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Teamworks, August 24, 1999

Aurora Health Care

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Aurora nurses travel for international understanding

Three Aurora nurses have recently traveled internationally through Rotary International, a service organization that promotes education, health and environmental issues throughout the world.

Two attended the organization’s annual international convention in Southeast Asia and one spent a month traveling in Africa. They were Beverly Beine, RN, who traveled in Nigeria from May 14 to June 11; and Loretta Klassen, RN, and Nancy Rhodes, RN, who spent nearly two weeks in June in Singapore.

Beverly, the manager of surgical services and women’s health at Hartford Memorial Hospital, stayed with five families in Nigeria. “Each of my hosts were Rotary members,” she explains.

Beverly was part of a group of young professionals who were selected in a competitive process to be participants in a Rotary Group Study Exchange Program for culture and business. None of the participants could be members or family members of Rotary. However, her group leader was a Rotary member.

Patient education is an interactive, interdisciplinary process based on the assessment of the patient-family-community health care learning needs, as well as assessment of the various factors that may affect the learning process. Information should be easy to understand, culturally sensitive and...
AMG has first clinic in Ozaukee County

Aurora Medical Group has established its first physicians in Ozaukee County. They are three family practitioners: Ted O'Reilly, MD, Mark Fitzsimmons, MD, and Scot Wilfong, DO.

They began practicing with AMG Aug. 1. The three physicians joined Aurora Health Care from Columbia St. Mary's Community Physicians. They have established a clinic at 301 W. Grand Ave., Port Washington, just 10 blocks from their former clinic. The phone number of the new clinic is (414) 268-6971.

JCAHO 2000 – Patient Education

Continued from page 1

individualized to meet the needs of the people served. We promote an environment that encourages patients and family to ask questions, learn and participate in their health care and decision-making.

Patient education begins with the patient and health care team deciding together how much information will be needed and the best way to provide it.

An assessment is made to identify any barriers or factors that may affect learning (e.g., difficulty reading, language, emotional, cognitive, cultural, spiritual, physical, lack of support from family or a significant other, financial and readiness to learn).

When appropriate, education must include:
advance directives, understanding of disease processes, personal hygiene, medication teaching, food and drug interactions, rehab techniques, diet, use of medical equipment, community resources, patient rights and follow-up care.

The three l’s of patient teaching — Individualized
- Educational assessment is completed
- Barriers and needs are determined
- Plan reflects the patient’s specific needs

Interactive
- Patient and health care team set goals and determine plan together
- Ask for patient feedback
- Practice skills together
- Offer feedback on how patient is doing

Interdisciplinary
- The plan reflects the need for interdisciplinary collaboration
- There is evidence of participation by the appropriate disciplines

Individualized, interactive, interdisciplinary patient education is documented on the Interdisciplinary Teaching Record.
In late April and May, Rotary Clubs in southeast Wisconsin (District 6270) played host to a Nigerian group that included a physician, two bankers, an attorney, a judge and the Rotarian team leader. Beverly visited many Nigerian health care facilities, including hospitals, clinics, village medical huts and a children's hospital. She also was able to visit other types of Nigerian institutions such as prisons and correctional facilities because one of the Americans in her group was in that field. Rotary arranged for tour members to interact with Nigerians in the same professions.

"Nigeria is very different from the United States," Beverly says. "The three most common reasons for Nigerians to seek medical help are malaria, yellow fever and trauma. Cancer and heart disease are considered 'exotic' — they don't have the time or the resources for treatment."

Beverly says that Nigeria's major health issues relate more to public health, for example clean water and pest control, than lifestyle — a real contrast with the United States.

"Nigerian nurses receive about a year of vocational training and are addressed as 'Sister,' " Beverly says. "I saw Nigerian surgeons operating by natural light because of the inconsistent availability of electricity and instruments being sterilized by boiling in water. Also, I needed to remove my shoes before I could enter the operating theater."

The Hartford Rotary Club sponsored Beverly's application process. Funding for the participants was provided by Rotary District 6270 and the Rotary International Foundation and the Rotary Clubs in Nigeria provided lodging. She used vacation time to be away from work and provided her own spending money and travel insurance.

"It was the experience of a lifetime," Beverly says. "You don't know what you have until you don't have it." Among the things that Beverly missed were two of her favorite foods — French fries and Diet Coke.

Loretta Klassen and Nancy Rhodes' International Rotary experience at the annual convention in Singapore was also a learning experience.

"We walked above themes of the mundane and petty," says Loretta, director of patient care services at Hartford Memorial Hospital. "As one of the 17,000 Rotarians, Singapore's largest convention ever, I enjoyed the true Rotary experience of meeting unique people who have a depth of generosity and a desire to serve."

The first woman member of the Hartford Rotary Club, Loretta joined in 1987. She represents Hartford Memorial Hospital in the group, which has members from business, industry and service groups.

Nancy Rhodes, based at West Allis Memorial Hospital, is coordinator of the Suburban Milwaukee County/Wisconsin Women's Cancer Control Program. She just completed a second term as president of the West Allis Rotary Club.

"I enjoyed the instant camaraderie and the sense of service above self that permeates these meetings," Nancy says. "I've made wonderful friends in Rotary, and our West Allis Club has provided many volunteer hours and fiscal assistance to community projects. In the Rotary year from July 1, 1998, to June 30, 1999, we provided $23,000 for local and international Rotary service projects."

Nancy and Loretta paid their own expenses to Singapore — travel and lodging — and used vacation time to attend the convention. Next year the meeting is in Buenos Aries, Argentina, and both Nancy and Loretta are planning to attend.
A 60-year old Milwaukee area man is doing well after being the 300th recipient of an autologous bone marrow transplant earlier this month at St. Luke’s Medical Center.

“This marks a milestone for our program,” said Kristen Gleesig, RN, autologous bone marrow transplant coordinator. “Over the years we’ve helped hundreds of people live longer, better lives. We’re all very proud of that. It feels good.”

The Autologous Bone Marrow Transplant Program at St. Luke’s began nine years ago. Through the process, a patient’s bone marrow stem cells or peripheral stem cells are removed before high-dose chemotherapy or intensive-dose radiation is used to destroy the cancer cells. Stem cells are the immature cells that produce all new blood cells — including red blood cells, which carry oxygen to the body’s tissues, white blood cells that fight infection, and platelets that help the blood clot.

“Stem cells are the key components in an autologous bone marrow transplant,” Kristen says. “Because stem cells are easily damaged with very high doses of chemotherapy, they are removed from the bone marrow or blood stream and preserved before the patient receives chemotherapy. When the treatment is completed, the stem cells are transplanted back into the patient. An ABMT is not a transplant but a re-infusion of the patient’s own stem cells.”

Since St. Luke’s Medical Center established its Autologous Bone Marrow Transplant program in 1990, it has performed more ABMT procedures than any other center in Wisconsin. ABMT is used to treat a variety of cancers including breast, non-Hodgkin’s lymphoma, multiple myeloma, ovarian cancer and leukemia.

Congratulations to the Autologous Bone Marrow Transplant Program at St. Luke’s!

Award honors Madison Street Outreach Clinic

For the fourth time since 1995, an Aurora Health Care facility has been named to receive the Global Vision Community Outreach Award of the Wisconsin Health and Hospital Association.

The St. Luke’s Madison Street Outreach Clinic has been chosen to receive the 1999 award in recognition of the clinic’s work to identify community health needs and develop creative ways to meet them. The clinic is at 931 W. Madison St. on Milwaukee’s near south side. It provides free care to people who are homeless, uninsured, or face cultural barriers to accessing health care. Its primary service area is the most culturally diverse community in Wisconsin. More than half of the clinic’s clients do not speak English.

The Madison Street Outreach Clinic was opened in 1994 through a partnership among St. Luke’s Medical Center, the University of Wisconsin’s Department of Family Practice, and Health Care for the Homeless of Milwaukee.

The goal of the WHA award program is to increase public awareness of health care programs that respond to a demonstrated community need. The WHA Foundation and Valley Trust Co., now M&I Trust and Investment Co. of Madison, initiated the award in 1993. It will be presented to representatives of the Madison Street Outreach Clinic at ceremonies in Milwaukee in late fall.

Previous Aurora winners of this prestigious award were Sinai Samaritan Medical Center in 1995 for its Parish Nurse program, Two Rivers Community Hospital in 1996 for the “Fragile — Together We Care” program, and Lakeland Medical Center in 1997 for its Healthy Families Walworth County program.
In response to the Aurora Pulse Survey and employees' requests to hear more patient feedback, here is a note that was attached to an inpatient survey that was returned to St. Luke’s Medical Center:

My father-in-law was a patient at St. Luke’s in April, and died several days after returning home. I know if he were here to fill out this survey (Aurora Health Care’s Inpatient Survey) he would answer “excellent” for almost every question. He truly enjoyed his stay in your facility, and I think he felt that although he was just a common man from the U.P. of Michigan, he was treated like royalty. Your staff unknowingly helped to make the most of the last two and one-half weeks of his life a very good period for him. His death was unexpected when he was discharged.

My husband is a nurse anesthetist and I am an R.N., and we appreciate all that your staff did both from a personal and professional standpoint. My inlaws were always pleased with St. Luke’s and its personal touch, and chose to return there over Mayo or Marshfield Clinic. Thanks again.

Sincerely, C. L.

Incentive Savings Plan changes

JP Morgan/American Century will be the sole recordkeeper and investment provider for Aurora’s Incentive Savings Plan beginning Oct. 1. JP Morgan/American Century is an investment provider with a known track record of providing excellent service and is committed to providing ongoing employee communication and education.

There are several reasons why we are changing to a single investment provider. JP Morgan/American Century will provide an expanded lineup of investment choices, better access to your account via a web site and the toll-free InfoLine, better investment and retirement planning education programs, quick loan and payout processing, reduced administrative expenses, one consolidated, customized account statement for easier portfolio management and more choices via American Century Brokerage, which will be available in the spring of 2000.

Employee enrollment and education meetings are being held at many of our Aurora locations beginning Aug. 31. Please contact the human resources department or your manager for a schedule of available meetings. You may pick up an enrollment kit at one of the meetings or in the Human Resources Department the week of Aug. 30. Telephone enrollment will begin the week of Aug. 30 and end on Friday, Sept. 17, at 3 p.m. The first contribution is taken from the Oct. 1 payroll.

If you have contributions going to an investment carrier other than JP Morgan/American Century, you will have to change to JP Morgan/American Century in order to continue to participate in the incentive savings plan. If all your contributions already are invested in JP Morgan/American Century, you do not need to take action at this time.

Pulmonary Rehabilitation Program receives certification

St. Luke’s Medical Center has achieved certification for its Pulmonary Rehabilitation program by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). Certification recognizes those programs rigorously reviewed by a national board and found to meet the essential requirements for standards of care.

Pulmonary rehabilitation programs involve a multidimensional continuum of services by interdisciplinary specialists, directed to persons with pulmonary disease and their families. The goal of the pulmonary rehab team is to achieve and maintain the patient’s maximum level of independence and functioning in the community.

St. Luke’s Medical Center is proud to have a program that meets the certification requirements. Patients can be assured of the best, most up to date services. St. Luke’s Pulmonary Rehabilitation program is offered at St. Luke’s Medical Center and at St. Luke’s South Shore. Patients in need of rehabilitation must have a pulmonary diagnosis to participate. The program can be individualized to meet patient-specific needs including financial, time elements and physical limitations. A referral can be made to the Cardiopulmonary Services Department at either campus.

The St. Luke’s Medical Center’s Pulmonary Rehabilitation Program is managed by Joy Rodriguez, director of pulmonary services, and coordinated by Diana Rohloff, RN. Staff members include Kathi Baraga, RN,
Andrea Cychosz, RN, Deb Poulos, RN, and Ana Otbu, RN. St. Luke's South Shore pulmonary rehabilitation staff include Veronica Lanster, RN and Jean Kitten, and is managed by Lynn Fischer, Program Manager Cardiac Services.

The AACVPR is a national, multi-disciplinary association dedicated to the improvement of clinical practice, promotion of scientific inquiry, and advancement of education for the benefit of cardiovascular and pulmonary rehabilitation professionals and the patients they serve.

For further information, please call Diana Rohloff at (414) 649-6073.

**Aurora Libraries offering “Lunch and Learn” sessions**

Bring your sack lunch (or your morning coffee and breakfast) and learn how to access MEDLINE and other Aurora Libraries resources!

**WHO:** All interested employees

**WHEN:** Sept. 1, 7-7:30 a.m.; Sept. 2, 6-6:30 p.m.; or Sept. 15, noon-12:30 p.m.

**WHERE:** St. Luke’s Medical Center Auditorium

**WHY:** Because knowing a lot or knowing how to “get smart” in a hurry is a good idea!

**Evening support group series offered**

A new evening support group series sponsored by the Karen Yontz Women’s Cardiac Awareness Center at St. Luke’s Medical Center will begin Sept. 13. The series will be held on the second Monday of each month from 7 to 8:30 p.m. All sessions will be held at the Karen Yontz Center, on the second floor at St. Luke’s. The topics and format will be identical to the support group series currently being held from 3:30 to 5 p.m. on Tuesday afternoons. (Remaining afternoon sessions are Sept. 21, Oct. 19, Nov. 16 and Dec. 14.) Topics to be addressed are stress education, diabetes and relaxation, diet management to control stress, moods, stress management and herbs, hormones and stress and more!

These support groups offer communication among experts and the audience. This series is open to anyone and is free of charge. For information or to register for the classes, call the Karen Yontz Center 649-5767 or visit the web site at: www.karenyontzcenter.org

**Welcome new employees**

**New Employees as of Aug. 9**

Alvarez-Marquez, Eligio, Environmental Assistant
Bjugstad, Leona, NA, 11LM
Bontempo, Nicole, NA, 3EF
Campagnola, Jeanette, NA, 2CEF
Carter, Antonio, Financial Counseling Rep

**New Employees as of Aug. 16**

Evans, Tracy, ANA, 6GH
Flaherty, Jennifer, Transcription
Frost, Cheryl, RN, Pain Management
Gralinski, Kelly, NA, 3EF
Huber, Heather, PAS, Central Scheduling
Klatkiewicz, Melissa, RN, 6GH
Koziboski, Ann, Coordinator, Rehab
Mohns, Debra, Dietitian, Nut Serv
Rejman, Renee, Nurse Intern, SNICU
Severson, Timothy, Storeroom Attendant
Smith, Nita, NA, MRICU
Wagner, Elsa, Rad Tech
Warren, Sheila, NA, CVICU

**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, Aug. 27. Please include the name and phone number of a contact person.
Friendship Village offers ‘New Lease on Life’

Friendship Village, 7300 W. Dean Rd., Milwaukee, has begun offering a “New Lease on Life” rental program for older adults that encourages them to customize the services they want and need. Friendship Village’s specially trained rental coordinators say that older adults appreciate being free from household maintenance and lawn care, and benefit from the other services such as housekeeping, laundry, dining programs and transportation, as well as supportive health services.

The community offers a variety of floor plans including two-bedroom, one-bedroom, studio and alcove styles. The homes can be customized with a selection of wall coverings, window treatments, carpets and floorings. Upgraded appliances are also among the list of available options.

The rental prices are dependent on the floor plan, a la carte services and customized features.

For information, call Friendship Village at 354-3700. Friendship Village is part of Aurora’s Alternative Delivery and Community Programs.

Pharmacies to feature Clinician’s Choice nutritional supplements

Many of Aurora’s retail pharmacies have begun stocking a new line of nutritional supplements — vitamin and herbal combinations. The brand is Clinician’s Choice. The products available are Women’s AM Multi, Women’s PM Multi, Men’s AM Multi, Men’s PM Multi, Arthritis Guardian, Cardio Guardian, Osteo Guard, Macular Guardian, Mood Enhancer, Immune Guardian, Prostate Guardian, Women’s Guardian, Energy Reserve, Super Antioxidant, Neuro Guardian and Pediatric Chewable.

To help introduce these new products, the pharmacies will be offering $10 off your first $20 purchase of Clinician’s Choice products. Clip the coupon at right to take advantage of this special offer.

$10 Coupon

Good for $10 off your total purchase when you buy $20 or more of Clinician’s Choice nutritional supplements

Use this coupon for $10 off Offer good at participating Aurora pharmacies

Expires Dec. 31, 1999

Not every Aurora pharmacy is stocking Clinician’s Choice.
St. Luke's School of Diagnostic Medical Sonography
A two-year formal instructional program in medical sonography is 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 documentable hours of recent patient care experience. Application deadline is Feb. 1. Tuition is $1,500 each year for the two-year program. For information, call the department of radiology education at St. Luke's, 649-6689.

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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.

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.

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.

Sinai Samaritan
The Positive I Health Clinic is a benefiting organization of the 1999 AIDS WALK WISCONSIN and is forming a team to represent Aurora Health Care at the walk. The 1999 AIDS WALK WISCONSIN will be held on Sunday, Sept. 12. To walk or sponsor a walker, call Penny Robbins, manager of the Positive Health Clinic and HIV Services, 219-7417. For information, call 219-7908.

West Allis Memorial
Auxiliary Fine Jewelry Show
7 a.m. to 4 p.m.
Wednesday, Sept. 15
WAMH outer lobby
Direct from the manufacturer savings on fine jewelry and 14K gold — hundreds of items on display.

Teamworks, Metro Edition, is a newsletter for employees and volunteers in Aurora Health Care's Metro Region. Comments, questions and suggestions are always welcomed and may be directed to Susan Leberger, internal communications coordinator, Public Affairs Department, 3031 W. Montana, Milwaukee, WI 53215. Phone (414) 647-4176, Fax (414) 671-8560.

Mark Ambrosius
President, Metro Region