

"Supporting Baptist Health Care employees in living our Mission, Vision, Values and Pillars of Operational Excellence."

Weekly Topic: Engaging employees Focus: People

Monday — Understand Expectations

Employee engagement is critical to Baptist Health Care's (BHC) high-performing organization. When we are passionate about our jobs, customers reap the benefits of a world-class health care experience. One way to ensure you are engaged is to understand what is expected of you. Follow the protocol and policies for your department. Learn and deploy our Mission, Vision and Values in everything you do.

Group discussion: How does your department communicate job expectations?

Daily quote: "High achievement takes place in the framework of high expectation." — Charles F. Kettering, American engineer

Did You Know? For every one thing that goes wrong, there are probably 10, 50 or 100 blessings. Remember to count them!

Tuesday — Commitment to Employees

Baptist Health Care is committed to sharing information with staff. Every day during Line-Up employees learn how to improve upon what they do and about news, technology and services. This communication tool strengthens employees' commitment to our Mission as informed ambassadors of our organization. Leaders share the value of our compassionate and highly skilled employees by celebrating team achievements when reaching targeted goals.

Group discussion: Who can we recognize today for Service Excellence?

Daily quote: "I can live for one whole year on one compliment." — Mark Twain, American author and humorist

Did You Know? Never leave a child in an unattended car, even to quickly retrieve a misplaced or forgotten item.

Wednesday — Staff Are People First, Employees Second

Employees are more engaged when leaders connect with, respect and demonstrate care for them. At Baptist Health Care staff are people first and employees second. Leaders encourage employees to learn by mentoring them, offering education opportunities and recognizing a job well done. Employee surveys help establish satisfaction levels so that leaders can enhance morale and determine areas of opportunity.

Group discussion: How do we show we care for co-workers in our department?

Daily quote: "Act as if what you do makes a difference. It does." — William James, pioneering American psychologist

Did You Know? Flossing your teeth can help prevent heart disease. Plaque that forms on teeth can cause infection in the gums possibly leading to coronary heart disease.

Thursday — Engagement Leads to Confidence

Employees who are engaged in their jobs are confident in their abilities. Confidence helps them deliver a quality health care experience every time. Confidence also helps staff expand their scope of responsibilities. In addition to their job roles, they serve on teams committed to improving the quality of health care and on peer interviewing committees helping hire highly skilled, dedicated co-workers.

Group discussion: How do you demonstrate commitment to your co-workers?

Daily quote: "Success is steady progress toward one's personal goals." — Jim Rohn, American speaker and author

Did You Know? As we observe *The Great American Smokeout* today, Baptist Health Care joins more than 1,800 hospitals and clinics nationwide in going smoke free on all campuses – both indoors and outdoors.

Friday — Employee growth and development

Baptist Health Care provides opportunities in our work environment to learn and grow. By investing in employees' development, BHC demonstrates commitment to encouraging staff to become the best that they can be in any chosen area of employment. Not only can training and development lead to a high level of commitment at work, but also in employees' personal lives.

Group discussion: Ask yourself, "Am I an engaged employee?"

Daily quote: "Real success is finding your lifework in the work that you love." — David McCullough, American author

Did You Know? Adding blueberries and raspberries into muffin and pancake recipes is great way to incorporate antioxidants into your diet. You can find berries out of season in the frozen food section of your grocery store.

System Messages

People

Service

Quality

Financial

Growth

▶ Baptist Health Care officially goes smoke-free this week on Nov. 19. We continue sharing our smoke-free policy with all patients and clients seeking services at the time of registration or admission. If you have any questions about the policy, please speak with your leader. Thank you for preparing for this important initiative and helping ensure a healthy environment for everyone on our campuses. Visit BHCgoessmokefree.org to learn more about Baptist Health Care's smoking policy.

▶ A series of educational seminars hosted by Baptist Health Care and HealthSpring continues this week in our community. Learn more about Medicare — what it is, what it covers, what it doesn't cover and choices available to Medicare beneficiaries. Attend one of the following seminars this week:

▶ Earn CEU/CMEs free during The Andrews-Paulos Research & Education Institute (APREI) inaugural Grand Rounds Seminars.