"I loved my job at Aurora Health Care," says Phyllis Peck. For 10 years before retirement, Phyllis worked in information services developing and teaching personal computer classes. She enjoyed the people and her work, but when Phyllis turned 65, it was time to pursue a new goal.

"I was so excited! I'd always wished that Aurora had a

Her dream is to publish a novel. Writing isn't new to her. She has already co-authored five successful books on word processing and office automation, including the first ever published in the United States. To write the novel, Phyllis needs solid blocks of creative time, something her demanding job and the responsibilities of being a homeowner didn't permit.

Retiring in 1993 and wanting to be free of owning a house, Phyllis researched retirement living options for three years. This past spring, she was almost ready to commit to a retirement community, "when the hand of fate intervened," says Phyllis.

Phyllis was in the midst of a three-day trial stay just before signing on the dotted line, when she went back to her house to host her monthly sheepshead card party. "I was relaxing with the newspaper and waiting for my guests, when an article about Aurora's affiliation with Friendship Village literally jumped out at me," she says.

"I was so excited! I'd always wished that Aurora had a

Welcome to Teamworks

Employee newsletters across the Aurora system are being consolidated and redesigned to help improve communication within and among our regions and organizations. Non-management employees from throughout Aurora were asked for their ideas on how to best meet the information needs of employees. Their suggestions on content, style, format and distribution have been incorporated into the newsletter plan.

As you may already know, each region now has its own edition of Teamworks, designed to keep employees informed of what is going on within that specific region. Teamworks, System Edition, incorporates news from all four regions and Aurora's Central Business Units. This newsletter will be distributed throughout the Aurora system in addition to region editions of Teamworks.

The goal of Teamworks is to support and encourage interdependence throughout the Aurora system.

If you have story ideas for the next issue, or suggestions or comments, please contact Danielle Koller at (414) 647-6430 or fax (414) 671-8560.

Continued on page 2
retirement community,” explains Phyllis. “It seems like such a natural connection with the other facilities. It's more convenient and cost-effective for me to be in an Aurora facility that will have a pharmacy and could potentially have a primary care clinic. It was just fate that I happened to be home to read that article before I bought into the other retirement community.”

While Phyllis is healthy and active at age 68, she was attracted to the life care concept offered by Friendship Village. “I wanted peace of mind for myself and my three sons,” she explains. Developed for older adults, life care involves a continuum of living in one facility: independent apartment living, assisted living and temporary or permanent 24-hour skilled care.

“I'm widowed and very independent, but at my age I have to be realistic. I don't ever want to be a burden to my children. With life care, I know I'll always be taken care of, and I'll never have to move again.”

Phyllis moved into her cozy, one-bedroom apartment at Friendship Village in June. In her first two days, more than 20 neighbors stopped by to welcome her and to invite her to Village activities and dinner in the dining room.

“Friendship Village is a good name for this place,” says Phyllis. “I am so impressed with the genuine friendliness of the residents and staff.”

Phyllis now enjoys solid blocks of creative time at her computer. She’s also explored the Village’s social activities and convenient services such as the beauty shop, bank, chapel and grocery store. In August, Phyllis showed off her new home to her bridge club—the apartment she chose had been carefully measured to fit two card tables!

When asked if she has a message for her friends at Aurora, Phyllis has a warm smile and a ready answer. “Tell them I miss them, but I really enjoy being retired.”

Dinner at Friendship Village is served from 4-6 p.m. Pictured from left to right are: Joan Nustad, George Hall, Phyllis Peck and John Gilroy.

More about Friendship Village and Freedom Village

Friendship Village, 7300 West Dean Road, Milwaukee, is a nationally accredited senior living community offering adults studio, alcove and one and two-bedroom apartments as well as many lifestyle and cultural enrichment activities. Just a few of the services include cleaning and laundry services, utilities, courtesy transportation and a choice of meals served in the main dining room. Assisted living, skilled care and comprehensive rehabilitation are also available under one roof. For more information, contact Christine Catalano at 354-3700.

Freedom Village, 92nd and Brown Deer Road, is a community for healthy and active senior adults seeking security, fellowship and freedom from home upkeep and ongoing maintenance. Located next to Friendship Village, residents live in a private 30-acre wooded and gated community of more than 100 ranch-style, maintenance-free townhomes and a community center. For more information, contact Joy Chikalla at 357-8086.

Freedom Village and Friendship Village are components of Alternative Delivery and Community Programs (ADCP) within the Aurora system.
The Visiting Nurse Association of Wisconsin (VNA) has recently implemented the Clinical Link computer system. Clinical Link is helping the VNA make the difficult transition from keeping patient records on paper to computerization.

Paul Marino, RN, is one of more than 150 VNA nurses using the Clinical Link system. “The laptop gives me more time for patient care because I don’t have to go into the office to deliver or pick up paper work. I also know I have complete, up-to-date information available on my patients which is very helpful in providing quality patient care and continuity of care. My overall evaluation of the system is very positive,” says Paul.

The VNA of Wisconsin is one of only a small number of home care agencies in the country that have completely computerized patient records. When asked what motivated the VNA to embrace this new technology, Mary Beth Marciniak, a member of the Clinical Link support team, says, “We had a number of key goals and efficiency was certainly one of them. We felt we could improve the quality of care we were providing to patients if we had the most recent patient information readily available.”

Since the implementation of this system one year ago, all of the full-time staff and most of the part-time staff from the VNA’s Milwaukee office have been trained and are entering patient records right into their laptop computers.

Leslie Gumpert, another member of the Clinical Link support team, says, “Clinical Link has really improved our ability to access information.” A nurse can dial into the office on a regular phone line and immediately retrieve the needed patient information, including such important data as current medications, health care plans, and physician reports.

The VNA anticipates several important upgrades which will make the software more flexible and efficient. In addition, the VNA hopes to eventually use laptops to communicate directly with physicians and other Aurora health professionals through WHIN (Wisconsin Health Information Network).

“The laptop gives me more time for patient care because I don’t have to go into the office to deliver or pick up paper work.”

“This computerization has enabled us to provide better patient care - and it will continue to do so as the technology improves. We are very excited to be on the cutting edge of this new technology in home care,” says MaryBeth.
1990 North Region Population Census Information

Brown County: 194,594
Door County: 25,690
Kewaunee County: 18,878
Marinette County: 40,548
Oconto County: 30,226
Outagamie County: 140,510
Total: 450,446

1990 Central Region Population Census Information

Calumet County: 34,291
Fond du Lac County: 90,083
Manitowoc County: 80,421
Sheboygan County: 103,887
Winnebago County: 140,320
Total: 449,002

1990 South Region Population Census Information

Kenosha County: 128,181
Walworth County: 75,000
Western Racine County: 70,652
Total: 273,833
Aurora System

1990 Metro Region Population Census Information

<table>
<thead>
<tr>
<th>County</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dodge County</td>
<td>76,559</td>
</tr>
<tr>
<td>Milwaukee County</td>
<td>959,275</td>
</tr>
<tr>
<td>Ozaukee County</td>
<td>72,831</td>
</tr>
<tr>
<td>Eastern Racine County</td>
<td>104,382</td>
</tr>
<tr>
<td>Washington County</td>
<td>95,328</td>
</tr>
<tr>
<td>Waukesha County</td>
<td>304,715</td>
</tr>
<tr>
<td>Total</td>
<td>1,613,090</td>
</tr>
</tbody>
</table>

Central Business Units

Alternative Delivery & Care Programs (ADCP)
William I. Jenkins, President

Aurora Medical Group (AMG)
Eliot J. Huxley, M.D., President

Visiting Nurse Association (VNA)
Susan Ela, President

Community Service

January - December, 1996

- Health Education and Outreach: $1,972,000
- Health Screenings: $112,000
- Support Groups: $113,000
- Counseling: $1,091,000
- Self-Help: $105,000
- Immunizations: $28,000
- Clinics: $273,000
- Patient Education: $475,000
- Transportation and Other Services: $932,000
- In-Kind Donations and Sponsorships: $871,000

Total Community Support: $5,972,000
Celebrating 25 years of leadership in family therapy

Family Service of Milwaukee's Family Therapy Training Institute (FTTI) began in the early '70s as an inservice program to train staff in Family Systems Therapy, then a groundbreaking treatment model. Since then, FTTI has grown and flourished, providing hundreds of marriage and family therapists with advanced skills and clinical experience needed to help resolve some of the community's most challenging problems.

In celebrating FTTI's 25th anniversary, Family Service president and co-founder of FTTI, David Hoffman says, "Family Therapy Training Institute continues to be a vital part of our vision of a nurturing community of healthy families, safe neighborhoods and successful schools."

Family Service of Milwaukee is a component of Alternative Delivery and Community Programs (ADCP) within the Aurora system.

Word To The Wise...

Get Immunized!

Experts recommend that you get immunized in the fall, long enough before the winter flu season so that your body can build up its own natural defenses. September, October, and November are prime immunization months. Check your local Aurora facility to see when flu immunizations are being offered.

Aurora's Printing Services sets new record

On July 23, 1997, Printing Services made 132,000 impressions (printed copies) in a single shift. This breaks their last record by 6,000. This achievement is a result of their continuous quality improvement effort to increase efficiency and productivity. The printing services department produces forms, brochures, reports, booklets and a variety of other printed materials for facilities and programs throughout Aurora Health Care.

If your department has reached an important milestone or has an achievement to share, contact TeamWorks.
Aurora Pharmacies at your Service

Aurora has expanded pharmacy services to better serve the needs of both our patients and our employees and their families.

Aurora brand over-the-counter products include cold remedies, cough suppressants and pain relievers.

Employees receive a 10% discount off the selling price of all Aurora brand products.

**Greater Milwaukee**

Aurora Pharmacy - New Berlin (New Berlin Health Care Center) 14335 West National Avenue, Suite 100 New Berlin, WI 53151 827-9062

Aurora Pharmacy - Lakeshore (Lakeshore Family Medicine Clinic) 2000 East Layton Avenue St. Francis, WI 53235 483-3800

Aurora Pharmacy - Med Surg (Medical Surgical Clinic) 2400 West Lincoln Avenue Milwaukee, WI 53215 649-9898

Aurora Pharmacy - South Milwaukee (South Milwaukee Clinic) 100 15th Avenue South Milwaukee, WI 53172 571-6070

Aurora Pharmacy - Franklin (St. Luke’s Franklin Health Center) 9200 West Loomis Road Franklin, WI 53132 529-9275

Aurora Pharmacy - Newton (Aurora Medical Group - Downtown) 157 RiverCenter Drive Milwaukee, WI 53212 224-1555

Aurora Pharmacy - West Allis (West Allis Memorial Hospital - POB Building) 2424 South 90th Street West Allis, WI 53227 546-9772

Aurora Pharmacy - Layton Avenue 2500 West Layton Avenue Milwaukee, WI 53221 282-4744

St. Luke’s Outpatient Pharmacy 2900 West Oklahoma Avenue Milwaukee, WI 53215 649-6930

Aurora Pharmacy - Milwaukee Heart Institute 960 North 12th Street Milwaukee, WI 53233 219-6660

Aurora Pharmacy - Outpatient Health Center 1020 North 12th Street Milwaukee, WI 53233 219-7963

Aurora Pharmacy - Sinai Samaritan Medical Center 1020 North 12th Street Milwaukee, WI 53233 219-7963

Aurora Pharmacy - Sinai Samaritan Medical Center 2000 West Kilbourn Avenue Milwaukee, WI 53233 219-5303

Aurora Pharmacy - West Allis (West Allis Memorial Hospital - POB Building) 2424 South 90th Street West Allis, WI 53227 546-9772

Aurora Pharmacy - Layton Avenue 2500 West Layton Avenue Milwaukee, WI 53221 282-4744

St. Luke’s Outpatient Pharmacy 2900 West Oklahoma Avenue Milwaukee, WI 53215 649-6930

Aurora Pharmacy - Milwaukee Heart Institute 960 North 12th Street Milwaukee, WI 53233 219-6660

Aurora Pharmacy - Outpatient Health Center 1020 North 12th Street Milwaukee, WI 53233 219-7963

Aurora Pharmacy - Sinai Samaritan Medical Center 1020 North 12th Street Milwaukee, WI 53233 219-7963

Aurora Pharmacy - Sinai Samaritan Medical Center 2000 West Kilbourn Avenue Milwaukee, WI 53233 219-5303

**Pick 'N Save Locations - Greater Milwaukee**

Aurora Pharmacy - Tri City 6312 South 27th Street Oak Creek, WI 53154 761-1550

Aurora Pharmacy - Holt Avenue 150 West Holt Avenue Milwaukee, WI 53207 769-8990

Aurora Pharmacy - Oak Creek 8770 South Howell Avenue Oak Creek, WI 53154 762-6770

Aurora Pharmacy - Forest Home 3305 West Forest Home Avenue Milwaukee, WI 53215 385-0244

Aurora Pharmacy - Clarke Square 1818 West National Avenue Milwaukee, WI 53204 672-8815

**Kenosha County**

Aurora Pharmacy - Kenosha (Aurora Health Center) 10400 75th Street Kenosha, WI 53142 (414) 697-7040

Aurora Pharmacy - Kenosha (KHCP Clinic) 4006 Washington Road Kenosha, WI 53144 (414) 652-5774

Aurora Pharmacy - Kenosha P/S (Located in Pick 'N Save) 5914 75th Street Kenosha, WI 53142 (414) 942-7173

**Racine County**

Aurora Pharmacy - Racine (Aurora Health Center) 8348 Washington Avenue Racine, WI 53406 (414) 834-4030

Aurora Pharmacy - Rapids Drive (Located in Pick 'N Save) 2210 Rapids Drive Racine, WI 53404 633-0543

**Burlington Pharmacy** (Memorial Hospital of Burlington) 250 McHenry Street Burlington, WI 53105 (414) 763-4980
Aurora Pharmacies at your Service

Walworth / Rock County
Aurora Pharmacy - Elkhorn
W3985 County Road NN
P.O. Box 1002
Elkhorn, WI 53121

Aurora Pharmacy - Janesville
(located in Pick 'N Save)
1717 South Center Avenue
Janesville, WI 53545
(608) 754-1401

Sheboygan County
Aurora Pharmacy - Cedar Grove
313 South Main Street
Cedar Grove, WI 53013
(920) 668-6286

Aurora Pharmacy - Sheboygan Clinic
2414 Kohler Memorial Drive
Sheboygan, WI 53081
(920) 459-2620

Roenitz Aurora Pharmacy - Downtown
532 North 8th Street
Sheboygan, WI 53081
(920) 459-2637

Roenitz Aurora Pharmacy - North
509 Superior Avenue
Sheboygan, WI 54081
(920) 459-2637

Roenitz Aurora Pharmacy - South
2919 South 12th Street
Sheboygan, WI 53081
(920) 459-2627

Adams Pharmacy
2635 Eastern Avenue
Plymouth, WI 53073
(920) 893-1442
Effective November 1, 1997

Adams Pharmacy
227 East Mill Street
Plymouth, WI 53073
(920) 893-1441
Effective November 1, 1997

Waukesha County
Aurora Pharmacy - Waukesha
(Aurora Health Center - Waukesha)
W231 N1440 Highway 164
Waukesha, WI 53186
896-6040

Aurora Pharmacy - Capitol Drive
12735 West Capitol Drive
Brookfield, WI 53005
783-7302

Aurora Pharmacy - Sunset Drive
220 East Sunset Drive
Waukesha, WI 53186
574-0405

Aurora Pharmacy - Wilkinson
913 East Summit Avenue
Oconomowoc, WI 53066
(414) 569-8204

Aurora Pharmacy - Moorland Road
(located in Pick 'N Save)
15445 West National Avenue
New Berlin, WI 53151
938-0133

Aurora Pharmacy - Mukwonago
225 A Eagle Lake Avenue
Mukwonago, WI 53149
(414) 363-4000

Aurora Pharmacy - Wales
(located in Pick 'N Save)
1807 North Wales road
Wales, WI 53186
(414) 968-9570

Washington County
Aurora Pharmacy - West Bend
(located in Pick 'N Save)
1719 South Main Street
West Bend, WI 53095
(414) 335-2292

Aurora Pharmacy - General Clinic
(located in the General Clinic of West Bend)
205 Valley Avenue
West Bend, WI 53095-5313
(414) 338-2311

Aurora Pharmacy - Hartford
65 North Main Street
Hartford, WI 53027
(414) 673-2890

Brown County
Aurora Pharmacy - DePere
(located in Pick 'N Save)
607 South Church Street
Watertown, WI 53094
(920) 261-7140

Dodge County
Aurora Pharmacy - Watertown
(located in Pick 'N Save)
607 South Church Street
Watertown, WI 53094
(920) 261-7140

Winnebago County
Coe Drug
(Doctor's Park)
2101 Bowen Street
Oshkosh, WI 54901
(920) 303-5506

Coe Drug South
2211 Oregon Street
Oshkosh, WI 54901
(920) 303-5006
Effective November 1, 1997

Aurora Pharmacy - Oshkosh
(located in Pick 'N Save)
1940 South Koeller Drive
Oshkosh, WI 54901
(920) 236-9494

Manitowoc County
Northside Clinic Pharmacy
(Manitowoc Clinic)
601 Reed Avenue
P.O. Box 1270
Manitowoc, WI 54221
(920) 682-8841