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Teamworks, August 11, 1998

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Aurora Medical Group began its roll-out of a new physician practice management system beginning at Wilkinson Clinic, Oconomowoc and Hartland, Aug. 10. The system, developed by IDX Systems Corp., is used for patient registration, scheduling, patient bills and managed care activities.

IDX was chosen to help meet Aurora’s goal of improving customer service. By changing the design of our business processes and the way we organize patient flow before and after the doctor visit, Aurora is able to give patients, and the organizations that provide their health coverage, better service.

By year end 1999, the IDX system will put all AMG sites on a single physician practice management system, giving simpler and more consistent information for patients, physicians and office staff. The system manages patient accounts, including demographics (name, address), financial information, patient visit information, scheduling and billing.

IDX has meant change for many Aurora employees who work at AMG sites. The clinics used to have a number of “front office” and “back office” non-clinical jobs which were replaced with three positions that have broader responsibilities: customer service representative, account specialist and referral specialist. Clinic departments, surgery or family practice for example, are now staffed by employees who take care of all patients’ immediate needs in scheduling, registration and cashiering. Everyone who worked at the Wilkinson Clinic sites before the change to IDX has found a “fit” in one of the new positions, and additional staff is being recruited to fill positions created by the move to the new larger facility in Hartland.

At the Wilkinson Clinic sites, the new software runs on a network of nearly 150 personal computers, so every employee at the Wilkinson Clinic sites has learned new computer skills. Employees with computer training needs beyond the basics were trained according to their job duties.

With IDX, AMG is answering patients’ requests for greater convenience in making appointments, checking in and checking out. In most cases, especially primary care visits, the customer service representative will give the patient an invoice at check-out. The visit is recorded and the patient’s part of the charge is determined using the patient encounter form that the physician fills out at the end of the visit and which goes immediately to check-out. The patient has the convenience of immediately settling the bill by cash, check or credit card.

“Employees at the Wilkinson Clinic sites polished their new computer skills the first week of August by entering all up-coming appointments into the IDX system,” explains Ann Zimmerman, the clinic’s associate administrator. Some patients have appointments scheduled a year or two in advance.

The staff also pre-registered patients whose appointments are the week of Aug. 10, to check that name, address and insurance information for those patients in the IDX system is current.

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The Forest Home Center physician billing hub has been expanded to include IDX operations for the Metro and South Regions. Another billing hub is nearly ready in Sheboygan to serve AMG sites in the Central and North Regions.

The IDX practice management system will be implemented at AMG's Oshkosh, Burlington and Sheboygan sites by the end of 1998. Other AMG sites will follow throughout 1999.

Centralized employment expands to include VNA and ADCP applicants

Do you have a friend, neighbor or relative who plans to apply for work at the Visiting Nurse Association of Wisconsin or Alternative Delivery and Community Programs — Milwaukee Psychiatric Hospital, Family Service of Milwaukee, Village Adult Services or Friendship Living Centers?

Here's important news for you to share with applicants: Employment services in the Metro Region has moved to temporary offices on the first floor of the Parkway building, 3033 S. 27th Street. Applicants who in the past would have visited the employment offices at the VNA, Milwaukee Psychiatric Hospital, Family Service of Milwaukee, Village Adult Services and Friendship Living Centers should now go to the Parkway building for at least the next several months. The exception is Washington County, which could not be served conveniently from a central employment office.

Centralized employment improves our service and ease of access for applicants. For example, under the current system, a nursing assistant interested in a job with Aurora Health Care may apply and be interviewed at the VNA, three or four hospitals and Friendship Living Centers. That's not convenient for the applicant and it is not efficient for Aurora.

The Parkway building is on the public bus system and has nearby parking. The final location for Metro's centralized employment services has not yet been determined. Access to parking and the public bus system will be key factors.

Human resources offices remain at Milwaukee Psychiatric Hospital, Family Service of Milwaukee, Friendship Living Centers and the VNA. The staff in these offices continues to be available to help employees with questions about benefits, employee relations issues or other human resources issues.

Employee Spotlight

Donna Kordash, a Mobile Meals driver, is credited with rescuing one of her house-bound clients. Susan (not her real name) didn't answer the door, so Donna insisted that Susan's apartment manager check the apartment to make sure she was okay. Susan had fallen out of bed and was trapped under her mattress. "You saved my life," Susan told Donna.

Donna, a retired real estate administrative assistant, delivers Mobile Meals every other week. "I wanted to give of myself and help people. Delivering Mobile Meals gives me that opportunity," Donna says.

Mobile Meals is a seven-day-a-week program of the Visiting Nurse Association of Wisconsin. It provides hot meals to house-bound and elderly clients unable to prepare meals on their own. An important aspect of the program is the daily social interaction between driver and client.
UW physicians and Aurora clinical staff recently traded their stethoscopes for hammers and saws during Habitat for Humanity’s 1998 House Raising Week. Fifty employees from the Wisconsin Avenue Family Care Center, St. Luke’s Family Practice Center, Madison Street Outreach Clinic, Clarke Square Family Health Center, Mitchell Point Family Health Center and Wiselives Family Health Center used vacation or holiday time to do rough carpentry on the renovation of a 100-year-old house in the Walnut Hill neighborhood in Milwaukee’s central city. Conceiving and coordinating the project were Mary Kay Bultman, RN, manager at Wisconsin Avenue; Heidi Blumberg, social worker; and Mike Goss, MD, medical director at Wisconsin Avenue.

“We’re concerned about all aspects of community health, and that includes the basic concern of shelter. This was also an opportunity to improve teamwork within and among the clinics,” Mary Kay says.

The family medicine clinics, operated by Aurora Health Care and the Department of Family Medicine of the University of Wisconsin Medical School, frequently serve under- and uninsured patients.
St. Luke's South Shore celebrates successful Joint Commission Survey

St. Luke's South Shore employees celebrated their recent successful Joint Commission survey with a picnic lunch for staff, volunteers and physicians on July 28. The picnic was served during first and second shift under tents on the east lawn; third shift workers were served at their work stations.

Everyone seems to be enjoying the celebration.

Sinai Samaritan names Golden Moment recipients

In May the Golden Moment recipients were Rosa Deleon, housekeeping, Cathy Jo Grant, rehabilitation services, Morgan Paige and Debora Peoples, both admitting.

In June the Golden Moment recipients were Natalie Giedt, loss prevention officer, Beverly Gradisher, admitting clerk, Tom Janus, maintenance supervisor, Ana Mejias, medical secretary, and Gladys Smith, advanced patient care assistant. The Golden Moment program recognizes outstanding service.
The Endocrine Research Laboratory at St. Luke's Medical Center has received a two-year accreditation from the Commission on Laboratory Accreditation of the College of American Pathologists (CAP), based on the results of a recent on-site inspection.

The laboratory's director was advised of this national recognition and congratulated for the "excellence of the services being provided."

The CAP Laboratory Accreditation Program is recognized by the federal government as being equal to or more stringent than the government's own inspection program. Inspectors examine the records and quality control of the laboratory for the preceding two years, as well as the education and qualifications of the total staff, the adequacy of the facilities, the equipment, laboratory safety and laboratory management to determine how well the laboratory is serving the patient.

The lab supervisor is Hershel Raff, PhD, and the director is Karl Schmitt, MD.

Phone scam warning
Loss Prevention Services wants all Aurora sites to know about recent illegal attempts to steal Aurora's telephone service, says Mike Cummings, director-loss prevention services.

"Individuals have been successful in posing as either physicians or telephone company workers and obtaining outside lines from our employees," Mike says. "This has allowed them to steal international calls, which have been billed back to our organization."

These scams involve the thief posing as either a physician with an emergency requesting an outside line, or a telephone company worker stating that he is attempting to repair the voice mail system and requesting an outside line.

Employees need to be on guard not to provide outside telephone connections for any person unknown to them. Mike suggests transferring such calls to the switchboard.

Employees who have questions or information about this scam may call Loss Prevention Services at 647-6433.

Golden Sneaker Awards
The following employees are the July Golden Sneaker recipients:

- Mary Bruckbauer, Surgery
- Kathy Hovde, 6KLM
- Jerry Luedtke, Maintenance
- Jim Scalf, Maintenance
- Charlie Watson, Maintenance
- Marty Schutte, Maintenance
- Barbara Cowle, Infection Control
- Dr. Jonathan Treisman
- Betty Bodi, Gift Shop
- Donna Babcock, Environmental Services
- Kim Price, 8 GHJK
- Mary Schofield, Surgery
- Rosa Imler, Food Services
- Rachel Lammers, 10LM
- Rachel Birzycki, 10LM
- Rhonda Funke, Physical Therapy
- Tracey Peterson, 3CD
- Joyce Williams, 3CD
- Kathy Wilke, 10LM
- Joann Lupinski, Financial Counseling
- Debbie Keller, 9LM
- Dr. Michael Katzoff
- Joanne Marek, Cardiac Cath Lab

Mary Bruckbauer was randomly chosen as the Golden Sneaker recipient for July. She was nominated by a co-worker who wrote:

"On June 20th (a Saturday) one of the urologists that I work with scheduled a procedure in the Urology Center. Since the staff in our department is not on call over the weekend, the physician arranged to have surgery send an RN to the Urology Center so that we could complete the case. When I came in on Saturday, I called surgery to find out who would be coming in to staff the case. Somehow, the lines of communication must have gotten crossed, because they knew nothing about the case. As it was the weekend before the JCAHO committee was to survey St. Luke's, some of the OR staff were in, not to work on cases, but to prepare for the JCAHO survey. Mary, who was not scheduled to do cases, came up to the Urology Center to staff my case. She was wonderful. Even when
someone offered to relieve her, she stayed for the whole case. She never made one complaint. She couldn’t have been more helpful than she was. It was because of her that we were able to perform the procedure that this patient needed. I feel that Mary needs to be acknowledged for her efforts. St. Luke’s should be proud to have her as an employee.

**Breast cancer stamp unveiled at Vince Lombardi Cancer Center**

There is a new way to support breast cancer research: Buy the new 40-cent, first-class breast cancer stamps available from the U.S. Postal Service. Six cents from each purchase will go to government-sponsored breast cancer research.

The Wisconsin unveiling of the new stamp was held at the Vince Lombardi Cancer Center at St. Luke’s Medical Center on July 30. Among those attending were Wisconsin’s first lady, Sue Ann Thompson, herself a breast cancer survivor; Dr. Ronald Hart, medical director of the Vince Lombardi Cancer Center; and the postmaster of Milwaukee.

**Employee recognized**

Stephen Fabus, supervisor of Hyperbaric Medicine at St. Luke’s Medical Center, has been invited to represent the United States as a technical specialist at the Hyperbaric Technical and Nursing Association Clinical Hyperbaric and Diving Program in Townsville, Australia. Stephen will present papers on the development of oxygen decompression tables at St. Luke’s and their incorporation into daily use in the Hyperbaric Department; software for automated decompression calculations and record keeping; and an overview of the hyperbaric facility at St. Luke’s.

**Grill service available on Wednesdays**

St. Luke’s employees are able to enjoy outdoor grill service from 10:30 a.m. to 1:30 p.m. every Wednesday until Sept. 2. The summer menu is as follows: Jumbo hot dog — $1.75; brat with sauerkraut — $1.75; jumbo quarter-pound cheeseburger — $1.95; grilled chicken sandwich — $1.85; steak sandwich — $3; fresh fruit — 65 cents; bars or cookies — 65 cents; soda — 70 cents; bottled tea — $1.25; and bottled juice — $1.25.

**Welcome new employees**

Christina Askew — Pharmaceutical Services
Paul Bartnicki — Float Pool
Tiffany Bennett — Housekeeping Services
Ann Berndt — Food Management/Nutrition Services
Judith Biersach — Business Office
Matthew Bratz — ACL Laboratories
Karla Bronaugh — Human Resources
Carolyn Capak — Business Office
Matthew Cychosz — Food Management/Nutrition Services
Michael Cychosz — Food Management/Nutrition Services
Sarah Dodge — Registered Nurse
Patricia Dottl — Human Resources
Fran Fera — Medical Transcription
Jennifer Grable — PM&R
Lisa Grzesk — Employment
Janet Hall — 5LM
Traci Hanson — Admitting/Guest Services
Mark Hohensee — Financial Planning
Denise Iwinski — ACL Laboratories
Erika Joseph — Employment
Laurel Kees — Vince Lombardi Cancer Center
Steve Nadolski — LTA-ICU
Kent Oldham — Compensation
Ann Ollech — 3CD
Emily Petersen — Respiratory Care Services
Katie Ramlow — MRICU
Larry Sagan — Housekeeping Services
Sue Schubel — Surgery
Kelli Schuster — 4CD
Mark Sorenson — Marketing
Michael Strautmann — Information Services
Sandra Szabrowicz — Information Services
Stephanie Tabat — Creative Services
Jacqueline Walsh — Information Services
Steven Wycklendt — Float Pool

**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 (920) 803-9595, fax (920) 803-9596, or preferably by e-mail (muszyn@execpc.com). The deadline for the next insert is Aug. 14. Please include the name of a person to contact for more information.
AIDS Walk to benefit HIV clinic, VNA

The following is a letter to Teamworks readers from Marija Bjegovich-Weidman, director-cancer & HIV services in the Metro Region, and Beth Hancock, social worker at the VNA:

For more information or to request registration forms, contact: Marija Bjegovich-Weidman, (414) 649-7834, or use her e-mail address (marija_bjegovich@aurora.org) or contact Beth Hancock, VNA, (414) 328-4510.

Sinai Samaritan named to “best hospital list” by U.S. News & World Report

Sinai Samaritan Medical Center was named a “best hospital” in the July 27 issue of U.S. News & World Report, the magazine’s annual guide to top medical care in 16 specialties. Sinai Samaritan was ranked 38th in cardiology and cardiac surgery and 38th in geriatrics. Both programs offer specialty or subspecialty training fellowships that involve faculty of the University of Wisconsin Medical School. In order to be ranked in the guide, a hospital must be affiliated with a medical school, be a member of the Council of Teaching Hospitals or have a minimum of nine out of 17 key technologies readily available. Of the 6,400 U.S. hospitals, 1,985 hospitals were eligible to be ranked and 132 scored high enough to be ranked for their treatment of 16 specialties.
METRO REGION BULLETIN BOARD

September 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 cc:Mail or on the internet to nsg_ed@aurora.org.

1 Preceptor Workshop For Health Unit Coordinators and Nursing Assistants, 8 a.m.-noon, Aurora Conference Center.
2 Advanced Electrophysiology, 8 a.m.-noon, Aurora Conference Center.
8 Understanding Rate Responsive Pacer Concepts And Single Chamber Pacer Malfunctions, 8 a.m.-noon, Aurora Conference Center.
10 Chemotherapy Precertification Class Begins, 9:30 a.m.-3 p.m., Eastern Wisconsin Regional Cancer Center. For more information, call Pat Schwalbe, (920) 451-5045. 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.
12 Lead ECG: What's Normal And What's Not, 8 a.m.-4:30 p.m., Aurora Conference Center.
16 Basic ECG Interpretation Course Begins, 8 a.m.-4:30 p.m., Aurora Conference Center.
17 Concepts In Psychosocial Nursing, 7:30 a.m.-4 p.m., Aurora Conference Center. Content geared to the advanced beginner. Includes family violence, suicide prevention/evaluation, ethics, death and dying and compassion fatigue avoidance.
18 Newborn Developmental Update '98 — Research, Reflection & Redesign: Developmentally Supportive Care in the NICU, 7:30 a.m.-4 p.m., The Pfister Hotel, $20 Fee to Aurora affiliate employees. Register via flyer or call Peggy Wippinger, (414) 647-3347. For more information, call Sue Truchan, (414) 647-3597.
25 Cardiac Electrophysiology: The New Generation, 8 a.m.-4:30 p.m., Aurora Conference Center. Free to Aurora Health Care employees. Content includes: ventricular tachycardias, neurocardiogenic syncope, antiarrhythmic drug therapy, ICD issues, and athletes and arrhythmias.
29 Advanced 12-Lead ECG Concepts, 8 a.m.-4 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.
30 IABP Course begins, 8 a.m.-4 p.m., Aurora Conference Center.

Be an Aurora walker!
Aurora Health Care is sponsoring a team of walkers in the Juvenile Diabetes Foundation Walk to Cure Diabetes on Sunday, Sept. 27, at the Milwaukee County Zoo. For more information and registration forms call Cathy Kinnick, (414) 219-7273, or Jodi Moris, (414) 647-3010.

Volunteers needed to help children and families
Children's Service Society of Wisconsin needs volunteer respite care providers for special needs children (physically handicapped, developmentally delayed, emotionally disturbed or children from families under stress). Respite care is the temporary care of a special needs child so that parents or foster parents get a needed break. For information, call (414) 453-7400.

St. Luke's

UW-Milwaukee School of Allied Health Professions
Medical Terminology Course (2 credits)
4:30 to 6:20 p.m.
Mondays, Sept. 14 through Dec. 14
Call (414) 229-6964 for information and registration materials.
Cost to Wisconsin residents is $250 for credit, $41 to audit.

Free Asthma Forum
Central Middle School
1100 Cedar Street, Hartford
Sept. 29, 7-8:30 p.m.
“What is asthma?”
Oct. 6, 7-8:30 p.m.
“Managing your asthma: exercise concerns, environmental impact, nutrition and medications”
For information, call Graceanne Forsyth, Hartford Memorial Hospital, (414) 670-7633; to register call the American Lung Association of Wisconsin, (800) 586-4872.

Senior Celebration
Milwaukee County Zoo
9 a.m.-3 p.m., Friday, Sept. 4
Sponsored by Aurora Health Care, Friendship Village and Freedom 55/65 with Zoo Pride, WOKY radio and Blue Cross & Blue Shield United of Wisconsin. Free admission to those 60 and older and members of Freedom 55/65. Parking is $5 per car, $12 per bus. For information call, (414) 771-3040.

Aurora Family Picnic
Invitations to the 1998 Aurora Family Picnic were sent July 31 to the home addresses of employees at the participating facilities. Employees planning to attend must respond by Aug. 21. The picnic will be held from 9 a.m. to 5 p.m., Saturday, Sept. 12, at the Milwaukee County Zoo. Watch for updates and more information in future issues of Teamworks.