

Spotlight: Celebration

www.northcountryhealth.org

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**Stan Weirs, Customer Service Representative/
Hospital Greeter**

YELLOW!!!!

Imagine walking into a hospital on a cold, dreary morning. You might be thinking about your pain, how you're running late for your upcoming appointment, or worrying about a family member that you are there to visit. You're probably walking with your head down and trying to focus on where your first steps need to be when you enter the facility. But before you have time to glance up to read any signs, you can't help but notice it. YELLOW!!!

There's someone there at the front door, seemingly waiting for you. He has on a big smile, greets you warmly, and is wearing the most impossibly bright, yellow shoes you can imagine. Any concern you had about not knowing your way around the hospital disappears, because it's clear that this bright, cheerful guide is here to help.

This is Stan Wiers. When you walk through the front doors of Weeks Medical Center, Stan is the first person you see. He's likely wearing a fun, colorful

outfit – whether that's his wolf T-shirt, a pink outfit in support of "Men Wear Pink" during October, or another fun pattern – and he's always got a coordinated pair of shoes on too. He's bright. He's visible. And he LOVES helping people.

One of our NCH Values is compassion. But what does it mean to showcase this value in our daily work? For Stan, he shows compassion every time he greets someone, whether they be a patient, a staff member on their way to their first day of orientation, or anyone else who might need a little bit of help with directions or a little bit of cheer to get their day on the right track.

His goal is to get you to start your experience at Weeks Medical Center with a smile. And here's a little secret: he's really good at it!

Stan recognizes that being in the hospital is often inherently stressful, so his focus is on eliminating stress for patients and families. He shared that if his outfits can provide a welcome distraction and if he can point folks in the right direction, he feels like he's had a successful day at work.

When I reflect on the NCH Values, I can see that Stan's outfit philosophy is both innovative and compassionate. Thanks for being a shining example of our values, Stan!

With appreciation,

Bernie Adams



**Pictured left to right:
Bernie Adams, LSSBB,
Chief Quality Officer, and
Abby Lane, Performance
Improvement Specialist**

**Nominate
Someone!**