



Hands and Hearts



Golf Tournament a Big Success!

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The 9th Annual Good Samaritan Health and Wellness Center Golf Tournament was held April 20th at the beautiful Crystal Falls Lake and Golf Club. There were 108 players this year.

Jack S. Schroder, Jr., chairman of the Board of Directors of the Good Samaritan Center, welcomed those participating in the tournament and thanked them for their support. The players, sponsors and volunteers outdid themselves and the Center is very grateful for their efforts.

Events included 18 holes of golf with awards to include closest to the hole/line, longest drive and hole-in-one contests. Any player making a hole-in-one on a designated hole would have won a new car from Lawson Chevrolet, Inc. in Jasper but unfortunately no one made it.

The tournament winners included the 1st Place Low Net Award to the team of John Weaver, Virgil Chastain, Ed Buchanan and Gary Lowell. First Place Low Gross went to the team of Becky Denney, Robert Threatt, Anna Joiner and Davy Campbell.

Following play there was a reception and awards ceremony with delicious BBQ sponsored by Christine Timme.

The golf tournament was a big fund raiser for Good Samaritan and included a raffle with Callaway clubs, Barnsley Garden Golf cabin retreat, Master Artistry and Masters' signed flag hole and a 2 night play and stay at Harbor Town.



Jack S. Schroder, Chairman of the Board of Directors

Good Sam will be closed

Monday, July 4th

Independence Day

Monday, Sept. 5th

Labor Day

The deadline for next quarter's **Hands and Hearts** is **Thursday, Sept. 8, 2011**

Sen. Steve Gooch Visits Good Samaritan

Steve Gooch is a Republican member of the Georgia State Senate. He has represented District 51 since 2011.

Gooch is a partner at The Commercial Group, a real estate brokerage and property management firm. He previously served as Lumpkin County Commissioner and is a member of the Georgia Department of Transportation Board. Gooch earned a bachelor's degree and a master's in public administration from North Georgia College and State University.

In the 2011-2012 legislative session, Gooch has been appointed to the following committees:

- Economic Development Committee
- Government Oversight Committee
- State Institutions and Property Committee
- State and Local Government Operations Committee
- Transportation Committee, Secretary



He visited Good Samaritan on Friday, June 10th, as part of Carole's effort to educate and keep in touch with the members of the State House and Senate.

Patient Comments

Everyone is awesome! I appreciate all of the volunteers and their time.

Dr. James is really nice and took time to explain everything I needed to know concerning my vision needs!

Wonderful experience as always.

Very nice service and very nice people---very helpful!

Am able to see now!

I've been treated good every time I've been here.

The wonderful Dr. Al Hallum truly saved my life.

Everyone here does a great job here. It's great to have this place here in Jasper. Keep up the good work.

It is a good place to come. I have heard the comment, "I wish we had a place like this in our county."

A Message from Carole Maddux

At the beginning of every CTL meeting and, until recently, every board meeting of Good Samaritan Health & Wellness Center, we recite the vision statement of the Center. I'm sure many of you know it. If you don't, you might want to find it here in our newsletter.

To be clear, the board did not just stop saying the vision statement at the beginning of every meeting. We intentionally started to alternate it with our mission statement. The vision statement has merit but our mission is **why we exist at all**. Every program, every action, every policy, every budget must be measured against our mission statement which trumps them all.

So, let's look at it now...



The mission of this not-for-profit health and wellness center is to provide the medically underserved in our community with compassionate and individualized health care and related services in an atmosphere of respect and dignity.

“...to provide the medically underserved in our community...”

Many of our patients never had reliable healthcare until Good Samaritan opened our doors. Their lives consisted of hoping the toothache or the cough goes away. Knowing that being hurt on the job could mean no more job. Expecting to die young. Dodging phone calls when the hospital sold the ER bill to collectors. Wondering what the point of “healthy living” is when you can't get your blood pressure down. Expecting to die without at least one limb. Giving in to depression. Knowing it doesn't get better.

Giving our patients other choices also give us a great responsibility. We must stay open. We cannot return our community to lives without hope. We must understand a patient's panic at the thought of losing access once again. We must honor the faith entrusted to us.

“...with compassionate and individualized health care and related services...”

We are not content to provide access to care. We are committed to quality care. Good Samaritan sees each patient as an individual and responds with caring. This is not a place where we blame the victim or give care that is “good enough.” We strive to provide the best care possible in alliance with our patients. Health care, however, is what we're here for. While we acknowledge that our patients may have myriad challenges and needs, we will refer them to other agencies whose mission is to help in that way. We do not provide financial assistance, food, shelter, legal services, etc.

“...in an atmosphere of respect and dignity.”

The respect for and dignity of our patients is part of our very reason for existence. While many of our patients are used to the attitudes directed to the poor, Good Samaritan is different. We do not assume a patient is lazy, lying, or less than ourselves. We will treat a patient as we would want ourselves, our children or our parents to be treated. This is without exception. For patients who are patronized, judged, yelled at, accused, or looked down upon will not be able to participate in their care and will not trust us to provide that care. So why should we bother to provide care that we cancel out with attitude?

Our mission is what makes us who we are. It drives me, the board and every one of our volunteers. And I see it played out every day. I see it in the beaming face of a woman who gets her first pair of glasses, *ever*. In the relieved sigh of an anxious spouse. In the helpful hands of a concerned volunteer. In the proud voice of a patient who is describing how much better they are doing. In the quiet dignity of a working man's walk. In the wonderful, lively, chaos of a Good Samaritan day. Thank you for bringing the mission of Good Samaritan Health & Wellness Center to life.

Living on a Minimum Wage!

Have you ever wondered whether it is possible for a family to live on minimum wage? Well, let's look at the numbers!

Minimum wage is \$7.25 an hour. \$7.25 per hour times 2000 hours equals a yearly income of \$14,500. Per month, after taxes, a mom of two children will bring home **\$1084.43** a month. Their first expense would be rent. The fair market rent on a two bedroom apartment in Jasper, GA is **\$881**.

\$1084.43
- 881
\$203.43

It's not possible to live in a house without utilities, so we need to factor in a conservative estimate of **\$100/month** for gas, electricity and water (if not provided).

\$1084.45
 -881
-100.00
\$103.43

Food seems to be a fairly important cost to factor in. Again, let's be conservative and estimate **\$250** a month for food for 1 adult and 2 children.

\$1084.45
 -602.43
 -100.00
-250.00
-\$146.57

Transportation is another cost. Owning a used car would conservatively cost about \$200 a month for insurance and gas.

\$1084.45
 -602.43
 -100.00
 -250.00
-60.00
-\$346.57

If this mother's two children are younger than school age, she will have to provide full time child care while she goes to work. If they are school age, she will only need to provide after school care. Full time child care for two kids would be around \$827 a month. After school care would be less, but still more than the **less than 0** we have left in our budget. In addition, we still have not factored in any medical expenses, clothes (they are growing kids, after all), birthday presents, household items (toilet paper, personal care items) or savings. If the family needs a car, then that would be an additional expense as well.

As you can see, it is extremely difficult for a single parent to support her family on a minimum wage job.

2011 Third Quarter Calendar

July 2011

Monday, July 4th

Tuesday, July 19th

Independence Day - Good Samaritan Closed

CTL Meeting - 1:30 pm

August 2011

Thursday, August 4th

Tuesday, August 16th

Board of Directors Meeting - 6:00pm

CTL Meeting - 1:30 pm

September 2011

Monday, September 5th

Thursday, September 8th

Tuesday, September 20th

Thursday, September 22nd

Labor Day - Good Samaritan Closed

Deadline for *Hands and Hearts* Newsletter

CTL Meeting - 1:30 pm

Board of Directors Meeting - 6:00pm

New Volunteers

Office:

Myrna Denson

Anita Burch

Linda Powell

16 Tips for Great Healthcare Customer Service*



1. **Break the ice:** Make eye contact, smile, say hello, introduce yourself, call people by name, and extend a few words of concern.
2. **Notice when someone looks like they need help:** Stop and lend a hand.
3. **Take time for courtesy and consideration:** Kind words and polite gestures make people feel special.
4. **Keep people informed:** Explain what you're doing and what people can expect. People are always less anxious when they know what is happening. Communicate.
5. **Anticipate needs:** You'll often know what people want before they have to ask. Don't wait. Act.
6. **Respond quickly:** When patients are worried or sick, every minute seems like an hour. When coworkers need information or help, they find delays frustrating.
7. **Maintain privacy and confidentiality:** Knock as you enter an examination room. Watch what you say and where you say it. Protect personal information.
8. **Handle with care:** Slow down. Imagine that you're on the receiving end.
9. **Maintain dignity:** Give choices in interactions with patients. Close curtains to provide privacy. That patient could be your child, your spouse, your parent, or your friend.
10. **Take the initiative:** Just because something is "not your job" doesn't mean you can't help or find someone who can help.
11. **Treat patients as adults:** Your words and tone should show respect and consideration.
12. **Listen and act:** When people complain, don't blame others or make excuses. Hear them out and do all you can to respond to the problem and make things right.
13. **Help each other:** When you help your coworkers, you help patients, too.
14. **Keep it quiet:** Noise can be distressing to the sick and worried.
15. **Apply telephone skills:** When you're on the phone, Good Samaritan's reputation is on the line. Sound pleasant. Be helpful. Listen with understanding.
16. **Look the part:** Adherence to the Good Samaritan dress code provides a professional look and demeanor that builds confidence.

***This is from the volunteer in-service from 2004 but bears repeating!**

Pictures from the Golf Tournament



Ed Delaney and the 1st place low net team



At the registration desk, Becky Denney, Tudi Sprage and Christine Timme, (standing)
Carole Maddux



Ed Delaney and the 1st place gross team

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May we have the eyes to see those who are rendered
invisible and excluded,
open arms and hearts to reach out and
include them,
healing hands to touch their lives
with love,
and, as we do these things,
may we ourselves be renewed.

