

September 2023



INTRODUCTION

As the leaves start to turn and a new season begins, we're excited to bring you updates, insights, and stories that highlight our ongoing commitment to your well-being. Join us as we delve into the latest advancements in healthcare, community initiatives, and more, all aimed at enriching your healthcare experience.



TABLE OF CONTENTS

<i>Houston Heights White Linen Night</i>	pg. 2
<i>Doctor Spotlight: Dr. William Ratliff</i>	pg. 3
<i>Developments at CCRI + Celebrating Success</i>	pg. 4
<i>Illuminating Care, Enabling Excellence + Dallas Surgery Center</i>	pg. 5
<i>Nourishing Minds</i>	pg. 6
<i>Games Page</i>	pg. 7
<i>Employee Highlights</i>	pg. 8



WWW.VILLAGE-HEALTH.CARE

HOUSTON HEIGHTS WHITE LINEN NIGHT

A Celebration of Community and Contribution

The Houston Heights community recently came together in a dazzling display of unity, culture, and camaraderie at the much-anticipated White Linen Night event. The occasion was not only a testament to the vibrancy of the neighborhood but also showcased the tremendous impact of community collaboration. A shining star in this celebration was The Heights Hospital, whose heartfelt contribution spoke volumes about our dedication to the well-being of the community we proudly serve.

White Linen Night, an annual affair, transcends the traditional boundaries of a street festival. It's a living, breathing testament to the spirit of Houston Heights, where locals and visitors alike don their finest white attire to partake in a night of art, music, and culinary delights. This year's event was a resounding success, with streets bustling with excitement, art galleries displaying local talent, and live performances filling the air with energy.

Amidst the festivity, The Heights Hospital stood out as a beacon of community dedication. With our participation in the event, the hospital not only demonstrated our commitment to health and well-being but also showcased our integral role in the Houston Heights tapestry. Our presence isn't just about medical care; it symbolizes a partnership with the community, fostering a sense of togetherness that goes beyond our hospital's walls.

Dr. Laura Mendoza, Director of Marketing and Patient Recruitment at The Heights Hospital, expressed her appreciation for being part of the event. "The Heights Hospital has been a fixture within the Heights community for 100 years. Our participation in the White Linen Night event is our way of solidifying this connection and reintroducing ourselves to our neighbors."

The Heights Hospital's involvement in White Linen Night echoed our overarching philosophy: community service at the core of our existence. Our dedication isn't limited to the medical realm; it's a holistic approach that acknowledges the multifaceted needs of the people and community we serve.

Being a part of the Houston Heights community is not just a responsibility for The Heights Hospital—it's an honor. We understand that the people we serve are not just patients; they are neighbors, friends, and family members. Our hospital's dedication to the betterment of the community is not just a goal; it's a way of life.

As White Linen Night fades into cherished memories, the glow of community spirit and collaboration remains. The Heights Hospital's participation serves as a reminder that the heart of a community isn't just the sum of its individuals but the connections and contributions that bind them together. As the community looks forward to more vibrant gatherings and shared experiences, The Heights Hospital will undoubtedly continue to play a crucial role in nurturing the health and happiness of Houston Heights.

On behalf of Village Health and The Heights Hospital, we thank Dr. Laura Mendoza for being the driving force behind our White Linen Night success. Her contribution is immeasurable, and we are deeply appreciative of her dedication to our community.

It was through her meticulous planning, unwavering commitment, and attention to detail have ensured that our hospital's participation was both impactful and memorable. The enthusiasm you brought to the task has inspired us all.



DR. WILLIAM RATLIFF

Elevating Healthcare Through Compassion and Excellence

In the realm of medicine, there are professionals who go beyond their call of duty, creating a profound impact that extends far beyond the operating room. Dr. William Ratliff, a seasoned general surgeon, stands out as a shining example of a healthcare provider whose contributions have redefined patient care and left an indelible mark on The Heights Hospital and Village Health.

Dr. Ratliff's journey with The Heights Hospital has been one of remarkable commitment. He has become an integral part of our mission to deliver exceptional medical care to our community. His tireless efforts have been instrumental in not only advancing surgical techniques but also enhancing the overall quality of care that we provide. Through his dedication and expertise, he has helped us fulfill our promise to offer better health and a better life to our patients.

What truly sets Dr. Ratliff apart is his exceptional bedside manner. Beyond the clinical aspect of medicine, he embodies compassion, empathy, and a genuine concern for his patients' well-being. Dr. Ratliff understands that a patient's journey involves not only physical healing but emotional support as well. His ability to connect with patients on a personal level creates an environment of trust and comfort, which is often just as crucial to the healing process as the medical procedures themselves.

Dr. Ratliff's track record is one of excellence and innovation. His contributions to refining surgical techniques and embracing new technologies have not only improved patient outcomes but have also set new standards within the organization. He is an educator, mentor, and an inspiration to his peers, encouraging them to strive for the highest levels of proficiency and compassion.

As we celebrate the exceptional contributions of Dr. William Ratliff, it becomes evident that his presence at The Heights Hospital is not just a professional asset, but a true embodiment of our values. He represents the essence of what healthcare should be—expertise paired with genuine care. Through his unwavering dedication, The Heights Hospital and Village Health stands stronger in our commitment to better care, better health, and a better life for all.

In Dr. Ratliff, we find not just a surgeon, but a healer, a mentor, and a friend to all who cross his path. His legacy is not just the surgeries he's performed, but the lives he's touched and transformed. The Heights Hospital and Village Health proudly salutes Dr. William Ratliff—a beacon of medical excellence and compassionate care.



"What comes to mind when I think of the Heights Hospital is accommodation. The staff and the hospital as a whole strive to provide excellent care for the patient in the most efficient and caring way. Whether it's nine in the morning or 9 in the evening. It makes working there even in an emergency setting a real pleasure. This is complemented by a first-rate administration that seeks to provide the best care possible. Truly a delight to work there."

- Dr. William Ratliff



Starting September 15, 2023, we are thrilled to announce that Village Health will be accepting Cigna insurance. Our commitment to providing accessible and comprehensive healthcare remains stronger than ever. We look forward to serving more patients with the care they deserve. Stay tuned for more updates on this new partnership in our upcoming newsletters!

CELEBRATING SUCCESS

Reaccreditation Achievements at The Heights Hospital and Spring Hospital

We are thrilled to extend our heartfelt congratulations to the exceptional teams at The Heights Hospital and Spring Hospital for their outstanding achievement in getting reaccredited with CIHQ (Center for Improvement in Healthcare Quality). This reaccreditation reflects their unwavering commitment to providing top-tier healthcare services and upholding the highest standards of quality and patient safety.

The hard work, dedication, and tireless efforts put forth by the teams at both hospitals have truly paid off. We commend each member for their continuous pursuit of excellence and their dedication to delivering exceptional patient care. This achievement is a testament to their professionalism, expertise, and the collaborative spirit that defines our healthcare organization.

In celebration of this significant milestone, we hosted special gatherings at both The Heights Hospital and Spring Hospital. These celebrations provided an opportunity for all of us to come together, applaud these remarkable accomplishments, and recognize the

collective effort that goes into making our hospitals centers of medical excellence.

Once again, congratulations to the teams at The Heights Hospital and Spring Hospital for this remarkable achievement. Your dedication to the well-being of our patients and the communities we serve is truly inspiring. We look forward to continuing this journey of excellence together.



DEVELOPMENTS AT CCRI



2 possible COVID studies

1 study for Respiratory Syncytial Virus (RSV)

CCRI is currently enrolling potential patients for clinical research studies. If you or any one you may know may be interested, please contact our office at 346-396-1217 or visit our website, ccriresearch.com

ILLUMINATING CARE, ENABLING EXCELLENCE

Radiology Department at The Heights Hospital

As we celebrate the remarkable work of The Heights Hospital's Radiology Department, we recognize that their efforts are a testament to the symbiotic relationship between innovation, expertise, and compassionate care. In partnership with the entire hospital team, the radiology department stands as a shining example of how seamless collaboration and cutting-edge technology can truly transform patient care and make a difference in countless lives.

Radiology at The Heights Hospital isn't just about capturing images; it's a journey of continuous growth and unwavering commitment to patient care. Our radiology team stands as a shining example of dedication, progress, and positivity.

Challenge is their constant companion. This team thrives on pushing boundaries and embracing new knowledge. It's no surprise that over the past few months, three of our team members achieved new certifications, showcasing their relentless pursuit of excellence.

From being mainly on-call to now serving on-site 24/7, their evolution has been remarkable. The radiology team's dedication to being available around the clock ensures that patient needs are met promptly and efficiently, embodying our commitment to care.

In the heat of emergencies, the team remains cool and composed. Their presence in the code team is crucial, as they respond swiftly to assist in critical situations, contributing to our patients' safety and well-being.

What truly sets this department apart is their spirit. Often hailed as one of the most optimistic and friendly units in the hospital, their smiles and warmth are like a beacon of comfort to patients and colleagues alike.

Comprising dedicated techs and skilled clerks, the radiology team is a harmonious blend of expertise and teamwork. Their shared commitment to our patients' health and comfort makes them an invaluable asset to The Heights Hospital.

"Everyday we make sure our team plays a key role in keeping the healthcare process smooth," says Andres Perez, head of Radiology at The Heights Hospital. Our imaging work isn't just about pictures; it's about making life easier for our fellow medical teams, so together, we can offer patients the best care journey possible."

In a world of images, the radiology team paints a picture of dedication, progress, and unwavering care. Their story is a testament to Village Health's commitment to delivering exceptional healthcare.



EXPANDING HORIZONS: **DALLAS SURGERY CENTER**

We're thrilled to share the exciting news that Village Health is spreading its wings to Dallas, Texas! This expansion marks a significant milestone in our journey to provide quality healthcare to even more communities.

As we step into this vibrant new market, our team is brimming with enthusiasm and determination. We are motivated by the prospect of becoming a vital part of the Dallas community and continuing our tradition of delivering exceptional healthcare services. Our commitment to compassionate, patient-centered care remains unwavering, and we look forward to building lasting relationships with the people of Dallas as we embark on this exciting new chapter together.

Stay tuned for more updates on our Dallas expansion and how we're dedicated to making a positive impact on the health and well-being of this wonderful community. Thank you for your continued support as we grow and evolve to serve you better.

NOURISHING MINDS

Easy and Healthy Back-to-School Lunch Ideas

Ingredients

- 2 ounces cream cheese, at room temperature
- 1 tablespoon low-fat plain Greek yogurt
- 1 tablespoon sliced fresh chives
- 1 tablespoon chopped fresh dill
- ¼ teaspoon ground pepper
- 2 slices whole-wheat sandwich bread
- ⅓ cup thinly sliced English cucumber

Directions

Stir cream cheese, yogurt, chives, dill and pepper together in a small bowl until well blended. Spread the mixture evenly on one side of each bread slice. Top 1 slice with cucumber slices, then top with the other bread slice, cream cheese-side down. Cut the crusts from the sandwich and cut it in half diagonally.

Cucumber Sandwich



Ingredients

- ¼ cup mayonnaise
- 1 tablespoon cider vinegar
- 1 tablespoon extra-virgin olive oil
- 1 teaspoon poppy seeds
- 1 teaspoon sugar
- ¼ teaspoon salt
- ¼ teaspoon ground pepper
- 4 leaves romaine lettuce, washed, dried and torn into quarters
- 1 cup shredded carrot
- ½ cucumber, cut into spears
- 1 medium apple, sliced

Directions

Whisk mayonnaise, vinegar, oil, poppy seeds, sugar, salt and pepper together in a small bowl. Divide the dressing among 4 small bowls and serve with lettuce, carrot, cucumber and apple.

Kid-Friendly Salad



Ingredients

- 1 8-inch whole-wheat tortilla
- 3 tablespoons tomato paste
- ½ teaspoon Italian seasoning
- ¼ teaspoon garlic powder
- ⅓ cup shredded part-skim mozzarella cheese
- ¼ green bell pepper, sliced
- ½ ounce pepperoni (8-10 small slices)

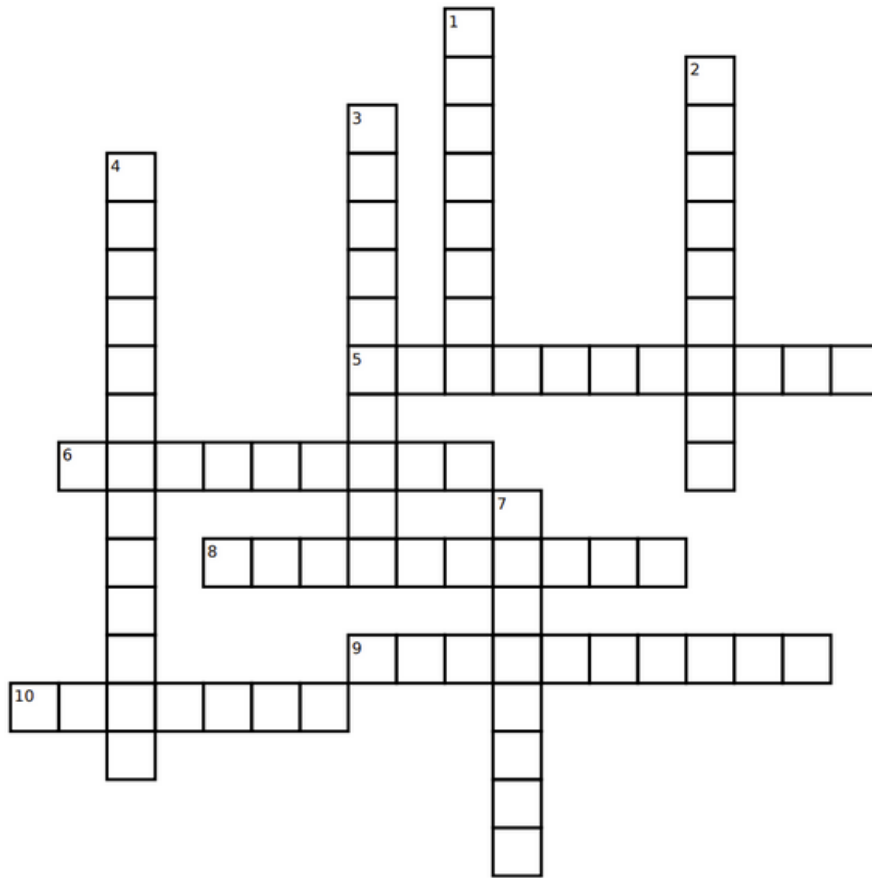
Directions

Preheat oven 425 degrees F. Place tortilla on a baking sheet. Combine tomato paste, Italian seasoning and garlic powder in a small bowl. Spread the mixture over the tortilla. Top with mozzarella, bell pepper and pepperoni. Bake until the cheese is melted and the edges of the tortilla are crisp, 8 to 10 minutes.

Tortilla Pepperoni Pizza



IT'S ALL FUN & GAMES...



E	R	A	C	H	T	L	A	E	H	A	S	A	S
S	I	D	R	S	C	L	E	G	A	L	L	I	V
U	D	U	M	E	D	I	C	A	L	E	C	L	I
R	E	S	E	D	U	C	A	T	I	O	N	C	N
G	M	L	U	N	C	R	S	S	E	Y	C	C	O
I	E	A	C	M	R	E	P	T	N	C	R	C	T
C	R	D	H	R	M	M	U	C	L	O	G	V	S
A	G	C	I	U	A	E	U	C	A	A	R	R	U
L	E	R	T	O	A	E	R	E	C	E	I	A	O
C	N	M	T	S	Y	R	T	A	I	D	O	P	H
E	C	S	C	D	U	U	U	I	N	I	G	L	T
C	Y	M	N	Y	C	N	E	D	I	S	E	R	S
E	N	A	C	I	R	R	U	H	L	E	L	R	E
R	E	O	E	N	T	P	S	H	C	Y	T	A	W

Down

1. Federal health insurance for people 65 years old or older
2. A hospital patient who receives lodging and food, as well as treatment
3. Village Health's new Senior VP of Finance and Operations
4. The specialized treatment given to patients who are acutely unwell and require critical medical care
7. Insurance program that provides free or low-cost health coverage to some low-income people

Across

5. An instrument used to measure temperature
6. Name of Village Health's freestanding emergency rooms with various locations around Houston
8. A drug that keeps patients from feeling pain during surgery or other procedures
9. A drug used to treat infections caused by bacteria and other microorganisms
10. A disease or condition that usually lasts for 3 months or longer and may get worse over time

Words to Find

- RESIDENCY
- EMERGENCY
- SURGICAL
- MEDICAL
- PODIATRY
- SUMMER
- EDUCATION
- VILLAGE
- CLINICAL
- HEALTHCARE
- WEST HOUSTON
- HURRICANE

Employee of the Month

Congratulations to Lauren Cozad for being selected as our Employee of the Month! With an impressive six years of dedicated service at Village Health, Lauren's contributions have been nothing short of exceptional. Her unwavering commitment to excellence, coupled with her compassion and teamwork, has made her an invaluable asset to our organization. We are truly grateful to have Lauren as a part of our team, and we look forward to witnessing her continued impact on our mission of delivering exceptional healthcare.



Lauren Cozad
Director of HIM

BIRTHDAYS + WORK ANNIVERSARIES

BIRTHDAYS

Junaid Ahamd	08/31
Daniel Andrade	08/05
Mary Anguiano	08/26
Taneica Bell	08/23
Nicole Biehl	08/17
JoAnn Byrd	08/13
Brenda Cabrera	08/05
Sana Farooqui	08/06
Jay Garcia	08/03
Agustina Hernandez	08/28
Tabatha Hyatt	08/21
Wendy Jones	08/01
Jalayah Jones	08/26
Neil Lagrada	08/06
Adriana McCray	08/12
Dee McIntosh	08/26
Sherlin McKeller	08/06
Jean McKinney	08/16
Amanda Montemayor	08/16

Yenisleidys Morales Betancourt	08/02
Jessica Nguyen	08/30
Yoelia Perez	08/11
Nadege Remy	08/15
Sonia Salinas	08/25
Alex Sutton	08/23
Zoey Tejada Gonzalez	08/22
Thong Trinh	08/10
Marci Twyman	08/31
Angela Velazquez	08/14
Nisha Waddell	08/15

WORK ANNIVERSARIES

Jean McKinney	08/07 - 1 year
Theresa Fredrick	08/07 - 1 year
Finis Washington	08/11 - 1 year
Lauren Cozad	08/14 - 6 years
Dulce Sanchez	08/15 - 1 year
Peace Ifeduba	08/22 - 1 year
Chalice Garza	08/22 - 1 year
Jany Resendez	08/29 - 1 year
Irena Hargrove	08/29 - 1 year
Celina Guzman	08/30 - 1 year

If you want to read more about healthcare, developments, and other news at Village Health [click here](#) to check out our weekly blogs!

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



digitalmarketing@villagehealth.care