

BLACK & WHITE Extravaganza

Saturday
October 8, 2011

Quiet Cannon

11 AM - Social Hour/Vendor Shopping
12:00 Noon - Luncheon
1:00 PM - Fashion Show

Price: \$40/Person

For information, call
Rosemary Orozco 323-721-4631



Attention Employees

The following tickets are available in the Cashiers office at discount prices.

Movie Tickets:

AMC Gold
Regal Theater (Red and Blue)
Krikorian Theater

Amusement Parks:

Sea World in San Diego
LegoLand
Six Flags Magic Mountain
(Can be used on Halloween Nights)
Aquarium of the Pacific



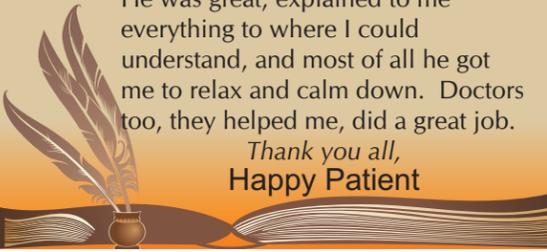
Los Angeles County Fair
Sept 3 - Oct 2

Tickets may be purchased during regular business hours. **You must present your ID badge.**

Grateful Patient

Just want to thank Beverly Hospital staff, especially nurse John Inouye. He was great, explained to me everything to where I could understand, and most of all he got me to relax and calm down. Doctors too, they helped me, did a great job.

Thank you all,
Happy Patient



Executive Rounds Appreciation

A friendly visit from the chairman of the board bring pleasant smiles

Ignacio Morales, Infection Control Director and Carlos Haro, Ph.D., Chairman of the Board, together participated in Executive Rounds last week. They met with a patient who had submitted the following letter to Administration about the care she had received since being admitted.

"I would like to compliment Marlene Perez in your Housekeeping Department, in her job performance. She is a very pleasant and hardworking woman such positive attitude and kind. I just want to let her supervisor know that these two days, I have been in my (4th floor) room, she has kept my room very clean and sanitized. She also had to clean up my (unmentionable) and was very pleasant about it. I must say she needs to be recognized for the employee that she is."

After receiving the letter, the two decided to pay a visit to this patient. However, when the patient saw the men at the door dressed in suits and ties, she thought, "I'm in big trouble."

After the conversation began, she became more comfortable. She expressed her delight at the fact that a director and the Chairman of the Board was visiting her and were genuinely interested in knowing how she was doing.



Dr. Carlos Haro and Ignacio Morales conducting Executive Rounds.

"This is my first time as a patient at Beverly Hospital and I was in awe at witnessing everyone working as a team. Starting from the housekeeper all the way to the chairman - they all take pride when performing their duties, with compassion, dignity and understanding."

She continued by saying that she understood that this is the employee's job, but how they perform it makes the difference. "I live in the community and we are the community and this is my hospital. With this type of treatment we come back," she said with sincerity.

Describing the diversity of hospital staff as a "Salad Bowl" - multi-cultural, she went on to say, "Continue to provide the best care that you can, with the best medical services. It is very important and helps people to heal."

She included the nurses in her praise as being exceptionally kind and caring. From Linda the supervisor to everyone that met with her, they all treated her favorably.

When a patient receives great customer service from staff that has gone beyond the call of duty, it leaves a beautiful impression and a positive experience with Beverly Hospital. They are more likely to tell others about their great care and most importantly, they will not hesitate to return when they have healthcare needs.

Sometimes the little things you do make all the difference.

Customer Service is teamwork. Everyone's goal should be to exceed the patient's expectations, ALWAYS.

Volunteers made an impact on staff and patients in Surgical Services over this past summer. They assisted with filing, assembling charts, greeting patients upon arrival, providing patients with admitting attire, comforting them with blankets, food and nutritional services. When patients were discharged the volunteers escorted them to waiting areas for pick up.

Super Volunteers



(top) Jonathan Jimenez, Adelaide Sit, Tommy Vi with Sandra Reyes, Charge Nurse, Outpatient Surgery

"Our staff has been so nice to encourage and teach these volunteers," said charge nurse, Sandra Reyes.

The three volunteers have all gone back to school. Jonathan attends Don Bosco Tech, Adelaide Sit has been accepted into the Master's program at UC Irvine to become a nurse practitioner, and Tommy Vi will attend Rio Hondo College.

Sweet Treats for Hard Work



On August 26 Beverly Hospital employees were treated to an ICE CREAM FRIDAY. In appreciation for their hard work employees enjoyed sundaes with all the toppings. Night shift received ice cream bars.

Justin Vasquez accepts a delicious sundae from Loretta.

When you say "How are you," what are you really saying?

by Helen Moxley, RN, Outpatient



I was born and raised in the city of Nha Trang (Nã Trãun) in South Vietnam. My first experience in healthcare was with my father. He was an EMT in South Vietnam. I grew up watching how he cared for his patients. That's when I decided to follow him into the field of medicine - not as an EMT but as a nurse.

At age eighteen, I came to America after the communist took over South Vietnam - it divided the country. When I arrived in California, I could hardly speak English. I knew a little English but needed to learn more.

I remember walking down the street and complete strangers would say, "Hi, how are you doing." When I go to respond and tell them how I'm doing, they would keep walking, ignoring the fact that I was about to answer their question.

"You don't really want to know how I'm doing," I would say in disappointment. If they really cared to know, they would have stopped and waited for me to finish.

In my country, you only greet the people you know - never a stranger. "Hello" is not a proper greeting there.

After a year in the USA, I enrolled into Rio Hondo nursing school - determined to go into healthcare. Upon completion of school, I was hired at Beverly Hospital in 1981. After 30 years here, my English is much better, but I'm still working at getting better.

I love being a nurse. Working with patients brings me instant gratification. Now, when I ask the question "How are you doing," it is important that I listen carefully and respond positively to what patients are asking of me, or trying to communicate about their pain level.

I find nursing rewarding and satisfying. My patients are very sincere when they give compliments about their care. It makes you feel that you have done something right. The compliments are good.

When I went on vacation recently, after seven days, I began to miss my patients. It may be hard to believe for some people, but when I'm on vacation, I actually miss being a nurse.