

St. Rita's In Step

Volume 44 Issue 44

St. Rita's Medical Center Employee Newsletter

November 06 2009



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



From Spiritual Care

It is better to relieve a hundred imposters... than to suffer one really distressed person to be sent away empty.

Venerable Catherine McAuley

From Sister Noel Frey

H1N1 Flu Vaccine Available For Patient Contact Employees

H1N1 vaccine is available for all employees with patient contact. Employee Health nurses are visiting units or you can call Employee Health to schedule an appointment.

Please download the H1N1 registration form from the Intranet and have it completed in advance of receiving your vaccine.

For more information on H1N1 go to www.flu.gov
Cares about me

Take A Look At The New Thrift Shop

The newly renovated Thrift Shop is definitely something to see. Orderly racks with all clothing sized, designated rooms for childrens' clothing and many specialty items including collectibles are there for the fortunate buyer. There is also a collection of Christmas decorations in plenty of time for the holiday season. Of course your donations are always welcome because merchandise turns over fast in the new and improved Thrift Shop.



Stop by and see the new floor plan and the very extensive array of items for sale.

Educators Art Exhibit

ArtSpace/Lima will present the work of twelve area art educators in *Those Who Teach Can Likewise Do*, from November 6 through December 19 in The Ellen Nelson Gallery.

According to co-curators Joseph Bonifas and Michael Huffman, the exhibit is designed to showcase the work of those whose careers span the classroom and the studio, who are actively involved in the world of arts education and who are as well productive artists with active personal goals.

Participating artists include Sally Windle, Gary Wells, Linda Lehman, Barbara Ward, Mary Lou Schepp, Brian Krawetzke, William Millmine, Anita Lehman, Michael Huffman, Douglas Drury, Diane Bendele, and Joseph Bonifas. Media in the exhibit will include oils, acrylics, watercolor, paper, metal, and photographic prints.

There will be an Opening Reception on Friday, November 6 from 6:30–8:30 P.M. Refreshments will be served.

Cares about me



Thank You, Thank You, Thank you

Patient's Spouse Thanks Lab's Jane Hollon For Positive Action

I want to take this opportunity to thank Jane Hollon. My husband, who is diabetic, came to the lab for fasting blood work 2 days after discharge after being hospitalized. Illness makes a diabetics blood sugar even harder to control. As we were waiting his turn for his blood draw, he became symptomatic for low blood sugar. Jane facilitated the patient blood draw order to allow his blood to be drawn one patient sooner. And had graham crackers and orange juice there the moment the blood draw was completed. The patient who was bumped was very gracious and said she was only having a hemoglobin drawn.

Please recognize and thank Jane for this positive behavior.

To all the 8E Doctors, Nurses, Therapists and Staff

I did not want to be admitted to the hospital, in fact I cried myself to sleep for a few days. But, when I came to Transitional Care, things changed! Everyone was so energetic and friendly. I felt as though I were visiting friends instead of being in a hospital. Nurses were so attentive to my needs, and I don't think I've met anyone more compassionate or caring. Some would go out of their way to make me laugh, some days when I didn't feel like smiling. My therapists were so patient and gentle with me, therapy did not feel like therapy, but as though I was taking a walk in the park!! And to all those who kept my room clean, could you come home with me? (HaHa) Everyone has been wonderful!

To all of you I offer thanks from the bottom of my heart. As much as I look forward to going home, I will miss you!

EVS Pumpkin Decorating Contest

Winners of the Environmental Services Pumpkin Decorating Contest were:

1st Eileen Bradley, **2nd** Maurice Austin, **3rd** Tammy Harrod



Some of the creative results are pictured at left. Congratulations all!



First 2009 Legends of St. Rita's Announced

Laurie Patrick

Laurie Patrick is currently a part time pharmacist which she enjoys very much. But her nomination is for her legendary experience in the past. In the late 80's Laurie was literally the only pharmacist on staff. She worked full time and was also the Director of Pharmacy, usually working two out of three week-ends in addition to being on call at night. She oriented many pharmacists over the years even though many did not stay.

She never once suggested bailing out even with her nearly impossible schedule because patients came first. Although we now have a substantial pharmacy staff, her nominator said Laurie "continues to provide us with her solid pharmacy experiences. We are proud to have a fine pharmacist like Laurie."

She exemplifies our Core Values of **Excellence, Service and Sacredness of Life.**

We are proud to name Laurie Patrick, a Legend of St. Rita's

Jane Rupert

Jane Rupert was asked to take a look at a boy who was the son of a friend and neighbor and had been suffering from a cyst located at the base of his spine. The boy had been in treatment for a year and a half and had 4 surgeries. (con't. next column)

The wound was 4 inches long and two inches deep. After the fourth surgery the mother called Jane to help her change a dressing. The woman knew Jane was a nurse, but did not know she was a wound care specialist. The first week after surgery she went over every day to help change the dressing. Jane contacted his physician and he changed his course of treatment. Jane continued to check the progress several times a week... "out of the goodness of her heart."

The nominator said. "Jane was able to heal what several surgeons and wound care specialists did not. Any time I had a questions I called Jane, she was my rock. I had become so depressed and frustrated- I thought the wound would never heal. Thanks to Jane and her help and instructions, my son's wound was healed in about six weeks.

Without Jane we may have done some drastic surgery that was unnecessary. Jane was so kind and compassionate she made it bearable for my son. Around our house we call her St. Jane.

Jane exemplifies our Core Values of **Compassion, Excellence, Service and Human Dignity**

We are proud to name Jane Rupert, a Legend of St. Rita's

Amber Wilhelm

Last year Amber Wilhelm's cousin was diagnosed with bone marrow cancer. She was tested to see if she was a match, but sadly she wasn't. She was however a match for a total stranger. Recently married, Amber and her husband were hoping to start a family. She was told in order to donate she would have to postpone starting a family due to medication she would need to take. She agreed.

The whole donation process took over six months and involved driving considerable distance. Amber put her life on hold and made many sacrifices to donate bone marrow to a total stranger. She is a shining example of our Core Values especially **Compassion, Service and Sacredness of Life**

We are proud to name Amber Wilhelm, a Legend of St. Rita's

Congratulations Laurie, Jane and Amber... you make us all proud.

Recognition...

Watch next week's InStep for the final 2009 Legends of St. Rita's

Thanksgiving Food Drive For West Ohio Food Bank

The food drive continues on nursing units for The West Ohio Food Bank. Non perishable food such as canned goods and boxed items will be accepted in each nursing unit and in the Health Resource Center. Monetary donations are also accepted. Flyers are available in each nursing unit for any monetary donation.

Donate to St. Rita's Room

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 and we are getting closer! Any questions please contact Renae Eversole on 6K (2411).

Pamphlets with envelopes and food collection boxes are available in each nursing unit and the Health Resource Center. **Kay Wellman is the president of the West Ohio Food Bank Board. *Mission***

Extraordinary Ministers On Staff Needed For Isolation Patients

We are in need of employee Extraordinary Ministers of the Eucharist to distribute communion to Catholic Isolation Patients. Volunteers are unable to do this but anyone who is an employee and a Commissioned Eucharistic Minister can offer this service. Sr. Noel does this when she is here, but she can't do it every day. Any employee willing to volunteer to bring communion to isolation patients should contact Amy Marcum at ext.9531. *Mission*

Medical Student Serves Clerkship

The following medical student will serve a clerkship November 9 through December 16, 2009
Anthony Glass, PA Cardiovascular Surgery. Mark Buettner, PA-C

Opportunity to do best

Development Mercy Club Campaign In Play

St. Rita's Development employee campaign to increase Mercy Club membership as well as increasing Mercy levels for current members is underway. About one third of our employees are current Mercy Club members. Names of all current Mercy Club members and all new members will go into drawings for weekly prizes including movie tickets, dinner tickets and more.

All will also be entered in the major gifts drawing at the end of the campaign. Gifts include a Samsung 40" Flatscreen TV (the official NFL TV), a Wii console with a Madden 2010 NFL game, a Samsung BLU-RAY Disc Player and more. Stop by the development office on 3G and see all the great prizes.

Current Mercy Club members who recruit an additional member or increase their giving to the next level will get an additional chance in the drawings.

"Many employees are not aware of the Mercy Club so we are hoping to change that by doing a fun campaign with lots of prizes, said Kathy Williams, Development Director.

*The campaign will run up to the week-end of the Ohio State Michigan game. We hope to score big by getting lots of star players on our Mercy Club team. Everyone who participates will also be awarded a St. Rita's game ball." **Mission***

Breakfast with Santa

Santa is coming! The Volunteer / Auxiliary is sponsoring "Breakfast with Santa" on Saturday, December 5th from 9:00 am to Noon. Santa and Mrs. Clause will be there to kick-off the holiday season. At 9:00 am a Breakfast Buffet will be served to include scrambled eggs, sausage links, French toast sticks / syrup, fresh fruit, donut holes, coffee, orange juice and milk. All children will receive a gift from Santa. Tickets go on sale Monday, November 2nd in Volunteer / Auxiliary Resources. Prices are adults - \$8, children 3 yr to 10 yr - \$6 and children under 3 yr - \$3. Cash, check, credit card and payroll deduction will be accepted. No tickets will be sold at the door.

Hurry...don't wait! Don't miss the fun! Tickets will go fast..*Mission*

Fantastic Masquerade \$5 Jewelry Sale

Beginning Sunday evening, November 15th at 8 P.M. the High Street Mall will be filled with beautiful fashion jewelry all priced at only \$5.

For the convenience of all three shifts and off-site employees. The sale will be held :

Sunday Nov. 15 from 8 P.M. to Midnight

Monday, Nov. 16 from 7 a.m. to Midnight

Tuesday, Nov. 17 from 7 a.m. to 3 P.M.

Masquerade will offer over 20,000 pieces of jewelry including necklaces, chains, earrings, bracelets, jewelry sets, rings, charms, men's & women's watches, pins, etc. comparable to department store jewelry at 3 and 4 times the price. The selections will be perfect for gifts as well as for yourself! Purchases may be made by cash, check, credit card or payroll deduction. St. Rita's Volunteer / Auxiliary is sponsoring this sale as a fundraiser towards its' two million dollar commitment to the medical center. *Mission*

Anyone younger than 14 years old or anyone with any flu-like symptoms should not visit patients on any floor.

Volunteer / Auxiliary Coat Drive

The Volunteer / Auxiliary Outreach Committee is sponsoring a coat drive for Lima City school students from Elementary to High School ages. Coats need to be clean and gently used. Please be a part of this worthy program.

Coats can be dropped off at the Health Resource Center **through November 13th.**

Thank you for joining us to help those in need. *Mission*

St. Rita's Volunteer Auxiliary Buckeye Sale



Prepaid orders are still 3 dozen for only \$10.00 Buckeye **Order forms are available on the Intranet.** Order by Fri. November 20 for pick-up by 7:00 P.M. Thurs. December 3. *Mission*

Old Eyeglasses Needed

The Volunteer / Auxiliary and the Lima Host Lion's Club is asking you to donate old eyeglasses and prescription sunglasses. Collected glasses will be cleaned, repaired, classified by prescription and hand-delivered by volunteers to needy people in developing countries. This is an ongoing project with collection boxes located in the Health Resource Center and the lobbies of the 830, 770 and 750 medical building. Thank you for joining in the worthy cause. *Mission*

Upcoming Events

**Employee Awards
Banquet** Nov. 17

Turkey Distribution
Nov. 20

**Employee Christmas
Meal** Dec. 9

*Cares about me...
Recognition*

Online Childbirth Class

St. Rita's Medical Center now offers pregnancy, childbirth, postpartum, and newborn care all together in one online childbirth education program. This is an excellent option for expectant parents who are on bed rest, have time constraints, scheduling conflicts, when hospital childbirth classes are full, or you have previously given birth and want a refresher. The fee is \$50 for the program which can be accessed for 90 days in the comfort of home and when it is convenient for the mother and her partner. Check out a quick demo. Go the www.stritas.org and click on the Baby Connection, This will then take you to the Baby photos and at the bottom of page you can click a link to see the demo.

St. Rita's site will be customized with information about SRMC with pictures, details, and pertinent information.. *Learn & grow*

MAD Moments . . . Streamlining PHS Questions for Physicians' Offices



The primary focus of this MAD event was to eliminate unnecessary and/or repetitive questions in the Pathways Healthcare Scheduling (PHS)system to facilitate the scheduling of outpatient testing. St. Rita's staff members utilizing the PHS system frequently received complaints from physicians' offices regarding the number of questions and length of time involved in scheduling tests for their patients. PHS was also becoming increasingly more cumbersome and time consuming for our schedulers. Our staff recognized that, if this continued, we could potentially receive fewer referrals from our physicians.

The process began by reviewing SRMC Radiology procedures. Our team members discovered that many PHS questions had been gradually layered into the process without an overall look at the impact or whether those questions were appropriate for all connected tests being scheduled. The team also enlisted a representative of the McKesson Corporation to perform an audit of the PHS system. Data collected from McKesson detailed SRMC procedure details, pools and staff pool assignments. Procedure details were sorted by facility, resource unit and procedure. And, finally, staff and the pools they were assigned to were reviewed. The audit provided valuable information to help us improve our scheduling process. Recommendations were obtained from McKesson regarding how to streamline/consolidate the questions built in for each procedure. And, a process was developed to aid Radiology, Central Scheduling, PM&R, Cardio-Pulmonary and Registration in purging, upgrading and streamlining PHS questions related to their departments.

Further solutions from this project are:

- ◆ The creation of one common folder where all proposed changes to a pool will be submitted and open for discussion prior to implementation. This folder will then be used as a reference tool for future changes.
- ◆ Monitoring of inactive pools
- ◆ Utilization of standard abbreviations throughout the system

As a result of this project, PHS scheduling options have decreased by over 50%. Our SRMC schedulers are pleased with the changes that have been made. And physicians' office staff members are noticing an improvement, as well.

This is one more example of how together we can ...Make A Difference

Recognition.. Opportunity to do best... Learn & grow



Patient Pride Comments

- Having a hand massage & facial was very nice. This hospital has a very caring staff. My experience was a very warm one. Thank you to all...
- This is truly a ministry from God. The day that God sent (the volunteer) my way, I was really having a very, very bad day. After the facial and hand massage, I couldn't help but cry tears of joy. . .
- I just wanted to say thank you. It was very nice experience. I am an employee at St. Rita's and didn't even know that we did this for our patients. So thanks very much – it was a wonderful experience.
- The Patient Pride service came as a total surprise to me. The hand massage and facial beautification were most welcome and soothing. We even discovered some common interests together – THANK YOU!
- I liked this experience very much! It was relaxing and soothing. It is a nice added touch towards the unwanted patient experience. Good work!
- What a wonderful service! It really picks up one's spirits. Thanks so much!
- When you look better – you feel better. (The volunteer) came in and pampered me and I enjoyed talking to her. I got compliments on her make-up job.
- I was feeling poorly. She helped me relax with the hand massage & facial. It was very relaxing.
- The volunteer was very nice; I liked the facial she gave me and the conversation. It's not every day you get a facial and I appreciated it very much. Keep up the good work. Thank You.
- (The volunteer) was very comforting and gentle. It was a good feeling to get pampered a little. Thank you for caring!
- It was a great surprise and made me feel special J Keep up the good work. I really loved every minute of being pampered – Thanks!!
- When you've been in the hospital after surgery any little extra helps greatly. Makes you feel better, someone friendly to talk to and just feeling pampered. This service is great!!!
- (The volunteer) was great. I felt so relaxed and stress free. Also it was nice to have someone as nice as her to talk to. Thank you very much for a wonderful stay.

St. Rita's Labyrinth Meditation Walk November 13

Historical Background

To appreciate the labyrinth, it is nice to have a background on its origin. The labyrinth is first noted as early as 5000 B.C.E. It is also found in ancient Greece and in the Roman Empire. Labyrinths were located partially underground and had a series of connecting passages. In Greek mythology, a labyrinth on the island of Crete was used to contain the Minotaur which was a creature that was part human and part bull.

A labyrinth located in a church in Algeria is the earliest known Christian labyrinth. This was marked by the inscription Sancta Ecclesia inscribed in the center. Worshipers as early as 350 CE would trace a labyrinth with their finger in order to center their thought and open themselves to the presence of God.

During the "dark ages" when travel to Jerusalem was dangerous, walking the labyrinth was substituted for the a pilgrimage to Jerusalem. At this time, several labyrinths were embedded in cathedral floors throughout Europe. Pilgrims would walk the labyrinth to contemplate the journeys and to reach a spiritual state of closure. The only remaining labyrinth is in Chartres, France. This labyrinth is available for walking on Fridays and by special arrangement

The Christian labyrinth is created in four quadrants. This is suggestive of the shape of the cross. The labyrinth is a balanced circle having as many right hand turns as left hand turns and creates a sense of well-being within the person. Walking the labyrinth is a way of praying with the body that invites the divine presence into an active conversation with the heart and soul. By engaging in this walking meditation, we are fully engaging our minds, bodies, and spirits at the same time.



St. Rita's Labyrinth Meditation Walk will be in the chapel in the main lobby from 7:00 a.m. until 4:00 PM (except during Mass from Noon to 12:30) on Friday Nov. 13. Everyone is welcome. Your participation can be used for Local Discretionary Wellness credit.

