Teamworks, August 10, 1999

Aurora Health Care

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You're going to love the new and improved 1999 Aurora Family Picnic! Set for 9 a.m. to 7 p.m. Saturday, Sept. 18, at the Milwaukee County Zoo, the Aurora Health Care Family Picnic will have a new caterer, enhanced menu, extended zoo hours and a simpler system for admission to special zoo attractions.

Zoo hours have been extended until 7 p.m., and the attractions will be open until 5:30 p.m. Food service will end at 4:30 p.m. in the picnic area. Soft drinks will be provided at the two Pepsi wagons within the zoo until 6 p.m.

The menu has been extended to include some healthier options such as chicken breast and fresh melon. Beverage tickets will be used this year at the picnic. When you sign up to attend the picnic, you may request two tickets for beer and wine coolers for each adult who is 21 years and older. No additional beer or wine coolers will be sold within the picnic area. Unlimited soft drinks will be available within the picnic and at two Aurora Health Care Pepsi wagons within the Zoo.

Continued on page 2

Promoting patient self-management through education, in conjunction with the patient's asthma action plan prepared by the primary physician, is the goal of the Aurora Asthma Care Management Initiative,” says Birdie Allen, manager of pulmonary services and the Sleep Disorder Center at Sinai Samaritan Medical Center.

Continued on page 2
Wristbands will be used in place of tickets for parking and admission to the zoo. The wristbands also will allow for unlimited access to zoo attractions — Zoomobile, Zoo Train, Zoo Carousel, Oceans of Fun Sea Lion Show and “The Dinosaurs of Jurassic Park, The Lost World” Exhibit.

Door prizes have been donated by Aurora Credit Union and Aurora Health Care. Make sure you complete and turn in your door prize ticket at the registration booth located near the picnic area.

To make getting to and from the zoo easier, shuttle service will be available from three locations: UPS parking lot, 124th and Bluemound Rd. (behind the Family Health Plan clinic); Park & Ride Overflow Lot on the north side of Watertown Plank Rd. (from Watertown Plank Rd., turn (north) on the street just west of the Milwaukee County Landscape Services Bldg., continue north to parking lot entrance, behind the building); and Park & Ride Lot at State Fair Park (on the southwest corner of 76th and Kearney Streets).

Invitations were mailed July 30. Be sure to respond by Aug. 20. Pre-registration is required.

Aurora Health Care has established an outpatient Asthma Education Program with the following goals: 60% of the asthma patients in Aurora’s defined population will be enrolled in the initiative; emergency department use will be decreased by 15%; and hospital admission rates for asthma will be decreased significantly.

The educational program teaches basic skills to the patients and their families and caregivers. The Asthma School is now available at St. Luke’s Medical Center, St. Luke’s South Shore, Sinai Samaritan Medical Center, West Allis Memorial Hospital and in Washington County at the Aurora Health Center in Slinger and at the General Clinic of West Bend. Site contact persons for the Metro Region locations are Bob Renick, SLSS, 489-4075; Diana Rohloff, SLMC, 649-6073; Keith Olson, SSMC, 219-6224; Justine Kaczmarek, WAMH, 328-7029; and Debbie Hammer, Washington County, 670-7615.

Asthma School consists of two two-hour sessions two weeks apart, and a third, follow-up session six to eight weeks later. Patients participating in Asthma School learn detailed information about what triggers their asthma attacks, and how and when to use their medications. They are taught how to determine how well they are breathing through the use of a peak flow meter, which measures how air is moving out of their lungs. They are asked to keep a two-week diary, then return for an evaluation and a severity-determined written action plan.

Asthma is a chronic lung disease that affects approximately 15 million people in the United States. It is the most common chronic disease in children, and the number one reason for school absenteeism. It involves airway inflammation, bronchoconstriction or narrowing and airway hyper-responsiveness or spasm of airways in response to various triggers. Asthma can be life threatening if not properly managed and controlled. Education is an important component of this process.

To enroll in the Asthma Education Program, call toll free (877) 728-7672.
1999 Excellence in Nursing Awards

Four St. Luke’s nurses and a St. Luke’s nursing unit recently received the Aurora System’s Nursing Alliance - St. Luke’s Medical Center “Excellence in Nursing” Award. The winners were selected from among 43 nominations. The 1999 recipients of the award were Mai Yong Vang, RN, 4KLM; Linda Noyes, RN, 6KLM Sue Leffelman, RN, CVICU; Mary Jo Widman, RN, SNICU; and the unit recipient was 8 GHJK.

The recipients were announced at an award program held in June. A slide show featuring photos of nurses from both St. Luke’s and St. Luke’s South Shore, complete with music, ran continuously, after the award presentation.

All of the nominees received certificates and all winners received a certificate, a pin and will have their photos displayed in the first floor hallway at St. Luke’s Medical Center.

Golden Sneaker recipients

The following employees are the Golden Sneaker nominees for the month of July: Diane Bagguley, Test Center; Denise Gray, 4KLM; Suzanne Johnson, 11LM; Marge Kostuch, Environmental Services; Jamie Kubenik, 10 LM; Kim Lederhaus, 11LM; Bernadette Lovas, Hospitality Services; Lois Love, 4 KLM; Krissy Mack, 10 LM; Harold Osmer, Hospitality Services; Father Don Sass, Pastoral Care; Jim Scalf, Maintenance; Sheryl Turzynski, Test Center; and Shannon Wilberg, 11 LM.

Kim Lederhaus, 11LM, was selected as the Golden Sneaker recipient for the month of July. Her nomination read: We had a patient on 11LM stricken with terminal cancer, who had been engaged but was now unable to marry due to his declining status. His fiancee requested that, if possible, Father Sass would give a blessing that would make their long-term relationship more meaningful, as a wedding was no longer possible. Kim arranged, with some help, for a cake from dietary and some flowers from the gift shop. She also went out and got her own camera from the car to take pictures. Father Sass completed the blessing with staff members in attendance. This brought much joy to the patient and his fiancee. The patient passed away a few days later.

Guided Imagery

Innovative program decreases length of stay, pain, anxiety and narcotic use

Do you ever try to take a moment out of your busy day, to sit back and to just relax? You may try deep breathing, closing your eyes for a moment or turning on the radio, looking for some soothing, tranquil music. It’s not always an easy thing to do, is it? Sometimes you could use a little help. Few people would argue about the benefits of relaxation and the importance of stress management in our daily lives.

The staff at St. Luke’s Medical Center is taking the concept of relaxation one step further for their patients — by incorporating relaxation techniques into their patients’ plan of care. The program is called Guided Imagery and it’s a proven way of helping those who are hospitalized or scheduled for medical procedures or surgery reduce stress and improve healing.

Guided Imagery is defined as a focused relaxation technique aimed at easing stress and promoting a sense of peace and tranquility at a stressful or difficult time. It’s a process of using the mind to assist the body to heal, to maintain health or just to relax. It’s an inner communication that involves processing information from the senses (touch, smell, sight, and sound), thus forming an emotional connection between the mind, body and spirit.

Guided Imagery is not an alternative to medicine or surgical treatment, but rather an inexpensive and powerful tool to assist people in coping and achieving a relaxation response.

St. Luke’s Medical Center learned about the value of Guided Imagery from the research and work of Diane Tusek, RN, a nurse who developed it for cardiac patients at the Cleveland Clinic in Cleveland, Ohio. It was so successful there at reducing stress and improving the recovery times after surgery, that St. Luke’s personnel decided to incorporate it into their own program after completing a pilot program.

The concept is simple and cost effective. Patients listen to prerecorded audio cassette tapes or CDs that combine a story and instructions put to soothing, tranquil music. The tapes are provided free of charge to St. Luke’s patients.
According to Dona Hutson, RN, Cardiac Surgery Service Line QM Coordinator, “Research has shown that Guided Imagery can significantly reduce preoperative and postoperative anxiety, patients’ perception of pain, and to improve their ability to cope with the stressful period of intubation. In the pilot program at St. Luke’s, patients using Guided Imagery required fewer narcotic pain relievers after surgery.”

Since March 1999, several hundred patients at St. Luke’s Medical Center has participated in the program. Here’s how it works.

Patients are taught how to use the Guided Imagery techniques and equipment (tapes and a tape recorder) before their scheduled surgery or medical procedure. They are encouraged to listen to the tapes as soon as they receive them, preferably several days before their surgery or procedure. They can, of course, choose not to participate or to discontinue use of the tapes at any time.

Once patients enter St. Luke’s on the day of their appointment, they listen to their tapes as they wait and while on the way to the operating or procedure room. After surgery, as patients awaken in the ICU or recovery area, they listen to the now familiar tape. As they continue to recover in the hospital, they listen to the tapes twice a day.

The use of Guided Imagery need not be limited to surgical patients. It can be used by anyone experiencing acute or chronic medical conditions, undergoing medical procedures or needing assistance with coping. It gives patients an increased sense of control in their reaction to stress and the ability to take an active role in their recovery.

“As we implemented this program with patients, we have received requests from family members, employees, physicians and other interested consumers for these tapes. They are now available (in both CD or audio tape format) in the Gift Shop at St. Luke’s Medical Center, St. Luke’s South Shore and Sinai Samaritan Medical Center, and the Karen Yontz Center at St. Luke’s for $16 per set.”

Staff members who wish to obtain the tapes for their patients’ use may request them from the Aurora Storeroom. They are available in both an adult version and in a child/adolescent version.

If you have any questions or would like more information about the Guided Imagery Program at St. Luke’s, please call Dona Hutson, RN, at (414) 649-6705.

Welcome new employees

New Employees as of July 26
Nitish Bangalore, Pharmacist
Mike Bereiter, Biomedical Tech
Anthony Branker, Materials Dispatcher
Rob Goss, Env. Assistant

Anne Guyton, Env Assistant
Melissa Hentges, Pharmacist
Joe Hickey, LPN
Amy Hopkins, Pharmacist
Teresa Hurula, Health Unit Coordinator
George Imler, Env Assistant
Lynette Johnson, Registered Nurse
Dave Kleist, Supply Aide
Donna Kowalewski, Patient Service Rep
Denny Maldonado, Nursing Assistant
Lorraine Mayotte, Programmer
Tim Menzel, Patient Service Rep
Lynda Messal, Follow-up Spec.
Timothy Nipko, Desktop Network Analyst
Jenny Norton, Dietary Assistant
Pachion Ott, Pharmacy Tech
Maritza Perez, Billing Assistant
Amy Remer, Nursing Assistant
Goody Schultz, Nursing Assistant
Heather Voelker, Lab Assistant
Carolyn Ward, Transporter Aide
Sheila White, Env Assistant

New Employees as of August 2
Jacqueline Bell, Refund Processor
Rueben Blum, Respiratory Therapist
Carissa Brayer, Med Social Worker
Nancy Bryl, Env Assistant
Tracy Fizer, Dietary Assistant, Food Management
Donna Greenwood, Registered Nurse, CICU
Kelli Kleckner, Registered Nurse, CICU
Mike Krogman, Registered Nurse, Hyperbaric
Jon Krueger, Lab Assistant, Aurora Consolidated Laboratories
Freddy Lampley, Env Asst, Linen Services
April Maciejewski, Registered Nurse, 4CD
Samantha Malecki, Portable Imaging Tech, Radiology
Joy Mead-Meucci, Manager, ABHS
Dennis Noga, Instrument Tech, Surgery
Mary Peterson, Registered Nurse, MRICU
Katie Rose-Sampon, Imaging Assistant, Radiology
Traci Solberg, Speech Pathologist, Rehab
Valli Sterning, Registered Nurse, 4CD
Tim Stovall, Env Assistant, Env Services
Rickey Thompson, Dietary Assistant, Food Management
Adrienne Thornton, Pharmacy Tech, Pharmacy
Monica Wesener, Exercise Physiologist, Cardiac Rehab
Chad Carson, RN, CVICU
Lisa Hoeppner, Housekeeper
Angie Evans, Pool PTA
Jill Kemerling, Pool SLP
Problems . . . Solutions . . . Results.

Laura was shocked when the police called one night and said her son had been arrested with three other boys for drinking and vandalism. It was just the beginning of a nightmare of angry fights, legal troubles, and a growing sense of helplessness as Laura’s peaceful household became a battleground. “I couldn’t sleep, I’d get to work late, and when I was there I was emotional and preoccupied. It was obvious to everyone that my mind was not focused on my job.”

Laura’s supervisor suggested she call the company’s EAP. “It was a lifesaver,” says Laura. “They connected us with skilled professionals who worked with us as a family, and after a lot of resistance, our son began seeing a counselor who specializes in problems of adolescents. He’s making remarkable progress.”

Often it takes a crisis such as Laura’s for people to fully understand the impact of personal problems in the workplace. Conflict among family members, a drinking or drug problem, the stress of caring for an ill spouse or aging parent, or anxieties about money or excessive debt are issues that are nearly impossible to leave at the door each day when you report for work.

“It’s a rare individual who can perform optimally on the job when they feel they’ve lost control over the rest of their lives,” says Cheryl Lipscomb, director of Family and Employee Services, Aurora’s Employee Assistance Program. “That’s why having an EAP to turn to is so critical. It indicates to the employees that the company is committed to their total health and well-being. And making that call for help is tremendously empowering for the employee. It’s an important first step in regaining control and making a proactive move to change the situation that’s causing you stress.”

What Happens when You Call . . .

Help begins as soon as you call your EAP. “People who use the EAP want answers . . . help in adjusting to a change, getting over a loss or coping with a problem so they can return to living their lives to the fullest,” says Cheryl Lipscomb. “We help them achieve those goals, quickly, effectively, and confidentially.”

• **Quickly** . . . An intake specialist will arrange a prompt consultation (within two working days) with a professional assessment counselor trained to listen, ask the right questions, identify your needs and offer solutions.

• **Effectively** . . .
  Everyone’s situation is unique. We focus on finding what works for you, whether counseling, referral to other community resources or one of our specialized services such as Elder Care or Child Care Resource and Referral, Money Management Consultation, or Legal Consultation.

• **Confidentially** . . . The EAP takes special care to protect the privacy of everyone who participates in the program. Services are completely confidential, and no identifying information is shared with anyone, not even the employer, without written permission of the employee.

Help with a Range of Problems . . .

Typical problems people bring to the EAP include:

• Marriage and parenting problems
• Childhood difficulties, at school, at home or with peers
• Adult stresses such as poor self-esteem, depression, relationship problems, or job-related issues
• Financial or legal problems
• Alcohol or drug abuse or other addictive behaviors such as gambling, whether yours or a family member’s
• Coping with the impact of divorce, on couples and on children
• Child care or elder care concerns

Services are provided at a number of locations to ensure that help is always convenient and accessible. After-hours, telephone lines are staffed by experienced professional counselors 24 hours a day, seven days a week.

When Should You Call Your EAP?

Does the problem occupy a lot of your time? Does it interfere with your normal activities at work or at home? Have symptoms persisted for more than two weeks? If the answer to any of these questions is yes, it’s time to get help.

Over
Other symptoms may include:
- Excessive worry and anxiety
- Persistent sadness or hopelessness
- Restlessness, inability to concentrate
- Panic or fear with no cause
- Feeling overwhelmed
- Increase or decrease in appetite
- Sleep problems
- Inability to feel pleasure or enjoyment

Don’t ignore the warning signs that something is wrong. Problems are easier to resolve if caught early, before they become crises.

All of us face problems at some time in our lives. When it’s a problem that won’t go away and is causing you stress, you owe it to yourself, your family and your employer to seek help. It’s as easy as making a phone call.

SPECIAL SERVICES FOR TODAY’S FAMILIES

The workforce is changing, facing new problems and demands that affect both home and work life. Your EAP offers specialized services to address the needs of the growing number of families caring for elderly parents, seeking reliable child care, or facing legal or financial difficulties.

Elder Care and Child Care Resource and Referral links employees to the most appropriate, reliable resources and saves time, money and effort. Support is also available to help caregivers adapt to changing roles and cope with the emotional demands of caregiving.

Legal Consultation provides a free telephone session with an experienced, licensed attorney for employees who need sound legal information and advice.

Financial Consultation helps employees with money or debt problems regain financial stability with guidance from a certified credit counselor at Consumer Credit Counseling Service.

When Your Child Becomes a Teenager

Parenting is one of the most important jobs you’ll ever have—but the only preparation most of us get is “on-the-job-training.” Then just when you begin to relax and enjoy it, your child enters adolescence and all the rules change.

Helen Ponec, MSW, an Aurora Health Care psychotherapist at the New Berlin Counseling Center, says that parents of adolescents are most frequently concerned with how to keep lines of communication open with their teenagers, resolve conflicts effectively, and help their children develop a positive sense of self during this crucial phase of growing up.

“It’s important for parents to keep in mind that their adolescent’s developmental tasks include struggling with varying degrees of independence and challenging boundaries, all within a relatively self-centered world,” according to Ponec. “Teens can ultimately emerge as loving, sensitive and caring individuals who become increasingly responsible for their behavior.” But as any parent of a teenager can tell you, this evolving process may seem frustratingly slow. Your child may act (or try to act) like an independent grown-up one minute, then become the child who needs a mother or father to lean on the next minute.

“It might help parents to keep in mind their own adolescent years; remembering how you felt as a teenager will help you understand what your child is going through,” suggests Ponec. She has these tips for parents of adolescents:

- Listen and talk to your teenager respectfully, as you might to a friend.
- Don’t over-react to your teen’s verbal challenges or interpret the challenge as a personal attack.
- Choose your battles. Maintaining a neat room is less important than issues related to drug or alcohol use.
- Determine what’s negotiable and what’s not. Flexible guidelines are generally better than rigid rules, but teens need and actually want some firm limits (though they rarely acknowledge this to you or even themselves).
- In establishing family rules, take into account each family member’s opinions where appropriate.
- Recognize and affirm good behavior.
- Encourage opportunities for your teen to make age-appropriate decisions.
- Even though they may resist parental control, your teen still needs your unconditional love, nurturing, and support, whether they appear to or not.

If you’re concerned about your adolescent’s behavior, your EAP can offer valuable guidance on discipline, communication, setting limits and evaluating whether professional help may be needed.

CALL YOUR EAP AT 342-4559 OR 1-800-236-3231
We had such a great response to the massage drawing (Teamworks, Metro Edition, 6/15/99), we increased the number of winners from one to three,” says Cindy Spitza, Complementary Medicine’s lead massage therapist. A total of 332 entries were received.

The three lucky winners of the 30-minute Stress Buster Massage Certificates are Mary Milan, administrative assistant, SLMC; Sandy Pilmore, Central Supply, Aurora Home Medical Service Metro Region; and Dana Laufenberg, systems analyst, Information Services.

Aurora Health Care offers massage therapy through the department of Complementary Medicine, a part of Aurora’s Alternative Delivery and Community Programs.

For information about massage therapy, contact Cindy at 454-6570.
JCAHO 2000 – Human Resources Standards

This is the fourth 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 Human Resources JCAHO Chapter Team.

Aurora Health Care is committed to a safe and healthy work environment for all employees. It is our goal to assist employees by providing training programs and appropriate resources to be effective in their jobs.

Joint commission standards are examples of good human resource practices. These standards offer us guidance in ensuring we develop and maintain high standards of practice and high standards of care.

Job Description/Job Standards

1. I know where to find a copy of my job description.
2. I annually review the job standards/competencies with my supervisor.

Competency Assessment

3. I submit up-to-date licensure or other certification requirement to my supervisor.
4. Upon transferring to a new department, my skills and abilities are assessed and I am required to go through a department orientation.
5. I received a performance evaluation within 90 days of my hire date.
6. I am evaluated on an annual basis.

Age-Specific Competencies

7. I am familiar with my department’s scope of care/service and know where it is located.
8. I am competent to work with all ages and provide appropriate care as defined by my department’s scope of care/service (Only for employees with direct patient contact).

Staff Development

9. I am educated appropriately on any new equipment/updated technology in my department.
10. I can explain to someone how I maintain my skills, even those skills I rarely use.
11. I participate in inservices and my supervisor encourages continued self-development.

Staffing

12. I am familiar with my department’s staffing plan and can share what my supervisor would do if a co-worker calls in sick.

Please complete the questionnaire and share the results with your supervisor. Your participation will assist your department in analyzing areas where further concentration is needed. Please contact your supervisor or site human resources department if you have questions.
**Exclusion From Patient Care**

13. I realize I can request to be excused from a particular aspect of a patient’s treatment/care if it conflicts with my personal or cultural values or religious beliefs.

14. I understand how to request such an exception.

**Contract Staff**

15. Contract staff coming to our department receive proper orientation.

16. Contract staff are competent to perform the required job standards.

**Miscellaneous**

17. Employees in our department wear their nametags in full view.

18. I know what to do if a forensic staff member (police officer, sheriff, etc.) comes into my unit.

19. I am familiar with Aurora’s mission, vision, values and commitment to service.

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**Thank You! Your commitment will enhance the quality of patient care and your work environment.**

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Aurora wants your opinion on employee benefits

A urora’s long-term success relies on our ability to attract and retain the type of employees who consistently perform at top levels. To ensure this, we are currently developing some long-term human resources strategies, says Carol Hadley, director of employee benefits.

In developing our strategies we know that employee needs are constantly changing. One area under review is the employee benefit program. In this area we want to assess what are the most important benefits to employees and their families. To find this out, we will be conducting an employee survey and follow-up focus groups.

A questionnaire will be sent to a random sample of 5,000 employees. If you receive a questionnaire, please take the time to complete and return it. Because of the random selection process, your opinion represents not only your needs, but also the needs of other employees in similar life situations.

The survey is designed to gather your candid and honest opinions and priorities. Hewitt Associates, a human resource consulting firm, will be assisting us with this survey. All completed surveys will be mailed directly to Hewitt Associates, which will tabulate and analyze the results for us. No one within Aurora Health Care will see individual surveys. After compiling all responses, Hewitt Associates will destroy individual surveys and prepare a summary report.

Once we review the survey results, Hewitt will conduct focus groups with a random sample of employees to gain a better understanding of their responses to the survey. The results of our survey and focus group efforts will be shared with all employees this fall. Aurora will use the results to help shape future benefit changes, keeping in mind competitive practices and budget considerations.

Watch your mail for the survey and complete it as soon as possible. Thank you in advance for your time and input!
St. Luke's Medical Center Surgery Center closed; remodeling begun for Pain Center

St. Luke’s Ophthalmology Surgery Center opened on July 12 in suite LL2S of the Physician Office Building at the hospital’s main campus at 2900 W. Oklahoma Ave. More than 25 ophthalmologists practice at the center. The new facility offers patients easy access and convenient scheduling. Pre-op, surgery and pharmacy services are all offered in the same building, and free valet parking is available.

With the opening of the Ophthalmology Surgery Center, the St. Luke’s Surgery Center, 4570 S. 27th St., closed on July 2. Nearly 70% of the surgery center’s 1,400 cases in the past year had been ophthalmology; the balance of the cases were primarily plastic and gynecological surgery. The building is being remodeled to house the outpatient Pain Center.

The Ophthalmology Surgery Center is equipped and staffed to handle retina and vitreous surgery, eye muscle surgery, pediatric ophthalmology, ocular oncology, neuro-ophthalmology, glaucoma, eyelid, tear duct and orbital plastic surgery, cataract and cornea surgery, as well as emergencies.

The center has four operating rooms and has begun offering the new surgical technique, Intacs, to correct mild to moderate nearsightedness. The procedure, approved by the FDA earlier this year, reshapes the cornea without cutting or removing tissue. In clinical studies, nearly three out of four patients achieved at least 20-20 vision and more than 50% of patients saw better than 20-20.

Intacs are implantable corneal rings that are removable and exchangeable should the patient require a new prescription.

For information about the Ophthalmology Surgery Center at St. Luke’s Medical Center, call toll-free (888) 220-EYES (3937).

From Left: Mary Mayr, Michele Hancox, Cheryl Sherrer, Janet Rewolinski, Chris Severin, Francie Sorce, Carol Kitzrow, Margaret Shirland, Chris Cook, Terri Martinich, Grace Janes, Leta Jung, Dr. Anne Fagan and Kathy Bott. Not pictured were Hanna Reithel, Pat Paro and Shannon Bielinski.

St. Luke’s Surgery Center employees gather for farewell

In anticipation of the opening of the Ophthalmology Surgery Center at St. Luke’s Medical Center, the St. Luke’s Surgery Center closed on July 2. Shortly after the center closed, employees who had worked there gathered for a farewell dinner.

Attending the event were (pictured above, from left) Mary Mayr, Michele Hancox, Cheryl Sherrer, Janet Rewolinski, Chris Severin, Francie Sorce, Carol Kitzrow, Margaret Shirland, Chris Cook, Terri Martinich, Grace Janes, Leta Jung, Dr. Anne Fagan and Kathy Bott. Not pictured were Hanna Reithel, Pat Paro and Shannon Bielinski. “Life’s about changing, nothing ever stays the same,” said Janet Rewolinski, summing up the group’s feelings.
**Give the gift of time**

Interfaith Older Adults Programs invites you to consider serving as a volunteer with the Neighborhood Outreach Program. Older adults need friendly visitors, drivers to medical appointments, grocery shoppers, help with paperwork and help with small fix-it jobs. Volunteers serve in their own neighborhoods according to their own schedules.

*Call 291-7500, ext. 234, for the Interfaith Program in your neighborhood.*

**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.

**Hartford Memorial Hospital**

Have your child’s seat safety checked at Hartford Memorial Hospital’s emergency department.

Call 670-7201 for an appointment.

**Sinai Samaritan Medical Center**

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 August and September, the items are 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.

**1999 Aurora Family Picnic**

*9 a.m. to 7 p.m., Saturday, Sept. 18
Milwaukee County Zoo*

This year’s special exhibit is “The Dinosaurs of Jurassic Park—The Lost World.” Invitations to the picnic were mailed July 30; responses are due by Friday, Aug. 20.

**Hearing screenings**

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

**Amputee Support Group**

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. Group starts soon.

**Nursing Professional Development Council and Nursing Retention is sponsoring an Open House for Aurora employees who are nursing students.**

*1 to 5 p.m. Aug. 19
Buckeye Room, Aurora Conference Center*

Call Pat Volkert, 328-6664, for information.
October 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 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.

October
4  Metro Inexperienced Health Unit Coordinator Orientation begins
5  Chemotherapy Administration course begins, 7:30 a.m. to 4 p.m., Aurora Conference Center. Two-hour chemo exam will also be required after course completion.
6  Critical Care course begins
6  Metro ANA/APCA course begins, 7:15 to 11 a.m., SLMC. To register, call Bette Jo Jennings, 328-6285
7  Metro Experienced Nursing Assistant Orientation Day, West Allis Memorial Hospital. To register, call Bette Jo Jennings, 328-6285.
7  Safe At Home I, 7:30 a.m. to 4:30 p.m., Aurora Conference Center. This is the initial domestic violence education program. To register, call (414) 647-3347.
14  Basic IV Therapy Review: Fluids and Medications, 8 a.m. to 4 p.m., Aurora Conference Center. Enrollment is limited so register early.
14  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 Administration, Sheboygan Memorial Medical Center, (920) 451-5620. Two-day workshop plus two-hour exam two weeks after last class. $50 fee to Aurora employees.
18  Chemotherapy Administration course exam, 8 to 10 a.m., Aurora Conference Center.
19  Chemotherapy Administration course exam, 8 to 10 a.m., Aurora Conference Center.
19  Transplant Overview, 8 a.m. to 4:30 p.m., Aurora Conference Center.
21  Care of the Cardiovascular Patient (Content geared to those new to cardiac care), 8 a.m. to 4:30 p.m., Aurora Conference Center.
25  Critical Care Module—Hemodynamic Monitoring, 8 a.m. to 4:30 p.m., Aurora Conference Center.
26  Critical Care Module—Cardiovascular, 8 a.m. to 4:30 p.m., Aurora Conference Center.
27  Metro Experienced Nursing Assistant Orientation Day, West Allis Memorial Hospital. To register, call Bette Jo Jennings, 328-6285.
28  Safe At Home II, 7:30 a.m. to 12:30 p.m., Aurora Conference Center. This program is designed for those who have attended the initial Safe at Home I full-day program. See unit flyers for more information on topics to be presented. To register, call (414) 647-3347.

Milwaukee Psychiatric Hospital

Support Groups Available
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 to 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.

New Aurora Pharmacies open in Metro Region

Busse Pharmacy
204 E. Main St., Watertown, WI 53094
Phone: (920) 261-1776
Fax: (920) 261-7466
M to F 8:30 a.m. to 8 p.m.; Sat. 9 a.m. to 5 p.m.; Sun. 9 a.m. to 12:30 p.m.
Al Shumaker, RPh, Chief Pharmacist

Pewaukee Pharmacy
115 W. Wisconsin Ave., Pewaukee, WI 53072
Phone: (414) 691-1130
M to F 9 a.m. to 7:30 p.m.; Sat. 8:30 a.m. to 3 p.m.
Michael Reiland, RPh, Chief Pharmacist

Hartford Memorial Hospital

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

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