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Teamworks, June 30, 1998

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A work group is being formed to develop a Metro Region dress code and appearance policy. Allen Stasiewski, service management at St. Luke's Medical Center, will chair the group.

This important project is being undertaken to give employees guidelines that are consistent throughout the region. This consistency has been needed because the Aurora facilities that came together to form the Metro Region each had their own appearance standards.

"We will be using Sinai Samaritan Medical Center’s current policy as a guide and a starting point. Any policy will need to be consistent with our Metro Region Service Goals and focus on what we know about service image and first impressions," explains Allen.

Allen wants ideas, concerns, or suggestions from readers of Teamworks. His phone number is (414) 649-6067. He’s listed in cc:Mail and has an Internet address (allen_stasiewski@aurora.org).

Sinai Samaritan Medical Center’s consolidation from two campuses to one location at its East Campus, 945 N. 12th St., is nearly complete. This is a significant change because there’s been a hospital on the Kilbourn Avenue site since 1863. A formal closing ceremony and open house has been set to give employees, retired employees, nursing school alumni and others the opportunity for a meaningful good-bye to the buildings that over the years have been known as Milwaukee Hospital, Lutheran Hospital of Milwaukee, Good Samaritan Medical Center and the West Campus of Sinai Samaritan Medical Center. All Aurora employees are invited to participate. A closing liturgy will be held at 10 a.m. Tuesday, July 14, in the Fritschel Chapel Auditorium. On the same day, an open house will be held from 7 a.m. to 4 p.m. in the original lobby (current library). Refreshments will be served.
St. Luke's opens rehab center in Racine

Aurora Rehabilitation Center, a St. Luke's Medical Center facility, opened earlier this month at 6800 Washington Ave. (Hwy 20), Racine. The center is about one mile east of the Aurora Health Center in Racine. Its phone number is (414) 884-2500. The lead physical therapist at the new center is Sue Rosenbaum, who had worked at the Aurora Health Center in Kenosha for the past three years.

The center offers occupational therapy, physical therapy, functional capacity evaluations (FCE) and work conditioning, as well as hand therapy and splinting. FCE is provided for work-injured patients who need to have their ability to do their jobs evaluated against their job descriptions.

Providing the services will be physical therapists, occupational therapists and physical therapy assistants. The staff will treat patients 10 and older who have been injured on the job, in sports, in motor vehicle accidents or at home.

Employee is active in professional society

Lyn Mehlberg, a nuclear medicine technologist at St. Luke's Medical Center, recently finished her term as Central Chapter president of the Society of Nuclear Medicine and accepted the position of Central Chapter's voting representative in the technologist section of the national organization. Lyn was among the Aurora representatives at the organization's national meeting earlier this month. Also participating in the educational programming were Debra Umlauf, Sinai Samaritan Medical Center; Margo Smith, Milwaukee Heart Institute; Donavon Niedfeldt, St. Luke's South Shore; Rob and Lynn Flores, Aurora Health Center in Kenosha; Steven Port, MD; and A.M. Kistler, MD.

Cancer Services says thanks

The 28th Annual Vince Lombardi Memorial Classic was held on June 6. A big thank you to all employees who sold and purchased raffle tickets, and a special thank you to all the employees who volunteered their time and talents at both the Run for Daylight and at the Golf Classic.
JCAHO roundup

By the time you read this, surveyors from the Joint Commission on the Accreditation of Healthcare Organizations will have come and gone. As this publication enters production, all indications are that St. Luke's Medical Center will have had a successful JCAHO survey, thanks to the dedication and hard work of employees. The next issue of Teamworks will include a complete summary of the survey and the survey findings.

Telephone tips

Employees of St. Luke's Medical Center are asked to provide their complete name and phone number (instead of only a first name and an extension number) when leaving telephone messages for other employees. Because many St. Luke's employees have expanded job responsibilities, either regionally or at multiple sites, it is important that the person receiving the message has a clear idea who and where a call came from. For example, it is better to say, "Call Jane Smith at St. Luke's at 647-3126," than to say, "Call Jane at 3126."

To expedite return calls, employees who have voice mail also may wish to include the following information on their pre-recorded outgoing voice mail message:

- Whether or not they will be in that day (or when they will be back in the office).
- How frequently they will be checking their telephone messages.
- Ask the caller to leave convenient times to return the call.
- If possible, include the name and phone number of another person who might be able to help a caller.

Elevator guidelines

There continues to be patient transport delays in the Knisely Building because of inappropriate use of elevators in this area. These delays can be detrimental to patient care, considering that many of our acute care areas are located in the Knisely Building. Employees should be aware of the following information:

1. There are three sets of elevators in the Knisely Building with a total of six elevators.
2. One set is for people transport (located at the end of hall, east elevator), one set is for patient transport (located at the end of the hall, west elevator) and the third set is for equipment/supply and staff transport (located in the hallway between the Knisely and Center Buildings).
3. Remember, there also is a stairway in this area. If you're not carrying a load or pushing a cart and can use the stairs, please do so.

Guidelines for patient transport elevators:

These elevators are to be used solely for patient transport services. Other employees providing time-sensitive services also should use these elevators, when necessary. Example: late trays, STAT lab or tests, or bed/cart/w/c transport with or without a patient.

Guidelines for people transport elevators:

These elevators should be used by patients, visitors, staff and doctors who are not pushing carts or transporting equipment.

Guidelines for equipment/supply elevators:

These elevators should be used to transport equipment and supplies on carts. They also may be used by staff and doctors.

This issue may seem trivial, but it is not. There have been delays in excess of 15 minutes in transporting patients because the patient transport
elevators were being used by employees who could have taken alternate elevators and routes.

Golden Sneaker recipients
The following employees are the Golden Sneaker recipients for the month of May:

- Sue Abraham, CVICU
- Veronica Chaparro, Emergency Department
- Rose Duchniak, Family Practice Center
- Kim Gehrke, 9LM
- James Hayes, MD, OB/GYN
- Dianne Isnard, Physical Medicine and Rehab Dept.
- Kris Loomis, Emergency Department
- Meg McCormick, Creative Services
- Cindy Miller, Family Practice Center
- Pam Minzlaff, 3EF
- Kelly Peyron, 9LM
- Debra Schell, MD, OB/GYN
- Lisa Stachniw, Emergency Department
- Jim Trepanier, Security
- Sharon White, 9LM
- Artavia Williams, 11 LM
- Alice Witz, Administration

   Sue Abraham was randomly selected as the Golden Sneaker recipient for the month of May. She was nominated by a family member of a patient, who wrote: "Sue has gone out of her way to give a high level of professional care. She said she would request my mother as her patient and would even come in to work on her days off for her. She is very caring and a credit to her profession. As an EMT on a rescue squad, I come into contact with many professional people."

Nurse practitioner honored for outreach work
Steve Ohly, NP, has been named by the Robert Wood Johnson Foundation as one of 10 outstanding people who are changing the shape of health care in America.

Ohly was selected from among 500 candidates for furthering community health services for the poor living on Milwaukee's south side, including many of who are immigrants, homeless, jobless and outside the health care mainstream, the foundation said.

He established the Madison Street Outreach Clinic, a free clinic with volunteer physicians, dentists, podiatrists, cardiologists and other services in a neighborhood center at 931 W. Madison St., in a building that also provides housing support, meals and other community services. The clinic opened in January 1994 and now serves more than 600 people a month, 95% of whom are uninsured and one-third of whom are children.

Ohly also is manager of the Clarke Square Family Health Center, a clinic housed in a grocery store on the south side.

As part of the award, Ohly won a $95,000 grant to support his programs and a $5,000 personal award. He was honored at a ceremony in Washington, D.C.

Administrative intern joins staff
Simone A. Esubi has joined St. Luke's Medical Center as an administrative intern. She gained previous hospital administrative experience in the Barnes Jewish Christian health care system in St. Louis and at Trinity Hospital in Chicago. Simone will be working on a number of projects. Please welcome Simone and help make her experience at St. Luke's and Aurora a memorable one.

Send us your news
We would like to recognize the accomplishments of the St. Luke's Medical Center staff in this newsletter. Please share news about the professional accomplishments of yourself or your staff members (graduations, honors, certifications earned, presentations given in the community, etc.) Information may be submitted to Kathy Muszynski either by phone (789-9080), fax (789-5499), or preferably by e-mail (muszyn@execpc.com). The deadline for the next insert is Friday, June 3. Include the name of a person to contact for more information.
Waukesha selects employees of the year

Outstanding Employees of the Year at Aurora Health Center in Waukesha are (left to right): Arlene Katka, supervisor-diagnostics; Liz Chapman, managed care specialist; and John Hekes, maintenance. They were chosen from among employees of the month since May 1997. Other employees of the month have included Ronell Maciejewski, receptionist, pediatrics; Caren Morgan, receptionist, diagnostics; Jane Sturtevant, receptionist, walk-in; Faith Lukowski, receptionist, family practice; Peggy Pavlovich, certified medical assistant, pediatrics; Ellen Bohlmann, scheduler; Dr. Joy Rynda, pediatrician; Terry Winkel and Linda Ford, triage nurses; Jodi Daane, supervisor; Rae Sirko, lab tech; Hope Lemke, radiology tech; and Rhonda Rode, medical records clerk.

Employees of the month are nominated by co-workers and patients and are selected for outstanding customer service.

Outreach in Racine

Pediatrician Fernando Rustia and nurse Carla Adriamson of Aurora Health Center in Racine participated in Career Day at Fratt Elementary School. The children were most impressed with x-rays of broken bones, according to the thank-you notes.

Gem recipients at West Allis Memorial

South Shore names Big Storm Recipients

St. Luke's South Shore's Big Storm Award recipients for May were Marcia Martin (right), manager-Behavior Health Services, and Nancy Hartman, cashier, business office.

Sinai Samaritan chooses Golden Moment Recipients

Sinai Samaritan Medical Center's Golden Moment Award recipients for April were (left to right): Linda Caponigro, angiography tech; Teri Fleming, RN, pediatric clinic; and Anjan Gupta, MD, cardiology fellow.
August 1998 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. For more information and to register, call nursing education, (414) 647-6370, or fax the registration to nursing education, (414) 647-4878, or e-mail on ccm: to nsg_ed@aurora.org.

4 Cardiac Transplant Overview, 8 a.m.-4 p.m., Aurora Conference Center.
5 Critical Care Course begins.
19 Basic IV Therapy Review: Fluids and Medications, 8 a.m.-4 p.m., Aurora Conference Center. Enrollment is limited so register early.
24 Critical Care Module - Hemodynamic Monitoring, 8 a.m.-4:30 p.m., Aurora Conference Center.
25 Critical Care Module - Cardiovascular, 8 a.m.-4:30 p.m., Aurora Conference Center.

Silver Celebration

1-4 p.m. Friday, July 3

Friendship Village invites all Aurora employees to kick-off their Fourth of July weekend at a Summer Gazebo concert and ice cream social celebrating 25 years of service. WOKY radio personality Gregory Jon will broadcast live and other entertainment includes the Milwaukee Banjo Band, a barber shop quartet, jugglers and magicians.

West Allis Memorial

West Allis Memorial Hospital offers health screenings. Appointments are required.

- Hearing screening and referral, every Monday, call (414) 328-7410.
- Glaucoma screening, every Thursday, call (414) 328-6115.
- Diabetic foot screening, 8 a.m. to noon every third Thursday, call (414) 328-6198.

Mark Your Calendars

The 1998 Aurora Family Picnic will be held from 9 a.m. to 5 p.m. Saturday, Sept. 12, at the Milwaukee County Zoo. Watch for further information in future editions of Teamworks.

U.S. Women’s Open
Through July 5
Blackwolf Run, Kohler

The Karen Yontz Women’s Cardiac Awareness Center at St. Luke’s Medical Center is the designated charity for this world-class golf event. Daily admission to the U.S. Women’s Open is $25 or $30, or there’s an $80 season pass coupon book good for each of the seven days. To help promote awareness of women’s heart disease, purchase tickets by calling Audrey or Chris at (414) 649-5767, or visit the Karen Yontz Center at St. Luke’s.