



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 **St. Elizabeth Health Services : A Place of Miracles**

Did you know that you can be a miracle worker? Hospitals, regardless of their size, are miraculous places. For the 25 years I have worked in hospitals I have been enthralled with what we do. To me magnetic resonance imaging (MRI) is a miracle. Lab tests are miracles. Surgery is a miracle.

In hospitals we have an amazing collection of knowledge, which I consider to be miraculous. And I view the healing touch of a good, caring doctor or nurse to be a miracle. To me the work we perform here, and what we offer people, is miraculous.

Part of our daily work is to help people see Christ through their experiences with us. That makes SEHS **a place of miracles.**

I hope all of us will remember our gift and our responsibility to help people heal spiritually as well as physically. It is good that we start meetings with reflection or prayer. It is good that we pray with patients. It is good that we see Christ through our patients and guests, and that they see Christ through us. As we do these things, we become co-workers with Christ in the ministry of healing. Helping people see Christ through you means treating each patient and guest with the highest degree of integrity and respect. This means offering your best to patients and guests at all times. This means honoring people's

spiritual wishes. When patients and guests see Christ through you, they experience the miraculous at a time when they may particularly need to be reminded of the presence and loving care of God.

May each of us do our part to make SEHS **a place of miracles.**

George Winn, President & CEO

PACs Makes an AMAZING Debut!

What a long, strange trip it's been, and the fun is just beginning.

Radiology's quest to digitize is about over, and the fruits of our labor are going to be enjoyed for years to come. We still have a few software preferences to finalize, and I understand there is some user training to polish, but by and large, I am going to go so far as to call this project a resounding success.

We have been live with our new Picture Archive and Communication System (PACS) for over a month now, and it has made a remarkable difference in our exam process, as well as exam access by hospital staff and physicians, wherever they are. Images and reports are more accessible than ever before, and that translates to happier physicians, and better patient care.

HOWEVER, even though initial user training has been done, there are still some who are not yet familiar or comfortable with using the PACS program. This is a great time to call or come by the radiology department and have us get you "hooked up". It's easy. It's fun. And if you work in a department where you will need to see images or reports, it's necessary. We hope to hear from you soon!

*Brent Wilson
Radiology Dept.*

The CHI Connection!



The Safety Scene

Standard T & A Update

For the past two weeks we have been training on the Standard Time and Attendance system we will use at St. Elizabeth Health Services. August 19 we will begin parallel testing with paper time sheets and badging in functions. The Kronos go-live date is September 9.

With the new system we will enter time using a combination of time clocks or the Internet. Time records will be more accurate and pay practices will be consistent.

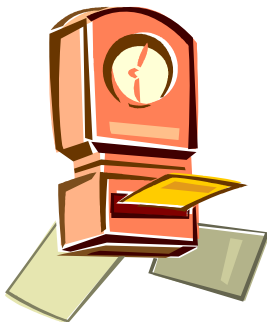
What's in it for you? The electronic system lets you and your manager spend less time manually tracking work time. Accuracy will improve and records can be reviewed daily. Shift differentials, weekend pay and other variations will be easier to track and change as needed.

St. Elizabeth is adopting this timekeeping system to help prepare us for *CHI Connect*, the system-wide effort to centralize and standardize certain business functions in all Catholic Health Initiatives facilities. We will go live with *CHI Connect* on January 1, 2008.

Watch for more detailed information about the new standard timekeeping system. If you have any questions, please talk with your manager or our payroll department.

Amy Dunkak

Director of Communications and Business Development



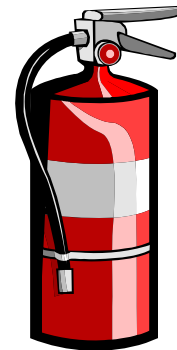
Question: I have heard overhead paging of Codes; what exactly is this for?

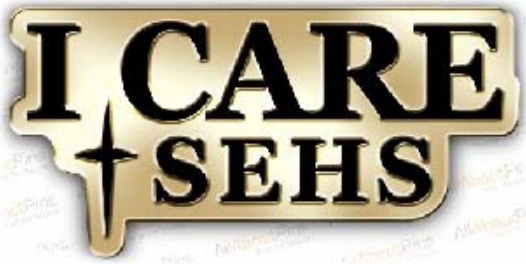
Answer: St. Elizabeth Health Services has established emergency procedures for you to follow, so the effects of emergencies can be minimized. The safety of our patients, visitors, and employees are of primary importance. These codes, when paged three times over the intercom system, alert staff as to the emergency and where it is occurring. This allows necessary staff to respond to the incident while others remain calm and prevent panic. The following are the most common emergency codes that you will hear paged:

Code Red	Fire
Code Blue	Cardiac/Respiratory Arrest
Code 9	Baby Abduction
Dr. Strong	Security Stat
Mr. Tower	Threat with weapons
Code D	Disaster
Code Yellow	Hazardous Material spill

You should also find (under every desk phone at St. Elizabeth) a multi-colored flip chart, which is an Emergency Preparedness quick reference guide to assist you in the purpose and procedure of each code.

Bob Borders, Safety Officer





Exciting times for St. Elizabeth, and the cream continues to rise to the top! Here are the people who were recognized in July for their values!

- | | |
|---------------------|-----------------------|
| Laura Adcock | Tracy Lovisone |
| Denise Aldrich | Jeff Martin (2) |
| Glenda Anderson | Coby Mastrude |
| Josh Baker | Laurie McClain |
| Dana Bovee | Molly McCoy |
| Day Surgery | Med/Surg |
| John Deakyne | Valerie Miller |
| Stacy DeLong | D.J. Nichols |
| Sherron Dennis (2) | Jerry Nickell (2) |
| Maggie Edvalson | Brandi Parker |
| Bob Gainer (3) | Chris Plummer |
| Kim Gibson | Homer Relaford (2) |
| Misty Goodwin (4) | Cathie Roach |
| Cathy Graham | Terri Sargent |
| Tina Griffin | Flint Stearns |
| Annette Grover | Marianne Stone |
| Melanie Harshman | Carl Sullivan |
| Sheilah Hilderbrand | Autumn Swiger-Harrell |
| Bill Mattes | Alicia Teeter |
| Dr. Hofmann | George Winn |
| Betty Kimbell | Laurie Young (2) |
| Patty Lang | |

Although there were no people that reached the button-winning 10, there are several people that are just about knocking at the door! Don't forget to recognize our values this month!

*I just wanted to say "Thank You" for all the thoughts and prayers that were sent out for my family and me during our time of grief. It was very much appreciated.
My Grandpa will be very missed.
Thank you,
Kim Anderson*

Purple People Healers to Hit the Ground Walking!

St. Elizabeth has a team of walkers set to walk for Relay for Life on August 3 – 4. Members of the team will be walking from 6:00 p.m. Friday until 10:00 a.m. or later on Saturday. This group, led by Johnna Long, has chosen the name "Purple People Healers" for their team, so you can bet that purple will be a popular color with them.

If you haven't joined up, but would like to contribute to this worthy cause, please see Johnna Long or any member of the team to make a tax-deductible donation!



Subject: Encrypting Email Messages

Question: Why do many organizations not allow you to send patient information in unencrypted email messages going outside the organization?

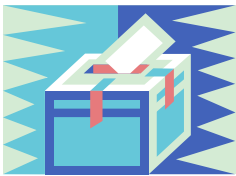
Answer: Email messages sent outside usually travel over the internet where they are not protected. They can be read by many strangers, leading to a breach of patient confidentiality. You need to know your organization's policy on when to encrypt information and follow it in all cases.

Subject: Overhearing Conversations with Patients

Question: What can you do to avoid others overhearing your conversation with or about a patient?

Answer: Lower your voice, and/or go to a more private place.

Jerry Nickell, CRO



From the Suggestion Box

Suggestion: Why don't they have a refrigerated vending machine with entrées, milk, juice, and healthy snacks for employees and visitors?

Answer: That would be great if we could offer some healthier options in the vending machines for everyone. Unfortunately, we attempted to do that some years back, and the fruit rotted before people would buy them. Now no vendors are willing to offer this as an option. Vendors provide what sells, and what you see in the machines is what sells.

Maybe someday our tastes and selections will make a difference....

Suggestion: Couldn't the hospital put a shower in the new Sleep Center? Vaseline in the hair doesn't look all that great, especially if you have to go directly to work after your sleep study!

Answer: When we first were looking into having the Sleep Center we discussed this with the company we have contracted with. They told us that most people prefer going to their own homes and showering there, and because the cost was considerable, we elected not to go with the shower. We will re-open this issue with our patients and get their input on the need for a shower.

Suggestion: Just wanted to say that the new furniture in the café looks great! I also like the wording – the new signs in brown. It is really looking nice around here. ☺

Answer: Thank you! And thanks to all who work so hard to make this place an organization we can be proud of!



September Birthdays!



Here are the people we don't want to forget as we prepare for fall!

Donna Minor	Sep 5	Lynda Farstad	Sep 15
Wade Saunders	Sep 5	Joyce Hoopes	Sep 15
Clay Arnell	Sep 6	Lana Nguyen	Sep 18
Christy Renner	Sep 6	Cathie Roach	Sep 18
John Deakyne	Sep 8	Jo Ritter	Sep 20
Cheri Ward	Sep 8	Teresa Mercado	Sep 22
Marilyn Hubert	Sep 9	Lloyd Stever	Sep 23
Ella Devore	Sep 10	Kim Wellman	Sep 23
Sherron Dennis	Sep 13	Tracy Lovisone	Sep 24
Russ Johnson	Sep 13	Dr. Hutnak	Sep 28
Homer Relaford	Sep 13	Sheron Gritter	Sep 29
Patty Tippet	Sep 13	Jeri Vanvickle	Sep 29
Sami Pedracini	Sep 14		

Mission Moment

I was recently recording the "I CARE" awards in my Excel file when my mind wandered a bit. Rather than just see the values arranged in an order so that the acronym creates a word, I started seeing that together these letters create perhaps our greatest and all-encompassing value. To care for something means that we take ownership of it; that all of our efforts will go into making that object appear in the best light, at every opportunity. Whether it is a person that we care for or an organization such as St. Elizabeth, to truly care means that our passion will be focused on making others see the beauty and the quality that we already have experienced. We will proudly stand for an organization or person that we care for.

In a critical time, Peter had turned his back on the Lord. When he realized what he had done, he underwent a lot of soul-searching. Later Jesus tested him, asking him, "Do you love me?" three times. Jesus wasn't looking for a flippant answer; He wanted to know if Peter had changed and truly cared. After answering affirmatively three times, Peter realized that just saying something doesn't show what is truly in the heart. Jesus asked Peter if he loved Him, but then encouraged him to put that love into action by doing something for others – "Feed My sheep."

How will you show that you "CARE" today?

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

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