



## *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* ***It's Not Brain Surgery***

Recently someone gave me a page they had torn out of a hospital magazine. The page shows a man standing in front of a black board. The black board has numbers, diagrams, boxes, circles with arrows pointing every which way. The man standing in front of the board seems to be perplexed. The caption beneath the picture says, "Running a hospital isn't brain surgery. It's harder."

I have always been in awe of the degree of complexity that exists – even in a small hospital. Hospitals are incredibly complex environments. Think for example of your average RN who works on the Med/Surg floor. The RN must have two or more years of formal education. She/he must supplement that education on a regular basis. She/he must adapt to the demands and quirks, the likes and dislikes of every physician. She/he must learn the proper use of a multitude of forms. She/he must stay abreast of many changes in the use of medications. She/he must adapt her/his personal life to fit the needs of the hospital based on the number of patients who are hospitalized. She/he must learn daily the current status of each patient in her/his charge, and monitor any changes with an eye toward critical changes. The RN must adapt to the likes and dislikes, and the strengths and weaknesses of all the other people who work on the floor.

Throughout her/his shift the RN must monitor the involvement of other providers, such as physical therapists, nutritionists, etc. on the status of her/his patients. The RN must be an expert in human relations, motivation, pharmacology, human anatomy, physiology, family relations, social services, psychology, scheduling, interpersonal communications, infection control, discipline, housekeeping, payroll and benefits, forms management, science, paperwork, and on and on and on.

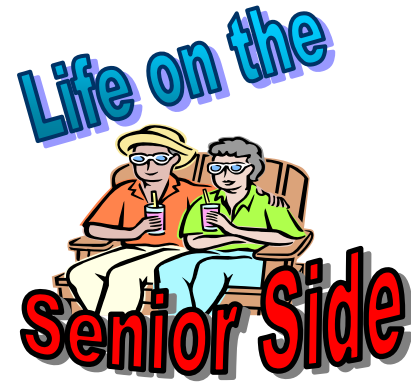
Multiply the complexity of the RN's job times the number of other jobs there are in a hospital environment and you begin to get the idea: It's not brain surgery; it's harder. Is it any wonder, therefore, that our jobs are so challenging? But then, if you have chosen to work in healthcare, you must like challenges.

Oh how I admire the people who work in healthcare, particularly St. Elizabeth Health Services!

I offer these thoughts not just to remind you of how complex our work environment is, but to remind you to be considerate of your co-workers. Their lives, like yours, are very complex. This gives us a grand opportunity daily to practice our value of compassion – compassion for our colleagues who are engaged in something more complex, perhaps, than brain surgery.



# The Safety Scene



**Question:** I've heard a lot about Environment of Care plans recently. What are they?

**Answer:** When people think of health care organizations, they often think of doctors, nurses, and other clinical staff. However, a critical component of the health care experience is the environment of care (EC). When the care environment is functioning properly, it can easily go unnoticed by patients and visitors.

To ensure a properly functioning environment, organizations must effectively manage the seven aspects of EC: safety, security, hazardous materials and waste, emergency management, fire safety, medical equipment, and utilities. As part of this management process, St. Elizabeth must create comprehensive management plans that provide a snapshot of our organizations work in the seven specific EC areas.

Each of the seven management plans must be evaluated annually in terms of its objectives, scope, performance and effectiveness. This evaluation is completed by the Safety Officer and members of the Safety/Environment of Care Committee.

*Bob Borders, Safety Officer*



**Subject:** Prying Eyes

**Question:** If your workstation is in a busy area with patients walking by, how can you protect the information displayed on the screen?

**Answer:** First try turning your screen so your station is more private. If that's not possible, talk to your supervisor about getting a screen filter or another device that keeps the information confidential.

Our decorating has begun and we have now finished rooms 56 and 59, thanks to great efforts on the part of Housekeeping and Maintenance! We at the Care Center appreciate all they do for us.

Annual fishing trip is scheduled for June 7, 2007. More info will follow in next month's Pulse issue.

There will be some moving around (resource re-allocation) in the Care Center, hopefully the 2<sup>nd</sup> week of June. Our restorative area will be moving in the room across from Bob Borders office (in the old PT hall). Our current med room behind the nurse's station will become an electrical equipment room for IT. Our new med room will inhabit the break room behind the East Nurse's station. The family/old restorative room will become the locker hiding place for employee lockers and inherit a few tables and a homier atmosphere for the use of employees, residents and family members. The employee activity committee will be doing some "retail therapy" looking for the perfect accessories for our tricked out employee lounge coming soon to a room near you (actually room 12 in the Care Center).

Summer presents some interesting problems regarding the heating and cooling situation in the Care Center. Our residents appreciate staying warmer than those of us up bustling about. After talking with Bob Gainer in Facilities/Maintenance, it has become apparent that some of us may be adjusting thermostats in resident rooms, the sitting room, the activity room, and the dining room. Please be advised that this requires that Facilities work to re-set them and messes up the settings that keep our residents comfortable. PLEASE do NOT adjust the thermostats yourself, if there is a problem please put in a work order and let Facilities fix it. Also, open windows will cause the heating/cooling units to not work as they are designed. Please do NOT open windows. AGAIN, call or contact Maintenance and let them handle it. Thanks for your help.

*Sheilah Hildenbrand  
DNS Care Center*

# The CHI Connection!



## SEHS gets connected

A team of specialists came to Baker City recently to help us kick off a major technology project called *CHI Connect* to help us be strong in our local market. SEHS is participating because we are part of Catholic Health Initiatives (CHI), a national health system.

### Sharing information, working smarter

The *CHI Connect* project is a system-wide initiative to standardize and centralize certain business functions. It is much more than a computer system. SEHS and Catholic Health Initiatives national staff are working together to help employees do their jobs more efficiently and share information.

### Changes in how we work, the work we do

When we go live with *CHI Connect* January 1, 2008, it will change how people do their work and the work they do. At SEHS, the departments most affected are those responsible for human resources, core accounting, accounts payable, payroll, and materials management. Some of the work now done in these departments will shift to support centers that serve multiple Catholic Health Initiatives facilities. We will work closely with the people whose work is impacted well in advance so we have time to help them make a smooth transition to their new responsibilities

### A role for everyone

Every one at SEHS will have a role to play with *CHI Connect*. Over the coming months you'll learn about how each of us will need to change from how we record our time to how we check our benefits information. You will also learn about training and new online and telephone resources.

### Serving our community better

If you have questions about *CHI Connect*, talk with your manager. We'll all be changing together to work smarter. Because when we are efficient, we keep our ministry viable and serve our community better.

*Amy Dunkak*

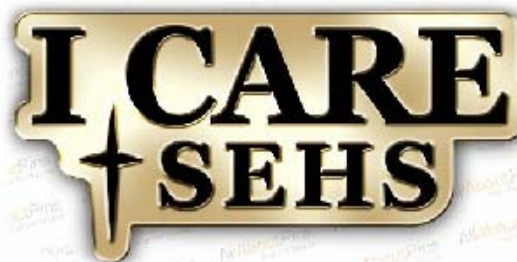
*Director of Communications and Business Development*



## Happy Birthdays!

July has some special people we need to celebrate – Do your part in wishing them a great new year of life!

Danielle Dorough	Jul 2	Monica McDowell	Jul 17
Kurt Hills	Jul 6	Val Miller	Jul 20
Brenda Dix	Jul 8	Jodi Aguilar	Jul 21
Mari Bottoms	Jul 12	Shirley Gessele	Jul 21
Cindy Madsen	Jul 13	Andrea Cloudt	Jul 28
Dr. Richards	Jul 13	Dr. Delashmutt	Jul 28
Rose Scott	Jul 14	Mechell Webb	Jul 30
Jennifer Grover	Jul 15	Laurie Young	Jul 30



Here are the people that demonstrated some amazing values in May! Several people are in the 6 – 7 – 8 award range – Maybe next month?

Laura Adcock	Tracy Lovisone (2)
Bill Anderson	Jeff Martin (3)
Lanny Bales (2)	Melonie Matye (2)
Victoria Blount	Kristi McKeen (2)
Amy Conklin	Reiien McLendon
Jim Culbertson	Gary McOmber (3)
Victoria Davies (2)	Valerie Miller
Dr. Delashmutt	Tim Nork
Ella Devore	Michelle Paoletti
Dietary Dept.	Brandi Parker
Charlie Fillebrown (2)	Brianna Parker (2)
Greg Givens	Seth Payton
Misty Goodwin	Kathie Pointer
Sherron Gritter	Cheryl Porter
Jim Grover	Bonnie Rebish
Angela Hahn	Kathy Ross
Sheilah Hilderbrand (2)	Mary Jo St. Clair
Marilyn Hubert	Rhonda Stubbs (6)
Julie Ingalls	Dr. Tylka
Sheri King	Jeri Vanvickle
Larry Lambeth	Mary Ann Woods
Johnna Long	Laurie Young (3)
John Lorimer	

## Mother's Day Basket Winners

Here are the people that won baskets in the Mother's Day drawing!

Stacy Bingham	-The Movie Basket
Homer Relaford	-The Gardening Basket
Jackie Cornett	-The Book and Coffee Basket
Kathie Pointer	-The Craft Basket
Victoria Davies	-The Geiser Grand Basket

Thanks to all for participating in the raffle – In June we'll have a BBQ for Father's Day!



## From the Suggestion Box

**Question:** We have a big enough population to support an ENT according to statistics. Is someone actively recruiting an ENT? Also, we could support a pediatrician, and a dermatologist.

**Answer:** According to a summary of 10 different medical sources that have evaluated the population necessary to make a specialty physician successful, it requires more people now for a physician to be successful than previously thought. For a dermatologist, he or she needs to have a population base of 46,852; for an ENT there would need to be about 39,520. Things look a little better for a pediatrician – they only require 9,217. However, this is based on normal demographics, and since we tend to have more “mature” citizens in Baker County, it would probably be difficult to entice a physician to come here. To counter those constraints, we are always interested in getting visiting docs here – and we do currently offer ENT and Dermatology through our Specialty Clinic.



## Mission Moment

I overheard someone say, “I just can’t do anything else – my plate is too full as it is.” A young, newly married friend told me, “I’m too busy to even know what needs to be done next. I never thought I could get any busier than I was – but every day it seems to get worse.” As I look over my desk, I am amazed that the fire marshal hasn’t declared it a fire hazard. What’s worse – sometimes I wish a fire would take it all away – then maybe I could start afresh!

Years ago I remember people talking about all the “time-saving” appliances, and how they would save us all so much time. Now we have the microwaves, the computers, the fax machines, cell phones, answering machines, and a slew of other things that are supposed to ease our jobs, but actually seem to keep us busier than ever!

Sometimes I dream of just relaxing on the beach, not having a thing to do, and watching the sun go down over a peaceful ocean. I think that perhaps just getting away for a while would be enough to recharge my batteries and make me more functional. Maybe it would help – but I’m afraid that the work would still be piled up on my desk when I got back.

So what is the answer to the hectic world we live in? Reality tells me that I will never be able to fully escape the “rat race,” so I need to learn to find peace within the storm. I need to focus on the specific times when, like a breath of fresh air on a hot, muggy day, I feel the calm in spite of the confusion. I must manage my environment to seek the serene in the midst of the madness.

In John 14:27, Jesus says, “Peace I leave with you, My peace I give to you; not as the world gives do I give to you. Let not your heart be troubled, neither let it be afraid.” If I’m feeling like my plate is too full – well, this could be a great place to start!



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