

GRMC

HEALTH CURRENTS

ADVANCED MEDICINE. PERSONAL TOUCH.

GRMC deemed one of the BEST workplaces in the NATION!

Earlier this year, the long-established national publication *Modern Healthcare* announced that GRMC was selected as one of the top 100 places to work in America. Last month, we were thrilled to learn that we ranked No. 52 out of more than 5,000 hospitals in the United States. What an honor!

The decision was made based on various factors, including employee surveys on leadership and planning, culture and communication, job satisfaction, work environment, relationship with supervisors, training and development, pay and benefits, and overall engagement.

A culture of caring

More than one-third of the hospital's 750-plus employees responded to the survey, with the recurring theme being that GRMC is indeed a second home and family for our staff. Many commented on feeling valued and appreciated and that their opinions matter. Many were also impressed that the hospital leadership values high-quality patient care, top-notch equipment and investing in staff development over profit.

Trust, integrity, communication,

transparency, safety, professionalism, and an overall cooperative and happy atmosphere were all descriptors used in the GRMC employees' comments.

GRMC leaders, including Board Chairman Dr. James Lee, CEO Robert Haynes, and VP of Employee Services Fay Bennett accepted this impressive award on behalf of the hospital staff at the *Modern Healthcare* national award ceremony last month. Bennett expressed that the administrative team and the many talented managers at the hospital

are committed to making our hospital a great place to work.

Indeed, GRMC has received the honored designation as the best local workplace by the *Seguin Gazette* readership for the past five years in a row, and ongoing employee engagement surveys consistently result in greater than 95% satisfaction. This new, national acknowledgement of GRMC's culture of caring and teamwork further reinforces our pride and commitment to continue on this never-ending path to excellence.



Guadalupe Regional
MEDICAL CENTER

Advanced Medicine. Personal Touch.



In this issue

4 Look forward to these new additions!

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STRAIGHT FROM THE SOURCE

Why we love working and practicing at GRMC



Juan Arenas, MD,
Hospitalist

“GRMC’s patient-centered philosophy and positive workplace culture makes every employee feel valued. This inclusive and strong workplace culture makes GRMC a successful organization driven by patient care, which is appealing to me as a healthcare provider.”



Dolores Major, MD,
Anesthesiologist

“It’s the culture! Everyone at GRMC buys in to the culture and places our patients’ health, safety and well-being as our top priority. I’m blessed to be a part of this team!”



Bhupinder Sangha, MD, *Internal Medicine and Nephrologist*

“Of the many hospitals where I have practiced, GRMC is by far one of the best. I am frequently impressed with the compassion shown by the nursing staff. Beginning with administration, it is clear that everyone here shares the same commitment to high-quality patient care.”



Nicole Patek, *Executive Director of Emergency Services*

“Being in the medical field for 23 years and growing as a leader over the past eight years at GRMC, I realize GRMC is a unique organization that takes pride in developing employees to their highest potential. Growing up in this community, I only want the best for Seguin and those patients we are privileged to serve. I am thankful for the opportunity to lead and work alongside an amazing ER team to care for our patients.”



Jubelle Davis,
Director of Imaging Services

“As the new Director of Imaging Services, I can emphatically say that this is the best organization I have ever worked for. GRMC is a strong, independent, community-directed hospital. During my short tenure, GRMC has installed the latest nuclear medicine technology and approved development of a new state-of-the-art Women’s Imaging Center. This process would have taken so much longer in a convoluted corporate hospital system that does not place the needs of the patients and community first.”



Gail Phelan,
GRMC volunteer

“Being the longest-serving GRMC volunteer and president of Guadalupe Regional Medical Volunteer Services Board, I love serving my community hospital. I feel useful, it keeps my mind sharp and it allows me to connect with the great people in our community. I always have a smile on my face and feel accomplished after each shift. Having served as a volunteer for 25 years, I feel blessed every day to interact with our patients, staff and families.”

Caring for our community

Our well-established programs are successful in part due to the passion of involved employees and physicians who dedicate their time to helping take care of our community.

FOOD DRIVE. GRMC staff members unloaded trucks and sorted and distributed food to grateful families and individuals in our community. This past year, with money raised by hospital staff, GRMC purchased and distributed about 36,000 pounds of food to over 1,000 Guadalupe County families.

GUADALUPE CLINIC. The clinic has recently expanded its scope to include women's health services and eye exams to screen for retinal disease. With the expansion of services offered, two providers were added, and for the first eight months of our fiscal year, over 3,100 patient visits occurred.

PRESCRIPTION ASSISTANCE PROGRAM (PAP). This is a vital resource that provides long-term medication assistance to low-income individuals with chronic illnesses. Last year, PAP dispensed 42,486 prescriptions to more than 1,400 patients for a total value of almost \$12.7 million.



FALL PREVENTION. GRMC's Outpatient Physical Therapy offers free monthly fall prevention classes. Classes discuss the primary causes of falls while educating attendees on things that can be done to prevent them, such as exercise to improve balance, review of medication(s), vision screenings and how to make your home safe.



DIABETES CARE. Taught by our certified diabetes educator, the Diabetes 101 classes teach you how to manage diabetes. This program includes a one-on-one visit, educational handouts, access to free monthly diabetes support meetings and an additional year of access to our diabetes educator for guidance and support along the journey to good health.



MAMMOS & MIMOSAS. As part of Breast Cancer Awareness month in October, GRMC hosted its third annual Mammos & Mimosas event on Oct. 5. Over 300 guests attended and enjoyed a morning of pampering, munchies, a Kendra Scott trunk show and shopping, as well as education on the importance of annual mammogram screenings.



THE L.I.F.E. CARE PROGRAM.

Our Palliative Care specialists guide members of the community through the process of creating a living will and advance directives, ensuring clear communication and that expectations are specified well before such a need arises.





SEE WHAT WE HAVE IN
STORE FOR NEXT YEAR

NEW URGENT CARE TO OPEN NEXT SPRING

In spring of 2020, GRMC will be opening a new Urgent Care and Family Medicine Clinic located off Highway 46 in Clear Springs.

The Urgent Care facility will be open seven days a week from 7 a.m. to 7 p.m. This clinic will be staffed with experienced providers who can care for the entire family, from infant to geriatric care, for all urgent medical needs.



Brett Earnest, MD, a local primary care physician, will be joining Guadalupe Regional Medical Group in 2020, opening his practice next to the Urgent Care Center in Clear Springs.

Dr. Earnest brings extensive healthcare experience, energy and vision to his practice. He believes that patients have inherent value and deserve healthcare that reflects that. The best way to deliver exceptional care is through developing a culture of trusted relationships with our staff and our patients alike. The effect will spread through our community to create a system of excellent care.

DOC+ TALK

Mark your calendar!

GRMC's free DocTalk series is continuing. So save the dates for these 2020 events!

In partnership with the Seguin Public Library, GRMC hosts free monthly events called DocTalk. DocTalk is a series of community chats led by local physicians about a variety of important healthcare topics. Each month, a local physician speaks on a different topic, like women's health, diabetes, mental health and more. DocTalk launched in May 2018 with the goal to connect the community with local physicians, as well as educate those in attendance.



Bhupinder Sangha, MD

Internal Medicine and
Nephrology
Thursday, Jan. 16, 1:30 p.m.
Seguin Public Library



Sreedevi Daggubati, MD

Oncology/Hematology
Wednesday, Feb. 12, 1:30 p.m.
Seguin Public Library



Andrew Cichowski, MD

Neurology
Thursday, March 19, 1:30 p.m.
Seguin Public Library

Meet Andrew Cichowski, MD

Dr. Cichowski is a board-certified neurologist who brings a strong passion for enriching patient care through technological innovation.

Dr. Cichowski obtained his medical degree from Chicago Medical School and completed his internal medicine internship, neurology residency and clinical neurophysiology fellowship at Dartmouth. He specializes in seizures, epilepsy, Parkinson's and Alzheimer's diseases, brain injuries, and more.

He will be accepting new patients with Guadalupe Regional Medical Group Neurology Associates in January.

Medicare options for seniors!

Got your Medicare card handy? Traditional Medicare and most supplemental insurances offer you the greatest choice of healthcare providers both locally and across the U.S. This includes GRMC and most local physicians who gladly accept traditional Medicare and supplemental (secondary) Medicare insurances.

Do you have or are you interested in a Medicare Advantage Plan? These Medicare Advantage Plans differ from traditional Medicare coverage in that they typically require healthcare

providers to be in-network or contracted providers. While local access to providers is still limited for Medicare Advantage Plans, GRMC and most local physicians accept Aetna and Humana PPO and HMO Medicare Advantage Plans. Please call to verify with your physician if

they are accepting these plans prior to switching.

GRMC and local physicians are reviewing other Medicare Advantage Plans for 2020 enrollment. Call Guadalupe Healthcare Network at **830.303.4846** for more information.



Committed to quality

Yet again, GRMC is the proud recipient of five-star ratings from Healthgrades! For the 12th consecutive year, GRMC has ranked five-star in Hip Fracture Treatment. The Birthing Center received five-star recognition for the fifth year in Vaginal Delivery. Healthgrades also honored GRMC for the second year in a row with the Outstanding Patient Experience Award. This distinction recognizes GRMC as being among the top 10% of hospitals nationwide for patient experience. These national honors confirm our commitment to providing high-quality, safe care to every patient.



Robert G. Haynes,
FACHE, CEO

Grateful for the opportunity of caring

As we approach the holiday season, thoughts turn to gratitude for the blessings in our lives. No doubt one of my greatest life blessings has been the opportunity to be part of the incredible team of healthcare professionals at this hospital.

As a part-time respiratory therapist at "Guadalupe Valley Hospital" in the 1970s, I learned firsthand about the significance and privilege of caring for the ill. When I returned as a member of the administrative team in 1996, I quickly recognized that this hospital and community were indeed unique and full of opportunity.

Since becoming the CEO in 2003, I have been continually gratified to work toward and witness the many successes of our organization. Most important, I am grateful to see that the significance and privilege of caring for the ill continues to be our driving purpose.

This newsletter highlights many of those successes, including the remarkable achievement of being one of the best hospitals to work for in the country! I am extremely proud of the workplace culture at GRMC, of the values that our organization and staff hold dear, and of the opportunity I have been given to work alongside the talented and compassionate employees, physicians and volunteers of our hospital.

May your home be filled with gratitude and holiday blessings this season!



You help us make a difference



Elaine Bennett,
Guadalupe
Regional Medical
Foundation CEO

The Guadalupe Regional Medical Center has been my home and family for the past 25 years; 22 years in accounting, and now two years as the current CEO of the Guadalupe Regional Medical Foundation (GRMF). I am

proud to be a part of such an amazing community and hospital. As the CEO of GRMF, I am often asked to explain the function and purpose of our Foundation. The simple answer is that GRMF is the non-profit fundraising arm of the hospital. However, the more elaborate answer is that the Foundation provides the opportunity for donors to contribute to the growth and future of the hospital, to make a difference by changing lives for the better, and to help ensure a healthy and thriving community and region.

Every penny of every financial gift to GRMF is directly used to improve or expand patient care through hospital facilities, technology, programs, and staff education. We are fortunate to have many supportive community contributors.

For example, Commercial Metals Company (CMC) has been a longtime generous charitable needs donor for our Prescription Assistance Program (PAP), Hospice, and Guadalupe Clinic. Since 2002, CMC donations have exceeded \$300K.

Our local first responders, Guadalupe Sheriff Department and Bras for a Cause have supported the hospital's cancer care fund over the years, resulting in an endowment of over \$168,000. The local chapter of United Way is one of the founders of the PAP, with donations totaling over \$160,000, to date.

Another long-term supporter, First United Bank, has contributed almost \$60,000 for expansion projects and various Foundation events. Hexcel is yet another in this distinguished group of corporate contributors, through their long-term support and recent generous donation to the Guadalupe Clinic.

In addition, hundreds of local citizens, service organizations, and area churches have contributed to GRMF over the years; their names are engraved on our Garden of Giving wall in the Patient Tower lobby. Individual family donations may result in the naming of a room or patient care area; for example, The Phil Siedenberger Family Meeting

Room and The Craig and Selma Smith Special Care Nursery.

You get to choose

Donors may direct their gift to the program or department of particular interest. In addition to those services mentioned above, donations for general charitable needs; healthcare education scholarships; general endowment; or a Pay It Forward fund, specifying particular departments, such as the Inpatient Rehab Unit, the Teddy Buerger Center, cardiac rehab, diabetes education, pastoral care, or any of the hospital's numerous services and programs, are options for designation.

Our work together can continue to keep GRMC going above and beyond. If you have any questions about how you can make a difference, or how to maximize your end of year charitable tax deductions, please contact me by phone at **830.401.7209** or by email at **ebennett@grmedcenter.com**. Donations can also be arranged online at **grmedfoundation.org**.

Wishing you and your family blessed holidays!

"The meaning of life is to find your gift. The purpose of life is to give it away." —Pablo Picasso

HEALTH CURRENTS is published as a community service for the friends and patrons of GUADALUPE REGIONAL MEDICAL CENTER, 1215 E. Court St., Seguin, TX 78155, 800.506.6394 or 830.379.2411. Website: grmedcenter.com.

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