



# ENLOE'S MESSAGE

## Hear from the CEO

### Episode 29: Celebrating Milestones & Caregivers

**Suzie Lawry-Hall:** Enloe's Senior Team Message is presented in this caregiver-centric podcast, providing an update on what's new and exciting across the campuses of Enloe Health. Hello, everyone. I'm Suzie Lawry-Hall, Director of Marketing & Communications and Community Outreach. Welcome to the June 2024 episode of in Enloe's Message, where I have the honor to interview our usual host, Jolene Francis, Vice President of Philanthropy & Communications.

**SLH:** We are also joined by Suzanne Watroba, Director of Advancement. Thanks, Jolene and Suzanne, so much for joining me. How are you?

**Jolene Francis:** Great, Suzie. Thanks for being here.

**Suzanne Watroba:** Wonderful. Thanks for having us.

**JF:** It's nice to be on this side of the table.

**SLH:** Yeah. It's exciting to be back at the microphone to interview guests.

**JF:** All the pressure's on you.

**SLH:** Yeah, no. It's my pleasure. In today's episode, we'll bring everyone up to speed on the status of the Gonzales Comprehensive Cancer Center, the new FlightCare helicopter and the upcoming festivities for Caregivers Week. Are we ready?

**JF:** Ready! Let's go.

**SLH:** Let's do it. So first, the Comprehensive Cancer Center, the groundbreaking – tell us more.

**JF:** Well, I'm going to let Suzanne tell you a lot about that, but it was a fabulous day. It happened on May 10. We welcomed about 180 people over to the site, and we started off that morning with Senior Team and our construction management team having a basically a kickoff meeting, meeting with the contractors and they told us what the schedule was going to be.



## ENLOE'S MESSAGE

Hear from the CEO

So it was, it was really great. And then we went over and met like 180 of our donors, and we had a really fun time. I'm going to let Suzanne tell you about that.

**SW:** Yes, it was just a beautiful event. For me, the best part of the groundbreaking was seeing so many of our supporters together to share what they collectively helped us accomplish. Each of our donors has their own story, their own unique reason for their involvement. And you could really just feel the excitement, the excitement that everybody was a part of this project.

**JF:** Yeah, it really was fun.

**SW:** It was so fun. I also really enjoyed hearing from Dan and Dawn Gonzales. So they are who the center is named after, the Enloe Health Gonzales Comprehensive Cancer Center. Hearing their story and understanding what the Gonzales' name on the center means to them and to our community was really meaningful.

**JF:** It really was a really touching moment when Dan was talking about, you know, he came from a family of immigrants who came from Spain, and he told a little bit of a story about when he and Dawn were young and they had met in college, got married and they had a young baby. And he actually said from the podium, he said, "You know, it's a really remarkable country when you can have a young couple with a brand new baby buying cheese with food stamps, years later be successful enough to name a new cancer center."

**JF:** It was, it was really a touching moment to see this self-made man really realizing a dream of his to have his family name on something so significant. So I almost tear up when I, when I talk about it now, I still almost tear up a little bit. It was a great time.

**SLH:** So that was a milestone for the Gonzales Comprehensive Cancer Center. What are some future milestones we can look forward to?

**SW:** Oh, yeah – there's going to be a lot more. That was just one of the exciting things taking place. In August, we're going to have the signing of the beam, which is going to be incredible. We're going to invite all of Enloe caregivers, all of our supporters to come and write a message of inspiration that will then be placed inside the building.



## ENLOE'S MESSAGE

Hear from the CEO

**JF:** Yeah, that very top beam of the building, that big steel beam, we're going to have that laid out probably for a couple of days and try to cover some time when everyone can come by when they're off work, bring their families and just write a message to future patients that will always be in the building, which is really kind of cool.

**JF:** And then they're going to take that beam and they're going to put it on the very, very tip top of the building. They call that the "topping-out ceremony." So it's going to be fun. We're looking forward to that.

**SLH:** Oh, that's cool. So to just make sure I understand. So then, so. Does this all happen in one event, or is like, like you said, it'll be a week long, you can come, participate, and then do you get to come to the actual placing of the beam, too?

**JF:** Well, we probably won't have allowed on the site to watch them. I mean, we'll know when they're going to place the beam, and if anybody's off work, they can probably drive over and watch them crane that big beam up in place, which takes a lot longer than you think. So, you'll be sitting there for a while, watching them crane that big beam up.

**JF:** But yeah, we want to stage that event so that as many people as possible have a time to come by, and we know that with all the crazy shifts that everybody works, you know, 24/7, people have to find the right time to come by, so we're going to do our very best to make sure everyone is included. But it's going to be pretty exciting.

**SW:** Exactly. I just love the idea of integrating these messages of hope and healing into the structure because, you know, that's really what this project has been all about from the start – hope and healing for our community.

**SLH:** Yeah, I love that. And we'll make sure to keep tabs on that event for you. So, I encourage everyone to keep an eye out on Inside Enloe and we'll make sure we help communicate that for you.

**JF:** It should happen in sometime in August. You know, it's interesting there. We got an update on the project last night at the Board of Trustees meeting and they talked about what work has been done already. They've already got the undergrounds in and we have our permit for the structural pad, the concrete pad.



## ENLOE'S MESSAGE

Hear from the CEO

**JF:** So, they are moving right along; it's really happening quickly. We expect delivery of the steel to the site in the first week of August. And they said within, before the end of August, they will have a completely framed building. And then probably before the end of September, they will have a completely enclosed building. That's how quickly this project is moving along. So, it's going to be exciting.

**SLH:** That's wild.

**JF:** We're really excited about it.

**SLH:** That's incredible. Great job.

**JF:** We have the right team in place, I think.

**SLH:** Yeah. Work well-done.

**JF:** Thank you. But, you know, Suzanne's team, particularly, has been really instrumental in making sure that we have those additional funds to make this project as, as really significant as we can. And, you know, congratulations on raising \$17 million in a short period of time. I mean, that is absolutely a record for us as an organization. And I don't think we're done.

**SW:** Nope.

**JF:** We're going to get into 20, aren't we?

**SW:** Sure are.

**SLH:** Yeah. Wow. Well, good luck. Well, maybe we'll bring you back to the mic to talk about that. That'd be exciting. So, again, busy month for you guys over at the foundation.

**SLH:** So, we talked about the groundbreaking, but what about Enloe Health is welcoming our brand new helicopter to its fleet? Tell us more.



## ENLOE'S MESSAGE

Hear from the CEO

**SW:** Yes, another exciting milestone. This one for the FlightCare program. So, on Friday, May 31, we welcomed the new Airbus, called H 130. We had a great ceremony where we dedicated the helicopter and really, you know, what was so inspiring is that this came from our community. So the \$5.4 million – is that right, Jolene?

**JF:** Yeah.

**SW:** The \$5.4 million amount – most of that was covered through our philanthropic supporters. So we put a special message on the door for everyone to see. Do you want to tell them what that is, Jolene?

**JF:** Yeah, painted on the door, it says, “Donated by our generous communities.” So when you see it fly over, if you made a gift to that helicopter, you can feel that sense of ownership. And like, *Look what we did together. Look what we did.*

**SLH:** I love that.

**JF:** Very amazing.

**SLH:** That is cool.

**SW:** Exactly. And ahead of the event, one of the special things I got to do was sit down with Jenny Humphries, the Director of Emergency Services and Chief Flight Nurse. And I really got to hear from her what mattered most to her and what she was most excited about. And the strongest sentiment that came through was her passion for serving the community, which I thought was really special.

**SW:** I know that the whole FlightCare crew is really appreciative of our community for all their support and their investment in this program.

**JF:** Yeah, it really is a great program. So it's been really fun to – this is the second helicopter that we've purchased since I've been here at Enloe. And I will tell you that the first campaign was a lot of fun. Marty Marshall was here then and I drove him all over the county, and the surrounding counties, raising money for that helicopter. It took us a little bit longer to get there.



## ENLOE'S MESSAGE

Hear from the CEO

**JF:** So, to see this happen so quickly this time was really great. And it's going to be beautiful to have two aircrafts that have the same operating model so the pilots don't have to learn two different aircrafts. So it's going to be really nice.

**JF:** The day they were bringing it home, when they picked it up from Colorado, we were watching it on an app called Flight Radar, watching it fly, like, across the Grand Canyon, and Jenny was texting pictures once in a while. Of course, she was not flying, so she could take pictures.

**SLH:** I don't know what the rules are with flying with a cell phone.

**SW:** Just airplane mode.

**JF:** Yeah. Exactly. I don't, they don't have a helicopter mode so it's OK for her to take pictures and text them to us. So it was really fun and it was very exciting to, watch it come this way and realize what we did together.

**SLH:** That's awesome. Yeah. It reminds me of like when you watch Santa. Watch him fly across the lake.

**JF:** Yeah, except this is real. Yeah. Oh, sorry. To all the children listening, Santa is real, too. Yeah, there we go. Oh, my goodness. Anyway, so, great job, Suzanne, again, with your team and raising all that money and accounting for all those gifts from those hundreds of people that supported this project. It's really amazing.

**SW:** We owe it all to our amazing community.

**JF:** We do.

**SW:** And our amazing caregivers who make all the sacrifices to care for our community. If not, we wouldn't be able to raise a dollar.



## ENLOE'S MESSAGE

Hear from the CEO

**SLH:** Yeah. That's true. I'm in for that. Yeah. You mentioned this before, but the similarities between the two aircrafts. Anything else? So you mentioned that that'd be exactly the same. So what would those features include?

**JF:** Well, it will include, first of all, you know, in the old A Star helicopter, the pilot flew on the other side, right? So a completely different operating system and you have to be certified in both of those. So different. Additionally, the newer helicopter has room for an isolette so we can fly tiny babies, and it also has room to fly a family member with a patient and the old A Star did not have that. So having those additional features are really great. It's also got some safety features in it that are important, and we understand, a really good air conditioner that the old helicopter didn't have.

**JF:** So if you're wearing one of those heavy flight suits, you'd probably appreciate that air conditioner.

**SW:** Definitely.

**SLH:** What about – when can people see the new aircraft? When do we expect it to be here?

**JF:** Oh – well ...

**SLH:** I know it's "here" here, but like, tell me more.

**JF:** Yeah. Well, we recognize that everyone in the organization is going to want to see it, so it will be present at the picnic, the family picnic on Friday, June 14, so we encourage everybody to come out and bring their kiddos so they can see the new aircraft, see that new message. It's all of our donors on the door and it's got the new branding paint scheme on it – so it says "Enloe Health" instead of "Enloe Medical Center." So that's very cool.

**SLH:** Nice.

**SW:** It's beautiful.



## ENLOE'S MESSAGE

Hear from the CEO

**SLH:** Well, with that, let's transition to Caregivers Week. OK, Jolene. What can we expect this year for this weeklong celebration?

**JF:** Well, you know, a lot of the things that we've done before that people absolutely love, and we're throwing in a few new things as well. So it is going to be a week of strictly appreciating our caregivers.

**JF:** That's what this week is all about. It gives Senior Team an opportunity to get out and mingle with folks really purposefully and to thank everyone. So, of course, everyone will be able to get their gift if they ordered their gift. We're going to start the week off with some kinds of fun activities. But, you know, every day of the week, people will be able to share photos and on Inside Enloe and there'll be prize drawings for that.

**JF:** We're going to give away some of the Jake Early Magnolia Tower prints during the week, so make sure that you enter for that. There will be "Reset Dens" – sort of like, they used to call them "zen dens." A Reset Den is where you can sit and get a little aromatherapy going on. You can sit in a massage chair. You can just kind of take a moment.

**SLH:** Yeah. I was on the committee that helped name a Reset Den.

**JF:** Did you? I did. I like it. I like the name.

**SLH:** Some of our caregivers were like, "Sometimes I'm not in a zen mood. Sometimes I need to reset."

**JF:** So they'll be able to do that at the main, at Enloe Medical Center on the Esplanade Campus. They can go to Room 1960 across from the staffing office near South Wing. Just find the Reset Den, and over at the Fountain Medical Plaza, it will be in Ambulatory Ops Conference Room, and that's next to Suite 360. So, find yourself a Reset Den. There'll be massage chairs over at the Rehab Center as well, so lots going on there.

**JF:** And then specific days with specific activities. For instance, caregivers' gifts are going to be starting to be distributed on Monday. We have a lot of volunteers from Enloe Volunteers who are going to come in and get those sorted, and so, department heads can get those gathered up and distribute them to staff.





# ENLOE'S MESSAGE

Hear from the CEO

**JF:** We're partnering again this year with Shubert's Ice Cream. We're so excited! We're going to have Shubert's Ice Cream on Monday – it'll be over at the Cancer Center's healing garden. So over on at the Fountain Medical Building. On Tuesday is the Spirit of Planetree Awards, so that'll be a fun event. We'll be doing some Stories of Excellence as well, so we want people to read those Stories of Excellence to their staff. Shubert's Ice Cream again on Tuesday and that's going to be at the Rehabilitation Center and at the Esplanade Campus on that day. On Wednesday, Senior Team's going to be up in the middle of the night and yeah, that's going to be fun.

**JF:** We don't normally do that, although Mike loves it.

**SLH:** Wait, what are you doing at the middle of the night?

**JF:** We're going to go to the Allspice Cafe and we're going to serve a full-on breakfast to the NOC shift in the Allspice Cafe. Mike loves doing that. Yeah. Gets his little gloves on and just slings breakfast. It's really fun. So that'll be from 1 a.m. to 4 a.m.

**SLH:** Nice.

**JF:** On Wednesday morning.

**SLH:** Mark your calendar.

**JF:** Tuesday night. I call it Tuesday night. They call it Wednesday morning. Yeah. And then Shubert's Ice Cream in the park. Now, if you are not an ice cream person, or you're one of those people who's very, very healthy, we'll have popcorn instead. So you can have freshly popped popcorn. We're going to be doing that in the Enloe Park and also at Wound/Ostomy over at the Hyperbaric Center on Wednesday. Then on Thursday, more Shubert's Ice Cream. We love those Shubert's gals – they're going to come out.

**SLH:** Are we allowed to go to each section?

**JF:** If you have time, you can go to each Shubert's Ice Cream stop.



## ENLOE'S MESSAGE

Hear from the CEO

**SLH:** I know what I'm doing at lunch every day.

**JF:** So on Thursday, it'll be at Fortress Building and then out at Enloe Outpatient Center. And then also in some of the clinics, we're going to deliver pre-scooped cupped ice cream to those sites and popcorn, if you'd rather have popcorn. And then Friday, of course, it's Hawaiian Wear Day. So wear your Hawaiian shirt.

**JF:** We're going to have a great picnic. Picnic is going to be great this year again. The theme for the picnic is, "Mahalo, Relax and Lei Back." So, of course, it's Hawaiian-themed. There'll be lots of fun stuff going on and activities for kids. We're going to have our normal barbecue. It's going to be served by department leadership, so lots of fun. Horseshoes; a cornhole tournament – that's big. I didn't – Suzanne, do you play cornhole?

**SW:** Well, do I make it in the hole? No, but do I play? Yes.

**JF:** And of course, what would an Enloe Family Picnic be without bingo?

**SLH:** That's true.

**JF:** I never really understood the bingo thing, but people love bingo.

**SLH:** Because it's amazing.

**JF:** I don't – anyway –

**SLH:** There's nothing to understand; just accept.

**JF:** So, bingo, and then balloon creation, so you can get a little balloon dog. You can get your face painted. You can have shaved ice ... so lots and lots of fun going on at the Family Picnic. The meal service starts at 5 to 7:30, so come on out and get your barbecue. It's going to be fun, and then we'll be delivering picnic meals to those departments that are working that night.

**JF:** So lots to do, lots to enjoy, but again, these are just some fun activities that are really meant to give us an opportunity to express our gratitude for everything that our caregivers do every



# ENLOE'S MESSAGE

Hear from the CEO

day, all year long. We know people are tired. We know it's been a hard couple of years, but, you know, we're starting to come out of that, and it's really time to just take a moment and pause and recognize how much they are appreciated, and we welcome conversations and visiting with people. So, yeah, looking forward to it.

**SLH:** Me too.

**SW:** Me too.

**SLH:** Yeah.

**JF:** And you're going to go to every ice cream stop, aren't you?

**SLH:** You know, it's my job to check and make sure things are quality.

**JF:** OK, you're the official taste-tester for the ice cream.

**SLH:** Just going to make sure it's all there. Just joking. Jeans? Oh, there's a Jeans Day?

**JF:** Yeah, Jeans Day and your Enloe T-shirt day. So you can wear – if you have purchased a new branded Enloe shirt – you can wear that. If you still want to wear one of your older Enloe Medical Center shirts, wear that. It's going to be great. But, you know, newer jeans, no holes in the jeans, all those kinds of things – the old, you know. Nice jeans for work.

**SLH:** That's your VP hat right there. That's your VP hat right there.

**JF:** I've got to wear that. The one day a year we get to wear some jeans to work, so take advantage of that. I almost forgot Jeans Day. My goodness.

**SLH:** You said, "Hawaiian Shirt Day" and then I was like, "Wait a second."

**JF:** Yeah, Hawaiian Shirt Day on Friday.



## ENLOE'S MESSAGE

Hear from the CEO

**SLH:** I feel like I get two cheat days in one week. It's kind of exciting.

**JF:** You kind of do. Yeah. Yeah. You're going to have to, if you go to every ice cream stop, you're going to have to wear stretchy jeans. I'm just telling you. You're going to get your mom jeans out.

**SW:** Jeggings.

**SLH:** My jeggings. Oh, my goodness. I will. Well, that was great. Well, thank you both so much for being here on the Enloe microphone.

**SW:** Thanks for having us.

**SLH:** Anything else before we wrap it up?

**JF:** No. I'm just looking forward to seeing everyone on Caregivers Week beginning on June 10. So make sure you have some fun that week. Get to a Reset Den.

**SLH:** Yep. And just reminder RSVPs are due June 2 for the picnic. And then if you are hoping to bring extended family or friends, we are, you know, selling tickets for \$10. So you guys can look that up on Inside Enloe and get all the details, or talk to Becky at Volunteer Services. All the great stuff.

**JF:** Yeah, and I actually want to give a shout out to Becky in Volunteer Services – Becky Mathiesen – who works really hard all year long to plan these enormous events. I mean, it's really not that easy to plan a barbecue for 1,500 people. She really does it well and I appreciate her very much for doing that.

**SLH:** Amen. Yeah. Snaps for her too. Yeah. I gave some snaps earlier, but absolutely. I mean, if it looks easy on the outside, then she's nailed it, essentially. Every year it looks good. So if you're walking, I'm like, how hard could this be? You did it. She nailed it.

**JF:** She did. Nicely.



# ENLOE'S MESSAGE

Hear from the CEO

**SLH:** Well, that's all the time we have for today, but we covered a lot of ground. You can find information on these topics and more on Inside Enloe. But thank you, Jolene and Suzanne, so much for joining me today, and thank you to our listeners for spending time with us and sharing this program with your colleagues and friends.

**SLH:** Jolene, you'll be back in July and you'll welcome another member of the Senior Team to the Enloe Microphone, so we look forward to that. But until then, we'll see you all next month.

**JF:** Thank you, Suzie.

**SLH:** Thank you so much.