



## Leadership Update September 25<sup>th</sup>, 2020

This year, three Managed Care team members received the TTUHSC Quality Staff Award. The Quality Staff Award recognizes team members who continually live the TTUHSC value of Beyond Service by creating and delivering positive defining moments. They find the best positive outcomes, anticipate needs of others with a generous heart, and go the extra mile as they invest in the overall success of the TTUHSC Mission. Please join us in congratulating **Julie Andis**, **Donnise Gutierrez**, and **Carrie Culpepper** on their well deserved TTUHSC Quality Staff Awards!

We would also like to welcome the new team members that joined us this month. If you have a new team member on your unit, please take a moment to say hello and welcome them to Managed Care!

### *Jordan Unit*

Harley Rose, Dental Hygienist

### *Sanchez Unit*

Lucy Thomas, Advanced Practice Provider

### *Regional Operations*

Marsha Teichelman, Finance

Jodie Teaff, Unit Manager (Welcome Back!)

Velena Sims, HR Generalist (North Region)

Joshua Bailey, Director of Nurses (North Region)

### *Montford Regional Medical Facility*

Angelica Harrison – LVN (LTC)

Karen Nichols – LVN (Psych)

### *Private Enterprise*

Vola Loya, Float RN



### IT Resource for Common Issues

We'd like to ensure all team members are aware of a valuable IT tool called the [SolveIT Knowledge Portal](#). This portal contains instructions for users to resolve common issues. Some examples include:

- How to set up and use Remote Desktop, Box, and the VPN
- How to reset a forgotten or expired eRaider password
- How to set up your TTUHSC email on a personal device

The SolveIT Knowledge Portal should be viewed as an additional resource provided by our IT team. IT will continue to be available to help users via the work order system. Please note the SolveIT Knowledge Portal does not contain