Aurora HealthCare®

Teamworks

July 27, 1999 • Metro Edition

BRIEFLY

1999 Aurora Family Picnic
Saturday, Sept. 18
Milwaukee County Zoo
This year’s special exhibit is “The Dinosaurs of Jurassic Park - The Lost World.” Invitations to the picnic will be mailed July 30; responses are due by Friday, Aug. 20.

Open House for Aurora Employees
Nursing Professional Development Council and Nursing Retention is sponsoring an Open House for Aurora employees who are nursing students to 5 p.m. Aug. 19
Buckeye Room, Aurora Conference Center
Call Pat Volkert, 328-6664, for information.

Metro Region Care Management Quality Improvement moves
The Metro Region Care Management/Quality Improvement department is now located in the Medical Office Building at West Allis Memorial Hospital, 2400 S. 90 Street. The telephone number is 328-7080, the fax number is 328-7097. Marita Schifalacqua, RN, MSN, is the regional director of the department.

Nursing unit uses Pulse results to chart changes

A s work groups throughout Aurora craft action plans based on the results of the 1999 Aurora Pulse survey, one group at St. Luke’s South Shore is assessing the results of steps taken after the 1998 survey and looking to make still more improvements.
“Our results in the 1998 Pulse Survey were good, but we wanted to improve them,” says Lori Vitale, RN, patient care manager of St. Luke’s South Shore’s 3MESG. “We began with meetings that every employee on 3MESG was invited to so that we could gather feedback and more information on what needed work.”

The meetings were used to communicate the 1998 Pulse results and to identify areas that needed work. Identified were communication; involvement and belonging; and recognition and rewards.
After those meetings, which were held in late spring 1998, a work group that included representatives of all three shifts and job titles was convened. Members of the main work group chaired the secondary groups that addressed the three areas for improvement.
“The action plans were developed from the minutes of the Pulse communication meetings,” Lori explains. “And we talked about Pulse at every staff meeting.”

Continued on page 2.
In support of Aurora’s goals in the area of prevention and wellness, a multidisciplinary team from throughout the system has designed an innovative approach to weight management. “The result of this team’s efforts is Aurora’s Healthy Balance Weight Management Program,” says Beth Stewart, registered dietitian.

Healthy Balance is a non-diet, whole-person approach to helping people set realistic goals and achieve a balance of healthy eating, physical activity, stress management and self-acceptance. The program has been successfully piloted at two Aurora facilities.

“We are looking for health care professionals, dietitians, nurse educators, behavioral health professionals and exercise specialists who would like to facilitate and teach the Healthy Balance program sessions,” Beth says.

The first training session will be held from 9 a.m. to 4:30 p.m. Oct. 20 at the Heil Center. For information, call Beth at 454-6741 or send an email message through Lotus Notes or to beth_stewart@aurora.org

Sinai Samaritan named to ‘best hospital’ list by U.S. News & World Report

Sinai Samaritan Medical Center has been named a “best hospital” by U.S. News & World Report. The magazine has published its 10th annual guide to top medical care in 16 specialties throughout the U.S. Sinai Samaritan was ranked 33rd in cardiology and cardiac surgery. Sinai Samaritan’s program offers specialty and sub-specialty training fellowships that involve faculty of the University of Wisconsin Medical School.

In order to be ranked in the guide, a hospital must be affiliated with a medical school or be a member of the Council of Teaching Hospitals or have a minimum of nine out of 17 key technologies readily available. Of the 6,300 U.S. hospitals, usually a third are eligible to be ranked and 188 scored high enough to be ranked for their treatment of 16 specialties.

Nursing unit uses Pulse results to chart changes

Continued from page 1

The nursing unit, 3MESG, has 50 beds and treats patients from pediatric to geriatric and diagnoses that include medical, surgical, congestive heart failure, orthopaedic and oncology. More than 80 RNs, LPNs, nursing assistants, health unit coordinators and a clinical nurse specialist take care of patients on 3MESG.

The unit has put a communication plan into place that includes mid-year staff evaluations in August and September, three staff meetings a month to accommodate the shifts, an administrator-guest at one of the meetings every month, and a communication book divided into “nice to know” and “need to know.”

“I keep the communication book — that’s my accountability,” Lori says, “and each employee is accountable for reviewing the material and signing that they did.”

Lori and Julie Sommer, the clinical nurse specialist on 3MESG, also have committed to sharing information very quickly.

To address recognition and rewards, there’s “Catch Me Caring,” which recognizes 3MESG accomplishments with a display board of photos.

“Employees expressed a concern that people didn’t work together,” Lori says. So to work on involvement and belonging, employees on 3MESG have been going through a teambuilding process with a facilitator based at St. Luke’s Medical Center.

“The process uses role playing to help us learn communications skills such as how to accept criticism and how to confront for a positive outcome,” Lori says. “It’s all employee driven. It wasn’t me saying, ‘This is what you have to do.’ ”

Is it working? Lori calls responding to Pulse “a work in progress.”

“Our 1999 Pulse results showed improvement over 1998,” Lori says.
Service Spotlight

In response to the Aurora Pulse Survey and employees' requests to hear more "good" news and patient feedback, here is a note recently forwarded to St. Luke's Medical Center Administration:

Please accept our late "thank you" for the outstanding work of nurse Rita Gilpatrick, SNICU. Rita remains in my daily prayers that she will continue to be the caring person she was in our time of sorrow. Because of the care, compassion, encouragement and the support she gave all of us, including my sister JoAnne (the patient) on the last day of her life, Rita went far beyond all expectations. She helped us through a traumatic and very sad day. She touched all of us — she remains always a SPECIAL person.

Golden Sneaker Recipients

The following are the Golden Sneaker nominees for the month of June:
Aruna Renda, 10 LM
Rita Gilpatrick, SNICU
Bonnie Matthias, Pharmacy
Chris Horvath, Central Patient Scheduling
Sheila Drewel, Pool - Advanced Nursing Assistant
Steve Trojanowski, Physical Therapy
Chris Hurst, Information Services
Theresa Hudson, Employee Benefits - Corporate
JoAnn Hernandez, Cardiopulmonary Rehabilitation
Father Don Sass, Pastoral Care

Aruna Renda, 10 LM, was selected as the Golden Sneaker Award recipient for the month of June. Her nomination read: The care received at your facility was exceptional. All staff from the ER, to the ICU and Floor 10LM were great to my dad. But nurse Aruna went above and beyond for my family and her patient. My dad can be very cantankerous and plain out — miserable, but somehow in her unique ability, she helped him and all of us. We appreciate everything all the staff has done, but a special heartfelt thanks to Aruna and for her insight into human nature. Please recognize her with a Golden Sneaker Award.

Welcome new employees

New Employees as of July 12
Jenny Acker, Unit Assistant
Becky Anderson, Registered Nurse
Judy Bell, Enterostomal Therapist
Bunny Bender, Nursing Assistant
Emily Blado, Patient Access Specialist
Antonio Brown, Nursing Assistant
Sherry Bzdusek, Registered Nurse
Rosanna Castillo, Patient Access Assistant
Diane Cook, Patient Access Specialist
Theresa Cook, Nursing Assistant
Sandra Debiase, Registered Nurse
Katherine Erbe, Nursing Assistant
Sara Freund, Nursing Assistant
Tonya Hemphill, Followup Specialist
Ericka Lang, Nursing Assistant
Dawn Lever, OR Assistant
Oliver Liebold, Nursing Assistant
Nicole McBride, Imaging Assistant
Jill McClintic, Rad Tech
Colleen Mueller, Patient Access Specialist
Antonia Ramirez, Nursing Assistant
LeeAnne Rehbein-Marshall, Nursing Assistant
Melissa Reyes, Health Unit Coordinator
Polly Safranski, Nursing Assistant
Lori Schilz, Nursing Assistant
Goody Schultz, Nursing Assistant
Jacquelyn Smith, Registered Nurse
Julie Spiegel, Nursing Assistant
Tina Tafelski, Housekeeper
Lynne Trutwin, Health Unit Coordinator
Nikki VanRiper, Nursing Assistant
Brenda Ward, Desktop Net. Analyst
Sara Wozney, Registered Nurse
Radiology Tech Students
Rosa Berumen
Amanda Bortman
Dawn Carlton
Casey Conigliaro
Leslie Foster
Angela Gresen
Sandra Hegg
Amy Hetzel
Tina Hobach
Tanya Komor
Jackie Leto
Lynd Ligocki
Nora Muedini
Natalie Peksa
Margarita Perez-Sanchez
Jennifer Potter
Charlene Rod
Alex Stojsayljevic
Kirsten Swanson
Gina Thomas

New Employees as of July 19
Krystal Angelroth, Intern, Pain Mgmt Center
Alan Brish, Materials Dispatch
Heather Cain, Sr Analyst
Marques Carter, Diet Asst
Clarence Cotton, Mat Dispatch
Ruth Frazier, Billing Clerk Spec
Leslie Fruncek, OT
James Holbach, Sr Analyst
Anita Huck, NA
Kathy Jesiolsowski, Help Desk Analyst
Tammy Kallenberger, OT
Margaret McGee, Employ Asst
Tracy Navarro, Rehab Aide
Marlene Nierenberger, RN
Jean Rasmussen, Accts Clerk
Sara Rieselbach, EKG Tech
Edward Sobczak, Security Officer
Nicole Teat, Diet Clerk
Michelle Tomczak, Follow Up Spec
Zorica Vasic, NA
Erika Broxton
Kathy Ervin
Sarah Lockwood
Chyla Nation
Tatyana Raskina
Deborah Zdarstek

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 30. Please include the name and phone number of a contact person.
Sinai Samaritan names Golden Moment recipients

Sinai Samaritan Medical Center's Golden Moment recipients for June were Joann Morgan (left), community health worker; Prenatal Care Coordinator; Amos McCullum, housekeeping; and Ivona Dobrstein, occupational therapist.

Sinai Samaritan's Golden Moment Award recognizes outstanding service.

Aurora employees participate in the Greater Milwaukee Open

Aurora employees volunteered their time at the Greater Milwaukee Open as part of their commitment to community service. Their efforts not only contributed to the success of the event but also demonstrated their dedication to philanthropy and the community.
Family Service Golf Classic scores big

Held at the Brown Deer Golf Course the week before the Greater Milwaukee Open, the Family Service Golf Classic, new this year, attracted a number of golfers. The winning foursome included Fred Blizzard, Mark Schwartz, elite administrator, Hartford Memorial Hospital; LV Simpson, and Bill Jenkins, president of Aurora's Alternative Delivery and Community Programs (ADCP). Family Service is part of ADCP.

My Morning with Mom

Moms, with their babies, share experiences with one another and a nurse. Topics of discussion include developmental milestones, playing with baby, feeding infants, sleep patterns and other parenting concerns.
10 to 11 a.m., Wednesdays, Aug. 11 to Sept. 15
St. Luke's Family Practice Center, Lower Level Conference Room
For information or to register, call Breastfeeding Support Services, 649-5067.

St. Luke's and Sinai Samaritan

Post Surgical Bra and Prosthesis Service Available
St. Luke's Medical Center and Sinai Samaritan Medical Center both offer post surgical bra and prosthetic products. A wide variety of styles and sizes are available from Amoena, Camp and Jodee.
Appointments are preferred for a fitting. For more information or for an appointment call St. Luke's, (414) 649-7623 or Sinai Samaritan, (414) 219-7370.

West Allis Memorial

Amputee Support Group
Starting soon. Group will involve education, activities and sharing of mutual concerns. If you're interested, call Cathy Cauley, 328-6637, or Patty Nault, 328-6639, for information.

Hartford Memorial

WANTED: Motorcycles and Show Cars
Display your motorcycle or show car for Vent Center residents at Hartford Memorial Hospital from noon to 3 p.m. on Saturday, Aug. 7. Call Cherrie Muchka, 670-7679, for information or to register. Vent Center residents select winners of first, second and third place awards. There's an optional $10 registration donation.

Hartford Memorial

Have your child's seat safety checked at Hartford Memorial Hospital's emergency department.
Call 670-7201 for an appointment.

AuroraHealthCare®

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) 649-3126. Fax (414) 671-8560.

Mark Ambrosius
President, Metro Region