Employees at St. Luke's Franklin Health Care Center started planning the third annual Franklin Fall Festival several months ago. "When you're expecting more than 3,000 guests, advance planning really pays off," says Tim Drinan, special events coordinator.

The event, held Oct. 25, included tours of the center, a petting zoo, pony rides, professional story telling, a drawing for prizes, face painting and refreshments, all with a Halloween theme.

Tim adds that setting clear objectives for your event make planning and evaluation much easier. Objectives for the St. Luke's Franklin event included community outreach, facility awareness, relationship building and "friendraising." Follow up will include contacting those who entered the drawing to offer them opportunities for further interactions with the center.

Reviewing the placement of activities for the Franklin Fall Festival are (l to r) Tim Drinan, special events coordinator; Suzie Mirenda, RN, lead nurse-urgent care, and Crystal Luehne, special events coordinator. The planning group also included: Lynn Wilde, lead tech-radiology, Mary Claire Cera, market manager; Annette Gaede, lead clerk-admitting; and Linda Klemp, LPN, urgent care.

Metro Region begins master calendar

A master calendar of classes, lectures, seminars and special events occurring in the Metro Region has been established by the business and market development department.

The master calendar will be the single source to capture information in order to plan promotions through newsletter, advertising and news media placements.

A master calendar questionnaire was mailed to all managers in the Metro Region in October. Information about February 1998 events is due December 1, however for a major event, five or six months advance planning is necessary. Questions may be addressed to the business and market development staff at (414) 549-7114.
Making the decision
Quitting smoking is a difficult lifestyle change—but not impossible. If you’ve tried to quit in the past, think of those attempts as good practice for this time.

There are different ways to quit smoking. What works for one person may not work for another. Talk with your doctor or other health care professional to find out what the different methods involve, what they cost and how they would fit into your lifestyle. Ask about quitting cold turkey; through hypnosis; by cutting down, then stopping; through smoking cessation group classes; with the help of individual counseling; or with the help of a nicotine patch or other nicotine replacement.

Once you’ve chosen your method, mentally become a nonsmoker. You’d be amazed at how your “self-talk” can affect the way you think and behave. So give yourself control in a positive way. Tell yourself: “I choose to be a nonsmoker,” not “I can’t smoke, and it’s terrible.”

For more information on quitting smoking, contact Aurora Health Care Call-A-Nurse at 888-863-5502.

In the next issue of Teamworks, Metro Edition, read suggestions that may help you survive the quitting process.

Great American Smokeout
November 20

American Cancer Society experts say that if people stop smoking for one day, many of them will continue taking one day at a time in an effort to quit smoking for good.

The Great American Smokeout, held on the third Thursday of November each year, is a nationwide effort to provide a “quit smoking” opportunity for people, and to let them know they don’t have to quit alone. The Smokeout also provides children and adults with projects to promote good health habits and smoke-free communities.

Use tie-lines, e-mail to improve access to Help Desk

Your computer is frozen and you don’t know what to do. You need a new login ID. You’re working in a new program and haven’t a clue how to make a cell larger. What do you do? If you’re like most of us, you pick up the phone and dial the Help Desk.

Help Desk callers are reminded to use the tie-line to the Heil Center to call the Help Desk at ext. 3520. Or if your work site doesn’t have a tie-line, dial (414) 647-3520, or (800) 889-9677.

For non-urgent requests, e-mail the Help Desk by addressing your message to help desk in CC:mail or help_desk@aurora.org. Examples of non-urgent requests are equipment moves and quotes, requests for new login IDs or a general question that doesn’t require an immediate response.
Service is golden: St. Luke's, Sinai Samaritan recognize employees

St. Luke's Medical Center Golden Sneaker Awards were presented in September to seven employees who exceeded the expectations of their patients, patients' families, coworkers and other customers.

Recognized were Patricia Martin, human resources; Deb Miller, 8GHJK; Brian Neal, 5LM; Steve Ohly, family practice; Letina Pevey, 6KLM; Pat Schulz, telecommunications; and Julie Vollbrecht, physician system support.

The nominations, all stories of personalized service that exceed customer expectations, are touching examples of the care provided at St. Luke's.

Pat Schulz, nominated by Shirley Laube, is the randomly selected Golden Sneaker Service Provider of the Month. Shirley nominated Pat because she was impressed with the way she helped a frightened elderly caller who was alone at home receiving call after call identified by her Caller ID as coming from St. Luke's. Not only were there repeated calls, but when she picked up the phone she heard the unearthly sounds of a fax machine trying to transmit. The elderly woman was terrified that family members were trying to notify her of an emergency. Able to gain the woman's trust, Pat got her phone number so she could check back with her, and called for telephone repair help.

Nominations for Golden Sneaker Awards are accepted by Alice Witz, administration, St. Luke's Medical Center.

Sinai Samaritan Medical Center Golden Moment Awards were presented in September to four employees who exceeded the expectations of their patients, patients' families, coworkers and other customers. Recognized were Mark Clausen, nuclear cardiology; Marian Hanson, RN, and Mickie Tice, RN, both 2-East; and Amy Koenen, RN, surgery.

Amy was nominated for her diligence, persistence, gentleness, patience and determination in removing the wedding ring of a patient who hadn't taken it off for 50 years, rather than cutting the ring off before surgery. Marian and Mickie were nominated for their resourceful intervention in the attempted suicide of a former patient who called their unit during the night shift. Mark was nominated for providing sensitive, respectful care to patients and families and for being a quintessential team player.

Family to Family Thanksgiving mobilizes holiday spirit

Last year, Family Service of Milwaukee joined forces with morning radio personalities Reitman and Mueller of WKTI, 94.5 fm, and other local businesses and volunteers to provide more than 1,600 families with Thanksgiving food baskets. Plans are underway to expand the program this year by collecting holiday dinners for 2,000 families.

“We were thrilled with the response last year,” says Kathleen Ludington of the Family Service Foundation. “It was wonderful to know that so many less fortunate families were able to enjoy a Thanksgiving meal together as a result of our community's generosity.”

To participate in the Family to Family Thanksgiving,

Continued on page 4
Each of the Aurora hospital sites in the Metro Region is sponsoring a tribute program this holiday season.

Tribute gifts provide friends and family the opportunity to remember and honor those people special to them in a meaningful way.

Each light or snowflake represents an important person. These donations are a special way to thank those who add joy to our lives or to honor the memory of a loved one.

Hartford Memorial Hospital is sponsoring the *Lifeline Christmas Tree Program* at 5 p.m., Wednesday, Dec. 3. The tree lighting ceremony is held outside, followed by refreshments served in the cafeteria. Proceeds support the Lifeline program, a help call system for 125 home-bound subscribers who live alone. Tree lights are $10 for white; $25 for red; and $100 for blue. For more information, call the HMH Foundation, (414) 670-7568.

St. Luke's Medical Center is sponsoring the *Tree of Light* ceremony at 7 p.m., Thursday, Dec. 11, on the second floor of the Outpatient Building. Refreshments are served at 6:30 p.m. Donations benefit the Tree of Light Reading and Resource Room at the Vince Lombardi Cancer Clinic. Tree lights are $10 for white; $25 for red; $50 for green; $100 for gold; and $250 for blue. Contribution envelopes are available throughout SLMC. For more information call Kathy Griebenow, (414) 647-7200.

St. Luke's South Shore is sponsoring the *Tree of Life* at 6 p.m., Tuesday, Dec. 9. The ceremony is held in the auditorium and outside. Donations benefit the SLSS oncology services. Tree lights are $10 for white; $25 for red; $50 for green; $100 for gold; and $250 for blue. For more information, call Linda Luedtke, office of philanthropy, (414) 489-4162.

Sinai Samaritan Medical Center is sponsoring the *Snowflake Tributes Ceremony* at 2 p.m. Sunday, Dec. 7 in the main lobby at the east campus. Donations will benefit women’s health services. The five different types of snowflakes are $10, $25, $50, $100 and $250. For more information, call Andrea Simpson, office of philanthropy, (414) 219-7376.

West Allis Memorial Hospital is sponsoring the *Christmas Love-Lite Tree* at 7 p.m., Thursday, Dec. 4 in the hospital cafeteria and outside. Donations support the work of the WAMH auxiliary. White lights may be purchased in memory of a loved one, red and green lights to honor a special person. Lights are $3. Contributory forms are available in the gift shop, at the reception desk and in the volunteer services department. Call Angela Kaczecka, volunteer services, (414) 328-7173, for more information.

**Family to Family continued from page 3**

donate the groceries (box of instant mashed potatoes, bag of stuffing, two cans of vegetables, two cans of fruit, box of powdered milk) for the meal, plus $19.94, cash or check, to purchase turkeys, foil roasting pans, dairy products and fresh bakery products. Drop off your donation at one of the following times and locations:

11 a.m. - 1 p.m., Saturday, Nov. 22
Supersaver, 7140 S. 76th St., Franklin

6-10 a.m., Monday, Nov. 24
Marcus Center (formerly PAC)
929 S. Water St., Milwaukee

Groceries will be distributed to families on Tuesday, Nov. 25, at Family Service of Milwaukee. For more information, call Kathleen, (414) 345-3090, ext. 259.
Men's Basketball Program
League play scheduled to begin Monday, Dec. 1 at Washington High School, 2525 N. Sherman Blvd. Practice sessions will be held 7-8:30 p.m. Mondays at YMCA North Central, 2200 N. 12th St. For more information, call Bruce Hawkins, 489-4062 or Kathy Otto, 489-4024.

Harold Schildkraut Memorial Heart Lecture
Medical Grand Rounds
Hypertension in the Year 2000: Progress and Challenges
Presented by Daniel Levy, MD, director Framingham Heart Study at noon-1 p.m. Thursday, Nov. 20 at Stiemke Auditorium, St. Luke's Medical Center. Employees may register by calling (414) 649-7114.

Play volleyball!
Organize a team (min. 6 men & women) to play in a mixed league. Openings are still available in the Monday and Tuesday leagues. Team captains register teams in the HR offices at St. Luke's Medical Center, St. Luke's South Shore, Sinai Samaritan Medical Center or West Allis Memorial Hospital. Call Kathy Otto, St. Luke's South Shore, 489-4024, with questions.

St. Luke's Blood Drive
9 a.m. to 4 p.m. Thursday, Nov. 13, 1997 Health Science I, Classrooms 1 & 2 ID required Walk-ins welcome, appointments not needed Call employee health, 649-6383, with questions.

Workplace Breakfaas Series, Fall 1997
Achieving Well-Being in the Workplace
Humanity, Purpose and Spirit in the Workplace
7:30-10 a.m., Tuesday, Dec. 2 Presented by Phillip Chard

Workshop for Parents
Good Children, Challenging Behaviors: Problem Solving in the Home
sponsored by Sinai Samaritan Medical Center and the Jewish Community Center
7:15-9:15 p.m., Thursday, Dec. 4 Jewish Community Center, 6255 N. Santa Monica Blvd., Whitefish Bay Presented by Stanley Turecki, MD, the author of The Difficult Child and The Emotional Problems of Normal Children.

Aurora Behavioral Health Services upcoming community education
Nov. 19 - Get Ready for the Great American Smokeout
Nov. 20 - Understanding and Improving Self-Esteem
Nov. 24 - Choosing the Right Child Care
Nov. 25 - The Song Remembers When (Successful relapse prevention planning)

Programs are offered in Franklin and Wauwatosa. For times, locations and further information and to register, call (888) 771-2247.
Setting the record straight

Several Aurora care sites were left off the map of the Metro Region in the Oct. 21 issue of Teamworks, System Edition. Please add the following communities to the map on page 5: Cedarburg, Franklin, Glendale, Hartford, Hustisford, Muskego, Pewaukee, Slinger, Wauwatosa, West Allis and West Bend. A newly printed version of Aurora At a Glance, which includes a map of all the regions and care sites, as well as a list of facilities in each region, is available in small quantities (10 or fewer) by calling Aurora Public Affairs, (414) 647-3126.

Add the following to your list of pharmacies:
St. Luke's South Shore Community Pharmacy
5900 S. Lake Dr.
Cudahy, WI 53110
(414) 489-4600

Do you take NSAIDS for arthritis pain?
— Help study a treatment to prevent ulcers caused by NSAIDS.
Call Wisconsin Center for Advanced Research, (414) 769-5407, to participate in this medication study. Participants receive study-related care at no cost. Financial compensation may also be provided.

Heil Center Blood Drive
9:30 a.m. to 2:00 p.m.
Wednesday, Nov. 12, 1997
TV Studio, Heil Center
ID required
For appointments, call Mary at 647-6433
Walk-ins welcome

Hartford Memorial Hospital's Chaplain of the Week
Nov. 2-6 Rev. Verlin Wandry, retired
673-4528
Nov. 9-15 Rev. David Beckstrom
Reedeemer Lutheran Church
673-2550/670-6855
Nov. 16-22 Sr. Helen Hurley
St. Kilian Catholic Church
673-4831

Shop 'til you drop!
West Allis Memorial Hospital Auxiliary
Snowflake Bazaar
8:30 a.m. - 4:30 p.m.
Thursday, Nov. 13 & Friday Nov. 14
Main lobby

Prepare for the holidays!
Friendship Village
3700 W. Dean Rd.
Santa's Cupboard Holiday Bazaar
9 a.m. - 4 p.m.
Friday, Nov. 7
Free admission
holiday decorations
hand-crafted gifts
baked goods

55 Alive/Mature Driving Class,
an 8-hour classroom review, is offered monthly by Aurora's Freedom 55/65 with the American Association of Retired Persons. Call (414) 389-2555 for further information and to register. Cost is $8 for the two four-hour sessions.

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