

Staff Shout Outs & Recognition Events

Shout-out to **Kristen Rund**, who will be transitioning from her role as head of the Rehab Department, to replace outgoing Associate Director **Gary Griffin**, retiring in just a few short months. Gary has been at MCH for more than 25 years, and will be sorely missed. Kristin, welcome to the administrative team!



Kristen Rund appointed new Associate Director

for many, but had been off-line since the COVID crisis began. Thank you for your continued efforts to make MCH a happy place to be!

All-around applause to our awesome **Facilities Department**, who worked incredibly hard to bring our residents a beautifully updated hair salon, installing a new

Congratulations to **Erin Kirkpatrick** in Nursing, for receiving her Long-Term Care Certification in Infection Prevention, which is issued by the Certification Board of Infection Control and Epidemiology. Your many weeks of studying paid off – way to go!

Kudos to **Parrise Seale** for an incredible 30 years of service, the highest achievement at our Longevity Ceremony in December. Parrise’s dedication to MCH over the years provides a great example for all staff!

Also recognizing our Pharmacists, as we celebrate National Pharmacist Day in January – thank you so much for your outstanding contributions to MCH!

Great Job to the **Therapy Department** and the Rehab Unit Nursing team, who worked together to reopen the FA5E dining room to residents! They held a kick-off luncheon to welcome residents back to a space that had been a favorite gathering spot

ceiling, LED light fixtures, updated flooring, kitchen cabinets, countertop and faucet, along with a fresh coat of paint. See the photo of the improvements on the back page—wow, what a difference!



*Above: Faith 5 East Dining Room reopening
Below: Parrise Seale receiving 30 Year Award*



Staff Survey Results

What Are We Doing to Address Your Concerns?

As always, we continue to issue periodic staff surveys, so we can learn from our staff to make MCH an excellent place to work every day. We wanted to update you on a few of our key takeaways from the most recent survey, and what we are doing to address.

When asked “What could MCH do to make it more likely you would recommend someone to work here,” 53% of respondents chose “Provide additional staff services on-site.”

UPDATE: We are working to gather all available County discounts/promotions/benefits in one place for you, conveniently accessible online, and will be sharing that information with you soon! For example, during 2022, the County offered discounted tickets to Bills games, the Seneca Park Zoo, Seabreeze, and discounted BJ’s memberships/renewals. Also, did you know that as an MCH employee, if you are enrolled in a certificate or licensing program, or matriculated in a degree program in a field of study related to health care, you’re entitled to receive tuition reimbursement up to a maximum of \$3,000 in any calendar year? We actually have access to many benefits, discounts and promotions, but they aren’t very well-known. We are going to promote these opportunities and make them easily accessible to you in the coming months.

42% of respondents chose “Host staff engagement/appreciation events more often.”

UPDATE: Over the past year, we have made this a priority! In 2022, we held nearly a dozen employee appreciation events, and also did several gift card, concert and



Alyssa Tallo, Executive Health Director at MCH

A Message from the Executive Health Director

Dear MCH Family,

As we head into the new year and continue striving to make MCH a warm, friendly and enjoyable place to live and work, please allow me to express to each and every one of you, how much I appreciate your ongoing support and hard work. As you all know, healthcare can be a particularly challenging environment – and over the past few years, the challenges have been magnified. As a team, our days and our to-do lists are long, and we operate in an environment that is highly-regulated, ever-changing and fast-paced, requiring each and every one of us to adapt constantly, pitch in to help one another, and be endlessly resilient.

As I work to guide this ship, I cannot tell you enough how much your efforts and dedication mean to me, and how much I rely on you all to help us continue to be successful in providing our residents with the highest care possible and establish a culture where every member feels valued. I hope that the many employee appreciation events we held this year, from the Longevity and Spotlight Awards ceremonies, to the Fall Employee Appreciation Festival, to our recent Warm the Walk event where Administration greeted you with coffee and treats to start your day, have helped to make you feel appreciated and an important part of the MCH team. I promise to continue these efforts! I also encourage you to read this month's feature regarding our response to the employee survey, to learn how we are continuing to work to address your recommendations. Please know that you are heard, you are appreciated, and you are what makes MCH one of a kind. And to the many others who work to support our efforts: I'm looking at you, residents, families, community champions, and our Foundation, Auxiliary and Advisory boards! – please also accept my most sincere thanks for your efforts, generosity, and guidance. It truly takes a village to run our facility, and we have an amazing village!

I'd also like to highlight that we have another exciting year ahead, with many projects that MCH will be working towards, including relocating the thrift shop to the first floor, and starting construction on the enclosed courtyard in the spring. In an ongoing effort to communicate with all of you consistently and effectively, we will also be expanding MCH Minute into a monthly newsletter! Keep your eyes peeled for the next installment, coming in February. And as always, we will continue to host events and engagement opportunities for residents daily, both on-campus and with special field trips. We have a lot going on and a lot to look forward to! And again, that is because of all of you.

Thank you once more to all of you – residents, families, employees, volunteers and supporters – who care about MCH's success and help make us shine! We are grateful for your continued support.

Gratefully,

A handwritten signature in black ink that reads "Alyssa Tallo". The signature is written in a cursive, flowing style.

The MCH Minute is a periodic newsletter to keep you informed about Monroe Community Hospital.

Executive Health Director: Alyssa Tallo

Deputy Director: Desmond Jackson

Assistant Directors-Patient Services: Gary Griffin & Darren Vogt

Nursing Administrator: Kristen Schulmerich

Editor: Colleen McCarthy

To sign up to receive The MCH Minute electronically or if you have comments or suggestions, contact ColleenMcCarthy@monroehosp.org

Celebrating MCH!

As usual, there have been lots of fun events and activities going on here at MCH! Just in the last few months, we honored employees with our Longevity Awards, celebrated Veterans Day, Thanksgiving and Christmas with fun events brought to us by the outstanding team in Resident Services, and enjoyed a super-fun Holiday Spirit Week, during which everyone was invited to participate in our Ugly Sweater Contest or dress up in red and green, Christmas stockings – and even dress up as your favorite holiday character! We love spreading joy through these halls all year long, and thank you for getting in the spirit!

Photos shown clockwise from top right: MCH Longevity Award Breakfast recognizing staff who have reached employment milestones; Thanks-for-Giving Luncheon for MCH volunteers; Ugly Sweater Day during Holiday Spirit Week; Tree Lighting Ceremony signaling the start of the holidays at MCH; and our Veterans Day event honoring residents and staff who have served in the Armed Forces.



MCH Moments:

Staff Share Memorable Experiences

Our Admissions Director **Mary Weidert**, who has been at MCH for nearly 20 years, shares one of many experiences that make her proud to be part of Team MCH.

One of my most memorable success stories here at MCH, was with a resident named Mike who had been through a terrible experience. He'd been assaulted in Las Vegas and actually left dying in the middle of the street. As a result, he suffered a TBI, had a trach inserted and was being artificially fed. He spent a year in Las Vegas before coming to Rochester where his sister lived, and ultimately to us here at MCH. When he came to MCH, Mike was in a vegetative state. He was unable to speak or make eye contact and could not follow commands. He was also noticeably malnourished, and his limbs had contracted into a fetal-like position. My initial goal was to improve range of motion to his lower extremities. After several months of therapy, Mike began to come back to us. He started making eye contact and sounds, getting out of bed and into a chair. Mike started to talk, eat, and move his arms and legs.

As soon as Mike started to become aware of what was happening, he talked about walking and "getting out of here." Mike would hear nothing else - he was determined to regain his independence. For the next few years, we worked together to get him back on his feet. This was not an easy process, and we both struggled with problem solving and pushing through spasticity, pain and frustration. Mike was persistent though and we continued to push each other. He was incredibly motivated - he kept saying "what's next?" If he faltered, he was persistent, always pushing forward and continuing to work hard to achieve his goals. His dedication was inspiring.

Mike left MCH walking, on grass, sidewalks - able to cross the street with only a cane. He moved into his own apartment, able to dress himself, cook, and live independently. Working with Mike was truly one of the most miraculous experiences I've had here at MCH. It is a shining example of what MCH is all about - what we bring to our community and those that live here. I am so proud to work at MCH and to be able to make a difference in so many lives.

Thank you to our Facilities Department, who updated the resident hair salon, installing a new ceiling, LED light fixtures, new flooring, kitchen cabinets, countertop and faucet, along with a fresh coat of paint.



Staff Survey *(continued)*

Bills tickets giveaways and contests. The next employee appreciation event will be a Spotlight Awards ceremony in March. Please tell us how to improve! Are you aware of these recognition efforts, or do they need to be promoted differently? How would you like to hear about them? Is there some other form of recognition you would like, that isn't happening currently? We will include these questions in the next survey, but if you have thoughts, they are welcomed at any time! Please send your comments to ColleenMcCarthy@monroehosp.org.

40% of respondents chose "Expand management/leadership development opportunities."

UPDATE: We have recently created a new Leadership Development Training Program, spearheaded by Jake Letourneau in Food & Nutrition and Deb Perna in Human Resources. We also continue to collaborate with the Rochester Black Nurses Association (RBNA) on our Mentorship Program, which includes participation in the Roberts Wesleyan leadership course. The Roberts Wesleyan leadership training will soon be available as a stand-alone course, rather than as part of the RBNA mentorship program. If you are interested in participating in any of these leadership development opportunities, please tell your supervisor!