Teamworks, March 10, 1998

Aurora Health Care
Marilyn Hall is a very busy lady, and she likes it that way. Besides working as a surgical nurse at Sinai Samaritan Medical Center, Marilyn loves baby-sitting her grandchildren. But that wasn’t enough.

“I kind of decided,” says Marilyn, “that I needed to give something back to the community, and the Red Cross seemed like a good place to start.”

After spending 35 years as a registered nurse in the high-tech environment of the operating room, Marilyn volunteered for the First Aid Corps of the American Red Cross.

As a member of the First Aid Corps, Marilyn staffs first aid stations at community events such as Summerfest, ethnic festivals, fairs, parades and sporting events. She has been trained by the Red Cross to provide immediate and temporary care for people who are injured or ill.

But that’s not all. Marilyn persuaded her daughter, Patricia, a registered nurse who works in women’s health at St. Luke’s Medical Center, to volunteer as well. Mother and daughter took the training classes together. For the past three years, the two of them have volunteered at a variety of events.

“It’s very rewarding,” says Marilyn, “to spend weekends and days off during the summer helping out at lakefront events.”

The Greater Milwaukee Chapter of the American Red Cross is recruiting volunteers for its First Aid Corps to provide first aid at events like Summerfest and the Great Circus Parade. Volunteers aren’t required to be registered nurses. The First Aid Corps is a good volunteer opportunity for people who are willing to provide care for those who are injured or ill.

The Red Cross provides free training in first aid and CPR. Call Veronica Carter at the local Red Cross chapter, (414) 345-8649.
Metro Region unveils Regarding Health, a consumer newsletter

Last month, 250,000 area households received Regarding Health, the Metro Region's new consumer newsletter. Published in six versions, the newsletters are 10 to 12 pages in length.

Regarding Health replaces consumer newsletters previously published by Aurora facilities in the Metro Region, except for the Freedom 55/65 newsletter, which is specifically geared to members of Freedom 55/65.

The six versions of Regarding Health are designed to serve specific areas of the Metro Region. These are Northern Milwaukee County, Southern Milwaukee County, Racine County, Washington County, Eastern Waukesha County and Western Waukesha County.

“Regarding Health is a general interest health information resource for households in the Metro Region,” says Barbara Capstran, communication project manager. “It's designed to carry a complete message about Aurora's services to people living in the Metro Region. And because we're doing a single newsletter, in six versions, four times a year, we're able to provide more information, more frequently, and save on the budget.”

Each issue of the new publication will include stories of interest to readers at various stages of life. Each version has the same stories, but with different inserts and customized front and back pages. The first issue included stories on stroke treatment and prevention, sports medicine and quitting smoking, and offered readers Aurora's free Personal Health Profile Questionnaire. The calendar of upcoming community health education programs also was customized in each version.

UPAF campaign is March 16-27

Aurora Health Care employees will be asked to help support the 1998 United Performing Arts Fund campaign March 16-27, according to Marcia Martin, who works in behavioral health services at St. Luke's South Shore. Marcia is leading the fund drive.

Aurora's grand prizes this year include two round-trip tickets on Midwest Express Airlines. Other grand prizes are a night at the Hyatt Regency; dinner at the Wisconsin Club; a zoo package for two adults and two children; tickets to theater, symphony, dance and opera performances; and a Packer jacket and cap.

Gifts to UPAF may be made by cash, check or payroll deduction. Besides the prizes being offered by Aurora, UPAF gives $24 donors one free admission to Summerfest and $45 donors two half-price tickets to performances of UPAF members.

Aurora hits the road with radio station

Aurora Health Care and WOKY radio, 920 AM, have teamed up to bring a message of good health to WOKY listeners and people in the Metro Region. Since last summer, the WOKY-Aurora Health Care van has broadcast live from many special events throughout the Milwaukee area and featured a number of Aurora physicians and services. Wave when you spot the van. It's blue!
JCAHO Survey Guide

Preparing for the 1998 JCAHO Site Visit to St. Luke's Medical Center (all Sites) March 6. Step up to the plate with a winning St. Luke's team. It's spring training time and we're getting ready for the World Series. Many of you may have heard about the upcoming JCAHO survey. Below is a list of commonly asked questions and answers to help you prepare for the 1998 site visit.

What is the JCAHO?
The Joint Commission on Accreditation of Healthcare Organizations. This non-governmental organization can survey and provide accreditation to health care organizations.

**Why do we need to be accredited?**
It is essential to St. Luke's Medical Center (all sites), our patients and all employees that we successfully meet the JCAHO standards and achieve accreditation. Without accreditation, the hospital would lose all government and third party reimbursements (insurance).

**How often does a survey take place?**
Generally, we are surveyed every three years. The Laboratory is surveyed every two years.

**When will our 1998 survey take place?**
The exact date has not been announced. It most likely will take place sometime in June.

**How long is the survey?**
Our inpatient survey will take five days. We will have a separate ambulatory survey that may or may not occur during this same period of time.

**What happens during the survey?**
Three surveyors will visit St. Luke's Medical Center and St. Luke's South Shore. They will review documents and procedures, walk through the hospitals and talk with employees, patients and families. They will measure how well we provide our services.

**Who are the surveyors?**
The surveyor team will include a nurse, a physician and an administrator.

**Does the survey include every department?**
Yes. Every department in the hospital system will participate.

**Who will the surveyors talk to?**
The surveyors will walk through the hospitals and talk with employees, as well as patients and families. They also will have scheduled interviews with some hospital staff members. During the survey, they will talk with a least 200 to 300 people.

**How is the hospital preparing for the JCAHO survey?**
We have received copies of JCAHO Standards and Scoring Guidelines. A Joint Commission Education Committee will be sharing information with staff members regularly, through this newsletter and a wide range of materials. It is up to each employee to read educational materials and participate in educational programs to prepare for the survey.

**If I have questions regarding the survey, who can I talk to?**
Talk to your director, manager or supervisor or contact Quality Management at 649-7152.

**HOW CAN I PARTICIPATE IN SPRING TRAINING?**
Watch for newsletters: gold color for all employees, red color for clinical staff, blue color for leadership. Watch for posters:
- outside the elevators
- lobby areas
- parking structure
- employee restrooms.

**BATTER-UP AND PARTICIPATE IN THE WEEKLY NEWSLETTER QUIZ.**

- everyone is eligible for one of the 20 weekly prize drawings
- one Grand Slam prize is also awarded each week!
Let's hit a home run!

### WEEK 1

1) Joint Commission will survey our organization
   a) December ’98,
   b) June ’99,
   c) June ’98

2) What departments will be affected by the survey
   a) all nursing areas,
   b) St. Luke's Surgery Center
   c) every department in the hospital system

3) Do we need to be accredited by the Joint Commission
   a) because without accreditation, the hospital would lose all government and third party reimbursements,
   b) because without accreditation construction on Miller Park (Brewers new stadium) would stop,
   c) because the recipe for Stadium Secret Sauce would be lost forever

4) The survey lasts
   a) 2 hours
   b) 5 days
   c) forever

5) The theme for the Joint Commission Education Program
   a) spring training
   b) return to title town
   c) 1998 Women's Golf Open

Drop in the box in cafeteria or mail to Quality Management-SLMC by Friday, March 13, 1998
**April Nursing Education Classes**

The classes listed here are free to Aurora employees unless a fee is indicated in the course or class description. Courses or classes may be canceled if the minimum registrations are not received. Preregistration is required for every class and course in April. For information or to register, call nursing education, (414) 647-6370, or fax the registration to nursing education, (414) 647-4878, or e-mail on cc:Mail to nsg_ed or to nsg_ed@aurora.org on the Internet.

April 2  **Safe at Home II**, 7:30 a.m.-12:15 p.m. Aurora Conference Center. See unit flyers for more information on topics to be presented. To register, call (414) 647-3347.

April 8  **Critical care course begins.**

April 9  Chemotherapy precertification class begins, 9:30 a.m.-3 p.m. Eastern Wisconsin Regional Cancer Center. To register, call Nancy O'Brien, administration, Sheboygan Memorial Medical Center, (920) 451-5410. Two-day workshop plus two-hour exam two weeks after last class. $50 fee to Aurora employees.

April 15  **Basic ECG course begins**, 8 a.m.-4:30 p.m., Aurora Conference Center.

April 23  **Safe at Home I**, 7:30 a.m.-4:30 p.m., Aurora Conference Center. This is the initial domestic violence education program. See unit flyers for more information on topics and breakout sessions to be presented. To register, call (414) 647-3347.

April 27  **Critical care module - pulmonary**, 8 a.m.-4:30 p.m., Aurora Conference Center.

April 28  **Critical care module - medical**, 8 a.m.-4:30 p.m., Aurora Conference Center.

April 30  **Dual chamber pacing concepts**, 8 a.m.-12 noon, St. Luke's Medical Center.

April 30  **Advanced 12-lead ECG concepts**, 8 a.m.-4:30 p.m. Aurora Conference Center. Content includes the effects of electrolytes, drugs, chamber enlargement, disease on the 12-lead ECG. Previous 12-lead ECG interpretation experience required.

April 30  **6th Annual HIV Care: Putting the pieces together**, 7:54 a.m.-4:15 p.m., Pfister Hotel. $20 fee to Aurora affiliate employees. For more information, call Sue Truchan, (414) 647-3597. Register via flyer, fax, e-mail, or call Peggy Wipplinger, (414) 647-3347.
Those wanting to learn how to search MEDLINE, HEALTH REFERENCE CENTER (a database of consumer-level health information), or the Online Book Catalog of the Aurora Libraries, are invited to register for one of these classes. These are three-hour Introductions to the Aurora Libraries Database Network (ALDN) classes unless otherwise labeled. Please call the Medical Library at St. Luke's Medical Center (649-7357) to register. Class requirements: minimum of four and maximum of eight students.

Advanced MEDLINE classes may be scheduled by request for groups of four to eight. Demonstrations of ALDN databases are available at the West Allis Medical Library, call Joan Clausz, (414) 328-7910. Demonstrations of ALDN databases are available at the Jacob Fine Library-SLSS, call Stephanie Hanus, 489-4028.

March 17 1-3 p.m., MICROMEDEX drug databases, taught by Jane Bubik at the St. Luke's Computer Lab
March 23 1:30-4:30 p.m., taught by Stephanie Hanus at the St. Luke's Medical Library Computer Lab
April 17 8-11 a.m., taught by Kathy Strube at the St. Luke's Medical Library Computer Lab
May 6 1:30-4:30 p.m., taught by Stephanie Hanus at the St. Luke's Medical Library Computer Lab
May 21 8-10 a.m., MICROMEDEX drug databases, taught by Jane Bubik at the St. Luke's Computer Lab
June 3 8-11 a.m., taught by Kathy Strube at the St. Luke's Medical Library Computer Lab