Teamworks, January 26, 1999

Aurora Health Care

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Mary Ann Lillich, RN, works in the Prenatal Care Coordination Program at Sinai Samaritan Medical Center. She visits pregnant patients in their homes to provide prenatal education. She sees patients who are often “at risk” to have babies who could be born too early or who won’t weigh enough at birth.

During her visits she spends time helping her patients understand the birthing process: that the baby is growing in a uterus, a very large and powerful muscle, within an amniotic sac or bag of waters, attached to the mother’s body through an umbilical cord and placenta.

“I discovered that my patients were having difficulty visualizing the birth process of labor and delivery, especially the uterus and how it works,” Mary Ann says. “I needed a 3-D teaching tool.”

Mary Ann had seen an expensive model and thought she could come up with something just as good —

Continued on page 2.
The Aurora Credit Union is seeking nominees for three positions on its nine-member volunteer board of directors. The positions are unpaid to ensure that decisions are made to benefit all members of the credit union. Board members represent the membership's "official voice" and determine the policies and future direction of the credit union. Aurora Credit Union board members are elected by the membership and serve a three-year term.

To qualify to run for a board position, the candidate must be a member in good standing, be at least 18 years old and must have been a member for the 12 months before Jan. 1, 1999. The deadline to indicate interest in being a nominee is Feb. 12. Call Carol or Nina at 649-8690 for information.

The election of these three board positions is on the agenda for the Aurora Credit Union Annual Meeting from 5:30 to 7 p.m. April 7 at the Aurora Conference Center. Aurora Credit Union members are invited to attend this meeting to act on the agenda and participate in the election of members of the board of directors.

-- Aurora Credit Union seeks nominees, schedules annual meeting

Nurse designs teaching tool

Continued from page 1

and cheaper. "I first enlisted my daughter, then other volunteers, to knit what I call thumbless mittens, the uterus. And I sewed the placenta and bag of waters and braided the umbilical cord. Total investment – about $5 per model – and that includes $1.99 per baby doll purchased at a Walgreens in the central city." Mary Ann has both white and brown babies.

Mary Ann has been with the Prenatal Care Coordination Program at Sinai Samaritan since shortly after it began in January 1993. She has a master's in maternal child nursing. "It seems like such a short time of a woman's life into which to concentrate so much energy and resources – yet it's incredibly significant. What happens during pregnancy, labor, delivery and post partum is a stone that sends ripples throughout the life of the woman and her baby," Mary Ann explains. "I can intervene and make a real difference because the woman is ready to learn."

The Prenatal Care Coordination Program

The Prenatal Care Coordination (PNCC) Program at Sinai Samaritan Medical Center cares for more than a thousand low-income, at-risk pregnant women every year. The program has been effective in reducing the incidence of prematurity, low-birth weight and infant mortality in the central city of Milwaukee since it was established in 1993. Every month this year, PNCC will be asking Aurora employees to donate specific items that are needed by patients. In January the item is diapers; in February, children's books, crayons and coloring books; in March, infant sleepers and T-shirts. Please send or deliver donations to room K4747 at Sinai Samaritan.

Check the Teamworks Bulletin Board in future issues for the kinds of items needed throughout the year.

The teaching tool.
Our Human Resources Department was very successful in 1998, says Mary Beth Holloway, vice president of centralized employment and physician recruitment.

“We recruited and hired 2,842 candidates in the tightest job market in more than 40 years.”

The Milwaukee Journal Sentinel recently reported that the unemployment rate here is at its lowest level in 41 years. That means that qualified candidates are very scarce and nearly everyone who has good skills and wants to work is working.

In 1998, Metro Region centralized employment received 15,000 applications and conducted 7,000 interviews. Mary Beth says that the challenges are many. “We must recruit high quality candidates with good work records.” And, she adds with a smile, “Attendance is important.”

Some candidates drop out of the process when they see Aurora’s notices that drug testing and criminal background checks are part of the pre-employment screening process, Mary Beth says.

There are certain jobs for which there seem to be virtually no candidates in the current market. These include cytotechnologists, home health aides, radiologic technologists, pharmacists and certified nursing assistants (CNAs). In a two-month period last year, Aurora received 188 applications for CNA positions, which resulted in 128 interviews and 68 new hires.

Mary Beth also mentioned that pharmacy education is moving from five years to six years, meaning that in the spring of 2000, there will essentially be no new graduates available for employment from the School of Pharmacy at the University of Wisconsin-Madison.

Employees who want to refer friends or family members for employment at Aurora are advised to use the Aurora Referral Card (it’s bright pink) to be sure that these internally referred candidates are closely tracked. The card is available in the centralized employment office.

Sinai Samaritan Medical Center’s Golden Moment Award recipients for December were Shirley Johnson (left), patient care assistant, Inpatient Rehab Department, and Malda Colon, patient service associate, Ambulatory.

Sinai Samaritan’s Golden Moment award recognizes outstanding service.

Doreen Wheaton, who coordinated the Metro Region holiday collection, has provided Teamworks with the final report of the 1998 project.

Food, clothing, linens and books were delivered to the Madison Street Outreach Clinic. Six churches served by Aurora parish nurses received 20 skids of food, clothing and toys. And $4,140.57 was donated to Second Harvest Food Bank of Wisconsin. Thanks to everyone who was involved with this collection for the less fortunate in our community.
Keep grandma in mind

IdeaNet, managed by Allen Stasiewski, manager of service management at St. Luke’s Medical Center, is available on Aurora’s internal e-mail system. Find it among the bulletin boards. Here’s a message Allen posted recently:

“I read an interesting service tip the other day in a book called ‘Customer Satisfaction is Worthless, Customer Loyalty is Priceless.’ The author recommends that whenever you are conversing with a customer, in your head you put the word ‘grandma’ at the end of the sentence.”

Allen is very clear that he’s not suggesting that we call everyone grandma. So consider the following examples:

- It’s against procedure (grandma).
- I don’t have time to get you ice chips right now (grandma).
- Didn’t you read the instructions I gave you (grandma)?
- Have a seat over there (grandma).
- We don’t have enough staff to do that for you (grandma).

Allen concludes, “Kind of makes it harder to be cold, uncaring or impersonal doesn’t it?”

Metro PM&R sets new direction

The Metro Region Physical Medicine and Rehabilitation Department is showing a new face to consumers. Beginning last week, Metro’s PM&R services are being offered under only two names: Aurora Rehabilitation Center (ARC) and Sports Medicine Institute (SMI). All sites, inpatient and outpatient, other than SMI sites, will be an Aurora Rehabilitation Center. However, the inpatient rehabilitation units will continue to be known by their facility, for example, St. Luke’s Rehab unit or Sinai Samaritan Rehab unit.

“We’re the largest provider of rehabilitation services in southeast Wisconsin and we’ve been operating under six different brand names that the general public didn’t connect with one another,” said Lisa Just, Metro Region’s director of rehab services. The Aurora Rehabilitation Centers will have specialty programs such as Industrial Rehab outlined on internal signage and in a brochure. “We have also developed an ‘affiliated with Sports Medicine Institute’ status for the Slinger site to address Washington County’s developing sports program, with the potential of adding affiliate sites as programs expand, for example into West Bend,” Lisa says.

In keeping SMI as the sports medicine product name, all of the trainers, whether they are working at an SMI or ARC site, will represent SMI when they are working in the colleges and high schools where we have contracts.

Lisa says that the PM&R medical directors have supported and guided the establishment of quality standards that are key in making this regionalization plan successful. It’s important to note that nothing changes clinically as a result of this new naming strategy.

A common toll-free number is being established that will support the Aurora Rehabilitation Centers. This telephone number and tracking system will be functional in February. The new names and toll-free number will be presented to consumers in the March issue of Regarding Health, Aurora’s quarterly community newsletter.

“With common names, our opportunities expand,” Lisa says. “Most important, the names allow us to see our department as a single entity across the region.”
St. Luke’s partners with WTMJ-Channel 4, promotes unique Heart Month activities

February is designated as “Heart Month” and St. Luke’s Medical Center is teaming up with WTMJ-Channel 4 to promote a series of unique heart-related activities and events during the four weeks of February.

Each Thursday evening in February, as a public service to viewers, a phone bank will be set up in the WTMJ-Channel 4 television studios and staffed by clinical professionals from St. Luke's. Viewers will be encouraged to call in with questions related to heart health and cardiovascular disease. Callers will also be able to request a free “heart prevention” kit. The phone bank will be staffed during the station’s 4, 4:30, 5, 6 and 10 p.m. newscasts.

Different topics relating to cardiovascular disease will be highlighted each week. The tentative schedule of topics is as follows:

- Feb. 4 — Minimally Invasive Heart Surgery
- Feb. 11 — Arrhythmia, Cardio Imaging
- Feb. 18 — Peripheral Vascular Disease
- Feb. 25 — Women and Heart Disease, Featuring the Karen Yontz Women’s Cardiac Awareness Center

As a unique component to this educational outreach, short segments from four previously taped cardiac procedures, featuring actual physicians and patients at St. Luke’s Medical Center, will be shown between 6:30 and 10 p.m., during the commercial breaks of Thursday prime time programming (Friends, Frasier, Victoria’s Closet and ER).

In addition, an interactive “chat room” will be open on Thursday evenings during February staffed by St. Luke’s cardiologists who will answer questions and provide additional information about heart disease and prevention. Those with Internet access will be able to long on either through the Aurora Health Care site (www.aurorahealthcare.org) or the WTMJ-Channel 4 site (www.touchtm4.com).

Carolyn Maclver, Metro Region Director of Marketing, said, “As Wisconsin’s leading heart care center, St. Luke’s is please to have this unique opportunity to partner with the media to bring the message of cardiovascular disease to the forefront. The videotaped medical procedures will be live footage, featuring real operations and patients, with the purpose of conveying the unique options St. Luke’s Medical Center offers cardiac patients. These segments should be interesting and informative for anyone who would like to learn more about heart disease. With so many people using the Internet, the chat room is a convenient way for many people to access important health information confidentially, from the comfort of their own homes.”

Employees encouraged to visit the IdeaNet Bulletin Board

The IdeaNet Bulletin Board is your definitive source for service management information, ideas and training. It is available through the e-mail system to employees at St. Luke’s Medical Center, St. Luke’s South Shore, West Allis Memorial Hospital and other Aurora sites.

This bulletin board is the main communication method for all St. Luke’s Medical Center service management communications. We also are seeing more system-wide issues being addressed here, too!

To check IdeaNet messages, go to your Lotus Notes or cc:Mail directory on your computer and double click on “Bulletin Boards.” The name IdeaNet will appear. Click on “IdeaNet” and you will see the IdeaNet Bulletin Board listings.

Important tip: Check out the IdeaNet’s frequently asked questions (FAQ) listing first for information on what IdeaNet is and how to use it. Here are just a few of the items you will find on IdeaNet:

- Update notices regarding St. Luke’s Medical Center, St. Luke’s South Shore and West Allis Memorial Hospital’s on-line satisfaction survey reports
- “Service/Quality article of the month” notices
- BALANCE — a new feature about maintaining balance in our lives
- Notices on new service management initiatives
- Microsoft Word tips to assist you in moving around on-line
- Satisfaction survey reports
- Ideas, questions, information
- Service management training opportunities — service tips
- Customer feedback
Employees are encouraged to check IdeaNet frequently. If you have trouble accessing IdeaNet, please call Allen Stasiewski at 649-6067.

Welcome new employees

Lydia Alanis, Nursing Assistant  
Nicole Allaback, Cardiac Services  
Kellie Bartel, Business Office  
Terese Beauchamp, Physical Therapy  
Laura Beckemeier, Nursing Assistant  
Mary Becker-Roth, Patient Care Manager  
Steven Brandt, Information Services  
Larry Brown, Materials Attendant  
Ron Buchholz, Patient Companion  
Kari Cina, Registered Nurse  
Desiree Cohen, Registered Nurse  
Debbie Cychosz, Dietary Assistant I, Food Mgmt/ Nutrition Services  
Susan D’Acquisto, Pharmacy Intern, Pharmaceutical Services  
Mohammed Dals, Information Services  
Michael Disch, Client Services  
Jenna Doe, Business & Market Development  
Kelly Doherty, Nursing Assistant  
Jill Eesley, Materials Attendant  
Raymond Fadden, Surgical Assistant, Surgery  
Sarah Fennell, Nursing Assistant  
Jason Fritz, Nursing Assistant  
Richard Gatenby, Radiation Physicist  
Jeffrey Gavitt, Coordinator, Food Management  
Stephanie George, Nursing Assistant  
Dawn Goretske, Accounting  
Sue Graan, Health Unit Coordinator  
Molly Grzesiak, Nursing Assistant  
Aiping Gu, Anesthesia Physiology Tech  
Scott Helberg, Systems Librarian  
Lisa Henry, Registered Nurse  
Heather Hinkley, Nursing Assistant  
Jackie Hintz, Nursing Assistant  
Nicole Jackson, Business Office  
Marilyn Johnson, Medical Transcription  
Razz Jones, Dietary Assistant II, Food Mgmt./ Nutrition Services  
Kathrine Kloecker, Registered Nurse  
LeAnne Kohlmeier, Nursing Assistant  
Chrissy Kowalkowski, Nursing Assistant  
Judy Krieger, registered Nurse  
Annie Lambrecht, Registered Nurse  
Debby Laures, Pharmacy Technician, Pharmaceutical Services  
Kathy LeMere, Registered Nurse  
Tracy Lindsay, Nursing Assistant  
Marie Lipowski, Secretary II  
Jenny Lukaszewicz, Business Office  
Abbey Mach, Surgery Scheduler, Surgery  
Tracy McCoy, Registered Nurse  
Matthew McGreevy, Registered Nurse  
Jennie Mogensen, Nursing Assistant  
Kari Monks, Nursing Assistant  
Jessica Melton, Registered Nurse  
Scott Missall, Pharmacy Intern, Pharmaceutical Services  
Mike Montes, Anesthesia Support Specialist  
Albert Moreno, Material Dispatcher  
Allison Muschinski, Transporter, Radiology Department  
Darlene Naidul, Material Dispatcher  
Anne Nelson, Imaging Assistant, Radiology Department  
Christina Norman, Information Services  
Mary Nowak, Nursing Assistant  
Kelly O’Hara, Nursing Assistant  
Patricia Olson, Registered Nurse  
Lisa Parkinson, Nursing Assistant  
Tammy Parsons, Registered Nurse  
Michelle Peil, Clinical Information Services  
Douangmala Phrasavath, Registered Nurse  
Pam Poff, Registered Nurse  
Paula Rauth, Medical Technologist, ACL  
Stephanie Rehl, Nursing Assistant  
Aruna Renda, Registered Nurse  
Tom Rhode, Patient Transportation Services  
Ann Rohloff, Nursing Assistant  
Stacey Saari, Registered Nurse  
Troy Scholzen, Surgical Technician II  
Geralyn Schwalenberg, Registered Nurse  
Angelica Sepulveda, Nursing Assistant  
Melanie Sikorski, Registered Nurse  
Martin Slotwinski, Health Unit Coordinator  
Henrietta Smith, Environmental Assistant, Housekeeping Services  
Lynette Soulier, Health Unit Coordinator  
Bill Stafford, Pharmacy Intern, Pharmaceutical Services  
Jennifer Stapleton, Nursing Assistant  
Jodi Staszewski, Transporter, Radiology Department  
Dana Stieber, Pharmacy Intern, Pharmaceutical Services  
Sheila E. Swanda, Health Unit Coordinator  
Helen Thomas, Supervisor, Food Mgmt/ Nutrition Services  
Juan Thurmond, Nursing Assistant  
Jodi Van Doren, OR Assistant  
Vickie Venziano, Information Services  
Thomas Wild, Chef Manager  
Dianna Wolff, Business Office  
Karon Wynter, Nursing Assistant  
Cheryl Zywicki, Registered Nurse
Is there a pregnancy in your future?

Here’s a free class designed to help you make good health and lifestyle choices before you become pregnant.
1 to 4 p.m. Sunday, Feb. 21, at Sinai Samaritan Medical Center.
To register, call Childbirth Education Services at 649-7726 or toll-free at (888) 524-8555.

School of Radiologic Technology

Applications are being accepted for the two-year program in radiologic technology, which begins in July. Prerequisites include a high school diploma or GED and two years of college-bound math and science with a C average. The School of Radiologic Technology has prepared hundreds of students for rewarding careers in radiography. The school welcomes applications from students with a variety educational backgrounds and experiences. For information, call Paula Maramonte, program director, at 649-6762.

Aurora Behavioral Health Services

Community Programs

Feb. 2  What Parents Need to Know about Attention Deficit Disorder
Feb. 9  Don’t Get Mad – Get Talking!
Feb. 18  A Parent’s Guide to Teenagers
Feb. 23  Successful Togetherness: Making Relationships Work (at Barnes & Noble Bookstore at Mayfair)

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

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.

Milwaukee Psychiatric Hospital

Support Group for those with Anorexia Nervosa and Bulimia Nervosa, 7 to 8 p.m., Wednesdays. Call 454-6502 for information.

Support Group for family members, spouses and friends of those with eating disorders, 6-7 p.m., Thursdays. Call 454-6797 for information.

Largely Positive Support Group — Promotes size acceptance and healthy self esteem, 7 to 8:30 p.m., first and third Thursdays. Call 299-9295 for information.

Co-workers had this to say about Pat Grevenow, RN, Aurora Health Care Teleservices Nurse Call Center.

Pat received a call on New Year’s Eve day from an hysterical woman who had run out of formula for her 4-month-old infant. She had expected to receive formula from a relative, but the relative never showed up. She had no money or transportation. Pat really went the extra mile by calling several food pantries with the help of other staff members. A number of the pantries were closed because of the holiday, but Pat was determined to get help and stayed on the problem until she finally reached someone at a women’s shelter who agreed to deliver the formula on her way home from work. This took a lot of time, and we were thankful and proud that Pat was finally able to get the help the caller needed. Great Job, Pat!

St. Luke’s

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Classes offered by Aurora Libraries

The Aurora Libraries are now offering one-hour classes on how to access and search MEDLINE on the new Aurora intranet site. Librarians will be teaching the use of the new Web software including how to access full text journal articles. If you have already had the Introductory Aurora Libraries class or only wish to learn how to search MEDLINE, this one is for you. For those who also wish to learn how to search the HEALTH REFERENCE CENTER consumer health database and the Online Book Catalog of the Aurora Libraries, please consider registering for the full three-hour Introduction to the Aurora Libraries Database Network (ALDN) class. Call the Medical Library at St. Luke's Medical Center, 649-7356, to register.

Computer Lab, Medical Library, SLMC
Feb. 3, 11 to noon, MEDLINE on the Intranet, Mary Jo Koenen
Feb. 10, 5 to 6 p.m., MEDLINE on the Intranet, Kathleen Strube
Feb. 12, 9 to 10 a.m., MEDLINE on the Intranet, Kathleen Strube
March 16, 8 to 9 a.m., MEDLINE on the Intranet, Kathleen Strube
March 25, 3:30 to 4:30 p.m., MEDLINE on the Intranet, Stephanie Hanus
April 6, noon to 1 p.m., MEDLINE on the Intranet, Joan Clausz

February 18, 1:30 to 4:30 p.m., Introduction to the ALDN, Stephanie Hanus
March 1, 9 to noon, Introduction to the ALDN, Joan Clausz
April 21, 8 to 11 a.m., Introduction to the ALDN, Kathleen Strube

Computer Lab, Hurvitz Memorial Library, SSMC
March 8, 8 to 9 a.m., MEDLINE on the Intranet, Mary Jo Koenen
May 4, 3 to 4 p.m., MEDLINE on the Intranet, Mary Jo Koenen
April 14, 1:30 to 4:30 p.m., Introduction to the ALDN, Mary Jo Koenen

Great IceScapes for Kids
Benefit kids served by the VNA
4 to 6 p.m. Sunday, March 7
Petit National Ice Center

Rates are $20 per person; $30 for a two-some (an adult and a child); and $45 for a family of four (two adults and two children). Participants receive admission to the Petit Center, skate rental, official event T-shirt and a chance to win one of several terrific door prizes.
Call 647-6335 for a registration form.

March 1999 Nursing Education Classes

The classes listed here are free to Aurora employees unless a fee is indicated in the course or class description. All classes are held at the Aurora Conference Center, 2920 W. Dakota St., Milwaukee, unless otherwise noted. Courses or classes may be canceled if the minimum registrations are not received. Preregistration is required for every class and course. For more information or 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 Lotus Notes to nsg_ed or on the internet to nsg_ed@aurora.org.

2 & 9 Chemotherapy Administration course, 7:30 a.m. to 4 p.m., Aurora Conference Center. Two-hour chemo exam will also be required after course completion.
2 Metro Nursing Citizenship, 8 a.m. to 4:30 p.m., Aurora Conference Center.
3 Metro Experienced Nursing Assistant Orientation Day, 8 a.m. to 4:30 p.m., SLMC.
8 Metro Inexperienced Health Unit Coordinator Orientation begins.
10 Metro Basic Nursing Assistant Certification course begins, 7:30 a.m. to 8 p.m., Aurora Conference Center.
11 Chemotherapy class begins, 9:30 a.m. to 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.
15 & 16 Chemotherapy Administration course exam, 8 to 10 a.m., Aurora Conference Center.
16 Nursing Roundtable Presentation: Physician Assisted Suicide, presented by Robyn Shapiro, JD, Center for the Study of Bioethics, SLMC auditorium, noon to 1 p.m.
25 Basic IV Therapy Review: Fluids And Medications, 8 a.m. to 4 p.m., Aurora Conference Center. Enrollment is limited so register early.
25 Differentiating Wide QRS Tachycardias, noon to 3 p.m., Aurora Conference Center.
31 Metexperienced Nursing Assistant Orientation Day, 8 a.m. to 4:30 p.m., SLMC.

Teamworks

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) 647-3126. Fax (414) 671-8560.

Mark Ambrosius
President, Metro Region