Teamworks, July 2000

Aurora Health Care

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Work under way on new Care Management initiatives

Teams are at work on four new Care Management initiatives, selected by Aurora's Care Management/Quality Council as top priorities for this year. Each of our four regions is focusing on one of the new initiatives, while continuing work on 12 other Care Management initiatives already under way.

The Metro Region is focusing on medication errors as its new initiative. Other initiatives and their regions are: low back pain, South Region; colon-rectal cancer screening, Central Region; and end-of-life care, North Region.

Regional Care Management teams are designing interventions and implementation strategies for the new initiatives. During the remainder of this year, these strategies will be implemented within the region that developed them. The lessons learned will then be shared with the other regions so that all of the new initiatives can be implemented throughout the system in 2001.

If you have questions about the new initiatives or about any aspect of Care Management, call Quality Improvement at (414) 647-3029.

AuroraFlex Dependent Day Care Changes

Recent changes in tax rules affect our AuroraFlex program.

AuroraFlex is a flexible spending account that allows employees to save money to pay for certain medical, dental and dependent day care expenses for you and your eligible dependents. You pay no federal or state income tax or Social Security tax on the money you contribute to AuroraFlex. Therefore, you pay less in taxes.

In exchange for the tax advantages the AuroraFlex Dependent Day Care account offers, the Internal Revenue Service places restrictions on the account. One of the restrictions is that once you elect to contribute to the account, you may not stop, start or change your contribution amount unless you have a change due to a qualifying event.

The Internal Revenue Service recently expanded the circumstances that are considered qualifying events allowing you to change your AuroraFlex Dependent Day Care contribution. These circumstances relate to the cost of day care or the coverage of day care.

The following examples explain the new situations in which you may change your contributions:

Change in provider:
If you change your dependent care provider and have a corresponding change in the amount you pay for day care.

Significant cost change:
If your current provider increases (or decreases) the amount you are charged (this provision is not applicable if your day care provider is your relative).

Increase or decrease in hours of day care needed:
If your child needs more or less day care and therefore the amount you are charged is different. For example, if your child is no longer in school and needs full day care rather than just before and/or after school care.

Child ceases to be an eligible dependent:
If your child, whom you claim as a dependent on your tax return, turns 13 during the year, you could stop contributions.

Of course, the change in your contributions must be consistent with the change in cost of coverage. For instance, if your cost for day care goes up, you could increase your contribution amount, not decrease it. If your need for coverage goes up, for instance full day care rather than partial day care, you could increase your contribution amount.

If you want to make a change in the amount of your contributions, please contact your local Human Resources area and complete a new AuroraFlex enrollment form. You must complete a new form within 60 days of the qualifying event and provide a written statement explaining the reason for the contribution change.

Special discounts at the zoo
Aurora employees, volunteers, and their families are eligible for discounts on admission and free parking at the Milwaukee County Zoo until Sept. 30. To receive the discount you must present your Aurora picture ID at the gate upon entering the zoo. The rates also apply to the zoo's special events. For details, contact your Human Resources representative.
Cath Lab to be named in honor of Bob and Jo Hyland

The first named cath lab in St. Luke's long history of providing innovative heart care will be named in honor of Bob and Jo Hyland for their family's recent major gift in support of St. Luke's heart program. In recognition of this significant support, one of the new catheterization labs being constructed at the hospital will be named the Robert J. and Josephine D. Hyland Cardiac Catheterization Lab.

Bob and Jo Hyland each had a coronary bypass operation at St. Luke's exactly one year apart and have been frequent patients of the hospital. Bob passed away in April, 1999, and is greatly missed by family and friends. The Hylands' commitment to St. Luke's in appreciation for the care they received is continuing through this recent major gift Jo and her son, Duane, have made to support the cardiac care program. Jo Hyland said, "We know Bob would want us to help St. Luke's in this way if he were still here. The important thing is that our gift will make a difference to many patients who come to St. Luke's for heart care."

Mark Wiener, administrator of St. Luke's Medical Center, said, "Technology is dynamic and always changing, so we have to change with it. We need continuing philanthropy to remain state-of-the-art. A generous gift, such as the one from the Hylands, helps us provide the most advanced care for our patients."

For-Your-Well-Being handouts will have a new look

The system Patient Education Committee has approved some changes for Aurora's For Your Well Being handouts. Over the next year you will see a transition to a modified, black-and-white, masthead, printed on white paper. The transition will be gradual so that current supplies of pre-printed paper will not be wasted.

These modifications will promote one consistent standard for all For Your Well Beings, whether produced by internal or external printers or by staff members using the For Your Well Being intranet site. The cost of the materials will also be reduced as a result of these changes.

First Aurora Center for Well Being opens

The first Aurora Center for Well Being opened last month, providing complementary medicine in a "clinic within a clinic" at the Aurora Health Center-Northshore in Fox Point. Initially, the center is offering massage therapy and chiropractic care, which is provided by our new director of chiropractic medicine, Ken Edington, DC. Acupuncture care will be added soon.

People who receive care in the Center for Well Being will have an integrated medical record. Care provided by the professional staff will be entered and recorded in the standard medical record along with the documentation supporting the care proved by the 11 primary care physicians and specialists at the Aurora Health Center. Sharing the clinic space and medical records will help to bridge the gaps between conventional and complementary medicine and expand the continuum of care we provide for patients.

This summer in Wauwatosa, a second Aurora Center for Well Being will open, using a different model - a small, free-standing complementary medicine clinic - offering high visibility and convenience in a neighborhood setting. Plans also call for a center in Waukesha, and perhaps additional locations thereafter. The centers are being developed by the Department of Complementary Medicine, part of Alternative Delivery and Community Programs.

Reminder: call Aurora Health-Link first!

If you are experiencing certain health symptoms and are not sure what to do, call Aurora Health-Link (formerly known as Call-A-Nurse) at (888) 747-5380. A registered nurse will evaluate your situation and help determine if a trip to the doctor or emergency room is advisable. If not, the nurse will offer advice on self-care.

Staffed around the clock, 365 days a year, Aurora Health-Link also assists with: physician referrals (it is the caller's responsibility to make sure the referral physicians are in-network providers); general health information; answers to questions about medications or tests a doctor has ordered; community education programs; and health care screenings.

Kradwell School honors 29 graduates

Kradwell School, an alternative school program operated by Aurora, held its spring graduation on June 8 at Aurora Health Care in Wauwatosa. Twenty-nine eighth and twelfth graders received their certificates and diplomas. This was the largest graduating class in the school's 37-year history.

Graduation speakers included Dr. Anthony Meyer, medical director of Milwaukee Psychiatric Hospital; Karen Hurka, Kradwell teacher; Lynette Leighton, Kradwell assistant principal; and Dr. Raymond Headlee.

In addition to being the first spring graduating class of the new millennium, it was the centennial of Dr. William Kradwell's high school graduation. Dr. Kradwell was on the medical staff of the Milwaukee Sanitarium, later Milwaukee Psychiatric Hospital, from 1905 until his death in 1965. Dr. Raymond Headlee was a resident under Dr. Kradwell in 1949 and shared anecdotes about his relationship with Dr. Kradwell. Of further interest is the fact that Dr. Headlee was a student of Dr. Kradwell, and Dr. Meyer was a student of Dr. Headlee.

One of our midyear graduates, Kate Leung, returned to accept a State of Wisconsin Academic Excellence Scholarship. She was granted this scholarship based on a GPA of 3.81. Six other graduates received President's Education and Student Achiever Awards.
Feedback from patients and families

Here is a thank you letter sent to Mark Wiener, St. Luke's Medical Center Administrator.

Dear Mr. Weiner,

On October 25, 1999, I entered St. Luke's Medical Center as a patient of Dr. Shammo and Dr. Downey. A heart catheterization procedure was done, followed by open heart surgery the next day.

On the 23rd of February of this year, I was again a patient at St. Luke's and had surgery to repair an abdominal aortic aneurism. So by this time I am quite familiar with your hospital.

My treatment at St. Luke's, in every way, was beyond expectation. I expected medical expertise. What I did not expect was the total competency, concern and compassion shown to me and members of my family.

Every member of the staff in any capacity, was outstanding in offering help, comfort and information to put us at ease and to make my recovery a success.

So for all of this, I send my sincere thanks. Your hospital is a lesson in the true meaning of medical treatment. Many people were involved in my care, and I ask that you convey my thanks to all who shared their talent, time and efforts on my behalf.

Most sincerely,
(name withheld)

Avoid ATM Surcharges with CU Ca$h

Do you or a member of your family stop at an automated teller machine (ATM) at least once a week? If so, you may be spending more than $100 per year in ATM surcharges.

If you are a bank customer and you use ATMs not owned by your bank, you may be paying even more by being charged twice — once by the financial institution that owns the ATM machine, and again by your own bank. Many banks charge their customers for using machines other than the ones they own.

Stop paying those fees! As a member of the Aurora Credit Union, you can avoid surcharges altogether by using your credit union-issued card at any of the 215 ATMs that are part of a no-fee ATM alliance called CU Ca$h™. Over a million members belong to more than 100 credit unions that are part of the CU Ca$h™ alliance.

CU Ca$h™ ATMs, identified by a green and white CU Ca$h™ sign, are at the following locations in the Milwaukee area:

Greenfield Towne Center
6126 W. Layton Avenue

Northridge Commons
8360 W. Brown Deer Rd.

Waukesha
1501 E. Sunset Drive

A pocket directory of other non-surcharging ATM locations in 76 Wisconsin cities is available by calling Aurora Credit Union at (414) 649-7949, or by visiting any of the three offices: St. Luke’s South Shore, Sinai Samaritan Medical Center or the home office at 2907 W. Oklahoma Avenue.

Blood Drive set for August 17

Employees of St. Luke’s Medical Center are asked to participate in the next blood drive to be held from 9 a.m. to 4 p.m. on Thurs., Aug. 17, in the Health Science Building (classrooms I and II, lower level). Employees are reminded that the Blood Center is the only supplier of blood and blood products to hospitals in the area and that healthy volunteer blood donors are the only source of these life-saving products. Join us in providing the Gift of Life and don’t forget your picture ID. Thank you for your previous donations.
Welcome, new employees

Aleman, Arnold, Intern
Allen, Rodchelle, Phlebotomist
Anaya, Cheryl, RN III
Antonchorgy, Felisa, GN
Antonissen, Donica, OR Asst
Athy, Karen, GN,
Aumann, Laurie, RN
Backes, Jennifer, GN
Backus, Sandy, HUC
Badalamenti, Sarah, RN
Beck, Renee, Training/HelpDeskSpec
Bisciglia, Lisa, AgentRep
Boesel, Marlene, NA
Bollhofer, Sharon, RN IV
Brandt, Denise, HUC
Brukwitzki, Genee, Coord. Nursing Educ.
Burd, Kristy, ImagingAsst
Byl, Jennifer, RN
Chimka, Tamae, RN
Christofferson-Robar, Dee, Wknd RN
Claussen, Susan, Mgr. Acct Billing
Cottrneau, Jessica, Phar Tech
Deall, Michael, Storeroom Attendant
DeBoer, Erin, GN
Domroes, Wendy, Transcriptionist
Duncan, Heather, Hospital Collector
Engehausen, Catherine, PCA
Erdmann, Robert, GN
Eshleman, Lori, RespTherap
Fallin, Roseann, RN UBRT
Fin, Michael, NA
Fritz, Katie, GN
Gabriel, Linda, Secretary
Gaeth, Jodi, GN
Gamez, Marisela, Pt Acct Asst
Garcia, Maria, EA I
Gerth, Andrea, GN
Gieryn, Halina, PCA
Giovannini, Patty, RN
Glista, Greg, Instructor, Nursing Ed.
Glowacki, Joe, Reg Mgr Cardiac Cath
Gonzalez, Armando, HUC
Gonzalez, Debbie, Env Serv Asst
Groeschel, Diane, GN
Gross, Jennifer, Media Relations Coordinator
Grosskreuz, Bill, Valet
Gruszynski, Heather, RN
Guilbert, Annie, EA I
Habetler, Andrea, Surgical Tech
Hall, Debra, Collector
Hanson, Christine, Trans. Aide
Hathaway, Darlene, RN III
Hernandez, Esmeralda, PCA
Hinkley, Heather, GN
Hintze, Marie, Pt. Access Spec.
Holty, Jennifer, GN
Hubbard, Michael, RN
Huber, Kelly, Nurse Intern
Humphreys, Patricia, GN,
Humphrey, Randi, Surgical Tech
Jackson, Christine, RT II
Jancarik, Brad, Dietary Assistant
Jonjak, Sarah, NuclMedIntern
Joyce, Amy, Radiation Therapy Std.
Jurgens, Laura, RN
Kankelfitz, Patricia, Pt. Access Assistant
Kasinski, Karen, SurgSrvlnvClerk
Keeku, Jean, Phlebotomist
Key, Brian, GN
Key, David, AnesPhysioTech
Krause, Carolyn, AdminFellow
Krawczyk, David, Billing Clerk Spec
Krueger, Jon, ER Tech
Kruszka, Laura, Phar Tech
Kubsch, Kristin, GN, CICU
Lachmann, Irena, CV Surg Assistant
LaCroix, Danette, Customer Service Rep
Lammers Von Torrenburg, Yvonne, Nurse Intern
Lederhaus, Jodi, GN
LeFebvre, Michelle, GN
Lever, Portia, RehabAide
Lillrose, Michelle, ER Tech
Lising, Jessica, GN
Luedtke, Linda, BusDevlRep
Lukasiewicz, Kim, Training Coordinator
Lutz, Renee, GN
Majerowski, Adam, Billing Clerk Spec
Malone, Lori, Financial
Martin, Sarah, Radiation Therapy Std.
Masko, Bill, CenSvTch
Massarini, Jennifer, SurgTech
Mayr, Joseph, AnesAide
McCurdy, Margaret, RN
McGauran, Judy, Exec. Admin.
Messing, Joseph, RN
Monteen, Cora, Secretary
Norris, Nyla, Pharmacist
Odeku, Lara, NA
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, July 28. Please include the name and phone number of a contact person.
"A Beacon of Hope" was the theme for the Family Service Foundation's annual meeting on May 31. Guests of honor were WKTI radio's Bob Reitman and Gene Mueller, recognized for their work on behalf of "Family to Family" Thanksgiving, a community effort that has provided holiday groceries to more than 10,000 families during the past four years.

Also honored were the Milwaukee Foundation, for its 90-year history of support for Family Service's innovative community initiatives; Marshall & Ilsley Corporation, for its contributions of board leadership and financial expertise to support Family Service's money management program for the elderly; and Richard L. Weiss, board treasurer and one of the chief architects of Family Service's new strategic direction.

Alenia Brooks, director of planning and market research, and Jarrod Johnson, director of community partnerships, have been selected as Aurora Health Care's representatives to the Milwaukee YMCA's Black Achievers Class of 2001. Aurora is a sponsor of the Black Achievers program, a partnership of businesses, community leaders and young people in the Milwaukee area. The program recognizes and promotes excellence, provides positive experiences and life examples that will inspire young people to set and achieve goals, and focuses community attention on the development of urban youths for employment and meaningful career opportunities. Aurora's 2000 representatives to Black Achievers were Cheryl Johnson, a market manager in Metro Region Business and Market Development, and Tracy Harris, surgical services manager at St. Luke's Medical Center.

The Aurora intranet site has been redesigned, incorporating new navigation and new features. The new design was developed by Information Services with input from intranet users throughout the system.

Among the improvements in the site are new ways to request computer support. Employees can now report non-urgent problems or request user maintenance (adding names, changing access, etc.) by completing a form on the intranet. The Help Desk pages also include self-help information, with answers to frequently asked questions, an archive of support tips, and support documents and links. Upcoming routine computer system outages are announced on the site. Employees experiencing urgent computer problems are still advised to call the Information Services Help Desk at (414) 647-3520 or (800) 889-9677. Also, computer users still have the option of alerting the Help Desk to non-urgent problems via email.

The redesigned intranet home page includes space for a daily news item for employees, being provided by Public Affairs. The new design also creates sections for each of our regions and central business units, with information about leadership, facilities and more.

The Aurora intranet has grown tremendously as a tool for internal communications. While not all employees can be reached through the intranet, many can. Across the system we have more than 7,000 personal computers, and some are used by more than one person, so the actual number of users is higher. Almost all of our PCs are tied to the Aurora network and have the software required to access the intranet.

Congratulations!

Joseph Jones, supervisor of Volunteer Services at Sinai Samaritan Medical Center, has been named vice president of Milwaukee Association of Directors of Healthcare Volunteer Services (MADHVS). In this role he will be responsible for all the programming of the organization. MADHVS exists to promote effective principles and standards of administration as they apply to the direction of volunteer service programs in the Southeastern District of Wisconsin.
The Aurora Pulse survey gathers employees' opinions and perceptions about Aurora Health Care. This valuable information is used to assist our leaders in making decisions and setting goals.

A random sample of employees will be asked to complete this year's survey, which is scheduled to take place July 31 through Aug. 21. By surveying a sample of employees, we are able to gather valuable information while keeping survey costs down.

Two thousand of Aurora's 20,000 employees will be selected randomly for the survey. While participation is voluntary, employees who are selected are encouraged to complete the survey. A high response rate ensures reliable results when the sample method is used.

Aurora will use an outside consulting firm whose computerized random selection program will select a sample of employees to participate in the survey. The firm also will tally the results of the survey and create reports to ensure that all responses are completely anonymous.

If you receive a survey, your responses will help to:

- determine how well we are meeting our goals set in 1999
- measure achievement of our strategic objectives

Results of the Pulse survey will be shared with Aurora leaders, physicians, and all employees this fall.

If you have questions about the survey, contact your supervisor or Human Resources Department.

Read Teamworks for updated information on the survey, as well as ongoing Pulse success stories.

Teamworks regularly publishes stories about positive changes that have resulted from employee suggestions through the Pulse Action plans.

Organ transplant recipients grateful for their new lives


In June, 12 of our transplant recipients participated in the U.S. Transplant Games, held at Disney's Wide World of Sports. They competed in 13 sporting events, showcasing the success of transplantation.

Unfortunately, there are more than 60,000 people in the U.S. waiting for a transplant, and many of them will die waiting. You can help make a "miracle" by signing the donor information area on the back of your license.

For information on organ or tissue donation, call (414) 649-7734.

Thank you!

The 30th annual Vince Lombardi Memorial Classic held on June 10 was once again a great success. St. Luke's Cancer Services staff would like to thank the committee members, employees, families and friends who participated in the raffle selling and purchasing of tickets. "Your hard work, dedication and commitment were greatly appreciated." The staff also wished to thank everyone who volunteered their services at both the Run for Daylight and the Golf Classic.