the County Commissioners with the hope of maintaining the current mill levy.

On a national level, rural hospitals are struggling with many of the same issues we experience here in Taos. The issues we faced in 2016 continue to worsen for Holy Cross and many other rural hospitals around the country. Many rural hospitals operate at a negative margin, which means they lose money. Without tax support they would not be able to keep their doors open. Many rural hospitals in New Mexico receive much more tax support than Holy Cross Medical Center. For instance, Rio Arriba County has a 4.25 mill levy in place that supports Presbyterian hospital in Española. That is more than four times the tax support HCMC receives. For a list of healthcare related taxes in New Mexico visit our website www.HolyCrossMedicalCenter.org

For several months, Holy Cross Medical Center has had discussions with the Taos County Commissioners regarding renewal of the 2016 mill levy. Without action, the 1 mill that was put in place in 2016 will expire in June, and Holy Cross Hospital will stop receiving the much-needed funding. HCMC originally approached the commissioners to request a renewal of the current mill levy as well as an increase of 3.25 mills. After much discussion, the commissioners decided that they would not ask the public to vote for an increased mill levy. The commission has instead decided to put the renewal of the 1 mill on the ballot in November. If the mill levy renewal is voted for in November, tax funds will not be available until late 2021.

What is a Mill Levy?

A mill levy is a property tax that the county collects from landowners. 1 mill of property tax costs landowners roughly \$33 for every \$100,000 of property valuation. The 1 mill that was in place for healthcare services in Taos County equaled about \$1.4 million dollars a year (gross). To date we have spent \$2,933,524.56 of the taxes collected since 2016. For more information on our expenditures relating to the mill levy, visit www.HolyCrossMedicalCenter.org

In an effort to provide additional funding to Holy Cross (beyond the dollars available from the mill levy), the County Commission is currently in discussion about a possible gross receipts tax (GRT), the proceeds of which would be directed to Holy Cross. The commission is discussing the possibility of adding a 1/8 and a 1/16 GRT. The 1/8 tax would collect around \$900,000 per year and the 1/16 tax would collect around \$450,000 per year. The commission has not decided if they will choose to allocate how the funds are used

and it is possible that they will split them between operations and capital spending. At the earliest, this tax will go in to effect on July 1st 2020 and we would see the resulting revenue in September.

You Can Help!

We are asking that employees do their best to understand our current situation. Please do not hesitate to reach out to administration with questions. The best thing you can do as an employee, is **reach out to your County Commissioners** and tell them how important this issue is. Your voice counts! **Talk to your friends and family.** Let them know what these tax options mean, and how important they are for our community and for Holy Cross Medical Center.

The hospital has made many great improvements over the last ten years. Financially we look better now than we have in the past seven years and, with your help, we will continue to offer great services to a great community!

H-1B Visa Program is Going Strong!

Under the Immigration and Nationality Act, U.S. employers are able to temporarily employ foreign workers in specialty occupations. We are proud to take part in this program and appreciate having three Filipino Medical Laboratory Scientist on our team!



Alexie Minerva, Anne Cabanlit, Melanie De La Vina

Holy Cross Hospital Supports Breastfeeding!

By Beth Enson, Co-Chair of the New Mexico Breastfeeding Task Force Chapter

Holy Cross Hospital is promoting breastfeeding among its employees, patients, and the wider community. Working with the Latch On Breastfeeding Coalition and the NM Breastfeeding Task Force Taos Chapter, the hospital has created a lactation room and sponsored a breastfeeding mural, recently completed on the corridor wall outside Labor and Delivery by muralist Lynnette Haozous. The opening reception for the mural took place Friday, December 6th.

Breastfeeding offers a wide array of health benefits for both baby and mother. Breastfed babies have fewer illnesses of the digestive and respiratory tract, fewer ear infections, and lower rates of infant mortality and SIDS. Health benefits continue throughout life: children who were breastfed have less allergies, eczema, and asthma, fewer childhood cancers, lower risk of diabetes types 1 and 2, lower rates of obesity, better immunity, and improved brain maturation. Adults who were breastfed as babies are also less likely to develop some autoimmune diseases, heart disease, Multiple Sclerosis, and breast cancer. Mothers benefit from breastfeeding their babies as well, experiencing lowered risk of breast and ovarian cancer, autoimmune diseases, endometriosis, osteoporosis, diabetes, hypertension and cardiovascular disease.

Studies show that moms know how beneficial breastfeeding can be for themselves and their babies, but without sufficient support, it can become impossible. Breastfeeding requires commitments of time and energy from family members and employers as well as from the mother. Returning to work is often the time when a mother will abandon her plans to breastfeed if there are no accommodations for pumping milk or breastfeeding the baby on site (if the caregiver can bring the baby to the workplace.)

With the support of the Latch On Breastfeeding Coalition and the NM Breastfeeding Task Force Taos Chapter, breastfeeding advocates

Pam Akin, Chief Nursing Officer, and Renee Laughlin, Compliance Officer, motivated the Holy Cross Hospital Senior Leadership Team to identify and furnish a lactation room for its employees and visitors late in 2018. Breastfeeding employees in New Mexico are guaranteed the legal right to take unpaid leave time from their jobs to breastfeed or pump breast milk. Until recently, Holy Cross employees needed to go retrieve the key to the lactation room from the Charge Nurse, which took precious minutes away from the job. The Taos Chapter applied to the State Breastfeeding Task Force for a grant to purchase a keypad lock for the lactation room, cutting down on the leave time required. This lock will be installed in the near future. The code to the room will be changed on a regular basis and breastfeeding employees will be notified of the current code.

Last Spring the Taos Chapter also applied to the State Task Force for a grant to paint a breastfeeding mural at the Hospital. Renee Laughlin introduced the idea to the Senior Leadership Team, who wholeheartedly embraced the idea. Latch On and the Task Force identified muralist Lynnette Haozous to be the project's artist. Lynnette has roots at Taos Pueblo as well as within the Chiricahua and San Carlos Apache tribes. She has painted murals at the Nativo Lodge in Albuquerque, as well as at the Ute

Mountain AIR in Questa where she completed a residency in 2018. Her brilliantly colored work uses design elements from her native cultures to honor and celebrate life. She was moved by the mural's goal to promote breastfeeding among the community, and completed the design and execution of the stunning mural for a very modest stipend. She incorporated visual elements including Taos Pueblo basketry designs, the local landscape, and herbs good for lactation, including milk thistle and alfalfa. The outline of the mother holding her baby forms the shape of a heart, symbolizing the love at the heart of the breastfeeding relationship and the love each mother requires to nurture and support her baby.

Latch On and the Breastfeeding Task Force recognize and honor each mother's choice whether to breastfeed her baby based on her own unique health, family, and workplace circumstances. They strive to ensure that mothers who do choose to breastfeed have the support and advocacy they need to do so. Latch On and the NM Breastfeeding Task Force are available to consult at no cost with any business interested in creating a lactation room for their employees, which must have these very simple amenities: a comfortable chair, a small table, and an electric outlet. A Lactation Room Challenge is currently in effect for businesses wishing to submit a photo of their lactation room,

to be included in an online contest with three categories: Most Homey, Most Stylish, and Best Use of Space. Send queries and lactation room photos to the local Task Force chapter at Taos@breastfeedingnm.org to receive assistance in creating a lactation room or developing breastfeeding-friendly policies and procedures.



National Diabetes Prevention Program is a Covered Insurance Benefit for HCMC Employees

The Holy Cross Medical Center (HCMC) Diabetes Self-Management Program is thrilled to announce our plan to offer the National Diabetes Prevention Program (NDPP) as a covered insurance benefit for HCMC employees beginning in the summer of 2020.

The NDPP was created in 2010 to address the increasing burden of prediabetes and type 2 diabetes in the U.S. It is a partnership between public and private organizations in communities across the U.S. with the purpose of offering evidence-based, cost-effective interventions that may help to prevent type 2 diabetes. This program is based on research which revealed that people with or at-risk for pre-diabetes who take part in a structured lifestyle change program can cut their risk of developing type 2 diabetes by 58% (71% for people over 60 years old).

Participation in the group-based, year-long program is a 100% covered benefit for HCMC employees with 1) the hospital-sponsored Blue Cross Blue Shield health plan and, 2) a positive risk-screening test for pre-diabetes as shown on the following page.

Weekly classes will be offered by a trained Lifestyle Change Coach and Registered Dietitian here on the HCMC campus with the goal of eating well and being active to lose at least 5-7% bodyweight. The program lasts one year with classes occurring less frequently as time goes on - i.e. classes are weekly in the first 4 months and progress toward monthly in the final 6 months.

You may be asking, "If this program is so great, why don't we offer it to the community?" to which we reply, "That's the plan!" In order to become a CDC-recognized branch of NDPP, all programs must first submit one year's-worth of anonymous data about their participants' progress - something like a "pilot cohort". With the interest and committed participation of HCMC employees, we hope to offer the same preventative services to the whole of Taos County within the next few years. Given that 1 in 3 American adults are living with pre-diabetes (most of whom are un-diagnosed), we know the need exists here in our community, too.

Most cases of pre-diabetes will develop into overt diabetes within 5 years. Although individuals who live with diagnosed diabetes can live fulfilling, joyful lives, they pay more than 2.5 times as much in

health care costs annually when compared to an individual living without diabetes. Not to mention many folks living with diabetes are less present for both work hours and social events due to health related issues and face higher risks for other conditions such as kidney and heart disease.

If you're living with or at-risk for pre-diabetes and are asking yourself whether or not you can afford to make the time for this preventative program - to potentially save thousands over your lifetime, extend your years to be spent with loved ones, and just feel all-around better - ask instead, "Can I afford NOT to?"

For more information or to submit your completed risk-screening form, email kswalwell@taoshospital.org, call (575) 737 - 3285, or visit the HCMC Diabetes Self-Management Program.

Be well!



What's your score?

Assess your risk for developing type 2 diabetes and reduce that risk today!

1. How old are you?

Younger than 40 years (0 points)
40–49 years (1 point)
50–59 years (2 points)
60 years or older (3 points)

Write your score in the boxes below

2. Are you a man or a woman?

Man (1 point) Woman (0 points)

3. If you are a woman, have you ever been diagnosed with gestational diabetes?

Yes (1 point) No (0 points)

4. Do you have a mother, father, sister, or brother with diabetes?

Yes (1 point) No (0 points)

5. Have you ever been diagnosed with high blood pressure?

Yes (1 point) No (0 points)

6. Are you physically active?

Yes (0 points) No (1 point)

7. What is your weight category?

(See chart at right)

Total score:

Height	Weight (lbs.)		
4'10"	119-142	143-190	191+
4'11"	124-147	148-197	198+
5'0"	128-152	153-203	204+
5'1"	132-157	158-210	211+
5'2"	136-163	164-217	218+
5'3"	141-168	169-224	225+
5'4"	145-173	174-231	232+
5'5"	150-179	180-239	240+
5'6"	155-185	186-246	247+
5'7"	159-190	191-254	255+
5'8"	164-196	197-261	262+
5'9"	169-202	203-269	270+
5'10"	174-208	209-277	278+
5'11"	179-214	215-285	286+
6'0"	184-220	221-293	294+
6'1"	189-226	227-301	302+
6'2"	194-232	233-310	311+
6'3"	200-239	240-318	319+
6'4"	205-245	246-327	328+
	1 Point	2 Points	3 Points
You weigh less than the 1 Point column (0 points)			

Adapted from Bang et al., Ann Intern Med 151:775-783, 2009. Original algorithm was validated without gestational diabetes as part of the model.

If you scored 5 or higher

You are at high risk for developing pre-diabetes and diabetes. Talk to your doctor to see if additional testing is needed.

There's good news! You can take small steps to reverse and/or reduce your risk. Return this completed form to Kelsey Swalwell by...

1. emailing it to kswalwell@tasohospital.org –OR–
2. delivering it to the HCMC Diabetes Management Clinic –OR–
3. dropping it in the Diabetes mailbox (include your contact info)...

... to learn more about the **Holy Cross Diabetes Prevention Program.**

Lose weight, feel great. (And save money!)



First Steps Makes Connections

Once a month you can find the friendly faces of First Steps Home Visitors singing, reading books, and elbow deep in arts and craft. Tucked into the little reading nook in the Children's Library at the Taos Public Library you'll find the happy bunch of 10-20 youngsters and their parents, grandparents, and babysitters joining in the StoryTime activities. The First Steps program began this partnership in October 2018 as an outreach opportunity focusing on early literacy. This type of outreach, introduced by Feliz Medina and Kathy Theriot Home Visitors at First Steps, was an innovative idea inspired by the Embudo Valley Library's Caterpillar Club. Caterpillar Club is a high-quality, research-based, fun, interactive weekly program that has created a strong community of families and a rich learning environment for children. Something the Taos Library voiced they wanted to see happen in Taos. Kathy and Feliz developed an age-appropriate curriculum focused on emotional intelligence and early literacy. Songs and crafts were carefully selected to enhance developmental skills like fine motor, problem solving, and focus as well as making the activities fun for parents to get involved with.



activities and songs were designed with this in mind. "I love hearing from parents or other agencies that our songs or crafts are being done at home, or with friends at playgroups. That the fun and joy we share together on Thursdays lasts long after," says Kathy one of the group's founders and facilitator. "That's what it's really all about. Helping parents find fun ways to connect with their child."

This month marks the 1-year friendship and collaboration between the 2 programs, a big celebration for both agencies. Because of the strong attendance and engagement from families, the Taos Children's library will now be offering the same curriculum First Steps brings on a monthly basis to their weekly group. Margaret, a mom of two youngsters who regularly attends says "Rory likes everything about StoryTime and it has become our Thursday morning routine.

It is an excellent free activity that I would recommend to parents of young children in Taos."

StoryTime is not just available in Taos. The Questa Public Library's Kitty Club was founded in January 2019 and



also meets once a month facilitated by Kathy and Carla Vigil, fellow home visitor covering the northern region. A recent addition to the StoryTime club is the monthly group at The S.P.O.T in Peñasco, headed by Feliz and Ana Medina, veteran Home Visitor to the south. Jaci Imberger, First Steps Program Director stated, "First Steps is grateful for the warm welcome from our community partners. This collaboration has allowed us to reach families in Dixon, Northern Rio Arriba county, Questa and the Taos community. I'm glad for families to meet the home visitors in this way and learn more about our services."

The purpose of Storytime is not just reading, it's about making connections with your child, with other parents, and with the community through song, fun, movement, and story. Come join us on Thursdays!

Research shows that strong bonds between parent/caregiver and child promote overall development so all



RISK: Relationships

By Renee Laughlin

When we think of risk in relationships we often think of our relationships outside of the workplace in which we are vulnerable and may be harmed. It may be surprising to learn that our relationships at work can have a similar impact on us and upon our organization. Our relationships with each other as employees, with our patients, and even with our visitors have the potential to increase the vulnerability of Holy Cross Medical Center to harm; or, put another way, increase the risk the organization is

exposed to. We decrease risk to the organization when we have relationships with our fellow employees which allow our coworkers to feel comfortable discussing issues and concerns with us; even have a stubbed your toe conversation with us! We increase the risk to the organization when we don't listen to the experience, concerns or warnings of our coworkers, patients and visitors. We decrease risk when we encourage patients to share with us how we may improve the care we are providing. We

decrease risk merely by asking if there is something more we can do for our patients before we leave the room. We decrease organizational risk by practicing AIDET! We increase risk when we forget to look for ways to help one another, and treat the people we encounter as an inconvenience or interruption. We decrease risk when we remember that we are here to serve people who have asked for our help. We decrease organizational risk when we remember that our relationships with our patients, our visitors and our coworkers is important and that we are here to help each other.

Compliance Corner: Ethics

By Renee Laughlin

Ethics. This little word has a lot of meaning and power but what does it mean. Ethics are generally considered to be the rules we follow at work and in society.

At Holy Cross Medical Center (HCMC) we follow many different sets of rules given to us by the government, our particular licensing agencies and even by our own organization. For example, the Center for Medicaid and Medicare Services (CMS) provides us with many rules to follow in our billing practices. If we do not follow them exactly, we may be found to have violated the rules and acted unethically. Sometimes this can lead to fines or imprisonment depending up on the severity of the unethical behavior. We do not want to have these consequences so we have many checks in place to ensure that we are complying with the law and acting ethically.

The licensing bodies of our licensed staff have ethical rules for licensed staff to follow as well. A well-known, ancient rule in medical ethics is, "First, do no harm". This phrase states the ethical obligation placed upon physicians to not intentionally harm a patient. Modern physicians are expected not merely to "do no harm", but to make medical decisions which will in fact help their patients. Employees at Holy Cross Medical Center are expected to follow the rules of the organization which include our Code of Conduct and Behavior Standards. We follow the HCMC Code of Conduct and practice Behavior Standards to help us behave in an ethical manner.

A strong work ethic includes upholding the values and goals of our organization by doing a job to the best of our ability and being professional both in attitude an appearance.

It is worthwhile to take a look at the rules we follow and the rules we tend to bend and break. Rules we want to bend or break are areas in which our ethics are not aligned with the rules. Breaking and bending rules can often be interpreted by others as unethical behavior.

To avoid appearing to be unethical, we can follow rules as best as we can and practice ethical behavior both at work and in society.



Living Treasures of our Auxiliary



Pauline Mondragon & Jan Smith were honored as living treasures during a ceremony at Taos High School on December 8.

Friends and family were present for the gathering. Pauline has been President of our Auxiliary and has volunteered in numerous community projects.

Jan is our Auxiliary Corresponding Secretary and a buyer in our Gift shop as well as many other community projects as well.

Both women are much loved for their courage in surviving lengthy cancer treatments. Their constant dedication to volunteer work in Taos, and their positive attitude towards life is an inspiration to us all.

The Auxiliary is delighted by the staff support of our Gift Shop and our bake sale during the holiday season. We couldn't be as successful as we are without your contribution to our projects! Don't forget: All our profits go towards scholarships for local students and the purchase of hospital equipment!

Valentine's day is coming up, and we hope you will think of our shop and come to us for your cards, flowers and candy for this special day.

Remember that staff gets a 20% discount on one item during the month of your birthday. If you forget your coupon, we have a list of each month's birthdays, so just come on in before the month is over!

Pelvic Health Physical Therapy at Holy Cross

Holy Cross Physical Therapy & Rehabilitation is proud to offer Pelvic Health Physical Therapy in our outpatient clinic. This new and exciting branch of Physical Therapy focuses on disorders on the bladder and bowel, as well as pain in the abdomen and pelvis. Pelvic floor disorders affect people of all ages and genders, and can significantly impact quality of life. Conditions we treat include: bladder and bowel incontinence, urinary urgency and frequency, chronic constipation, pelvic organ prolapse, chronic pelvic pain, sexual health, pregnancy related pain, post-partum rehabilitation, and recovery from cancers of the abdomen, pelvis, breast, and prostate.

We are excited to welcome our new Pelvic Health specialist, Lisa Cheek, PT, DPT, CLT-LANA. Lisa has worked in the largest pelvic health specialty clinic in Denver, CO. She has a particular interest in chronic pelvic pain and cancer care. Pelvic health problems can be difficult to talk about, let alone seek treatment for. Lisa strives to make patients comfortable and confident throughout every step of the process. Many patients come in feeling apprehensive about Pelvic Health Physical Therapy, but everyone leaves with a smile. Pelvic Health Physical Therapy is a safe and effective way to treat these sensitive issues, and gives patients the necessary tools to take control of their pelvic floor health.



Lisa Cheek, PT, DPT, CLT-LANA

Public Disposal Drop Box for Medication

We want to make our employees aware that we have a drop box for medication disposal. Please tell your patients friend and family about this. Direct Patients to the box when ask about where to destroy medication.

The drop box is located in the lobby of the hospital and is open to the public for destruction of unused and unwanted medication.



Please do not place illegal drugs; inhalers; lotions/liquids; aerosol cans; needles; hydrogen peroxide in the container.

This is the best way to destroy unused medication especially opioids and is part of an overall plan to prevent drug overdose.

We have drug disposal bags that are environmentally friendly. The bags are able to accept small volumes of liquids. If you are interested in obtaining these bags please call Taos Alive at 575-779-6853.

What The Swing Bed Program means for us as a Critical Access Hospital

By Pamela Akin, RN MSN

The purpose of this article is to explain the why behind our Swing Bed Program and how it benefits us as a Critical Access Hospital (CAH). Having an active swing program is a financial benefit to the hospital and a great benefit to our community and patients, especially if the patient wants to stay here, or we can't find suitable placement. The Swing bed program is also a financial benefit to our employees.

All of our beds are currently licensed to accept swing patients, but please understand our intent is not to take 25 swing patients. Our goal for this year and for 2020 is to maintain an average daily census of 5 in our swing beds. It is our goal to maintain census, financial viability of the organization, and decrease low census days for our staff. The swing bed program gives us an avenue to do this in a cost effective manner.

You might wonder how having swing beds relates to being a CAH. There are several rules for CAH's and one of those is to maintain an average length of stay (ALOS) of 4 days or less. Our CAH status is dependent on keeping an overall ALOS of less than 4 days and if we go over this, we place our CAH status at risk. Our swing beds allow us to "swing" patients out of their inpatient stay that affects our ALOS and helps us meet the rules for CAH, while recouping a decent revenue stream. It also increases our average daily census to help us keep staff working when our acute census falls short. The swing patient does not affect our ALOS as the rule only applies to acute inpatient admissions.

There are technically two types of patients that are right for this program. Those patients who no

longer qualify for acute inpatient care, but need enough continued nursing care (skilled nursing) they would not be safe at home, and those patients who require physical therapy, occupational, and/or speech therapy for strengthening and teaching them to care for themselves. The ideal Swing patient is one who no longer meets inpatient criteria, but is really not safe to discharge. There may be many reasons for this, but the ones that count and allow us to move the patient to swing status are those patients who:

- require some rehabilitation after surgery or acute illness
- are not sick enough to meet inpatient criteria but are not quite well enough to go home
- are end of life patients

The rule is the same for all of these patients in that they must have had at least 3 acute inpatient days. One of the goals we want to meet with our patients is getting them back to their pre-illness baselines. This does not necessarily mean any patient is 100% upon discharge, but it does generally mean the patient or their family will be able to care for them upon their return home. Some of these patients may only require daily therapy for strengthening or they may need more in depth therapy utilizing all or more than one therapy modality. Some of these patients may only require some extra nursing care for a few days and not require services from the therapy department, or a little more intensive wound care.

I hope that this article has answered some of you questions regarding our Swing Bed Program. Please let me know if you have any questions.



BeStARRs is an employee recognition program of Holy Cross Medical Center | Behavior Standards Reward, Recognition and Social activities



Robert Motha | Accountability

Robert took on the role of Interim HR Director more than once in conjunction with being the Pharmacy Directory. Robert effectively delegated tasks, never complained and maintained a positive attitude. He went above and beyond what was asked of him and has truly embodied what a leader, manager and teammate is. Thank you Robert. You are a ROCKSTAR!



Nicole Groves | Accountability | ACU

Nicole is highly skilled and flexible ACU nurse. She picked up a ton of shifts when a coworker was out due to an injury and made sure the ACU was covered. In addition she recently floated to PACU and the ER to cover when they need additional staffing. Nicole's skill and willingness to flex makes her an outstanding team member and valuable staff member. Thank you for putting the needs of our patients first!



Christa Castro | Customer Service & Compassionate Care

The patient was in our ER in June with a broken ankle. The patient said Christa set the ankle beautifully allowing me to get back home. She described to me exactly the number of screws and the plate I would need when I had surgery, which is what happened. How right on you were with your care, making me know I was in wonderfully very capable and caring hands. This meant so much to me and I wanted to say thank you so you would know how important your care was. The nurses also gave me wonderful care; please convey my deep gratitude for the great care I received. This entire event showed me more about the human heart than I have personally seen in my 76 years. I am so grateful for every person who rendered aid to me and feel quite blessed in always. Thank you for all you did for me.

Thanks for providing high quality compassionate care to your patients!



House Shift Coordinators | Teamwork

This group of nurses consistently helps everyone in crisis. Recently they took on scheduling the majority of the nursing departments. When individuals have FMLA or sudden illnesses they cover each other so they can staff departments in need. They are awesome and do whatever is necessary to ensure the hospital is safe and running. They often do things not in their job description (emptying buckets of water when our pipes were leaking). Their continued commitment to the hospital makes each of our jobs easier. They put safety of staff and patients first, are good communicators, are pro-active and go out of their way to meet every need.

Thanks to each of you for your outstanding work and commitment.



LDRP Department | Teamwork

LDRP had a busy day/night, delivered 4 babies, with two ill neonates and despite being short staffed, everyone chipped in with every patient. It was one of the busiest days the practitioner had seen at HCMC and the LDRP staff killed it! The teamwork was exceptional, the atmosphere was busy but not chaotic and the practitioner felt exceptionally lucky to be able to perform his job with such astounding individuals. Care of the transferred infants could not have been performed so well if it wasn't for the entire team working together.

Also a nurse from the Lifeguard Emergency Service also said she wanted to pass on kudos to the team. She said the neonate they picked up was the most well managed neonate she had ever transported out of Holy Cross. Treatments were spot on, correct antibiotic doses given, gases done, everything was perfect.



Tristan Kwiecinski | Safety and Quality

Tristan was calm and amazing during the delivery of four babies during a 12 hour shift. She exceeds her job expectation everyday however on this day she really showed her skill and knowledge as the primary nurse for the ill baby that had to be transported. The Flight nurse that picked up the ill neonate said she provided amazing care and her report including all the records needed. She said the neonate they picked up was the most well managed neonate she had ever transported out of Holy Cross. Treatments were spot on, correct antibiotic doses given, gases done everything was perfect."



Manuel Ramos | Teamwork

Manuel has been staying after his Plant OPs shift and coming in on his days off to cover for security call-ins. He also agreed to fill-in for security staff who was on FMLA in November. Manuel by his actions has shown teamwork and accountability and has helped to provide a safe environment for our facility.



Theresa Trujillo | IT Department

Theresa is a valued IT member. She is always willing to help out whenever and with whatever is needed. There have been multiple times when I needed help and it didn't matter if Theresa was on or off the clock she always helps when asked. Recently there was an issue that could not be resolved during the employees shift and when asked, Theresa followed-up with them, took time to work with them, spoke with Evident, and was able to resolve the situation within an hour.



Leslie Smith | Teamwork

Leslie Smith was recognized for her TEAM effort in a Memorial Day event with multiple trauma victims. House shift manager Leslie Smith along with multiple departments (ED, ICU, Cardiopulmonary) rolled up her sleeves and jumped in to help. A big thank you to Leslie and all these departments for their excellence in TEAMWORK!



Kathy Alcon | Service

Kathy is outstanding at demonstrating all of the behavior standards. She is excellent and exemplifies service to her patients and to the therapy staff. She honors her word. Works to provide the team with what they need to achieve success with their patients. She is a stalwart advocate for the PT team and follows-up with concerns and questions. She treats everyone with respect. She provides outstanding care to patients. She is compassionate, empathetic, a listener, caring, kind, hardworking and so so much more. Patients benefit from her faithfulness and service. Her service to Holy Cross cannot be measured and is greatly appreciated.

She has devoted her professional life, her time, and her energy to the Holy Cross, delaying retirement to ensure we could continue to serve our patients with high quality physical therapy.

She always goes above and beyond and is the best boss ever!



Mike Rael | Teamwork

Mike is the kind of person you can count on to deliver a good performance day or night. He is always willing to stop whatever he is doing to help a team member or an employee. When we are on call and need his help he stops what he is doing and works with us to fix the problem even though he is not the person on call. The technical knowledge that he possess is something you don't often see. He treats others in a respectful and supportive manner. Mike is in charge of all the systems here at Holy Cross Medical Center. He deals a lot with Dayna and the HRP system. It was down for a week while he was on vacation and we were also having issues with our VMW. Mike returned to work on Monday and by Tuesday morning he had both systems up and running.

Mike is a true asset to the organization and a team player.



Anthony Esquibel | Quality & Safety

Anthony went to investigate a car that was parked in the front visitor's lot whose horn was honking continually. Anthony arrived at the car and noted a male, slumped over the steering wheel, who was unresponsive. Anthony tried to wake the individual and he did not respond. Anthony quickly ran into the lobby and requested help from the staff who were in the hallway. He returned to the car and after rubbing the individual's chest he came around however was confused and disoriented. Anthony kept him from driving away and turned his care over to the ED team who arrived. Anthony's quick reaction not only saved this individual but kept him from driving off and potentially hurting others.

Anthony demonstrated many of the behavior standards; accountability, service, communication and safety and quality. We are glad he is part of our HCMC team.



Anna Fresquez | Communication

A patient was upset when his MRI authorization seemed to be taking too long. He had severe PTSD and alerted the staff that he felt angry and that he might need security to stay in control. He also reached out to Barbara Garcia, whom he knew, and she in turned called Anna Fresquez to help resolve the situation. Barbara came over to the imaging department and along with security sat with the patient while Anna worked quickly to get the paperwork that was needed. Anna called the VA and was able to get the order that was required within the hour. They were able to deescalate the situation and keep a calm environment using their strong communication skills.

Thank you for helping to care for our patients and communicating in a way that prevented a situation from getting out of hand.



Andrew Melad | Service

Andrew had worked all night and then agreed to be on call during the day to cover for another team member who had call off for their day shift. He got called back to work after only three hours of sleep because a patient in the ACU needed to be on a ventilator. He stayed with the patient until four in the afternoon when they were transferred to another healthcare facility. He then caught a couple hours of sleep only to come back in to cover his night shift. Andrew really stepped up to support his team and made sure our patients got the best care possible.

Andrew is a true team player and showed how dedicated he is to the community, hospital and our patients. Way to go Andrew!



Christina Garcia | Service

Christina is amazing and always super helpful. She is always smiling and checking in on her patients. She is also willing to assist patients to the bathroom as long as it is safe. She pitched in and helped the LDRP team when they needed assistance and performed non-RT duties to make sure everything got done. I am thankful for her and want to give a shout out to let everyone know of her outstanding performance and skills. She shines BRIGHT when she is here and is always visible to the staff.

We want to thank Christina for her outstanding service.



David Bolsinger | Safety & Quality

David took multiple back to back admissions even though we already had lots of patients on the floor with many needs and all of the staff were busy. David was a real blessing, providing excellent service to our new admits and showed great teamwork by taking the three new patients without any complaints. He showed great professionalism and really helped the patients get moved out of the ER to their rooms in a much quicker timeframe.

We are thankful that David is on our team and his actions help to improve the quality and safety of care we provide.



Barbara Garcia | Communication

A patient was upset when his MRI authorization seemed to be taking too long. He had severe PTSD and alerted the staff that he felt angry and that he might need security to stay in control. He also reached out to Barbara Garcia, whom he knew, and she in turn called Anna Fresquez to help resolve the situation. Barbara came over to the imaging department and along with security sat with the patient while Anna worked quickly to get the paperwork that was needed. Anna called the VA and was able to get the order that was required within the hour. They were able to deescalate the situation and keep a calm environment using their strong communication skills.

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Lisa Cheek, PT, DPT, CLT-LANA Physical Therapist



Katherine Kulp, PT, DPT, OCS, CFMT, CSCS Physical Therapist

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