



The Heartbeat of St. Elizabeth

**Making St. Elizabeth a GREAT place for patients to receive care,
physicians to practice medicine, and employees to work!**

ST. ELIZABETH HEALTH SERVICES

THE PULSE

The President's Message **SHINING IN THE SPOT LIGHT**

Recently I had the opportunity to get a little more involved in patient care than I normally do. On Thursday, September 6, I was called in the evening to return to the hospital to deal with the media because we were receiving Doris Anderson, an elderly woman who had been lost in the woods for 13 days. Through most of that night and all the next day I spent a great deal of time in the ER and ICU. We received phone calls and faxes from ABC, CBS, NBC, KGW, KATU, KOIN, KIVI, CNN, KPTV, Associated Press, The Oregonian, Fox News, People Magazine, Lars Larson show, and even the Jay Leno show. News reporters, camera men and vans began to arrive during the night, and they all wanted to be the first to get the story. It became my job to be the mediator between the family, the hospital and the media.

I only mention this to say how pleased and impressed I was with our entire staff. What great people!

I imposed on Dr. Delashmutt to be on national TV, and he did a great job. Dr. Schott steered clear of the cameras as long as he could, but finally he was caught on camera, and he was splendid. I watched while our ER nurses took care of Mrs. Anderson, while handling lots of other patients. Some of our kitchen staff came in the middle of the night to prepare food for those of us who were consumed by activity and unable to get away. Extra admitting people, housekeepers, security staff and

nurses showed-up. And so it went all night Thursday, all day Friday, and through the weekend.

I spent a great deal of time in those hours with the family of Mrs. Anderson. They had nothing but the kindest comments for our hospital.

I have received nice comments from a few colleagues around the nation, all who say we looked great in the bright lights of national media attention. I offer my sincere thanks to all who were involved in taking care of Mrs. Anderson. Many SEHS employees were involved, so I don't dare name any more people or I surely will miss someone. I just want everyone involved to know that from my point of view you all did a GREAT job! Thank you one and all.

George Winn, President & CEO

Come to My Party!

St. Elizabeth Health Services is going to be celebrating its 110th birthday on October 25, 2007 at 2:00 p.m. in the Sunrise Café. All employees are invited to attend for cake and ice cream and a special commemorative gift.

Come and share stories of St. Elizabeth and enjoy the celebration!





It's time to celebrate a couple more people that have received 10 or more "I CARE" Awards this year. They, along with the others, will be recognized at our Employee Recognition Banquet this month. The recipients of the coveted "I CARE" pins are Homer Relaford and Laurie Young. Congratulations to them and to all those listed below who demonstrated our values in such a positive way!

- | | |
|--------------------|-----------------------|
| Alicia Teeter | Jim Pogue (2) |
| Amy Dunkak | Joann Illingsworth |
| Annie Thomas | Jody Aguilar |
| Betty Ledbetter | John Lorimer |
| Bob Borders | Julie Ingalls |
| Bob Gritter (2) | Kathy Saunders |
| Bonnie Rebish | Laura Adcock |
| Bonnie Stalder | Laurie Young (2) |
| Cheryl Porter | Liz Loennig |
| Chris Plummer | Maggie Edvalson |
| Coby Mastrude | Marilyn Hubert |
| Deb Immoos | Marvin Taylor |
| Diane Bean (3) | Megan Nelson (3) |
| DJ Nichols | Michaeline Martin (2) |
| Dr. Delashmutt | Michelle Paoletti |
| Ella Devore | Misty Goodwin (2) |
| George Winn | Shane Fritz |
| Glady Sosa-Shirley | Stacy DeLong |
| Gloria Rodli | Terri Sargent |
| Greg Givens (2) | Tina Aldrich |
| Homer Relaford | Tina Griffin |
| Janet Hanna | Tom LeBlanc |
| Janet Jensen | Tracy Lovisone |
| Jason Dexter | Val Miller |

Check Your Stubs!

PLEASE check your pay stubs this week to make sure that your address is correct for CHI Connect purposes and the upcoming W-2s. See Betty or Stacy or Jerry if you need to make changes.

Thanks!
Betty Kimbell



From the Suggestion Box

We had some questions this month instead of just suggestions. We hope to answer these to clear up some concerns, but if you still are not clear, please talk to George Winn or Jerry Nickell.

Question: If an engaged couple work in the same department and one of them is a supervisor over the other, is that supposed to happen? What is CHI's policy in this matter?

Answer: St. Elizabeth has felt that ethically it is not appropriate for a person that is related (either through birth or marriage) to another person to be responsible for managing that person's employment. Engagement is getting close to that line. So we would encourage anyone that is in that position to come and talk to us so we can see if other arrangements can be made.

Question: What is RN.com again? How do I log onto this site? How long is the subscription good for?

Answer: RN.com is a way that nurses and other clinical healthcare providers can get education in an easy and economical way. Getting on the site is easy enough (www.RN.com), but that won't be enough. If you are not already signed on, please see Sheri King, and she will get everything set up so you can start learning!

Question: Why can't (*insert any department or job*) get paid more? We are doing more work – this would keep people from leaving for other jobs elsewhere.

Answer: Administration struggles with this issue all the time. We use an organization called "WageWatch" to give us pay ranges for most of our jobs, and we have committed ourselves to the midrange or better. If we are too low, we try to adjust. If we could have a better bottom line, this would be easier to do. But we truly believe that if we all work together and find ways of becoming more efficient, we will be able to make better improvements in the coming years.

Bithdays!

Diana Downing	Nov 7	Doug Moramarco	Nov 18
Molly McCoy	Nov 7	Pam Maxwell	Nov 19
Charlene Light	Nov 8	Mary Mosley	Nov 19
Julie Skidgel	Nov 9	Kim Adkins	Nov 26
Della Mitts	Nov 13	Jackie Cornett	Nov 26
Bob Borders	Nov 15	Mary Ann Woods	Nov 27

ATTENTION! Open Enrollment is Coming!

Keep your eyes open for mail coming to your home with your benefits information (if you haven't already received it). Don't throw it away – it will help you when we do Open Enrollment for benefits from November 5 – 17.

Keep your eyes open – more information will be coming to a bulletin board near you!



CHI Connect – A Study in Human Nature

As we ramp up for CHI Connect, I've discovered some interesting things about champions and the art of communication (or the lack thereof). Through our recent implementation of Kronos, I had learned a lot from Shauna Cline, who just joined our ranks as nursing administrative assistant. Shauna knows more about Kronos than I do! Michelle Paoletti took to Kronos with great tenacity, grace, and patience. Regularly she reminds us that "Kronos is your paycheck, so don't mess it up by not being accountable."

Accountability applies to every single member of our organization. Accountability means following procedures for clocking in and out when appropriate, using the edit log and checking time stamps for accuracy. Everyone is responsible for their pay stub. If there is something you need to know, it is your responsibility to ask for help.

Our friends Melody Haney and Charlie Fillebrown made sure they had the help they needed to meet their responsibilities. Key people that keep things running like Ella Devore and Kim Wellman participated and contributed to the process. HR, IT and finance raised their hands to make the implementation a success and they haven't had a rest yet! I am grateful to have so many department representatives working together toward the same goal of success.

These champions of Kronos did not whine, or complain, or shuck their responsibilities. People think I am nuts when I say that Kronos brought many of us closer together. We learned from each other and led by example. Our can-do spirit yielded positive comments from CHI representatives who tell us that we are the model for other organizations to follow. Little old St. E, a model to CHI!

As your communications director, I thought that I'd been communicating effectively by offering classes, submitting articles to the Pulse, providing material for the communication notebooks, scheduling department 1:1 meetings, putting up posters, and sending emails with updates... heck, if I felt it was important enough, I'd even hand deliver memos to every department!

So it surprised me to learn that when asked, some of our staff say they don't know what CHI Connect is. The CHI Connect project will create a standardized management system. This automated, paperless system will affect all CHI facilities. It will streamline Accounting, HR, Payroll and Purchasing procedures, pooling our resources more efficiently. It will improve data gathering, reporting mechanisms, purchasing and staffing controls, enhancing CHI's ability to function as a single system. The system will "go live" January 1, 2008.

For those of you who might have not read your emails, or looked in the communication notebooks, hear me when I say, each and every one of us will become involved in training sessions. Many of us will be asked to participate by validating information and testing the new system before we go live. We are identifying leads in some clinical areas. Shauna, for instance, has offered to help schedule training time for the nursing staff.

The training is mandatory. The training is necessary. The training will enable us to provide all aspects of patient care efficiently and effectively. Each one of us will participate in training. We will pay for the training time and make arrangements for coverage in your department when we can. Training and testing has already begun and will continue well into the beginning of the new year.

In closing, I'd like to say that sometimes we humans shut out what we don't want to hear. I hope my message doesn't fall of deaf ears, as I would like you to be a positive influence as we embark on these changes, take full advantage of the training opportunities and let me know how I can help you with this transition.

Amy Dunkak

Director of Communications and Business Development

Employee Recognition Banquet October 30!

It's time to formally recognize those people who have served at St. Elizabeth for 5, 10, 15, and even 30 years. We will also be recognizing those who have received 10 or more "I CARE" awards. This year we are fortunate to be able to have our celebration at the Catholic Church. We will begin our gathering at 6:30 p.m. on October 30.

If you are planning to come please stop by Stacy's office and let them know you are coming. We are taking reservations through October 15. Come and help us toast our friends!



Thanks for Our Success!

Dear Staff and Management of St. Elizabeth,

On behalf of the Committee for "Relay for Life" I want to thank you for your generous donation for water and for involvement. Due to you all – it was a great success.

Thank you!
Sincerely,

Gloria Schott



Heartfelt Goodbye...

It is with saddened hearts that we say goodbye to Janet Hanna. Janet has been here serving as our VP of Patient Care Services since May of 2000. During her time here we have seen many changes, and Janet has been the impetus behind many of them. Her dedication to the nursing profession and the desire for excellence has been seen in her work and contribution to St. Elizabeth.

We wish her the best as she seeks new opportunities.

Mission Moment

In front of me, stuck on the wall with bits of tape, are calendars telling me that every day of my life is filled with CHI Connect. Even weekends have been scheduled in one way or another for one or more of the hospitals going live on January 1, 2008. Even now as I type this, I am starting to feel overwhelmed....

And yet, I remember when I didn't have a calendar or two hanging on the wall. I couldn't look up and see that next week I have no less than 6 files that are due on Friday – and that doesn't include the meeting that I am supposed to fit in there somehow along with being on call during the weekend. Without that knowledge of what was expected of me I felt even more overwhelmed. Just knowing what is before me, no matter how seemingly unmanageable it might be, can help to ease some of my concerns.

A quick glance at the world reminds me that I am not the only one going crazy with busyness. It sometimes seems like we are falling headlong into our destruction. I could really feel overwhelmed if I didn't remember that God has placed a calendar of events in His Word to us, and that I know how this story is going to end. He loves me, and has plans for my success – my eternal success.

This weekend I encourage you to pick up His Word and see what He has planned for you!

Jerry D. Nickell, VP Mission & H.R., CRO

The Pulse is a monthly newsletter published by St. Elizabeth Health Services. ©2007 SEHS