

St. Rita's In Step

Volume 44 Issue 16

St. Rita's Medical Center Employee Newsletter

April 17, 2009



■ Turn, Turn, Turn

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



From Spiritual Care

*Each breath we take is a
gift...each moment of life is a
grace. Thomas Merton*

From Chaplain Ginny Hartman



New Identity Theft Protection Program... FTC Red Flag Rules.

May 1, a new Federal Regulation concerning Identity Theft Protection begins. Everyone should be aware of the new program, but **Registration, Financial Assistance, Medical Records and Patient Accounts** will be the most affected.

The new program is like HIPPA's Protected Health Information, but now applies to identity and financial information. FTC "Red Flags Rules" are part of this program.

Red Flag Rules focus on the riskiest time for Identity Theft which is when a new patient account is opened (registration). All patients coming for services must show a photo ID and proof of address at registration.

Please note: *Red Flag Rules do not apply in ED due to EMTALA. ID will be verified after the ED exam. In case of any emergency, treatment will be provided without delay.*

Red Flags to watch for:

- Insurance cards that look fake or altered
- Photo on ID doesn't look like patient
- Physical description on driver's license does not match patient's appearance
- Signature on ID does not look like patient's signature
- Phone numbers address etc do not match existing records
- Address given does not exist or is only a PO box
- Social Security Number is invalid (no SSNs have first numbers of 666 or are higher than 772)
- Patient refuses to give identifying information or documents

If you think you see a Red Flag, contact your supervisor or manager to handle the matter. If you need additional assistance call Cheri Martin, Director, Patient Access at 9583 or Tom Eisert, Corporate Responsibility/ Risk Officer at 9216. After daytime hours or weekends, call the house supervisor if your supervisor is not available.

The 2009 Gallup Survey Is April 29-May 19. See pg. 3

LISTEN TO THE MUSIC!

Beginning Monday, April 20th, you will be hearing new music on the overhead paging system. The music is an instrumental rendition of the song, **Turn, Turn, Turn** made popular by The Byrds many years ago. About 10 seconds of music will be played every two hours, on the even hours to remind staff to turn and toilet the appropriate patients on their units. At St. Rita's, the **Turn, Turn, Turn** music means **Teamwork to Turn and Toilet** patients. Studies have shown that playing this music as a reminder to staff to turn and toilet patients has decreased hospital acquired pressure ulcers and decreased patient falls.

"To Everything, Turn, Turn, Turn. There is a season, Turn, Turn, Turn."

St. Rita's Book Club



Do you like to read? Do you enjoy talking about books you have read? St. Rita's book club has openings for new members! The next meeting is Monday April 27th at 4:30 in the Health Resource Center. The club will begin to read the book *The Last Days of Dogtown*, by Anita Diamant. For more information contact Becky Koverman at ext. 9037 or email at rkoverman@health-partners.org.



Take Out Pizza In Cafe

To order your take-out pizza, call ext. 2293 between 2:00 PM and 6:00 PM Monday through Friday. Place your order and when you would like to pick up the pizza... latest pizza pick up is 7 PM. **An original crust 16 inch large pizza Up to 2 toppings will cost \$10.99... Up to 6 toppings will cost \$12.99.** There is no employee discount on carry-out pizza.

Wellness Events Winners

Thank you for your support to the wellness events last week. **The winner of the Employee Wellness Center 1-hour massage** Tracy Haithcock

The winners of the fitness club door prizes are—
Fitness Solution 1-year Total Solution membership Laura Welch
Anytime Fitness 6-month membership Mary Spees
YWCA 6-month membership Linda Vorhees
YMCA-Lima 3-month membership Brian Latham
3-month membership Cindy Knippen
YMCA-Putnam 3-month membership Sherry Ebbeskotte
Curves Portion Control Plate Karen Osterhage
Microwave silicone steam cooker Lynda Conley
Lavender & peppermint herbal wrap Tammy Foley

Some 200 employees walked on Wednesday, April 8. If you walked that day, be sure to enter it as a Local Discretionary Activity on the wellness website. Remember, we have a system wide competition coming up on Wednesday, May 20. We need a much higher number of participants to win at least 1 of the 3 CHP trophies. More details to come on the May 20 event. Keep up the good work.

Tips From America On The Move

Thinking about starting a walking routine? Research shows that walking can help prevent many leading causes of illness, improve the quality of your sleep, elevate your mood, decrease tension headaches, and improve the appearance of your skin by increasing circulation. It's also a great way to manage your weight and get active with family and friends. So what are you waiting for? Add 2000 steps to your day and start enjoying all the healthy benefits of walking!

Thrift Shop Looking For Knick Knacks

The Thrift Shop is in need of knick knacks. St. Rita's Thrift Shop is open Tuesdays, Thursday, and Fridays from 10:00 am to 4:00 P.M.. They are also open the first Monday of each month from 3:00 P.M. to 6:00 P.M. for donation drop off only.

Gallup Survey Kicks Off April 29

On April 29th St. Rita's will be kicking off our second Gallup employee engagement survey. Each employee is asked to take the short 5-7 minute survey. It can be taken on-line or by phone from anywhere.

Each employee has a personal code that is assigned by Gallup.

Employees will receive their code through their message center and in a sealed envelope from Gallup via their department manager. The code is used to put results in the correct group. If there are less than 5 people in a group, the results will be combined with another group so all opinions can be heard. After the survey results are compiled, reports will be given to each area so they can begin planning. There are no individual responses reported. With the input of our entire team we will have the opportunity to make St. Rita's even better.

On Kick-off Day Thursday, April 29, special areas will be available to take the survey.

Everyone who does their survey at the kick-off locations will receive a sweet treat.

Kick-Off locations on Thursday April 29 are:

- ◆ Café' Conference Room 6:00 a.m. to 6:00 PM. Phones and computer access.
- ◆ Health Resource Center 8:00 a.m. to 5:00 PM (computer access)
- ◆ Off campus locations during normal business hours.

Remember, surveys can be taken from any phone or computer any time from April 29 through May 19, but the sweet treats are only available on kick-off day.

March STARS \$50.00 Sweepstakes Winners

Recipients of STARS Awards

Andrea Burkholder	Emergency
Brad Cross	ECHO
Deborah Schuerman	OP Physical Therapy
Denise Cook	Hospice
Dr. Gary Beasley	Emergency Dept.
Jeanette Chiles	New Vision Lab
John Downard	LACP
Kimberly Brocklehurst	Emergency Dept.
Linda Morrison	Medical Records
Tony Lenhart	Cardiac Cath Lab

Nominators

Andrea Shellenbarger	Emergency Dept.
Christina Landin	Information Services
Jamie Saum	Heart Center Intervention
Janelle Hornic	5K – Oncology
Judy Brenek	Med Care Clinic
Keri Scheid	IP Speech Therapy
Krista Doepker	Radiology
Laura Myerholtz	Cardiopulmonary Rehab
Megan Lee	5K – Oncology
Traci Neuenschwander	Labor & Delivery

Think Green

10 things you can do to fight global warming

1. Recycle and buy minimally packaged goods as much as possible.
2. Wash clothes in cold or warm water, not hot.
3. Install low-flow shower heads to use less water.
4. Run the dishwasher only when full and don't use heat to dry dishes.
5. Replace standard light bulbs with compact fluorescent bulbs.
6. Plug air leaks in windows and doors to increase energy efficiency.
7. Find energy efficient models when replacing old appliances.
8. Walk, bike, carpool or use public transportation whenever possible.
9. Adjust your thermostat-lower in winter, higher in summer
10. Share these simple steps with friends and family and increase awareness.



Save The Date

SRMC's Annual Employee Golf Scramble

Saturday, June 20th
Country Acres in Ottawa
8:30 am Shotgun Start

Details in coming weeks!

More MAD Moments...Timely Admission in Labor and Delivery

Team: Deb Ellerbrock RN, Lisa Shafer RN, Debby Muskus RN, Allis Neeley RN, Sandy Dulle RN, Chris Valenti Unit Clerk **Sponsor and Lean Leader:** Jennifer Hovest **Champion:** Kay Wellman



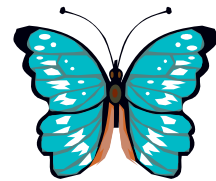
This project was suggested by Jennifer Hovest as her training project. What Jennifer noticed was that the times to admit the average labor mom were quite different. The procedure was taking up to 90 minutes, although sometimes it could be done under 30 minutes. She thought the shorter admission times must be doing something right. She assembled a team of the Labor and Delivery staff from all shifts. This would allow the team to share best practices and brainstorm issues and solutions. Jennifer did time studies and mapped the process before the event and presented this to the team.

The team went to work looking at all of the issues they typically encounter, then using Lean tools brainstormed solutions, they prioritized solutions and selected the ones that would work for them and their patients.

A few of the solutions the team came up with are as follows:

- Working together to admit the patient.
- Carrying cell phones to alert each other if help is needed.
- Computers in each room to allow immediate charting.

The times are now down from 90 minutes before the project to 27 minutes at 90 days out. Great work team! Yet another example of how each one of us can make a difference!



Reminder... Employee Mammogram Incentive Changed

After five years of providing special days for employees to get their mammograms, we are trying something new in 2009. The Women's Wellness Center will *not* be holding their annual Beach Party in April or Fall Harvest in October. We have heard from many employees that they would love to participate on those special days, but it is too hard to get away from their work areas. In addition, other employees' annual mammogram time frames fall in between the special events.

In 2009, any employee who comes in for a mammogram at any of our four locations will be eligible for a monthly doorprize drawing. Simply show your ID badge when you come in and your name will be entered for that month's drawing.

The American Cancer Society, the National Cancer Institute and the American College of Radiology still recommend that women 40 years of age and older have an annual mammogram. If you have a strong family history of pre-menopausal breast cancer, you may consider starting at age 30.

We Rock!!



Administrative Professionals Day Celebration

All St. Rita's Medical Center Clerical Staff are invited to attend a special celebration in your honor

When: Friday April 24, 2009

Times and

Locations:

2:00 a.m. to 3:30 a.m.

High Street Café Conference Room

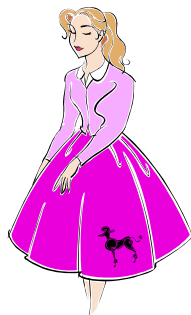
10:30 a.m. - 2:00 p.m. or

3:30 p.m. – 6:00 p.m. in

Auxiliary Conference Center

Craig Mills, our resident DJ will be spinning your favorite 50's tunes, so have your requests ready. Put those dancing shoes on and be ready to rock and roll!!

Remember to bring your name badge and gift/meal ticket with you to receive your gift



Rock and Roll



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 Broccoli and Cheese
Tuesday, Chili or Vegetable
Wednesday, Chili or Vegetable
Thursday, Potato and Cheese or Minestrone
Friday, Black Bean or Tomato Bisque

Sunday April 19th

Monday April 20th

Tuesday April 21st

Wednesday April 22nd

Thursday April 23rd

Friday April 24th

Saturday April 25th

Grill: Chef's Choice
Entrée: Spaghetti and Meatballs

Grill: Pork Tenderloin
Deli: Cranberry Chicken Salad
Sauté: Pepper Chicken
Pizza: Smokehouse
Entrée: Parmesan Tilapia Meatloaf
Self Serve: Chicken Chunks

Grill: Fish Pita
Deli: Greek Wrap
Sauté: Mongolian
Pizza: Meatball
Entrée: Santa Fe Chicken Shredded Chicken
Self Serve: Pretzel Bar

Grill: Pineapple Turkey Burge
Deli: Ham Salad
Sauté: General Tso's
Pizza: Dessert
Entrée: Rosemary Chicken Sheppard's Pie
Self Serve: Nacho Bar

Grill: Chicken Club
Sauté: Mongolian Grill
Deli: Turkey Swiss Flatbread
Pizza: Stromboli
Entrée: Cajun Chicken Pot Roast with Veggies
Self Serve: Fruit Bar

Grill: Jumbo Shrimp
Sauté: Salad Station
Pizza: Garlic Cheese Bread
Deli: Waldorf Turkey Wrap
Entrée: Salmon Patties Chicken Parmesan
Self Serve: Yogurt Bar

Entrée: Veggie Lasagna
Grill: Buffalo Chicken Sandwi