



Happy Birthday  
USA!



This newsletter has been created with the input of the RAVE committee members. Members include:

- Charletia B.
- Jaye B.
- Monica B.
- Pat G.
- Angela H.
- Beth L.
- Leo M.
- Cossondra M.
- Shay R.
- Sara R.
- Courtney W.

## Get to Know a Department.....

### Patient Financial Services

After we give a patient great care, Patient Financial Services (PFS) is responsible for ensuring SMITH is paid for its services. The goal of this department, also known as the Business Office, is to ensure all billing is timely and accurate, while maintaining strong and respectful patient relationships. Often patients have insurance companies that need to be billed, followed up with, and researched if there are issues. Some claims may be very complicated with multiple parties or insurance companies involved. On average, for the past three months, PFS has processed 4,300 insurance claims each month! Lately, they have broken two collection records! Once an insurance company has paid, the remaining balance is owed by the patient. Employees work with patients to make arrangements for the bill to be paid. Customer service plays an important role in all interactions with patients. PFS employees ensure all patients are treated with respect and dignity. This department also "posts" all cash and payments the Hospital receives. Janice, Department Head, said "I take pride in the fact our staff works hard to collect reimbursements for the services SMITH has provided while representing the Hospital to patients in a fair and friendly manner." Janice is proud the employees in her department often receive thank you cards from grateful patients and family members. This department is very social and they eat most meals together around a long table in the department. PFS often participates in RAVE Committee events, including all decoration contests (which they often win) and the Hospital Week trivia contest.

We are always looking for great members. Email [rave@smithhospital.com](mailto:rave@smithhospital.com) or call 229-671-2178 for more information!

Our next meeting will be Wed. July 21st at 3:00p in the cafeteria.

### New House Supervisors

A new position, Administrative House Supervisor, has been added in order to better facilitate great patient care in the evenings and weekends. The House Supervisor acts with the authority of the CEO when they are working. Two Supervisors filling this role are Maria and Marsha. Let's get to know them better.....



Maria Thomas (left) is one of our new House Supervisors. She has over 11 years experience in healthcare. Maria began as a C.N.A. (2 years), then became an L.P.N. (4 years), and has been an RN for the past 5 years. She has worked in Medical-Surgical, Geriatric, and Psychiatric units throughout her career. Maria was born, raised, and lives in Thomasville. Maria has a very close family. She has 5 siblings, 5 children, and 8 grandchildren. In her spare time, Maria is active in her church and she loves spending time with her grandchildren. Maria said, "I was impressed with the hospitality and family atmosphere that greeted me when I first arrived. I look forward to ensuring this environment remains." She welcomes the challenge this new position brings. She hopes to bring her nursing experience to help SMITH be the Hospital of choice for employment and patient care.

Marsha Wilson (right) is one of our new House Supervisors. She has over ten years Nursing and Management experience, mostly in Labor, Delivery, Nursery and Neonatal ICU. She enjoys "loving on other people's babies." For the past 2.5 years, she has been a travel nurse in the Caribbean, but before that assignment, she was an OB Unit Charge Manager at Tift Regional. She has lived in South Georgia all her life. Marsha has been with SMITH since 2007 and she looks forward to growing along with the Hospital. Marsha said, "I am excited to be one of the first in this role and I look forward to helping to ensure things run smoother. I would like to improve employee and Physician morale." In her free time, she likes to golf, go to the beach, and spend time with her 2 grown children. She loves her 2 Chihuahuas and 2 Daschunds.

**Congratulations to the Silver Dollar Award Winner!**

**Gary H.**

(Medical-Surgical)

**Shay R.**

(HIM)



## Employee Rounding

I hope this isn't the first time you have heard about "Employee Rounding." This practice was implemented in April 2009. Management should be asking each employee every other month these questions:

"What is going well today?"

"Do you have the supplies and equipment that you need to do your job?"

"Is there anyone that you would like to recognize?"

"Is there anything keeping you from doing your best?"

"As an organization, are you satisfied or very satisfied?"

In order to thank employees for participating in "Employee Rounding," the Manager asking you these questions should give you a **free meal ticket** for our Cafeteria.

We really feel that the way to make SMITH Northview the employer of choice for Valdosta is to be responsive to our employees. Employee Rounding is how we try to find what we can improve on and respond to your needs or suggestions. Enjoy lunch on the Hospital!

## Pie Bake-Off Competition

The RAVE Committee and Food & Nutrition Dept. is sponsoring a Pie Bake-Off competition. Employees may enter a pie of any flavor (must be a desert) for judging. Judging will take place on Thursday, July 22. Judges are two Chefs and a Regional Manager for S&S Cafeterias. The judging will take place in the Cafeteria and employees are welcome to attend. An entry form must be submitted, and they are available in the RAVE Newsletter holders in the hallway and on the Sharepoint Announcements page. We are certain there are wonderful bakers in our Hospital that wish to share their creations!

## Blue Jeans Friday

**Beginning July 6th, Employees who make a qualified charitable contribution may wear jeans every Friday. You have two options to donate, you can elect for payroll deduction (see form on Sharepoint) \$5.00 per pay period OR pay HR \$5.00 each Friday you wish to wear jeans. If you elect payroll deductions, you will be given a new badge denoting participation in the program. If you donate \$5.00 for an individual Friday, HR will give you a sticker to wear.**

**Your contribution will be added to an account and at the end of the year, the funds will be given to a local charity, as selected by the RAVE Committee. If you have questions about this program, see HR or any RAVE Committee member.**

## Parking Changes

As part of the expansion to L/D/N (for details read the "From the Corner Office" article), we will lose numerous parking spaces adjacent to the L/D/N department beginning July 1. In response, all employees **MUST** park in the stone parking lot on the hill next to the loading dock. The lot has been expanded to accommodate more spaces.

Questions or Comments please call 229-671-2178 or email the RAVE Committee at RAVE@smithhospital.com

## Welcome June New Employees

Please join us in welcoming the newest additions to the SMITH family!

Kristin I– Med/Surg

Tyler W.– OR

Sabrina T.– HIM

Whitney H.– Med/Surg

Brandi C.– OR

Tracie P.– OR

Nicole W.– Respiratory Ther.

Brandi A.– Patient Access

Shirley C.– ICU

Tasha D.– Physical Therapy

Nicole G.– ICU

Danny W.– Food & Nutrition

Dena H.– Laboratory

Amber M– HIM

George L.– Patient Access

Stacia F.– Med/Surg

Chad T.– Environ. Services

Trenda H.– YPAC

Megha P.– Data

Maria T.– Administration

Donald S.– Food & Nutrition

Chrissy P.– Med/Surg

The Courtyard will be reopened on July 1st. This is a designated non-smoking area.

Construction on the L/D/N expansion will begin on Tuesday, July 8th. A groundbreaking ceremony will be held outside the L/D/N department at 10:00a. Light refreshments will be available in the Cafeteria.

## Classes This Month

All Classes are in the Cafeteria

July 6– 9:00a Annual Review

July 6– 1:30p CPR

July 21– 5:30p Lap Band Seminar

July 20- 7:30a CPR

## From the Corner Office.....

During our June CEO Birthday Breakfast, it was brought to my attention that our Hospital grounds have litter. Our Hospital has been working to improve our patient care and customer service, but our patients and visitors won't be very impressed if our grounds are dirty. It is everyone's responsibility to ensure we have a clean facility. If you see it, you are responsible for it. I want to ensure patients have a great first impression.

The "you see it, you are responsible for it" principle also applies to spills or hazards you see in the hallway. Spills are a safety hazard and patient care issue. Be sure to ask someone to "guard" to spill while you retrieve something to clean up the spill. We wouldn't want someone to slip while you are away. If the spill is bodily fluid, be sure to use protective equipment (gloves) and dispose of the item(s) in the proper location. If you are not sure, ask someone for help. If we all work together, we can ensure a safe and clean facility for our patients, visitors, and staff.

*James J. Matney*  
Jim Matney

