

# ZÖe Pediatrics Company Newsletter

*Welcome to February!*



## Showing Love to our Co-workers!

Effective interpersonal relationships form the cornerstone of success and satisfaction especially in your work environment.

Here are 5 actions you can take to create a positive, empowering, and motivational work environment:

1. **Bring Suggestions not Complaints to the Table.** Providing thoughtful solutions will not only gain yourself respect but you are helping the company move forward and not backward!
2. **Skip the Blame Game.** Yes, you may need to identify who was involved in a problem but no, you don't need to throw someone underneath the bus and not take responsibility for your own actions.
3. **Verbal and Nonverbal Communication Matters.** When you talk to another employee with a lack of respect, the message comes through loudly and clearly. Incorporate positive communication to show respect which leads into our next point...
4. **Help Other Employees Find Their Greatness.** By communicating positively with coworkers, you can help fellow employees harness their best abilities and help benefit ZÖe overall!
5. **Share Credit for Accomplishments, Ideas, and Contributions.** Take the time to thank those who help you. Team ZÖe is just that – a team. We need to work together to provide the best care for our patients!

## Upcoming Events:

### **Lamar County Health Fair**

- **Thursday, Feb 28<sup>th</sup> from 4-6 p.m.**
  - Please email [emily@zoepeds.com](mailto:emily@zoepeds.com) if you would like to volunteer!

## National Heart Month

Heart disease is the leading cause of death for men and women in the United States. Every year, 1 in 4 deaths are caused by heart disease. The good news? Heart disease can be prevented when people make healthy choices and manage their health. Communities, health professionals, and families can work together to create opportunities for people to make healthier choices. We can be leaders in our communities by speaking out about ways to prevent heart disease. Whether it be lowering calories or increasing physical exercise, it is important for you to take healthy steps towards protecting your heart!

### **HAPPY BIRTHDAY TO...**

- Jessica Daigle, M.D. (2/1)
- Bobbie Piper (2/2)
- Kaitlyn Tucker (2/10)
- Teresa Washington (2/21)

### **HAPPY ANNIVERSARY TO...**

- Crystal Williams (2/28/18) – 1 year

### **HAPPY 90 DAYS TO...**

- Emi Beery (11/5/18)
- Kenneth Armstrong (11/19/18)
- Danny Slaughter (11/19/18)
- Kaitlyn Tucker (11/19/18)
- Tessa Davison (11/26/18)

## ZÖe ABA Highlights

### **HAPPY BIRTHDAY TO...**

- Tracy Smith-Kong (2/10)

### **HAPPY 90 DAYS TO...**

- Sherri Ray (11/6/18)
- Tremekia Weston (11/14/18)
- Corey Stevenson (11/16/18)
- Jakya Bridges (11/18/18)
- Jada Henderson (11/18/18)
- Janea James (11/18/18)
- Joy Slaughter (11/18/18)



### Director Highlight



#### **Lisa Montgomery**

Lisa Montgomery is the Director of Nursing here at ZÖe! Mrs. Lisa has been here since the beginning (since 2012!) – she ensures the proper intake of all ZÖe patients, ensures the monthly reconciliation of VFC and Vaxcare inventory, scheduling and staffing of all offices, assists providers to keep cycle times under 1 hour, and SO MUCH MORE! Mrs. Lisa goes above and beyond not only for our patients but for her nursing staff as well.

### Employee Highlight



#### **Ron Walker**

Ron Walker is ZÖe's Office Courier and is our first employee highlight this year! Mr. Ron has been here since 2014 and is a valued employee not only because we couldn't get anything from office to office without him, but also because of his hard-work, positive attitude, and willingness to help outside of his job duties – whether it be staying late to clean or taking down Christmas lights. We appreciate everything you do for ZÖe, Mr. Ron!

### Introducing ZÖe's new Birthday Club Initiative!

The Birthday Club represents our new 'new born' WCC initiative. As you all know, ZÖe's WCCs make sure children are developing normally from the time of birth to up to the 1<sup>st</sup> two years of life.

We check the child's height, weight and make sure that they are meeting the developmental milestones that will ensure their success in the future. ZÖe believes in the philosophy that we are on a journey with the parents to make sure all children enjoy good health.

So, when parents bring their infants in for these visits, we will give them a check mark on the birthday card (pictured below). When they have filled all the slots on the card, they will receive a \$25 gift card!

The gift card is a small way to say thank you to our patients for making the investment in their child's health. The family picture below is of the family who received the 1st card from the Thomaston office! Also featured is the first 12m GC given out to one of our patients!



**"children do not have to be sick to get better!"**



**HR Topic of the Month: Standards of Conduct**

The work rules and standards of conduct for ZÖe are important and we take them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and on the Company's business.

The article, "Employee Behavior Standards in the Workplace" written by Audra Bianca shares the importance of a Code of Conduct and establishing what behaviors are and are not acceptable.

"In many organizations, employees must meet standards of professional behavior as a condition of employment. These standards help an organization create a respectful working environment for everyone. If you learn the standards that govern your workplace, you can ensure that your behavior is acceptable and prepare to succeed in your job. Acceptable behavior is also required for acceptance into the workplace culture. Some examples of unacceptable behavior may be included in a policy containing employee behavior standards, but an employer will usually include language such as "not limited to" to allow for disciplining employees who have committed other unacceptable behaviors. Employers will not tolerate inappropriate ways that employees treat others at work, including co-workers, superiors, customers and visitors."



While we can't list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment. Corrective actions are based on the severity of the offense and will be taken more serious for repeated offenses. Serious offenses may result in immediate termination.

A. Corrective Action behaviors

1. Violation of Health and Safety Rules
2. Failing to follow ZÖe policies and procedures
3. Excessive medical record, copayment, or insurance errors
4. Engaging in vulgar or abusive language in the workplace.
5. Unauthorized use or abuse of telephones, computers, or other company-owned equipment

B. Subject to Termination behaviors

1. Violating HIPPA, or any unauthorized protected health information
2. Working under the influence of alcohol or illegal drugs
3. No call no show without notifying supervisor, will be considered voluntary resignation
4. Fighting/Threatening violence in the workplace
5. Sexual or other unlawful or unwelcome harassment.

If you have questions regarding actions or forms of behavior that seem questionable, reach out to HR or refer back to the Code of Conduct which was given to all employees during orientation.