Metro Region benefits from volunteer involvement

Last month, Metro Region hospitals marked Volunteer Week with various recognition activities. More than 1,000 volunteers are providing important services at Metro Region hospitals. The volunteers range in age from middle school students to retired people in their 90s.

In the Metro Region, volunteer services are managed at each site. The four volunteer services programs are at Hartford Memorial Hospital, St. Luke's Medical Center (including St. Luke's South Shore). Continued on page 2

May is Better Speech & Hearing Month
Making a difference in patients' lives is goal of speech-language pathologists and audiologists

A stroke may cause a patient to lose language abilities. "I was shocked when I realized I'd had a stroke," says Mike Schmitz. "I was only 40 years old. In the hospital, I picked up a magazine and I couldn't read. Then when I couldn't read the next day, I knew something was really wrong."

Mike also had a great deal of difficulty talking - the stroke had injured the parts of his brain responsible for speech and reading. After Mike returned home from the hospital, he received outpatient speech therapy at St. Luke's South Shore. Susan Ludwig was Mike's speech-language pathologist. "She did tests to find out where the problem was," Mike says. "She helped me with speech, writing and reading - we used flash cards."

Susan reports that Mike was very motivated and made a great deal of progress during six months of therapy. Mike continues to work on his speaking and reading with...
Getting involved was the order of the day when 54 employees, their family members and friends turned out to participate in the St. Luke's Family Great American Cleanup the morning of Saturday, April 24. Together they gathered so much trash that the St. Luke's grounds crew took five pickup truck loads to the dumpster at Jackson Park.

The volunteers, along with members of the Jackson Park Neighborhood Association, gathered to help with the spring cleanup in the St. Luke's and KK River Parkway area.

Each participant received an event T-shirt and a zoo pass, and was entered into a drawing for door prizes.

Volunteers play key role in our hospitals

Continued from page 1

South Shore), Sinai Samaritan Medical Center and West Allis Memorial Hospital.

Volunteers serve in a variety of areas including the reception desk, food service, oncology, chaplaincy, gift shop, emergency, administration, admitting, nursing units, philanthropy, volunteer services, women's health and loss prevention services. This list that just scratches the surface of where volunteers are making an impact.

People volunteer at Aurora hospitals for a variety of reasons: to explore various career options; to complete school or class requirements; to give back to the community; to be involved in a worthwhile activity; and to learn new skills and meet new people.

For information about volunteer services, contact one of the following:

- Jean Jacobs, St. Luke’s Medical Center, 649-7022.
- Joseph Jones, Sinai Samaritan Medical Center, 219-6847.
- Angela Kaczecka, West Allis Memorial Hospital, 328-7175.
- Jeannette Schumacher, Hartford Memorial Hospital, 670-7209.
A newly constructed Aurora Health Center opened May 10 at 5333 Douglas Ave. (Highway 32) in Caledonia. The 8,200-square-foot clinic is a satellite of Aurora Medical Group’s Aurora Health Center on Washington Ave. in Racine.

The new clinic is designed to accommodate five full-time primary care physicians. It was built as a module and is capable of being added to without disrupting operations during a future expansion phase.

The clinic’s focus is primary care. Practicing at the clinic is David Zablotney, MD, family practice; Gina Pahm, MD, family practice; and Joon Park, MD, obstetrics and gynecology. In the future, specialists may be holding office hours on a part-time basis for patient convenience.

Additional services offered by the clinic include physical and occupational therapy, X-ray, laboratory, and diabetes care offered by a nurse practitioner who is a diabetes care specialist.

The new clinic’s hours are 8 a.m. to 5 p.m. Monday through Friday. The phone number is (414) 752-2100.

The Aurora Health Center on Washington Ave. (Highway 20) in Racine has seen significant growth since opening nearly four years ago, and plans to expand it are being developed.

Better speech and hearing

Continued from page 1

a student clinician and supervisor at UW-Milwaukee.

"I can’t believe how well I can read and speak," says Mike, who has returned to his operations manager position at Bentley Praxair.

Susan says that Mike has aphasia, or loss of language skills, which occurs when a part of the brain that processes language is damaged. Susan focused Mike’s rehab on helping him use language again. The National Institutes of Health estimate that more than one million adults have aphasia in the United States.

Hearing loss affects our ability to participate in the world around us

"I've had my hearing aid since last July," says June Stahl, 80. "I was getting frustrated because everyone on my television was mumbling," she laughs. "So I went for a checkup and my doctor referred me to Sinai Samaritan Medical Center for a hearing test."

Linda Wunderlich was her audiologist. "Linda put me in the sound-proof booth and tested my hearing — and two weeks later I had my hearing aid. It takes some getting used to, and I have to change “the batteries every two weeks. But I’ve had very good results. I’m very satisfied."

June had worked at Deaconess Hospital, where she was housemother in the student nurses’ dormitory. Her daughter, Susan Stahl, is a medical technologist at Sinai Samaritan.

Linda says that June’s hearing loss was moderate in degree — typical for a person in her age group. Of the 32 million Americans over the age of 65, more than 10 million have a hearing loss. Hearing loss from aging is called presbycusis. It may cause an older adult to withdraw from personal interactions of all types. A hearing aid can often improve communication for older adults with hearing loss.

Speech-language pathologists and audiologists are licensed by the State of Wisconsin and are certified by the American Speech-Language-Hearing Association (ASHA). All of the Metro Region hospitals offer speech-language pathology services on site. Audiology services are offered at St. Luke’s Medical Center, St. Luke’s South Shore, Sinai Samaritan Medical Center; and St. Luke’s New Berlin.
Family Service to hold golf fundraiser

Family Service of Milwaukee will hold its first golf classic fundraiser on Friday, June 25, at Brown Deer Golf Course. There are 144 openings (36 foursomes) for the morning’s tee times at the Family Service Golf Classic. Sponsors of the event include Marshall & Ilsley Corp., Robert W. Baird & Co., Brew City Barbeque and Miller Brewing Co.

The event is an opportunity to play on a top-rated course and to help support Family Service. Fees to participate in the morning fundraiser are $150 per golfer. For information, call Kathleen Ludington at 345-3090, Ext. 259.

Employee to retire after 44 years

Hattie Ward, a nursing assistant at St. Luke’s Medical Center, will retire June 6 after 44 years of service. Hired in 1955, she began her career at St. Luke’s in housekeeping, moved to laundry and in the early 1970s became an aide. She currently works on 3CD, a surgical unit. Hattie, who has three sons and also raised a niece, is a grandmother and great-grandmother.

“I’ve enjoyed working here,” says Hattie.

She says she plans to spend the summer gardening and getting reacquainted with family.

Junior golfers invited to participate

Junior golfers from the Milwaukee Public Schools’ golf teams, their parents and coaches have been invited to play the Brown Deer Golf Course in the afternoon after the Family Service Golf Classic. Family Service is pleased to offer this opportunity to junior golfers, who may otherwise not have the opportunity to play one of the best courses in southeast Wisconsin.

Family Service of Milwaukee is part of Aurora’s Alternative Delivery and Community Programs.

Regarding Health is on the way

Regarding Health, Aurora’s quarterly newsletter for the Metro Region, will be landing in consumers’ mailboxes between May 31 and June 4. This issue’s cover story is on the new Lyme disease vaccine. Other articles cover topics that include: new drugs to prevent and treat osteoporosis, anti-cholesterol drugs, the history of the volunteer efforts to establish the Vince Lombardi Cancer Clinic, new foot and ankle services at St. Luke’s Medical Center, surgically applied heat therapy for back pain, and the results of a study of prourokinase, a drug that reverses brain attack (stroke). Various editions of the newsletter are published for different parts of the Milwaukee area, and each includes a calendar of events.
Cafeteria process improvement

The cafeteria has changed its procedure concerning the use of vouchers. When a department arranges to have a group meeting, with lunch in the private dining rooms A-D, they supply their guests or employees with vouchers. Sometimes the vouchers were given directly to the person invited to the meeting or the vouchers were brought in ahead of time to the cafeteria and placed in a voucher box. The voucher box has been moved in the cashier’s area so that the guests do not have to go into the cafeteria to pick up the voucher. If you are part of the group that brings down your vouchers ahead of time, please tell your guests to go directly to the cafeteria to make their food selections and then proceed to the cashier, where they will facilitate the transaction.

Any questions about this new procedure should be directed to Jeff Gavitt in Food Management at 649-7162.

Cafeteria survey under way

A survey of customers at St. Luke’s cafeteria is now underway. A free cookie will be given to anyone who takes a survey to be filled out. Once the survey is completed and returned, a wooden nickel will be given to the survey respondent, redeemable for one, free 12-ounce beverage in the cafeteria.

A “customer appreciation” day is in the planning stages and free samples of food and beverages, courtesy of the food vendors, will be served to employees on that day. Customer comment cards will soon appear in the cafeteria as well.

29th Annual Vince Lombardi Memorial Classic is June 12

Raffle tickets for the Vince Lombardi Golf Classic are available now

Proceeds from the Vince Lombardi Golf Classic benefit the Vince Lombardi Cancer Clinic and the Lombardi Gene Therapy Research Lab. Each ticket can be used for free entrance into the Golf Classic, as well as a chance to win great prizes such as a 1999 Chrysler Cirrus, a Las Vegas trip for two, Toshiba 32-inch stereo TV, Nikon 2100M 800 QD autofocus compact camera, Toshiba DVD player, Samsung 8 mm camcorder, or a Sunbeam gas grill. Tickets are $2 each, or 3 for $5.

Please help make this year’s event the best ever. Tickets may be purchased in the Vince Lombardi Cancer Clinic, both at St. Luke’s Medical Center and St. Luke’s South Shore, Administration (Mary Milan), the coffee shops at both St. Luke’s and St. Luke’s South Shore, the Credit Union and in Radiation Oncology. If you are interested in selling tickets, there are incentive gifts such as Lombardi hats, T-shirts and sweatshirts to be earned, based upon the total number of tickets sold. Please contact Gloria Donais at 649-6225 for information.

Runners and volunteers needed for the Lombardi Run for Daylight

Picture this: a beautiful 5K (3.1 mile) course in Menomonee Falls, your colleagues from St. Luke’s and Aurora cheering you on from their sentry and water stop posts, and a post-run celebration complete with music, brats and beer. Sound too good to be true? There’s even more! Add a free T-shirt, two spectator tickets for the Vince Lombardi Golf Classic (you could attend right after the run), and a packet of goodies to thank you for your efforts.

Best of all, the pledges and donations raised by the run will help support the Vince Lombardi Cancer Clinic and the Lombardi Gene Therapy Research Lab at St. Luke’s Medical Center.

Sign up today! Entry forms are available in the Gift Shop, the Credit Union, and the Vince Lombardi Cancer Clinic. If you need information, call Jerry Anderson at 649-7143 or the Vince Lombardi Cancer Clinic hotline at 649-7200. See you
at 8:30 a.m. on June 12 at Menomonee Falls High School.

Volunteers needed

You can also enjoy this event by volunteering your services. You are guaranteed to enjoy the day. T-shirts and tickets to the Vince Lombardi Golf Classic are included. All volunteers can also participate in the post-run celebration. Please call Gloria Donais at (414) 649-6225 or Jerry Anderson (414) 649-7143 if you are interested in volunteering for this worthwhile event.

Discount coupons for summer events and attractions available

Discount coupons for a number of popular summer events and attractions are available in the human resources department. Coupons available include:

- Fireside Theatre (Joseph and the Technicolor Dreamcoat)
- Circus World Museum in Barabo, Wisconsin
- Noah’s Ark and Wisconsin Dells (Passports to Pleasure coupon books)

Discount tickets for Summerfest and the Wisconsin State Fair will also be available for purchase at the cashier’s window and at the Aurora Credit Union as these events near.

Life Memorial Service set for June 22

All staff members and volunteers are invited to attend the 60th “Life Memorial” service to be held at 7 p.m. Tuesday, June 22, in the auditorium. Many of the families of patients who died at St. Luke’s between Jan. 1 and April 30 will be attending. The service will last about a half hour and refreshments will be served immediately afterward.

Radiation Therapy students earn high honors in national and regional competitions

Two clinical internship students from the Radiation Oncology department at St. Luke’s Medical Center recently competed in an educational competition.

Julie Hynek and Amanda Gall brought home second place honors in the national competition. It was the first time that representatives from St. Luke’s Medical Center’s Radiation Therapy program had placed in the top three. Julie Hynek also won first place honors in a paper competition sponsored by the Radiation Therapists of Wisconsin. Her topic was “Facts and Fiction of Mammography Screening.” Congratulations to Julie and Amanda!

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, May 21. Please include the name and phone number of a contact person.
The Karen Yontz Women’s Cardiac Awareness Center is offering a support group series for women. The group will meet monthly from June to December. The sessions will be led by Bill Driscoll, MSW, a therapist-educator who is an expert in preventive medicine.

Each meeting in the series is offered from 3:30 to 5 p.m. Here are the topics and dates:

### Stress Education
**Tuesday, June 22**

What’s the buzz about stress and its effects on health and well being? Learn what you need to know and what you need to do about stress to protect yourself from its harmful effects.

### Stress Management Between the Ears
**Tuesday, Oct. 19**

Find out how your thinking style and habits contribute to and protect you from stress. Learn ideas to try at home that will change how you experience stress, and will even change your moods.

### Stress is to Heart Disease, as ... what ... is to Relaxation?
**Tuesday, July 20**

Research is supporting more strongly than ever that simple relaxation reduces the risks for heart disease and speeds healing and recovery from heart disease. Join in discussion and demonstration of some of the “miracle” relaxation techniques.

### Moods and Stress Management
**Tuesday, Nov. 16**

Depression and anxiety are two conditions that are dramatically affected by the level of stress in your life, and how you manage that stress. Learn about the interactions between moods and stress and what you can do to manage these interactions.

### Diabetes and Relaxation
**Tuesday, Aug. 24**

Learn how relaxation techniques can increase your ability to manage symptoms of diabetes. Join in some fun and enjoyable discussion and demonstration.

### Herbs, Hormones and Stress
**Tuesday, Dec. 14**

Spend an hour sifting through some of the time-tested, as well as the new and improved, remedies to help manage stress. Learn the difference between “hype” and “help.”

The series is provided free of charge. Registration is required. Call The Karen Yontz Center at 649-5767.

### Diet Management to Control Stress
**Tuesday, Sept. 21**

When do you eat? What do you eat when you’re stressed? Enjoy a discussion about balanced eating habits including stress-friendly foods and supplements for stress.
This year's Greater Milwaukee Open golf tournament will be held Thursday, July 8, through Sunday, July 11, at Brown Deer Golf Course. Aurora employees and AMG physicians and employees are eligible to participate in a drawing for GMO tickets (two per person). Because of the demand and limited number of tickets, a drawing is used to distribute the tickets. Interested employees should submit the attached entry form as follows:

<table>
<thead>
<tr>
<th>Employees Located at</th>
<th>Submit Entry Forms/ Pick Up Tickets</th>
<th>Winners Posted at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Office</td>
<td>Send Forms: Athenee Lucas, Human Resources, Heil Center (Tickets picked up at Heil Center Reception Desk)</td>
<td>Reception Desk and Outside Cafeteria</td>
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<tr>
<td>Heil Center</td>
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<td>Forest Home Center</td>
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<tr>
<td>St. Luke's Medical Center</td>
<td>Personnel Services at your facility</td>
<td>Outside Cafeteria</td>
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<td>Sinai Samaritan Medical Center</td>
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<td>St. Luke's South Shore</td>
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<td>West Allis Memorial Hospital</td>
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<td>Hartford Memorial Hospital</td>
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<td>AMG Facilities</td>
<td>Alisou Burki, Parkway Bldg. Administration</td>
<td>Individual facility with ticket pick-up information</td>
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<td>ADCP</td>
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Entry forms must be submitted by Friday, June 4. A list of the winning names will be posted outside the cafeteria at your facility on Friday, June 11.

Drawing winners should pick up their tickets at designated locations between 8 a.m. and 4:30 p.m. beginning Friday, June 14. Identification (hospital ID/Kronos badge) must be shown to receive tickets. Employees may submit only one entry. Duplication of names will result in elimination from the drawing.

Any tickets not picked up by 4 p.m. on Wednesday, June 30, will be given out on a first come, first serve basis.

### GMO ENTRY FORM

Name __________________________________________

Complete Facility Name ___________________________ Work Phone ___________________________

Facility Address ___________________________ Shift ___________________________

To be eligible for the drawing, you must completely fill out this form and submit by Friday, June 4. You may submit only one entry.
**New Baby, Changing Emotions**

Join other new mothers. Explore causes of the baby blues. Get help. Lead by Margaret Malorny, 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.

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**Aurora Health Care**

**FUTURES Charity Golf Classic**

“Women Golfing for Women’s Health”

June 11, 12 and 13

Nagawaukee Golf Course, Pewaukee

Free admission to Aurora Health Care employees and guests by showing your employee ID. This tournament is the official developmental tour for the LPGA. Come out and watch the pros!

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**1999 Aurora Family Picnic**

Saturday, Sept. 18

Milwaukee County Zoo

This year’s special exhibit is “The Dinosaurs of Jurassic Park - The Lost World.”

Watch for information in future editions of Teamworks.

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**Aurora Credit Union offers low-cost car loans**

100% financing for new and used autos is available from the Aurora Credit Union for terms of two to five years. The credit union also is financing used cars (1994-1998) at new-car rates.

The loan terms and rates are listed here:

- 2 years: 7% (6.75% with payroll deduction)
- 3 years: 7.40% (7.15% with payroll deduction)
- 4 years: 7.9% (7.65% with payroll deduction)
- 5 years: 8.05% (7.80% with payroll deduction)

Call the credit union at 649-7948 for application information.

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**Nurse volunteers needed for GMO**

Registered nurses with backgrounds in medical/surgical, ICU, ER or urgent care nursing are needed to volunteer in the first aid tent at the Greater Milwaukee Open, July 5 to 11, at the Brown Deer Golf Course, 7835 N. Green Bay Rd., Milwaukee.

For more information or to register, call Mary Turck in Metro nursing operations at (414) 328-6048.

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**Employee Rummage Sale**

9 to 3:30 a.m.

Saturday, May 22

2601 W. Oklahoma Ave.

Cash and carry. Open to Aurora employees. Items for sale include chairs, desks, bookcases and other miscellaneous furniture items. Bring your own moving equipment. No previews will be possible. If you have questions, call Donna Babcock, 649-7397.
A 35-week formal instructional program in echocardiography will be offered at St. Luke's Medical Center. Prerequisites include a two-year AMA-recognized Allied Health Occupation Training program or a bachelor's degree and 100 recent, documentable hours of patient care experience. Application deadline is Aug. 1. Tuition is $1,500 for the 35-week program. For information, call the department of radiology at St. Luke's, 649-6689.

**Organizational Development presents —**

**Peer Feedback:**
Maintaining the Critical Edge
8:30 a.m. to noon
Thursday, May 27
Aurora Conference Room, Buckeye II
Open to all employees
Call 647-3282 to register

**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.

The Prenatal Care Coordination (PNCC) program at SSMC cares for more than 1,000 low-income, at-risk pregnant women each year. Since it was established in 1993, the program has been effective in reducing the incidence of prematurity, low-birth weight and infant mortality in Milwaukee's central city. Every month this year, PNCC will be asking Aurora employees to donate specific items that are needed by patients. In June, needed is nonperishable food items; in July, cleaning supplies, including buckets, sponges and cleaning compounds; and in August, school supplies. 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.