Teamworks, June 29, 1999

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Detecting hearing loss in newborns

Hearing impairment is the most common of all disabilities at birth, occurring in six of every 1,000 newborns. “Unless a baby is screened at birth, hearing loss usually isn’t detected until the child is 24 to 30 months old. That’s well past the critical period for speech and language development,” said audiologist Linda Wunderlich, MS. “Many people do not realize that there are diagnostic procedures to test infants’ hearing, and hearing aids can be fitted on children as young as one month.”

Continued on page 2

New program increases service to patients

The Metro Region recently introduced the Tertiary Access Program to assist patients in obtaining highly specialized care at Aurora’s Metro Region hospitals when their referring physicians transfer them from another Aurora hospital either within Metro or from another region. The goal of the program is to streamline the hospital-to-hospital transfer process, improve communication with referring physicians and increase service to both patients and their families. The program also will facilitate patients’ timely access to specialists.

Coordinating the Tertiary Access Program is Doug Sanders, RN. Doug will assist with transfer arrangements, facilitate call teams as needed, coordinate patient...
Health Care Journal on sale
Women’s Initiative for St. Luke’s offers notebook system to track care

Unexpected illness. It catches us off guard and unprepared. To help people plan for the unexpected, the Women’s Initiative for St. Luke’s (WINS) has developed a notebook manual called Health Care Journal: A Personal Resource to Chart Complete Health History.

The inspiration for the Health Care Journal came from Lynn Sileno, a member of the WINS leadership council. When her husband and several family members were ill, Lynn started her own notebook system for each person to keep an accurate chronological account of the many medical problems, procedures, medications, medical consultations and second opinions.

She shared her idea with other WINS members, who then decided to create the Journal to help others become effective advocates for their own health.

The manual includes forms that should be completed and kept up to date. There are six sections in the manual: emergency health care information; medical history; medications; information and services; medical and legal; and physicians orders and instructions. All of the sections and forms are in an attractive purple three-ring binder.

The Health Care Journal can be purchased for $14.50 at all Aurora outpatient pharmacies, the St. Luke’s Gift Shop and The Karen Yontz Women’s Cardiac Awareness Center. Aurora employees may purchase personal copies of the Journal for $12.50 at the St. Luke’s Medical Center Office of Philanthropy. Call 649-7194 for information.

WINS is a group of women who work to educate and inspire women to become effective health care advocates and philanthropists. WINS provides a variety of education efforts and is a vehicle of philanthropic support to St. Luke’s Medical Center.

Detecting hearing loss
Continued from page 1

Sinai Samaritan Medical Center’s newborn nursery and NICU will begin screening babies for hearing impairment before they are discharged from the hospital. The new program begins July 1.

Research has shown that infants identified at birth as having a hearing impairment have a greater opportunity to develop speech and language at a normal rate.

The tests Sinai Samaritan will use to perform newborn hearing screening are called otoacoustic emissions (OAE) and auditory brainstem response (ABR). OAE testing involves placing a small device that contains a microphone and a speaker into the infant’s ear canal. The speaker emits a burst of noise. This causes a sound to be generated in the inner ear, called an emission. This emission can be picked up by the microphone. If the emissions are present, the baby passes the hearing screening. If the emissions are absent, ABR testing, which uses a series of soft clicks, records the baby’s brainwave responses and compares them to a pattern of normal responses.

Both the OAE and ABR are performed while the baby is asleep.

The results of the screening are available to the parents and their physicians before discharge so that appropriate medical, audiological and educational referrals can be made.

"The first few years of life are key to speech and language development," Linda explained. "It affects the whole family if a child has a hearing loss. With early intervention, there’s a better prognosis."


The doors of Milwaukee's original Mount Sinai Hospital building opened again on June 21 when staff and patients of Village Adult Services moved into the expanded and remodeled facility.

Located at the corner of N. 4th and W. Walnut Streets, the facility replaces Village Adult Services' Juneau Avenue location.

Village Adult provides day services for about 125 frail elderly, Alzheimer's and disabled adult clients. The services provided allow the clients, who range in age from their 30s to their 90s, to continue living in the community and give respite from caregiver responsibilities for family members.

The building, which has significant historical importance to a number of groups in Milwaukee, was built in the 1850s as a private residence and became one of the first YMCAs in the northern United States.

It was rented by Jewish leaders in 1903 and opened as Mount Sinai Hospital. It had 15 beds and cared for more than 200 patients that first year.

In 1914, Mount Sinai moved to a new facility at 12th Street and Kilbourn Avenue. That site is now the visitor parking lot at Sinai Samaritan Medical Center.

The building at 4th and Walnut eventually became known as the Wisconsin House, a prominent 1940s and 1950s social club in the middle of Milwaukee's African American jazz neighborhood. Jazz greats Dinah Washington, Lionel Hampton and Miles Davis were among those who performed in the neighborhood.

The design of the new Village Adult Center was part of a research project of the Institute on Aging and the Environment at the University of Wisconsin-Milwaukee. The $2 million project supports the revitalization efforts of the Milwaukee Redevelopment Authority and the State of Wisconsin.

"Our new location allows us to expand our current capacity by a third and continue to care for underserved populations in Milwaukee's central city."

— Marilyn Lange, executive director of Village Adult Services
This is the third in a series of articles intended to help employees prepare for the Joint Commission survey that will be conducted at Metro Region hospitals and their outpatient sites early in 2000. This article was prepared by the Metro Region’s Patient Assessment JCAHO Chapter Team.

The Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) has developed standards for patient assessment. The JCAHO states that the goal of patient assessment is to find out what kind of care is needed to meet a patient’s initial needs as well as ongoing needs as they change in response to care.

In other words, the care given to a patient is based on an assessment made the first time the patient is seen. Assessments are always being made at various times during the stay in the hospital, whether it lasts hours or several days. The care that we provide in the Metro Region must be evaluated and modified all the time. These standards apply to both the inpatient and outpatient settings.

The initial assessment must:

- be completed within 24 hours by physician and nursing staff
- include physical, psychological and social elements
- include any special needs such as:
  - pediatric patients
  - rehabilitation needs
  - alcohol or drug abuse
  - domestic violence
- include any ongoing and discharge needs of the patient

The assessment process uses “triggers” that show the need to include assessments by different departments. These triggers include nutrition, pharmacy, respiratory and others. An assessment by these areas will be documented in writing in the patient’s medical record. In an emergency, a Licensed Independent Practitioner (LIP) will determine the detail of the assessment based on the needs of the patient at that time.

Other things may be related to the assessment process. Pediatric assessments are individualized based on the age of the child. Nursing assessments are required whenever nursing care is provided to the patient. In all cases, the results of the assessment will determine the plan of care.

Once the initial assessment is completed, the patient must be reassessed at regularly scheduled periods or when the condition of the patient changes or the diagnosis changes. The reassessment also gives information on how the patient is responding to the care being given.

Patients scheduled for any procedure requiring anesthesia must have an anesthesia-based assessment done. A pre-anesthesia assessment must have been finished and in the medical record. The anesthesia planned must be found to be correct for the patient. The patient must again be reassessed just before the anesthesia. An anesthesia-based assessment must be completed upon admission to the recovery area and upon discharge from the recovery area. Also, prior to any anesthesia being given, a completed history and physical must be in the medical record.

Diagnostic and laboratory services are also addressed by these standards because they are essential during the assessment process. JCAHO requires that these services be available to meet the needs of the patient. Testing must be completed within the hospital facility or by an approved reference facility. All facilities used must meet all department and government standards. When a test or procedure is ordered, clinical information stating why the test or procedure is needed must be included.

Testing that is not performed by laboratory staff is called “waived testing.” This would include finger sticks, urine dipsticks, etc. There are policies and procedures in place that cover waived tests. Each hospital must define how the tests are used. Staff members who perform these tests must have proof of specific training and orientation, as well as evidence that skills are being maintained. Quality control checks must be made with written records showing that, at a minimum, the manufacturer’s recommendations are being met. These records must also be kept on file.

It is important that we, as Aurora Health Care employees, know the role we play and what we need to do when assessing a patient. Be sure that documentation is complete and meets the standards we have set.

If you have questions or concerns, please contact your supervisor or manager.
Dear Sir or Madam:

I just wanted to express my appreciation to you and your staff. My dad had prostate cancer surgery on 5/25 and the staff was absolutely wonderful. In particular, I wish to thank Marlea and Chrissy, the nursing assistant. Everybody in the hospital was very nice. I wish the hospitals in Charlotte could learn from you. Thanks.

C. G. (Daughter in Charlotte, North Carolina)

I Left My Tonsils in St. Luke's

(A report written by a young patient)

I left my tonsils in St. Luke's. On purpose too! While most people were vacationing and having fun, I got a tonsillectomy. After eight episodes of tonsillitis, not cured by antibiotics, the doctor said, "Those babies gotta go!" We then scheduled an appointment with an ear, nose and throat specialist. He agreed with my family doctor, so those babies had to go!

One month later... I'm now in St. Luke's getting my blood drawn to make sure I'll do all right in surgery. Then a nurse gave me a tour of St. Luke's Hospital so I would not be as nervous the next day. She showed me one of the rooms. All the rooms are alike, so no matter which room I get, it will be exactly the same. The rooms have a VCR and TV. They also have a telephone to call people on.

The next day... It's 5:50 a.m. The reason I'm up is because I have to be at the hospital for my tonsillectomy at 6 a.m.

Once we got to the hospital and we registered, a nurse said, "Put on your hospital gown." After I was finished changing, all these nurses came and checked me out. Then I watched TV with a little kangaroo the hospital gave me. After a little while a nurse gave me some medicine, since my operation was in ten minutes. What the medicine did was calm me down. Is also made me a little bit goofy. "Ick," I exclaimed, "This tastes awful!"

After five minutes the revolting taste went away. Then it was time for me to go into surgery. The doctors put a mask on my face for me to go to sleep. Before I knew it, my surgery was over. So if you ever get a tonsillectomy, you'll know what happens.

No more waiting to recycle

Good news! Beginning July 5, when you eat in the St. Luke's cafeteria, you won't have to separate your recyclables any more. Food management will be taking over that task. You'll just put your cafeteria tray on the dish line with the dirty dishes, and any paper, metal and plastic containers and waste. What could be easier?

This new process will get you going without the delay at the recycling bins. The refuse and recycling bins will be removed from the dining area to help keep it cleaner.

"The food management department is happy to offer this new service to improve employees' dining experience," said Jerome Malinowski, manager of retail and marketing in the Metro Region's food management department.

Long-time employee honored as 'Nurse of the Year'

Therese Vos, RN, who works in the Diagnostic and Treatment Center, Pancreatic Biliary Services, at St. Luke's Medical Center has been named the "Wisconsin Outstanding Nurse of the Year." The competition was sponsored by Blue Cross/Blue Shield United of Wisconsin and the Wisconsin League of Nurses.

According to her co-worker, Janet Krueger, RN, "Terri has worked as a nurse for the last 25 years, dedicating the last 14 years to the specialization of gastroenterology-related nursing. She has educated all of her fellow staff members, directed, co-directed and presented at a multitude of G.I. educational conferences. She is an active member in the Society of Gastroenterology Nurse Association (SGNA), chaired one of SGNA's special interest groups, served as an editor and contributor to the association's newsletter both locally and nationally, rewrote a chapter for the SGNA core curriculum and continues her education through international, national and regional courses. She is a
sought-after speaker in her field and travels throughout the United States to various hospitals to educate GI nurses and physicians. She displays a high level of leadership and has great compassion for her patients and their families.

“Terri currently serves as the Pancreatic Biliary Clinical Coordinator in the Diagnostic & Treatment Center. After receiving this award, she was honored here at St. Luke’s Medical Center as well as in Madison, along with 14 other nurses in the state who were nominated.”

**Introductory web searching class**

The Aurora Libraries are offering summer sessions of the introductory Aurora Libraries Intranet Searching (ALIS) class. This class will cover basic searching on the new Web-based versions of the Ovid databases (Medline, Cinahl, etc), Health Reference Center (a consumer health database) and StatRef (on-line versions of medical textbooks). Maximum class size is eight, with a minimum of four. Classes are open to all St. Luke’s Medical Center employees and physicians. To register, please call the Aurora Library at (414) 649-7356.

Classes will be held 9 to 11:30 a.m., July 22, (taught by Joan Clausz) and 8 to 10:30 a.m., Aug. 24, (taught by Kathy Strube).

**Discount tickets**

Discounts to popular summer attractions are available to St. Luke’s Medical Center employees.
- **Wisconsin State Fair** - Tickets are reduced to $5.
- **Six Flags Great America** - Tickets at reduced price of $20.50 for Aug. 15 or Aug. 21.
- **Fireside Theatre** Joseph and the Technicolor Dreamcoat
- **Circus World Museum** in Baraboo, Wisconsin
- **Noah’s Ark and Wisconsin Dells Passports to Pleasure coupon books**

Discount tickets for all of these events are for sale at the cashier’s window and at the Aurora Credit Union.

**Welcome new employees**

Dalia Acevedo, Business Office
Nina Alvarez, Patient Access Specialist
Susan Arnot, Clinical Information Services
Angelica Arteaga, Nursing
Gita Baricic, Security Aide
Anthony Barsch, Information Services
Johanna Berman, Registered Nurse
Dorothy Brown, Linen Services
Amy Bullis, Business Office
Irina Chekanova, Gift Shop

Vanessa Chute, Pharmacist
Stephanie First, Physician Billing
Sara Fredenberg, Receptionist, Radiology
Kathryn Hanson, Pharmacy Tech
Jennifer Harris, Business Office
Shawna Kaczynski, Transporter Aide, Radiology
James Kaplan, Material Dispatcher
Jean Kreul, Human Resources
Shelly Krocka, Information Services
Kelly Lamensdorf, Nursing Assistant
Yvonne Lammers-VanToorenburg, Nursing
Kevin Lisczewski, Dietary Aide
James Lunde, Information
James Lyman, Dietary Aide
Dawne Manista, Physical Therapist
Sheryll Meenen, Nursing Assistant
Nicholle Miller, Nursing Assistant
Jacinta Noblin-Williams, Business Office
Ellen O’Neal, Nursing Assistant
Shinetha Perry, Environmental Assistant
Lisa Prangofer, Nursing Assistant
Mike Pritzlaff, Plant Operations
Debbie Pritzlaff, Film Management Clerk
Debbie Urban, Health Unit Coordinator
Kong Yang, Dietary Assistant

**Send us your news**

We recognize the accomplishments of employees in this newsletter. Please 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, July 2. Please include the name and phone number of a contact person.
Review of Patient Assessment

(choose the correct answer or answers)

Patient assessment occurs:
- At admission
- Whenever there is a change in the patient’s status
- Just prior to discharge
- All of the above

Assessment triggers:
- Tell you when to do an assessment
- Let the person doing the assessment know to call another department for a more in-depth assessment
- Tell you when to call the doctor
- Tell you when to stop the assessment

Surgery should only be started (with the exception of emergencies):
- If there is a progress note that says a history and physical has been dictated
- If the surgeon says he knows the history of the patient
- Only if there is a written or dictated history and physical in the chart
- Only before 7 a.m. on the third Monday of the month during a leap year

A request for a test or exam must include:
- The date of the request
- The name of the test/exam needed
- The clinical reason for the test/exam
- All of the above

New program

Continued from page 1

A referring physician or hospital can call the toll-free number or they can call directly to the physician of their choice. If it’s the physician who’s called, he or she will notify Doug, who will facilitate the patient transfer. The admitting physician works closely with the transferring physician to return the patient to the community as soon as possible for follow-up and continuation of their medical care.

Doug can be reached at 385-2311.

AMG Milwaukee uses humor to teach

From left: Heather Schaefer, Mary Lerner, Lori Plotkin and Mary Inscher, social workers and geriatric nurse case managers working in ElderServices at Family Service of Milwaukee, were among the more than 3,000 people who rallied at the State Capitol recently to show their support for Family Care, the state’s proposed redesign of the long-term care system that would help older adults live safely in the community. Also attending were Aivi Zweben and Ellen Whitehall of Family Service, and Gina Graham, manager of senior services at Aurora’s Alternative Delivery and Community Programs.

ElderServices staff goes to Madison

From left: Hesther Schaefer, Mary Lerner, Lori Plotkin and Mary Inscher, social workers and geriatric nurse case managers working in ElderServices at Family Service of Milwaukee, were among the more than 3,000 people who rallied at the State Capitol recently to show their support for Family Care, the state’s proposed redesign of the long-term care system that would help older adults live safely in the community. Also attending were Aivi Zweben and Ellen Whitehall of Family Service, and Gina Graham, manager of senior services at Aurora’s Alternative Delivery and Community Programs.

New program

Continued from page 1

placement and the transfer of medical records, and work with families to promote a positive hospital experience. Doug has worked in emergency care, critical care and cardiac care and most recently as a clinical nursing coordinator.

To streamline the transfer process, Doug or a program representative will answer a toll-free number, (888) 444-0289, 24 hours a day. Physician specialists are available 24 hours a day for consultation with referring physicians, accepting transfers and managing all aspects of inpatient care upon request.

Doug can be reached at 385-2311.
WIC Clinic caseload increases by nearly 4,000

When the three Rainbow Community Health Centers closed in April, it left more than 4,000 WIC clients — pregnant women or new mothers and their babies — without a resource for healthy food and nutrition counseling. The WIC Clinic at Sinai Samaritan Medical Center has geared up to meet the crisis, according to Jen Agnello, RD, WIC coordinator in Alternative Delivery and Community Programs at the hospital. The caseload at the clinic jumped from 600 to 4,500.

At Sinai Samaritan, new mothers are evaluated by a registered dietitian to determine whether they or their babies are at nutritional risk. If they are, they receive WIC benefits immediately. In addition to food vouchers, mothers are given information on healthy eating and come in with their children for regular follow-up visits to monitor their progress.

“We also provide lead screenings, make sure that immunizations are up to date and make referrals to physicians, dentists and other services the family may need,” Jen says. “We were able to meet this extraordinary demand due to the efforts of our staff and temporary assistance from some former Rainbow employees.”

Robert Pietrykowski, vice president of community partnerships at ADCP, called this “a dramatic example of Aurora’s responsiveness to an emergency situation in the community.”

“Women in the WIC program receive early prenatal care and have healthier babies,” he said. “We are pleased to do our part to make sure this vital prevention program continues uninterrupted.”

Leading the effort to ensure that former Rainbow patients have continuity of care is State Rep. Antonio Riley (D-Milwaukee).

WIC (Women, Infants and Children) is a supplemental nutrition program that provides food and information to pregnant and breastfeeding women and their infants and children.

Freedom Village direct-mail pieces win national awards

The Healthcare Marketing Report, a national publication, recently awarded Silver and Merit designations to two of Freedom Village’s direct-mail advertising pieces.

The mailings, “Come see the beauty of it all” and “Like the seasons,” were designed to emphasize the beauty and privacy of Freedom Village’s location, said Keith Wilson, marketing manager for Friendship Living Centers.

“Our goal with these mailings was to communicate the uniqueness and strength of Freedom Village’s services and location,” Keith said. “We wanted to establish not only a visual of the village, but also a mind-set of the lifestyle Freedom Village offers. I think we were able to do that very effectively.”

Designed for active older adults, Freedom Village is a residential community with 125 ranch-style townhouses. It is situated on 30 wooded acres at 72nd Street just south of Brown Deer Rd. on Milwaukee’s northwest side. The private, gated neighborhood also has an activity center with an indoor pool and spa.

“We were very pleased with the success of the mailings,” Keith said. “They generated calls as well as folks mailing back the response card asking for more information.”

Freedom Village is adjacent to Friendship Village, which offers independent living apartments, assisted living apartments and skilled nursing services. Freedom Village and Friendship Village are part of Aurora’s Alternative Delivery and Community Programs.
August 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 West Dakota Street, 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 to nsg_ed or on the internet to nsg_ed@aurora.org.

1. Transplant Overview, 8 a.m. to 4:30 p.m., Aurora Conference Center.
2. Critical Care course begins
3. Metro Experienced Nursing Assistant Orientation Day, 8 a.m. to 4:30 p.m., SLMC. To register, call Betty Jo Jennings, 328-6285.
4. Internet Search class, Heil Center, 3 to 5 p.m. Presented by Laura Burke. To register, call Cindy Larson, 649-7371.
5. Metro ANA/APCA course begins, 7:15 to 11 a.m., SLMC. To register, call Betty Jo Jennings, 328-6285.
6. Metro Preceptor Program for Certified Nursing Assistants and Health Unit Coordinators, 8 a.m. to noon, Aurora Conference Center. To register, call Betty Jo Jennings, 328-6285.
7. Concepts of Psychosocial Nursing, 8 a.m. to 4:30 p.m., Aurora Conference Center.
8. Basic IV Therapy Review: Fluids and Medications, 8 a.m. to 4 p.m., Aurora Conference Center. Enrollment is limited so register early.
9. Metro Nursing Citizenship Day, 8 a.m. to 3:30 p.m., Aurora Conference Center. Content geared to advanced beginners.
10. Critical Care Module - Pulmonary, 8 a.m. to 4:30 p.m., Aurora Conference Center.
11. Critical Care Module - Medical, 8 a.m. to 4:30 p.m., Aurora Conference Center.
12. Metro Experienced Nursing Assistant Orientation Day, 8 a.m. to 4:30 p.m., SLMC. To register, call Betty Jo Jennings, 328-6285.

For the past five years, the Stork's Nest at Sinai Samaritan Medical Center has served many low-income, at-risk pregnant mothers by offering baby gifts as rewards for attendance at prenatal classes and for participation in Prenatal Care Coordination. Over the years, many kinds of gifts have been given away - from baby blankets to diapers to high chairs. The gifts have been donated by caring people who believe in the Stork's Nest mission. The Stork's Nest is currently in short supply of gifts and is asking Aurora employees to consider making donations. If you would like more information, please call Ophelia Nash, Stork's Nest Coordinator, at 219-5143.
Uniform pricing of cafeteria beverages

Good news from the Metro Region food management department! The food service sites in the Metro Region will have uniform pricing of beverages.

Uniform pricing of beverages is part of an on-going process throughout the Metro Region that will take months to complete, according to Jerome Malinowski, manager of retail and marketing in the region’s food management department.

“The uniform Metro prices are in every case less than what local fast food restaurants charge for the same beverages in the same size containers — usually 10 to 15% less,” Jerry explains.

Beginning July 5, three sizes of beverages will be offered. Prices of three sizes of soda, coffee and juice appear in the chart below.

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<td>Soda</td>
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Special cellular rates

CellularOne, a provider of wireless communication service, offers Aurora Health Care employees special rates — $9.75 per month and $0.14 per minute — with a one-year service contract. The cost of the phone is extra and varies, depending on the phone purchased. Proof of employment and credit approval is required. Other restrictions may apply. Call CellularOne at (800) 261-5000 for information.

Sinai Samaritan

Hearing screenings are offered free to Freedom 55/65 members and other patients from 1:30 to 3:30 p.m. the first Thursday every month. Registration is required by calling 219-7837.

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 temporary care of a special-needs child so that parents or foster parents can get needed break. For information, call 453-1400.

Hartford Memorial

Donate blood from 2 to 6 p.m. the first Tuesday of each month. Call (800) 243-5124 for an appointment.