Mission: Provide excellent health care by promoting wellness and healing through trusting relationships.

Vision: To be the regional center of excellence in health and wellness.

Wrapping Up a Successful 2017

As I think of our namesake at this time of year, I cannot help but give thanks for the wonderful people that make up the family of Good Samaritan. Every week I share stories about incredible things that each of you do on a daily basis to make life just a little better for a patient, a family member or a coworker. It gives me tremendous pride to say that I work at a place where EVERYONE treats our patients like a family member and NOT like a number.

I wanted to share examples of the incredible things that took place in 2017 thanks to your hard work and focus on making Good Samaritan better every day:

PATIENT SAFETY & QUALITY

Serious Safety Event Rate - The revised serious safety event rate through October 2017 is 0.56. We had no serious safety events in October of 2017. We began measuring events of harm to our patients back in 2009-10. The measuring of harm and near misses allows us to be aware of how the care we provide is affecting the patients we serve. Over these many years of monitoring of safety events, we have seen the rate decrease every year because of the processes and policies we have put in place to streamline and add consistency to the care we provide.

VBP Score - 10.3% better than the state average and 12.1% better than the national average - VBP is a Federal program designed by the Centers of Medicare and Medicaid (CMS) to add value to health care purchasing. Nearly 3,000 hospitals nationwide participate in the VBP program.

All Cause Readmission Rates decreased from 12.0% in January to 10.9% in September for all payors - Readmission rates are a focus for every hospital because in theory, we can assume our patients are being well cared for in the hospital and on the outpatient side if they don’t require another inpatient stay within 30 days of their initial discharge. The efforts at Good Samaritan to reduce readmissions have included:

1. Enhanced patient education on: CHF, AMI, Pneumonia, Stroke, COPD
2. COPD Navigator
3. Readmission Risk Scoring
4. Provider follow-up visits for moderate and high readmission risk patients

Hospital Star Rating - Improved from 3 Star to 4 Star - The Centers for Medicare & Medicaid Services (CMS), in partnership with Hospital Compare, has developed the Hospital Quality Star Rating. Each hospital is assigned between one and five stars, reflecting the hospital’s overall performance on selected quality measures. Click HERE to view Good Samaritan’s hospital profile.

PATIENT EXPERIENCE

The focus of the table below is to show that Good Samaritan has made significant strides in reducing patient suffering through compassionate care. It is a global assessment of how well we meet the needs of our patients through clinical outcomes, operational efficiencies, living our mission and values, and showing caring behaviors. Press Ganey took questions from our survey and placed those in domains that are listed on the left of the table. Each domain represents a set of questions which they arrive at a percentile rank amongst their database. Our improvement from 2016 to 2017 has moved us from the third quartile or below average to the second quartile or above average. Good Samaritan’s goal is to reach the TOP quartile in 2018!

The Clinical domain connects clinical excellence (skill) with outcomes data and patient reported measures, including nursing-sensitive indicators, specifically: Skill, Pain Management and Discharge Preparation.

The Operational Domain connects efficiency and effectiveness with quality, specifically: Wait times, Environment (cleanliness and noise), and Amenities (room décor, food).

The Caring Behaviors Domain connects behaviors with engagement of staff through patient experience data, specifically: Courtesy & Respect, Communication, Responsiveness, Personal Needs, Empathy, Privacy, Choice and Service Recovery.

The Cultural Domain connects the organization’s mission, vision and values with engagement and experience data, specifically: Teamwork.

The Global category is measured from the overall rating and likelihood to recommend (the loyalty factor).

<table>
<thead>
<tr>
<th>Suffering Component</th>
<th>2016 Percentile Rank</th>
<th>2017 Percentile Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture</td>
<td>42</td>
<td>55</td>
</tr>
<tr>
<td>Clinical Excellence</td>
<td>37</td>
<td>54</td>
</tr>
<tr>
<td>Caring Behaviors</td>
<td>44</td>
<td>54</td>
</tr>
<tr>
<td>Operational Efficiency</td>
<td>58</td>
<td>60</td>
</tr>
<tr>
<td>Global</td>
<td>48</td>
<td>56</td>
</tr>
</tbody>
</table>

Continued on Page 3
This Past Year in Shining Stars

December’s Shining Star is Kevin Kent

Endoscopy Tech, Kevin Kent, was nominated by his fellow department staff for the December Shining Star Award. Kevin always has unwavering professionalism, dedication and compassion in the face of adversity. He works diligently to support Good Samaritan by committing himself to his patients. Kevin works full-time, takes 120+ hours of call every other week and makes himself available to anyone in need. He can always be found with a smile on his face and has received several positive comments about his performance. He is a team player that goes above and beyond expectation on a daily basis. Kevin welcomes challenges with a positive attitude and smile. There is an ease and comfort between him and patients that indicates a sense of trust and acceptance.

Kevin, (holding certificate), is congratulated for being the December Shining Star by Rob McLin, President and CEO; Dodie Hafer, Director of Endoscopy; Matt Schuckman, Vice President of Operations; and his fellow co-workers. Click HERE to see the presentation of Kevin’s award.

November’s DAISY Winner is Kim Bauer

Hospice nurse, Kim Bauer, was nominated twice for the DAISY for two separate acts of kindness. The first nomination stated that Kim had witnessed a vehicle accident at Second and Broadway in Vincennes. While waiting for the authorities, Kim safely parked her car, then went to each vehicle involved, introduced herself as a nurse at Good Samaritan and made sure everyone was okay. Thankfully, no one was injured, but Kim’s kindness, concern and willingness to help meant so much to all involved.

The second nomination mentioned how wonderful Kim’s care was of a cancer patient on Hospice. Throughout the patient’s entire Hospice journey, Kim’s love and kindness were continually above and beyond. She kept the patient’s family informed and was always available to answer any questions. She stayed with this patient all day during her daughter’s wedding and was determined to give her patient a memorable special day with her family. Kim not only provided the best possible care, but she was also extremely supportive to the patient’s entire family as they dealt with the most difficult time of their lives.

Kim, fourth from right, is congratulated for being the November DAISY Winner by Karen Haak, Chief Nursing Officer; Rob McLin, President and CEO; Jane Russell, Director of Continuum Care; Margie Suozzi, Director of Women’s, Children and Medical Nursing; and her fellow staff.

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5 Patient Experience
   Heart Healthy Recipes

6 New Hires
   United Way Results

7 Ugly Christmas Sweater Day
   Cinnamon Bun Sales

8 Holiday Expectations
   New Year, New You!
Town Halls and continuous executive communications - Throughout 2017, Good Samaritan leadership has maintained open communication about the organization and the future of health care. Information in emails, town halls, meetings, bulletins and other forms of communication has been an important component of employee engagement and will continue in 2018.

New Physicians
- Andrei Croitoru, MD - Hospitalist
- Sugata Sensarma, MD - Pulmonology
- Vinil Bhuma, MD - Hospitalist
- Matthew Hermansen, DO - Anesthesia
- Steven Maynard, MD - Anesthesia
- Lindsey Fleshman, DO - General Surgery
- Joseph Mansour, MD - Hospitalist
- William Alfred, MD - Neurology
- Nadir Ishag Osman, MD - Neurology
- Peter Lai, MD - Radiation Oncologist
- Douglas Debenham, MD - Radiation Oncologist

New Advanced Providers
- Jennifer Inman, FNP-C
- Linda Linneweber, NP-C
- Lindsey VanSchoyck, FNP-C
- Allison Holt, FNP-C
- Meaghan Meeks, PNP-C
- Stephanie Lowrance, NP-C
- Julie Owen, ACNP
- Melissa Lough, FNP-C
- Evelyn Blanchard, PA-C
- Kelly Sparks, PA

Employee Opinion Survey - This past May, Good Samaritan employees participated in an employee opinion survey with 80% participation, better than the national average of 74%. Overall, the seven questions measuring engagement increased by 15 points to the 49th percentile. The greatest increases were in the following: “My job is secure,” “Senior leadership communication,” “I can tell my supervisor what I think,” “People in my department communicate well with each other,” and “I trust the people with whom I work with.”

TEAM

Foundation Capital Campaign: Medical Education Center - Our Foundation department has been working diligently to kick off our capital campaign for the Medical Education Center. This center will be utilized by employees for ongoing training and education purposes, the community for meetings and conferences and our future medical residents will be able to use the space for their residency training. The center will be a great asset to Good Samaritan and the community.

FQHC - Good Samaritan Family Health Center, Inc. - Good Samaritan’s venture into starting a FQHC will be an expansion on the services already provided by the Primary Care Clinic, which helps those who are underinsured, noninsured and underserved in general. The goal is to expand this care to provide behavioral health and dental services. Andrea Cole, Executive Director of Primary Care and Behavioral Health, along with her team have been working behind the scenes going through all the necessary steps to get our FQHC under way.

Wellness Programs - Good Samaritan’s wellness clinics in Knox and surrounding counties are making a positive impact on the lives of our patients. The success of Community Health providing free screenings and education throughout our service area is outstanding. They have already provided 31,641 screenings this year. This past May, Good Samaritan partnered with Toyota Boshoku America, Inc. in order to provide employer based clinics at their Princeton and Lawrenceville locations. The onsite clinic at both locations will improve access and convenience for employees, improve productivity, improve health outcomes, and promote wellness and the importance of preventive care.

STEWARDSHIP & GROWTH

Epic Implementation - Recently Upgraded in June 2017 - There was a double-upgrade this year to the Epic software. This enabled new functionality and elevated the software to the most current version. Bi-monthly, the system is being updated with the latest enhancements to ensure the environment is stable for our user community. These updates are being installed via a new process which only requires a 30-minute “system pause” for implementation. This minor pause has had a significant, positive impact on lessening system downtime; which ensures our clinical staff have a system more readily available for providing patient care.

IU Residency Consortium - Psychology residents will begin at Good Samaritan in 2019, and the first Internal Medicine residents will be here in June of 2020.

Excelerate - Cleveland Clinic (Savings of $722,293) - Through its joint venture with Cleveland Clinic and Vizient, Inc., Good Samaritan joined Excelerate in 2016 and has seen many benefits of the partnership. Good Samaritan utilizes all of Excelerate’s contracts with a focus on its’ physician preference and clinical preference portfolios. These portfolios offer a unique, physician-driven and evidence-based approach to sourcing for medical equipment and supplies – finding the best products with the best patient outcomes.

Apogee Partnership - Our hospitalist program is now working with Apogee Physicians, a group of medical providers who specialize in inpatient medicine. These providers care for patients within the hospital.

Clinical Radiology - Good Samaritan recently formed a new partnership with Clinical Radiology. This group of radiologists are led by Good Samaritan radiologists, Dr. April Cox, and Clinical Radiologists Program Director, Dr. Robert Haag. Based in central Illinois, Clinical Radiologists have more than 70 board certified radiologists covering all radiology sub-specialties.

Mako Robotics - The recent purchase of Stryker’s Mako Robotic-Arm has been a huge success. The robotic arm technology is an innovative tissue-sparing procedure, with implants designed to result in a more natural feeling joint replacement. Dr. David Miller and Dr. Terry Fenwick have been using this technology to assist with partial and total knee replacements, as well as total hip replacements.

Urolift - Urologists William Vaughn, MD and Bart DeBrock, MD are now treating patients with the UroLift System, the first permanent implant to treat symptoms due to urinary outflow obstruction secondary to benign prostatic hyperplasia (BPH) in men 50 years of age or older. The UroLift System provides fast and meaningful relief from BPH symptoms, improving overall quality of life for our patients.

BEACON - The final projects of the BEACON plan were completed this year including: demolition of Memorial, LaSalle and Gibault buildings, completion of the LaSalle inpatient unit on 3 CTE, Emergency Department renovations, kitchen remodel, completion of employee parking lots, and the preservation of the incinerator building.

None of this was possible without your dedication and amazing teamwork! You are the reason we are able to live out our Mission on a daily basis: To provide excellent health care by promoting wellness and healing through trusting relationships! You are the reason I remain committed and confident in our Vision of being the Regional Center of Excellence in health and wellness! Please, don’t ever forget how special each of you are and the difference you make in the lives of our friends, co-workers and especially strangers who cross our paths each and every day.

Have a Blessed Christmas and Happy New Year!

December 2017 | Page 3
November’s Cultivating Care Winner is MiKayliegh Hout

MiKayliegh was nominated for the Cultivating Care Award because she always goes above and beyond for patient care. She is always busy taking care of her patients, packing their belongings, providing encouragement and interacting with nurses and families. She is often pulled to different units and always has a smile on her face and never complains. No matter which floor she is on, she gives 110%.

MiKayliegh (third from left), is congratulated for being the November Cultivating Care winner by her fellow Inpatient Rehabilitation co-workers; Steve Wissel, Director of Physical Medicine and Inpatient Rehabilitation; Lindsey Griffin, Inpatient Rehabilitation Nurse Manager; Rob McLin, President and CEO; and Karen Haak, Chief Nursing Officer. Click HERE to see MiKayliegh’s award video.

Keys to a Successful Transfer Request

Based upon this recognition, it is the hospital’s policy to promote employees whenever possible to fill vacancies on the following basis:

- Must have worked six (6) months in current department prior to applying for transfer (excludes inter-department transfers)
- Job performance and attendance
- Employee must be in good standing (no active disciplinary action)
- Experience or training to do the work

Employees are required to inform their current supervisor before attending an interview with another department.

* Please ensure that transfer requests are updated for the specific job that you’re applying for and include any relevant experience and/or qualifications you have for the position.

Employee Christmas Dinner

Wednesday, December 13

11 a.m. - 1:30 p.m. | 5 - 6:30 p.m. | 12 - 1 a.m.

Dining Rooms C, D & E

Roast Turkey | Corn | Green Beans
Mashed Potatoes & Gravy | Sweet Potatoes
Dinner Rolls | Cobbler | Beverages

For carryout orders, please call 885-3300 by December 8 to place an order and arrange a pick-up time.

Performance Excellence

Teamwork Continues - Good Samaritan is required to submit data to Anthem on an annual basis, which is then used in determining our allowable rate increase for the following year. The information submitted is divided into the following four categories.

- **Patient Safety** – Includes meaningful use adoption, medication reconciliation, post hospital care follow up, DVT/VTE prophylaxis with c-section delivery, etc.
- **Health Outcomes** – Includes immunization and Perinatal Care Core Measure compliance, hospital acquired infection data (i.e. CAUTI, CLABSI, SSI, C-Diff, and MRSA), readmissions, American College of Cardiology data, etc.
- **Member Satisfaction** – Includes patient experience data related to overall rating, medications explained, preparation for recovery at home, and communication.
- **Bonus** – Includes National Surgical Quality Improvement Program (NSQIP) participation, patient safety culture survey, antibiotic stewardship program, etc.

The data listed to the left is impacted by various services/departments throughout the organization. This includes support from Senior Leadership in the various initiatives, care given by the front-line staff in implementing the practices and daily striving to prevent hospital acquired infections, data abstraction from the Dayson Heart Center in timely submission of the American College of Cardiology and taking action based on the data, and ongoing monitoring of the data throughout the year by the Performance Excellence Department to ensure that the maximum points are achieved. In addition, the Medical Staff is involved in addressing the Perinatal Care Measure related to nulliparous women with a term, singleton baby in a vertex position delivered by c-section.

Due to the outstanding teamwork that occurred in 2016, Good Samaritan achieved the points needed for maximum reimbursement. Without teamwork, Good Samaritan will not succeed. One department cannot be responsible for the success of all the areas. As employees we may be involved at different levels or in different areas in determining the success on our Anthem scorecard; however, we must always remember that we are all involved. Each day we are helping to impact the overall success of the organization. Remember, taking that extra step may prevent a CAUTI or it may give the patient what they need to recover at home and thereby affect member satisfaction. Stay focused on working together for the good of the patient and the organization.
**Patient Comments**

<table>
<thead>
<tr>
<th>Comment</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Everything went exceptionally well. I appreciate the quality care and exceptional facility we have.”</td>
<td>Ambulatory</td>
</tr>
<tr>
<td>“I was very impressed with how I was treated and how quickly I was seen.”</td>
<td>Emergency</td>
</tr>
<tr>
<td>“All the hospital staff was great. Couldn’t ask for better care.”</td>
<td>Inpatient</td>
</tr>
<tr>
<td>“It’s always a good visit. It’s like going to visit old friends.”</td>
<td>Outpatient</td>
</tr>
<tr>
<td>“Very good doctors and nurses always treat you with respect.”</td>
<td>Physician Network</td>
</tr>
<tr>
<td>“I really appreciated the time spent with me to listen and encourage.”</td>
<td>Inpatient Behavioral Health</td>
</tr>
</tbody>
</table>

**Patient Experience**

When we consider the patient experience, we generally think about employees in the hospital who are clinical. They spend their days providing direct patient care. Although these employees are vital to the success of Good Samaritan, it is important to consider how non-clinical staff contribute to the patient experience as well. Each month, we will be featuring departments that help the hospital maintain high patient experience results. It takes all of us to provide world-class care!

**PURCHASING**

The Purchasing Department impacts the patient experience in a positive manner by assuring that quality supplies and equipment are always available to our patient care staff, both on-campus and off-campus, for the ultimate benefit of our patients. We work under a “patient first” philosophy, as illustrated below:

- Our Inventory staff makes sure that our storeroom has adequate inventory to satisfy all departmental and patient needs.
- Our buyers order special departmental supplies, and track deliveries to be sure that they arrive in a timely manner.
- Our par cart attendants stock departmental par carts nightly to assure availability to the clinical staff in the morning, and adjust par levels to address changes in usage and census.
- Our CQVA Facilitator and Contract Coordinator work with patient-care staff to standardize and promote cost containment with absolutely no sacrifice in quality or safety.

**From Left to Right:** Cammy Chance, Materials Management Specialist; Sue Smith, Assistant Inventory Coordinator; Laura Jimenez, Contract Coordinator; Jan Beasley, Director of Materials Management; Betsy Street, Buyer; Tim Schmidt, Inventory Attendant; Terry Potts, Buyer; Carla Peters, Inventory Coordinator; and Chet Goff, CQVA Facilitator. Not Pictured: Dan Welton, Capital Buyer

**Par Cart Attendants:** Julie Helderman and Mary Steffey

**Searching for Heart-Healthy Recipes**

The Dayson Heart Center is preparing a small heart-healthy cookbook and they need your help! Maybe you use lean turkey in your tacos, replace butter with unsweetened applesauce in your baked goods or swap sour cream for low-fat yogurt. All recipes will be accepted, but due to the small size of the cookbook, some may not be chosen for the publication. We are looking for any and all types of meals that you would like to share. If you have a delicious recipe that is healthy and tasty, send them by email to Mallory Hughes at mnhughes@gshvin.org by December 29.
Promotions

Angela Bryant – Pharmacy – Staff Pharmacist TO – Pharmacy – Pharmacy Staff Development Supervisor

Sydney Byrne – Trauma – Clerk Typist – TO – Trauma – Coder/Abstractor

Amy Collins – Inpatient Rehab – Patient Care Technician – TO – Medical/Surgical – Staff Nurse

Traci French – GSPN Administration – Director Operations/ Surgical Division – TO – Patient Accounts – Director of Physician Billing


Judy Jerrell – Patient Accounts – Billing Manager – TO – Patient Accounts – Director of Hospital Billing


Shannon Meek – Emergency Services – Staff Nurse – TO – Emergency Services – Charge RN

Robyn Primus – MCV Pediatrics – Medical Assistant – TO – Patient Access – Pre-Cert Benefits Analyst

Adam Street – Food Service – Food Service Assistant – TO – Food Service – Food Service Cook

Dan Welton – Endoscopy – Endoscopic Technician – TO – Purchasing – Capital Buyer

Environmental Services
- Sarina Clifton - Environmental Services Assistant
- Daide Deisher - Environmental Services Assistant
- Gretchyn Sapp - Environmental Services Assistant
- Preston Braithwaite - Environmental Services Assistant
- Samara Lenning - Environmental Services Assistant
- McKayla Johnston - Environmental Services Assistant

Food Service
- Rhetta Bowman - Food Service Assistant

Nursing Services
- Kara Cates - Staff Nurse, Medical / Surgical

Sleep Disorders Center
- Olivia Roberts - Polysomnographic Technologist

Surgical Unit
- Katherine Van Drie - Patient Care Technician

TBIN Princeton
- Susan Snider - Receptionist

October New Hires

2017 United Way Results

**Good Samaritan’s goal was $85,000**

Total pledges and cash donations received from employees and physicians were:

$76,384.54 - 90% of Goal

Because of your generous hearts, 718 Good Samaritan employees donated an average of $106.39 this year. There were 16 out of 30 teams that met or exceeded their goal. Thank you to everyone for your generosity. Our employees are committed to making Knox County a better place to live and work. We are grateful for the effort and hard work of the team leaders who distributed and collected pledge cards from co-workers.

During the United Way Celebration on Friday, October 27, the William Hagerty Team Excellence Award was presented to Materials Management, which includes Purchasing, Receiving and Print Shop. The award was named in honor of long-time orderly Bill Hagerty, who was an amazing United Way supporter. The Most Improved Award went to Environmental Services, Security, Laundry, Switchboard and Clinical Informatics and Education.
‘tis the season... TO ROCK UGLY SWEATERS

WEDNESDAY, DECEMBER 13

Please share your ugly Christmas pictures with us by email to Mallory at mnhughes@gshvin.org. We will be posting photos throughout the day on Facebook.

December Anniversaries

Amber Barker ............... 5
Christina Mills ............. 5
Erik Seyer ................... 5
Lisa Steel .................... 5
Madelyn Taylor ............ 5
Velaria Wyant ............ 5
Becky Coleman ............. 6
Libby Gartner ............... 6
Karen Haak .................. 6
Kerri Pruitt ................. 6
Joyce Stoelling ............ 6
Barbara Berry ............... 7
Denise Bridges ............. 7
Mary Cleveland ............. 7
Kathleen Copp ............... 7
Holly Cork .................... 7
Kelly Crews .................. 7
Nancy Decker ............... 7
Belinda Devine ............. 7
Tracy Earley ................. 7
Lesa Edgin ................... 7
Dorothy Fish ................. 7
Heide Goffner-Campbell .. 7
Mary Goldsboro ............. 7
Michelle Gosnell .......... 7
Michelle Grube ............. 7
Kimberly Haggard ........ 7
Laurie Hazelman ............ 7
Sheila Herman ............... 7
Ashley Irvin ................. 7
Melinda Legout ............. 7
Zoe Lukens ................... 7
Mishelle Luking ............ 7
James McCrery .............. 7
Andrea Miller ............... 7
Laura Montgomery .......... 7
Cathy Mouzin ............... 7
Denise Obermeyer .......... 7
Stephanie Petelle ........... 7
Deborah Price ............... 7
Lori Quintet ................. 7
Jill Rauh ..................... 7
Cathi Smith .................. 7
Diane Smith .................. 7
Cynthia Stafford ............ 7
Amanda Steininger .......... 7
Aaron Tyner ................. 7
Nancy Utt ..................... 7
Karen Vankirk ............... 7
Mary Wagner ................. 7
Amanda Wampler ............. 7
Barbara Williamson ........ 7
Tammy Wonning ............. 7
Kary Polston ................. 8
Dianne Blackard ............ 10
Susan Thompson ............. 10
Carol Boyer .................. 11
Janet Clinkenbeard ........ 11
Jane Fiscus ................... 11
Julia Utt ....................... 11
James Billman ............... 12
Amanda Dillon .............. 12
Abbie Davidson ............. 13
Jenell Hay ..................... 13
Reene McClain ............... 13
Kendra Shaw .................. 13
Marlene Richardville ....... 14
Steven Harris ................ 15
Keith Monroe ............... 15
Virginia Roberts ............ 17
Jon Channess ............... 18
Denise Memering ............ 18
Marie Wilson ............... 18
Diana Yockey ............... 18
Charles Flick ............... 19
Emily Wilber ............... 19
Brook Strahle .............. 21
Barbara Toole .............. 22
Bruce Brown .................. 24
Christine Carie ............ 24
Holly McKinnon ............ 27
Joel Blakley ............... 28
Gisela Fletcher ............ 28
Scott Siewers ............... 28
Cheryl Bahr .................. 29
Douglas Fehlinger ........ 30
Denise Ridgway ............ 30
Beth O’Dell ................. 32
Sharon Cooper .............. 36
Timothy LaMarche .......... 36
Tammy Howell .............. 37
Linda Gainor ............... 38
Cheryl Yochum ............. 39
Norma Cardinal ............ 40
Michelle Richardville .... 40
Cheryl Stoelting .......... 40
Jo Miller ..................... 50

Physician Anniversaries

Heather Ludwig-Akers, MD ...5

CINNAMON BUNS FOR BABIES

December 21 and 22
Conference Room B
11 a.m. to 1 p.m.

$10 Each for an 8 x 8 Package

All proceeds will go toward our local BABE store which provides families with baby essentials such as diapers, bottles, car seats, & more!

Cinnamon Buns are made by Kaye Holscher Catering; No preservatives, fully licensed and inspected.

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How to Keep Your Holiday Expectations in Check

Expectations are tricky - Especially during the holidays

How the holidays affect you can have as much to do with your expectations as the holidays themselves. Which means, while you may not be able to control holiday situations, you can control how you feel about — and react to — the holidays by managing your expectations!

1. Don’t idealize the holidays - You need to remember that the Hallmark Channel is full of movies that give you that warm and fuzzy, wonderful, perfect snow and perfect gift kind of holiday… but that’s HOLLYWOOD… not real life. The snow is plastic, the actors have people to dress them and make them up, the boxes are empty and the food is fake. Don’t try to compare yourself to television. You will always fall short! Life isn’t perfect, and holidays are part of life. Embrace their imperfections.

2. Be OK with celebrating your own way, even if it’s unconventional - Don’t fall prey to the clutches of commercials, advertisements and movies. Celebrate your way. It’s ok to serve pizza on Christmas if that works for your family. It’s ok to give hand-made gifts or cards if money is tight. Make your own traditions - sometimes the unconventional ones are the most meaningful and memorable!

3. It’s OK to say NO - Whether it’s social engagements, parties or another gift exchange, if it adds more stress than joy - say NO. Don’t ruin the joy of the season dreading events or feeling resentful for the time and/or money you are spending doing something you don’t want to do.

4. You can enjoy the holidays without over indulging - You don’t all of the sudden get hungrier just because it’s December. We overindulge and put on the pounds because there is so much more available. Be mindful of the extra calories that lurk at every party, in every office and every treat bag that makes its way into your house. Just because it’s there, doesn’t mean you HAVE to eat it. Listen to yourself. Are you truly hungry? Have you eaten any healthy foods to fuel the extra stress and business of the season?

5. Don’t expect family members to be different because it’s the holidays - One of the biggest stressors during the holidays is getting together with family and quickly realizing why it is that you only see them during the holidays. Remember that you can only control you, so let go of any preconceived notions of how you’d like them to be. You can’t change other people, but you can change your reaction to them. Deep breathe through those stressful conversations, hold your tongue after critical comments and avoid any of the most stressful situations you can. Fill your mind with positive thoughts and enjoy the holidays in spite of those family challenges!

6. Prioritize to manage expectations - Hopefully you realize you can’t do it all during the holidays. So pick out those one or two things that are really important to you during the season and make sure they get done - and done well. Instead of doing 100 things haphazardly, really enjoy the couple things that are truly important to you.

The holidays don’t have to be the most dreaded time of the year. Be proactive in making reasonable plans, sticking to a budget, being mindful of how much you eat and drink, staying active and positive. Make this time of year special - but in your own way!

New Year - New You!

Start the New Year off right! Join Weight Watchers at Work!

New 17 Week Session begins WEDNESDAY, JANUARY 24
10 to 10:15 a.m. - Weigh-In | 10:15 to 10:45 a.m. - Meeting | Conference Room B

$186/17 week session includes FREE e-tools! Payroll deduction is available for 6 pays ($31/pay)!

For those on the Good Samaritan Medical Plan with a BMI > 30, financial incentives are available, including $50 for each 5% weight loss and 50% reimbursement for attending 14 of 17 meetings.

Thinking about making changes in 2018?

For more information call Susan at 3316 or email slyochum@gshvin.org.