Teamworks, February 2000

Aurora Health Care

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A reminder to RNs in preparing for JCAHO

A self-learning packet regarding Advance Directives was distributed at the Metro Nursing Leadership meeting on Jan. 13. A 1999 evaluation of nursing's compliance with federal regulations regarding Advance Directives revealed a need to improve in areas related to documentation and staff knowledge. Therefore, all registered nurses in the Metro Region are expected to complete the Advance Directive SLP by Feb. 15. It is quite succinct and should take about 20-30 minutes to complete. To obtain a copy, contact Susan Miller at 414-328-6283. If you have any questions, contact your manager.

Inservice for social workers

Professional Boundaries for Social Workers is a free, two-hour presentation on boundary issues involved in working with families and coordinating with other service providers within the Aurora system and the community. It will be offered from 3 to 5 p.m. on Tuesday, Feb. 15, at the Aurora Conference Center (Buckeye I). Ann Starr, MS, CICSW, director of Family Service's Family Therapy Training Institute, will discuss issues relevant to social workers in hospital, clinic and agency settings. For information or to register, call Marie Liebrecht, (414) 345-3090, ext. 248.

Gift catalog reminder

If you haven't ordered your Aurora employee holiday gift yet, please do so before March 31, 2000. Dayton Hudson will not honor orders received after March 31.

Teamworks in 2000

Teamworks, Metro Edition, began monthly production in January. This issue is the second in 2000. Teamworks has been redesigned for a four-page format and will continue to have the information Metro Region readers need to know. Expect to see the March issue the week of March 6. If you have an idea or an article, please call Eileen Kehoe at (414) 647-3356 or email her on Lotus Notes or at eileen_kehoe@aurora.org. Her fax number is (414) 671-8113.

New Aurora pharmacy opens in Wauwatosa

Milwaukee Psychiatric Hospital, located at 1220 Dewey Ave. in Wauwatosa, is the home of Aurora's newest pharmacy. Pharmacist Kerry Beck and technician Tracy Johnson are available to handle your pharmacy needs between 9 a.m. and 5:30 p.m. Monday through Friday. Call 454-6796. The pharmacy's Open House will be held on Thursday, Feb. 24. Stop in, meet the staff and enjoy light refreshments.

Thank you, employees, physicians and volunteers!

During the recent flu epidemic, you demonstrated a spirit of dedication, teamwork and service to meet the needs of our patients. You are to be commended for going "above and beyond" when your help was needed during this extremely busy time. Your time and efforts are greatly appreciated!

Family-to-Family Thanksgiving volunteer given national honor

Family Service of Milwaukee's 1999 Family to Family Thanksgiving project provided groceries to 3,500 families in need, an all-time high. Special thanks go to the many donors who gave food and money for the effort, to WKTI's Reitman and Mueller for their tireless promotion of the project, and to the hundreds of volunteers from the community and Aurora staff who helped bag and distribute groceries and identify recipient families.

A key member of the Family to Family team for the past three years, Staff Sgt. Stephen Pepper Jr., has received national recognition for his work. Sgt. Pepper was given the 1999 VIP (Very Important Patriot) Award by the National Military Family Association for his leadership in coordinating National Guard resources and volunteers for the project. He was chosen for the top honor from 394 nominees from all branches of service and all parts of the world, and received the award at a ceremony in November in Washington, DC.
Aurora offers temporary work option through DCI

When managers need a temporary worker to fill in for an employee who's out on leave, who do they call? They call DCI, Diversified Care, Inc., Aurora's own temporary staffing agency.

"With just one call, a manager has direct access to a whole pool of temporary workers," says Kiki Brunelli, manager of DCI. DCI was created about 11 years ago to provide quality assurance in meeting Aurora's needs for temporary nursing staff. Its focus was expanded about six years ago to provide temporary staffing in all areas.

"We are able to assure that all of the necessary criteria to keep us in compliance with Joint Commission standards, state standards and Aurora standards are met by the temporary staff we employ," Kiki explains.

Aurora's temporary workers must meet the same criteria as regular employees. They must pass a drug screening, undergo a criminal background check and license verification, provide health information, be reference-checked and provide educational credentials.

DCI saves managers time by doing the recruiting, timesheet verification, billing and monitoring of work quality and manager and employee satisfaction.

Kiki and DCI's assistant manager, Anna Restivo, are registered nurses. They worked for a number of years at St. Luke's Medical Center before being called upon to help create DCI. DCI reports to Dennis Restivo, president of Aurora Ventures.

Kiki and Anna believe that their backgrounds as registered nurses have prepared them especially well to provide temporary staffing services.

"When you're a staff nurse, you know that things seldom go quite the way you want them to -- so you plan your day to allow for the time that will be needed. Working at DCI, we do the same thing. We're organized so that we have time to deal with issues that need a quick turnaround," Anna explains.

DCI has its own pool of workers and also outsources to temporary agencies that have proven they can provide quality people who do a good job. While most of DCI's placements are in the Metro Region, they act as a resource to management in the North, Central and South Regions.

DCI places registered nurses; entry-level workers in food services, laundry and housekeeping; clerical workers from administrative assistants to clerks; as well as therapists, technologists and computer information services workers. "We're always looking for referrals," Kiki says. "Over the years, DCI has been faced with unusual requests and generally has been flexible in trying to meet the needs of all parties."

Among the people who work for Aurora through DCI are retired Aurora employees who want to remain active in the workforce; students, nurses and other health care workers who are unable to commit to a regular schedule; and others who have various backgrounds and skills.

Aurora employees with friends and family members who are seeking temporary employment are encouraged to have them call Kiki or Anna at (414) 541-7666. The DCI office is located at 9401 W. Beloit Rd., Suite 208.

Hartford emergency nurses work to prevent alcohol-related crashes

A new program spearheaded by emergency nurses at Hartford Memorial Hospital has the goal of preventing alcohol-related emergencies in Washington and Dodge counties.

The program, ENCARE, which stands for Emergency Nurses Cancel Alcohol Related Emergencies, is the only program of its type within the Aurora system. It involves nurses doing community service work by presenting alcohol awareness programs in the high schools. ENCARE is a national nonprofit injury prevention organization whose mission is to reduce preventable injuries and deaths by educating the public in order to raise awareness and promote healthy lifestyles.

The program was initiated by Al Davies, RN, with the support of hospital administration. "When staff members are creative, we must support that," says Loretta Klassen, director of patient care services.

Consider these startling facts

- In 1997, 16,189 persons died in alcohol-related traffic crashes -- an average of one every 32 minutes. There were 2,209 alcohol-related deaths among teens 15 to 20 years old.
- By age 18, more than 40% of teen drivers have been involved in a car crash.
- In 1998, 709 persons were killed in Wisconsin motor vehicle traffic crashes. 40% involved alcohol, 29% involved speed and 16% involved both speed and alcohol.
- Motor vehicle crashes are the leading cause of death for Americans ages 1 to 34.
Golden Sneaker nominations

The following St. Luke's Medical Center employees were nominated in January to receive the “Golden Sneaker” award:
Kate Deakin, Cardiac Rehabilitation
Paul Pawlak, Dietary
Linda Mitchell, Food Management
Scott Hughes, Surgery
Kim Fellmeth, Clinical Information Services
Margaret Haferman, PM&R
Lori Lund, Environmental Services
Robin Vossburg, Imaging
Mary Lynch, Imaging
Mary Angert, Social Services

Kate Deakin, Cardiac Rehabilitation, was selected as the Golden Sneaker recipient for the month. Her nomination read: “Loyalty, dedication and commitment truly exemplify Aurora Cardiac Rehabilitation employee Kate Deakin, both at work and at home. While few knew it, over the course of the last year, Kate’s roles have reversed from daughter to caregiver, tending to her dying mother Victoria, and from part-time Secretary II responsibilities at West Allis and St. Luke’s South Shore to full-time coverage throughout Aurora’s Metro Region.

“In an effort to meet department needs, Kate not only met her work responsibilities, but also graciously accepted additional tasks, learning as well as facilitating training of staff to a new scheduling and billing system at St. Luke’s. When chaos broke out in the department because the computer system crashed, Kate never faltered. She made herself available, volunteering to stay late and come in early to see the job through successful completion. Concurrently, her world at home was slowly disintegrating, necessitating coordination of services to assist her mother’s graduation from patient care at St. Luke’s Vince Lombardi Cancer Center to home hospice.

“Kate is a ‘department equalizer.’ She is one of the most positive, balanced, good natured, spirited people that truly make the difference in all walks of life.”

East stairwell access to change

Access to the east stairwell that runs from the deli section of the cafeteria to the circle drive entrance will be closed from 4 p.m. to 6:30 a.m. weekdays and from 4 p.m. Fridays to 6:30 a.m. Mondays, beginning Feb. 11. This change is being made after discussions with Loss Prevention services and administration to enhance security. Questions about this change may be addressed to Loss Prevention or Food Management.

Welcome, new employees

Abbas-Restorff, Jaime, RN, Float Pool
Acosta, Esmerelda, Secretary, Fam. Prac.
Ali, Fadia, NA, CICU
Andereg, Aime, NA, 4KLM
Angelici, Celina, IS Intern
Arndt, Susan, RN, 10LM
Arnot, Cindy, Dietary Assistant
Augustynowicz, Deb, Billing Specialist
Azzolina, Angela, Int, RN, 8GHJK
Baer, Cynthia, RN, Float Pool
Bailey, Tiffany, RN, 9LM
Bankier-Davis, Shirley, Secretary, Prof Affairs
Banks, Shawn, RN, 4CD
Barnett, Zandra, ANA, Float Pool
B enam, Toney, HUC, SNICU
Bell, N esey, Ext, Dietary Assistant
Belton, Lawrence, NA, 6KLM
Blunt, Brenda, RN, 9LM
Bork, Kelly, RN, CICU
Boysen, Nicole, RN, SNICU
Brisch, Erin, RN, 5GHJK
Buelo, Krista, NA, CICU
Burk, Shannon, RN, CICU
Burr, Jennifer, HUC, ER
Contreras, Mauricio, Medical Interpreter
Cook, David, Maintenance Tech
Copeland, Dorothy, Env Asst
Cruz, Lucy, Pt. Service Rep
Czarnecki, Carolee, RN, 11LM
Dess, Timothy, RN, CICU
Dil, Sandy, Ext, Sec., Bus & Mkt Dev
Dietrich, Michelle, Nurse Intern, 4CD
Disch, Mary Ann, Dietary Assistant
Dlouhy, Julie, ANA, Float Pool
Domagalski, Rachel, Transporter Aide
Douglass, Rahl, RN, 5LM
Drea, Lisa, NA, 4CD
Dronso, Trisha, HUC, Float Pool
DuMez, Andrea, RN, 8GHJK
Eaton, Cathleen, RN, 4CD
Eaton, Cynthia, RN, ER
Eberhardt, Michelle, RN, 5LM
Edwards-Sontic, Linda, Med. Transcriptionist
Elaison, Connie, Phlebotomist
Fitzpatrick, Scott, Desktop Support Spec
Fredrick, Connie, Int, Transporter Aide
Fuenmayor, Kathy, RN, 4EF
Gajewski, Joe, Assistant
Gaszak, Jodi, Dietary Assistant
Gates, Amy, Cardiography Tech
Germanson, Lynn, System Analyst
Gilbert, Nedra, NA, 7GHJK
Gill, Simonia (Lisa), Dietary Assistant
Gillyard, Tonya, Security Officer
Gisch, Jacqueline, Coord., Dec Sup Spec
Gonzalez, Luis, Medical Interpreter
Gonzalez, Martha, Env Asst
Goodman, Tajuana, Env Asst
Gorectke, Daniel, OR Tech
Gorzycyki, Justine, RN, 11LM
Greenwell, Curtis, Env Asst
Grenier, Jodi, Surg Tech
Haack, Linda, Mgr. Cred Verify Serv.
Hart, Roxanne, Dietary Assistant
Hembrook, Matt, Lab Assistant
Henderson, Lori, RN, DTC
Hendrickson, Diane, RN, SNICU
Herrick, Paul, EP Tech
Heuton, Doug, Respiratory Therapist
Hilton, Cherie, RN, Float Pool
Hinton, George, Dir. Workforce Plan.
Hodgson, Shannon, RN, 8GHJK
Hofmann, Mary, Sec., Comp & Ben.
Hudy, Mark, Fac Mgmt Sys Spec
Imler, Debbie, Dietary Assistant
Iwinski, Julie, Nurse Inter, 9LM
Janquart, Jennifer, RN, Float Pool
Jelinek, Laura, NA, SNICU
Jennnerjohn, Cindi, RN, Float Pool
Jensen-Ruiz, Sonya, HR Generalist
Johnson, Jayne, RN, MRICU
Johnson, Lashion, Dietary Assistant
Johnson, Lynette, Dietary Assistant
Johnson, Tanisha, NA, 4EF
Karabon, Laurie, RN, 2CEF
Karakis, Sara, HUC, SNICU
Karamehmedovic, Biljana, Clinic Clerk
Kaufman, Kris, Accounting Clerk
Kayser, Erin, RN, Surgery
Kazmierski, Tammy, Phlebotomist
Kleats, Nancy, Int, Ld Computer Operator
Klement, Joanna, NA, 3CD
Konecny, Joe, Security Officer
Kopacz, Lisa, Rad Tech
Kriese, Gloria, RN, Inpatient Rehab
Kuszewski, Pamela, RN, 2CEF
Larson, Jeremy, Dietary Assistant
Lawless, Ginger, RN, 3CD
Lewis, Kristine, MRI Tech Trainee
Lockwood, Latanya, Transporter Aide
Lopez, Linda, Transporter Aide
Loppnow, Ray, Ld Data Network Eng
Maciolek, Kathy, Record Access Clerk
Mackiel, Ann, Pharmacist
Maddox, Tom, Dietary Assistant
Mata, Efzenia (Gina), Dietary Assistant
McGaffery, Evelyn, HUC, SDS
McDevitt, Phyllis, RN, 7GHJK
Means, Shontah, NA, CVICU
Meredith, Larry, Desktop Support Spec
Miller, Kevin, Ortho Assistant
Mira, Jun, RN, Surgery
Moczynski, Amy, RN, 3MESG
Monahan, Christine, Medical Social Wkr
Mosby, Sparkle, Dietary Assistant
Muehls-Sussman, Wendi, Operations Imprv Coord
Murphy, Jacqui, Med. Transcriptionist
Nelson, Laura, RN, 4EF
Nichols, Paul, Software System Eng
O'Hara, Kelly, RN, 8GHJK
O'Polka, Dawn, Dir. Brand Comm.
Olla, Michael, Env Asst
Orthodoxou, Eleni, RN, SNICU
Payne, Cory, Phlebotomist
Pepin, Cheryl, Followup Specialist
Peratoni, Michelle, Pharmacy Tech
Perry, Ericka, Patient Companion
Peterson, Vernell, Dietary Assistant
Phipps, Trinette, Env Asst
Pirig Anderson, Jane, Dir. Philanthropy
Plecha, Ellen, Pt Access Spec.
Powers, Mary, Coord., Life Support
Price, Kim, RN, Gamma Knife
Quinn, Heidi, NA, Float Pool
Raufmann, Diane, Admin Asst, QM
Reid, Shelly, NA, 4EF
Rejman, Renee, RN, SNICU
Rick, Alice, RN, DTC
Robinson, Henri, NA, 10LM
Rodriguez, Mary Lou, Central Service Tech
Ross, Elizabeth, PCA, Float Pool
Rouse, Teresa, Accountant
Rueth, Jay, RN, 6KLM
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 email (muszyn@execpc.com). The deadline for the next insert is Friday, Feb. 25. Please include the name and phone number of a contact person.
Pulse Survey generates positive changes

Throughout the Metro Region, Pulse Survey action plans, developed by employees, have generated positive changes. Through Teamworks, we have been sharing some of these success stories with you. Here are examples from Washington County:

Birth Day Center at HVH

In Pulse action planning discussions, employees in the Birth Day Center at Hartford Memorial Hospital found they had an interest in helping more families decide to have their babies at Hartford Memorial. Among the ideas chosen to increase community awareness of the unit was to have a poster display at local events, such as the Washington County Health Fair. Monica Braun, RN, volunteered to prepare the posters and has been attending local events to raise community awareness. Monica serves as staff nurse, birth resource nurse, prenatal counselor and lactation consultant.

Monica says that the Birth Day Center staff has a real sense of pride about their work and is glad the community is becoming more aware of their services.

Rehabilitation Services

An idea developed in Washington County Pulse action planning has been used to provide a forum for rehab staff to communicate with Lisa Just, director of Rehabilitation Services in the Metro Region.

Employees can now use a special section of Rehab News, the department newsletter, to write comments, ask questions and address concerns. Employees who suggested the idea said it would be a way to show that their opinions count by giving them a direct line to Lisa. The overall goal is to improve teamwork in rehab sites throughout the region.

“Our department is large and spread out and this helps us to be sure we all know what’s going on,” says Karin Buckholdt, lead physical therapist at General Clinic of West Bend and an Aurora employee at Hartford Memorial Hospital.

Healthy Balance: a new approach to weight management

In support of Aurora’s goals in the area of prevention and wellness, a multi-disciplinary team from throughout the Aurora system has designed an innovative approach to weight management. The result of this team’s efforts is Aurora’s Healthy Balance Weight Management Program.

Unlike many existing programs, Healthy Balance offers something far beyond the diet plan and weekly weigh in. 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 piloted successfully at two Aurora facilities, and the first training session was held last fall in the Metro Region. Currently, there are two programs running within the Aurora system (at Sheboygan Memorial Medical Center and the Burlington Wellness Center).

We are looking for health care professionals, such as dietitians, nurse educators, behavioral health professionals and exercise specialists, who would like to facilitate or teach the Healthy Balance program sessions. The training session will be held at Sheboygan Memorial Medical Center on Wednesday, March 29 from 9 a.m. to 4:30 p.m. To register or for information, contact Beth Stewart at (414) 454-6741 or Lotus Notes or at beth_stewart@aurora.org.

Audit asks employees to check their personal information

It’s almost time for Human Resources’ biennial audit to check whether employees’ personal information on file is up to date.

In February, every employee will receive a form at home. You should carefully check the information on the form, cross out any incorrect information, and indicate changes. Return the form only if corrections are necessary.

The deadline and address for return are shown on the form. Changes cannot be called in to Human Resources because of the large number of corrections expected during the audit. Past audits have revealed significant errors such as incorrect Social Security numbers, birth dates, home phone numbers and addresses, and work phone numbers.

If changes in your personal information occur in the future, notify your human resources representative at the work site when your changes occur.

Phone booth for sale

Aurora employees interested in purchasing a wooden pay telephone booth that came out of West Allis Memorial Hospital may do so through a Silent Auction bid process. The phone booth, built in 1963, measures 30" deep x 29" wide x 84" high in light wood-tone (possibly birch) with bi-fold doors. It can be viewed on Tuesday, Feb. 15, from noon to 1 p.m. in the West Allis maintenance department, on the ground level near shipping and receiving.

For bids to be considered, they must include: employee name, ID number, facility, department, home phone, department phone and amount of the bid. This information must be sealed in an envelope marked “Phone Booth” and sent to Facility Services - Metro Region, St. Luke’s Medical Center, 8th floor Knisely Bldg. All bids must be in the office of Facility Services by 4 p.m. on Monday, Feb. 21.

The phone booth (without the phone) will be sold as is with the highest bid being accepted. It must be removed by Friday, Feb. 25. Questions? Call Facility Services at 414-649-7397.
Recently, Aurora’s Care Management/Quality Council approved a plan for a system-wide patient education structure. This plan is the result of numerous discussions and meetings held over the past year and including representatives from all regions of Aurora. Highlights are:

• Patient education will be primarily a region-driven process. Each region will set up their own structure or process through which patient education issues will be communicated and addressed.

• A system patient education committee, comprised of regional patient education leaders and representatives from key system departments, will focus on information-sharing, problem-solving, communication, and standardization at the system level when appropriate.

• Support to the system patient education committee will be provided through the Care Management/Quality Department. The Care Management/Quality Council will serve as the overseeing leadership group.

A strategic planning group has identified system-wide objectives and goals, based on input from all regions. Key objectives identified for the year 2000 are:

• All patient education materials printed through Creative Services, SMMC Printing Department, and Dataforms, Inc., will be listed in a quarterly report that includes dates, originating departments/facilities, and dollars spent.

• All of “Aurora-wide” For-Your-Well-Being handouts (consensus on content reached through system-wide team) will be accessible throughout the system, both on line and through printing services.

• The top 10 patient education issues/needs across the system will be identified through the use of a standardized needs assessment tool developed through the system Patient Education Committee.

All newly developed/revised patient education materials will follow standards and specifications set forth through the system Patient Education Committee development, approval, and evaluation.

Core competencies for patient educators across the system will be defined through the system Patient Education Committee, and regions will identify all staff who should meet those competencies.

Patient education in the Metro Region will be structured through a multidisciplinary committee lead by Kathleen Turner, coordinator for Patient Education. The committee meets monthly and reports to the Acute Care Coordination Committee for the Metro Region. Currently, the Patient Education Committee is formulating its mission statement, vision, and objectives for 2000. One of its major goals is to develop a process for creating, approving, updating, cataloguing/ tracking and accessing patient education materials for the Metro Region.

March nursing education classes

Classes listed here are free to Aurora employees unless a fee is indicated in the class description. Unless otherwise noted, all classes are held at the Aurora Conference Center, 2920 W. Dakota Street, Milwaukee. Classes may be canceled if the minimum registration are not received. Preregistration is required. For information or to register, call nursing education, (414) 647-6370, or fax the registration to nursing education, (414) 647-4878, or email: Lotus Notes or nsg_ed@aurora.org.

1 Metro Shared Leadership I Series, 8 a.m. – 4 p.m., Aurora Conference Center.

2 ACLS Renewal, 7:30 a.m. – 4 p.m., SMMC. Registration is closed.

3 ACLS Renewal, 7:30 a.m. – 4 p.m., SMMC. To register, call (414) 647-6328.

4 Chemotherapy Administration, 7:30 a.m. – 4 p.m., Aurora Conference Center. To register, call (414) 647-6328.

5 Metro Basic Nursing Assistant Certification, 7:30 a.m. – 4 p.m., SMMC. Two-hour chemo exam will also be required after course completion. This course has been revised to meet two full days of class.

6 Metro Nursing Citizenship Day, 8 a.m. – 5:30 p.m., Aurora Conference Center. Content geared to advanced beginners.

7 Metro Basic Nursing Assistant Certification, 7:30 a.m. – 4 p.m., Aurora Conference Center.

8 Metro Experienced Nursing Assistant Orientation Day, 8 a.m. – 3:30 p.m., Aurora Conference Center. To register, call Bette Jo Jennings, (414) 328-6285.

9 Basic IV Therapy Review: Fluids and Medications, 8 a.m. – 4 p.m., Aurora Conference Center.

10 Lead ECG: What’s Normal and What’s Not, 8 a.m. – 4 p.m., Aurora Conference Center.

11 Metro Experienced Nursing Assistant Orientation Day, 8 a.m. – 3:30 p.m., Aurora Conference Center. To register, call Bette Jo Jennings, (414) 328-6285.

When weather conditions make travel potentially hazardous, classes may be canceled. Please call nursing education, (414) 647-6370, or the phone number you called to register for a class, after 4:40 p.m., for a recorded announcement on changes in the status of classes for that day.

12 Metro Experienced Nursing Assistant Orientation Day, 8 a.m. – 3:30 p.m., Aurora Conference Center. To register, call Eileen Kehoe, (414) 671-8113. Email: Lotus Notes or eileen_kehoe@aurora.org.