



THE HSC HEALTH CARE SYSTEM

The HSC Pediatric Center

HSCPC Happenings

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**“Working
Together to
be the Best”**

HSCPC Gets New Hydrotherapy Pool

In order to better serve the needs of the patients we serve, the HSC Pediatric Center retired the old hydrotherapy pool after providing many years of dedicated service and installed a new, modern pool. In addition, the room where the pool is located received new flooring, lighting, wall covering and ceiling. The new pool will open for operation in March providing valuable therapy for our inpatients and outpatients.



RELATE Training For All Staff

In order to improve our culture of communication with the patients and families we serve and with each other, Eli Pagonis from Baptist Healthcare Leadership Group came to The HSC Pediatric Center in November to teach a program called **RELATE** to about 60

hospital staff. In addition, he spent one day teaching 10 key staff members to become trainers so that everyone in the hospital will be able to receive training beginning in March.

RELATE stands for: Reassure, Explain, Listen, Answer, Take Action, and Express Appreciation. The program teaches better communication skills with patients, family members and staff to help instill confidence and reduce patient and family stress so the best possible care can be provided.

Pictured to the left are 7 members of the HSCPC RELATE Training Team: Mary Blaber, Niesha Bedney, Robert Barnard, Lauren Bonifant, Jean Farley, Adriana Valenzuela and Carol Murphy. The 3 members who are not pictured are: Robyn Winston, Crystal Hurndon and Anne Conway.

