



Connections

Eastern Band of Cherokee Indian's
Health and Medical Division

Volume 5

March 29, 2004

The mission of the Eastern Band of Cherokee Indian's Health and Medical Division is to assist tribal members in achieving and maintaining their desired quality of life, by providing an exceptional, community focused health system and to serve as good stewards of tribal resources entrusted to us.

Making The Tough Calls

By Dr. John C. Maxwell

. . . What exactly is a tough call? It's a decision you know you should make because it will help you and/or your company, but you often hesitate to make it for a host of reasons. . . . You may be nodding your head as you read, traveling down memory lane to a time when you had to make a tough call. In fact, that's one way to identify tough calls--you definitely remember them. And every time you think of them, you groan. That's just the way it is with a tough call. It doesn't matter how much time has passed since you made the decision, it still makes you groan.

Every tough call that I've made in my life had the following things in common:

1. It required much energy, time and prayer.
2. It demanded a risk.
3. It was questioned and criticized.
4. It cost me greatly.

It doesn't take a rocket scientist to figure out why people are often hesitant to make tough calls. But if you're a leader, you might as well accept the fact that tough calls are part of your job description. They're not optional; they're a requirement. Tough calls will never be painless, but you can make the process a bit easier by following these five steps:

- 1. Do your homework.** Never make a tough call on the spur of the moment. . . . Instead, research all your options and the ramifications of each one. . . . Don't give due diligence the short shrift.
- 2. Set a deadline.** . . . Set a time limit for your decision and stick to it.
- 3. Seek counsel from the right people.** When you're contemplating a tough call, talk it over with a trusted, objective outsider who knows your business and can help you see things you may have missed in your homework.

4. Make your decisions on principles and values that you believe in. That makes your tough calls consistent with who you are, what you teach and what you believe.

5. Understand the emotions of making the tough call. Scott Peck was right when he said, "The best decision-makers are those who are willing to suffer the most over decisions but still retain their ability to be decisive."

Are tough calls worth all the time, energy and agony they involve? Absolutely. Why am I so sure? Because every time I've had to make a tough call in my life, it lifted my leadership to a higher level. In other words, it led to a breakthrough.

Read this very carefully: You are only one tough call away from a breakthrough. *Isn't that encouraging?* You get a breakthrough by making a call you don't want to make even though it's the right thing to do. And when you make that call, you suddenly take yourself, your company or your family to a whole new level.

So go ahead. Make that tough call you've been putting off. Then fasten your seatbelt and prepare to rise to new heights.

“Moments of Excellence”

Attention, Attention, may we have your attention please.

UP AND COMING

Frequently Asked Questions

Question: Are we allowed to wear jeans or sweatpants to work.

Answer: *No. Occasionally supervisors have cleaning or work days but they must be pre-approved by the manager of that program. HMD does have it's own Professional Attire policy and it is stricter than other programs due to the nature of our service.*

HMD NEWS

ADMINISTRATION

BEHAVIORAL HEALTH

- Dr. Reva Ballew, Dr. Pat McClanahan and Brandi Bradley attended the WCU presentation on Dr. Jane Costello's from Duke University's mental health research involving children from the local area including the Qualla Boundary.
- Happy Birthday to Brandi Bradley.
- Congratulations to Rebecca Fugate, M.A. on completing her licensure requirement to be a Licensed Professional Counselor! Congratulations Rebecca!

**CHEROKEE CHOICES
CHEROKEE COUNTY CLINIC
CHEROKEE PHARMACY
CHILDREN'S DENTAL**

COMMUNITY HEALTH

(CSC, MCC, Health Check, CHN, CHR)

Correction to last week's article on Respite Care: The location of the first start up meeting for Caring for the Caregiver will be April 6 at 5:30 at HMD conference room. See the One Feather and posters in the community, or phone Janelle at 497-6385 for more information.



Congratulations to Eugenia Thompson for completing her CNA certification. Next comes Nursing school!!! You go girl.

YEAH EUGENIA!!!

- Sincere thanks to the person who found my earring, and turned it in to the desk at the Wellness Center. Although you chose to remain anonymous, I wanted you to know how much I appreciate your thoughtfulness – Cathey Harrison
- The staff of Community Health and Home Health would like to thank Cherokee Choices for allowing us to participate (kicking and screaming, at first) in the Health Challenge program. Robin and Laura are wonderful at offering support and encouragement, in addition to the tasty snacks and easy recipes.
- Also, we appreciate Chief Hicks for granting Administrative leave so that we could make use of a longer lunch hour in order to exercise. Some of us enjoyed the experience so much that we have found walking partners, and plan to continue to walk during our lunch break on a regular basis.
- We just wanted to write a note to say thanks to those involved with establishing the Health Challenge program through Cherokee Choices, of which many Tribal employees are currently involved. As for myself and talking with other Home Health employees, we are aware that many of us were not actively doing any type of exercise to promote our own wellness. Now many of us have exceeded our initial goals.
- We would like to thank Robin Bailey and Laura Johnson for their frequent support and willingness to talk with and provide information that will help each of us to continue to try and attain better health. I think that this program will not only show affects on an individual's health, but will also improve overall employee attendance and performance.
So thanks from the Nurses of Home Health
- Sincere thanks for all the kind words, cards, and flowers following the recent death of my mother. I will always remember your kindness -- Cathey

DIABETES

**HEALTHY CHEROKEE and
INJURY PREVENTION**

HOME HEALTH

MEDICAL ACCOUNTING

MEDICAL COMPLIANCE

QUALLA YOUTH HEALTH CENTER

(ELEMENTARY SCHOOL NURSE, HEALTH OCCUPATIONS, HIGH SCHOOL NURSE)

**RECOVERY SERVICES CENTER
(RECOVERY COMMUNITY SUPPORT)
SUPPLEMENTAL HEALTH INSURANCE
THIRD PARTY BILLING
TRIBAL CONTRACT HEALTH SERVICES
URGENT CARE
WELLNESS CENTER**

WIC

Thanks to the WIC staff and those who participated in our annual Nutrition Month celebration tasting and trying the different WIC cereal, milks and juices. WIC staff offered these goodies to employees of Cherokee Hospital, Health and Medical and BIA Social Services.

WOMEN'S WELLNESS

There will be a planning meeting on Monday, April 5 in the Health Delivery Conference room at 1:30pm for any programs that are interested in participating in an event to celebrate National Women's Health Week. National Women's Health Screening Day is Monday, May 10 and we would like to offer screening services for the women of our community on this day. What does your program have to offer women or what screening service could you provide on this day? Hope to see you there!

WOUND CARE

Way to go SugarBabes! We didn't win, but we had fun! Thanks to all who helped put the volleyball team together, the players and the cheerleaders.

EBCI NEWS

Due to the Easter holiday all master timesheets for PPE: 4/9/04 are due to the payroll department by 9:00 a.m. Thursday April 8th. Thanks and HAPPY EASTER
Please refer to the message attached. Due to the change in the Timeline from Payroll for PPE 4/9/04, all timesheets will need to be on my desk no later than 9:00 a.m. on Wednesday, April 7.

REPORTS

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