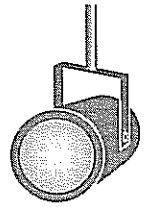


Cover of Choice
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Generally Speaking

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Customer Service Spotlight

July Service Star, Jon-David Hawks, Makes a Difference

~Provided by Carolyn Kile, Director of Customer Service and Performance Improvement

Jon-David Hawks, 1-North, is one of those "alive" individuals whose personal mission appears to be, "Do whatever it takes to make a difference to each patient – one patient at a time." Sometimes it is hard to care for patients, day after day, who abuse their bodies and who have made lifestyle decisions that we don't agree with. But Jon-David approaches each patient without making any personal judgments. Not only does he do what he can to care FOR them, Jon-David also cares ABOUT them.

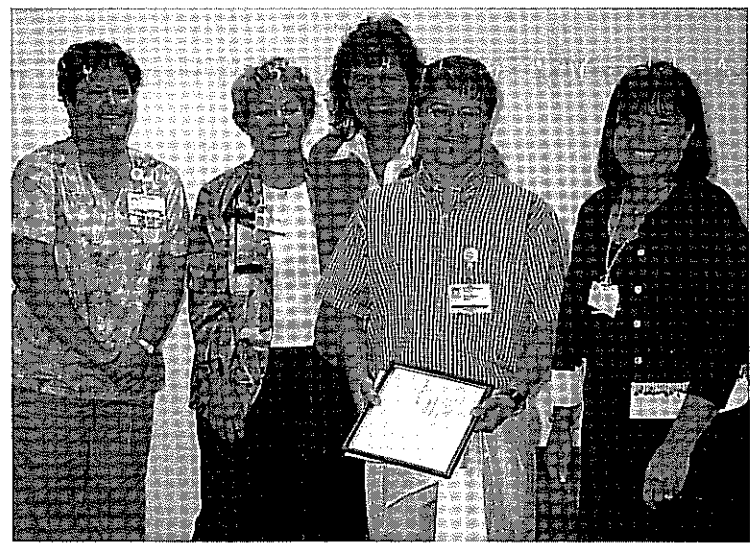
I first learned about this amazing caregiver from a little note that Kim Petrovski, customer service, left on my desk. The note read, "Please repay Jon-David \$11 for slippers." Here's the rest of the story: A patient had told Jon-David that her slippers had been lost during her admission. Instead of letting it go, he just went out and bought her another pair. No fanfare. And

this story is just the beginning – here's a few more: According to Suzanne Beers, manager of 1-North, a patient was admitted, high on drugs. The patient's shirt had been cut off and he had no clothes. Jon-David literally gave him the shirt off his back! Another patient, a prisoner who had just been released that day, became ill. The guard just dropped him off at the hospital – with absolutely nothing. Jon-David was called and he brought in a bag of clothes that he had collected.

Does Jon-David know he can make a difference? Yes, and armed with that knowledge, he makes things happen. He gives his patients the greatest gift possible – information. Did he have to give the addicted patient teaching information? Did he have to make sure an ex-prisoner could leave with dignity? No, he didn't have to do these things, but he did because he cares about the humanity of each person.

Mother Teresa once said, "It is not how much we do, but how much love we put into doing it. It is not how much we give, but how much love we put into

giving." Jon-David is a great example of this and shows us how each of us can make a difference one patient at a time.



Jon-David Hawks, center, was surprised when Melinda Faber, Deb Wortz and Suzanne Beers (left to right) invited him to a recent Leadership meeting to accept the July Service Star award from Carolyn Kile (r).

Respiratory Therapy Provides Caring and Kindness

Congratulations to our respiratory therapy team for their recent Press Ganey scores – and the award of the C.R.E.S.T. banner by our Reward and Recognition Team! Their scores were in the 95th percentile overall, and 99th percentile for

