

BONE FRAGMENTS

January 2010



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HAPPY NEW YEAR!

I love reviewing the employee surveys. It gives me a chance to hear from everyone and understand where we are doing well and where we could use a little improvement. Thank you to all of you who took the time to let me know how you feel.

After reading every single comment submitted through the surveys, there seemed to be three main areas for us to focus on this year. Many people mentioned **teamwork**, both teamwork *within* departments and also teamwork *between* departments as occasionally being less than perfect. The second area of weakness seemed to be recognition of employees as **individuals**. Several of you felt that your individual performance was not always recognized (or taken into consideration for bonuses). The third area that was mentioned by several of you was **communication**. I am not sure exactly what part of communication is breaking down but communication of policy changes was cited on one survey and general communication of events and information within the practice was touched on. It was also mentioned that overall goals of the clinic or departments were poorly communicated.

In order to address these shortcomings we have designed a new approach for this year.

TEAMWORK

First, team leaders will be given team building training and instruction so that they can do a better job helping each department to develop healthy teamwork and allow departments to get to know each other and trust each other more. To this end, the team leaders will also be organizing some meetings, events, or activities for their teams.

Another way we plan to foster working together on a better level is by instituting some activities that will help us all get to know each other better. Each month, each employee will be given 3 employees names that they must make contact with (either over lunch, via e-mail, or over the phone) and ask 3 questions selected from a list that will be sent out next week. You pick the questions but you must obtain their answers and then submit them to me for bonus credit. I think you will see that the questions may end up spurring some interesting conversations and no matter what, you will find that you know the people in our group a lot better by the end of the year.

Finally, in order to work together better, it is imperative that we all understand what everyone else does. It is easy to think that the other employees don't do ANYTHING because you have no idea what they do. So, in order to give everyone more of a "big picture," we will also be distributing handouts from different departments on what they want you to know about what they do. This will be one of the three tests each quarter. If you are in the department that is being tested on, you will take a different test. To help everyone work together better on an on-going basis, we will also post these departmental tips as well as complete policy and procedures on our employee center on the website so that you can easily refer back to those things when questions arise.

INDIVIDUAL RECOGNITION

We will continue our bonus testing as this is a good objective way to measure people's growth through studying and learning different topics that are important to performing at a superior level. We will also institute a subjective awards system to recognize individuals who have gone above and beyond in their duties. Team leaders will recognize individuals throughout the quarter with tokens of recognition and appreciation. We will continue to have group bonus goals as well but we will make special efforts to make sure that if you are performing at an "above and beyond" level, that you feel "the love."

In general, we believe that everyone here should know how much we appreciate their efforts and to that end, we would like to thank our employees each month with "Fun Fridays"- a chance to pick up a little "thanks for playin'" treat at each location.

We will also re-institute the "Employee Spotlight" in the newsletter. Individual employees will be selected by their team leaders to be "Spotlighted." We will have 11 this year. These articles allow everyone to get to know some of our employees on a more personal level and hear a little about their thoughts and feelings. Obviously with only one per Newsletter we will not be able to "spotlight" all of our outstanding employees so don't feel slighted if you don't make this year's crop!

COMMUNICATION

I view this item as a two-way street. In the past, we have provided a newsletter monthly to keep everyone informed of events and goals for the practice. We also use Group e-mail communication and a monthly staff meeting to make sure we reach as many as possible. If you don't come to the meetings, read the Newsletter or open your e-mail, you will not know about all the things that are going on. We will also be changing the Staff meeting this year. You must sign in with your team leader *at the meeting* to get paid for the hour. You will not receive pay if you do not show up for the meeting. If you miss a meeting, everything is always also in the Newsletter so make sure you take the time to read it. If you have any other specific suggestions for improving our *general* communication in the practice, please let me know.

As far as communication of policies, procedures, and interdepartmental news, the team leaders will be organizing regularly scheduled meetings and, understanding that it is difficult for everyone to attend depending on the department, they will schedule make-up sessions and/or send out meeting minutes for all those who couldn't make it. I want to also empower everyone to shoot an e-mail to your team leader or me if you feel that a communication break-down has occurred. Your supervisors are here to provide feedback, try to make your job easier if they can and make you succeed. If you feel that they are not succeeding in that mission, please let me know.

As I have said in the past, I am very proud of the group we have assembled. This year, I would like to see us solidify this team and create an even better working environment. On our survey, seventy-five percent of you rated RBJC as an **excellent** place to work- by the end of this year, our aim is to have the other 25% of you convinced as well!

-Juliet

Low-Cal Cozy



As winter gets into full swing, many of us are looking for some comforting treats to keep us warm and cozy. However, knowing that a few months from now we'll be forced to shed our thick winter wear for skimpier warm-weather clothes, many of us are also worried about what impact these foods will have on our waistline. Don't worry, there are a ton of cold-weather treats out there that are not only tasty, they're good for you too.

Peppermint Candy Canes- At only 45 calories and 0 fat, on the candy scale, peppermint candy canes aren't looking too bad. Also, peppermint has been shown to curb appetite. That means your 45 calorie snack could presumably turn into a 100 calorie reduction in what you eat at your next meal.

Concerned about the sugar? Try peppermint tea. It's not only sugar free, it's calorie free. Add 2 tablespoons of low fat milk and a little Splenda and you're only at 15 calories.

Hot Chocolate- Hot Cocoa can either be chocolate heaven or a diet disaster depending on which kind you get. A packet of regular Swiss Miss Hot Cocoa with marshmallows is 120 calories and 2.5 grams of fat (assuming you make it with water). Instead, choose the Nestle Fat Free Hot Cocoa with added calcium. It's only 25 calories and provides 30% of your daily calcium requirement, no milk required. Add 2 tablespoons of fat free whipped cream for only 20 more calories.



Skim Gingerbread Latte- The caloric content of Starbucks's beverages is extremely variable. A Grande White Chocolate Mocha with whole milk has about 500 calories and 22 grams of fat, almost a meal's worth of calories for some of us. Just because you get skim milk, don't think you're immune from an excessively high calorie drink either. A grande skim eggnog latte is still 450 calories and 18 grams of fat. On the other hand, a grande skim gingerbread latte is only 200 calories and 0 grams of fat and a skim pumpkin spice latte only 260 calories and 0 grams of fat. They're definitely not calorie free, but as a treat, a great option. Don't forget about all the protein and calcium they offer (50% of your calcium and about 14 grams of protein)! And, if you love whipped cream, try to wait until you get home to use some of your fat free redid whip. Starbucks whipped cream has a whopping 70 calories and 7 grams of fat!



V8 soups- If you don't have a sweet tooth, but still need a healthy, warm treat on a cold day, the new V8 soups are just the trick. They are all thick, creamy, and very flavorful, not to mention the fact that each portion provides a full serving of vegetables. I particularly like the butternut squash and tomato herb versions. Pair a large mug of the tomato soup with a grilled cheese made with Nature's Own White Wheat Bread, some 2% cheddar cheese, and a teaspoon of light butter spread on each side and you will be in HEAVEN (I speak from experience).

Marketing Madness!

The month of November ended with the Bike the Bend that benefits Fort Bend Literacy. The marketing department would like to thank everyone who came out to volunteer and help cheer on our riders. We look forward to participating in this great event again next year.

Dr. Breeze and his daughter, Ava were honored on December 4th at the "Wish upon a Season" dinner held at Safari Ranch benefiting Casa de Esperanza. Congrats to them both!!!



Cheryl and Lisa were very busy during the month of December delivering Christmas gift to over 400 referring physicians all around the Houston area. We are happy that we can show our appreciation to our referring physicians for their referrals!

Dr. Ivey has clinic in Katy every Tuesday afternoon since December 1st. Lisa will be taking Dr. Ivey out introducing him to all of the Katy referring docs in the next few months.

We were happy to see everyone at the Christmas Party on December 12th at Dave and Busters!!! Hope you all enjoyed it!!!



BIRTHDAYS!!!

Dr. Liang, 1st
Cale Cosper, 1st
Richard King, 2nd
Mark Gugliotti, 4th
Sandra Pena, 6th
Rosanna Rivera, 10th
Karen Woods, 11th
Lelet Coloma, 14th
Lisa Pless, 14th
Isabell Contreras, 18th
Oran Hartwell, 18th

Darlene Hussein, 20th
Katherine Malek, 20th
Jesse Panchito, 20th
Dr. Breeze, 22nd
Holly Brewer, 25th
Heather Edwards, 26th
Vicki Lawson, 28th
Laura Hernandez, 30th
Erlinda Santiago, 30th
Linda Arriazola, 31st

Anniversaries

1 Year:

Geneva Escobedo
Martin Munoz
Sheetal Patel
Classina Whitaker

3 Years:

Juanita Gamino

8 Years

Gabi Rice

7Years:

Patti Funk
Karen Davino

13 Years

Gwynne Sury

December

BIRTHDAYS!!!

Florinda Rodriguez, 2nd
Dr. Carlyle, 6th
Melinda Trevino, 6th
Orlando Critchlow, 7th
Jacqueline Mitchell, 12th
Jackie Parr, 12th
Cari Coulter, 13th
Leslie Mitcham, 13th
Freddy Zamarripa, 13th
Christy Garivey, 18th

Kelly Hopkins, 19th
Keshia Driskell, 19th
Dr. Etminan, 21st
Barbara Naranjo, 22nd
Clifton Fikes, 15th
Rhonda Ratcliff, 27th
Letty Villarreal, 27th
Vanessa Escamilla, 29th

Anniversaries

1 Year:
Kristi Nava

3 Years:
Chanell Bryant
Amy Hernandez

4Years:
Freddy
Zamarripa

7Years:
Kim Wright
Taurus Eastland

8 Years
Kristan Williams

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FUN FRIDAYS ARE HERE!!!!!!

**1st Friday of every month = Staff Meeting-
Be There and Join in the Game to win prizes.**

**2nd Friday of every month = Food Friday-
Nachos, Hot Chocolate, Cookies, Ice Cream
and More.**

**3rd Friday of every month = Craft Friday-
Join us in the break room during lunch and
make a craft project.**




**4th Friday of every month = Game / Trivia-
Join us in the break room for games and
trivia to relax and unwind.**

**If there is a 5th Friday in the month is
your lucky day and it is Pot Luck Lunch-
RBDC will announce a theme and hope all will
join us for good food, company, and memories.**

January 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8 Staff Meeting	9
10	11	12	13	14	15 Craft	16
17	18 	19	20	21	22 Game/ Trivia	23
24	25	26 Ann. Lunch.	27	28	29 Tail Gate to Super Bowl	30
31						

February 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 	3	4	5 Staff Meeting	6
7	8	9	10	11	12 Food Friday	13
14 	15 	16	17	18	19 Craft	20
21	22	23 Ann. Lunch	24	25	26 Game/ Trivia	27
28						