Teamworks, July 14, 1998

Aurora Health Care

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New educators, education coordinators and other employees who have training and education responsibilities are invited to attend the Education Coordinators’ Network Instructional Skills Series.

This two-day series is aimed at meeting the needs of people who create and conduct education programs for a variety of audiences, including nurses, allied health professionals, support services staff, students, patients and their families and the community.

The first day of the program, Foundations of Adult Learning, meets Sept. 11 from 8 a.m. to 4 p.m. at the Aurora Conference Center. Topics include understanding the adult learner, developing learning objectives, designing and developing your course and creating and using audio/visual materials and equipment.

The second day of the program, Core Educator Skills, meets Oct. 2 from 8 a.m. to 4 p.m. at the Aurora Conference Center. Topics include coaching for improved performance, developing effective presentations, evaluating learning and alternatives to lectures — creative training techniques.

Participants can attend one or both programs. To register, call organizational development at (414) 647-3282. The series is free to Aurora employees.

Registered nurses with a background in medical/surgical, ICU, emergency or urgent care nursing are needed to volunteer for four- to six-hour shifts in the first aid tent at the Greater Milwaukee Open, Aug. 31 to Sept. 6. St. Luke’s Medical Center is a major recipient of the GMO which is held at the Brown Deer Golf Course, 7835 N. Green Bay Rd., Milwaukee. For more information, call Roberta Hoover in Metro nursing operations at (414) 328-6048.

Wilkinson Medical Clinic, Hwy 63 and Walnut Ridge Dr., Hartland, is expected to open to patients August 10. The 40,000 square-foot building will allow the clinic to add orthopaedics, general surgery, ophthalmology, an optical shop, urology and a pharmacy to the core services of internal medicine, pediatrics, obstetrics and gynecology that had been offered by Aurora Medical Group in Hartland. A public open house is set for early October. The former name of the clinic was Medical Specialists of Hartland. Wilkinson Medical Clinic’s other location is 995 E. Summit Ave., Oconomowoc.
Clarke Square Family Health Center, 1818 W. National Ave., Milwaukee, is inside a Pick 'n Save Mega Food Center, and that's an unusual location, according to a recent article in the Wall Street Journal. Milwaukee’s WTMJ, Channel 4, also had a story on the clinic and Fox National News will run a story soon.

Mary Pophal, nursing supervisor at Clarke Square, says that the grocery store environment is safe, convenient and accessible to people in this underserved part of Milwaukee’s near south side. The clinic is located in the most ethnically diverse zip code in Wisconsin.

Working at the clinic are John R. Brill, MD, medical director; Donald A. Carufel-Wert, MD; Margaret Schweitzer, pediatric nurse practitioner; and Diane Ames, Jenny Hartlaub and Sharon Merten, all family nurse practitioners; as well as a social worker and clinic support staff. Many are bi-lingual in Spanish or Hmong.

The clinic’s hours are 8:30 a.m. to 7 p.m. Monday through Friday, 9 a.m. to 3 p.m. Saturday, and noon to 4 p.m. Sunday. The Pick 'n Save, with 112,000 square feet and 4,000 shoppers a day, also houses an Aurora pharmacy, a bank, a food court, an optical center, a day-care center, a video store and a dry cleaner.

Drs. Brill and Carufel-Wert are faculty members of the UW Medical School. Clarke Square is affiliated with the Department of Family Medicine at St. Luke’s Medical Center, as are Madison Street Outreach Clinic, Mitchell Point Family Health Center, Wisconsin Avenue Family Care Center, St. Luke’s Family Practice Center and Wiselives Family Health Center.

St. Luke’s South Shore’s Big Storm Award recipients for May were Marcia Martin (left), manager-Behavior Health Services, and Nancy Wartman, cashier; business office. They were incorrectly identified in the June 30 Teamworks.

At WAMH

At SLSS

Shown are Todd Zelinski and his mother, Carol Zelinski, a cook at West Allis Memorial Hospital. Todd, an employee of Harley-Davidson, arranged for a motorcycle to be displayed in the cafeteria during the Harley-Davidson 95th Anniversary Homecoming last month. That day, WAMH food service staff dressed in biker blues, leather and fringe — and the menu included HOG barbequed ribs, pierogi potatoes and Willie G. beans. Many employees climbed on the motorcycle to have their pictures taken.
JCAHO preliminary results are good

St. Luke's campuses scored 92 out of 100 possible points in last month’s Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey. The preliminary results indicate that all St. Luke's sites will be accredited for another three years.

The feedback from the survey team was very positive, says Karen Fiorelli, quality management. In written comments, surveyors indicated that "the attitude of all staff encountered was one of professional pride and dedication to quality care for patients and a family-centered orientation to care." Also of special note, surveyors gave St. Luke's "The Two Golden Broom Award" in recognition of the "exceptional level of cleanliness and sanitation of utility spaces, public areas and patient care areas alike." The surveyors further awarded three "Gold Bed Pans," a "Gold-Plated Bed Pan" and a "Silver Bed Pan" for the cleanest "dirty utility rooms."

Karen expressed appreciation to St. Luke's Medical Center employees for a job well done. "Sitting on the sidelines during the touring and interviews, I can't emphasize enough how proud I was in your welcome, presentations and clean environment," she said. "The surveyors were very tough, yet thorough and fair in their assessments. Some of the visits may have been shorter than expected, but the surveyors knew what they were looking for and went after it directly."

Every three years, Aurora hospitals voluntarily seek accreditation from the Joint Commission. To earn accreditation, hospitals must show that the way they care for patients is appropriate and consistent with the standards outlined in the Joint Commission’s "Comprehensive Accreditation Manual."

Receiving Joint Commission accreditation means that a health care organization has automatically fulfilled Medicare certification requirements, which are needed before the hospital can receive Medicare payments. In most states, accreditation also fulfills requirements for hospital licensure.

The next JCAHO visit is targeted for February 2000 as a Metro Region survey. Each Metro entity, including St. Luke's Medical Center and all outpatient sites, will be visited.

Two First Impression Workshops left in 1998

There are only two First Impression Workshops remaining this year. All St. Luke's employees working in identified "first impression" positions are required to attend one of the sessions, if they are not currently credentialed.

The "First Impression Employee Workshop: You Only Have One Chance to Make a First Impression" will be held July 22 and Nov. 6, from 8 a.m. to 4 p.m. each day. The sessions will be held at the Aurora Conference Center. The workshop explores the importance of first impressions and provides the information and tools necessary to exceed expectations and personalize care and service during this critical phase of the customer encounter.

Managers and supervisors may register employees by calling 647-3282.

Are you ready for some football?

Enjoy exercise, competition and good, safe fun! St. Luke's is sponsoring a team in the Milwaukee County Men's Touch Football League. Practices start Saturday, Aug. 8, and play runs through a seven-week schedule, usually on Thursday or Tuesday evenings at 7 or 8 p.m. at KK Parkway, 20th and Oklahoma, or McGovern Field, 35th and Silver Spring. Players must be 18 or older and be St. Luke's employees or members of employees' immediate families. For information, call Kevin Meunier at home at 502-0943. The fee is $10 for Milwaukee County residents or $20 for non-residents.
Discount tickets available
Aurora Health Care Family Days at Six Flags Great America are planned for Friday, Aug. 7, and Saturday, Aug. 15. Discount admission tickets are available for those days for $19.50 per person (a savings of $14.50 per ticket). These special discount tickets can be purchased from the cashiers at the Aurora Credit Union for use by Aurora employees, families and friends.

Advance tickets for the Wisconsin State Fair are available for $5 each during normal business hours at the cashier's desk at St. Luke's Medical Center and at all locations of the Aurora Credit Union. The Wisconsin State Fair runs from Aug. 6 to 16.

Karen Yontz
Women's Cardiac Awareness Center
is a winner at U.S. Women's Golf Open
A record-setting gallery, a challenging golf course, most beautiful weather and a dramatic 20-hole playoff ending in "sudden-death" combined to make the 53rd U.S. Women's Open Golf Tournament a memorable event. As an added bonus, the event, which attracted about 120,000 spectators, raised money to support the Karen Yontz Women's Cardiac Awareness Center at St. Luke's Medical Center.

The four-day tournament, which stretched into a fifth day with a playoff round, attracted about 150 professional golfers and a number of amateur players. The event was played at the difficult Black Wolf Run course in Kohler. Se Ri Pak won the tournament by defeating amateur Jenny Chusiriporn.

Exact fund raising totals for the golf tournament and related events will be available in about a month. In addition to the funds raised, the event generated a wealth of positive media exposure for the center and helped raise public awareness of the No. 1 killer of women — heart disease.

Audrey F. Blumenfeld, manager of the Karen Yontz Center, said, "On the back of every ticket to the golf tournament were the warning signs and symptoms of cardiac disease in women. In this rather unconventional way we were able to help educate thousands of people who attended the Women's U.S. Open. Many of the spectators also took the opportunity to visit our tent, where staff members offered free cardiac risk assessments, brochures and a variety of heart-healthy information."

The Karen Yontz Women's Cardiac Awareness Center, which opened in September 1996, is dedicated to the prevention and treatment of women's heart disease. The center offers public education, as well as personalized programs and services, including cardiac risk assessments, lifestyle management and preventive strategies.

Please 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 by phone (789-9080), fax (789-5499), or preferably by e-mail (muszyn@execpc.com). The deadline for the next insert is Friday, July 17. Submissions must include the name of a person to contact for more information.
Enter GMO Ticket Drawing

This year's Greater Milwaukee Open golf tournament will be held Thursday, Sept. 3 through Sunday, Sept. 6, at the Brown Deer Golf Course. As Aurora Health Care is a sponsor of this event, and St. Luke's Medical Center is the designated beneficiary, all Aurora employees are eligible to participate in a drawing for GMO tickets (two per person). The drawing system is being used because of the high demand and limited number of tickets. Interested employees should submit their entry form as follows:

<table>
<thead>
<tr>
<th>Employees located at</th>
<th>Submit entry forms/ pick up tickets</th>
<th>Winners posted at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Office&lt;br&gt;Heil Center&lt;br&gt;Forest Home Center</td>
<td>Lisa Turba, Human Resources&lt;br&gt;Heil Center</td>
<td>Reception desk and Outside cafeteria</td>
</tr>
<tr>
<td>St. Luke's Medical Center&lt;br&gt;Sinai Samaritan Medical Center&lt;br&gt;St. Luke's South Shore&lt;br&gt;West Allis Memorial Hospital&lt;br&gt;Hartford Memorial Hospital</td>
<td>Personnel services at your facility</td>
<td>Outside cafeteria</td>
</tr>
<tr>
<td>AMG facilities&lt;br&gt;ADCP&lt;br&gt;VNA</td>
<td>Alison Burki, Administration&lt;br&gt;Sinai Samaritan Medical Center&lt;br&gt;Pick up at Human Resources&lt;br&gt;Sinai Samaritan Medical Center</td>
<td>Outside cafeteria</td>
</tr>
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All entry forms must be submitted by Monday, Aug. 3. A list of the winning names will be posted outside the cafeteria at your facility on Monday, Aug. 10.

Drawing winners should pick up their tickets at the designated locations between 8 a.m. and 4:30 p.m. starting Monday, Aug. 17. Identification (hospital ID/Kronos badge) must be shown to receive tickets.

Employees can submit only one entry. Duplication of names will result in elimination from the drawing.

Any tickets not picked up by 4 p.m. Wednesday, Aug. 26, will be distributed first come, first served.

GMO ENTRY FORM

Name ________________________________________________
Facility/Department _________________________ Work Phone _________________________
Facility Address _________________________ Shift _________________________
MEIO
REGION BULLETIN BOARD

Clarke Square Family Health Center

Community Education Program
Thursday, July 30
Children’s Health Day
Clarke Square
1818 W. National Ave., Milwaukee.
(414) 385-5100.
The center has Spanish and Hmong speakers on staff.

Hartford Memorial

Donate blood, 2 to 6 p.m. the first Tuesday of each month.
Call 800-243-5124 for an appointment.

New Aurora Pharmacy Locations in Metro Region

Opened July 1
Mequon Pharmacy
10928 N. Port Washington Rd.
Mequon, WI 53092
M-F 9 a.m.-9 p.m., Sat. & Sun. 9 a.m.-6 p.m.
(414) 241-5320
Steve Eskin, R.Ph., chief pharmacist

Woodside Pharmacy
13935 W. Capitol Dr.
Brookfield, WI 53005
M-F 9 a.m.-9 p.m., Sat. 9 a.m.-5 p.m.,
Sun. 10 a.m.-4 p.m.
(414) 781-7410
Paul Aiello, R.Ph., chief pharmacist

Washington County Aurora Health Care
medical personnel, including registered nurses,
will be staffing the first aid tent
at the Washington County Junior Fair,
July 22 to 26.

Aurora Medical Group - Milwaukee West

New Baby, Changing Emotions
Join other new mothers. Explore causes
of the baby blues. Get help. Led by
Margaret Malnory, MSN, RN, and
Vani Ray, MD. Sponsored by
Women’s Health Services and
Aurora Behavioral Health Services.
7 to 8 p.m., 2nd & 4th
Tuesday of each month
Aurora Medical Group
4025 N. 92nd St., Wauwatosa
To register, call Laura, (414) 427-3400

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.

St. Luke’s &
St. Luke’s South Shore

Replacements for broken or
deteriorated service excellence
recognition pins are now available.
To replace your Golden Sneaker pin,
see Alice Witz, SLMC administration.
To replace your Big Storm pin,
see Jane Wagner, SLSS administration.
Questions may be addressed to
Allen Stasiewski, (414) 649-6067.

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

Sinai Samaritan

Participate in a clinical research study
for irritable bowel syndrome.
Participants should be women 18 or older
who have been diagnosed with irritable bowel
syndrome or who experience abdominal
discomfort and altered bowel habits.
Call (414) 219-7525 for information.

AuroraHealthCare®

Teamworks, Metro Edition, is a newsletter
for employees and volunteers in Aurora Health
Care’s Metro Region. Comments, questions and
suggestions are always welcome and may be
directed to Susan Lebergen, internal communications
coordinator, Public Affairs Department,
3031 W. Montana, Milwaukee, WI 53215.
Phone (414) 671-3126. Fax (414) 671-8560.

Mark Ambrosius
President, Metro Region