You may have heard people around the hospital talking about Our #1 Priority and the Centers for Medicare and Medicaid (CMS) and Premier Measures. But what does it all mean?

To put it simply, Our #1 Priority is to provide the best care to every patient. In order to determine if we are achieving this goal we need to measure our work. As part of two nation-wide quality improvement efforts, the CMS and Premier initiatives, we are able to measure how we deliver patient care and how our patients do for specific conditions such as heart attack or hip replacement. These initiatives provide a framework for our quality improvement efforts. Our goal is to be one of the top performers in quality measures when compared to other nation-wide hospitals that are participating in these two initiatives.

How Are We Doing?

Premier Clinical Measures

Our goal is to be in the top 25% of all hospitals participating for eight clinical conditions. The latest report, based on data from July 1, 2006 through June 30, 2007, shows that we have maintained our top performer status in measures for community-acquired pneumonia, heart failure and stroke. We are in the top 50% for heart attack, hip-knee replacement and lower back surgery. However, we still have work to do for coronary artery bypass and neck surgery, since we are not yet in the top half of all hospitals participating in those areas.

CMS Clinical Measures

Our goal is to be in the top 20% for quality for five clinical conditions among all hospitals participating in the pilot. St. Luke's is not currently in the top 20% for any of the five clinical conditions. We are in the top 50% for heart attack, coronary artery bypass surgery, pneumonia and hip and knee replacement. There is still work to do for heart failure, which is not yet in the top half of performance.

What Does This Mean?

Great strides have been made here at St. Luke's to improve quality since we started participating in the two nation-wide initiatives. We are measuring ourselves against top performing hospitals around the country and the bar is raised every month because all of the participating hospitals are improving quality. Landing in the top 20% for several of these clinical areas is tremendous and demonstrates that we can do it.

We need to reach our CMS and Premier goals. All employees – including clinical staff, non-clinical staff and physicians – can help make this happen. Each clinical measure can be reached if we take the time to make sure that we are delivering the best care to every patient. Below are some examples of specific ways every employee can help us accomplish our goals.

What Can You Do to Improve Quality?

All employees impact patient care in some way. Check the list below to see how you can make sure that every patient receives the highest quality of care possible.

How can I ensure that every patient receives the best care?

Food/Nutritional Services: Patients who receive proper nutrition and education about eating right may have a shorter stay and can reduce their chances of being re-admitted.

Housekeeping: Turning over rooms after patients are discharged helps speed the availability of beds for patients who need to be admitted, thus reducing their length of stay.

Volunteers: Work done by volunteers allows staff to be more efficient and spend more time with patients. The more time staff has with patients, the better care they can provide.

Information Services: Patient information must be readily available to provide the best care. When systems are not working, it creates delays in delivery of care that can increase cost and length of hospitalization.

Imaging/Laboratory: Ensuring that tests are timely can help to avoid longer hospital stays and reduce the risk of complications for patients.

Respiratory Therapy: Respiratory therapists provide smoking cessation education to patients. Studies show that people who receive even brief smoking cessation advice are more likely to quit than those who do not.

Clinical Engineering/Plant Operations: By keeping equipment working properly, patient care is provided in a timely manner. This reduces costs and length of stay.

Pastoral Care: The emotional and spiritual support they provide promotes healing.

EVERYONE: Washing your hands and using alcohol hand rub helps reduce the risk of infection, which saves lives.
This call is in regards to the wristbands. I know that we now have a color chart for all the different needs for wristbands. My concern is that on the original patient ID band the writing is so small that it is sometimes difficult to read the patient's name to identify them. I was just wondering why we can't make the print bigger on those bands? I know that at other hospitals the identification is so much simpler. I think that all the different colors are great. But if you can't even read the patient's name, that is a big problem. So I was just hoping that maybe we could increase the size of the printing.

We talked to Mary Lou Schroeder in purchasing. She said that the perfect way to express your concerns is to use the product concern form. Go to iConnect, to Find a Website, to Forms, to Product Concern Form. Complete the form and follow the directions on the bottom. Your concern will be discussed by the right people.

I applied for a position at the end of November and Aurora says they are committed to letting internal candidates know if they received the position or not. The job hasn't been posted for a month and a half. So I'm just kind of wondering why I haven't heard anything regarding that position? I'd appreciate some kind of response. Thank you.

Aurora does always let internal candidates know if they have not been selected, but only after a position has been filled. Sometimes it takes a while to fill a position and we may not let a candidate know the outcome until the position has been filled. If you haven't heard anything and want an update, you are encouraged to call Centralized Employment at 389-2600.

In the area where I work, there are a couple of people that log onto e-Bay several times during the day. There also are people that use Google to look at restaurants, plan vacations and print out recipes. I thought that the Internet for these kinds of activities was not allowed during work. What can be done about this? Thank you.

Using Aurora's "electronic communication system", which includes phones, pagers, voice-mail, fax machines, email and the Internet, can be used on a limited occasion for your personal needs, and Aurora supports you in doing so to maintain a healthy work-life balance. The system may be used for personal and family affairs during breaks or lunch, or on a limited basis during working hours with your supervisor's permission. Personal use may be allowed when it does not interfere with your work performance, unduly impact the operation of the system, impede department functioning or create additional organizational costs. For the full policy on this, go to iConnect, My Quick Links, Administrative Manuals. This is policy No. 143.

I park in the Dakota parking structure and I'm just wondering when the bridge going across the KK River Parkway will be finished? It seems like it's taking a very long time. Thank you.

The City of Milwaukee is on track for finishing the rebuilding of the bridge in late spring or early summer. Some of this is weather dependent, so the work could be done sooner.

On November 7, and between 7:10 and 7:20, I witnessed somebody driving in the wrong direction up the parking ramp here at St. Luke's on the seventh floor. It was a tan Toyota Camry. If you could have Security look at the videotapes and take care of that, that would be great.

You called the InTouch hotline and Loss Prevention and they dealt with the situation. Thanks for bringing this to our attention.

I'm calling about the sound quality of the TV's in St. Luke's cafeteria. For the last two months they have been turned down so low that you can stand right next to them and not hear them. I've known other people who have called to complain about this, but I still see no action being done. If you could please accommodate us, we'd appreciate it.

Thank you.

We called the communications electronics department. They will put the volumes on the TV's back where they belong. Thanks for the call.

It would be nice to take advantage of the Aurora Vision Center discounts, but presently all the centers are too far away. I am wondering when or if there are any plans to open an Aurora Vision Center in the Milwaukee area?

We found out that there are plans to open an Aurora Vision Center in Wauwatosa. The space that they plan to build the store in will not be vacated until September. Construction will begin at that point and will be during the first quarter of next year.

I'm calling about the health risk assessments that employees completed earlier in the year. There was an email sent out that in the month of November we were supposed to get a $10 free gas card. My co-workers and I have not yet received those gas cards, and I was wondering if you would be able to provide us with a contact for this?

We talked to Mary Doherty from employee health. She said she had received a list of names from the University of Michigan (the HRA people) of all employees who completed the online Health Risk Assessment. Anyone who completed the HRA should have already received a gas card. If you completed the online HRA and didn't get your gas card, please email Mary at Mary.Doherty@aurora.org.
A huge thank you to Aurora St. Luke’s employees for your wonderful generosity and participation in the 2007 Aurora Partnership Campaign! With your help, we exceeded our 2007 dollar goal by 6%. Sixteen percent of St. Luke’s employees made pledges that totaled over $232,000.00. Overall, Aurora Health Care employees and physicians contributed $2.3 million.

Many of you reached out to help others through your online campaign contribution and through unique giving opportunities. The Planetree fund was the most popular designation, receiving several gifts through popcorn sales and online donations. Those donations will be used to fund patient-centered initiatives that will be carried out by the Planetree work teams and Staff Actions Committees (SACs).

Many of you generously donated to Aurora Family Services’ annual Family-to-Family Thanksgiving project, which raised $107,708 to provide 3,000 families with all of the following:

- 31,520 lbs. of turkey
- 3,024 lbs. of butter
- 10,875 lbs. of fruit cocktail and peaches
- 5,438 lbs. of green beans and corn
- 2,438 lbs. of instant mashed potatoes
- 2,250 lbs. of stuffing
- 3,000 lbs. of bread

And several of you helped to close out the Aurora Partnership Campaign by supporting the holiday wreath silent auction. Thanks to the coordination of Jean Vella and the generosity of several creative employees who designed the wreaths, $1,386 was raised for various Aurora funds and community organizations.

Whether you gave one dollars or hundreds of dollars, know that your contribution is making a difference.

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**Menu Highlights**

**Sunday, January 20**
- **Breakfast:** Belgian Waffle
- **Soup:** Wisconsin Cheese

**Monday, January 21**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Chicken Noodle

**Tuesday, January 22**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Broccoli Cheese

**Wednesday, January 23**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Vegetarian Vegetable

**Thursday, January 24**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Vegetable Soup

**Friday, January 25**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Roasted Garlic & Herb Tilapia

**Saturday, January 26**
- **Breakfast:** Omelettes Made to Order
- **Soup:** Roasted Garlic & Herb Tilapia

The Cafeteria is open everyday from 6:30 am to 7:30 pm and 12:30 am to 3:30 am. Meals Are Served: Breakfast: 6:30 am – 9:30 am Lunch: 10:30 am – 2:00 pm Dinner: 4:15 pm – 7:30 pm

The Deli is open Monday through Friday from 7:00 am to 3:00 pm. It is not open Saturday and Sunday.
Free Tax Preparation Services
February 4, 11, 12 & 14

Free, confidential and professional tax preparation services are available for eligible Aurora Health Care employees in the Milwaukee area thanks to VITA, the Volunteer Income Tax Assistance program.

Did you know that the average tax preparation service costs between $100 and $400 and charges an extra fee to file taxes electronically?

Keep your money in your own pocket by attending a free tax preparation session, including free electronic filing and the ability to have your refund deposited directly into your own account – at no cost to you!

Additional Restrictions
Volunteers are not certified for and unable to complete the following types of taxes and situations:
- married filing separate
- part-year/non-residents
- out-of-state taxes
- rental properties
- self-employment activities
- dividends
- capital gains/losses
- railroad retirements
- business expenses
- income from tips/gratuities
- combat/military pay
- non-individual tax returns (corporations or trusts)
- adjustments to income (such as moving expenses)

Eligible employees must have a total or combined household income of $45,000 or less per year (see additional restrictions to the right). Sessions are available on a first-come first-serve basis and take 15 to 30 minutes to complete.

What to Bring
Be sure to confirm all of the necessary paperwork and information that you'll need to bring with you in order to complete your taxes in a timely manner.
- Social Security Card (as well as your spouse's card and for any dependents).
- Your name badge or another form of identification.
- Your spouse, if filing a joint return. Your spouse must be present to sign the return at the time the tax returns are prepared.

West Allis Memorial Hospital Medical Office Building, Suite 106
Monday, February 11 7:30 am to 10:00 am
Tuesday, February 12 10 am to 6 pm
Reservations are strongly encouraged. Please schedule an appointment today by calling Lisa Tischer at 328-7423.

Aurora Sinai Medical Center
Milwaukee Heart Institute
Steigleder Auditorium
Monday, February 4 11 am to 7 pm
Wednesday, February 13 7 am to 3 pm
Reservations are strongly encouraged. Please schedule an appointment today by calling Amanda Casey at 219-5469.

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- Your name badge or another form of identification.
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Keeping InTouch
Using InTouch is simple. Call toll-free 1-877-MY-INPUT (1-877-694-6788). When your call is answered you will be asked to enter our Passcode Number: 649. Then, just follow the instructions to record your message. InTouch is completely confidential.