Teamworks, February 9, 1999

Aurora Health Care

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Employee benefit summaries coming soon

Employees soon will receive updated benefit summary plan descriptions. These booklets provide important benefit information on the plans in which you currently participate or could participate in the future.

Your employee benefits are an important part of your total package. The new booklets will help you understand your benefits and how they can work for you and your family. Please review them for detailed information about eligibility, changing coverage, expenses that are covered and not covered, and claim filing and appeals. Keep your booklet in a convenient place so that you can refer to it when needed.

If you have questions about your benefits, contact your Human Resource representative.

Telephone tie-lines save time, money

Here in the Metro Region, we’re fortunate to be able to make telephone calls through a number of cost-saving tie-lines,” says John Holman, telecommunications manager in Information Services.

For example, to call from Sinai Samaritan Medical Center to Hartford Memorial Hospital, dial 88-83 and the four-digit extension. If you don’t know the extension at HMH, dial 88-83, and “0” for an operator to assist you.

“Tie-line calls are free internal calls. They save the time of dialing 9, then 1, then the area code, then the seven digit number. And it saves the cost of long-distance,” explains John. Even local outside calls, at 7.5 cents each, add up, so John recommends

Continued on page 2
Breast self-examination is an extremely important part of every woman's breast health. One reason many women give for not doing monthly exams is they can't tell what they are feeling.

Now there's a new tool called Sensor Pad. This device enhances the sensitivity of a woman's fingertips. It is available through the Breast Care Program at St. Luke's Medical Center. To purchase a Sensor Pad, make an appointment with Laura Molleson at 649-7623. The appointment takes 20 to 30 minutes. The cost of the Sensor Pad is $20.

Remember that self-examinations are only part of an overall breast health program. Also key are annual clinical breast exams by a physician and annual mammograms after age 40.

### Telephone tie-lines

Continued from page 1

Using the tie-line connection whenever possible. Local and long-distance calls among Aurora affiliates cost thousands of dollars every month, money that could be put to better use.

John also recommends avoiding directory assistance as much as possible, by writing down frequently called long-distance numbers. Depending on the service used, each directory assistance call costs between 70 and 90 cents.

To be cost-effective, use the following tie-line access codes, plus the four-digit extension:

<table>
<thead>
<tr>
<th>Facilities</th>
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<th>Facilities</th>
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<tr>
<td>Heil to HMH/Slinger</td>
<td>83+(Extension)</td>
<td>SLMC to Hartford/Slinger</td>
<td>88+83+(Extension)</td>
</tr>
<tr>
<td>Heil to Kenosha/Racine</td>
<td>84+(Extension)</td>
<td>SLMC to</td>
<td>Heil 88+(Extension)</td>
</tr>
<tr>
<td>Heil to SSMC</td>
<td>88+(Extension)</td>
<td>SLMC to Kenosha/Racine</td>
<td>88+84+(Extension)</td>
</tr>
<tr>
<td>Heil to SLMC</td>
<td>86+(Extension)</td>
<td>SLMC to SSMC</td>
<td>88+88+(Extension)</td>
</tr>
<tr>
<td>HMH to Heil</td>
<td>83+(Extension)</td>
<td>Slinger to HMH</td>
<td>Extension</td>
</tr>
<tr>
<td>HMH to Kenosha/Racine</td>
<td>83+84+(Extension)</td>
<td>Slinger to Heil</td>
<td>83+83+(Extension)</td>
</tr>
<tr>
<td>HMH to SSMC</td>
<td>83+88+(Extension)</td>
<td>Slinger to Kenosha/Racine</td>
<td>83+83+84+(Extension)</td>
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<tr>
<td>HMH to SLMC</td>
<td>Extension</td>
<td>Slinger to SSMC</td>
<td>83+83+88+(Extension)</td>
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<td>Kenosha/Racine to HMH/Slinger</td>
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<td>84+86+(Extension)</td>
<td>SSMC to SLMC</td>
<td>88+86+(Extension)</td>
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</table>

Note: HMH = Hartford; SLMC = St. Luke's; SSMC = Sinai Samaritan

If you have questions, call John at 647-3585. Better yet, use the tie-line access code and 3585.
January Golden Sneaker Awards

The following employees are the January Golden Sneaker nominees:
Guy Bohlman, Plant Operations
Ruven Ruiz, Plant Operations
Jennifer Halloway, X-Ray
Cindy Schell, Utilization Management
Rose Garcia, Rehab
Wendy Moline, Hyperbaric
John Kinney, Maintenance
Mark Luty, Maintenance
Marty Schutte, Maintenance
Amy Shallue, Oncology
Ann Cannon, Cath lab
Char Long, 4EF
Jerry Fugiasco, Housekeeping
Jane Betlep, PM & R
Stephanie Brosnan, PM & R
Jen Sweeney, PM & R
Michael Middlemas, Loss Prevention/Security
Michael J. Brandt, PhD
George Markert, Respiratory Therapy
Chris Unroe, Information Services

Stephanie Brosnan, PM & R, was randomly selected as the Golden Sneaker recipient for the month of January. She was nominated along with three other people. The nomination reads: “They demonstrated compassion for a family with low income who struggles to make ends meet. Through donations from staff, they were able to provide and deliver items to the family to enjoy during the holiday season. The above-mentioned staff, as well as the rest of the staff who helped donate items, went above and beyond job standards.”

First Impressions workshops scheduled

You have only one chance to make a first impression. All St. Luke’s South Shore and St. Luke’s Medical Center employees and volunteers who work in a “first impression” designated position are reminded that they must be credentialed in that position by attending a “First Impressions” workshop every three years. This applies to the following job categories: 55/65 clerk, admitting/registration, concierge, ED triage staff, flower delivery volunteer, gift shop staff, guest assistance volunteer, housekeepers in public areas, Health Science greeter, HUC, human resource assistants, ICU family waiting, outpatient pharmacy, pre-admitting staff, pre-registration staff, receptionist, scheduler, secretary, security (parking structure, officers in common areas), servers & cashiers in cafeteria, servers & cashiers in coffee shop, switchboard operators, answering service, valet (Health Science & main entrance), van drivers and volunteer escort/transporter.

Four First Impressions workshops are scheduled for 1999, on Feb. 19, May 14, July 29 and Nov. 2. Each session begins at 7:30 a.m. and ends at 4 p.m. The workshops are held at the Aurora Conference Center, 2920 West Dakota. Pre-registration is required. Please call 647-3282 to register.

Patient transport elevators are for patients only

Recently, use of the Patient Transport Elevator has increased dramatically for uses other than patient transport. This could result in delays for patients. All St. Luke’s Medical Center employees are reminded that these elevators are to be used only for transporting patients and their equipment, such as beds and wheelchairs.

‘Heart-Healthy’ conference planned

A free conference sponsored by the American Heart Association and the Karen Yontz Women’s Cardiac Awareness Center will be held from 7:30 a.m. to noon on Saturday, May 1. The event, to be held at the Pfister Hotel downtown, has as its theme, “Take Control: Put a Heart-Healthy Plan into Action.” The keynote speaker will be Dr. Bertice Berry, host of “USA Live.” To register or for information, call Carolyn Hill or Sylvia Forbes at 271-9999.

Sports Medicine Institute expands to Oconomowoc

The Sports Medicine Institute announces a new clinic site in Oconomowoc. Wilkinson Sports Medicine will open its doors as the new Sports Medicine Institute. The clinic features a brand new facility with state-of-the-art...
equipment and experienced, high quality staff to provide one-on-one care. Employees are invited to attend an open house from 10 a.m. to 2 p.m. on Saturday, Feb. 20, at Whitman Park, 1061 E. Summit, Oconomowoc. Free injury evaluations, free throwing evaluations, refreshments and facility tours will be available. For information, call the Sports Medicine Hotline at 219-7776, or toll-free at 1-800-219-7776.

New issue of newsletter coming soon

A new issue of Regarding Health, the Metro Region’s quarterly consumer newsletter, is scheduled for mailing the first week of March. The 10-page issue features articles from the patient perspective about women’s heart health, bone marrow transplantation, care for high-risk newborns, rehabilitation and a new technique for coronary bypass surgery.

Employees involved in consumer health education programming are reminded to submit information to the Marketing Department for possible inclusion in upcoming marketing pieces, including Regarding Health and newspaper advertising.

Welcome new employees

Renee Carter, Registered Nurse
Ardelia Frederick, Surgical Technician, Surgery
Kate Greer, PT, Physical Therapist
Kari Rae Hartl, Lab Specimen Tech, ACL
Robert Hunsinger, Nursing Assistant
Veronica Hutchins, Environmental Assistant, Housekeeping Services
Jennifer Imme, Registered Nurse
Andrew Kontowicz, Registered Nurse
Shelby Larson, Information Services
Lila Lopez, Nursing Assistant
Wes McDonald, Nursing Assistant
Donte Merriweather, Patient Service Associate
Alicia Mulder, Clinical Information Services
Kelly Phillips, Lab Specimen Tech, ACL
Michelle Roach, Supply Aide
Lisa Sadowski, Nursing Assistant
Jodi Wenaas, Exercise Physiologist
Amy Bartz, Registered Nurse
Shannon Bielinski, Environmental Assistant, Housekeeping Services
Nivista Evans, Business & Market Development
Kenneth Howe, Instrument Technician, Surgery
Dennis Lawrence, Environmental Assistant, Housekeeping Services
Judy Luedke, Registered Nurse
John Merkel, Cardiovascular Tech
Claudine Napierala, Registered Nurse
Wendi Coon, Phlebotomist, ACL
Hanan Hammud-Dib, Cytotechnologist, ACL
Cheryl Kalupa, Physical Therapist Assistant
Sarah Keser, Transporter/Aide, Radiology Department
Kelly Knapp, Admitting Clerk, Emergency Services
Jessica Pliska, Nursing Assistant
Julie Wills, Speech Pathologist
Jan Wisialowski, Business Office
Aimee Beuth, Receptionist, Radiology Department
Mary Califf Manager, Food Management/ Nutrition Services
Dana Dziadzowicz, Registered Nurse
Loretta Fialkowski, Internal Medicine
Johanna Helferich, Nursing Assistant
Donna Hirthe, Registered Nurse
Cathy James, Registered Nurse
Stacy Kokalj, Sonographer, Radiology Department
Scott Mattfeld, Coordinator, Coffee Shoppe
Paula Mueller, Registered Nurse
Jennifer Plant, Registered Nurse
Marlys Raasch, Nursing Assistant
Kelli Rodriguez, Nursing Assistant
Mary Royce, Environmental Assistant I, Housekeeping Services
Andrea Starck, Transporter Aide, Surgery
Karen Strabel, Registered Nurse
Brenda VanOuwerkerk, Nursing Assistant
Otesia Wade, Nursing Assistant
Elaine Wright, Nursing Assistant

Your opinion is important

The Aurora Pulse survey will be given to all employees between Feb. 8 and 22. The annual survey is an opportunity for employees to provide feedback and insight into the operations of all departments. The 1999 survey results will be compared with the data from the first Aurora Pulse survey in 1998 so that additional changes and improvements can be made.

Employees will be given time to complete the survey at work. If you have questions, see your Human Resources representative.

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 Feb. 12. Please include the name and phone number of a contact person.
The Aurora Libraries are moving their medical databases to the Aurora intranet site (www.ahcweb.aurora.org). By the end of 1999, most of the libraries' databases will be moved to their new home, called the Aurora Libraries Intranet Site, or ALIS. In 2000, the old network will be dismantled.

Already moved to ALIS are MEDLINE, CANCERLIT, CINAHL (nursing and allied health), HealthSTAR (health administration, Health Reference Center (consumer health) and the BNA Human Resources Library.

New on the Aurora Libraries Intranet Site are the following:

- **AIDSLINE** – Comprehensive coverage of research, clinical and policy issues regarding AIDS.
- **BIOETHICSLINE** – Comprehensive coverage of bioethics issues.
- **EVIDENCE-BASED MEDICINE REVIEWS** – Systematic, “the best we know to date” reviews of disease treatment from the international Cochrane Collaboration, the ACP Journal Club articles, and the articles from the journal Evidence-Based Medicine.
- **FULL TEXT JOURNALS** – The full text of 15 top medical and 15 top nursing journals integrated into the OVID MEDLINE and CINAHL databases.
- **STAT-REF** – The full text of a group of medical textbooks, including the Merck Manual of Diagnosis and Therapy, Rudolph’s Pediatrics, Williams Obstetrics, Smith’s General Urology, Taylor Family Medicine, Stein Internal Medicine, and many of the “Current Diagnosis and Treatment” series.
- **BADGERLINK** – General magazine, newspaper and legal databases from the State of Wisconsin.

A psychology- psychiatry database, the Aurora Libraries Online Book Catalog, and the MICROMEDEX drug databases will be available by the end of the year.

The Aurora Libraries are offering two- or three-hour classes, which will cover all MEDLINE and the Health Reference Center databases, as well as others as they become available and time allows. Classes are held at the St. Luke’s and Sinai Samaritan locations. Later in 1999, classes are expected to be added at West Allis Memorial and Sheboygan Memorial. The class schedule is listed in this issue’s Bulletin Board, page 4. To register for any of the classes, please call the Medical Library at St. Luke’s at 649-7356.

The Aurora Libraries web is available through the Aurora intranet site. To open the site, launch your Web Browser and connect to the Aurora intranet site (www.ahcweb.aurora.org). On most Aurora PCs, the intranet site is the home page by default. The library site is accessed through the AHC System navigation bar on the left side of the screen.

### Aurora in the news

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

**Jan. 21** Adult Day Care at Hartford Memorial Hospital receives grant. Comments from Sharon Feucht appeared in the *Hartford Times Press*.

**Jan. 21** At St. Luke’s South Shore, Dr. Michael Schmalz discussed fiber and colon cancer with Channel 4.

**Jan. 21** Aurora Health Center’s Dr. Gregory Ekborn was interviewed by Channel 4 about sonopsy ultrasound. Dr. Ekborn works at the Aurora Health Center, Waukesha.

**Jan. 20** Dr. George Fueredi, a radiologist at Sinai Samaritan Medical Center, was interviewed by Channel 4 about a non-surgical treatment for fibroid tumors.

**Jan. 14** Dr. Wayne McFadden’s retirement from Lakeshore Medical Clinic was covered by the *South Milwaukee Voice Graphic*.

**Jan. 14** West Allis Memorial Hospital’s “Baby Safety Shower” was covered by the *West Allis Star*.

**Jan. 14** The JCC Women’s Series sponsored by Sinai Samaritan Medical Center was covered by the *northshore Heralds*.

**Jan. 11** The practice of marking limbs before surgery was covered by the *Milwaukee Journal Sentinel*. Drs. Jeffrey Butler and James Stone were interviewed.

**Jan. 10** Dr. Steven Harvey talked about sudden hearing loss with the *Milwaukee Journal Sentinel*. The story was prompted by the announcement that Wisconsin Gov. Tommy Thompson had suffered hearing loss.

**Jan. 7** Dr. Dinesh Pubbi and registered nurse Terri Scholten talked with the *New Berlin Citizen* about palliative care. They work at the Aurora Health Center in New Berlin.

**Jan. 5** Dr. Donald Yoder was interviewed on West Allis cable television about the safe use of arthritis medications.
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 February, the needed items are children's books, crayons and coloring books; in March, infant sleepers and T-shirts; and in April, toddler clothing. 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.

February Organizational Development Classes

The following classes will be held at the Aurora Conference Center, during the month of February. Preregistration is required. For information or to register, please call Organizational Development at 647-3282.

Quality Improvement and Planning Management Overview
8:30 to 11:30 a.m., Feb. 18

Fundamentals of Leadership
8 to 11:30 a.m., Feb. 23

Managing Conflict
8:30 to noon, Feb. 24

Coaching for Performance Improvement
12:30 to 4:00 p.m., Feb. 25

Aurora Behavioral Health Services

Aurora Behavioral Health Services Community Programs

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 the Milwaukee metropolitan area. To register, call the toll-free 24-hour registration line, (888) 771-ABHS (2247). All Aurora Behavioral Health Services (ABHS) programs are free.

Great Icescape for Kids

Pediatric Home Care and Hospice Programs
Visiting Nurse Association of Wisconsin
4 to 6 p.m. Sunday, March 7
Pettit 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 Pettit Center, skate rental, official event T-shirt and a chance to win one of several terrific door prizes.

To request a Great Icescape registration form, call 647-6335.