

## Monday, March 21

"Spring is nature's way of saying 'let's party!'" -Robin Williams, comedian

### Topic of the Day: National Courtesy Day

Today is National Courtesy Day! In recognition, we're profiling employees this week who have been nominated by their peers for mastering the art of being polite. (Note: due to busy work schedules, we were unable to photograph and interview all winners.)

### Thomas Yates, Security

According to Yates' nominees, he is a "perfect gentleman" and a "perfect example of good manners." Yates says, "I make it a personal mission of mine to prove that there is still some good left in this world." Yates smiles and says hello to as many people as possible, and he says others should try to do the same. "Others should be more willing to smile and speak to one another. Doing this may actually make them feel better and the world truly would be a better place," he says.



### Melissa Deal, Quality

Deals nominees say she is "courteous to staff, patients, families and visitors and goes above and beyond to meet their needs." Plus, "she has a wonderfully positive attitude and a warm smile that makes her very approachable to all." Deal believes being courteous is especially important in our work environment. "I think that we can be mindful to be kind, respectful and courteous every day," she says. "We all have stressful days and it is those days that we have to be most aware of how we are coming across to

others — our patients, families and co-workers. Each of us can choose to smile and have a good attitude! We should remember that any one of us can make a difference to our patients and their families."

### Did You Know?

The Culpeper Hospital Auxiliary is hosting its Books Are Fun sale today, **March 21**, from **7 a.m.-4 p.m.** in the Conference Room. Stock up now for summer reading!

### Closing

What news do you have for your team?  
Who has helped you in some way at work recently?

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## Tuesday, March 22

"A man is great by deeds, not by birth." -Chanakya, Indian philosopher

### Topic of the Day: Our Courteous Staff, Continued

### Ingrid Dewit, RN, Family Birth Center

For Dewit, being recognized by her peers for Courtesy Day makes her feel "energized to keep doing it." Being polite and putting her best self

out there is a big part of who she is. "I grew up in the Congo and I learned at an early age that smiling to everyone is important because it makes a person feel important and loved," she says. "That is the culture I was raised in. Each person should be celebrated with a smile. They are worth the GOOD you. The happy you." Other good tips from Dewit: "Smile when appropriate. Act like you care even when you are overwhelmed. Cuss in private, it recharges you."

### Joe Myers, Facilities Department

Always humble, Myers said he preferred to fly under the radar and didn't want to be interviewed. But his nominators agree that working alongside a courteous employee like him makes the day just a little bit brighter. "We are so lucky to have such a courteous employee," one nominator writes. Additional comments included:

- He always has a friendly smile and a kind word.
- He always speaks to employees and visitors with the utmost courtesy.
- You can tell that he is genuinely kind.
- Nothing is forced and it seems like he never has a bad day.

### Did You Know?

There is a scheduled phone outage **today, March 22**, from **5-7 p.m.** as Verizon switches our service. Emergency (red) phones will be active. For more information, contact **Mark Utz** at X4164.

### Closing

Are there any goals you need to prioritize as a team today?  
What's something positive that a team member has done for you in the past week?

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## Wednesday, March 23

"There are two great days in a person's life — the day we are born and the day we discover why." -William Barclay, author

### Topic of the Day: Our Courteous Staff, Continued

### Michele Windsor, Dietary Department

Going that extra step to help others is one of the many reasons Windsor was recognized for her courteous nature. "She asks [patients], 'Is there anything else I can do for you?' or 'Do you need [this] opened,' or 'Can I get you anything else?'" Nominators also write:

- She is always kind and courteous to our patients, visitors and staff when she is on the floor.
- She always puts forth 100 percent, with a smile and a positive attitude.
- She demonstrates courtesy by assisting others, whether it is staff or our patients.
- She sees the need without having to be told to do so, and she responds in a positive manner.

### Danielle Compton, Rehab

Compton has been so busy helping our patients that we were unable to reach her before completing this Huddle. But her nominators shared that she is "always willing to go out of her way, and is always patient and kind." Additional comments included:

- She is very courteous and goes out of her way to schedule patients at a convenient time and she is also good with follow-up phone calls.



- Danielle is always polite to patients and coworkers, day-in and day-out.
- She is kind, caring and compassionate to all patients and staff.

#### Did You Know?

It's time for our spring blood drive! **Tomorrow, March 24**, the Blood Mobile will be parked in the visitor lot, near the front entrance, from **12:30 – 4:30 p.m.** To schedule an appointment, go to [redcrossblood.org](http://redcrossblood.org). Walk-ins welcomed as availability permits. Be sure to eat a good meal prior to giving blood and bring a valid ID!

#### Closing

What will you accomplish at work today that will leave you smiling? Is there a colleague who sets the bar for finding ways to improve work effectiveness?

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## Thursday, March 24

"Your ordinary acts of love and hope point to the extraordinary promise that every human life is of inestimable value." -Desmond Tutu, social rights activist



#### Topic of the Day: Manners Run in the Family

Today, we're profiling a courteous mom-daughter duo:

#### Pattie Dempsey, MedOp/Cardiology

For Dempsey, being polite is a trait to be passed down through the generations. "It doesn't cost you anything to be courteous," she says. This is a rule she learned from her grandparents, passed down to her daughter Ashley, profiled

below, and now shares with her grandchildren as well. "Manners and courtesy are things that should be taught at a young age. Your children learn from example," says Dempsey. Being courteous includes staying cool under pressure, which Dempsey has mastered. "Even under fire, [Pattie maintains] her politeness and manners," says one of her colleagues. Dempsey's tips: "Smile and be friendly. Think of how it would feel to be in that person's place and how you would like to be treated."

#### Ashley Brushwood, OR

Sometimes little things go a long way in leaving a positive and lasting impression. Brushwood's colleagues commended her for using "ma'am" and "sir" when speaking with others, holding doors and saying "please" and "thank you." These little acts of kindness are Brushwood's way of showing respect for others. "[Being courteous] comes naturally to me because even at a young age I was taught to be respectful to others and to use manners," she says. "I strive now to continue doing the same and also to be a role model for my own children." Asked about how to be more courteous in a work environment, Brushwood adds: "It never hurts to say 'hi' to someone or ask them how their day is going. Being nice to others promotes a positive work place environment for others."

Thank you to all of our Courtesy Day winners for setting such a great example!

#### Did You Know?

UVA Culpeper Hospitals 2016 Relay for Life team will be hosting a Bake Sale and Craft Sale on **Friday, March 25**, from **11 a.m.-2 p.m.** in the Board Room.

#### Closing

Is there any departmental information you'd like to share? Who would you like to recognize or acknowledge today?

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## Friday, March 25

"Keep every promise you make and only make promises you can keep." -Anthony Hitt, CEO, real estate industry

#### Topic of the Day: Engagement

The Employee Engagement Survey is coming soon! To help you get up to speed on the core measures that will be evaluated in the survey, we'll be revisiting the 12 Keys to Engagement in Huddles over the next few weeks. Because this week is all about courtesy, here are a couple of key items that have to do with how important it is to feel valued in the workplace and how to make others feel the same.

#### O5. My supervisor, or someone at work, seems to care about me as a person.

Are you doing your best to build relationships with your colleagues? Sometimes all it takes is being aware of others' feelings. It's easy to observe the signs, to notice if someone is having a good or bad day. When someone cares enough to say, "How are you?" or "Are you okay?" it makes a difference. Just by taking a few minutes to listen and show that you care builds a support network and improves productivity ... both yours and theirs!

#### O7. At work, my opinions seem to count.

Confidence in the workplace comes, in part, from the assurance that you are a valued member of the team. Be open to others' ideas and create an environment that fosters open discussion among co-workers and between staff and supervisors.

#### Did You Know?

We need your feedback to help us measure our current culture of patient safety, to determine what is working well, and to pinpoint areas that need improvement. Today is the last day to take our 2016 Patient Safety Survey, so please take a few minutes to share your thoughts! At the end of the survey, you'll find out how to enter a drawing for a gift basket, which will be displayed outside of the cafeteria next week. Go to :

<https://www.surveymonkey.com/r/chsafety2016>

#### Closing

Are there any organizational changes that are affecting how you do your job?

Is there someone at work who inspires you to do your job better?

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**Saturday and Sunday staff, please review this week's Huddles for the latest information.**