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Teamworks, November 17, 1998

Aurora Health Care

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Steve is a joy. He's doing incredible things, and he's having so much fun."

Those were among the remarks Aurora President Ed Howe made at a luncheon held last month to honor Steve Ohly, a nurse practitioner at Aurora.

The Robert Wood Johnson Foundation recently chose Steve to receive its 1998 Community Health Leadership Award. The award, which includes a $100,000 grant to continue Aurora's community outreach efforts, was presented at the luncheon, which was attended by more than 150 people at the Italian Community Center downtown. Among those attending were representatives of many of the non-profit community agencies with which Aurora works in the Milwaukee area.

Steve was selected by the foundation as one of 10 outstanding people who are changing the shape of health care in America. The award recognizes Steve's work with uninsured and under-insured people on Milwaukee's near south side. He manages the Madison Street Outreach Clinic, 931 W. Madison St., and Clarke Square Family Health Center, 1818 W. National Ave.

Please consider these opportunities to get into the holiday spirit:

Family Service of Milwaukee is sponsoring a “Family to Family” Thanksgiving project to mobilize the generosity of hundreds of donors and volunteers to provide Thanksgiving dinner baskets for 2,500 less fortunate Milwaukee families.

With support from WKTI radio's Reitman & Mueller, last year “Family to Family” Thanksgiving provided holiday meals for 2,000 families in FSM programs including Parenting Education, Family Counseling and Elder Services. This year, the agency also is working with the Milwaukee Public Schools and Day Care Advocates to reach families in need of help.

Donations may be dropped off from noon to 2 p.m. Saturday, Nov. 21, at the Pick 'n Save store at 3505 W. Forest Home Avenue, or from 7 to 10 a.m. on Monday, Nov. 23, at the Marcus Center, 929 N. Water Street. Volunteers also are needed to assist with the program. For information, call 345-3090, Ext. 172.
Packers party in Racine helps young burn victims

Sandy and Mark Geisler and Linda and Bill Baker recently raised more than $6,000 at their third annual Burn Camp Fundraiser. Sandy and Linda are receptionists at the Aurora Health Center in Racine; Mark and Bill are City of Racine firefighters. The event, a Packers party with food, beverages, prizes and four big-screen TVs, was held in Sandy and Mark’s front yard, where 352 people were accommodated on bleachers.

“We do it for the kids,” says Sandy. The Burn Camp, a week-long summer residential camp, is designed for children ages 6 to 18 years old who have been scarred by burns.

The first time the party was held, it attracted 85 people and raised $1,000. The second party was attended by 220 and raised $4,000.

Aurora employees have opportunities to be generous during the holidays

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The Madison Street Outreach Clinic, 931 W. Madison St., Milwaukee, has requested donations of children’s books to promote both literacy and family togetherness. Health care providers at the clinic will be prescribing reading to children as part of a family health promotion plan. Many of the families served at the clinic have limited financial resources, and the clinic staff wants to have books available to give away to patients. Employees are invited to donate new or used children’s books during the Metro Region Holiday Food Drive.

The Holiday Food Drive will involve employees at sites throughout the region. Collections begin Dec. 1. Check the next issue of TEAMWORKS for more detailed information.

Aurora employee is Community Health leader

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national advisory committee. She said that the foundation endeavored to seek out the unsung heroes of health care, because “all health care is local” and deserves recognition, praise and investment.

In addition to Kathy Dunham and Ed Howe, other speakers at the event included Ted A. Hutton of Allen-Bradley Co.; Dr. Seth Foldy, health commissioner of the City of Milwaukee; Peter S. Fine, Aurora’s executive vice president and chief operating officer; Kay Heyer, RN; and State Senator Brian Burke.

Those who attended the event received a new booklet on Aurora’s community service activities in the Metro Region. The booklet includes stories about the Visiting Nurse Association of Wisconsin, Family Service of Milwaukee and Aurora Parish Nursing. The report includes a listing of nearly 200 community benefit collaborations in the Metro Region.

In 1997, Aurora provided nearly $6 million in community support, including health education, health screenings, free clinics and support groups.

A health care provider at the Madison Street Outreach Clinic ponders a question during a tour before the event.
If you're interested in a career in medical imaging, St. Luke's Medical Center might have what you're looking for. The School of Radiologic Technology is currently accepting applications for classes that begin in July 1999.

The 24-month, full-time program combines classroom and clinical experience. Candidates for admission must be high school graduates and have a 2.0 combined grade point average in math and science courses.

As a member of a technically specialized branch of medicine, the radiologic technologist or radiographer performs various procedures to produce quality medical images and acts as an assistant to physicians who specialize in the use of X-rays for diagnosis, prevention and cure of disease.

An informational session will be held at 9 a.m. Saturday, Jan. 9, in Health Science conference room #2 at St. Luke's.

The deadline to apply is Feb. 1, 1999. For a brochure and information, call 649-6762.

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St. Luke's Franklin holds fourth annual Franklin Fall Festival

The fourth annual Franklin Fall Festival attracted 3,000 visitors to St. Luke's Franklin the Saturday before Halloween. The community event featured pony rides and a petting zoo.
South Shore names Big Storm recipients

St. Luke's South Shore Big Storm Award recipients for October were (front row from left): Evelyn Kaptorlan, Behavioral Medicine; Shirley Golla, Lab; Jeanne Kaminski, Nutrition Services; Julie Sommer, 3 MESG; and (back row from left) Judi Schmidt, CIU; Diane Meyer, Oncology; and Jean Czajkowski, 3 MESG. Not in the photo is Dawn Knoll, Emergency Department. The randomly selected service provider for October is Shirley Golla. The St. Luke's South Shore Big Storm Award recognizes exceptional service.

West Allis volunteers prepare for busy holiday season

West Allis Memorial Hospital enjoys community support through the activities of an Auxiliary and a Men's Service Club. The holidays are a busy time for these groups. Besides their regular in-house work, their holiday fund-raising activities include:

Christmas Love-Lite Tree — 7 p.m. Thursday, Dec. 3. This 11th annual Love-Lite ceremony begins with the lighting of a 50-foot live evergreen just outside the hospital lobby. The tree lighting is followed by a Christmas program in the hospital cafeteria featuring a dynamic dance performance by Midwest Connection, refreshments and a visit from Santa Claus. Christmas Love-Lites are $3 each. Donations forms are available at the hospital gift shop, the reception desk and the volunteer services office.

Poinsettia Sale — 9 a.m. to 2:30 p.m. Friday, Dec. 4. Pay in advance and the plants are $8.75 each; pay the day of the sale and plants are $9.75 each. Pickup is in the outer lobby.

An Artsey Fair to Remember — 10 a.m. to 4 p.m. Monday, Dec. 7, and Tuesday, Dec. 8 — A fine art show including an assortment of pottery, jewelry, ornaments, cards and unique gift items by local and regional artists.

Already held was the 30th Annual Snowflake Bazaar, a November tradition.

For information about any of these events, call volunteer services at 328-7175.

Want to quit smoking?

The Metro Region Cardio-Pulmonary Department is marking the Great American Smoke-Out, on Nov. 19, with smoking cessation displays at various sites throughout the region. Stop by for information about quitting smoking, including information about Zyban, a new drug that helps smokers quit. The cost of Zyban is partially covered for employees enrolled in the AHN Pan.

Call Diana Rohloff, RN, at 649-6073 for information. Those interested in the program must call Diana by Nov. 25.
Tree of Light tree lighting ceremony scheduled for Dec. 10

The annual holiday Tree of Light tree lighting ceremony will be held at 6 p.m. on Thursday, Dec. 10, on the Skywalk of St. Luke's Medical Center. All employees are invited to attend. Proceeds from this fundraising event will be used to purchase patient education materials such as brochures, books, videos and audio tapes for the Tree of Light Resource Room at the Vince Lombardi Cancer Clinic. All members of the community, whether or not they have been treated at St. Luke's, have free access to these educational materials.

Five different colored tree lights are available for purchase, as a way to honor someone or to memorialize a special person who has passed away. Lights can be purchased in the following denominations: $10, white light; $25, red light; $50, green light; $100, orange light; and $250, blue light.

Donation envelopes and forms to purchase a tree light are available through the Vince Lombardi Cancer Clinic at 649-6018 or by stopping by at the clinic.

The event will be an opportunity for former patients and their caregivers to be reunited. The evening's festivities will include live holiday piano and flute music, refreshments, remarks from a speaker, and the reading of names of those being memorialized.

"We expect more than 200 current and former patients, family members and staff members to share in this worthwhile experience," said Kathy Griebenow of the Vince Lombardi Cancer Clinic, who is helping to promote the event. "This will be a very uplifting evening for all who attend. We encourage employees of St. Luke's and the Vince Lombardi Cancer Clinic to mark their calendars. It's a great opportunity to become reacquainted with our former patients, many of whom are now recovered and doing very well."

Another way that employees can support this cause is to donate cookies or other baked treats to be served to our guests at the tree lighting ceremony. Anyone interested in supplying treats is asked to call the Vince Lombardi Cancer Clinic by Monday, Dec. 7.

Employees have an additional opportunity to support the resource library through the purchase of the 1998 holiday stick pin. This year's pin, which is available for $2, has a light bulb charm and jingle bell. The pins will be sold at the Vince Lombardi Cancer Clinic after Nov. 16 and outside of the cafeteria starting December 3.

St. Luke's Patient receives permanent ventricular assist device

Surgeons at St. Luke's Medical Center have implanted a vented electric HeartMate, a left ventricular assist device (LVAD), into a patient with congestive heart failure. Unlike previous HeartMate implants where the LVAD was used as a "bridge to transplantation," this HeartMate will be used as a permanent, mechanical replacement to the left side of the heart.

The surgery, performed Oct. 15, was part of an FDA-approved clinical trial called REMATCH, for Randomized Evaluation of Mechanical Assistance for the Treatment of Congestive Heart failure. The study is taking place at a select number of medical centers across the nation and is financed in part by the National Institutes of Health.

Beverly Barrie-Pykett, 67, of Bayside, is the first patient in Wisconsin to receive the permanent LVAD. One other St. Luke's patient has been entered into the national study and is part of the control group. Patients in the control group will be treated with conventional medical management.

"Beverly is well on the road to recovery," said St. Luke's cardiovascular surgeon Alfred Tector, MD. "We believe mechanical assistance will be the preferred treatment for congestive heart failure in the future. It's thought HeartMate patients can live a longer, more active life years after one is implanted. This is a very exciting study. It will hopefully answer which is better, medical management or mechanical assistance."

"It's been a scary time since I first found out I had congestive heart failure," Beverly said. "Now I am convinced the worst is over. I have a wonderful, supportive family, and thanks to the doctors and nurses at St. Luke's, I know I can resume my life." Beverly says she has one wish: "To be home for the holidays. If that happens, it would mean so much to me."

Since 1994, St. Luke's Medical Center has implanted the vented electric HeartMate in more than 20 patients as
a bridge to transplantation. Many “bridge” patients are allowed to live an active life at home, until a suitable donor heart becomes available. St. Luke’s Medical Center performed the Midwest’s first heart transplant in 1968 and has performed nearly 350 heart transplants since 1984.

Golden Sneaker Recipients
The following are the October Golden Sneaker Award recipients:
- Avis Christopherson, Family Practice Center
- Karen Chyla, Breast Imaging
- Wendy Jo Skarg, Breast Imaging
- Ben Cofta, 6KLM
- Bonnie Mathias, Outpatient Pharmacy
- Cheryl Nordseth, Family Practice Center
- Jeff Klister, 5GHJK
- Amy Shallue, 8 GHJK
- Lauren Nommenson, 4EK

Avis Christopherson, Family Practice Center, was selected at random as the Golden Sneaker award recipient for the month of October. Her nomination reads: Ms. Christopherson goes an extra mile in giving our patients the exceptional care they deserve. I see her staying back late (after hours) voluntarily to make sure patient care issues are addressed properly. Ms. Christopherson’s clinical experience and her devotion makes her a valuable member of the “purple team” in the Family Practice Department.

Welcome new employees
Tiffany Bailey, Nursing Assistant
Nancy Daniel, Registered Nurse, Emergency Services
Dieann Burdine, Linen Services
Jennifer Burr, Admitting/Guest Services
Portia Caban, Pharmacy Tech, Pharmaceutical Services
Kelly Cavanaugh, Speech Pathologist
Carol Fletcher, Business Office
Kathleen Frese, Health Unit Coordinator
Dee Gabbard, Clinical Dietician, Nutrition Services
Robert Hoffman, Medical Technologist, ACL
Kirsten Jasper, Registered Nurse, Emergency Services
Erik Johnson, Environmental Assistant, Housekeeping Services
Michelle Kolodzek, Nursing Assistant
Nancy Kurriger, Lab Specimen Tech, ACL
Kim Kurz, Payroll Representative
Michael Lenz, Valet, Hospitality Services
Josip Louvar, Radiologic Technologist
Jill Loyd, Nursing Assistant
Tammy Mazur, CV Tech II
Nancy McGee, Telecommunications

Send us your news
We recognize the accomplishments of employees in this newsletter. Share news about graduations, honors, certifications earned and presentations given in the community. Send information 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 Friday, Nov. 20. Please include the name and phone number of a contact person.
Members of the Metro Region Cardiac Rehabilitation Department were enthusiastic participants in the American Heart Association Annual Walk at the zoo recently. The team included 85 people, both patients and staff members, and included a patient who had just celebrated her 90th birthday. The team enjoyed fellowship, built camaraderie, raised $3,400 to promote cardiovascular research and was recognized as one of the top 10 teams at the event.

Aurora in the news

Representatives of Aurora's Metro Region sites are often quoted in the media on a variety of health care topics. Here's a partial list of recent interviews:

**Nov. 2** Clarke Square Family Health Center, 1818 W. National Ave., Aurora's clinic in a grocery store was featured in “Inside Preventive Care.”

**Oct. 30** William Donegan, MD, who practices at Sinai Samaritan Medical Center, was featured live in a Channel 6 interview about the FDA approval of the drug Tamoxifen for use to prevent breast cancer.

**Oct. 29** St. Luke's Franklin was featured in a Franklin Hub story about its Fall Festival.

**Oct. 29** Robert Lerner, MD, of the Geriatrics Institute at Sinai Samaritan Medical Center, was interviewed for stories on Channels 4 and 12 about older adults living longer and better.

**Oct. 26** The Milwaukee Journal Sentinel and Green Bay television Channels 2, 5 and 11 reported on four former St. Luke's heart transplant patients who attended a Packers game together. USA Today also ran the story.

**Oct. 22** John Schroder, MD, of the General Clinic in West Bend, was quoted in the West Bend Daily News about Halloween Safety.

**Oct. 22** Kay Heyer, RN, talked with Channel 4 about Journey House.

**Oct. 22** The Family Practice Clinic at St. Luke's Medical Center was featured on Channel 4 when it held a baby shower fund-raiser for needy patients.
Metro Region hospitals scheduled for Joint Commission survey in 2000

The Metro Region hospitals — Hartford Memorial Hospital, St. Luke’s Medical Center, St. Luke’s South Shore, Sinai Samaritan Medical Center and West Allis Memorial Hospital — will be surveyed by the Joint Commission on Accreditation of Healthcare Organizations early in 2000. Teamworks recently talked with Diane Beaudry, director of quality management. Here are our questions and her answers. (More questions and answers will appear in the next issue of Teamworks.)

Q: Why are we asking to have all of the Metro Region hospitals surveyed in 2000?
A: Currently, each of the hospitals in the Metro Region is separately accredited by the Joint Commission on Accreditation of Healthcare Organizations. This means that each hospital has its own accreditation cycle, and is scheduled for a new survey at, or close to, the expiration of its three year hospital accreditation.

With our reorganization and regional integration, the Metro Region could be involved in hospital surveys every year.

Earlier this year, Mark Ambrosius, president of the Metro Region, asked the Joint Commission if it would be possible to have all of the Metro Region hospitals surveyed at one time. The Joint Commission recommended the Multihospital Survey option, and indicated the time to make the change would be in 2000.

Consequently, the Joint Commission extended Sinai Samaritan’s accreditation forward six months. The accreditation expiration dates for Hartford Memorial Hospital, St. Luke’s Medical Center, St. Luke’s South Shore and West Allis Memorial will be moved up so that the surveys of all of these hospitals occur together in January or February 2000.

Q: What is the Multihospital Survey?
A: According to the Joint Commission, a Multihospital Survey has three components:
- A corporate orientation.
- A consecutive survey of participating organizations with the same survey team leader.
- A corporate summation.

The orientation session provides an opportunity for Metro Region staff to orient the survey team to the structure and practices of the region. The survey team will also survey centralized services, documentation, policies and procedures applicable to Joint Commission standards. The corporate summation provides an overall analysis of the region’s strengths and weaknesses. It also provides consultation and education related to accreditation survey findings across the region.

Continuity in the composition of the survey team is maintained by the survey team leader. The remaining members of the survey team may rotate. However, given the number of hospitals in the Metro Region, we may have the same team members for each hospital. The survey team leader will compile the information necessary to support the corporate summation.

Through the multihospital option, the Joint Commission accredits the individual hospitals in the region, not the region itself. Therefore, each hospital within the region will receive its own accreditation decision and report. The findings and decision for one hospital within a system will have no bearing on those of another hospital within the region.

In addition, each hospital will have its own summation, in which the findings specific to the hospital will be presented. The corporate summation will be solely for presenting those findings across the region.

About Joint Commission accreditation

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 explained in the Joint Commission’s Consolidated Accreditation Manual for Hospitals.

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.
December 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 information or to register, call nursing education, 647-6370, or fax the registration to nursing education, 647-4878, or e-mail on cc:Mail to nsg_ed or on the Internet to nsg_ed@aurora.org.

1 & 3 Oncology Nursing Course, content geared for those new to oncology care, 7:30 a.m. to 4:30 p.m. day 1; 12:30 to 4:30 p.m. day 2, Aurora Conference Center. Register early to allow for receipt of course and pre-reading materials. To register, call Peggy Wipplinger, (414) 647-3347.

10 RN Preceptor Workshop, 8 a.m. to 4:30 p.m., Aurora Conference Center. To register, call (414) 647-6370.

Education programs may be canceled because of bad weather. Call Nursing Education, (414) 647-6370, or the phone number you called to register, after 6:30 a.m. for a recorded announcement on the status of the program for that day.

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 can get a needed break. For information, call 453-1400.

Aurora Behavioral Health Services

December Community Programs

Dec. 7 Avoid Scams, Slams and Setbacks: A Guide for the Elderly Consumer
Dec. 9 Making Marriage Work
Dec. 9 Underage Drinking: What Parents Can Do

These evening programs are offered in Wauwatosa, Cudahy and Milwaukee. To register, call the toll-free 24-hour registration line, (888) 771-ABHS (2247). All Aurora Behavioral Health Services (ABHS) programs are free.

West Allis Memorial

West Allis Memorial Hospital offers free health screenings.

Appointments are required.

Hearing screening and referral, every Monday, call 328-7410.

Glaucoma screening, every Thursday, call 328-6115.

Hartford Memorial

Donate blood, 2 to 6 p.m. the first Tuesday of each month. Call (800) 243-5124 for an appointment.
**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 Kathie Foti, SLSS administration. Questions may be addressed to Allen Stasiwski, 649-6067.

**Volleyball**

Aurora employees in the Metro Region who want to play league volleyball beginning in January should call Karen at 649-7374 (human resources at St. Luke’s) for further information and to register. The fee is $10 for Milwaukee County residents, $20 for others. Play is Tuesday or Thursday at 7, 8 or 9 p.m., and rotates with the league schedule. Friends and spouses are welcome to join. Each team is required to have six Aurora employees. The location is Sholes Jr. High School, 4965 S. 20th St., between Layton and Edgerton.

**Aurora Medical Group - Milwaukee West**

**New Baby, Changing Emotions**

Join other new mothers. Explore causes of the baby blues. Get help. Lead 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. the second and fourth Tuesday of each month
Aurora Medical Group
4025 N. 92nd St., Wauwatosa
To register, call Laura, 427-3400.

**Aurora Health Center - Waukesha**

“Put Your Feet First”

5:30 to 7 p.m. Tuesday, Dec. 8
Presented by John Lamber, DPM, this free program covers common concerns, including bunions, hammer toes, heel spurs and diabetes-related foot care.
Call (888) 928-7672 to register.

**St. Luke’s**

The Vince Lombardi Cancer Clinic will be selling raffle tickets for a Super Bowl package for two people (Super Bowl tickets, round trip airfares, five nights at the Ramada Sea Club Resort, Fort Lauderdale and a Hertz compact car rental with unlimited miles). Tickets are $10 each or three for $25. Tickets are available at St. Luke’s at the Vince Lombardi Cancer Clinic, administration, philanthropy office; Aurora Credit Union and at Aurora pharmacies in the Metro Region.