Teamworks, March 24, 1998

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Hartford Memorial Hospital provides the medical control and medical direction for six emergency medical services (EMS) in Washington and Dodge Counties. At Hartford Memorial, Robin Ihde, RN, the EMS coordinator, works closely with the volunteer members of those units.

"Pre-hospital health care is vitally important to assure that patients have the best outcomes possible," Robin says. "We provide the area's first responders and emergency medical technicians, all volunteers, with recertification training and quality control. I review the care provided to each patient to see that the protocols are followed."

Robin works with two providers that transport patients — Hartford Emergency Squad and Dick's Ambulance Service. She also works with four defibrillator first responder groups — Iron Ridge, Hustisford, Neosho and St. Lawrence — that care for patients in the field. "Our service area is large, but not highly populated," Robin says.

Robin spends 16 to 20 hours each month working with the 110 volunteer pre-hospital health care providers. She also is a staff nurse in the emergency department and a night administrative supervisor.

"When she assumed the EMS coordinator role, Robin restructured the recertification process to improve its educational value and to reduce the amount of time that equipment was out of service," says Mike Murphy, RN, manager-critical care services at Hartford.

Mike recommended Robin for the Wisconsin EMS Association 1998 EMS Educator of the Year award, and she was selected in January.

"Her teaching style allows the adult learner to acquire new skills in a safe but challenging environment," Mike says. A recent presentation on stroke, or brain attack, was attended by more than 60 Hartford-area EMS volunteers.

Not only is Robin a good teacher, she recently worked to acquire a defibrillator mannequin and ECG simulator to help train and recertify the EMS volunteers.

Robin, who's been with Hartford Memorial for three years, earned her ADN at Gateway Technical College and her BSN at Alverno College. A certified emergency nurse and former emergency medical technician, she works closely with Drs. Kathy Shallow and Gordon Hall, who are the EMS medical directors based at Hartford.
Service Corner
St. Luke's, South Shore, Sinai Samaritan and West Allis Medical Center

Saint Luke's Medical Center Golden Sneaker Awards were presented in February to eight employees who exceeded the expectations of their patients, patients' families, coworkers and other customers. Recognized were Denise Anderson, oncology; Janet Laughlin, Wiselives Center, a family practice clinic; Robert Pilmore, loss prevention services; Becky Skorupinski, physician's answering service/main operator; Joyce Wenke, RN, SNICU; and Artavia Williams, patient service associate, 11LM.

Janet Laughlin, Wiselives Center, is the randomly selected Golden Sneaker Service Provider for February. An elderly woman walked into the clinic. It soon became apparent she was confused and could not give a good history. Janet drove her home, picked up her husband and then drove them to the office of the woman's primary care doctor, so the patient would have continuity of care.

St. Luke's South Shore Big Storm Awards for Service Excellence were presented in February to eight employees who exceeded the expectations of their customers at St. Luke's South Shore. The recipients, who were nominated by their managers, co-workers, patients or patients' families, are Ben Frymark, environmental services; Mary Henderson, environmental services; Bonnie Littlefield, 3 MESG; Linda Osbourne, radiology; Cindy Osiecki, SDTC; Gail Reynolds, SDTC; Lunnije Tairi, 3 MESG; and Teri Thein, respiratory care.

The randomly selected service provider of the month is Ben Frymark, who was nominated by Cheryl Bauer, loss prevention services. Cheryl wrote: Ben was shoveling snow by the emergency entrance. A large school bus pulled in, and the driver asked where emergency was because his company told him to go to emergency at the hospital. Ben told him that this was the emergency area. The driver asked where to park the bus, and Ben directed him to park away from the ambulance entrance and then asked him if he needed help. The driver said he had chest pain. Ben immediately ran inside and got a wheelchair, alerted staff, and then went outside and assisted the man into the wheelchair, then to the emergency department.

To nominate a St. Luke's South Shore employee, volunteer or physician for exceptional service, obtain a nomination form from a department, human resources or administration. Describe what the employee did to warrant this recognition, and send the completed form to Jane Wagner in Administration.

Sinai Samaritan Medical Center Golden Moment Awards were presented in January to three employees who exceeded the expectations of their customers. Recognized were Melanie Gray, RN, a parish nurse/float pool; Steve Hawk, RPh; and Wendy Schmidt, RN, cath lab.

Melanie was recognized for making Christmas Eve very special for a young patient with metastatic cancer. Melanie got permission to take the patient to a church service. Afterward, the patient seemed to be much more at peace for the remaining days of her life.

Steve is a neonatology pharmacist who was nominated for procuring a medication for a high risk neonate before discharge, including convincing the insurance company to cover the drug and to ensure that it would be available to the patient after discharge.

Wendy was recognized for outstanding leadership in her department. Skilled, energetic and flexible, she is known for treating patients, physicians and co-workers with the utmost confidence and respect. A compassionate nurse, she spends much of her workday comforting and teaching patients and families.

West Allis Memorial Hospital GEM Awards were presented to seven employees in January. Recognized were Susan Mahuta, MRI; Patrick Minster, MRI; Colleen Roddy, outpatient department; Diane Schmidtke, LPN; Mary Steger, discharge planning; Tom Tews, biomedical engineering; and Melanie Walloch, RN.

Susan, Patrick and Melanie provided professional, caring, gentle, kind and knowledgeable care in MRI to a claustrophobic patient who also happened to be a clinician.
Tom uses his skill and expertise to photograph infants who have died because of miscarriage, stillbirth or infant death. His pictures have comforted many families and have been the centerpiece of several infant funerals.

Colleen drove an elderly couple home from the hospital, when, after the wife’s procedure, she found out that the husband couldn’t drive at night because of vision problems.

Diane and Mary not only arranged transportation to the airport for an out-of-town patient, but also went to a local store to purchase fresh underwear for him.

Jim Sagan, supervisor loss prevention services (Sinai Samaritan Medical Center), and seven other men rode 2,400 miles on snowmobiles to benefit the National Multiple Sclerosis Society. The Packerland Snowmobile Tour began and ended in Wawa, Ontario, about three and a half hours northwest of Sault St. Marie. Their efforts raised $70,000. “We met wonderful people and rode great trails, averaging 240 miles of snowmobiling each day,” Jim says.

Employee takes vacation, rides snowmobile to raise money for charity

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April Community Programs

- April 2: Coping with Caregiver Stress
- April 8: Making Marriage Work
- April 14: Where are your feelings?
- April 15: Chemical Dependency: A Family Illness
- April 22: Attention Deficit Disorder in Adolescents
- April 23: How to quit smoking — For good
- April 30: Raising a Money-Smart Child

These evening programs are offered in Waukesha, Wauwatosa, Cudahy, Kenosha, New Berlin or Racine. To register, call the toll-free 24-hour registration line, (888) 771-ABHS (2247).

Auxiliary Bake Sale

8 a.m. Thursday, April 9
Main Lobby
Make your selections from a variety of home-made baked goods. Proceeds to benefit the Women's Auxiliary Scholarship Fund. Enter the drawing for a basket filled with Easter delights.

Sharing Meeting for Interpreters

2 to 2:45 p.m. Wednesday, April 8
Health Science #3, SLMC
An open discussion for St. Luke's staff members who do language interpretation or translation for patients. Come to share your ideas and experiences for medical interpreting. This includes American sign language. For information, call Sarah Sullivan, Ext. 5696.

Congratulations to the management and staff of Milwaukee Subacute Center for achieving a deficiency-free 1998 state survey. The center, located at the West Campus of Sinai Samaritan Medical Center, is operated by Amera Health Service.

Aurora Credit Union

42nd Annual Meeting
5:30 p.m. Wednesday, April 1
Aurora Conference Center
Election of three directors
Refreshments and door prizes

Aurora Credit Union members who are unable to attend the annual meeting may vote at the following times and locations:

- Aurora Corporate Center - Front Desk
  8 a.m. to 4 p.m. Monday, March 23
- Aurora Credit Union
  9 a.m. to 5 p.m. Wednesday, April 1
- Heil Center - Front Desk
  8 a.m. to 4 p.m. Monday, March 23
- St. Luke's South Shore - Branch Office
  11 a.m. to 2 p.m. Monday, March 30
- Sinai Samaritan - East Branch Office
  9 a.m. to 3 p.m. Tuesday, March 31
- Sinai Samaritan - West Branch Office
  Noon to 3:45 p.m. Thursday, March 26

Play Ball!

Sign up now for Men's and Women's Softball Teams.
For information, call a softball manager listed here.

Men's Softball
- St. Luke's All Stars: Jose Cruz (414) 647-3260
- St. Luke's: Luis Hernandez (414) 647-3192
- West Allis: Ron Cochran (414) 328-7234
- Sinai Samaritan: Jon Stein (414) 219-6222

Women's Softball
- St. Luke's: Kathy Morris (414) 649-7360

The women's softball league will be playing Monday nights at Wilson Park on S. 20th St. as part of a Milwaukee County Parks league. The men's softball league will be playing Thursday nights with the WUSSSA League at Pulaski, McCarthy and Jackson Parks.