



## *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*

## **COMMUNITY INVOLVEMENT**

I doubt that anyone at SEHS, including me, knows how much we collectively give to our community. What I do know is it's a lot!

Aside from the \$1 million plus that we give in charity care, we contribute in many other ways. I, for example, am a member of the Baker Rotary Club. In that role I donate perhaps 60 hours a year to community service. John Deakyne is in Kiwanis, Amy Dunkak is a Lion. Bob Borders donates time to the County Fair, Michelle Paoletti serves CASA and Jerry Nickell served for many years on the State of Oregon Physical Therapy licensing board.

We have a number of employees who go on mission trips to other parts of the world. The hospital often donates supplies for those trips. Two of our ER physicians (Delashmutt and Richards), as well as Autumn Swiger-Harrell, work in the Baker High School health clinic. We have several employees, including Kathie Pointer and Dr. Sandefur who spend a lot of time with Young Life.

The people I have named here are just the ones I have some personal knowledge of. I apologize for the many others that didn't come to mind or that I am unaware of as I write this piece. There are undoubtedly numerous others who work at SEHS who donate great amounts of time and money to benefit our community.

What a wonderful thing it is that we are free to make such contributions to our community! I have never lived

anywhere but the good old US of A, but I suppose that there are few countries in the world where one can become so directly and personally involved in community service.

I applaud those of you who so selflessly give your time, talent and energy to worthwhile civic efforts. It reflects well on you, SEHS, our community and our nation. Thank you.

*George Winn, President & CEO*



## **New HIPAA Privacy Officer!**

I would like to introduce myself to everyone as your new HIPAA Privacy Officer. I also want to talk about the process for communicating a HIPAA concern or violation. If something happens within the facility that you think may be a HIPAA violation, please complete an incident report and turn it in to me. I will then follow up with you and any others who may be involved.

My office is located in the hallway next to administration. I have a mail box in administration where you may leave the incident reports if I am not in my office. You are also welcome to leave a confidential message on the CHI hotline (123-4000).

Please feel free to contact me any time you have questions regarding HIPAA.

*Jeri VanVickle*

# The CHI Connection!



First of all, I want to congratulate everyone for their level of commitment to the new Kronos time and attendance system. The daily involvement of super users, managers, and their designated backups has been a huge benefit to helping streamline the transition to Kronos go-live which started on Sunday, September 9. This is an overview of some of the other changes coming down the pike...

## For every employee

- Human resources – access to employment and benefit information, updating personal information, online access to paid time off balance
- Payroll – standardized payroll system, online access to direct deposit pay statements
- Standard time and attendance tracking

Managers will have tools to make their jobs easier and help them be more efficient.

## For employees responsible for certain business activities

- Core accounting – general ledger, non-patient billing and accounts receivable, asset management, cash ledger.
- Accounts payable – processing invoices, expense reports and reimbursements; vendor payments and processes
- Materials management – electronic requisitions, inventory control and distribution

Thank you all for your continued support as we move along with the CHI Connect process.

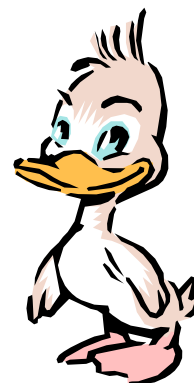
*Amy Dunkak*

*Director of Communications and Business Development*

## Hangin' with the Duck...

One adjustment that will be made when we go live with CHI Connect is that AFLAC will not be available as a payroll deduction. However, as a service to our employees, AFLAC is willing to continue your policies at the same group price! If you wish to sign up before the end of the year you are also eligible to receive the group price.

Interested in more information? See the information attached to this month's Pulse!



## Patient Safety Culture

One question that has come up during a survey of our culture of patient safety centered on our ability to create an atmosphere of support, especially when something happens that has adverse outcomes. From the survey we discovered that employees feel that in some cases their mistakes are held against them – that when the incident is written up, it is directed against the employee rather than the problem. Some employees even go so far as to believe that their mistakes are written up and placed in their personnel files. Obviously any of these perceptions go against our desire to create a non-punitive environment.

We have developed a non-punitive policy, which should be available to each department. We never will put an incident report in an employee's file, nor resort to any disciplinary action against an employee that makes a mistake.

Our goal is to resolve problems and ensure that they don't happen in the future!



Congratulations to two people that received 10 or more “I CARE” awards so far this year! Laura Adcock and Misty Goodwin both will receive a beautiful “I CARE” pin – and several more are on the threshold of receiving theirs!

Thank you for living and recognizing our values!

- |                        |                    |
|------------------------|--------------------|
| Laura Adcock (4)       | Jeff Martin (2)    |
| Tina Aldrich           | Laura McClain (2)  |
| Trisha Alexander       | Kristi McKeen (2)  |
| Glynda Anderson        | Donna Minor        |
| Diane Bean             | Brenda Morris      |
| Dana Bovee (3)         | DJ Nichols (3)     |
| Dietary Services       | Jerry Nickell      |
| Danielle Dorough (5)   | Brandi Parker (2)  |
| Maggie Edvalson        | Tom Parlin         |
| Lyn Farstad            | Seth Peyton        |
| Charlie Fillebrown (2) | Jim Pogue          |
| Shane Fritz            | Bonnie Rebish      |
| Greg Givens            | Homer Relaford (2) |
| Misty Goodwin (6)      | Charlene Rioux (2) |
| Tina Griffin           | Kathy Ross         |
| Annette Grover (2)     | Terri Sargent      |
| Jim Grover             | Mark Sieckman      |
| Mel Harshman           | Laurie Solisz      |
| Dana Holt (2)          | Bonnie Stalder     |
| Joyce Hoopes (3)       | Judy Stewart       |
| Marilyn Hubert         | Judy Thomas        |
| Joann Illingsworth     | Kelly Uttenreuther |
| Johnna Long            | Mary Ann Woods     |
| Jean Marler            | Laurie Young       |

**Question:** I have heard the term “Environment of Care.” What exactly is this?

**Answer:** Environment of Care (EC) are concepts that are universal across all types of health care organizations. These concepts are grouped according to the seven disciplines usually associated with the EC: the management of safety, security, hazardous materials and waste, emergencies (Disaster Planning), fire safety, and medical equipment and utilities. In addition, requirements are required for construction and renovation projects.

The clinical care that is provided to individuals served by any health care organization is highly dependent upon the organizational environment. Effective management of that environment, the EC, is essential to ensuring that high-quality care is provided in a safe manner, leading to desirable outcomes. St. Elizabeth Health Services has made that our commitment.

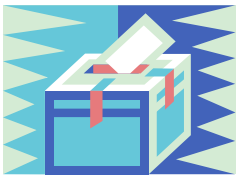
*Bob Borders, Safety Officer*



## Birthday Time!

Let’s celebrate with these fantastic people!

Kristyn Martin	Oct 2	Bob Gainer	Oct 18
Lin AhHee	Oct 4	Bonnie Stalder	Oct 22
Claurita Roberts	Oct 4	Pam Sundean	Oct 22
Terri Sargent	Oct 7	Julie Ingalls	Oct 23
Melissa Robertson	Oct 8	DJ Nichols	Oct 24
Brenda Chung	Oct 10	Kathy Ross	Oct 24
Dr. Jacobson	Oct 14	Mel Daniels	Oct 27
Sharon Taylor	Oct 15	Suzette Polley	Oct 28
Dr. Tylka	Oct 15	Victoria Blount	Oct 31



## From the Suggestion Box

**Suggestion:** Could we have pre-packaged or better preserved fresh TV dinners for late admit patients? The one in the fridge now is 2 months old and freezer burned!

**Answer:** The Dietary department makes fresh entrees daily and places them in the kitchen refrigerator for such occasions. Please contact the house supervisor if a need arises, as they know where the food is stored and have the proper keys to retrieve the food.

**Suggestion:** Why don't you stagger the working hours of the housekeepers so they are not here all at the same time in the mornings and then no one is here in the afternoons for late discharges and things that "come up?" If hours were staggered there would be no extra cost, but more availability.

**Answer:** Housekeeping currently has staff on site from 5:00 am until 2:00 am Monday through Saturday morning, and 5:00 am until 7:00 pm Saturday and Sunday. To alleviate paging overhead, a cell number (403-6125) has been established for direct contact with the housekeeping staff during these times. This number has been distributed to house supervisors and Med/Surg nursing staff.



*Bob Borders*

## St. Elizabeth's Birthday

Keep your eyes open – we are going to be celebrating 110 years of St. Elizabeth serving our community! There will be flyers and memos regarding the festivities – so start getting ready to whoop it up!

## Thanks!

"I want to take a moment to make you aware of what excellent service my son and I were provided by your Emergency Room staff...."

"Dr. Jacobson did a fantastic job providing my son with 'sutures,' since 'stitches' were out of the question in my son's opinion at the time. Dr. Jacobson was very compassionate and was meticulous with his duties regarding my son."

"The nursing staff did such an outstanding job of making us feel comfortable.... Kurt did his best to cheer up my son who wasn't much into smiling at the time. The nursing staff did an excellent job of supporting each other and Dr. Jacobson."

"That's quite a team you all have put together out there. Compassionate, talented, empathetic, supportive.... You should be proud of them. I am."

*A Mother*

## Mission Moment

Maybe it was because I was the only one working through my lunch. I had my head down, trying to concentrate on the task before me when I sensed that someone was standing in my doorway. I looked up, smiled and said, "Can I help you?"

"I was looking for someone in Administration," she said. "We're about to leave, and I just wanted to thank someone for the amazing care that my mother received." She paused, and I could see a tear trickle down her face. "When the accident took my father's life and left my mother in a hospital in a strange place, I was overwhelmed. But when I flew here and saw the care and love that my mother received – well, I knew that everything was going to be alright. I myself work in a hospital in Wisconsin, and I know the 'challenges' of working in healthcare. But your people don't just do a job – they truly give of themselves."

After we talked a little more and she walked away, I thought, "I am so blessed to work with incredible people who really care!"

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

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