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Aurora Health Care

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Many employees may not know that middle and high school education is among the services provided by Aurora. Kradwell School, a private, non-traditional, non-sectarian middle and high school located on the campus of Milwaukee Psychiatric Hospital, is part of Aurora’s Alternative Delivery & Community Programs.

Kradwell School seeks to provide a successful learning experience for students who do not succeed in a traditional school setting.

“We are incredibly proud of the success of our academic program as well as our students,” said Mark Bialzik, Kradwell’s principal.

“I believe that Kradwell helps students with exceptional needs achieve academic successes they did not think were possible.”

Established in 1963, Kradwell’s original mission was to serve the educational needs of adolescents receiving inpatient psychiatric care at Milwaukee Psychiatric Hospital. The current Kradwell program dates to 1978, when school faculty, in cooperation with the medical staff of Milwaukee Psychiatric Hospital, launched the Kradwell Day School program. This program, which grew into Kradwell School, was established in response to the continuing educational needs of discharged adolescent patients. To mark the 20th anniversary of this relationship, the medical staff of Milwaukee Psychiatric Hospital has established a $1,000 continuing education scholarship for a graduating senior.

Kradwell School, which currently has 12 teachers serving 100 students, is recognized as a private school by the Wisconsin Department of Public Instruction. “In addition to private tuition students, we serve 24 school districts in southeastern Wisconsin who contract with us to provide educational services for exceptional education students,” Mark explained.

The success of Kradwell School lies primarily in its philosophy that a highly structured, individualized plan for each student will result in academic, emotional and behavioral growth. “We serve the educational needs of all student populations, including students with learning disabilities, attention deficit disorder, emotionally disturbed students as well as gifted and talented students,” Mark said. “Therefore, each student is seen as a distinctive learner, with lessons and teaching methods modified for that individual’s academic and behavioral success.”

The core of each student’s success is based on the concept of individualized instruction. Individualized instruction consists of planning and conducting a program of studies with each student that is tailored to his or her learning needs and characteristics as a learner. With a student/teacher ratio of 5 to 1, such a program of studies provides each student an opportunity for

Continued on page 2
self-motivated learning, self-assessment and decision making. "We believe that individual involvement and self-direction increase motivation," Mark explained. "Quite often, the student realizes his or her progress by the accepting attitude of our teachers and staff."

Parental involvement, along with Kradwell School's exceptional learning environment, is a critical component to each child's success. "An integral part of the Kradwell School program is parental involvement. When a student is enrolled in our program, the parents are asked to be in contact with us whenever there is a problem at home that may impact school behavior or performance, so that we are better able to deal with any evidences of it at school," Mark said.

All students take a careers class during their senior year. The careers teacher works collaboratively with parents, therapists, school district personnel and social services personnel to develop a transition plan.

"Our ultimate goal is to lay the groundwork for future educational achievements such as college, technical school or apprenticeships," said Mark. "I believe that Kradwell helps students with exceptional needs achieve academic successes they did not think were possible."

**Recent graduate's mother thanks Kradwell School**

**To the principal, vice principal and teachers at Kradwell:**

This note is to express my deep gratitude to all of you for helping my daughter make it through some very rough years. Without your support, encouragement, therapeutic guidance and understanding, a high school diploma may not have become a reality.

Thank you for the phone calls when you had concerns, for the positive progress reports each week, for the meaningful conversations with my daughter, for your candid observations and for the helpful suggestions along the way. As a single parent struggling to make some sense out of a desperate situation, it was both a relief and a renewal of strength to know a network of people were working beside me.

Please know how very important you are to the lives of this special group of students. My hope is that more schools like Kradwell will become available for students who find themselves unable to function within the established public systems.

If I can ever be of assistance, feel free to call upon me. Again, thank you.

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**Village Adult Day Center holds grand opening**

Milwaukee's oldest provider of adult day care services, Village Adult Services, has opened a new adult day center. In addition to its original day center, located in downtown Milwaukee at 130 East Juneau Avenue, Village Adult Services now has a second location at 11951 W. Janesville Road in Hales Corners. On July 21, an open house was held to allow guests to tour the new facility, meet with staff members and learn about the day services now being provided there. Bill Jenkins, president of Alternative Delivery & Programs, conducted a dedication ceremony for the new center.

Ten participants have started day services since the day center officially opened in mid-June. These participants enjoy therapeutic activities, personal care and bathing, nursing and social services, hot meals and transportation services. At capacity, the facility will serve up to 35 participants per day.

If you would like information or would like to make a referral to Village Adult Day Center, please contact Rhonda Flynn, case manager for the new day center, at (414) 427-5700.

Village Adult Services is a non-profit, community-based agency affiliated with Family Service of Milwaukee, which is part of ADCP.
Aurora Health Center - Waukesha receives proceeds from golf tournament

On Aug. 17, the Aurora Health Center in Waukesha received $22,000 in proceeds from the Aurora Health Center FUTURES Charity Golf Tournament, held May 19 to 31. The money will be put toward the new Women's Breast Diagnostic Clinic in the health center.

Dr. Elliot Huxley, president of Aurora Medical Group, and Cathy Sherwin, purchasing manager-support services, receive a check for the Women's Breast Diagnostic Clinic at the Aurora Health Center in Waukesha.

Senior Celebration a great success

The Aurora Health Care Senior Celebration, held at the Milwaukee County Zoo on Sept. 4, attracted more than 6,000 participants. "The event exceeded our expectations and proved to be a great day! Everyone had a wonderful time," said Karen Tornow, special events coordinator.

There was free admission for senior citizens and members of Freedom 55/65.

The event was sponsored by Aurora Senior Services, including Freedom 55/65, Friendship Village, Freedom Village, Adult Day Services at Hartford Memorial Hospital, Village Adult Services, Elder Services at Family Service of Milwaukee, Aurora Behavioral Health Services, the Geriatrics Institute and the Visiting Nurse Association of Wisconsin.

The day included many events and activities including bingo, lunch, health screenings, live music and heart-healthy cooking demonstrations.

Senior Celebration event coordinators included (from left): Scott Connell, Doug Kamin and Karen Tornow.

Karen Sweeney (left), resource advisor for Freedom 55/65; Cindy Boree, supervisor for Freedom 55/65; and Gina Graham, manager of senior services for Aurora's Alternative Delivery and Community Programs, speak with seniors about the many benefits of Freedom 55/65.
Aurora plans new medical center in Two Rivers

In early July, Aurora announced plans to build a new medical center as a replacement for Two Rivers Community Hospital. The new medical center will allow Aurora to provide more convenient, modern inpatient services to its patients in Manitowoc County. The center will be built along the Lake Michigan shoreline on Highway 42 in Two Rivers.

Staff shows off expanded Manitowoc Clinic

On June 14, more than 300 people attended Manitowoc Clinic’s community open house for a chance to tour the newly expanded facility and meet the staff. The clinic’s new areas include the pharmacy, an expanded oncology center, rehabilitation services and Maritime HealthWorks (occupational health services).

A celebration of life

Cancer survivors, their families and friends gathered for a “Celebration of Life” on Sunday, June 7, at Evergreen Park in Sheboygan. Sponsored by the Eastern Wisconsin Regional Cancer Center and the local branch of the American Cancer Society, National Cancer Survivors Day, “Celebration of Life,” was open to anyone whose life has been touched by cancer.

Marcia Miller, a new patient accounts representative at the Sheboygan Clinic and a cancer survivor, gives an inspirational testimonial at National Cancer Survivors Day.

Aurora welcomes a new administrator in Sheboygan

Jerrold L. Kamp was named administrator of the Sheboygan Clinic in July. Originally from Waupun, Jerry received his bachelor of science degree in allied health management from Madonna University in Livonia, Mich. He has held various positions in health care facilities since 1979. He has been with the Sheboygan Clinic as assistant administrator/acting administrator since September 1997.

Aurora helps open Midwest Express Center

Aurora was a major participant in the grand opening celebration for the Midwest Express Center in downtown Milwaukee the weekend of July 25 and 26. The public was invited to a free tour of the new convention center on those days. We were a primary sponsor of the Health and Wellness Pavilion, one of six display areas. More than 1,200 people took advantage of the opportunity to complete a personal health risk appraisal form we provided. More than 48,000 people toured the convention center that weekend.

Magazine includes Sinai Samaritan on ‘best hospital’ list

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 the 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 sub-specialty training fellowships that involve faculty of the University of Wisconsin Medical School.
Aurora plays major role in Walworth County's Relay for Life

Aurora employees, their families and friends helped support the American Cancer Society's national signature event, the Relay for Life. This year's event was held on June 12 at Elkhorn High School track. Relay for Life is a non-competitive walking event to raise money for cancer research, programs and services.

Food, Folks & Spokes features Aurora at health & wellness tent

South Region employees and volunteers went all out to welcome the Kenosha community to the Aurora health tent at Food, Folks & Spokes on July 24. The event had many educational and interactive activities and attracted hundreds of visitors of all ages. The festival is Kenosha's largest one-day fundraising event. All proceeds go to improve local services to the community through the Kenosha Youth Foundation and Kenosha Achievement Center.

Aurora clinics join together for the American Cancer Society Health Trek '98

On May 3, employees from the Aurora Health Center in De Pere, Deckner Medical Center and Green Bay Clinic joined together to walk in the American Cancer Society Health Trek '98, held at Bay Beach Park. The 5k/10k run/walk had an excellent turnout of approximately 1,728 participants and raised more than $78,000. The Aurora team collected more than $600 in pledges and received a plaque that will travel between each of the participating sites.

Pediatrics department to benefit from Lakeland fundraiser

More than 200 guests enjoyed an evening of dining, dancing and bidding on silent auction items at the 13th Annual Lakeland Medical Center Benefit Ball on June 20, held at Lake Geneva Country Club. The Benefit Ball is a major fundraising event for Lakeland Medical Center, designed to help bring state-of-the-art equipment and new services to the Walworth County community.

Aurora Health Center in De Pere celebrates 1st anniversary

Aurora Health Center in De Pere opened its doors to serve the community one year ago in August. The center continues to strengthen Aurora Medical Group's presence in the community. The facility provides family practice, internal medicine, obstetrics and gynecology, pediatrics, gastroenterology and occupational medicine. The clinic currently has 12 physicians and two nurse practitioners on staff to serve the needs of patients.
A part of Aurora’s pursuit of excellence in customer service, Aurora Medical Group clinics have begun implementing various business process design changes. A new physician practice management system from IDX Systems Corp. has been selected as a centerpiece of this effort. Implementation of this software system will run into the year 2000.

The IDX system, which will replace the current Signature and CyCare systems, will be used for patient registration, scheduling, billing/accounts receivable and managed care activities. It will allow AMG clinics to be on one physician practice management system, creating simpler and more consistent information for patients, physicians and office staff.

The IDX system will:
• Give us the tools and processes we need to provide excellent customer service.
• Improve the efficiency and effectiveness of clinic and business office functions.
• Provide better service to physicians.

The roles of many employees in our clinics will be modified as we focus on meeting the needs of our patients. “Front office” and “back office” non-clinical positions will be replaced with three positions that carry broader responsibilities: customer service representative, account specialist and referral specialist. Cross training will be provided to enable each employee to address patient needs at the time of service.

The roll-out of the new system began Aug. 10 at Wilkinson Clinic in Oconomowoc and Hartland. “Employees at Wilkinson Clinic polished up their new computer skills the first week of August by entering all upcoming appointments into the IDX system,” explains Ann Zimmerman, the clinic’s associate administrator.

Employees at Wilkinson Clinic are very happy with the new system. “I like the new system. The screens are very easy to read and we can provide better service to our patients,” said Selena Hintenmeyer, customer service representative, pediatrics.

Two physician billing hubs have been established to serve the clinics’ business office needs. A Sheboygan location will serve clinics in the Central and North Regions, and a Milwaukee location will serve clinics in the Metro and South Regions.

Implementation of the IDX system is expected in Oshkosh by the end of September. Burlington Clinic and Sheboygan Clinic are expected to shift to IDX by Dec. 31.

On Sept. 6, Aurora launched a major advertising campaign to promote Vince Lombardi Cancer Care. The ad campaign includes television, radio, newspaper and billboard ads that feature cancer survivors and physicians. The campaign stresses the importance of early detection of cancer, and as part of the campaign we are offering a packet of materials called a “Personal Game Plan” for cancer, which will include a health risk appraisal.

“Vince Lombardi Cancer Care operates according to the beliefs of that great Packers coach,” says Barb Capstran, a marketing project manager for the Metro Region. “Winning takes faith and discipline, strength and determination.”

Vince Lombardi Cancer Care encompasses a network of programs and facilities that offer cancer prevention, diagnosis and treatment. The first Vince Lombardi Cancer Clinic within the Aurora system was based at St. Luke’s Medical Center. Other clinics have since been established at the Aurora Health Center in Slinger and in Sheboygan, in association with the Eastern Wisconsin Regional Cancer Center. Additional clinic locations in Kenosha and Manitowoc are under development.

The advertising will appear in Milwaukee, Sheboygan, Manitowoc, Slinger and Kenosha.
Shoo the Flu and Pneumonia Too! is the theme of the Visiting Nurse Association of Wisconsin’s 1998 influenza and pneumonia vaccination program. The VNA will offer more than 350 vaccination clinics at locations throughout eastern Wisconsin this fall.

“This year’s program is likely to be the largest in the VNA’s history,” said Lisa Taylor, RN, Metro and South Region program coordinator. “We’re offering more vaccination sites system-wide than ever before, which means we are going to be able to help even more people avoid influenza.”

The VNA program is Wisconsin’s largest flu vaccination effort. Last year more than 56,000 people were vaccinated through the VNA program. It takes more than 210 nurses and 375 volunteers to run the clinics.

The 1998 Shoo the Flu and Pneumonia Too! clinics will be offered in October and November, as recommended by the Centers for Disease Control. Vaccinations given earlier or later than this may not be as effective.

The VNA clinics will offer both flu and pneumonia vaccinations at convenient locations such as grocery stores, pharmacies and senior centers throughout the following counties: Milwaukee, Waukesha, Washington, Dodge, Racine, Kenosha, Walworth, Ozaukee, Sheboygan, Manitowoc, Calumet and Fond du Lac. Participants must be 18 or older to receive the vaccine.

The pneumonia vaccine will be available for those 65 and older and for younger people who have a chronic illness, such as diabetes, liver, heart or lung disease or other diseases that lower the body’s ability to fight infections.

For information or to receive a complete flu clinic schedule, call (414) 328-4450 or (800) 548-7580. Vaccination schedules are organized by region, so please let the operators know which region you are calling from.

Last year’s flu shot clinic at Bayshore Mall in Glendale.

Get a flu shot to protect yourself — and those around you

Flu season is just around the corner again. Getting a flu shot can protect you from getting the flu this year, but did you also know it will prevent patients from getting the flu?

Influenza vaccination is recommended for all health care workers to reduce their risk of illness and to limit transmission to susceptible patients they may encounter.

Influenza remains a major killer of the elderly, with 10,000 to 40,000 deaths each year in the United States. In a study published last year in Scotland, vaccination of health care workers to influenza was associated with a significant reduction in mortality of unvaccinated patients in long-term care units.

Health care workers who receive the influenza vaccination receive the benefit of staying healthier throughout the flu season. A recent study concluded healthy adults who received a flu shot had 25% fewer respiratory illness and 43% fewer sick days during a four-month follow-up period compared with healthy non-vaccinated workers.

Many health care workers fear they will get the flu if they receive a flu shot; others fear side effects. However, the flu vaccine is made from a dead virus, so the shot cannot give someone the flu. The most frequent side effect is soreness at the vaccination site, which lasts up to two days.

Last year, only 37% of Aurora hospital employees received a flu shot. Aurora employee health departments are working hard to increase that figure by offering more convenient locations to receive your flu shot. An added benefit for employees is the cost: It’s free! Schedules to give flu shots will be set up at various sites within each region by employee health.

The theme this fall is “Don’t let the flu get you and those you care for, too! Get the flu shot!” Why not protect yourself? Get a flu shot!

If you have any questions regarding the Aurora Influenza Vaccination Program or the studies cited above, contact Alicia Pelz in clinical quality at (414) 647-6319.
VNA receives JCAHO accreditation

All branches of the Visiting Nurse Association of Wisconsin and its Aurora Home Medical division have successfully completed another Joint Commission for Accreditation of Healthcare Organizations survey. Upon survey completion, the VNA received continuation of its JCAHO accreditation for all service lines, including home care, hospice, durable medical equipment and pharmacy.

JCAHO is a voluntary accrediting agency that has developed quality standards for many types of health care organizations. “We feel it is important to participate in the JCAHO accreditation process because it allows us to be sure that we meet the highest level of care standards,” said Sue Ela, VNA president.

“Earning JCAHO accreditation gives confidence to our customers as well.”

The survey totaled 17 days and included a nurse surveyor, a durable medical equipment surveyor and a pharmacist surveyor. Combined, the surveyors made more than 30 joint visits to patients with VNA staff and interviewed more than 100 staff members. At the close of the survey, the surveyors said that the care they witnessed during all home visits was of the highest quality. Lois Dick, a nurse surveyor, also stated that she was very impressed by the staff’s ability to articulate the mission statement and integrate it into their day-to-day practice.

The VNA provides health care solutions that enable people to remain independent within their communities.

Why do health care organizations seek Joint Commission accreditation?

Every three years, Aurora hospitals and health care organizations seek accreditation from the Joint Commission on the Accreditation of Healthcare Organizations, known as JCAHO or the Joint Commission.

To earn accreditation, hospitals and health care organizations 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.

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

A reminder about information protection and passwords

Information protection programs, coupled with supporting technology, policies and procedures, are designed to ensure that Aurora information remains secure and available.

Although Information Services is primarily accountable for system security, all employees can help keep information protected. The following are three things we can do to support efforts to protect information:

• Understand the importance of using Aurora information securely.
• Know where to direct questions regarding security.
• Adhere to Aurora’s log-on and password policy.

If you have questions regarding information systems security, policies or procedures, direct them to your manager or supervisor. If you are unable to obtain an answer within your department, you are encouraged to contact your IS representative. Questions also can be directed to Kathy Liberacki, manager of technical development, who can be reached at (414) 647-3502 or via cc:Mail or e-mail at kathy_liberacki@aurora.org

The system log-on and password policy is a key component of the Aurora security and information protection program. This policy applies to all employees of Aurora. You should consider the following: 8 (or more) mixed-case (upper and lower) and alphanumeric characters should be used. You are encouraged to select a password that is not associated with you in any way (avoid names of people or objects, or the use of Social Security or PIN numbers). Finally, don’t share your passwords, allow other employees to use your accounts, or use the same passwords outside of the company. Password and account confidentiality is each employee’s responsibility.