

St. Rita's In Step

Volume 44 Issue 37

St. Rita's Medical Center Employee Newsletter

September 18, 2009



■ **Emergency Preparedness Part 3**

■ **Inpatient Rehab Celebrates 20 Years**

■ **Employee Wellness Assessment Lab Reports At Employee Health**

■ **Culture Of Safety Survey**

■ **H1N1 Update**

■ **Menu**

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



From Spiritual Care

Call on your ancestors, they will surround you with hope, for it is their being that enabled you to be here.

African proverb.

from Chaplain Joe Heeter

Seasonal Flu Shots Begin September 21

Employee health staff will begin making rounds with the seasonal flu vaccine on Monday, September 21. For an update on H1N1 (Swine Flu) see page 7.



VP Mark Skaja gets his shot from Employee Health Nurse Shelly Balough

It is more important than ever to get your seasonal flu shot this year. Please take advantage of this exceptional benefit provided by St. Rita's. Joint Commission strongly recommends all healthcare workers get the flu vaccine

Mercy Day Celebration September 24th

The Venerable Catherine McAuley, founder of the Sisters of Mercy chose September 24th, 1827 (Feast Day of Our Lady of Mercy) to open the first house of Mercy on Baggot Street in Dublin, Ireland. This house was a home for working girls, homeless women and children, and a school for poor children. She founded the Sisters of Mercy in 1831 and the house on Baggot Street became the first Convent of Mercy. Her ministry spread throughout the world through the Religious Sisters of Mercy. Today there are Sisters of Mercy in 49 states and 21 countries

The Sisters of Mercy opened St. Rita's Medical Center in 1918. We are blessed to have our own Religious Sister of Mercy on staff, Sister Noel Frey. Everyone is invited to be a part of their mission. There will be a special Mercy Day Mass at 7:15 a.m. on Thursday. In honor of the occasion a complimentary cookie will be available in the cafeteria from 11:00 a.m. to 7:00 P.M. Thursday and from 2:00 a.m. - 3:30 a.m. on Friday. Please join in the celebration.

Thank You

Patient Appreciates St. Rita's Service And Patient Accounts

A letter from a self pay patient who was offered a discount based on his situation and conscientious monthly payments to his account.

I thank you for offering me this fantastic offer. At this time I can't take advantage of it. On July 1, I finally acquired health insurance after being without it for 3 years. My only choice for my health care forever will be St. Rita's. I have utilized St. Rita's 3 times since 1980. You have been fantastic. I go to Mass often in the chapel and visit for prayer 2 or 3 times a week. Thank you. Keep your excellent service.

Thanks To 6A Pediatric Staff

A great big THANK YOU to all the nurses, doctors & staff that helped our son recover from his sickness. Not only were you kind helpful & very professional, you also made our stay very comfortable while we were away from home! Everyone did a wonderful job & we really can't thank you enough.

You all should be so proud of what you do. You really make a difference in the lives you touch & help heal.

As our stay was comfortable & you were so very kind, we don't want to come back. However, we know that we can expect the best! With much thanks

Thank You

Excellent Teamwork Recognized

We had a 9 yr old trauma patient who came to surgery for the second time to have his ankle fracture fixed by Dr Schniegenberg on Tuesday Sep 1st. Our Clinical shift supervisor overheard the father talking on his cell phone and he made the statement "I have to hang up my cell phone is dying". Jamie quickly asked the father if he had a charger. He replied that he did not. Jamie called biomed who called communications to see if we could get the dad a charger for his phone. It turned out St. Rita's did not carry one that would work. Shannon Fillinger notified Denny Sheets who came to surgery and took down the phone information. Amy Banks, Communication team leader went out to the Verizon store and bought the gentleman a charger for his use while he is here with his son. Now is that a great example of team work and our Core values at work. Not to mention excellent customer service
Jo Ann M Shough, R.N.

Great Teamwork Makes Great Recovery

A patient from Fort Wayne who uses St. Rita's outpatient testing left Outpatient Express Testing without his driver's license which he used for identification. He was gone before the error was discovered. When they got in touch with him he was on his way to a week-long fishing trip with his father. He stated that he was running really behind on leaving but that his dad understood so they back to St. Rita's to get the license. Outpatient Express Testing staff contacted administration to see about a special recovery item. Mary Ann Bailey made a trip to the Mall to pick up a gift card that could be used at many locations.

Jeanne and Christina from Outpatient Express talked to the patient - he was so appreciative of the gift card which he initially did not want to accept. Jeanne and Christina jokingly told him that they were keeping his license until he took the card! He stated that St. Rita's has always been a very caring hospital and that is why he drives so far for testing. He also stated that he wished they had hospitals as caring as St. Rita's in his area. Patient was very understanding that mistakes happen and stated that he will definitely come back to St. Rita's if he needs anything further. Great job to the entire team!! Tara Miller, Outpatient Express Testing Manager also wanted to also thank VP Walt Kinsey, Mary Ann Bailey and Kendra Norbeck from administration saying " they were wonderful to work with - we could not have made this bad situation better without them!

Recognition... Employees committed to quality... Mission... Opportunity to do best

Culture Of Safety Survey Ends Sept. 25

The Culture of Safety Survey ends September 25th. Everyone who completes the survey is eligible for daily prizes PLUS **on Sept. 28th, 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!

Our goal is 100% participation and we are getting close. Remember, 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

Kathy Knueven Memorials

As many of you already know we lost a very important part of our St. Rita's family last weekend. Kathy Knueven, the Clinical Manager of CCU and 3B, died suddenly Saturday while visiting her niece at Atrium Medical Center in Middletown.

Kathy was a very dedicated manager and she will be greatly missed by all of her staff, her peers, and everyone who has been fortunate enough to know her. She left us with wonderful memories of her great ability to care for others and offer her warm smile to make them feel better. Kathy's family has agreed that donations to a scholarship fund for continuing education of cardiology staff nurses would be a most appropriate way to honor Kathy's memory. If you would like to contribute to that fund please send your donations to the Development Office here at St. Rita's. This will be an ongoing fund in Kathy's honor. Please keep Kathy and her family in your prayers.

There will be a **Mass of Remembrance for Kathy at 2:00 P.M.. Thursday, September 17th in the St. Rita's Chapel and a Prayer Service of Remembrance at 7:45 a.m. Friday, September 18th in the chapel.**

A picture of Kathy with a vigil light will be in the chapel for anyone wishing to spend a few moments in prayer and remembrance throughout the week.

Best friend... Cares about me

Thanks To Your Generosity St. Rita's United Way Is 4% Over Goal

Thank you to all employees who participated in St. Rita's 2009-2010 United Way Campaign! Because of your generosity, we have received \$140,488.00 in pledges, which is 4% above our goal of \$135,000.00!

While our pilot campaign is officially over, if you have not yet turned in your pledge card to the Human Resources Department, you can still do so, and we can report our new numbers at the end of the community's campaign.

United Way Drawing Winners

Winners of the Final United Way Drawing

- * Nintendo Wii Video Game System - **Melinda Glasco** (Materials Distribution)
- * MP3 Player - **Starla Clayborn** (Medical Records)
- * 8 Extra vacation hours to be used in 2009 or 2010 - **Justin Daley** (Nutrition Services)
- * \$25.00 Gas Card - **Angela Keiffer** (Nutrition Services)
- * \$25.00 Gas Card - **Joyce Wymer** (Pastoral Care)
- * \$25.00 Restaurant Gift Certificate - **Ken Hahn** (Coronary Care)
- * \$25.00 Walmart Gift Card - **Virginia Schroeder** (Emergency PCACC)
- * \$25.00 Chamber of Commerce Gift Certificate - **Barbara L Gremling** (Home Health Care)
- * \$25.00 Chamber of Commerce Gift Certificate - **Jan Ellen Sifrit** (Environmental Services)
- * \$25.00 Chamber of Commerce Gift Certificate - **Helen Bruggers** (Facilities Maintenance)
- * \$25.00 Chamber of Commerce Gift Certificate - **Shelley Bowers** (Ultrasound PCACC)
- * \$25.00 Chamber of Commerce Gift Certificate - **Rick Hardwick** (Biomed)
- * 2 Regal Cinema Movie Passes - **Amanda M Koester** (Telemetry)
- * 2 Regal Cinema Movie Passes - **Carla Eilerman**
- * 2 Regal Cinema Movie Passes - **Laurie Lee Williams** (Nutrition Services)
- * 2 Regal Cinema Movie Passes - **Cynthia Staup** (TCU)
- * 2 Regal Cinema Movie Passes - **Susan Stall** (Pharmacy)

Prizes may be picked up in the Human Resources Department Monday-Friday from 7:30 a.m. - 4:30 P.M.. now through October 15, 2009.

Mission... Recognition

Picnic Drawing Winners



Monte Carlo Winners 19" LCD TV- Kaity King, Home Theater- Sharon Hayes, Blu-Ray Player –Wes Strayer, Digital Camera- Lorene Wehrly

Top of the hour Bingo Winners 19" LCD TV-Ron Powell, Xbox Guitar Hero World Tour- Tim Olmeda, Printer/copier/fax/scanner- Barb Fischer, Digital Picture Frame- Jim Hohenbrink

Anyone who missed the Employee Appreciation Picnic missed a great time. Many thanks to the HR staff and employee activities committee for a perfect day and to our Board of Trustees and Administration for providing the resources for this fabulous family event. *Recognition... Cares about me*

Emergency Preparedness ...Are You Ready? Part 3

In your family disaster plan, address those with special needs, the elderly & pets or service animals. If you need medication or treatment, have on hand what you need for at least a week. Keep copies of prescriptions & treatment information. Talk to your service providers about their emergency plans (hospital, clinic, dialysis center, etc.). Identify back-up providers in your area & other areas you may evacuate to. If you use electrical medical equipment, plan what to do if power is out. Keep extra supplies you may need (hearing aid or wheelchair batteries, oxygen, etc.). Include copies of your medical insurance cards.

What is best for you is generally best for your pets. Try to take your pets with you when evacuating. Identify places you could take them. Pets may not be allowed in public shelters. Your pet emergency supply kit should include: food & water, medications & medical records, first aid kit, collar with ID tag, harness or leash, crate or other carrier, sanitation supplies, & familiar items (toys, treats or bedding). A picture of you & your pet together will help identify your pet & document ownership if you become separated. For more information, go to www.ready.gov.

Cares about me... Learn & grow

September Is “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

Inpatient Rehab Celebrates 20 Years

This year marks the 20th year for St. Rita's inpatient rehabilitation. Many changes have taken place including treatment options and length of stay. Easy Street located on the inpatient unit gives patients a chance to practice their “real life skills” including grocery shopping, banking cooking and household chores. The St. Rita's rehab services are CARF certified. Kelley Recker, Administrative Director of PM&R will be on the Medical Moment on Mon. Sept. 21 at 6:50 a.m.

Stop by the Rehab display outside the Café' next week and visit 7E on Tuesday from 11:00 a.m. to 1:00 PM for the employee Open House on Easy Street.

Recognition

Get Lab Results For Employee Wellness Assessment From Employee Health

Lab results for the Wellness Assessment are available in Employee Health when you get the biometrics (blood pressure, height and weight). Please do not go to medical records for your results. Remember, anyone who completes the 3-step wellness assessment by September 30 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...

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*



Thanksgiving Food Drive For West Ohio Food Bank

Starting September 21st we will be having a food drive in all nursing units to donate to The West Ohio Food Bank for Thanksgiving. Non perishable food such as can goods and boxed items will be accepted in each nursing unit. Also monetary donations will be accepted. Flyers are available in each nursing unit for any monetary donation. The West Ohio Food Bank is in the process of trying to purchase the building where they are currently located. Our goal is to raise enough money to purchase a room at the Food Bank under St. Rita's name! Any questions please contact Renae Eversole on 6K (2411).

Pamphlets and envelopes and food collection boxes are available in each nursing units and the Health Resource Center. *Mission,*

Valet Supervisor Published

Joshua French, Valet Supervisor, was recently published in an Avascend publication *Essays from the Heart* which had 21 essays from Avascend employees through out the country. Congratulations Joshua!

Recognition

Upcoming Events

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

Support Our Troops

Support Our Troops Collection The Volunteer / Auxiliary Outreach Committee, will again be sending nonperishable items to our troops overseas.

Collection containers will be placed throughout the medical center, on Tuesday, September 22nd, asking for donations through November 2nd. The Outreach Committee will package and mail items the week of November 2nd. Suggested items are DVD's, magazines, chapsticks, moisturizing lotions, small antibacterial lotions, beef jerky, slim jims, individual crystal light packets, microwave popcorn, protein/snack/breakfast bars, instant oatmeal, Twizzlers, small canned veggies and snack packs of pretzels etc. Checks and cash donations are also accepted. Please make checks out to St. Rita's Auxiliary.

Employees who have family members or friends overseas, should e-mail their address to

stritasvolunteers@health-partners.org . We will do our best to see that a box of goodies is sent to them. Please join us and be a part of this worthwhile project. Show your support of our men and women serving our country.

Mission

Tips From America On The Move

Spend leisure time with your family by being active. Play tag, basketball, soccer or ride bikes.

Cares about me

H1N1 Update

H1N1 influenza continues to be a threat across the globe. Most experts believe we will have a wide scale outbreak, which will result in a varied severity of illness. So far, the H1N1 flu has hit younger people more readily than the elderly. Those most at risk seem to be school-aged children up to age 25, followed by children age 0 – 4. The next highest risk group has been those 25 – 49, and then those age 50 – 64. Those least affected have been people 65 years and older. Pregnant women are at an increased risk of severe illness if they contract the virus.

Healthcare workers with direct patient care duties will be one of the first groups to receive the vaccine, so we are hopeful that St. Rita's will receive adequate amounts of vaccine. Reportedly, the government will release the first batch the beginning of October, with more to be sent out weekly there-after. When we receive the vaccine, we will notify all staff. Priority will be given to direct patient care workers.

The H1N1 vaccine is a one-dose vaccine. The seasonal flu vaccine will not protect against the H1N1 virus, so you will also need to get that vaccine in order to fully protect yourself. The seasonal vaccine will be available through Employee Health the week of Sept. 21.

Symptoms of H1N1 are similar to seasonal flu: fever, cough, muscle aches, fatigue, and shortness of breath. Nausea and vomiting have been more associated with the H1N1 flu than with seasonal flu.

At this time, CDC recommends patients with H1N1 flu be placed in Airborne precautions (N95 mask, eye protection, and negative pressure room if available), along with Contact Precautions (gown and gloves). When transported outside of their room, these patients need to wear a surgical mask to prevent dispersal of virus to others when they cough, sneeze, talk or exhale.

Please do all you can to protect yourself, your patients, your family and visitors to St. Rita's!

Carolyn Wieging, Infection Prevention and Control Manager

Cares about me... Know what's expected... Have materials and equipment... Employees committed to quality

Carole Okuley Winning Photographer

Congratulations to Carole Okuley, clinical mammographer at the Women's Wellness Center. Carole received two awards in the recent Lima News photography contest. She received first place in the categories of Still Life and Humor." Her work will be displayed along with the other winners on the wall outside the High Street Café'

Recognition

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, White Chili or Vegetable Rotini
Tuesday, White Chili or Pollo Con Queso
Wednesday, White Chili or Creamy Potato
Thursday, Chicken Noodle or Tomato Bisque
Friday, Chicken Noodle or Broccoli

Sunday Sept. 20th

Monday Sept. 21st

Tuesday Sept. 22nd

Wednesday Sept. 23rd

Thursday Sept. 24th

Friday Sept. 25th

Saturday Sept. 26th

Grill: Double Cheese Burger
Entrée: Pot Roast

Grill: Fish and Chips
Deli: Buffalo Chicken Salad
Sauté: Pepper Chicken
Pizza: Cheeseburger
Entrée: Stuffed Peppers, Beef Chimichanga
Self Serve: Pasta Bar

Grill: Smoked Beef
Deli: Paris Bistro Wrap
Sauté: General Tso's
Pizza: Garlic Cheese Bread
Entrée: Apple Butter Pork, Chicken Pot Pie
Self Serve: Mexican Bar

Grill: Onion Swiss Burger
Deli: Mandarin Tuna
Sauté: Salad Station
Pizza: Calzones
Entrée: Caribbean Chicken, Chipped Beef
Self Serve: Potato Bar

Grill: Gyro
Sauté: Mongolian Grill
Deli: Chicken Club Panini
Pizza: Supreme
Entrée: Salmon Patties, Chicken Fajitas
Self Serve: Wings

Grill: Texas Burger
Sauté: Chef's Choice
Pizza: Mushroom and Sausage
Deli: Waldorf Turkey Wrap
Entrée: Tuna with Corn Salsa, Cheeseburger Mac
Self Serve: Pretzel Bar

Entrée: Fried Chicken
Grill: Fried Cod