

Thank You

by Frances Ponsioen, CPMSM, CPSC



Have you ever stopped and considered what a simple “Thank You” can do for someone or better yet, “I really appreciate what you do for us”? Well, I can honestly tell you that as one of the simplest gestures known to man, it goes a long way. However, is it said enough or do we take for granted that others know how much they are appreciated or worse yet, we don’t see that we need to thank some one for a job well done because that is what they were hired to do?

I remember the first time I received a thank you card at home from my vice president. I had just started in my new position as Director of Physician Services and it was not an easy time. At first, I did not know what it could be, but when I opened it and read it a smile immediately came to my face. My 12-year-old daughter was standing next to me and wanted to know what it was that had made me so happy. When I showed it to her, she asked who had sent it to me and I told her my boss had sent it. She looked at me surprised and then in her teenage way, said “they must really like you at work.” She then put the thank you card on our refrigerator and told her little brother all about it. I will never forget how this simple gesture made me feel and how I felt appreciated just at a time when I really needed the pick me up and the confirmation that I was doing a good job.

Over the weeks to follow, it was not uncommon to be recognized at the medical staff meetings for the hard work that had been done under my direction and the improvements being made. In the beginning,

I was embarrassed and did not know how to accept such compliments. I had never worked for anyone where they showed their appreciation and/or gratitude the way that it was displayed to me. It made me feel good about myself and made me work harder to succeed in the goals that I had set for my department and myself.

The Baptist Health System, prior to my joining their team, had hired the Studer Group to consult on ways to improve employee and patient satisfaction. Listening to the consultants and really taking in what they said seemed so simple. When employees feel appreciated for their hard work, they will work harder and strive to do a better job each and every day. When employees are working hard and doing a great job, patients are receiving the care that they should and they in turn are just as satisfied.

As I look back at my last job and question why I left, a lack of appreciation stands out. I loved what I did and the physicians that I worked for, but I never felt appreciated or valued by leadership. I had attended five to seven medical staff meetings a week with our president and CEO for a period of almost five years, and when I left, he didn’t even know my name.

I have learned valuable lessons in how I have been treated as an employee and how I want to treat others as a director. I do my best to thank those that work with me each and every day. I want them to know that our department is not successful unless each and everyone of us are working together as a

team. I make it a point to thank them with words and thank you cards. I’ve noticed that the thank you cards received from me, or others, are displayed in their offices, on their wall of honor. I know the simple gesture of a “Thank You” brings with it pride, and in turn, an employee that will continue to work with dedication and accountability.

So, when you find yourself appreciating someone else and their efforts, tell them. Let them know that they are appreciated for the work that they do and the contributions that they make. I am certain that you will find that in return, you will have an employee that feels good about what they are doing and will work even harder. ■



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also includes working for a large Anesthesia group as their Credentialing Specialist for a year and a half, as well as holding an Assistant Director Position for the Methodist Healthcare System, also in San Antonio, for eight years. While at Methodist, she was involved in the merging of several hospitals and establishing their partnership with Columbia HCA. She has managed a medical staff of 2500 physicians, has written and revised Medical Staff Bylaws, Rules and Regulations, Credentials Manuals and most recently, Core Privileges.