Teamworks, November 2, 1999

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What's a department to do when the Aurora Pulse survey results show that employees want to better get to know a group of physicians? If you're the Day Surgery Center at West Allis Memorial Hospital, you plan a breakfast and invite the doctors.

“We know who all the anesthesiologists are, but they only know us from the telephone,” explains Dorothy Jo Davis, RN, who organized the committee to plan the breakfast.

At West Allis Memorial, the Day Surgery Center cares for surgical patients before and after their surgeries. Surgery is performed about a half block away in the surgery department, and that's where the anesthesiologists work.

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St. Luke's expands organ transplant program

St. Luke's Medical Center received approval this summer from the United Network for Organ Sharing (UNOS) to add a kidney transplant program to its existing cardio-thoracic organ transplantation program. For patients like Kelly Kipfmue1ler-Meyer, the go-ahead for the St. Luke's kidney program couldn't have come at a better time.

Despite a 30-year battle with diabetes which ultimately left her huffing and puffing, constantly fatigued, blind in one eye, and sometimes walking with a cane in the prime of her life, Kelly always found a way to enjoy a strenuous hike up a mountain or grueling trek with a canoe on her back. The 41-year-old legal assistant from Marion, Wis., believes in tackling life with a vengeance. Health problems—even those as severe as a heart attack before age 26 and end-stage renal disease at 35—were not viewed as obstacles, but rather something to work around.

“I had kidney failure and knew I needed a transplant. I also had congestive heart failure, and tests revealed that my heart wouldn't be strong enough to get me through the kidney surgery,” she explains. “If I wanted to live, and have any hope for quality of life, I had to replace both organs.”

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Mary Ann McLaughlin, MD, MPH, was the featured speaker at a recent event for women physicians. The event was sponsored by the Karen Yontz Women’s Cardiac Awareness Center and Eli Lilly Co.

Dr. McLaughlin, who practices at Mount Sinai Hospital in New York City, spoke on “Women and Heart Disease: Challenges for Life’s Changes.” The focus of the discussion was women’s risk factors for developing heart disease and strategies relating to primary and secondary prevention.

The event was held at the Milwaukee Art Museum.

Organ transplant program

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Initially, Kelly was on organ waiting lists to receive her heart transplant at St. Luke’s, then be immediately transported to another hospital for a new kidney, then back to St. Luke’s for post-transplant care. With St. Luke’s now able to perform both surgeries, Kelly could have everything in the same place, at the same time, with the same caregivers.

The ability to provide continuity of care, from one procedure to the next and through every phase of a patient’s case, is extremely significant in organ transplantation, says Alfred Tector, MD, Kelly’s heart transplant surgeon and medical director of transplantation at St. Luke’s. “If multiple organs are involved, it’s much better for the recipient when they come from the same donor,” he says. “That means both operations have to be done within a few hours, preferably one right after another. The ideal situation is to have the two transplant disciplines working side by side, not only before and during transplantation, but also in all the follow-up care and immunosuppressive therapy to prevent organ rejection.”

At St. Luke’s Medical Center, a carefully coordinated team approach to transplantation puts everyone on the same page with excellence in patient care as the number one priority. Each patient is assigned a transplant coordinator to oversee the multitude of details involved in transplantation, from placement on the organ waiting list to arranging lab tests and biopsies, and addressing the questions and concerns of everyone involved.

In Kelly’s case, heart and kidney coordinators work in continuous consultation with each other and every member of the transplant team to provide seamless care for their patient. The teams at St. Luke’s, led by highly credentialed, dedicated transplant surgeons, also include other physicians who may be involved in the patient’s care. These may include cardiologists, nephrologists, endocrinologists, anesthesiologists and intensive care specialists; transplant nurses; social workers; psychologists; clinical dietitians; pharmacists and infectious disease specialists.

On the evening of July 17, when Kelly got the call from her transplant coordinators to inform her that a heart and kidney were available, she went to St. Luke’s with an unflagging positive attitude and complete confidence that she was in good hands.

“The transplant team at St. Luke’s is the best there is,” says Kelly. “Besides my faith in their medical skills, I really appreciate how they never treated me as ‘a kidney’ or ‘a heart,’ but as a human being.”

“At St. Luke’s, it’s very obvious the emphasis is on patient care,” agrees William Stevenson, MD, Kelly’s kidney transplant surgeon. “That’s important, because in transplantation, you are a patient for life. The transplant coordinators and physicians will always be watching over you to prevent organ rejection.”

Before coming to St. Luke’s, Dr. Stevenson was involved in nearly 1,000 kidney and liver transplants at other medical centers, including the University of Pittsburgh.

Now several months post-transplant, Kelly has never looked back on the choice she made. She feels better than she has in years. “I’ve been given another chance to lead a full life,” says Kelly. “And I’m going to do just that!”
Prime time special on heart care

Aurora Health Care, in partnership with WISN Channel 12, will kick off a one-month cardiac care promotion with a specially produced 30-minute television program that features St. Luke's Medical Center and how it meets the cardiac health care needs of our community.

The television program, which will air at 7 p.m., Tuesday, Nov. 2, highlights the exceptional heart care available at St. Luke's, with special focus on peripheral vascular disease, arrhythmia, women and cardiac issues, and the second opinion program.

During the airing of the television special, viewers will be able to call a special hotline number and talk directly to St. Luke's cardiac care professionals, who will be in the WISN studio. The promotional campaign to follow will feature important messages from the special.

Benefit enrollment deadline is Nov. 5

The annual benefit enrollment process is nearing an end. Benefit enrollment forms for coverage in 2000 must be returned to the Human Resources office no later than Nov. 5, 1999, for employees to have benefit coverage. Every employee with health coverage through the Aurora Health Network is required to re-enroll in the health plan. This is the case even for employees who are not making any changes in coverage. Also, employees covered through the Aurora Network and their covered family members will be asked to choose a personal physician. This physician will not serve as a gatekeeper, but rather as a link to Care Management services, such as those related to prevention and wellness, diabetes and asthma.

Centralized Employment moves

Centralized Employment has moved to the Forest Home Business Center, 3307 W. Forest Home Ave., only a few blocks away. Centralized Employment shares an entrance with the Aurora Pharmacy at the Forest Home Business Center and has reserved parking for job candidates. The new location is conveniently close to three different Milwaukee County Transit System bus lines. The main telephone number for Centralized Employment is now (414) 389-2600.

Library offers classes for employees

Learn how to access the Aurora Libraries' intranet page and begin using the resources available to all Aurora employees by attending the "Introduction to the Aurora Libraries' Intranet Site" class. Resources covered in the class include various Web-based databases, including Medline and CINAHL, 32 full-text online journals, various online medical textbooks, and consumer health information.

At the St. Luke's computer lab, classes will be held from 9 to 11:30 a.m. on Nov. 18, 2 to 4 p.m. on Nov. 23, 2 to 4:30 p.m. on Dec. 15 and from 9 to 11:30 a.m. on Dec. 16.

To register for any of the classes, call the St. Luke's Library at (414) 649-7356. Classes for special groups are also available.

Last chance to attend "First Impression" workshop this year

The final First Impression workshop for 1999 is scheduled from 8 to 4 p.m. on Nov. 6 at the Aurora Conference Center. This is a mandatory session for all employees designated as having a key "first impression" position at St. Luke's Medical Center. The importance of first impression employees is widely recognized, and this workshop will provide the information and tools necessary to exceed expectations and personalize care and service during this critical phase of the customer encounter. Managers and supervisors must pre-register appropriate staff members by calling (414) 647-3282.

Doctors are recording artists

Brothers Dr. Kevin Derus, emergency, and Dr. Jeff Derus, urology — members of the musical group, First & Gold — have recorded a new Packers-themed CD, "Viva La Lambeau Loca," also the name of the title song. Other cuts are "Rhode-house Blues," "Green Bay Tonight," "Packer Maniacs" and "Bang the Drums." The CDs are for sale for $10 at local Wal-Mart stores, the Brett Farve Steakhouse, the office of Emergency Medicine (see Sheila, ext. 7299) and at the Clinic of Urology, 2901 KK River Pway, #370, (414) 672-6006. Proceeds from the sale of the CDs are donated to the Make-A-Wish-Foundation.
Medical symposium on lupus planned

The Lupus Foundation of America - Wisconsin Chapter is offering a free medical symposium from 1 to 4 p.m. on Saturday, Nov. 6, at St. Luke's Medical Center's Steimke Auditorium, for lupus patients, family members and friends. Mary Cronin, MD, will discuss “What is lupus? - Diagnosis, Treatments, Flares, Complications and New Medical Developments.” James Nocton, MD, will speak on “Lupus in Children and Adolescents.” The public is invited to attend this informative presentation.

Lupus is a chronic inflammatory disease in which the body’s immune system fails to serve its normal protective functions and instead forms antibodies that attack healthy tissues and organs.

For more information on the symposium or the disease, please contact the Lupus Foundation at (414) 541-3033.

Welcome new employees

New employees as of 10/18/99
Courchaine, Kathy, Transcriptionist
Diaz, Joanne, Dietary Assistant
Foran, Katherine, Sleep Tech
Gieryn, Halina, ANA, Cath Lab
High, Teresa, CT Tech
Jacobson, David, Env. Asst., Env. Serve.
Jones, Patricia, Secretary, Transcript.
Chaplain, Niall, NA, 3Med/Surg
Khan, Ail, Pharmacists
LaCroix, Mark, Security Officer
Lieungh, Joseph, Radiation Therapist
Mariconi, Melissa, Env. Asst., Env. Serv.
Martin, Patricia, Cash App. Spec.
Merkovich, Brandi, Imaging Tech
Provost, Bob, Dietary Store Attd.
Reszka, Paul, Desktop Sup. Tech
Svoboda, Tina, NA, 10LM
Watson, Mace, Application Spec.
Demeter, William, System Analyst
Banaszynski, Dawn, Coding Specialist
Durand, Kim, RN, Same Day Cardiac
Klafke, Sandra, RN, Same Day Surg.
Patton, Belinda, Switchboard Operator
Pegelow, Sally, Financial Analyst

New employees as of 10/18/99
Aussprung, Wendy, RN, 6GHJK
Bellinger, April, Phlebotomist
Dickover, Daniel, Interpreter
Fabian, Yvonne, Switchboard Operator
Flores, Rachel, Env. Asst., Env. Serv.
Gavin, Mary, Application Spec.
Gesell, Tammy, HUC, 3CD

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, November 5. Please include the name and phone number of a contact person.
The Medical-Surgical Clinic honored its oldest employee last month with a birthday dinner and party. After more than 30 years on the job and at an age when most people are taking it easy, Martha Koch is still going strong at 80. She works part time at the clinic, 2400 W. Lincoln Ave., Milwaukee, and walks the four blocks to work each day regardless of the weather. Martha worked full time from 1967 until 1985, when she moved to part time. Over the years she's worked in laundry, medical records and housekeeping.

To be sure that clinic employees understood what the party was for, the invitation read: "Just a reminder, this is not a retirement party." Martha says, "What would I do if I retired?"

Congratulations, Martha!

Aurora Pulse action planning

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"The doctors are very busy, often with back-to-back cases. They simply don't have the time to come to Day Surgery," explains Mary Davenport, RN, Day Surgery Center supervisor.

So breakfast it was. The eight anesthesiologists were invited with written invitations, and the eight nurses and two health unit coordinators went to work planning and cooking. "We prepared all the food ourselves, except for a hot egg dish that was beautifully catered by our food service department," said Dorothy Jo. The nurses and HUCs baked special treats and served them on autumn-themed dishes using a special autumn tablecloth.

"It was successful," Mary says proudly. "Seven of the eight anesthesiologists were able to attend, and all but one of the Day Surgery Center staff was here. We had a great time and the doctors loved it." The nurses and HUCs had also prepared a bulletin board with their pictures, names and job titles for the doctors to see during breakfast.

"Acting on the Aurora Pulse survey has made a difference at our center," says Mary.
This is the eighth 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. The Metro Region's JCAHO Care of the Patient (TX.6-Rehabilitation) Chapter Team prepared this article.

The intent of the care of the patient function is to provide individualized care that is responsive to specific patient needs. The standards in this chapter address activity involved in planning care, providing care, monitoring care and coordinating follow up.

The care planning, orders and interventions result from a decision-making process based on ongoing assessment and reassessment of the patient throughout his/her contact with the organization and ongoing data analysis to determine the patient's needs. An interdisciplinary approach should be used in the care of patients.

Rehabilitation is specifically identified in the standard as one of the types of care delivered in the care of the patient function. Rehabilitation is one of the interventions in care decisions. Functional status is assessed when warranted by the patient's need or condition.

When indicated, a referral to rehabilitation services (physical therapy, occupational therapy, speech therapy), cardiac and/or pulmonary rehab should occur. Referrals should be considered in both hospital settings and in ambulatory care settings.

Potential referral sources include: collaborative database, patient assessments and reassessments, trigger list, patient pathways and outcome facilitation team (OFT) rounds.

Rehabilitation is designed to achieve an optimal level of functioning, self-care, self-responsibility, independence and quality of life. Achieving the patient's optimal level of function means restoring, improving or maintaining the patient's assessed level of functioning. Rehabilitation services aim to minimize symptoms and exacerbation of chronic illnesses, impairments and disabilities.

A rehab plan is developed based on the assessment of a patient's individual needs. Plans include the patient's personal goals. The plan incorporates measures and time frames for achievement of rehab goals and objectives.

Documentation of these items can be found in therapy evaluations, progress notes and discharge summaries.

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Time for a goal check

Setting performance goals is an important part of Aurora's performance review and planning system. Goals offer an opportunity for employees to develop their skills and to help achieve Aurora's mission and vision.

With two months left in 1999, this point in the performance review process would be a good time for employees to check their progress on accomplishing 1999 goals. Employees are encouraged to meet with their supervisors to clarify questions they might have regarding their performance goals.

Sinai Samaritan recognizes service

A Sinai Samaritan Medical Center Golden Moment Award was presented in October to Jean Roccapalumba, a recreation therapist, who was nominated for service as a patient advocate. The Golden Moment Award recognizes outstanding service.

Jean Roccapalumba, recreation therapist.
Credit Union is Y2K ready

The Aurora Credit Union has completed its analysis, remedial work and testing on all computer systems and applications for Year 2000 compliance. "No one is better prepared to talk to you about Y2K progress than Aurora Credit Union. We are looking forward to serving our members in the new millennium," says Mary Gold, president.

Mary also wants people to be wary of Y2K scams that prey on fear. The Y2K computer question has created the perfect environment for crooks to con people out of their money. The safest place for money at the millennium change is in an insured account. It isn’t wise to carry or store large sums of cash at home.

“If you feel you need a large sum of cash, members are encouraged to use traveler’s checks, which can be replaced within 24 hours if lost or stolen,” explains Mary.

Richard L. Dean, secretary of the Wisconsin Department of Financial Institutions, says: “As early as 1996 federal and state regulators joined together to ensure that financial service providers and their computer systems were ready to meet the Y2K challenge. Large and small, they have been held to the same high standards. And, they stand ready with contingency plans that provide for alternative ways of doing business in the event of any type of disruption.”
The purchase of a $2 “Go Pack” button was just the ticket when St. Luke’s held a Packers Day fund raiser last month. Purchase of the button allowed employees to wear their favorite Packers gear. Purchasers were also entered into a drawing for Packers jerseys, Packers sweatshirts, a Packers flag, Packers hats, Packers T-shirts, a one-night hotel stay, restaurant gift certificates, pizza, Packers Hall of Fame tickets and flowers.