**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.

---

**United Way 2016 - Keep the Ball Rolling**

It is once again time for the United Way campaign! Now is your chance to help Good Samaritan raise money for the United Way of Knox County (UWKC). Your pledge and cash contributions assist area residents in need. This year’s hospital goal is $85,000 and the hospital campaign will start on September 26. Last year, Good Samaritan employees, volunteers and physicians contributed nearly $89,000. We surpassed the goal by 104%! Donation forms for this year's campaign will be handed out soon.

Because of your contributions last year, the United Way is funding Knox County’s Kindergarten Jump Start for two additional years. In the last two years, 152 students have attended Jump Start. 120 students in Kindergarten through third grade received tutoring from their teachers. This program will be fully funded for three additional years thanks to your help.

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**Early Childhood Brain Development Symposium**

The Knox County United Way, CASA, Children and Family Services and the Vincennes Kiwanis is sponsoring an Early Childhood Brain Development Symposium on September 14 at Vincennes University. 85% of brain growth happens in children between the ages of zero to three years old. Dr. Nancy Swigonski, a pediatrician from Riley Hospital, will be speaking to direct-care staff of youth workers engaging families and encouraging referrals to pediatricians. The symposium will be held in the Trailblazer Room from 11:30 am to 1:00 pm. Those who are interested in attending can receive an invitation by contacting the United Way at 812-882-3624. You can also learn more information by visiting [zerotothree.org](http://zerotothree.org).

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**UNITED WAY PARTNER AGENCIES**

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September’s Shining Star is Emily Montgomery

Emily Montgomery, ICU Nursing Assistant, went above and beyond for a family in need while they were in the ICU. She met an elderly patient and her daughter, who is raising her 10-day-old and 18-month-old grandchildren after their mother decided she did not want to care for them any longer. The family raising the children were elderly and did not have much money or resources for the children. The baby’s blanket was very dirty and smelled of smoke. The only two bottles they had were also dirty and could not be used. Emily took it upon herself to buy the baby new bottles, a new blanket and a few new outfits. She also purchased a few new toys for the 18-month old as well. Emily brought the items to the family, who were speechless and had tears in their eyes. They were so thankful for her kindness and the little 18-month-old was so excited to get new toys. The family took a photo of Emily and the two children so they could always remember her kindness. It was a touching moment that makes us thankful for all that we are so fortunate to have, when this family had so little. This is what makes Good Samaritan so great - wonderful employees like Emily.

August DAISY Winner is Dorothy Laughlin

Dorothy Laughlin, Emergency Room nurse, is the August Daisy Award winner. Her knowledge of nursing and her willingness to help others has made her a vital member of the ER team. When a new nurse arrives on the unit, she is the first to teach them necessary skills that will make them successful as a nurse. Dorothy exemplifies the Mission, Vision and Values of Good Samaritan daily. She is an excellent educator of families, patients and staff. Her experience allows her to possess excellent critical thinking and decision-making skills. We are thankful for Dorothy and the great care she provides to patients every day.
Wellness Salute

Patient Satisfaction

Congratulations to LaSalle Behavioral Health and SDSO for their success in Teamwork!

Good Samaritan continues to focus on improving our Teamwork patient experience scores, which correlate with the Press Ganey survey question “Staff worked together to care for you.” Congratulations to LaSalle Behavioral Health for reaching the 99th percentile rank in teamwork and the Ambulatory Department Same Day Surgery Operating Room for having the most improved unit percentile rank, reaching the 80th percentile, in the second quarter of 2016!

For tips on building teamwork, click here to watch Press Ganey’s UP! Webinar Building Teamwork to Support Care Coordination.

To Communicate

To communicate is the key to success
Without communication we fail to do our best
To communicate is essential at home and at work
Daily communication should be our number one perk
We all have a voice to communicate with in our own way
Without communication we have nothing to say

Once upon a time there was a very simple man
His name was Kermit Ingram and he worked at Good Sam
Kermit was known to tell a joke and make us smile
He didn’t know a stranger, that was his own unique style
One night a drunk driver took our Kermit away
You’re sadly missed by so many, we hope to see you again someday

These poems were written and shared by John Brashear who works in the Nursing Department as an Orderly.

This poem was written as a tribute to Kermit Ingram who worked in Environmental Services and was sadly killed last year in a motor vehicle accident.

What healthy/lifestyle-related change(s) have you made? I stopped smoking.

How did you make the change/what have you been doing? The health office gave me patches to wear and I wore them as needed.

What motivated you to make the change? My mother, who was a lifelong smoker quit due to health issues. At the same time, I learned that my daughter was pregnant and she was going to quit smoking. We all decided to quit at the same time.

Tips for success/staying motivated? I had to change my daily routine. I used to smoke as soon as I got in the car, after eating, etc. I tried different activities to take my mind off smoking. My grandson also helps me stay motivated.

How has it made you feel? I do not get short of breath. My breath, clothes, car and house smell 100% better.

Anything else you would like to add? I still have cravings and it is something I will always have to fight.

Nancy Plummer
CBO Patient Accounts Scanner
Lean Six Sigma

Word Search!

K N O T E N I H S P H I N S G
I A S L I E S N S O P P R T O
D U I C T T I E V K R T K A T
I E T Z T H A T N E O T M N A
N K S I E N G H M Y C O R D E
P E U F H N F G I O E C I A N
U E S N G T T I H K S A T R O
T W T N A B N A K E S K H D I
I C A I P Y O R U S I I C O I T
U W I L S O D T N O T A B Z A
E O N D O U I S N A E L N E I
G L A T A T L L L E E B A N R
S L I X S P I G M A E M A N A
T E R A N U M B E R R O N V
C Y C L E T E E T S A W G

After you have located and circled all the Lean Six Sigma terms in the diagram, read the leftover letters to find a hidden reminder from the Lean Six Sigma Department.

Black       Shine
Cycle       Sort
Green       Spaghetti
Input       Standardize
Kaizen      Straighten
Kanban      Sustain
Lean        Takt
Output      Variation
Pokeyoke    Waste
Process     Yellow

Employee Opinion Survey Results

We are pleased to share with you the results of the ten-question opinion survey administered in July. **Thank you to the 890 employees who took the time to participate.** The questions in the survey were chosen to measure the change since our full survey in May 2015 with eight of the ten questions chosen to focus on the “employee engagement” category, which is vital to our success. The other two questions were those we selected as house-wide action plans following the May 2015 survey.

ENGAGED employees are our goal. Engaged means functioning at a high level of understanding of our Mission, Vision and Values while providing outstanding service for our patients. As we learned in the feedback provided in many of our Town Hall sessions, employees believe engagement is where we need to enhance our focus – highly engaged employees will provide high quality care which will lead to strong patient experience results.

These results indicate improvement in eight of ten questions with one falling and one remaining constant. We will continue working with our departmental leaders to address the action plans formed last year following the full survey, while incorporating the results of this survey into those plans.

“Very special thanks to those who took time out of their busy schedules to complete the interim survey,” said Rob McLin, President and CEO. “With the world of health care becoming more difficult, your feedback is crucial. We are making decisions which are not always popular, but we truly believe every move we make positions us for long term success. Nothing is more important than your engagement. Your feedback gives us continued encouragement that we are heading in the right direction. With Beacon nearing completion and EPIC live, we are entering the coming year with an opportunity to completely focus on employee engagement and patient experience. You are the reason we are a world class regional center of excellence! Thank you.”
"Very good attention by everyone that helped me. I felt so care for and important by all."

–Ambulatory

"Each visit we are treated with kindness and respect."

–Emergency

"Outstanding facility for outstanding care."

–Inpatient

"I have been to Good Samaritan many times and have always been treated with the utmost courtesy."

–Outpatient

Performance Excellence

Safety Role Model Award - Roger Franklin, RN

Roger Franklin, Emergency Services RN, and a coworker recently encountered a patient safety issue with one of their patients. With the transition to Epic as our electronic medical record, patients may have records from Deaconess Health System in which orders not held may appear as active and needing to be given when presenting to Good Samaritan. Andrea Warner, ER Nurse, brought the issue to the attention of Roger and he began to question the orders. He investigated those orders and realized that those medications were not to be given to the patient during the current visit. He then persistently followed up with Randi Sims, Clinical Informatics and Education, to see if there was a way that this could be prevented in the future. As a result of his persistence, Randi was able to enter a HEAT Ticket on the issue, which has now been escalated, and awareness has been raised as to the potential for this to occur while it is resolved.

Considering the volume of patients that come through ER on any given day, Roger could have indicated that he was too busy and simply recommended administering the orders “trusting” that the EMR was correct. Thanks to his awareness of the patient’s safety, he chose to take the time to question. His actions are a role model for all employees at Good Samaritan.

While Epic offers many features electronically, it is imperative that we not rest in false security that everything is correct. As referenced in the July Highlights, Stopping the Line is sometimes the appropriate response in caring for our patients and keeping them safe. Thank you, Roger, for your outstanding service to our patients and dedication to Patient Safety!

RN Satisfaction Survey

Good Samaritan is a member of the National Database of Nursing Quality Indicators (NDNQI®), which is conducting a survey of all the nursing staff. By participating, you could earn a $100 Visa gift card! We chose to be part of this survey because it is important for us to know the opinions of our nurses. We plan to use your responses to make unit level and departmental level improvements.

Your participation is voluntary. Your job will not be affected by participation or nonparticipation. Your response will be anonymous and will go directly to NDNQI. NDNQI will analyze the data and provide us a summarized report.

The survey will be conducted online. The survey website will be available to you for the three week period starting midnight Eastern Standard Time Monday, September 12, 2016. The deadline for participation is midnight Eastern Standard Time Sunday, October 2, 2016.

The computers at our hospital you can use for this survey are throughout your unit. You are free to complete the survey outside the hospital from any computer with internet access, including your home computer, if you want. Please note the survey needs to be completed in one sitting.

You can access the RN Survey site by clicking HERE. Or you can visit the Nursing Page on the intranet and click on the link provided.

At the survey website, you will need to complete the following steps:

Step 1: Enter our hospital RN Survey Code, which is 3Y76M4Q.
Step 2: Select your unit from a list box.
Step 3: Confirm your selections.
Step 4: Complete the survey (will take 20-30 minutes).
Step 5: Submit the survey.
Step 6: OPTIONAL - Print Certificate of Completion (the only purpose this is to be used for is for participation rewards – it is not to be used for tracking who has participated). Keep the top section of the “Certificate of Completion” and turn in the bottom section to your nurse manager/director for chances to win a $100 Visa Gift Card. The earlier you complete the survey and give the certificate to your manager the more chances you are given to win the gift card.

Contact Heidi Dodd, ext 3470, hdodd@gshvin.org for questions or assistance with the survey. Thank you for your participation!
Fred Won the Golden Spatula!

Congratulations to Fred England, Chief Administrative Officer, for receiving the Golden Spatula during the 100 Men Who Cook event that took place on July 23. Thanks to the generous donations made online, Fred raised the most “tips” in the amount of $1,002! The event was a huge success raising more than $66,000 for Generations Meals on Wheels. Congratulations to Fred and all the men who participated in the cooking challenge.
Congratulations Suzi Sievers!

Suzi Sievers, Administrative Assistant, was this year’s winner of the Administrative Professional Excellence Award from the Indiana Hospital Association (IHA). IHA has established the Administrative Professional Excellence Award to recognize outstanding support staff service. The award bears the name of an individual whose service to Indiana hospitals as an IHA staff member was indeed exemplary. Mikell Brown, an assistant administrative assistant in education and communications for 25 years. Suzi attended the conference with other Good Samaritan employees and received her award this past June. Click here to watch the award video.
The 5th annual Great Strides for Cystic Fibrosis (CF) walk is taking place on Sunday, September 25, 2016 at Vincennes University’s track in hopes of raising money for CF research and awareness for Cystic Fibrosis. Registration begins at 12:30 p.m. (EST) and the opening ceremony starts at 1:30 p.m.

Cystic fibrosis is a life-threatening, genetic disease that causes persistent lung infections and progressively limits the ability to breathe. In people with CF, a defective gene causes a thick buildup of mucus in the lungs, pancreas and other organs.

In the lungs, the mucus clogs the airways and traps bacteria leading to infections, extensive lung damage and eventually respiratory failure. In the pancreas, the mucus prevents the release of digestive enzymes that allow the body to break down food and absorb vital nutrients.

Donations have helped researchers find a major breakthrough in Cystic Fibrosis by introducing a new drug, Orkambi. The U.S. Food and Drug Administration approved the first drug for CF, directed at treating the cause of the disease in people who have two copies of a specific mutation.

Orkambi is now approved to treat CF in patients 12 years and older, who have the F508del mutation, which causes the production of an abnormal protein that disrupts how water and chloride are transported in the body. Having two copies of this mutation (one inherited from each parent) is the leading cause of CF.

“Since 1955, the Cystic Fibrosis Foundation has been the driving force behind the pursuit of a cure. Nearly every CF drug available today was made possible because of Foundation support,” stated Tammy Howell, Good Samaritan Respiratory Therapist and Event Chair. “Through its efforts, the life expectancy of a child with CF has doubled in the last 30 years, and currently 65% of the CF population has access to medication that serves as a daily cure (Kalydeco & Orkambi). Many people with the disease can now expect to live into their 30s, 40s and beyond.”

This year, there are 13 registered teams and the fundraising goal is $30,000. The CF walk in Terre Haute has also decided that it will merge with the Vincennes walk this year to increase awareness and fundraising dollars.

Sandwiches, provided by Jimmy John’s, chips, cookies and drinks will be provided for walkers, and a silent auction, with approximately 80 to 100 items from local businesses and organizations will be held.

Each person who collects $100 will earn an official Cystic Fibrosis Great Strides t-shirt. Additional prizes will be available and everyone is guaranteed to have a good time.

As part of the team’s fundraising efforts, Good Samaritan is partnering with local restaurants to raise money for the Cystic Fibrosis Foundation. Procopio’s hosted a successful fundraiser on August 17, and donated 15% of its sales from 5 – 8 p.m. to the Cystic Fibrosis Foundation.

On Monday, September 12, Dogwood Barbeque will also host a fundraiser from 4 – 8 p.m. and donate 25% of their dine-in sales to the foundation and Great Strides Walk.

Please call Tammy Howell at 812-885-3215 or 812-899-2146 for more details and information about how you can be involved.

To make a donation, join a team, create a team or sign up as an individual walker, go online to www.fightcf.cff.org.

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**Fall Cookout**

**September 7, 2016**
(Rain Date: September 8)

**Menu:**
- Pulled Pork (With or Without BBQ), Veggie Burgers, Baked Beans, Cole Slaw and Assorted Ice Cream/Fruit Bars

Location will be behind the hospital by the Energy Center.

There will also be an off-site cookout at MCV from 11:30 a.m. - 2:00 p.m.

**Serving Times:**
- 11:00 a.m. - 1:30 p.m.
- 4:00 p.m. - 6:30 p.m.
- 11:30 p.m. - 1:00 a.m.
Good Samaritan has once again earned The Joint Commission’s Gold Seal of Approval® for Hospital Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization’s commitment to providing safe and effective patient care.

Good Samaritan underwent a rigorous, unannounced onsite survey on April 12-15, 2016. During the review, a team of Joint Commission expert surveyors evaluated compliance with hospital standards related to several areas, including emergency management, environment of care, infection prevention and control, leadership, and medication management. Surveyors also conducted onsite observations and interviews.

The Joint Commission has accredited hospitals for more than 60 years. More than 4,000 general, children’s, long-term acute, psychiatric, rehabilitation and specialty hospitals currently maintain accreditation from The Joint Commission, awarded for a three-year period. In addition, approximately 360 critical access hospitals maintain accreditation through a separate program.

“Joint Commission accreditation provides hospitals with the processes needed to improve in a variety of areas from the enhancement of staff education to the improvement of daily business operations,” said Mark G. Pelletier, RN, MS, Chief Operating Officer, Division of Accreditation and Certification Operations, The Joint Commission. “In addition, our accreditation helps hospitals enhance their risk management and risk reduction strategies. We commend Good Samaritan for its efforts to become a quality improvement organization.”

“Good Samaritan is pleased to receive accreditation from The Joint Commission, the premier health care quality improvement and accrediting body in the nation,” added Rob McLin, President and CEO of Good Samaritan. “Staff from across the organization continue to work together to develop and implement approaches that have the potential to improve care for the patients in our community.”

The Joint Commission’s hospital standards are developed in consultation with health care experts and providers, measurement experts and patients. The standards are informed by scientific literature and expert consensus to help hospitals measure, assess and improve performance.

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**WALK for suicide prevention awareness**

**Saturday**

**September 10**

**10 am - 12 pm**

**Gregg Park**

**Vincennes, IN**

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**Show your support and increase suicide prevention awareness by purchasing a t-shirt**

$5

All proceeds made will be donated to the Samaritan Center Foundation Fund.

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**Balloons will be released in honor of loved ones and beaded bracelets will be passed out to walkers.**

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JOIN US
IN THE FIGHT AGAINST
BREAST CANCER

REGISTER AT KOMENEVANSVILLE.ORG AND JOIN THE GOOD SAMARITAN BREAST CARE CENTER TEAM. DEADLINE TO REGISTER FOR TEAM IS SEPTEMBER 14.

SEPTMBER 25, 2016
EASTLAND MALL | EVANSVILLE, IN
9:00 AM (CST)

REGISTRATION FOR THE WALK INCLUDES A HOSPITAL TEAM SHIRT. YOU CAN PAYROLL DEDUCT THE REGISTRATION FEE IN THE BREAST CARE CENTER UNTIL SEPTEMBER 7.

IF YOU WOULD LIKE MORE INFORMATION OR HAVE QUESTIONS, PLEASE CONTACT HILARY PRICE AT 885-3951.

Social Security Benefits

Human Resources is happy to announce an upcoming Social Security presentation. Attendance is voluntary and on your own time.

Topics to be covered:
- General overview of Social Security programs
- Retirement benefits - When to retire, who else can receive benefits, how benefits are calculated, how to apply for benefits
- Survivor benefits
- Disability benefits - Who can get benefits, how to apply for benefits
- Medicare
- Supplemental Security Income (SSI)
- SSA online services

Thursday, September 15
Presented by: Ann Crites
Eva Hill Auditorium
9:00 a.m.

Ready for Christmas?

You may not be ready, but Christmas will be here before you know it. The winter season is fast approaching and we don’t want you to forget about our Giving Tree that takes place every year. You can help brighten the lives of less fortunate elementary-aged children in Knox County schools. Be on the lookout for more information about the Giving Tree in the October Highlights.
YOU’RE INVITED

to an open house celebrating our new
REHABILITATION CENTER

September 22, 2016
3:00 to 5:00 P.M.

2nd Floor | Columbian Tower West
Grouseland Parking

Good Samaritan
Rehabilitation Center

Vincennes Walmart Awards Good Samaritan With $1,000 Community Grant

Good Samaritan recently received a $1,000 Community Grant from the Walmart Community Grants Team in Vincennes in support of their wellness initiatives for children throughout the community.

Childhood obesity is on the rise worldwide, and is a serious problem in the United States and a growing epidemic in Knox County. Prevention and healthy lifestyle choices are key in combating the problem. These growing health risks are why Good Samaritan’s Community Health Department created the “Fit Kids” program in 2006.

“The Community Health Outreach of Good Samaritan is very thankful for the generosity and kindness of our local Vincennes Walmart store. This gift makes it apparent that Walmart cares about its communities’ well-being, and in this case, the children,” stated Debra Hardwick, Patient Care Coordinator/Health Coach in Integrated Health Delivery. “Good Samaritan looks forward to continuing to partner with our local Walmart in endeavors that improve our communities’ well-being and health. Once again, we say ‘Thank You.’”

Fit Kids is an interactive program that teaches children about fats and sugars in food as well as promoting healthy lifestyle choices. Nurses go to all the local schools in Knox County to teach childhood obesity classes to third, fifth, seventh and ninth grade students. Last year in 2015, 4,824 students benefited from the program. Total operating expenses of the program in 2015 added up to be around $9,000 and the amount grows each year. The Walmart Community Grant will support the mission of Community Health’s Fit Kids program and help purchase educational materials for the children.

Since its creation in 2006, the Fit Kids program has seen approximately 15,000 students. The interactive, hands-on sessions use visual aids and learning tools specific to each activity. Third graders learn about sugar in food and drinks and get the chance to measure the amount of sugar they consume each week. Fifth grade students learn about portion size and fat, while seventh graders learn to read food labels and understand the importance of daily physical activity. Ninth grade students are taught about unhealthy eating habits and how they can lead to chronic diseases. Games, prizes and educational handouts are provided in each session of the program.

The importance of the program cannot be understated, as healthy, knowledgeable children can lead to healthier adults. The goal of Fit Kids is to provide useful education to children with the hope of preventing chronic diseases, such as heart disease, stroke and diabetes, and increase healthy lifestyles.

“Our Community Health department works hard every day to improve the community Good Samaritan is a part of,” stated Rob McLin, President and CEO. “We enjoy partnering with other local organizations and businesses and are truly grateful for the support we received from the Vincennes Walmart.”
September is fruits and vegetables More Matters Month

More than 90% of both adults and children do not eat the amount of fruits and vegetables recommended by the latest Dietary Guidelines for Americans. A healthy diet can reduce the risk of chronic diseases such as cardiovascular disease, hypertension, obesity, type 2 diabetes, osteoporosis and some cancers. In 2011, less than 3% of Indiana adults reported eating the recommended amount of fruits and vegetables! The average adult should get at least 2 cups of fruit and 3 cups of vegetables EVERY DAY! Where do you stack up?

Fruits and vegetables can be a great source of many important nutrients that are under-consumed in the United States such as Vitamins A, C and K, potassium, fiber, folate and magnesium. Vegetables and fruits are an important part of a healthy diet and variety is as important as quantity. No single fruit or vegetable provides all of the nutrients you need! So, eat all the colors of the rainbow! Remember that fresh, frozen, canned, dried and 100% juice (no sugar added) all counts toward your fruit and vegetable intake!

Here are some simple ways to increase the number of fruits and vegetables you and your family eat:

- Apples, pears, bananas, oranges and cherry tomatoes don’t need any refrigeration. Keep your fruits and vegetables in plain view for easy access!
- Pre-cut salads and salad bars in the grocery make for instant access! Run in and grab a variety of veggies to add to a bag of leafy greens or fill up at the salad bar for a ready to eat salad to share with the family.
- Dehydrated fruits such as raisins, dates and dried cranberries keep well and can be tucked in your purse or drawer for an easy snack.
- Single serving packs of apple sauce or fruit cups that don’t need refrigeration are easy for snacks or lunches.
- Check out the local Farmer’s Market for the freshest options and local variety.
- Freshly cut up vegetables placed strategically in the front of the refrigerator make it easy to grab a healthy snack or bag for lunch or an outing.
- Add extra vegetables to soups, stews, stir fry or casseroles to increase your daily intake.
- Check Pinterest or Facebook for new recipe ideas.
- Pile on leafy greens, tomatoes, peppers, onions and cucumbers to sandwiches and cut back on the meat and cheese to increase the nutrition and decrease the calories!
- Add grilled chicken to a bag of steamed vegetables for a low calorie, nutritious and quick meal!

For more information on the benefits of fruits and vegetables go to fruitsandveggiesmorematters.org or pbhfoundation.org

Increase your number of fruits and vegetables by stopping by the Good Samaritan Cafeteria! Try the salad bar for lunch or carry it home for supper! Add fresh fruit for breakfast or carrot and celery sticks for a quick snack! Pile on the veggies at the sub bar or pizza bar for added nutrition! Natural goodness for a healthier you!