



The Heartbeat of St. Elizabeth

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

The President's Message

Does Your Work Make a Difference?

Every employee is unique, but generally employees want three things:

1. They want to believe the organization has the right purpose;
2. They want to know that their job is worthwhile; and
3. They want to make a difference.

This message is about you and the type of difference you make.

One would think it should be pretty easy, working in a healthcare organization, for every employee to find these three elements in their jobs.

Does SEHS have the right purpose? Certainly! Who can argue with our mission to nurture the healing ministry of Christ? Then we have to ask: Is your job worthwhile? Hopefully you feel that it is – I know that it is! Every employee here contributes to making a positive impact on each person we encounter – ultimately changing the health of our community. What could be more worthwhile than that?

Does your work make a difference? Of course! But what kind of difference? Is it the kind of difference that truly nurtures our healing ministry? Does what you do actually change the course of history – directly influencing people for good? We all have times when we fall short of these noble ideals, but generally speaking, I am proud to be a part of such a group of “Change Agents” for good.

Never doubt it – your work, no matter how routine it might seem – does make a difference. I have seen that as you give your jobs the full time and attention that they require, the difference you actually make increases and grows, and like ripples in a pond affect others far beyond your scope of care.

I confess – for me, some days are better than others. We all have those days. But I know that if we all come to work each day with the intent of making a history-changing difference, this organization will continue to be a place where people love to come.

George Winn, President & CEO

It's CRUNCH Time!

We know how good you are – now it's time to let CHI and others know where we stand in comparison with other CHI facilities. Between May 7 and May 21 you will have the opportunity, either by going on line or using a simple 800 number, you will have the chance to let everyone know (confidentially!) how good you really are!

Here's what's even better: After you have done the survey, stop by Stacy's office to get something to “crunch” and sign up for a drawing for **a hundred dollars!** It's free, and your odds of winning are much better than the lottery.

Thanks for helping us to be the place that people want to work!





Things have been busy in the Care Center. Our first room has been repainted and re-bordered (Room 56) and we are working on the second (Room 59). We would love to have some volunteer help since we eventually hope to repaint and redecorate every resident room in the facility! None of the work could have been accomplished without the support and help of Melody Haney, our housekeeping manager and housekeeper Glenna Namchek. So a special thanks goes out to them from all of us at the Care Center. If you have any time to help out or any decorative items to donate, please contact me at 123-1715 or Melody at 123-8131.

We also continue to take donations (food or cash) for our food bank. The food bank is available for all staff of St. Elizabeth. If you know of someone in need who could benefit from a little extra help, please contact me or Ella DeVore at 123-4303. All assistance will be kept strictly confidential.

There will be a care center potluck to celebrate staff birthdays on May 29, 2007 from 11 am to 1 pm. Contribute a dessert, main dish, or chips and dip and feel free to participate.

As always I would like to thank the hard working staff at the Care Center. Without each and every one of you the job we do would be impossible. It takes the cooperative effort of nursing, C.N.A.s, administrative staff, housekeeping, dietary, maintenance, and janitorial to keep us going each and every day...Take time to thank and praise each other for jobs well done. I wouldn't be here without YOU!

Sheilah Hilderbrand
DNS Care Center



The Safety Scene

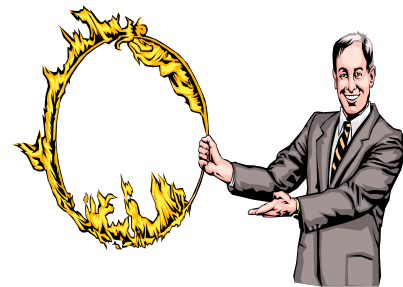
Question: Why do we have to have fire drills?

Answer: St. Elizabeth is committed to achieving a fire-safe environment for both our staff and patients while adhering to strict Joint Commission guidelines for Critical Access Hospitals, Nursing Homes, and Medical Office Buildings.

Fire drills are required to be conducted quarterly on all shifts in each building and at least 50% of all drills are to be unannounced. All fire drills must be critiqued to identify deficiencies and opportunities for improvement, and staff knowledge is evaluated on their response.

During times of construction the frequency of fire drills increases to once per month on all shifts in accordance with the Life Safety Code for Critical Access Hospitals.

Bob Borders, Safety Officer



Special Financial Training at SEHS

John Christina, our Great West / Tax Sheltered Annuity guru will be here to do a presentation on finances for all employees and guests. This will be on June 6, 2007 at 12:00 noon in Room 15. We encourage all employees interested in learning more about making their finances work for them to attend.

John will also be here that day to meet with individuals to discuss their own TSA contributions (or to sign up if they do not yet contribute). Please see Stacy DeLong to reserve a time to meet with him on that day!

The CHI Connection!



HR/Payroll Connection will help us work smarter

Imagine you're at home, planning your family's summer vacation. How much time off do you have available?

You'll be able to look it up online right away from your home computer when HR/Payroll Connection begins January 1, 2008. HR/Payroll Connection will be SEHS's online resource for information and transactions related to human resources, payroll and benefits.

HR/Payroll Connection is a component of *CHI Connect*, the new set of tools we'll use beginning January 1, 2008 to help us work smarter and serve our community better.

What can you do with HR/Payroll Connection?

How will HR/Payroll Connection change your normal work day?

- You will go online to update personal information and make other changes at your convenience.
- Some transactions that were handled on paper will be done electronically.
- Managers will initiate employee actions online; human resources will approve and provide counsel.
- The most current employment and benefits information and forms will be available online.

And all of it will be available online at your convenience, 24 hours a day!

Support center will be ready to help

More information and training will come your way as the go-live date approaches. Talk with your manager and your human resources staff if you have any questions.

And after we go live on January 1, 2008 the HR/Payroll Connection Support Center will be available to help you online, by phone and email.

For managers, HR/Payroll Connection offers new tools for a variety of employee-related activities. Managers also will have timely, accurate data for benchmarking and better decision making. We'll share more details about those features in the near future.

Watch for more information as the "Ready-Set-Connect" campaign helps us prepare for the start of HR/Payroll Connection in January.

Amy Dunkak

Director of Communications and Business Development



Just reading the "I CARE" Awards reminds me that we work with some incredible people! Here are some that were caught living our values in April!

Misty Goodwin (2)
Johnna Long (2)
Bonnie Rebish
Laura Adcock (4)
Bob Gritter (3)
Brandi Parker (2)
Tom Le Blanc
Seth Payton
Coby Mastrude (2)
Shane Fritz
Annette Grover (2)
Sherron Dennis
John Lorimer
Della Mitts (2)
Megan Nelson
Valerie Miller
Homer Relaford
Kim Gibson
Karen Cartwright
Bonnie Stalder
Marilyn Hubert
Monica McDowell
Susie Hoadley (2)
Laurie Young
Dr. Smithson
Lin AhHee (2)
Jeri Vanvickle
Charlie Fillebrown
Melody Haney (2)
Bob Borders
Michelle Paoletti

Deana Miller
Sheri King
Karen Harrington
Alyssa Peterson (2)
Kristi Devore (3)
Tracy Lovisone
Kelly Lethlean
Judy Thomas
Christy Renner
Victoria Davies
Kay Totten
Glenna Namchek (2)
Sheilah Hilderbrand
Stacy DeLong
Bill Anderson
Jim Culbertson
Kim Adkins
Amy Conklin
April Polley
Shelly Ficek
Angela Hahn
Barbara Stiff
Teresa Mercado
Jim Pogue
Marvin Taylor
Shirley Gessele
Brianna Parker
Richard Rivas
Paulin Family
Jerry Nickell
John Deakyne

We have several people with 6, and several more right on their heels with 5. Who will be the first to receive the coveted pin? Stay tuned!

Happy June Birthdays!

Here are a few people that “claim” (*does anyone actually remember when they were born?*) that they were born in June – and we would rather celebrate with them than argue on such a nice day!

Margaret McCall-Edvalson	June 4		
Chris Plummer	June 5	Melanie Brown	June 19
PJ Miller	June 6	Diane Bean	June 21
Paula Benintendi	June 11	Kim Gibson	June 21
Martin Hahn	June 13	Janice Smull	June 21
Johnna Long	June 14	Seth Payton	June 23
Doug Lien	June 15	Laura McClain	June 24
Lindsay Whitney	June 15	Karen Cartwright	June 25
Gloria Carlile	June 16	Deana Miller	June 28
Dan Brown	June 18		



Subject: Helping a co-worker access work online

Question: What should you do if a co-worker can't access what he needs to do his job, and he asks you to share your password with him?

Answer: Don't share your password! He should call the Help Desk (123-4357) or go to your supervisor and follow procedures for having his access updated.

THANKS!

"...Your 'front desk lady' is the most professional and friendliest for a long time!"

"...I am writing this letter to let you know how much we appreciate Dr. Jacobson and the excellent care he has provided to both my husband and me. ... We feel that Dr. Jacobson should be commended for his efforts above and beyond the call of duty...."

"...I just want to express my deep appreciation to all the RNs, medical assistants, and Tom 'Physical Therapy,' and most of all to Patty Lang....I want to commend her for doing an outstanding job and not being too busy to share a smile, cheerful words, and a little 'You can do it....'"

Pharmacy Update

Pharmacy department will be closed for inventory on May 11. Thank you for your understanding and support!

Notice

If you are running into hard times and need some temporary help with your groceries, please contact Jerry in Human Resources and he will arrange some confidential assistance.

Mission Moment

I just got a new computer – something that can handle the new requirements that our software for CHI Connect has. Sherron also took away my old monitor, which is probably a good thing – although I will miss the shock that I would regularly get when I touched the screen (or the entertainment I got when anyone else touched my screen!). I was instructed to go ahead and try to see if anything was missing from my files, and try to get used to the new version of software that comes on this computer.

One of the first things I noticed is that instead of having every document open at the bottom of the screen, there are now spaces that, when I drag my cursor over them, tell me that there are “5 Word Documents” hidden under there somewhere. If I click on it it will actually tell me the names of those documents. Before I could just look down and see them – but not anymore.

It reminded me of the times that I looked around me to see where God was – and I couldn't see Him anywhere. I felt alone – abandoned – and even started questioning whether He cared anymore.

But He was there! Like Elijah looking for Him in the storm when He was in the still, small voice – like my Word document being there even when I couldn't see it – God has promised never to leave me nor forsake me. In fact, Jesus' last words in the book of Matthew were, “And lo, I am with you always, even to the end of the age.”

He's there for you as well. After a year of feeling His arms around me, I know that He will be there for you too.

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

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