Teamworks, March 2000

Aurora Health Care

Follow this and additional works at: https://digitalrepository.aurorahealthcare.org/ahc_books

This Pamphlet is brought to you for free and open access by the Aurora Health Care at Aurora Health Care Digital Repository. It has been accepted for inclusion in Aurora Health Care Books, Documents, and Pamphlets by an authorized administrator of Aurora Health Care Digital Repository. For more information, please contact aurora.libraries@aurora.org.
Therapeutic Pancreatic and Biliary Endoscopy for the New Millennium
April 6, 7 & 8
Pfister Hotel and St. Luke’s Medical Center

Physicians, nurses and associates are invited to attend this program which will feature live biliary and pancreatic ERCP cases, a mini-symposium on pancreatic biliary neoplasms, lectures and breakout sessions.

The program is sponsored by St. Luke’s and Gastroenterology Consultants, Ltd.

Course director: Joseph E. Geenen, MD

For information, call (414) 649-5889 or fax (414) 649-5099.

St. Luke’s South Shore hosts open house
10 a.m. to 1 p.m. Sat., April 1

Employees and the community are invited to an open house to celebrate St. Luke’s South Shore’s “Bright Future, Proud Past.” Attend this event and experience a review of advances in health care and at St. Luke’s South Shore in the last millennium. Activities will include free health screenings and information, tours of several departments, an interactive trivia game, refreshments and door prizes.

Gift catalog reminder
If you haven’t ordered your holiday gift yet, please do so before March 31, 2000. Dayton Hudson will not honor any order received after March 31, 2000.

Employees to help create a symbol for Aurora Service

Your ideas are needed! Employees in the Metro Region and throughout the system are invited to lend their creativity in support of an effort to design a symbol for Aurora Service.

Work to further build Aurora’s service culture is continuing on a number of fronts. Among the current projects is development of a new service recognition program, a way to recognize employees when they provide outstanding service.

Last year, a committee with representatives from throughout Aurora developed guidelines for service recognition. The committee now must choose a symbol for Aurora Service — and your help is needed.

All employees are encouraged to use the accompanying form to submit ideas for a service symbol. Ideas may be submitted by individual employees or by groups of employees. The employee or employees whose idea is chosen will receive the first system-wide Aurora Service award, and also will be recognized in the fall at a meeting of all Aurora leaders in downtown Milwaukee. The deadline for submitting ideas is April 14.

Ideas also may be submitted electronically on a form available on the Aurora Intranet site (www.ahcweb.aurora.org). You’ll find it under “Employee Communications.”

Here’s some more information on what is needed:
- One symbol is to be used throughout Aurora. Pins awarded to recognize exceptional service will bear this symbol.
- The symbol needs to demonstrate the key concepts of the Aurora Service Commitment, such as being aware of customer needs and being responsive to them.
- The symbol could relate to a specific story about outstanding service.
- The symbol should support the Aurora Service Commitment.

All employees are encouraged to use the accompanying form to submit ideas for a service symbol. Ideas may be submitted by individual employees or by groups of employees. The employee or employees whose idea is chosen will receive the first system-wide Aurora Service award, and also will be recognized in the fall at a meeting of all Aurora leaders in downtown Milwaukee. The deadline for submitting ideas is April 14.

Ideas also may be submitted electronically on a form available on the Aurora Intranet site (www.ahcweb.aurora.org). You’ll find it under “Employee Communications.”

Your ideas are needed! Employees in the Metro Region and throughout the system are invited to lend their creativity in support of an effort to design a symbol for Aurora Service.

Work to further build Aurora’s service culture is continuing on a number of fronts. Among the current projects is development of a new service recognition program, a way to recognize employees when they provide outstanding service.

Last year, a committee with representatives from throughout Aurora developed guidelines for service recognition. The committee now must choose a symbol for Aurora Service — and your help is needed.

All employees are encouraged to use the accompanying form to submit ideas for a service symbol. Ideas may be submitted by individual employees or by groups of employees. The employee or employees whose idea is chosen will receive the first system-wide Aurora Service award, and also will be recognized in the fall at a meeting of all Aurora leaders in downtown Milwaukee. The deadline for submitting ideas is April 14.

Ideas also may be submitted electronically on a form available on the Aurora Intranet site (www.ahcweb.aurora.org). You’ll find it under “Employee Communications.”

Here’s some more information on what is needed:
- One symbol is to be used throughout Aurora. Pins awarded to recognize exceptional service will bear this symbol.
- The symbol needs to demonstrate the key concepts of the Aurora Service Commitment, such as being aware of customer needs and being responsive to them.
- The symbol could relate to a specific story about outstanding service.
- The symbol should support the Aurora Service Commitment.

Submit Your Ideas!

Suggested symbol

Why do you think this would be a good symbol of Aurora Service?

What would you name the symbol?

Your name

Department

Facility Phone no.

Supervisor’s name

Send this form to: Patty Triscari, Aurora Public Affairs, Forest Home Center, P.O. Box 343910, 3305 W. Forest Home Avenue, Milwaukee, WI 53234-3910

To submit your idea online, go to the Aurora Intranet site at www.ahcweb.aurora.org and look under “Employee Communications.”
Preliminary JCAHO results show high marks in Aurora's Metro Region

Diane Beaudry, director, Quality Management, prepared the following article for St. Luke's and Sinai Samaritan Medical Centers. Diane was the Metro Region contact/liaison with the Joint Commission for the Multihospital 2000 Survey.

The Metro Region of Aurora Health Care recently completed its first-ever multihospital survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The survey ended on Feb. 29, when the core team of three surveyors met with our regional leadership to share the overall survey results. The preliminary results they reported indicated that all the Aurora Metro Region hospitals will receive a three-year accreditation. These hospitals' grid scores ranged from 92 to 99, with some recommendations for follow-up to JCAHO. This compares favorably with the 1999 average hospital grid score of 88.

"... everyone should be proud of this great accomplishment."

Mark Ambrosius
President
Metro Region

"The surveyors went out of their way to compliment the quality and participation of physicians and staff throughout the four-week survey process," said Mark Ambrosius, Metro Region president. "Organizing and preparing for this system survey was a great team effort across the entire region, and everyone should be proud of this great accomplishment."

The survey started with a full day orientation during which the Metro Region leaders educated the survey team on several key topics, such as the Aurora mission, vision, values and strategic planning; the reorganization of Aurora into our four regions; and the reporting and operations structure of the Metro Region.

The survey then moved to the specific hospitals. First, Sinai Samaritan Medical Center underwent a four-day survey including a pilot of an off-shift survey, unannounced in advance, which followed a patient who had been admitted through the Emergency Department to the inpatient area. The Sinai Samaritan survey also included off-site visits to several clinics including Johnston Primary Care and Clarke Square, Sports Medicine Institute in Oconomowoc and outpatient rehab services at Village Adult Day Center in Milwaukee and the Aurora Health Center in Waukesha.

The following week, the team conducted a five-day survey at St. Luke's Medical Center and St. Luke's South Shore. St. Luke's also underwent a pilot of the new Joint Commission off-shift survey. The survey team again included visits to multiple offsite locations, including the cardiac rehab services in Kenosha, the inpatient rehab units at the Lakeland and Sheboygan hospitals, one of the outpatient rehabilitation clinics in Racine, and services at New Berlin and Franklin.

West Allis Memorial Hospital followed with a three-day survey. Hartford Memorial Hospital finished out the hospital-specific surveys with a two-day survey.

The JCAHO surveyor team identified many positives observed during the multihospital survey. Probably the overall best compliment our survey team gave us was to remark on several occasions that if they were ever personally to become ill they would want to come to our hospitals for care.

About Joint Commission accreditation

Aurora hospitals voluntarily seek accreditation from the Joint Commission. To earn accreditation, hospitals must show that the way they care for patients is appropriate and consistent with the standards outlined in the Joint Commission’s Consolidated Accreditation Manual for Hospitals.

Joint Commission means that a health care organization has automatically fulfilled Medicare certification requirements, which are needed before the hospital can receive Medicare payments. In most states, accreditation also fulfills requirements for hospital licensure.

employee Recognition Event

6:30 to 10 p.m.
Thursday, May 11
Milwaukee Public Museum

This year's event will honor Aurora employees with five years or more of service (in five-year increments) who are celebrating their service anniversaries between May 14, 1999 through and including May 11, 2000. If you are eligible to attend, you will receive an invitation in April. You will be invited to bring one guest.

The museum has been reserved exclusively for Aurora employees and their guests. The evening will feature an international menu, musical entertainment and an opportunity to tour Milwaukee's fabulous museum.

If you have any questions about the Employee Recognition Event, contact your Human Resources representative.

Help create symbol

Continued from page 1

The Aurora Service Commitment, which now appears on all of our name badges, reads as follows: "Our commitment to service will develop sustained loyalty among the people we serve, as we find and provide what is important to each of them. Aurora will be recognized as an organization where employees and physicians set the standard for service in health care."

Here are a couple of specific ideas to get you thinking about a symbol:

• Golden Stethoscope — Requires careful listening; gets to the heart of things, to what really matters; it's a symbol of the healing process.

• Golden Torch — A symbol of fire and passion; the Olympic torch is the symbol of excellence; a torch provides light for the journey; provides warmth and is carried with pride.

Some Aurora facilities already have service recognition symbols. The issue of how to make a transition to a single symbol to be used throughout our organization is being addressed.

Please share your ideas for a symbol of Aurora Service. And remember, the deadline for submitting ideas is April 14.
Women's health center planned for West Allis

Construction is scheduled to begin this spring on a five-story, 207,000-square-foot women's health center to be located on the campus of West Allis Memorial Hospital. Completion is projected for late 2001.

The women's health center has been in the planning stages for some time as a major initiative of the Metro Region. Currently, nearly half of all women who live in Milwaukee's south and southwest suburbs leave the south side to deliver their babies. West Allis was chosen as the location of the new health center because of the availability of space and need for women's services on the area's south side.

The new center is being designed to meet the distinct health care needs of women throughout their life. Services will range from a new tertiary-level obstetrics program to perinatology to outpatient services. The facility will feature private inpatient recovery rooms, labor-delivery-recovery rooms, post partum rooms, a well-baby nursery and a 23-bed neonatal intensive care unit.

Outpatient services will include breast and bone diagnosis and treatment, a continence center, The Karen Yontz Women's Cardiac Awareness Center, maternal and fetal medicine, gynecological cancer care, behavioral health, plastic surgery, nutrition counseling, diabetes education, and lifestyle and fitness programs.

The new building will be constructed on the northwest side of the hospital. It will be connected to the hospital on the ground and first floors, and by a skywalk on the fourth floor. The top two floors of the building will be developed for physician office space.

The project also includes development of a garden in a park-like setting open to patients, visitors and employees. It will be designed to be enjoyed from both inside and outside the new building.

To provide for patient convenience, a three-story parking structure in the location of the existing visitor's parking lot is being planned. The new women's center will include many other features designed to meet the needs of women in areas south and southwest of the Milwaukee metropolitan area.

Aurora web site adds 'Ask a Heart Expert,' hyperbaric medicine

Visitors to our web site, www.aurora-healthcare.org, now have easy access to the medical experts at St. Luke's Heart Care. On the “Ask a Heart Expert” pages, questions can be posted 24 hours a day. Questions received from web visitors are forwarded to the heart care specialist at St. Luke's Medical Center who can best address each concern. Responses are posted on the web site and logged for quick access and review.

The pages can be accessed directly from the Aurora home page and also from the Cardiac Services page. People can either browse the questions and click to view an answer, or they can do a keyword search.

“Ask a Heart Expert” is offered as a public service by St. Luke's Heart Care. Also new on Aurora's web site are pages about hyperbaric medicine. These describe the services of the Center for Comprehensive Wound Care and Hyperbaric Oxygen Therapy at St. Luke's Medical Center and the Wound Care Center at St. Luke's South Shore. Both of these facilities use hyperbaric chambers. These pages can be accessed from “What's New” on the Aurora home page, and, later, from the Services menu.

Holiday food drive recipients express their thanks

Aurora Health Care voluntary employee holiday food and gift drive resulted in the delivery of more than 20,000 pounds of food, clothing and gifts to the Madison Street Outreach Clinic. In addition, more than 200 boxes of food, clothing, toys, gifts and gift certificates were donated to ten parishes served by Aurora parish nurses to help with their food pantries. A total of $4,624 was received and deposited for use in the Second Harvest Food Bank. This donation provided more than 30,000 pounds of food for hungry families!

Aurora's parish nurses and others from agencies who help people in need have sent many letters to Aurora, expressing their gratitude for the offerings. Here are some portions of those letters:

Calvary Baptist Church was able to feed more than 125 families because of your kindness.

We at Ascension Lutheran Church are very grateful to be a partner with Aurora Health Care. The outreach of Aurora to the community is wonderful!

I'm writing this letter to offer my sincere gratitude for all the hard work you and your volunteers did over the holiday season. It was a wonderful statement of how individuals working together can make such a big impact.

Thanks to the generosity of Aurora employees, there are people in our neighborhood who have warm coats and enough to eat. Blessings to you.

We appreciate all that Aurora Health Care has done in making our parish a healthier community. May God bless you as you continue to serve the health care needs of the community. Being a central city church, St. Michael Church relies on agencies such as yours to help us serve the needs of the poor.
Training Institute looks to future

The Family Therapy Training Institute (FTTI), Family Service of Milwaukee's postgraduate training program for marriage and family therapists, has been reaccredited by the Commission on Accreditation for Marriage and Family Therapy Education for the maximum period of six years. The Commission cited FTTI's "long, unique and distinguished history, high quality clinical facilities, and attention paid to diversity throughout the curriculum and faculty" as particular strengths.

Since its establishment in 1972, FTTI has been the training ground for many of the area's preeminent marriage and family therapists. A group of the Institute's graduates have recently formed a Diversity Task Force to recruit, train and support minority professionals representative of the client population they serve. Chaired by James Lloyd, MSW, a 1994 FTTI graduate, the Task Force is also considering fundraising strategies to provide tuition assistance for qualified minority therapists through the David L. Hoffman Scholarship Fund.

Family Service of Milwaukee is part of Aurora's Alternative Delivery and Community Programs.

Meet Kristin Baker Niendorf, certified genetic counselor

Kristin Baker Niendorf, MS, CGC, has joined Aurora Health Care as certified genetic counselor in the Metro Region. She is available to provide familial cancer genetic counseling services at St. Luke's Medical Center and perinatal genetic counseling services at Sinai Samaritan Medical Center or other Aurora facilities.

In familial cancer genetic counseling sessions, Kristin meets with patients to discuss a variety of topics, including: the possibility of inherited predisposition to cancer; cancer risks based on family history; testing for genetic syndromes which predispose a person to cancer; and psychosocial issues, such as decision-making. Kristin also offers current information about familial cancer prognosis, surveillance, and general medical management issues. Following the counseling session, the patient may be referred to an appropriate provider for medical management, as needed.

Kristin also provides perinatal or preconceptional genetic counseling, in which she discusses issues such as family history of birth defects or genetic conditions, testing options, the chances of birth defects, and environmental exposures, which may imply increased risks for birth defects.

If a birth defect is discovered through ultrasound or other means, Kristin is available for genetic counseling to educate the patient about the cause, prognosis and testing options for the given condition. Genetic counseling also allows time for the patient to discuss concerns, understand the issues surrounding the condition and to be given access to written literature or other helpful contacts.

Genetic counseling is frequently covered by insurance plans and appointments usually can be made quickly. Referring providers are given follow-up regarding the issues discussed in the genetic counseling session.

In addition to offering direct patient counseling, Aurora's genetic counseling program provides staff education opportunities and easy access for consultation questions or literature requests. For questions or to schedule an appointment, contact Kristin Niendorf (414) 649-6225 (familial cancer issues) or (414) 219-5633 (perinatal issues).

Dr. Gal and Dr. Wann serve on faculty of symposium in Egypt

Aurora physicians travel to all parts of the world to share their medical expertise. The 4th World Congress of Echocardiography and Vascular Ultrasound, held in Cairo, Egypt in January, included two Aurora physicians on its faculty: Rami A. Gal, cardiologist at Milwaukee Heart Institute, West Allis Memorial Hospital and St. Luke's Medical Center, and Samuel Wann, cardiologist at St. Luke's Medical Center and the Burlington Clinic.

Dr. Gal, one of the chairpersons of the conference, gave a presentation as part of the program, “Interventional Echocardiography: A New Era.” Dr. Wann was a moderator for the series of lectures titled “Stress Echo: How Valuable?”

Echocardiography conference in Milwaukee – May 12

The Heart of Cardiology is (Still) Echocardiography, scheduled Friday, May 12, at the Wyndham Milwaukee Center Hotel, will provide physicians and technicians with an updated perspective on echocardiographic techniques in cardiovascular assessment. Dr. Rami Gal is program director for this conference and will present Echocardiographic Guidance of Interventional Procedures. Dr. Wann will present An Update on Infective Endocarditis. For information or to register, call (608) 263-2856 or email: aslakson@facstaff.wisc.edu.
Respect at Work
How to give it . . . how to get it.

Respect: A feeling of high regard, honor or esteem; consideration; courteous regard.

While “respect” is one of those abstract words that may not lend itself to easy definitions, we all know how it feels; a person who treats us with respect makes us feel good about ourselves and brings out the best in us. Likewise, there is no feeling more discouraging and ego-shattering than being treated with disrespect. It’s not surprising that people who work in an environment characterized by courtesy and mutual respect have been shown to have better morale and more positive attitudes towards their jobs, to be more productive and creative, more skilled at collaboration and teamwork, less stressed, and even less likely to engage in discriminatory or harassing behavior. Clearly, there is a multitude of benefits not only to individuals, but to companies who foster and reward respect among their employees.

Creating an atmosphere where mutual respect can flourish is not as simple as it sounds. Today’s workforce is no longer homogeneous, made up of workers of similar race, age, income and gender. Companies are increasingly likely to be staffed by a mix of diverse individuals from widely different backgrounds, and lack of understanding and tolerance of these differences may set the stage for mistrust and conflict. With the commitment and effort of all employees, however, differences need not be a barrier to a healthy, cooperative work environment that recognizes everyone’s right to be treated with dignity and respect.

Carrie McEvoy-Ripp, MSW, an account executive with Family and Employee Services, works with companies to help raise awareness of the need for workplace respect. Through her presentation Respect in the Workplace, she gives employees specific strategies for achieving a “culture of respect.” “What it all comes down to is treating the other person as you would like to be treated,” says McEvoy-Ripp. “At one time or another we’ve all experienced disrespectful behavior from co-workers, such as not responding to phone calls or messages, having our opinions ignored or discounted, not being recognized or thanked for our contributions. It makes our jobs that much harder if we feel like we’re going it alone, instead of being part of a team working towards the same goals.”

One of the most effective ways to communicate respect for another person is by truly listening to what she or he is saying, a process called “active listening.” This involves facing the person who is speaking and maintaining eye contact; paraphrasing what we have heard and giving the speaker the opportunity to confirm or clarify what they are saying; giving feedback that is immediate, honest and supportive; and listening without interrupting. Active listening is important whether we’re communicating one-on-one or in group settings.

Other examples of how we convey respect in our day-to-day dealings with co-workers include:

- Statements or actions that affirm, compliment and value others. “I appreciate your help.” “You did a great job.” “You made a real difference in the success of that project.”
- Drawing others into the conversation or planning. “I’d appreciate your feedback.” “What do you think about this idea?”
Making courtesy a habit. “Thanks for getting that message to me.” “I'd really appreciate your filling in for me at the meeting tomorrow.”

Apologizing when necessary for abrupt or disrespectful behavior.

Dealing with Disrespect
We can all learn to treat others with more respect simply by being more aware of our behaviors and how they affect those around us. But what if we find ourselves on the receiving end of disrespectful behavior?

Cheryl Lipscomb, EAP Director, suggests addressing the situation assertively yet respectfully. “Often, what we perceive as disrespect is not intentional. The other person may be unaware of the full impact of his or her behavior.” They may also genuinely believe that their approach is the one that will get results. Privately, describe to the person the effects of his or her behavior (e.g., “It’s difficult for me to proceed with this assignment when you don’t get back to me with your feedback”; “It’s not easy to get the information I need when you respond impatiently to my questions.”). Try to clarify with the person what the message is behind his or her comments or actions. Some individuals, even managers, may find it difficult to be direct about their concerns and resort to approaches that are not always appropriate. Following their lead and responding disrespectfully only aggravates the situation. By inviting honest communication and modeling respectful behavior, you make it easier for them to be direct. Sometimes clarifying the intent of the message and making the person aware of your reactions is all it takes to prevent further incidents.

If the behavior persists, continue to assertively restate your concerns. If the problems continue or grow worse despite your efforts, seek advice from someone you trust and who can be objective; this could be your manager or your Human Resources representative. Your Employee Assistance Program is here to help you find solutions to this and other personal and workplace issues.

The Winter Blues

“It happens every year. Just as others are gearing up for the holidays, I start to feel this gloom and heaviness that won’t let up. The winter looms ahead like a dark tunnel, with spring at the other end.”

Myra is describing the “winter blues,” a phenomenon that affects about 15 per cent of Americans each year. The more extreme form of seasonal depression, “Seasonal Affective Disorder” or SAD, affects another 5 per cent of the U.S. population. With one in five Americans coping with seasonal mood shifts during the winter months (with a higher incidence in the northern states), winter blues has a widespread impact on people’s well-being and emotional balance.

Myra’s symptoms are typical. “I spend six months of the year wanting to ‘hibernate.’ I sleep more, eat more, have less energy, want to withdraw from friends and just try to wait it out. Once the days get longer and the weather turns warmer, I go back to being my ‘real self’ . . . a pretty upbeat person.”

While research continues to reveal more about causes, prevention and treatment, current findings point to light deprivation as the major trigger of winter blues. Shorter days and less sunlight seem to affect the body’s “internal clock” and cause problems for susceptible individuals. While light therapy (30-60 minutes of daily exposure to a therapeutic “light box”), medication, counseling, or a combination of these are the usual prescription for those diagnosed with SAD, there are several strategies that may alleviate the milder form of winter blues (see box).

If these steps aren’t effective, or if your depression persists and interferes with your everyday activities, don’t hesitate to seek the advice of a mental health professional to determine if you have the winter blues or SAD, which may require treatment with light therapy or other options. Your EAP can help you assess your situation and connect you with the appropriate resources.

**Steps to Beat the Blues**

- **Increase your exposure to sunlight.** If possible, spend some time outdoors in daylight hours during the winter. Let as much sunlight as possible into your work space and home.
- **Exercise regularly.** Exercise has been proven to increase natural mood-elevating chemicals. If outdoor walks or runs aren’t feasible, try mall-walking, a health club or home exercise equipment.
- **Socialize more.** Even if you’re “not in the mood,” getting out, being with others and doing something you enjoy will help counteract your depression.
- **Eat nutritiousy.** Try smaller, more frequent meals and avoid sugar to prevent food cravings.
- **Regulate your sleep patterns.** Try to go to bed and wake up at the same time each day.

*CALL YOUR EAP AT 342-4559 OR 1-800-236-3231*
St. Luke’s completes successful Joint Commission survey

Congratulations to all staff, physicians and management for our successful Joint Commission accreditation survey. At the conclusion of our survey, our preliminary report indicates that St. Luke’s Medical Center and St. Luke’s South Shore will be awarded a full three-year accreditation, with a grid score of 93 (out of a possible 100) with some Type I and supplemental recommendations to be acted on. Our surveyor team pointed out this score as something to be proud of, especially since the average grid score for hospitals in 1999 was 88. The survey results and the comments of our surveyor team also acknowledged the time, energy and hard work by all in preparing for and participating in all aspects of the survey, including those who participated in the “off-shift” survey activity. Thank you for your outstanding efforts that helped us accomplish our successful survey.

First Impressions workshop update

As you may already know, employees and volunteers who work in a “first impression” designated position need to attend a First Impressions workshop every three years. You may take the half-day workshop in either a morning session from 7:30 to 11:30 a.m. or in the afternoon from 12:30 to 4:30 p.m. All workshops are held at the Aurora Conference Center, 2920 West Dakota. So that participants can network with other Metro Region employees, attendees are asked to arrive at 7 a.m. for the morning session and afternoon participants should arrive at noon.

This year is the first of a new three-year credentialing cycle that involves all new workshops focusing on courtesy, image, wayfinding and service recovery. If you are due to be re-credentialed in 2000, you have your choice of attending any one of 50 workshop sessions scheduled for this year. The large number of workshops has been planned because First Impressions credentialing is now required for designated hospital employees across the Aurora Metro Region.

If you need to be credentialed or are due for re-credentialing, please make arrangements with your supervisor to attend a First Impressions session that meets the needs of your departmental schedule. Upcoming sessions are planned for the following dates: March 23 and 30, April 12, May 5 and 16. Be sure to plan ahead, as enrollment is limited in each session. Because of the volume of meetings scheduled at the Aurora Conference Center, First Impressions sessions cannot be added to accommodate a rush of registrations at the end of the year.

To register, call (414) 647-3282. If you are not sure if your job falls into a “First Impression” category, please check the following list or ask your supervisor. First Impressions credentialing is required for eligibility for merit increases.

“First Impression” job categories
55/65 clerks
Admitting/Registration
Concierge
ED triage staff
Flower delivery volunteers
Gift shop staff
Guest assistance volunteer
Housekeepers in public areas
Greeter
Health unit coordinators (HUC)
ICU family waiting staff
Outpatient pharmacy staff
Human resource assistants
Pre-admitting staff
Preregistration staff
Receptionists
Schedulers
Secretaries
Security (parking structure, officers in common areas)
Servers and cashiers in cafeteria or coffee shop
Switchboard, operators, answering service
Valet parking attendants
Van drivers
Volunteer escorts/transporters

Golden Sneaker nominations

The following St. Luke’s Medical Center employees were nominated in February to receive the “Golden Sneaker” award.
Francisco Lopez, Physical Medicine & Rehabilitation
Dwane Nepp, Concierge
MaryJo Widmann, SNICU
Francisco Lopez, Physical Medicine & Rehabilitation, was selected at random as the Golden Sneaker Award recipient for the month of February. His nomination reads: Francisco came in on a Sunday morning to help a rehab patient he was seeing do a car transfer, because the patient was going home on a pass. Francisco’s extra effort is a true example of exceptional personalized care and service to our customers. He definitely went the extra mile!

**Hall closures planned**

The Diagnostic and Treatment Center is participating in live transmissions of gastrointestinal procedures to the auditorium. During these live transmissions, the second floor hallway between the Center and the Schroeder elevators will be closed.

The dates of these closures are April 7 between 8:30 a.m. and 12:30 p.m. and April 8, between 1 and 4 p.m. Please use the first floor during this time.

**Welcome, new employees**

Adame, Eva, Dietary Assistant
Aleshire, Brent, Social Worker
Auger, Stephanie, RN, Birth Center
Baumann, Curtis, Student, Echocard.
Bramer, Barbara, Student, Echocard.
Burns, Kathy, Dietary Assistant
Case, Derek, Emer. Tech.
Casey, Paula, Clinical Diet.
Castillo, Vicente, Med. Inter.
Chirillo, Molly, RN
Coffaro, Margaret, Student, Echocard.
Collins, Jacquie, Pharm Tech.
DeMilio, Barb, Social Worker
Engibous, Cheryl, Coder
Escalera, Ellen, Med. Inter.
Ferguson, April, Diet Assistant
Fleming, Nancy, RN
Franckowiak, John, Van Driver
Fretschel, Joe, Van Driver
Fricke, Joy, Dept. Clerk
Fugiasco, Vicki, Trans. Aide
Galis, Dave, Pharmacist
Gall, Suzanne, Pharm. Tech
Garstecki, Bruce, Environmental Assistant
Gitter, Josh, Student, Echocard.
Gorel, Carl, Security Officer
Grandberry, James, Environmental Assistant
Hanley, Darlene, NA
Hanson, Al (Gathon), Dietary Assistant III
Harris, Shirley Ann, Sec. I
Her, Tena, Dietary Assistant
Hiltgen, Jeff, Electrophy Tech.
Holzbauer, Nikki, Trans. Aide
Hunter, Arvilla, Dietary Assistant
Iwinski, Ryan, Dietary Assistant
Jones, Sandra, Dietary Assistant
Kobelinski, Andrew, Environmental Assistant
La Vake, Jason, Dietary Assistant
Lamia, Anthony, Mgr. Tech & Rev.
Martin, Eunice, Dining Ser. Asst.
Martinez, Brandi, Receptionist
May, Thomas, Nuclear Med. Tech
McAlister, Sherri, Environmental Assistant
McAtee, Patricia, Sur. Sched.
McClelland, Renee’, CNS
McDowell, Rhonda, Follow Up Spec.
Miller, Dennis, Pharm. Tech
Nowakowski, Connie, RN
O’Neal, Elijah, Sup. Strat. Dev.
Pegelow, Jackie, RN
Peters, Paula, Clinical Nurse Specialist
Pusateri, Dean, Behavioral Health Ther.
Rausch, Wendy, Environmental Assistant
Raju, Raghavan, Research Sci.
Roman, Dean, Cook
Sanford, Sandra, Trans. Aide
Schroder, Stefan, Environmental Assistant
Schumacher, Julie, Surg. Scheduler
Seeling, Harry, Environmental Assistant
Smith, Calvin, Environmental Assistant
Smith, Jennifer, GN
Smith, Judy, NA
Smith, Tameka, Environmental Assistant
Synold, Mary Beth, RN
Wahlgren, Mary, System Analyst
Wood, Kelly, HUC
Zeman, Kristy, NA
Ziegler, Shelly, Pat. Acct. Asst.

**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, March 31. Please include the name and phone number of a contact person.
Aurora and its affiliates are beginning their 11th annual United Performing Arts Fund (UPAF) Workplace Giving Campaign on March 13th. The performing arts add culture and excitement to life in our community. Dance, drama, and concerts combine to create a year-round festival of entertainment that celebrates the character of Southeastern Wisconsin.

The theme for 2000 is “Give for a Greater Milwaukee.” Employees who are interested in participating in this campaign may contribute to the fund in several ways, including payroll deduction. To thank all contributors, UPAF has arranged a number of benefits at all levels including the purchase of discounted performance tickets.

Employee packets will be distributed the week of March 13th. All pledge cards should be returned no later than March 31st. Returned, signed pledge cards will be eligible for prize drawings at the end of the campaign. Please contribute to this worthwhile campaign in order to “Give for a Greater Milwaukee.” Any amount is welcome and appreciated.

A task force of the system patient education committee offers this update on their key activities:

- Materials have been collected from all regions to establish an electronic database of educational materials.
- More than half of the system-wide “For Your Well Beings” are now available on the intranet site. Materials are being collected and the site is being expanded to include both system-wide and region-based materials.

Work has begun on standards and specifications for the development and evaluation of patient education materials.

Members of the task force are: Randi Burnham, CM/Q coordinator, North Region; Kathi Calabresa, manager, Staff Development, AMSC; Julie Coppens, clinical supervisor, Deckner Medical Center; Lisa Haen, patient education resource coordinator, AMSC; Marian Hansen, patient education resource coordinator, Quality Improvement; Cindy Larson, systems librarian, Aurora Libraries; Lynn New, production leader, Creative Services; Kathleen Turner, patient education and CM/Q coordinator, Metro Region; and Chris Unroe, Information Services.

Order now to reserve your copy!

History book documents nursing care in Milwaukee hospitals

The history book on the three hospitals that joined to create Sinai Samaritan Medical Center - Deaconess, Mount Sinai and Milwaukee (Lutheran) – is currently being printed and will be available this month. The book is called A Tradition of Caring: The History of Milwaukee's Three Primary Service Hospitals. The hardcover book was developed by Sinai Samaritan History of the Hospitals Committee. Selling for $40 each, only 1,000 are being printed. Copies will be available at the Sinai Samaritan Gift Shop, or you may use the order blank below.

For information, call Ann Towell, History of the Hospitals Committee chairperson, at (262) 251-3091.

Healthy Balance: a new approach to weight management

Unlike many existing programs, Aurora’s 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.

Trainers needed

Additional health care professionals, such as dietitians, nurse educators, behavioral health professionals and exercise specialists, are needed 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. For information, contact Beth Stewart at (414) 454-6741 or Lotus Notes beth_stewart@aurora.org.

Next class begins this month

Aurora Health Center - New Berlin 2801 S. Moorland Rd. 6 to 7 p.m. Wednesdays March 22 - May 3 Fee: $99. To register, call (888) 863-5502

Please send me (postage free) a copy of A Tradition of Caring: The History of Milwaukee's Three Primary Service Hospitals. Enclosed is my check for $40 payable to Sinai Samaritan Medical Center.

Name_______________________
Address_______________________

Mail this form and your check to History Book, Office of Philanthropy, Sinai Samaritan Medical Center, P.O. Box 342, Milwaukee, WI 53201.
April 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 registrations 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.

5 Critical Care course begins
6 Metro Patient Care Assistant course begins, 3 – 7 p.m. SLMC.
To register, call Bette Jo Jennings, 328-6285.
6 Chemotherapy class begins, 9:30 a.m. – 3 p.m. Vince Lombardi Cancer Clinic, Sheboygan. For 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.

10 Metro Health Unit Coordinator class for experienced health care workers begins.
11 Metro Experienced Nursing Assistant Review Day, 8 a.m. – 4:30 p.m. WAMH. To register, call Bette Jo Jennings, 328-6285.

6 Safe At Home I, 7:30 a.m. – 4:30 p.m. This is the initial Domestic Violence Education program. To register, call (414) 647-3347.
6 & ACLS Recognition course begins.
7 Registration is closed.
12 Basic ECG Interpretation course begins, 8 a.m. – 4:30 p.m.
13 Safe at Home II, 7:30 a.m. – 12:30 p.m. For those who have attended the Safe at Home I full-day program. To register, call (414) 647-3347.
13 ACLS Recognition course begins, 7 a.m. – 2:30 p.m. April 13 and 14 Sinai Samaritan Medical Center. To register, call (414) 647-6328.
24 Critical Care Module - Hemodynamic Monitoring, 8 a.m. – 4:30 p.m.

25 Critical Care Module – Cardiovascular, 8 a.m. – 4:30 p.m.
29 You, Inc. Personal and Career Resilience for the 21st Century, presented by Joan Lloyd, 8 a.m. – noon. Central Middle School, 1100 Cedar St, Hartford. To register, call 1-(888) 841-8454. No charge to Aurora employees. This workshop, presented by the author of the popular newspaper column, The Changing Workplace, will look at new trends, new rules and new opportunities in the workplace to help you look at the future and what you need to do to take responsibility for your career, and balance the stress that comes with it. The workshop is supported by the Hartford Memorial Hospital Foundation through donated restricted educational funds.

Consider a career in medical imaging

The School of Radiologic Technology at St. Luke's Medical Center is now accepting applications for classes beginning in September of 2000.

The School of Radiologic Technology has prepared hundreds of people for rewarding careers in radiography. The 24-month, full-time program combines classroom and clinical experience. Candidates for admission must be high school graduates and have a 2.0 combined grade point average in math and science courses.

As a member of a technically specialized branch of medicine, the radiologic technologist performs various procedures to produce quality medical images and acts as an assistant to physicians who specialize in the use of X-rays for diagnosis, prevention, and cure of disease.

An informational session will be held at 6:30 p.m. on March 20, in the Health Science conference room at St. Luke's Medical Center.

The application deadline for the School of Radiologic Technology is April 1, 2000. For a brochure or information about the educational program, call 414-649-6762.

National Poison Prevention Week

The week of March 19 – 25 is National Poison Prevention Week. The Pharmacy Department is committed to raising awareness among consumers about ensuring medication safety. This year's theme, Children Act Fast...So Do Poisons, provides a platform from which all health care providers can educate parents, grandparents, and caregivers about the problems associated with improper medication storage.

The Pharmacy Department will sponsor an exhibit in the main lobby at Sinai Samaritan Medical Center from March 17 to March 31. All outpatient pharmacies will display posters and have brochures available for additional information.