

April 1, 2023



INTRODUCTION

With April comes the arrival of Spring and new beginnings. This season is ushering in a lot of positive changes at Spring + Heights Hospital, including upgrades, improvements and some exciting new additions to our team. Read on to get this month's scoop!

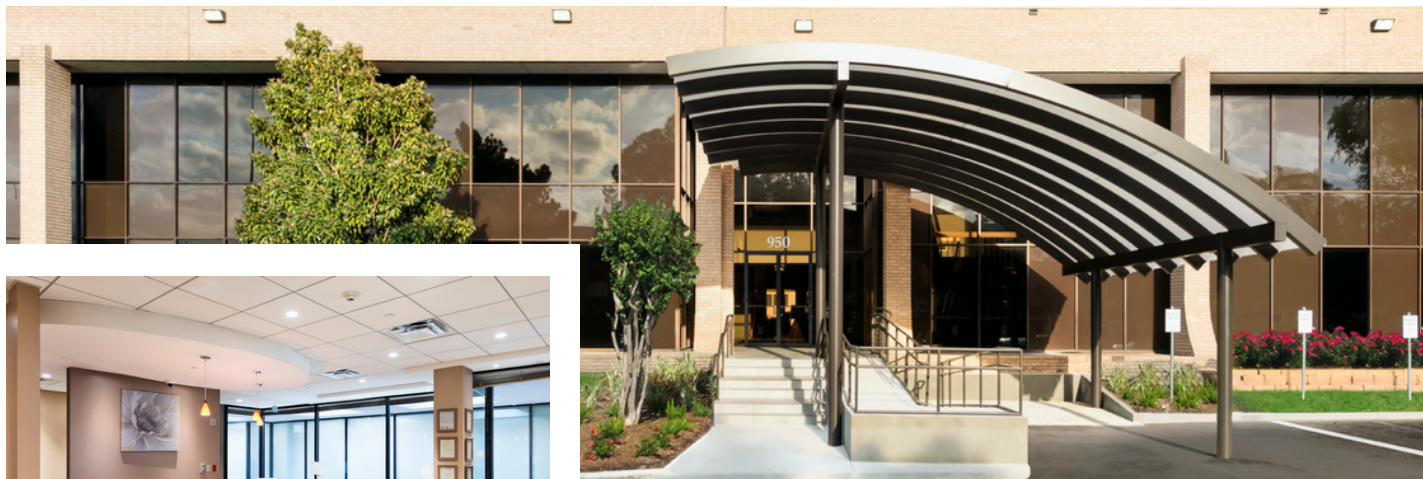


WWW.SPRINGHEIGHTS.CARE

TABLE OF CONTENTS

<i>West Houston Surgery Center + Welcome, Doctors</i>	pg. 2
<i>A Warm Welcome to Village Emergency Rooms</i>	pg. 3
<i>Spring Hospital's 4.1 Rating</i>	pg. 4
<i>Rodeo Wrap-Up</i>	pg. 5
<i>Staff Spotlight: The Cafeteria Team</i>	pg. 6
<i>Employee Highlights</i>	pg. 7





WEST HOUSTON SURGERY CENTER

Services and Specialties

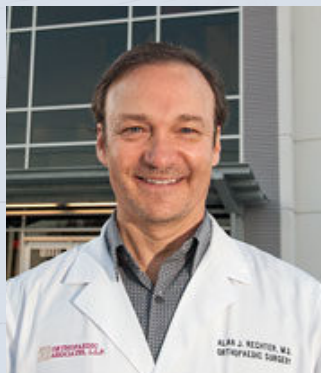
- Pain Management
- Podiatry
- Orthopedics
- Spine Surgery
- General Surgery
- Additional Services

Spring + Heights hospital proudly welcomes the newest addition to our organization, the West Houston Surgery Center! The center will provide outstanding healthcare by focusing on fewer patients, high quality care, shorter wait times, affordable prices, and better outcomes. Conveniently located in West Houston, our newest facility combines expert care and state-of-the-art technology in a luxury environment without the crowds of major hospitals. The West Houston Surgery Center is the third location in the Spring + Heights hospital group, and we are confident this will only usher in more success and growth. We could not be more delighted with this new addition, and the plentiful opportunities for doctors, staff, and patients alike!

WELCOME, DOCTORS



Dr. Jawdat Hafez, DPM
Podiatric Surgeon



Dr. Alan Rechter
Orthopedic Surgeon



Dr. David Lin
Orthopedic Surgeon



Dr. Navin Subramanian
Orthopedic Surgeon

Heights Hospital is proud to welcome

VILLAGE EMERGENCY ROOMS



Introducing the Heights Hospital's New Outpatient Department in Partnership with Village ER.

Dear Heights Hospital Staff,

We are excited to announce that on April 1, 2023, we are launching a new hospital-based outpatient department at the Heights Hospital in collaboration with Village ER, our free-standing emergency rooms partner. This transition marks a significant expansion to our current services and will mutually strengthen our commitment to improve patient care, services, and access.

The goal of our partnership is to enhance the overall healthcare experience for our patients by providing a seamless continuum of care. We are confident incorporating Village ER's expertise in emergency services will bring outstanding benefits to both our patients and the community we serve.

As part of this transition, we will be integrating our management with the Village network to ensure compliance with hospital policies and procedures. This change will allow us to streamline our operations, maintain high standards of care, and provide better support to our valued staff.

We understand that change can be challenging, and we greatly appreciate your cooperation, understanding, and adaptability during this transition. We believe that your commitment to providing excellent care will ensure a successful integration of this new outpatient department.

In the coming weeks, we will share further details about the transition process. We encourage you to reach out to your department heads or our human resources team if you have any questions or concerns.

Thank you for your dedication and support as we embark on this exciting new journey together. We are confident our united efforts will significantly enhance the quality of care provided at the Heights Hospital and the Village ER network!

Best regards,
Heights Hospital

*Mirza N. Baig, CEO
Heights Hospital
North Houston Surgical Hospital*

Village ER

4.1 RATING



The Spring Hospital is proud to have garnered a 4.1 rating on Google Reviews! The hospital and staff work tirelessly everyday to provide the best service and care to all its patients.

Google Reviews is an example of user-generated content where people in the community do the advertising for us. It is a highly valuable form of marketing due to its authenticity. It's also one of the hardest to achieve because the only way to get people talking positively about the business is to be really good at what you do. We are delighted our team's efforts convey just that.

We spoke with the Director of Operations at Spring Hospital, Shazia Shah, to gain more insight as to what the excellent rating means for the hospital.

What were the challenges you faced in achieving the 4.0 rating?

The challenges we faced as an organization were how to effectively communicate not only internally as a team but also externally with our patients and their families. Effective communication between healthcare providers and patients is critical for building trust, understanding the patient's needs, and delivering quality care. Addressing these challenges requires ongoing effort and a commitment to improving patient satisfaction ratings. As healthcare providers we needed to invest in staff training, technology, and patient feedback mechanisms to identify and address patient concerns effectively.

What is the value of the rating for the staff of Spring Hospital?

The 4.0 rating helped in many ways. It brought an enormous amount of value in our reputation management, competition, patient experience, visibility, and authenticity. Our staff has invested a lot into the patient experience from front desk to discharge. As healthcare professionals we understand our responsibility to patients in their most vulnerable times we imagine each patient as a family member and how we would expect them to be treated. The staff's commitment to providing quality service to our patients is what sets us apart, and we recognize and value their contribution to our organization. We believe our success is a direct result of their efforts and hard work, and we thank them for striving to transform healthcare.

How do you plan on maintaining the rating, if not striving for a higher one?

We must continually monitor and respond to customer feedback, optimize our online presence, and invest in patient satisfaction initiatives to achieve and maintain our high google rating. I set a goal for our staff to hit a 4.0 in 3 months and they were able to complete that in only one month which is remarkable. Now our new goal for 2023 is to hit a 4.5 and above. Spring Hospital is committed to providing the highest quality healthcare services to our patients. We understand that achieving excellence requires a constant effort to improve ourselves, our processes, and our services. We are always looking for new ways to enhance the patient experience, improve clinical outcomes, and deliver value to our community. We believe that by embracing a culture of continuous improvement, we can build a stronger, more resilient organization that can better meet the needs of our patients now and in the future.





RODEO WRAP-UP

At Spring + Heights, we pride ourselves in our ties to our neighbors. We understand that staying connected to the community is central to fulfilling our mission to deliver the best care. As part of that mission, we teamed up with our neighbor PAM Rehabilitation for our inaugural Rodeo Wrap-Up event hosted at our Heights location.

It was a roaring success! Affiliates of The Heights Hospital and PAM, along with many community members, joined us for some music, barbeque, and a raffle with prizes graciously donated by participating vendors. We could not have thought of a better way to wrap up the beloved Houston Rodeo!

A special thanks to the vendors that participated in the Rodeo Wrap-Up:

New Life Brace and Limb, Be Healthy at Home, Friendly Faces Home Care, City Ambulance, Kindred LTach, Harmony Care Medical Group, Painting With A Twist, My Spa Joy, Nino Properties, Casa Ramirez Folk Art, Watermark IL, Dedicated Senior Care



STAFF SPOTLIGHT CAFETERIA TEAM

by Kris Domingo

Here at The Spring + Heights Hospital, we know the integral part food plays in nursing our patients back to health. Ensuring each patient receives the proper nourishment for a successful recovery is an important responsibility—a responsibility tirelessly carried out by our incredible cafeteria team.

The team, consisting of Diana Ramirez, Alba Udave, Alexandra Ochoa, Rosy Quintanilla, and Bobby Keeling, work hard everyday to provide meals for both the patients and staff of the hospital. When asked if there was any pressure knowing that she and the team were largely responsible for the dietary health of so many, Alba acknowledges that although there were, she and her team always work together well in spite of it in order to get the job done. They strive to make sure the taste and presentation of each meal will be to everyone’s liking. “You want people to see the food you make and want to eat it and enjoy it,” Alba says.

There is no doubt the well-being of the patients is important to the cafeteria team, and they make every effort to guarantee everyone is well taken care of. Together with the hospital’s doctors, they consider the dietary restrictions of the patients and make meals accordingly, as well as prepare breakfast and lunch for the staff, often taking individual orders and catering to specific requests.

However, beyond making and serving the food, Bobby says having great customer service is a large part of caring for the patients.



“Sometimes, something as simple as asking how they’re doing or if there’s anything else you can do for them makes a big difference,” Bobby says. Their patience and dedication to doing the best they can in providing for everyone in the hospital is apparent. Recognizing that the patients have certain needs, apart from the food they’re being fed, is only one of the many ways the cafeteria team shows their compassionate care.

Despite the pressures and stresses that come with working in a role that primarily takes care of others, their motivation is simple: the satisfaction in helping and supporting the hospital. The team is motivated and fulfilled contributing to something as important as everyone’s dietary health. Bobby even says, “It’s an honor to make meals for the patients and staff. I’m happy just to know that they enjoy the food I make.”

There are many parts of a hospital working together to ensure the well-being of everyone. Diana, Alba, Alexandra, Rosy, and Bobby are perhaps one of the most important parts of The Heights Hospital’s foundation, helping us deliver the best care to each person walking through our doors. Quiet and dedicated in their support behind the scenes, despite the hustle and bustle of their hospital environment, they garner immense appreciation from patients and staff alike.

7-day Weather Forecast

Sun	Mon	Tue	Wed	Thurs	Fri	Sat
4/2	4/3	4/4	4/5	4/6	4/7	4/8
81°	80°	78°	77°	78°	76°	77°
66°	63°	62°	65°	64°	60°	61°

WELCOME, NEW EMPLOYEES

Ky'ijah Hedrington	Patient Care Tech.	Blanca Reyes	EVS
Jaelynn Garcia	Radiology Assistant	Elizabeth Cruz	EVS
Karen Scioneaux	Med. Surg. LVN	Amelia Harrison	BSN RN
Denisha Patel	PACU Nurse	Joan Charles	Patient Care Assistant ER
Eddie Pack	Medical Assistant	Gus Resendez	RN/PACU Nurse
Agnes Isles	ER Front Desk	Sarah Jones	Pre-Op/PACU Nurse
Dr. Laura Mendoza	Director of Patient Recruiting and Marketing	Shayan Javed	Network and Systems Administration



Jany Resendez's birthday bouquet



Johanna Orozco's birthday bouquet



Hilda Gilmore's birthday celebration

BIRTHDAYS + WORK ANNIVERSARIES

BIRTHDAYS

Jany Resendez	03/07
Osly Chavez	03/13
Taronda Tisdom	03/17
Jared Webb	03/18
Julio Lores Riveron	03/20
Dubelsa Menjivar	03/22
Emely Herrera	03/23
Brian Le	03/25
Lorena Martinez	03/26
Yolanda Vazquez	03/29

WORK ANNIVERSARIES

Alexandria Anguiano	1 year - 03/22
Tina Dewing	1 year - 03/18
Eric Escamilla	1 year - 03/09
Adamari Lopez	1 year - 03/23
Andres Perez	1 year - 03/21
Christopher Pigott	1 year - 03/28
Aerial Sanders	1 year - 03/28
Brittany Delarosa	2 years - 03/08
Emely Herrera	2 years - 03/08
Carolina Ortiz	2 years - 03/01
Edgardo Pagoaga	2 years - 03/15
Syed Barkaat	6 years - 03/13

If you want to read more about healthcare, developments, and other news at Spring + Heights Hospital [click here](#) to check out our monthly blog with our COO, Mr. Rashid Syed!

To leave comments and contribute ideas for future newsletters, email us at

 digitalmarketing@ncpmanage.com