Teamworks, May 19, 1998-System Edition

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Aurora HealthCare®

Teamworks

May 19, 1998 • System Edition

Aurora school-based wellness program begins serving students and families

Alternative Delivery & Community Programs recently began a school-based wellness promotion program in cooperation with the Milwaukee Public Schools (MPS). “The purpose of the program is to provide better access to primary care, behavioral health, health education and prevention, case management and referral services to students of four elementary schools within the MPS system,” said Booker Thomas, manager of community partnerships and programs.

The Aurora school-based program consists of a multi-disciplinary team that provides accessible health care and family support services to children through grade 5 at four Milwaukee public elementary schools: Neeskara Elementary School, 1601 N. Hawley Rd.; Allen-Field Elementary School, 730 W. Lapham; Lloyd Street Elementary School, 1228 W. Lloyd St.; and Lincoln Avenue Elementary School, 1817 W. Lincoln Ave.

The multi-disciplinary team consists of four people: Wendy Grohman, pediatric nurse practitioner; Julie Schuppie, advanced practice social worker; Nancy Bustos, community outreach worker; and Clara Aleman, registration clerk, data entry/translator. “We have a great team that is equipped to deal with a large spectrum of problems, including health issues, social issues and family issues,” Booker said.

The team’s primary focus is on wellness promotion. Services include health checks, health screenings, preventive health education, illness/injury visits, family supportive services, community outreach/home visits, resource information and referrals. They hope to provide immunizations by next school year.

“I find working with children to be very fulfilling and enjoyable. I believe school-based clinics are an excellent way to improve access to care for children. Furthermore, we are promoting wellness at an early age, hoping it will contribute to lifelong habits and benefits.”

— Wendy Grohman

“All of my nursing experience has been in pediatrics,” Wendy said. Her most recent position was at Sinai Samaritan Medical Center’s Pediatric & Adolescent Clinic. Prior to that, she worked at

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Children’s Hospital of Wisconsin for six years as a pediatric nurse.

“I find working with children to be very fulfilling and enjoyable. I believe school-based clinics are an excellent way to improve access to care for children. Furthermore, we are promoting wellness at an early age, hoping it will contribute to lifelong habits and benefits,” said Wendy.

The program operates primarily during school hours. However, after-hours appointments are available to accommodate parents when needed.

The program is expected to grow to include additional schools and wellness teams.

For information, call Family Service of Milwaukee (414) 342-4560 or Wendy Grohman, (414) 345-3090, Ext. 211.

Q & A: Aurora team tackles year 2000 problem

- **What is the year 2000 problem?**

  Most of the computers we use every day were not designed or programmed to recognize “00” as 2000. In some cases, the problem is hardware related — the computer simply will not operate correctly after the year 1999. In most cases, it is the software that must be repaired. At Aurora, we must upgrade both hardware and software.

- **How did this happen?**

  In the early years of computers, the 1950s, 1960s and 1970s, computer memory was very expensive. To save computer memory space, years were shortened to the last two numbers. When the year becomes “00” in the year 2000, computations using dates may fail.

- **What is Aurora doing?**

  We are working to become year 2000 compliant throughout the system. Work has already started on converting our computer hardware and software to handle the four-digit year. We are looking at vendor-supplied applications, hardware (personal computers, servers and mainframes), databases, end-user tools, bio-medical equipment, office applications such as telephone and security systems, climate control systems and external service providers. Beginning with the current fiscal year, the purchasing department is including a clause in contracts for purchasing new goods and services that requires the vendor to show year 2000 compliance, which will be verified with every purchase.

- **Who is in charge?**

  We are managing our year 2000 project centrally, with a system-based team, in order to carefully document every step taken to address the problem. Regularly reporting our progress to senior management and our board of directors is Jack Steinman, vice president - information services. Managing the team is John Schwarz, director - cross-functional support. John’s team needs to be aware of every year 2000 activity, and he urges managers throughout the system not to tackle aspects of the year 2000 problem without system support.

If you have questions about the project, John can be reached at (414) 647-3230, via cc:Mail, or via e-mail at john.schwarz@aurora.org
Aurora receives “Partners in Growth” award

Aurora received the “Partners in Growth” award at the 10th Annual Combined Health Appeal Victory Celebration earlier this year.

This award reflects our dedication to improving employee awareness of the many charitable organizations in our community.

![Image of two men accepting award]

New Medicare HMO products hit the market

In the weeks ahead, you will be seeing and hearing much more about Medicare HMOs as two new products are unveiled in the Milwaukee area — Humana Gold, a Humana product that is being marketed only in Milwaukee County, and Medicare Blue, a Blue Cross and Blue Shield United of Wisconsin product that is being marketed in Milwaukee, Waukesha, Ozaukee, Washington, Walworth and Kenosha counties. They join PrimeCare Gold, a Medicare HMO that has been sold here since 1995.

We are participating in both Humana Gold and Medicare Blue. We do not participate in PrimeCare Gold. Seventy-eight Aurora Medical Group and University of Wisconsin faculty physicians are serving on the Humana Gold and Medicare Blue primary care panels.

Although enrollment in Medicare HMOs here is low, it is expected to grow dramatically as the new products are rolled out and advertising efforts escalate. In some urban markets, Medicare HMOs have captured more than one-fourth of the Medicare market in as little as three years.

Medicare HMOs differ from traditional fee-for-service Medicare in that they agree to provide health care services for Medicare-eligible patients in exchange for a capitated fee from the federal government. Medicare HMOs typically share this financial risk with the health care providers in their networks. Aurora will bear risk under both the Humana Gold and Medicare Blue products.

A system-wide team has been working to prepare for these HMO patients. If you have questions, please call Pat Radoszewski, Medicare risk project leader, at (414) 647-6429.
EMS honor
- Robin Ihde, RN, EMS coordinator at Hartford Memorial Hospital, was chosen in January by the Wisconsin EMS Association as the 1998 EMS Educator of the Year. Hartford Memorial provides the medical control and medical direction for six emergency medical services (EMS) in Washington and Dodge counties. As the EMS coordinator, Robin works closely with the volunteer members of those units.

Snowy adventure
- Jim Sagan, supervisor - loss prevention services at 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.

Skaters help VNA
- The Visiting Nurse Association of Wisconsin held The Great IceScape for Kids on March 1. The fund-raising event benefits children served by the VNA's Pediatric Home Care and Pediatric Hospice programs. The event, held at the Pettit National Ice Center, attracted more than 400 skaters and raised $25,000. Participants were able to skate on the Olympic oval with friends and family members, or even their favorite sports mascot.

Annual recognition event
- The 1998 Recognition Event was held on Thursday, May 14, at the Milwaukee Public Museum. The event honored more than 1900 Aurora Health Care employees with five years of service or more (in five-year increments) who celebrated their service anniversary between May 16, 1997, and May 14, 1998.

Aurora expands libraries
- Sheboygan Memorial Medical Center is the home of the newest branch of the Aurora Health Care Libraries. With expanded library services and a new medical librarian on board, the library is now available to serve employees and physicians throughout both the Central and North Regions. Al Wambold is the new medical librarian there. Al comes to Aurora from Madison, where he recently completed his master's degree in library science.

Brochure developed in Central Region
- Diane Liebenthal, director of medical/surgical and oncology services for Sheboygan Memorial and Valley View Medical Centers, and other employees on the pediatric unit at Sheboygan Memorial Medical Center, developed a brochure called “Sometimes Sharing Isn't Such A Good Thing.” The brochure provides information about respiratory syncytial virus, or RSV, and other common viruses that can affect infants and young children. The brochure is currently being distributed to parents, schools, preschools and day care centers throughout the county by the Division of Public Health. It is also available at all Sheboygan Clinic branches and at Sheboygan Memorial and Valley View Medical Centers.
Perfect survey outcome
- Valley Manor Nursing Home in Plymouth received a “deficiency-free” perfect survey outcome in its annual nursing home survey. Administered by the Wisconsin Bureau of Quality Assurance - Division of Health, the survey evaluates compliance with state and federal regulations regarding all aspects of long-term care. Areas reviewed included: resident rights, quality of life, quality of care, resident assessment, nursing, dietary, rehabilitation, pharmacy, activities, social services, infection control, physician services, administration and physical environment.

AHN information line
- Employees who have chosen Aurora Health Network health coverage for themselves and their families now have a new service, the AHN Information Line, being offered as part of their health coverage. The AHN Information Line, 1-888-747-5380 (toll free), is designed to ensure that questions about your health plan are answered by the right person.

Building demolished
- The "G" building at Sinai Samaritan Medical Center was demolished recently as part of Sinai Samaritan's consolidation to one campus. Built in the 1940s, the building has been used as a nurses dormitory, faculty offices and to house medical students. Land where the building stood will be used for parking.

Free injury evaluations
- The Sports Medicine Institute of Sinai Samaritan Medical Center and Adventure Rock, 21250 W. Capitol Dr., have formed a partnership to provide free injury evaluations to members, staff and patrons of Adventure Rock, a new climbing center in the Town of Brookfield. Physical therapist Megan Batha began providing the evaluations March 10. She's on duty at Adventure Rock from 5 to 6 p.m. the second and fourth Tuesday of each month to evaluate sports injuries and give recommendations about treatment and prevention.

Free health care offered
- Children and adults who are unable to pay for health care can now seek help at a free clinic that opened earlier this year at Hartford Memorial Hospital. The clinic is the second in Washington County operated by Donated Health Care Services Inc., a volunteer organization that provides free health care to needy people. Qualified patients have access through referrals and a voucher system to a network of hospitals, clinics, dentists, chiropractors, pharmacies and eye care specialists.

AMG names administrator in South Region
- Mark Kadlec has joined Aurora Health Care as regional administrator for Aurora Medical Group in the South Region. Mark will be responsible for administrative leadership for Burlington Clinic and its satellite offices, and for Aurora Medical Group's day-to-day operations in Kenosha and Walworth counties.
Norrie Daroga has been named the new board president of the Visiting Nurse Foundation (VNF). "I hope to bring my experience in the business world to the VNF board and provide the leadership and guidance that will help us reach our fund raising goals. I’m looking forward to my involvement during the next two years," Norrie said.

Norrie joined the foundation board four years ago and has been involved in many of the board’s activities, including the finance, nominating and development committees. Because he has elderly parents, Norrie realizes the importance of helping people stay in their homes.

Norrie recently became general counsel at M&I Data Services. He previously was a partner with the law firm of Quarles & Brady. He is also on the board of directors of Boerner Botanical Gardens. Norrie and his wife, Ellen, have a 3 year-old daughter.

Norrie says, “During the past year, the VNF has made great strides in increasing charitable contributions, but the changes currently taking place in medical and regulatory environments mean that we will have to raise additional funds if many of our programs are to continue. I’m very interested in seeing the VNA remain the vital organization it is today.”

Norrie succeeds Michael Brophy, corporate communications director at Miller Brewing Company.

Variety Club establishes fund for VNA children’s hospice

The Variety Club Children’s Charities of Wisconsin is donating $10,000 to establish the Variety Club Home Hospice Fund for Children. The fund will be administered by the Visiting Nurse Foundation and will pay for respite care needed by the families of the pediatric patients of the Visiting Nurse Association of Wisconsin. Such care is not paid for by insurance or any other VNA funding sources.

“This is a fitting combination of forces,” said Joe Natoli, executive director of Variety Club Tent 14. “Variety is a very large children’s charity, and here in Wisconsin we work with a number of organizations to help children wherever there is a need.”

Mary Runge, VNA hospice director, said, “At present, we provide skilled nursing, social work services and home health aide services free of charge to pediatric hospice patients and their families who lack other financial resources.” According to Mary, the VNA’s ability to provide this charitable care is dependent on contributions from the community.

“Anyone who has ever had to care for a child virtually around the clock knows how draining it can be. The establishment of the Variety Club Home Hospice Fund for Children will promote the physical and emotional well being of the child’s caregivers, and thus the overall well being of the child,” adds Mary.

For information on this program, contact Joe Natoli, at (414) 298-9994, or Karen Toboyek, director of philanthropy at the VNA, at (414) 328-4430.
MORE over-the-counter (OTC) medicines are being used by consumers than ever before. As consumers, we need to take an active role in understanding all medications we are taking, both prescription and non-prescription.

Although mild and relatively uncommon, interactions involving OTC medicines can produce unwanted results or make medicines less effective. “It’s especially important to know about drug interactions if you’re taking prescribed medicines from your physician and OTC drugs at the same time,” said Barbara Jo Piester, an RN who works in Aurora Health Care’s teleservices department.

Michelle Mindham, another RN in the call center, said: “Some drugs can also interact with foods and beverages, as well as with health conditions such as diabetes, kidney disease and high blood pressure.”

Here are a few drug interaction cautions:

- Avoid alcohol if you are taking anti-histamines, cough-cold products with the ingredient dextromethorphan or drugs that treat sleeplessness.
- Do not use drugs that treat sleeplessness if you are taking prescription sedatives or tranquilizers.
- Check with your doctor before taking products containing aspirin if you’re taking a prescription blood thinner or if you have diabetes or gout.
- Do not use laxatives when you have stomach pain, nausea or vomiting.
- Do not use cough-cold or weight-control medicines with the ingredient phenylpropanolamine (PPA) if you’re being treated for high blood pressure or depression; or if you have heart disease, diabetes or thyroid disease.

Drug labels change as new information becomes available. That’s why it’s important to read the label each time you take medicine.

How would you answer this?

Have you ever been asked, “What are Aurora Health Care’s values?” How would you respond?

Our four values are the fundamental building blocks of our organization. The following information may help you better understand our values and answer any questions patients, friends, neighbors, family members or other employees may have:

- **We believe in total patient satisfaction.**
  
  Our fundamental purpose is to serve people by improving their health. We will listen attentively to people in order to understand their needs and be flexible in responding to them, striving to exceed their expectations at all times. We expect distinctive service to set us apart.

- **We believe in continuous quality improvement.**
  
  We expect to provide continually improving quality in all our services by empowering clinicians to manage patient care. We know this will require us to measure performance, identify problems, encourage innovation and allow people closest to service delivery to initiate change.

  - **We believe in controlling our costs.**
    
    We recognize our customers, patients and communities are struggling to control their health care costs, and we need to do the same. We will respect their resource limitations, keeping our services efficient and affordable in order to earn their business.

  - **We believe in teamwork and respect.**
    
    We respect the value and dignity of the individual and the strength and wisdom of teams. We believe that partnership with customers, colleagues and community members will be essential to our success, and we will act with integrity to create mutual trust and respect.

If you have a question about Aurora that you would like to see addressed in Teamworks, please contact Danielle Koller Lennie, (414) 389-2271, or send a fax to (414) 671-8560. Danielle can also be reached via cc:Mail.
Village Adult Services holds 3rd annual jazz benefit and silent auction

Village Adult Services, Milwaukee’s oldest adult service program, will hold its third annual jazz benefit and silent auction on June 17. The event will be held at O’Donnell Park, North Gardens, at the Milwaukee lakefront. Dixieland music by the Mississippi Mudcats, led by local artist Pete Wood, will be offered from 5:30 to 7:30 p.m. The silent auction items include Midwest Express tickets and Harley-Davidson motorcycle memorabilia.

Before the event, Village Adult Services will be selling raffle tickets for a Green Bay Packers package that includes two tickets for the Green Bay vs. Tampa Bay game on Sept. 13, plus round-trip transportation in a limousine from Milwaukee to Lambeau Field.

Proceeds from the benefit, auction and raffle will support the older adult programs provided by Village Adult Services.

Tickets for the event are $20. Raffle tickets are available for $2 each or six for $10. For information or tickets, call (414) 277-8100.

Four facts about Village Adult Services

- Village Adult Services became part of Aurora Health Care last year when it affiliated with Family Service of Milwaukee.
- Village Adult Services provides care for more than 100 people who need the special services provided in an adult day care center.
- Adult day center participants range from 35 to 106 years of age.
- The center also provides a specialized program to care for people with memory loss, dementia and Alzheimer’s disease.