



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 **Who Doesn't Like to Hear "Thanks?"**

Several times a month I retrieve the suggestion cards from our suggestion boxes. These boxes are also used for employees who wish to submit I-CARE Awards. In recent months I have noticed a trend, which, frankly, I hope will continue. I am seeing *far* more I-CARE Awards than suggestions.

I-CARE Awards are a powerful tool. I-CARE Awards give you the opportunity to say "thank you" to a colleague who has done something special for you. They give you an opportunity to reinforce positive, helpful behavior. They set a tone of gratitude, an important Christian virtue, throughout the organization. They underscore our values. They offer recognition for work well done.

Every I-CARE Award crosses my desk, and I read them all. It is tremendously gratifying for me to read what employees say to one another. May I share some recent comments?

"Works extra hard to try to make all employees happy."

"She always has an excellent attitude."

"Happy, cheerful, always doing what's expected without being asked."

"For service to the patient in room 121. Above the norm to ensure her dietary needs and preferences were met during her extended stay. Thank you."

"While on break [he] escorted a lost client down to the Sleep Center.

A true example of customer service and caring attitude."

"[She] volunteered to be on call for ICU during day shift even though she is working night shift. We were able to avoid diverting ICU admits thanks to her."

I don't mean to be paternalistic, but what I see happening makes me feel very proud – sort of like a father is proud when his children go out of their way to support, encourage and thank one another. It's a beautiful thing!

My sincere thanks to all of you for making SEHS a great place for employees to work!

George Winn, President & CEO

Smile for the Camera!

As you may have seen, the Kronos time clocks are up and almost in the functioning stage! That means we all will be getting new badges – with new pictures! (Aren't you so excited?!)

In a few weeks we will start taking pictures and creating the new badges (we will be able to do this on site, so there will not be the delay of several weeks like it was when we had badges made in Pendleton). Since this is the only way that people can get paid, we strongly encourage you to keep your eyes open for the upcoming announcements, and make sure you stop by and get your picture taken. It's relatively painless (no injuries have been reported to date!), and it will help us all move forward as we make this change in how we record our time.

Thank you for your kind consideration!



Not to confuse you, but yes, we are now starting a new year! St. Elizabeth, like many businesses, uses the July through June fiscal year for business purposes. Some of the changes this year include moving the performance appraisals up, and you will be having a discussion with your manager within the next few weeks about scheduling yours. This also means that the raises will occur earlier as well (more on that at a later date!).

So have a very happy new year!



Subject: Destroying electronic information

Question: When you are working with patient data stored on your computer or server, and you delete the files when you don't need them anymore, have you adequately destroyed the information so no one else can read it?

Answer: No. Deleting electronic files doesn't erase them. Ask your security officer (Jim Grover) how to get rid of them. Your organization actually uses special "erase" software so PHI (Personal Health Information) cannot be misused.

Jerry Nickell, CRO



Congratulations to Jeff Martin! Jeff was our **first** employee to receive 10 "I CARE" Awards, making him eligible for the coveted "I CARE" button and a seat at this year's Employee Recognition banquet! He is now well on his way to his second 10 awards! Congratulations to Sheilah Hilderbrand as well for receiving her 10 "I CARE" Awards (your pin is in my office!). And to all the rest of you that received awards in June – thank you for living our values in such a positive and visible way!

Karen Harrington
 Darnel Lien
 Coby Mastrude
 Steve Whiting
 Christy Renner
 Mary Jo St. Clair
 Shane Fritz
 Suzanne Kozlik
 Trish Alexander
 Victoria Davies
 Jim Pogue
 Bob Gritter
 Marvin Taylor
 Day Surgery / Endo
 Stacy DeLong
 Jessica Deel
 Dona Minor
 Sheri King
 Mark Sieckman
 Charlie Fillebrown
 Cheryl Porter
 Brianna Parker
 Jeff Martin (2)
 Laurie Solisz
 Michelle Adler

Sherron Dennis
 Michelle Paoletti
 Care Center Staff
 Rhonda Stubbs
 Diane Bean
 Chris Plummer
 George Winn
 Sheilah Hilderbrand (3)
 Denise Aldrich
 Greg Givens
 Homer Relaford (3)
 Tina Aldrich (4)
 Danielle Dorough (2)
 Annette Grover (2)
 Della Mitts
 Dana Holt
 Maggie Edvalson
 Julie Ingalls
 Dr. Schott
 Marilyn Hubert
 Lynn Farstad
 Joyce Hindman
 Becky Black
 Dietary Department (3)
 Monica McDowell

Keep those "I CARE" Awards flowing – You could be the next person to receive the next "I CARE" button!

The CHI Connection!



What's Changing at SEHS with HR/Payroll ConnectionSM

By now, you've had an introduction to HR/Payroll Connection. It is an online, phone and email resource for employees and managers. HR/Payroll Connection will give us more access to information and begin laying the technology foundation for a strong future for SEHS and Catholic Health Initiatives.

You will be able to handle many of today's manual processes electronically instead. HR/Payroll Connection and *CHI Connect* support local people making local decisions by getting and using information more efficiently.

Using a computer and the link to HR/Payroll Connection, you will be able to:

Access information

- View and print your online pay statements any time
- Check your paid time off balances
- Find detailed benefits and retirement information for you and your dependents
- Access forms and human resources, employment and benefit information

Update personal information

- Change your emergency contact information
- Change your mailing address
- Enroll in benefits annually and change benefits due to significant life events
- Manage your flexible spending account
- Change your beneficiaries

Manage your direct deposit account

- Where possible, all paychecks will be handled by direct deposit to your financial institution

- If you have direct deposit, you will no longer get a paper check or a pay statement in the mail
- You may choose to receive your paycheck and statement in the mail.

What kind of help is available?

When HR/Payroll Connection goes live January 1, 2008, the HR/Payroll Connection Support Center will be ready to provide additional information and help answer your questions.

- The support center will be available for pay statements, payroll and employees' questions. Support center representatives will be available from 8 a.m. to 5 p.m. Pacific Standard Time.
- Make the HR/Payroll Connection Support Center your first stop when you have benefit-related questions or need to begin these processes:
 - Adoption assistance
 - Tuition reimbursement
 - Leaves of absence
 - Change coverage in the medical, dental or vision plan, life insurance or flexible spending accounts due to significant life events

When we "Go Live" on January 1, 2008, you will have had ample training to manage the areas discussed today with confidence. Look to our monthly newsletters, your communication notebooks and training posters for ongoing updates.

Amy Dunkak

Director of Communications and Business Development





A **BIG** welcome to Ana Vassallo, our new Director of Quality & Risk. Ana comes to us from the corporate world, with considerable experience in performance improvement activities. We are excited to have her join our team!

Keep your eyes open for Ana's contribution in future Pulse's!



Question: Who can call or initiate a "Code D?"

Answer: "Code D" stands for "Disaster." St. Elizabeth has a written Emergency Management Plan which addresses both internal and external disasters. Within the plan the ER physician, nursing home supervisor, or a member of the senior administrative team has the responsibility to initiate the emergency plan.

This plan establishes procedures for management of casualties in the event of a disaster. It assigns responsibilities, designates special areas, and establishes policies to ensure a coordinated response should the hospital be required to receive, treat, or hospitalize patients in numbers that cannot be accommodated by the normal operating system.

Bob Borders, Safety Officer

Big BBQ Thanks!

A big "thank you" to Jeff Martin, Bob Borders, and Laurie Young for all their hard work on the Employee Activity Committee BBQ. Jeff and Bob jumped right in to flip the burgers, and Laurie made an awesome potato salad and relish. Thanks!

August Birthdays are Almost Here!

A time to celebrate should never be taken lightly, and these people deserve to have the recognition for all of their years of life (just don't ask them how old they are!). We salute you on your special day!

Deloris White	Aug 1	Mark Sieckman	Aug 20
Ben Bertrand	Aug 5	Kim Anderson	Aug 21
Patricia Lang	Aug 6	Mary Jo St. Clair	Aug 21
April Polley	Aug 6	Steve Whiting	Aug 21
Tim Nork	Aug 9	Jim Pogue	Aug 22
Trish Alexander	Aug 13	John Lorimer	Aug 22
Shane Fritz	Aug 13	Amy Conklin	Aug 25
Teresa Braseth	Aug 16	Kelly Lethlean	Aug 27
Misty Goodwin	Aug 16	Mary Boyer	Aug 28
Autumn Swiger-Harrell	Aug 19	Denise Aldrich	Aug 29

Mission Moment

Last year we experience an interesting date – June 6, 2006 (also known as 6-6-06). Hollywood took the opportunity to release a scary movie on that day, and worshipers of Satan also saw it as a day to celebrate (the number 666 has been used to identify evil). It was a day that Christians were dreading.

This year – actually the end of this week – we have July 7, 2007 (which is known as 7-7-07). It actually occurs on the seventh day of the week as well. Live Earth is using that day to hold a concert with over 150 artists. Christians are looking at the day to re-invigorate their relationship with God.

I don't believe that the random distribution of a calendar has an eternal significance, but in my opinion, anything that causes us to re-focus on our heavenly role on this earth is beneficial. If 777 makes us look at our connection with Our Heavenly Father, that in of itself could be the just what we need to get our lives aligned with God's plans for us.

And what are God's plans for us? "I know the plans I have in mind for you, says the Lord; plans to give you a future full of hope." Those are plans we can all live with every day of the year!

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

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