



NORTH MISSISSIPPI  
HEALTH SERVICES

# Culture Day

8:00 am

Welcome

***Gina Escalera, Culture Day Host***

General Information, Follow-up & Announcements

***Loralei McGee, Orientation Hostess***

Mission, Vision & Values Alignment in a  
Patient and Family-Centered Culture

***Shane Spees, President and CEO, NMHS***

AIDET: Fundamentals of Patient-Centered Communication

10:00 am – 10:15 am

## **BREAK**

C.A.R.E.S.

***Shelia Willis, Facility Coordinator***

Culture of Community: Employee Giving

***United Way of Northeast Mississippi***

***NMMC Health Care Foundation***

11:45 am – 12:30 pm

## **LUNCH**

Values Connection with Patient and Family Experience

***Behavioral Standards Team Champions***

Making a Personal Connection to Patient and Family-Centered Care

Compare and Contrast

***Videos: Heart Attack Victim vs. Melissa's Story***

2:00 pm – 2:10 pm

## **BREAK**

Personal Application of NMHS Behavioral Standards

Cleveland Clinic Video (Part 1)

Living Your NMHS Legacy: 90 Day Letter

3:20 pm – 3:30 pm

## **BREAK**

Patient & Family-Centered Care: *A Provider's Story*

Cleveland Clinic Video (Part 2)

4:15 pm – 4:30 pm

Wrap-Up, Program Evaluation & Adjourn