

# St. Rita's In Step

Volume 44 Issue 36

St. Rita's Medical Center Employee Newsletter

September 11, 2009



■ **Emergency Preparedness Part 2**

■ **Out-of-towners Laud Westside Urgent Care**

■ **Employee Wellness Assessment Due Sept. 30**

■ **Culture Of Safety Survey Off To Great Start**

■ **Sept. Is Stay In Circulation Month**

■ **Menu**

**InStep Articles Must Be Submitted to Carole Dugan by Noon on Wed. for the next InStep.**



**From Spiritual Care**

*The tender mercy of God has given us one another.*

*Catherine McAuley*

*From Chaplain Ginny Hartman*

## Some Common Myths About The Flu

**MYTH #1** You are not at risk for getting the flu because you're healthy, and as someone who works in a health care environment, you've been exposed to so many germs that you're immune to everything.

**FACT** Health care workers can have an increased risk of exposure to the flu due to the nature of the job.

**MYTH #2** You don't have any flu symptoms so you can't transmit the flu virus to your patients.

**FACT** The flu is a contagious and potentially deadly infection. Even if you don't show symptoms of having the flu yet, the virus can still be transmitted to patients. Health care workers infected with the flu can transmit the virus to patients in their care, which is particularly troubling for the many patients at high-risk for flu-related complications that can lead to serious illness and even death (mostly in adults 65 and older). Importantly, people who live with or care for persons at high-risk of complications should get vaccinated; vaccination can help caregivers stay healthy and avoid passing the infection to others. This group includes all health care workers.

**MYTH #3** You work in a large facility, and there are many staff members who get vaccinated against the flu. So, one flu vaccination won't make a difference.

**FACT** The CDC's Advisory Committee on Immunization Practices (ACIP) recommends an annual flu vaccination for a number of groups, including adults at high risk of complications from the flu and those persons who are in contact with them, including health care workers. In past years, flu infections have been documented in health care settings and health care workers have been implicated as the potential source of these infections. According to the CDC, annual flu vaccination is the most effective method for preventing the flu virus infection and its complications.

**Seasonal Flu Shots Will Begin Later This Month**

## Culture Of Safety Survey Is Here

The Culture of Safety Survey is off to a great start! You need to complete it by Sept. 25<sup>th</sup> but the earlier you do it the better because once you turn it in, your name will be in prize drawings Monday through Friday for gasoline or Chamber gift certificates. **On Sept. 28<sup>th</sup>, everyone who has completed the survey will be in the drawing for great prizes including a 40 inch TV, laptop computer, Kitchenaid mixer, GPS, or digital camera.** We really want all of you to complete the survey which will be on-line, on our intranet page. You can't miss it as it will be the featured item on the page. And it only takes 5 – 10 minutes to complete the survey!

When you have completed the survey you will have to print the thank-you page at the end and add your name and department information so the page can be entered into the drawing. The information you submit electronically is anonymous but we will need this page to confirm that you have completed it and to get in to the prize drawing. This paper can be turned in to your manager or submitted at the central drop off in Administration on the 3rd floor. Off campus employees should send their thank you page with name and department information through our in-house mail system. (Send to Marilyn Freuh).

Daily prize drawings have started! The survey has many clinical questions so if there is a question you cannot answer please skip it and only answer those questions that you have actual information or knowledge about. The topics of the questions focus only on our **CULTURE of SAFETY** and not on any other areas such as human resources.

The areas of the questions are:

- 1.Communication openness
- 2.Feedback and communication about errors
- 3.Frequency of events reported
- 4.Handoffs and transitions
- 5.Management support for patient safety
- 6.Nonpunitive response to error
- 7.Organizational learning – continuous improvement
- 8.Overall perceptions of patient safety
- 9.Staffing
- 10.Supervisor / manager expectations and actions promoting safety
- 11.Teamwork across units
- 12.Teamwork within units

The survey also includes two questions that ask you to provide an overall grade on patient safety for your work area and to indicate the number of events you have reported over the past 12 months. Please help us achieve our goal of 80% of you completing the survey. The more responses we get, the better information the survey will provide us for making future improvements. *And* we are competitive and want to have more responses than the other CHP hospitals so that we can be the best again!

If you have questions please ask your manager for more information. We will be happy to help. Be a winner and complete the survey.

***Opinions count... Know what's expected... Opportunity to do best ... Employees committed to quality***



*Christi Stephens, (front) and Bernice Townsend Surgery Processing Techs do the survey on-line during the Sept. 9 Kickoff*



*Cindy Wolfcale, Radiology, completes her survey.*

## Emergency Preparedness

### Are You Ready? Part 2

We are all part of a national emergency management system which hopes to protect people & property from all types of hazards. This system relies on local people & resources, as well as state & federal resources. You can protect yourself & your family by knowing what to do before, during & after an event. You can prepare by: knowing risks & danger signs, having insurance (including flood insurance), developing plans, putting together a disaster supply kit, & volunteering to help others.

Your family plan should address: escape routes, family communications, utility shut-off & safety, insurance & vital records, special needs, & caring for animals. Assemble a disaster supply kit for your home, work & car. A basic home kit should include: 3 day supply of food & water, battery-powered radio & extra batteries, first aid kit, hygiene items, matches in waterproof container, can opener, copies of personal papers, medications, eyeglasses, hearing aid batteries, infant items & clothing. Include any other items your family may need to access quickly or take along if you have to evacuate. For more information about preparing a disaster supply kit, go to [www.ready.gov](http://www.ready.gov).

*Cares about me... Know what's expected... Opportunity to do best*

### Silver Lot Closed For Training Sept. 19-20

On Sat. and Sun. Sept. 19 and 20 the southwest corner of the Silver lot will be blocked off for LACP training. *Development*

### September Is "Stay in Circulation Month"

Activities aimed at increasing awareness about Peripheral Arterial Disease (PAD) are being planned by The Henry and Beverly Hawk Heart & Vascular Center at St. Rita's for the month of September, "Stay in Circulation Month".

St. Rita's offers \$49 vascular screenings (discounted to **\$36.75** for employees, SRMC retirees and volunteers). A doctor's order is not required. Screenings, which are available at St. Rita's main campus, the Putnam County Ambulatory Center and Imaging at Wapak, are painless and take less than one hour to complete. Patients usually receive results as soon as the screening is done. The cost of the screening is usually not covered by insurance but if further testing is required, those tests will be billed to your insurance. Call ext 9056 for an appointment

Screening is recommended for: Anyone over 70 and anyone with leg pain when walking or other exercise. Anyone between age 50-69 who is a current or former smoker, has Diabetes, Hypertension, High Cholesterol and /or Coronary Artery Disease

Throughout September educational materials focusing on PAD, Stroke Risk and Abdominal Aortic Aneurysms will be displayed in the Health Resource Center in the main lobby and in the High Street Café

**On Sept. 30 the public is invited to learn about the symptoms and treatment options of PAD beginning at 6:30 P.M. in St. Rita's Auxiliary Center, 718 W. Market St. Presenting will be Radiologist Thomas Church, M.D., David Hartzell, PharmD of The Health Management Group and Linda Brown, CNP of the heart and vascular center. The event is free but please call St. Rita's Call a Nurse by Friday, September 25th at 419-226-9000 or 1-800-437-4827 to let us know you are coming. Refreshments, door prizes and more. *Cares about me... Learn & grow***

## Out-of-towners Appreciate Westside Urgent Care

My husband and I were visiting our friends in Ohio in July when our daughter had a fever of 103! Our friends took us to your office (Westside Urgent Care) where we received wonderful care and service. From the staff who greeted us at the door all the way to the nurse and Doctor. Everyone was so willing to help make sure our little girl was okay. We wanted to say "Thank You".

*Recognition... Opportunity to do best*

### Gift Shop Birthday Discounts

Employees get a 20% discount in the Gift Shop when purchasing items on their birthday. Bring your Driver's license and badge. *Cares about me*

## Quantros Shutdown For Maintenance Friday, September 18 From 10:00 P.M. To 1:00 a.m. (Sat.).

Quantros will be performing system maintenance on Friday, September 18 from 10:00 P.M. until 1:00 a.m. (Saturday).

**This maintenance will require your Quantros product(s) to be offline. Access to Quantros services will be unavailable during this time.**

Beginning Wednesday, September 16th, users logging in to Quantros products will see a notice on the login page advising them of the scheduled maintenance window.

Be assured all services will be restored as quickly as possible (we may not use the entire time allotted). *Have materials and equipment... Know what's expected... Progress*

## Pink Yoplait Lids Wanted

Kathy Kovachek is again collecting pink Yoplait yogurt lids . Yoplait donates 10 cents per lid to the Komen Foundation for breast cancer research for all returned lids

The lids must be from the specially marked Yoplait yogurt .Clean lids can be sent to Kathy in Radiology.

Each year we have set a new record and we hope this year will be the same.  
*Mission,*

## Laboratory Information System (LIS) Downtime

There is a downtime scheduled for the LIS beginning on Saturday, **September 26th.**

The downtime will **begin on Saturday at P.M. and will end on Sunday at 12 noon.**

The laboratory will fax or call results.

**Updated results will not appear in PowerChart until after the downtime.**

Thanks in advance for your cooperation and patience during this extended downtime. *Have materials and equipment... Know what's expected... Progress*

## Annual Fall Sports Sale In Gift Shop

the Annual Fall Sports Sale in St. Rita's Gift Shop is Sept. 14th -19th. Everything sports related will be 25% off. For a \$1.00 chance, you can enter a drawing for a \$275.00 OSU shadowbox print. There will also be several door prizes. Payroll deduction is available in addition to cash, check and credit card.. All Gift Shop profits are returned to the medical center. *Mission... Cares about me*

## Sept. 14-18 Veg n Go

Vegetarian Meals will be available at the Entrée Station Sept. 14-18. Stop by and give them a try!  
*Cares about me... Opinions Count*

## Upcoming Events Employee Appreciation Picnic Sept.12

**Shopping Excursion to Edinburgh(IN) Premium Outlets Sept. 26 **Seats still available on the second bus.****

**Employee Awards Banquet Nov. 17**

**Turkey Distribution Nov. 20**

**Employee Christmas Meal Dec. 9**

*Cares about me... Recognition*

## Spirituality And Wellness Brown Bag Lunch

### Everyday Spirituality

Date: Sept. 21st  
Time: noon - 1:00  
Location: Cafe Conference Room  
Presenters: Suzanne Marques, PharmD. Clinical Pharmacist,  
Time Out For Me Leader and Amy Marcum Spiritual Care, Director, Time Out For Me Leader  
Qualifies for Wellness Credits  
*Cares about me... Development... Learn & grow*

## Tranquili-Tea Benefit Sept. 15

Volunteer/Auxiliary, is hosting a benefit on Tuesday, September 15 afternoon starting at 1:30 P.M. to fund the Oncology/Medical Patient "Tranquili-Teas" hosted monthly by St. Rita's. The dessert tea and style show by Christopher & C.J. Banks will take place in St. Rita's Auxiliary Conference Center. Tickets are \$12 with \$8 being a tax-deductible contribution. Cancer survivors will be included among the models. Reservations may be made by sending your check to the Volunteer Resources Department by September 8.

### *Mission*

## Tips From America On The Move

There are five categories of vegetables, and you need them all. Vegetables are nutrient-packed, high in fiber, and are a good choice for those trying to reduce calories. This week, focus on two of the categories and incorporate them into your diet every day: Dark greens - these include broccoli, spinach and other leafy greens.

Orange - carrots, squash, pumpkin, and sweet potatoes. Have fun including them into your normal dishes, or try a new recipe! . *Cares about me*



## Time Out For Me Oct. 7 & 8

Registration is under way for Fall Time Out For Me October 7th and 8th.

In our fast-paced healthcare environment this is an important learning program that focuses on "spirituality in the workplace" and enhances healthcare workers skills to nurture body, mind and spirit.

It is vital to our mission —as we each seek to be a healing presence to those we serve... it is important to reflect on how we are tending to our own well-being. Time Out For Me offers time to reflect, learn and experience healthy living practices.

If you have never attended, here's your chance or invite someone from your area to attend. Many have commented that attending Time Out For Me has helped them in both their professional and personal lives. It is what they needed to "replenish their spirit".

Participants must have manager's approval to attend. Register in Thingwise

*Learn & grow... Development ... Cares about me...*

## 2009 JDRF "Walk to Cure Diabetes"



**Sunday,  
September 27 at 1:00  
P.M.**

**Mark your calendars...** and join us as an **individual** or **team** to show support for the Juvenile Diabetes Research Foundation in their efforts to fund research to find a cure for type 1 diabetes.

**Registration/pre walk activities begin at Apollo Career Center 12:30 P.M. with 5K walk scheduled to start 1:00 P.M. at Heritage Park on Rotary Walk path.**

ONU students will provide activities and snacks will be available. **2010 diabetes camp scholarship(s) to be raffled for child in attendance.**

Sign up online at [jdrf.org](http://jdrf.org)...Dayton Chapter...website...Lima walk

**Need more info? Contact Health Management Group: Lorie ext. 5630 or Kris ext. 5632. Mission**

## Mandatories Due October 31

Required Learning tests on Thingwise are due October 31. Don't wait until the last minute. *Know what's expected... Learn & grow*

## Employee Wellness Assessment Due End Of September

The Wellness Assessment is available for benefit-eligible employees through September 30. Remember, anyone who completes the 3-step wellness assessment process will receive \$50 cash, which will be added to the paycheck in October. Don't wait until the last minute.

*Know what's expected... Have materials and equipment... Cares About Me...*

## More MAD Moments! Serving The Uninsured... Improving CHIPS Registration

**Champion and Sponsor: Walt Kinsey, Mark Skaja, and Bill Roe. Lean Leader: Jodi Pahl, Team:** Carole Dugan, Director of Internal Communications and Media Content, Neighborhood Nurses Lisa Steinke, Cindy Brownlow and Denise Barnes, Mary Burden, Financial Counselor, Sherri Wannemacher, Urgent Care, Dianna Griesdorn Emergency and Kathy Herold, OBB

Carole Dugan brought forth a project idea about a patient population that we are challenged in serving, Children seeking services at SRMC who are uninsured and do not qualify for Medicare/ Medicaid. These kids could be enrolled in the State **Childrens Heath Insurance Program (CHIPS )** program, but many parents don't know this program exists. If these kids could get access to the CHIPS program provide paid healthcare, and allow SRMC to receive payment for an account that would otherwise be unpaid. We could likely gain reimbursement for up to 25% of the cost of those services provided versus no reimbursement prior to the project. Some of the action steps included:

- SRMC become an enrollment site Ohio Benefits Bank. The ultimate goal is to have all programs provide electronic approval but this will be a staged process. The program does reduce the application and REAPPLICATION processes. Pre-Training Orientation (PTO) was completed and ribbon cutting ceremony 03/23/09.
- AS400 question added to remind clerks to give application packet on visit. This is a mandatory question that states- CHIP's application given Yes or No. When answered Yes an daily e-mail notification is sent to the Financial Counselor.
- Reviewed EMTALA rules and regulations and applications could be completed in waiting room before being seen in non emergency room areas.
- Plastic holders for CHIP's applications purchased for Clinics
- 4K Volunteer is assisting in confirming eligibility. The volunteer came on board 4/28/09.

The team's work was featured on the local media when the Benefit Bank open at St. Rita's. In the first month of operation, 331 charts were reviewed and 51 people were found to be eligible for Medicaid benefits. 13 families were found to be eligible for Food Stamps. These are all families that were not aware that they met the criteria for benefits that are now blessed with food on the table and health care for their family. Year to date the group's work has resulted in **\$142,573** payments through the Healthy Start/CHIPS registration. Another **\$50,000** was recouped by the volunteer identifying eligible families. These are strictly outpatient charges for services provided by St. Rita's. There are multiple accounts still pending which the group anticipates will also be reimbursed. In addition, neighborhood nurses continue to help eligible families get registered so they can get coverage before services are needed. It happened because this team got together and began "Making A Difference"! We will continue to monitor the program's success and congratulations one and all.



State Representative Matt Huffman (center back) with some members of the CHIPS team at the OBB opening. *Front:* L to R Mark Skaja, V.P. Mission Services, Sherri Wannemacher, and Denise Barnes. *Back:* Mary Burden, Jodi Pahl, Lisa Steinke, Dianna Griesdorn and Kathy Herold.

**Mission...Recognition...  
Employees dedicated to  
quality**

High Street



High St Café News

The criteria follow the American Heart Association guidelines

- Meal is 500 calories, less than 30% of its calories from fat, under 700 mg of Sodium

500 Calorie Healthy Habits Meal

Look for the Red Entrée.



This Week's Soups

- Monday, Chili or Italian Wedding Soup
Tuesday, Chili or Chicken Noodle
Wednesday, Chili or Potato
Thursday, French Onion or Tomato Bisque
Friday, Broccoli and Cheese or Gumbo

Sunday Sept. 13th

Monday Sept. 14th

Tuesday Sept. 15th

Wednesday Sept. 16th

Thursday Sept. 17th

Friday Sept. 18th

Saturday Sept. 19th

Grill: Mushroom Swiss Burger
Entrée: Lasagna

Grill: Fried Bologna
Deli: Southwest Chicken Sala
Sauté: Cashew Chicken
Pizza: Hawaiian
Entrée: Orange Chicken, Chicken Cordon Bleu
Self Serve: Chicken Chunks

Grill: Chicken Focaccia
Deli: Reuben Flatbread
Sauté: Pasta Station
Pizza: Vegetarian
Entrée: Mahi Mahi, Flank Steak
Self Serve: Pretzel Bar

Grill: BBQ Pork w/Slaw
Deli: Crab Salad
Sauté: Mongolian
Pizza: Cheesy Bread
Entrée: Cabbage Rolls, Blackened Chicken Past
Self Serve: Bread Bowls

Grill: Coney Dog
Sauté: Beef and Broccoli
Deli: Tuscan Panini
Pizza: Chicken Bacon Ranch Calzones
Entrée: Boneless Ribs, Swiss Steak
Self Serve: Italian Bar

Grill: Jumbo Shrimp
Sauté: Chef's Choice
Pizza: BBQ Chicken
Deli: Asian Chicken Wrap
Entrée: Vegetable Lasagna, Chef's Chioce
Self Serve: Breakfast Bar

Entrée: Stir Fry
Grill: Boneless Wings

**NEXT WEEK  
VEG N GO  
VEGETARIAN  
MEALS  
AT THE  
ENTRÉE  
STATION**