

Join Us at the September Luncheon



CHERI TIMMONS, LCSW
Certified Health Coach,
Cheri Timmons Coaching

▶ THE PROGRAM

What Is Your Sleep Personality?

Learn the Keys to Unlocking Your Good Night's Sleep

A bad night's sleep is doing more than making you feel tired. It is costing you in the form of reduced focus and productivity, increased workplace errors, relationship conflicts and potential health risks. When you know your sleep style, you can begin to use targeted techniques that will help you fall asleep, stay asleep and wake up feeling your best. You deserve a good night's sleep!

▶ THE PRESENTER

Cheri Timmons is a licensed clinical social worker, certified health coach and yoga teacher. She began working in the behavioral health and wellness field over 28 years ago and chose to start her own wellness coaching practice, Cheri Timmons Coaching LLC, in 2017. She specializes in corporate wellness consulting and education for small businesses and private coaching for midlife women who are ready to shatter limiting beliefs and create a midlife they love living.

▶ THE LUNCHEON

WHEN: 11:45 – 1:00 p.m., Wednesday, Sept. 20, 2023

WHERE: Starmount Forest Country Club

COST: Free with membership; \$25 for guests

RSVP: Visit the website at www.gmdm.org to register for the luncheon

RESERVATIONS REQUIRED; PLEASE NOTE ANY DIETARY RESTRICTIONS

Mark Your Calendar for GMDM's ANNUAL CELEBRATION

INVITATIONS

Watch for yours in the mail!

WHO SHOULD ATTEND

GMDM members and leadership of GMDM member organizations/practices attend free. Other guests are \$35.

WHAT WILL HAPPEN

You'll enjoy great food, complimentary drinks, music and networking with health care providers and others.

WHERE TO GO

Greensboro Realtors
Association Building
23 Oak Branch Drive
Greensboro, NC 27407

RSVPs AND MORE INFO

Nedra Baldwin at
nedra.baldwin@pacetriad.org
or 336-550-4054.

BE A SPONSOR

Advertisers and sponsors are needed – options from \$250 to \$2,000. Contact Nedra Baldwin (contact info above) for details.

NO OCTOBER LUNCHEON

This event takes the place of the October luncheon.

Thurs., Oct. 26, 2023

5:30 p.m. – Networking/Drinks

6:00 p.m. – Program/Dinner

MESSAGE FROM THE PRESIDENT

by Kevin Pearce



Back to school! Wow, I remember when those words resulted in immediate sadness for me as a 10-year-old, realizing summer was over.

But I also remember, as a father of two school-age children, when those words struck notes of joy for me, knowing two active elementary children in my house would have something more to do with their time.

The approaching change of seasons offers us an opportunity to assess where we are and what we have accomplished – and to make plans to complete our goals before year's end. What are your goals for this year? What things would you like to see accomplished?

GMDM is growing, with new applications for membership coming in regularly! Is there someone you would like to network with that you know would benefit from GMDM? Would you like to invite them to a luncheon as your guest? Would you like to recommit to attending luncheons more regularly?

Fall is a time to recommit to completing goals and finishing the year strong. What would you like to commit to that will make that happen?

Do you have questions or comments about GMDM? Email President Kevin Pearce at Kevin.Pearce@authoracare.org.

Getting to Know You: New Member



DEBBIE FRISBEE, DIRECTOR
Seniors Helping Seniors Guilford

JOINED GMDM WHEN: March 2023.

WHAT PROMPTED YOU TO JOIN: Being around other professionals who desire to help others.

EDUCATION: BA, Psychology, UNC-Asheville; MS, Elementary Education, NC A&T State University.

HOMETOWN/FAMILY: I grew up in Hot Springs, NC, on a farm and now live in Jamestown. I have a daughter and four grandchildren.

HOBBIES: Gardening, grandchildren, hanging out with friends, genealogy.

WAYS TO RELAX: Naps, sitting on my back porch with a glass of tea and a good book, talking with a good friend, enjoying nature, petting my dog Zoe.

FAVORITE BOOK: Only one book? Too many books, too little time. I love to read historical fiction, mysteries, Southern and/or Appalachian novels, fiction

and any other book that is well-written and compelling.

I WOULD LIKE PEOPLE TO

REMEMBER ME AS: An honest person who cares about people.

SOMETHING YOU MAY NOT

KNOW ABOUT ME: I was born with cystic fibrosis, which is a genetic lung and digestive disease. Fortunately, a miracle drug came out four years ago which has greatly improved my health and allowed me to have a much better quality of life.



Seniors Helping Seniors Guilford provides companion care services to seniors in Guilford and surrounding counties in their private homes or in facilities. One way they are different from other home care companies is that their caregivers are active seniors themselves, 50 and older, chosen for their compassion and reliability.

More info:

seniorcarewesternguilford.com



The Puzzler???

Who is the one-name singer of "Rolling in the Deep"?

Look for the answer in one of the ads. Once you find it, email the answer and the ad in which the answer appears to newsletter editor Deanna Thompson at deanna@thompsononline.biz.

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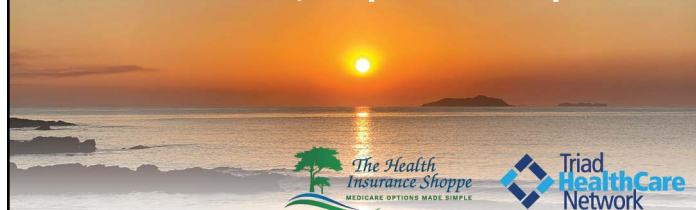
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Instead of Choosing One, Why Not Both?

When change appears on the horizon, we can feel threatened and compelled to choose sides.

Agriculture or industry?

Oven or microwave?

Strength training or cardio?

Paper notebook or laptop?

The "or" mindset can be divisive, as we end up drawing battle lines.

It puts the focus on outcomes that are good or bad, right or wrong, win or lose.

However, we know from hindsight that:

Nations grow strong with agriculture and industry.

Kitchens are more versatile with an oven and a microwave.

Health enhances with weights and cardio.

Creativity increases with a pen and a keyboard.

In life, it's rarely this OR that ... It's often this AND that.

As change moves us forward, rather than choose sides, let's consider: Why not both?

Rich Schlentz is the founder of EXTRAordinary! Communication (www.reviveyourwork.com)
Contact him at rich@reviveyourwork.com or 336-317-4603.

MONTHLY ENCOURAGEMENT

by Rich Schlentz



HEALTHCARE LAW & YOU

by Karen McKeithen Schaede



Q: Are we required to follow any special rules with the patient kiosks in our lobby?

A: Yes, digital kiosks that are used for check-in purposes or to gather information for insurance or medical history must be accessible to everyone. These kiosks should be user-friendly and make the process easy for patients to access.

At risk when using this technology are the older population and those with disabilities. These groups must receive the same level of service as those who are technologically savvy.

Under the Americans with Disabilities Act (ADA), you are required to make the kiosks accessible and inclusive of all. Can those who use wheelchairs reach all buttons needed? Are audible navigation and alternative methods available for hearing impaired or visually impaired individuals? To ensure access for elderly people, you may need to assign a staff member to oversee the kiosks and answer questions. Compliance with ADA requirements is an ethical as well as a legal responsibility to all patients.

Karen McKeithen Schaede, a principal in Revolution Law Group (www.Revolution.Law), can be reached at KSchaede@Revolution.Law. This article is for informational purposes only, not for the purpose of providing legal advice, and does not create an attorney-client relationship between Revolution Law Group and the reader.

3 Things You May Not Know About Aim Hearing

You might recognize Aim Hearing & Audiology Services as Greensboro's premier hearing care specialists, but here are three things you might not know:

- 1 They boast a national reputation for providing top-tier audiological care and are among only 100 clinics nationwide recognized for upholding industry best practices.
- 2 Every year, they host a "Love for Local" event, highlighting the best independent businesses in the Piedmont Triad region.
- 3 All patients are greeted with enthusiastic kisses from Molly and Stella, two pups who head up "patient appreciation."

Provided by Aim Hearing & Audiology Services – Angela Lilly, GMDM Member

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Compassion Plays a Critical Role in Healthcare Outcomes

How You Can Nurture a Caring Workplace

In a world driven by efficiency and productivity, compassion often takes a back seat to the demands of daily tasks. Recent research has unveiled a troubling decline in compassion within healthcare, triggering concerns for patient well-being.

The HealthCare Compassion Index (HCCI) conducted a comprehensive global survey in 2022, revealing a disconcerting 25% drop in patient satisfaction ratings attributed to healthcare provider compassion over the past five years.

Additionally, a distressing 40% of healthcare professionals admitted to feeling emotionally detached and overwhelmed, further fueling this trend, according to a 2021 *Journal of Medical Ethics* study.

These stark figures underline the pressing need for systemic changes to reignite empathy and compassion in healthcare delivery, benefiting both patients and practitioners.

The effect on patient outcomes

There is compelling positive evidence for the impact of compassion on patient outcomes. A study published in the *Journal of Patient Care* in 2023 found that patients receiving compassionate

care displayed a remarkable 30% increase in overall compliance with treatment plans compared to their counterparts.

These findings emphasize the key role compassion plays in improving patient engagement and adherence to medical advice, resulting in better health outcomes.

The effect on revenue

It may be surprising to learn that compassion can also affect the financial health of a healthcare organization.

An analysis in the *Journal of Healthcare Economics* in 2023 reported that healthcare facilities emphasizing compassionate care experienced a noteworthy 15% increase in overall revenue compared to those that did not. This study highlights the interdependent relationship between empathy-driven healthcare organizations and financial prosperity in healthcare, emphasizing compassion's potential for substantial economic benefits.

Consider these key strategies to integrate compassion into your organization:

◆ Prioritize active listening.

Amid bustling schedules, genuinely listen to patients, colleagues and staff. Authentic attention and

MANAGER INSIGHTS

by Sarah B. Clark



concern can significantly impact their well-being and experiences.

◆ Be intentional.

Consciously showcase compassion, understanding patient anxieties, empathizing with colleague challenges, and offering help when needed. Incorporate compassion training programs into your workplace to enrich empathy and communication skills among team members, ultimately enhancing patient interactions and overall workplace harmony.

Take action now

Envision your organization as a symphony of compassion, with patients heard, teams flourishing, and smiles abounding. By weaving compassion into the fabric of healthcare, we pave the way for a more empathetic and prosperous future.

Sarah B. Clark, MS, ATC, is the owner of Sarah Clark Consulting, which provides management and operational guidance to healthcare organizations. Learn more at sarahclarkconsulting.com or email her at sarah@sarahclarkconsulting.com.

Share Your Organization's Story with GMDM Members!

Would you like GMDM members to know more about your organization?

Donate the prize for the monthly Puzzler Presentation, and your organization will be featured in a short info-mercial when the prize is awarded at a GMDM luncheon!

Contact Deanna Thompson at deanna@thompsononline.biz for details.

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Member Donations Benefit Teacher Supply Warehouse

Crayons, markers, composition books, glue sticks, highlighters, notebooks ... the list of items donated at the August GMDM luncheon to help teachers was lengthy!

Louise Pinckney Courts, development director for the Guilford Education Alliance, which operates the Teacher Supply Warehouse, attended the luncheon and thanked GMDM members for their generosity.

She noted that teachers spend an average of \$650-1,000 of their own money on supplies. At the Warehouse, they can find items needed for their classrooms at no charge to them.

"Education is complex, but donating supplies to the Teacher Supply Warehouse is an easy way for us to come together to make a difference for teachers," Courts said. "When we all give a little, Guilford County teachers and students get a lot."

Tyler Hmiel, chair of GMDM's Community Service Committee, sends thanks to all who donated. See the box at right for how you can still help.



GMDM President Kevin Pearce (left) and Louise Courts of the Guilford Education Alliance pose with this year's GMDM member donations to the Teacher Supply Warehouse.

Did you forget to bring your supplies to the luncheon?

It's not too late! You can drop items at the Guilford Education Alliance's Teacher Supply Warehouse at 311 Pomona Dr., Suite E, in Greensboro. Open mornings/afternoons – Monday-Thursday: 10-5; Friday: 10-1.

Would you like to make a monetary donation instead?

Easy-peasy. Donate online at: <https://tinyurl.com/GMDM2023>.



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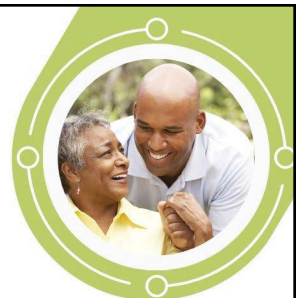


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