July 2018

Teamworks, January 27, 1998-System Edition

Aurora Health Care

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We don’t get calls from people who tell us pleasantly that their computers are working fine and to have a nice day,” smiles Nancy Majewski, Help Desk supervisor. “Ours is a pretty stressful environment.”

Up to six Help Desk analysts staff the telephone lines from 7 a.m. to 5 p.m. Monday through Friday. Limited off hours support is provided by the Information Services operations staff.

“The Help Desk is the central point of contact for any type of problem related to Aurora’s computing technologies,” Nancy explains. Help Desk analysts are troubleshooters and educators with a broad understanding of the computer hardware and software throughout the system. They analyze callers’ computer problems and offer solutions over the telephone, or if the problem requires a “house call,” the analyst sends an on-site support person or refers the call to a more specialized Information Services support person.

“Because some callers may know every little about the computing technology they’re using, we have to be patient and keep our cool, because by the time they call us, they’ve been struggling with the problem and are often not too happy,” Nancy says.

Typical calls to the Help Desk include questions or problems with PC hardware and software, the network, error messages, system outages, equipment installation, user IDs and passwords, and mainframe problems.

Nancy says that callers to the Help Desk will be asked their name and telephone number so that the call can be logged into the tracking system. This enables the progress of the call to be monitored and allows analysts to use past experience to provide the best possible support.

For non-urgent problems, computer users can use cc:Mail or e-mail. Address the question or concern to help_desk@aurora.org or select Help Desk from the cc:Mail directory.

The Help Desk’s telephone number is (414) 647-3520 or (800) 889-9677. Use the appropriate tie-line access code(s) plus 3520, if possible.
Acupuncture is topic of programs offered to public, allied health professionals

A urora’s Complementary Medicine, a department of Alternative Delivery and Community Programs, will present two free programs on acupuncture. The programs are open to Aurora employees. Speaking will be Carlos E. Nater, MD, a specialist in internal and occupational medicine, hematology and acupuncture. He has a private practice in acupuncture in San Juan, Puerto Rico.

Recently the chairman of the National Institutes of Health consensus conference on acupuncture told Time magazine that “it’s time to take acupuncture seriously . . . There are a number of situations where it really does work.” The NIH found acupuncture effective in treating painful disorders of the muscle and skeletal systems, in some cases even more effective than conventional therapies. It also was judged a reasonable alternative for the relief of post-operative and low-back pain. And it has one major advantage: Acupuncture has virtually no side effects.

For allied health professionals, “Current Applications of Acupuncture within a Health Care Setting” will be held from noon to 1 p.m. Friday, Feb. 13, in Rapkin Auditorium at Sinai Samaritan Medical Center, 945 N. 12th St., Milwaukee. Included will be an overview of acupuncture, case studies of successful interventions and practice applications.

For the general public, the program will be held from 7 to 8:30 p.m. Friday, Feb. 13, in Stiemke Hall at Mount Mary College, 2900 N. Menomonee River Pkwy., Milwaukee.

Those who attend will learn what acupuncture is, what to expect when visiting an acupuncturologist and when acupuncture is appropriate.

There’s limited space at both presentations. Register by Feb. 11 by calling (888) 863-5502.

Community benefit tracking process revised

T he community benefit tracking process has been revised for 1998 to fit the new organizational structure. This process provides documentation and accountability of how Aurora is meeting the community benefit aspects of its mission. Community benefit refers to a program, service or activity that supports the community and does not generate revenue over expenses. Community benefit information is used to increase awareness of an organization’s leadership role within the community, and to educate multiple audiences about that role, including community leaders, public officials, the general public, medical staff and employees. These programs, services, or activities provide measurable improvement in health access, health status, use of health care resources and/or health knowledge.

Community benefit information is collected for the following programs, services or activities: community health education and outreach, health screening, support groups, counseling, self-help programs, immunization clinics, neighborhood or school-based clinics, patient education including phone consultation, transportation, cash donations and in-kind donations. In 1996 Aurora reported nearly $6 million in community support.

All Aurora employees continue to have the responsibility of reporting community benefit activities to their community benefit site coordinators. We are currently collecting information for the 1997 community benefit report. If you have not yet reported your activities, please complete an Aurora Community Benefit Form and submit it to your site coordinator. Forms for reporting community benefit information can be obtained through the storeroom at (414) 647-3260. Order form number AHC 05400930. To find out who your site coordinator is, call Jane Frederick at (414) 674-3332.
Aurora is three-time winner of Global Vision Award

The Wisconsin Health and Hospital Association and Marshall and Ilsley Trust Co. of Madison annually present two Global Vision Community Outreach Awards to Wisconsin health care organizations. The Global Vision Award increases public awareness of health care organizations as community resources by recognizing hospital programs that respond to demonstrated community needs. Since the Global Vision Award was established in 1993, three Aurora hospitals have been chosen to receive the award.

1997 Healthy Families
Walworth County, Lakeland Medical Center, Elkhorn

Healthy Families Walworth County is an in-home support and education program for new families in Walworth County. Lakeland Medical Center’s family resource coordinator visits the family of every newborn on the obstetrics unit to explain the Healthy Families program and present the first issue of Parenting: The First Year, a monthly publication published by UW Extension, available in English and Spanish.

Families that agree to participate in the program receive free weekly home visits by a family support specialist. The specialist offers information about parenting, child growth and development, stress-coping techniques and local resources. In addition to home visits, parents are invited to monthly group meetings for support, education and exchange of ideas.

1995 Parish Nurse Program,
Sinai Samaritan Medical Center, Milwaukee

When Sinai Samaritan received this award, it had eight parish nurses serving central city congregations in Milwaukee. Recently the parish nurse programs at Sinai Samaritan and St. Luke’s Medical Centers merged. Now parish nursing is a part of Aurora’s Alternative Delivery and Community Programs and is coordinated by Louise Borzynski, director-geriatric services. Currently, 25 parish nurses serve 28 congregations throughout the Milwaukee area. Most of the parish nurses work 10 to 20 hours a week with their congregations. The majority of the parish nurses are employees of various sites throughout the Aurora system. A parish nurse is a member of the ministerial team of the faith congregation and promotes wellness holistically by addressing the physical, emotional and spiritual needs of congregation members. Parish nurses serve congregation members in need of preventive, supportive, restorative and coordinated health care. A parish nurse often is the first health care professional to identify and respond to early signs of serious health concerns including: child abuse, teen pregnancy, work-related stress, unhealthy lifestyles, aging, elderly isolation, ethical concerns about new technology and dignified death.

1993 Fragile...Together We Care, Two Rivers Community Hospital, Two Rivers

The obstetrics staff at Two Rivers Community Hospital, along with the Two Rivers Police Department developed the Fragile...Together We Care program to promote child safety and prevent child abuse. Through parental education, this program aims to help new moms and dads cope with parenting stress and to understand just how fragile their newborn child is. A uniformed Two Rivers police officer personally visits new parents at the Birth Center in Two Rivers Community Hospital and delivers a Fragile...Together We Care kit to them. The kit contains a welcome letter, a referral list of community social services, a babysitter checklist and an identification Passport Kit to store current photos, medical and dental records, and vital statistics about the child (important if a child is ever lost, injured or abducted) and a Fragile...Together We Care T-shirt. The police officer reinforces with parents the message of safety, education and trust in their community law enforcement agency.
• Three facilities in Aurora’s South Region — Kenosha Health Center, Memorial Hospital of Burlington and Lakeland Medical Center — now offer bone densitometry, an effective tool for diagnosing bone loss from osteoporosis.

• The Karen Yontz Women’s Cardiac Awareness Center at St. Luke’s Medical Center is the recipient charity of the US Women’s Open to be held at Blackwolf Run in Kohler June 29 through July 5.

• Last fall’s United Way campaign at facilities located in Aurora’s Metro Region raised more than $150,000.

• The 414 Doctors Court Building in Oshkosh has undergone dramatic expansion as three of Aurora Medical Group sites consolidated into one.

• The Aurora Medical Group in Fond du Lac was a part sponsor of the 1997 “Fun Run.” The event is organized by the Fond du Lac Running Club and Fond du Lac School District physical education teachers to encourage youth fitness.

• The Visiting Nurse Association recently implemented the Clinical Link computer system, as part of its transition to computerized patient records.

• The Neonatal Intensive Care Unit at Sinai Samaritan Medical Center held a reunion of NICU “graduates” in September to mark the important progress made by children who were born as very sick and tiny babies. More than 200 former patients attended.

• The Aurora Health Center in DePere opened its doors in July. The 30,000 square foot facility, in Aurora’s North Region, has 12 physicians and two nurse practitioners and includes an Aurora pharmacy.

• St. Luke’s Franklin Health Care Center held its third annual Franklin Fall Festival in October. The event included a petting zoo, pony rides, a professional storyteller, a drawing for prizes, face painting and refreshments, all with a Halloween theme.

• The staff at Valley View Medical Center in Plymouth welcomed the community to a grand opening of its expanded facilities in September. More than 500 people joined in the celebration, which included tours, a tailgate luncheon, prizes and activities for children.

• The General Clinic of West Bend held a coat drive at the end of last year to collect coats, mittens, stocking caps and scarves for infants, children and adults. By early November, more than 1,400 coats, snowsuits and jackets had been given to needy people in the West Bend area, and 900 more were cleaned and ready for distribution.

• Hartford Memorial Hospital will begin providing patient care in its new 13,000-square-foot Ambulatory Care Center in February. The new center has 10 patient spaces, patient locker rooms, restrooms, a nurse station, a small kitchen and a family waiting area with television and computer access.

• Lakeland Medical Center and Aurora Health Care sponsored the Aurora 5K Run on Oct. 4 at Interlaken Resort near Lake Geneva. Proceeds from this women-only event help to maintain a mammography fund for women who are uninsured or whose health plan excludes mammography screening.
Aurora pharmacies are retail pharmacies that serve the needs of employees, patients and the public. Prescription drugs, over-the-counter drugs, candy, gifts and magazines make up some of the products available at an Aurora pharmacy. Here is a list of the pharmacies now open to serve Aurora employees.

### Greater Milwaukee Area

<table>
<thead>
<tr>
<th>Pharmacy Name</th>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Chief Pharmacist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aurora Pharmacy - New Berlin</td>
<td>(St. Luke's New Berlin Health Care Center)</td>
<td>14555 W. National Ave., Suite 100</td>
<td>(414) 827-9062</td>
<td>Kathleen Rekowski, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Lakeshore</td>
<td>(Lakeshore Family Medicine Clinic)</td>
<td>2000 E. Layton Ave.</td>
<td>(414) 483-3800</td>
<td>Leigh Ann Beyer, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Med Surg</td>
<td>(Medical Surgical Clinic)</td>
<td>2400 W. Lincoln Ave. Milwaukee, WI 53215</td>
<td>(414) 649-9898</td>
<td>Dave Kuzma, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - South Milwaukee</td>
<td>(South Milwaukee Clinic)</td>
<td>100 15th Ave. South Milwaukee, WI 53172</td>
<td>(414) 571-6070</td>
<td>Sheldon Rosen, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Franklin</td>
<td>(St. Luke's Franklin Health Center)</td>
<td>9200 W. Loomis Rd. Franklin, WI 53132</td>
<td>(414) 529-9275</td>
<td>Dick Karwoski, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Newtowne</td>
<td>(Aurora Medical Group - Downtown)</td>
<td>1575 RiverCenter Dr. Milwaukee, WI 53212</td>
<td>(414) 224-1555</td>
<td>Robert Rekoske, staff pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - West Allis</td>
<td>(West Allis Memorial Hospital - POB)</td>
<td>2424 S. 90th St. West Allis, WI 53227</td>
<td>(414) 546-9722</td>
<td>Steve Dostal, Jr., chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Layton Avenue</td>
<td></td>
<td>2500 W. Layton Ave. Milwaukee, WI 53221</td>
<td>(414) 282-4744</td>
<td>Art Teplinsky, chief pharmacist</td>
</tr>
<tr>
<td>St. Luke's Outpatient Pharmacy</td>
<td>(First floor center building)</td>
<td>2900 W. Oklahoma Ave. Milwaukee, WI 53215</td>
<td>(414) 649-6930</td>
<td>Prati Agarwal, pharmacy manager</td>
</tr>
<tr>
<td>Aurora Pharmacy - Milwaukee Heart Institute</td>
<td></td>
<td>960 N. 12th St. Milwaukee, WI 53233</td>
<td>(414) 219-6660</td>
<td>Lisa Filiz, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Outpatient Health Center</td>
<td></td>
<td>1020 N. 12th St. Milwaukee, WI 53233</td>
<td>(414) 219-7963</td>
<td>Leroy Plahuta, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - SSMC</td>
<td></td>
<td>2000 W. Kilbourn Ave. Milwaukee, WI 53233</td>
<td>(414) 219-5303</td>
<td>Scott Czarnecki, chief pharmacist</td>
</tr>
<tr>
<td>Marquette Pharmacy (an Aurora Pharmacy)</td>
<td></td>
<td>2411 10th Ave. South Milwaukee, WI 53172</td>
<td>(414) 762-2610</td>
<td>Dale Adamczak, chief pharmacist</td>
</tr>
<tr>
<td>St. Luke's South Shore Community Pharmacy</td>
<td></td>
<td>5900 S. Lake Dr. Cudahy, WI 53110</td>
<td>(414) 489-4600</td>
<td>Mark Trinkel, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Tri City</td>
<td></td>
<td>6312 S. 27th St. Oak Creek, WI 53154</td>
<td>(414) 761-1550</td>
<td>Donna Schmidt, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Holt Avenue</td>
<td></td>
<td>150 W. Holt Ave. Milwaukee, WI 53207</td>
<td>(414) 769-8990</td>
<td>Sue Gibson, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Oak Creek</td>
<td></td>
<td>8770 S. Howell Ave. Oak Creek, WI 53154</td>
<td>(414) 762-6770</td>
<td>Jim Rogowski, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Forest Home</td>
<td></td>
<td>3305 W. Forest Home Ave. Milwaukee, WI 53215</td>
<td>(414) 385-0244</td>
<td>Greg Hein, staff pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Clarke Square</td>
<td></td>
<td>1818 W. National Ave. Milwaukee, WI 53204</td>
<td>(414) 672-8815</td>
<td>Marshall Forbes, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Layton Avenue</td>
<td></td>
<td>2500 W. Layton Ave. Milwaukee, WI 53215</td>
<td>(414) 282-4744</td>
<td>Art Teplinsky, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Loomis Road</td>
<td></td>
<td>3701 S. 27th St. Milwaukee, WI 53221</td>
<td>(414) 281-3622</td>
<td>Gerald Fishman, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Kenosha</td>
<td>(Aurora Health Center)</td>
<td>10400 75th St. Kenosha, WI 53142</td>
<td>(414) 697-7040</td>
<td>Elizabeth Musil, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Kenosha 2</td>
<td>(KHCP Clinic)</td>
<td>4006 Washington Rd. Kenosha, WI 53144</td>
<td>(414) 652-5774</td>
<td>Mike Middleton, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Kenosha P/S</td>
<td>(located in Pick 'N Save)</td>
<td>5914 75th St. Kenosha, WI 53142</td>
<td>(414) 942-7173</td>
<td>Bob Muzenski, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Racine</td>
<td>(Aurora Health Center)</td>
<td>8348 Washington Ave. Racine, WI 53406</td>
<td>(414) 884-4030</td>
<td>Jody Muniz, chief pharmacist</td>
</tr>
<tr>
<td>Aurora Pharmacy - Rapids Drive</td>
<td>(located in Pick 'N Save)</td>
<td>2210 Rapids Dr. Racine, WI 53404</td>
<td>(414) 633-0543</td>
<td>John Gates, chief pharmacist</td>
</tr>
<tr>
<td>Burlington Pharmacy</td>
<td>(Memorial Hospital of Burlington)</td>
<td>230 McHenry St. Burlington, WI 53105</td>
<td>(414) 763-4980</td>
<td>Tim Hook, chief pharmacist</td>
</tr>
</tbody>
</table>
Aurora pharmacies at your service throughout the system

Walworth/Rock
Aurora Pharmacy - Elkhorn
W3985 County Road NN
P.O. Box 1002
Elkhorn, WI 53121
(414) 741-2311
Gary Dean, chief pharmacist

Aurora Pharmacy - Janesville
(located in Pick 'N Save)
1717 S. Center Ave.
Janesville, WI 53545
(608) 754-1401
James Wong, chief pharmacist
John McCue, staff pharmacist

Oshkosh/Sheboygan Areas
Coe Drug (an Aurora Pharmacy)
(Doctor's Park)
2101 Bowen St.
Oshkosh, WI 54901
(920) 303-5006
Kathy Konkol, chief pharmacist

Northside Clinic Pharmacy
(Manitowoc Clinic)
601 Reed Ave.
P.O. Box 1270
Manitowoc, WI 54221
(920) 682-8841
Marion Kaye-Marquardt, chief pharmacist

Aurora Pharmacy - Cedar Grove
313 S. Main St.
Cedar Grove, WI 53013
(920) 668-6286
Richard Suscha, chief pharmacist

Aurora Pharmacy - Sheboygan Clinic
2414 Kohler Memorial Drive
Sheboygan, WI 53081
(920) 459-2630
Dennis Duchow, chief pharmacist

Roenitz Aurora Pharmacy - Downtown
532 N. 8th St.
Sheboygan, WI 53081
(920) 459-2620
Dennis Grapentine, chief pharmacist

Roenitz Aurora Pharmacy - North
509 Superior Ave.
Sheboygan, WI 53081
(920) 459-2637
Ralph Koch, chief pharmacist

Roenitz Aurora Pharmacy - South
2919 S. 12th St.
Sheboygan, WI 53081
(920) 459-2627
Christine Roenitz, chief pharmacist

Adams Pharmacy (an Aurora Pharmacy)
227 E. Mill St.
Plymouth, WI 53073
(920) 893-1441
Robert Adams, chief pharmacist

Adams Pharmacy (an Aurora Pharmacy)
2635 Eastern Ave.
Plymouth, WI 53073
(920) 893-1442
Steve Adams, chief pharmacist

Waukesha County
Aurora Pharmacy - Waukesha
(Aurora Health Center - Waukesha)
W231 N1440 Highway 164
Waukesha, WI 53186
(414) 896-6040
Kurt Bagele, chief pharmacist

Aurora Pharmacy - Capitol Drive
(located in Pick 'N Save)
12735 W. Capitol Dr.
Brookfield, WI 53003
phone: (414) 783-7302
fax: (414) 783-7513
Doug Nickel - chief pharmacist
Thomas Nickel, staff pharmacist

Aurora Pharmacy - Sunset Drive
(located in Pick 'N Save)
220 E. Sunset Dr.
Waukesha, WI 53186
phone: (414) 574-0405
fax: (414) 574-0456
Gary Salaty, chief pharmacist
Lucien Van Elsen, staff pharmacist

Aurora Pharmacy - Moorland Road
(located in Pick 'N Save)
15445 W. National Ave.
New Berlin, WI 53151
phone: (414) 938-0133
fax: (414) 938-0137
Bill Karwoski, chief pharmacist
Peter Puleo, staff pharmacist

Aurora Pharmacy - Wilkinson
913 E. Summit Ave.
Oconomowoc, WI 53066
(414) 569-8204
Pat Pearcy, chief pharmacist
Mike Schilling, staff pharmacist

Aurora Pharmacy - Mukwonago
(located in the AMG - Mukwonago clinic)
225 E. Eagle Lake Ave.
Mukwonago, WI 53149
(414) 363-4000
Robert Posekany, chief pharmacist

Aurora Pharmacy - Wales
(located in Pick 'N Save)
W320 S1807 B State Road 83
Wales, WI 53183
(414) 968-9570
Ed Ott, chief pharmacist
Barbara Tomczak, staff pharmacist

Aurora Pharmacy - Muskego
(located in Lakeshore Medical Clinic)
S74 W16775 Janesville Rd.
Muskego, WI 53150
(414) 422-1195
Ryan Peterson, chief pharmacist

Washington County
Aurora Pharmacy - West Bend
(located in Pick 'N Save)
1719 S. Main St.
West Bend, WI 53095
(414) 335-2292
Art Hackendahl, chief pharmacist

Aurora Pharmacy - General Clinic
(located in the General Clinic of West Bend)
205 Valley Ave.
West Bend, WI 53095-5313
(414) 338-2311
Jeff Sveum, chief pharmacist

Engeldahl Drugs (an Aurora Pharmacy)
65 N. Main St.
Hartford, WI 53027
(414) 670-9858
Jeff Giesie, chief pharmacist
David Ley, staff pharmacist

Engeldahl Drugs - County Market
1566 E. Sumner St.
Hartford, WI 53027
(414) 670-9858
Jeff Giesie, chief pharmacist
David Ley, staff pharmacist

Brown County
Aurora Pharmacy - DePere
(Aurora Health Center)
1881 Chicago St.
DePere, WI 54115
(920) 403-8050
Pete Aubry, chief pharmacist

Aurora Pharmacy - Deckner Clinic
1751 Deckner Ave.
Green Bay, WI 54302
(920) 468-4153
Donald Boersma, chief pharmacist

Dodge/Jefferson County
Aurora Pharmacy - Watertown
(located in Pick 'N Save)
607 S. Church St.
Watertown, WI 53094
(920) 261-7140
Herb Schick, chief pharmacist
Jacquie Ulm, staff pharmacist

Fond du Lac County
Aurora Pharmacy - Fond du Lac
210 Wisconsin American Dr.
Fond du Lac, WI 54935
(920) 907-7260
Gregory Heberlein, chief pharmacist

1/27/98
• The Sheboygan Clinic celebrated its 75th anniversary throughout 1997, using the theme “75 Years of Caring.” The clinic began in 1922 as one of the first multi-specialty practices in the country and today operates eight satellite clinics in Sheboygan County.

• Residents from Valley Manor Nursing Home in Plymouth participated in the annual MS (Multiple Sclerosis) Walk by collecting pledges, walking in the hallways of their home and recording their distances. In October, the National MS Society-Wisconsin Chapter honored Valley Manor residents and staff with their “Circle of Friends” award.

• Sheboygan Memorial and Valley View Medical Centers and local community organizations have developed an educational videotape for Hmong families in Sheboygan County. Produced last fall and called “Love and Care,” it’s a resource to help families with the challenges of caring for a newborn.

• The pediatrics department at the Aurora Health Center in DePere has joined “Reach Out and Read,” a national program to encourage parents to read and share books with their children. Each two-month infant check-up includes a free award-winning children’s book and a “prescription” to read, signed by the pediatrician.

• Employees of Deckner Medical Center and the Green Bay Clinic formed an Aurora-sponsored team to participate in the Green Bay Jingle Bell Run/Walk for Arthritis, sponsored by Aurora Health Care. The event attracted 440 runners and raised $12,000 for arthritis research and programs in Wisconsin.

Physician recruitment wins advertising award

“Getting to Know Aurora Health Care,” Aurora’s physician recruitment publication, was a silver award winner in the Professional Recruitment Advertising category of Healthcare Marketing Report's 14th annual health care advertising awards. "Developing strong partnerships with physicians is a cornerstone for building our integrated system,” says Irene Hudson, manager-physician recruitment. “We’re very proud that our physician recruitment publication won such an important award. Not only was it a labor of love, it’s tremendously effective in attracting young physicians and getting them to request more information about Aurora Health Care.”
Aurora Health Care employees will have an opportunity to participate in a system-wide employee opinion survey in February. The survey, called Aurora Pulse, is a tool that helps managers and employees recognize department strengths and opportunities for improvement.

Participation will be voluntary and all responses are anonymous. A high response rate is important to ensure the survey represents an accurate picture of employees’ opinions as they relate to how Aurora is responding to the rapidly changing health care environment.

Management employees will be responsible for administering the survey. They will share overall survey results with employees in feedback meetings and develop recommendations and action plans for improvement. In addition, results of the survey will help system leaders determine how we are doing in the strategic areas of internal customer service and in moving closer to Aurora’s vision and values. Another important purpose for the survey is to guide the development of Aurora’s system-wide service strategy. Everyone is encouraged to participate. Look for additional information in future issues of Teamworks.

late last year Aurora Health Care began using a new Performance Review and Planning Form. This form will be used for performance reviews conducted in 1998 with staff and supervisory employees.

A system-wide task force worked to develop a policy and form that supports Aurora’s strategic plan and values. Feedback from employee focus groups helped the task force develop a process that facilitates a consistent performance review and planning approach across the Aurora system. The new form will help employees and their supervisors clearly discuss performance feedback and goals.

If you have questions regarding the new policy and form, please see your supervisor. A booklet titled Performance Review - A Shared Responsibility: Employee and Supervisor is also available from your supervisor or Human Resource site support person.

T here’s always the risk of accidents and injury when people are exposed to freezing temperatures and slippery conditions. By following some very simple safety practices, many winter injuries can be prevented.

Reduce back strain or pulled muscles by bending at your knees, not your back and do not twist your body without pivoting or moving your feet. Take a lot of breaks while shoveling heavy snow or large areas.

Avoid injury from falls by sprinkling salt or sand on ice patches on sidewalk or steps. Unless you have to, don’t go outside in an ice storm. If you must cross an icy area, walk slowly and carefully and hold on to something for support, if possible.

Dress appropriately — protect your ears, nose, fingers and toes — the body parts most likely to be frostbitten. If you experience a burning sensation and your skin feels hard and brittle, go inside immediately and soak the exposed area in lukewarm water. And remember, drinking alcohol doesn’t protect you from cold-related illness or injury, it just makes you more likely to be injured or become ill.

(adapted from an article in Freedom 55/65 News, Fall 1997)
What did our reorganization mean for the Aurora Libraries and for you? Kathy Strube, manager-Aurora Libraries, recently outlined the significant improvements in library service accomplished in the past year.

No matter where you are in eastern Wisconsin, you have access to the information-gathering skills of professional librarians through the Aurora Libraries. Call Kathy at 649-7357, if you are not sure exactly where to call.

Every employee and every physician on staff at an Aurora hospital is now eligible for a password to search the databases on the Aurora Libraries Database Network (ALDN). The MEDLINE database is the most well known, however there are also cancer, nursing, psychology, administrative, consumer-focused, drug, and diagnostic reasoning databases, as well as an on-line book and audiovisual catalog. Classes are available to learn to search, although the software is menu-driven and therefore friendly. And it's perfectly okay, and advisable for comprehensive or difficult searches, to just pick up the phone and ask the librarian to do a literature search for you.

Aurora managers, directors, and administrators receive the “Table of Contents for Administrators.” The Library alerts you to the latest articles in health care management-related journals held in the Aurora Libraries and you can come in to look at articles at your site's library or be mailed articles that are not at your location.

All magazine subscriptions paid for by Aurora are now ordered through the Medical Library at St. Luke's which results in substantial cost and time savings. Aurora Health Care believes that good up-to-date information leads to better patient care and better management.

"We welcome you to use the services of the Aurora Libraries," says Kathy.

Aurora human resources will conduct an audit to check that employees' personal information is up to date. In February, every employee will receive a form at home in an envelope marked “important document enclosed.” The form will show personal information as it now appears in the employee record. This audit is done every two years.

Employees should carefully check the information for accuracy, cross out any incorrect information and indicate changes on the form. Past audits have revealed important errors such as incorrect Social Security numbers, birth dates, home phone numbers and addresses and work phone numbers. Employees need to return the form only if corrections are necessary by the deadline shown to the address noted on the form. Changes cannot be telephoned to human resources because of the large number of corrections that are expected.

Any future changes in employees' personal information should be made by notifying human resources at employees' work sites when the changes occur.
The Great Icescape for Kids is a skating event to raise money for the kids served by the pediatric home care and pediatric hospice programs of the Visiting Nurse Association of Wisconsin.

If you would like to help the little ones with the biggest needs, please consider supporting the Great Icescape for Kids project by ordering one or more of the commemorative clothing items offered this year. Please use the order form below to help us help the children.

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**Forest Home Center business office backs the Packers**

When Mary Schingeck entered a Packer backer contest to win a ride to work in the Oscar Mayer Weinermobile the week before the Superbowl, she didn’t expect to win. But when she did, more than 60 business office employees were on hand before work to greet her. “It was absolutely fantastic, a memory maker,” says Mary, a secretary II. Bob Mueller, director-patient financial services for Aurora, added: “This was a fun break in the midst of our otherwise hectic schedule. It created a lot of enthusiasm that transferred into the work day.” The Forest Home Avenue business office sends out more than 6,000 patient bills each day or 1,500,000 in a year.