

MONDAY, MAY 16, 2011

pulse



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A BIWEEKLY NEWSLETTER FOR PHYSICIANS, EMPLOYEES AND VOLUNTEERS FOCUSING ON THE HOSPITAL'S MISSION OF PROVIDING QUALITY CARE AND IMPROVING THE QUALITY OF LIFE TO THOSE WE SERVE

May 20, wear blue for critical care

May is Critical Care Month, and the Society of Critical Care Medicine (SCCM) encourages everyone to wear blue on Fri., May 20, to honor critical-care professionals. There are 6,000 ICUs in the U.S., caring for 55,000 critically ill patients each day. Primary ICU diagnoses include: respiratory insufficiency, postoperative management, ischemic-heart disease, sepsis and heart failure. LMH has 10 ICU beds (2010 average daily census was 7.26) and eight progressive-telemetry beds (2010 average daily census was 5.27) to care for critically ill patients. LMH also has seven certified, critical-care nurses (CCRN) and 30 RNs taking the American Association of Critical Care Nurses (AACN) critical-care course (ECCO), in preparation to take the certification exam. The SCCM's critical-care statistics show that a 30-percent reduction in ICU length of stay can be realized when care is delivered by an intensivist-directed, multiprofessional team. LMH has board-certified pulmonologist and intensivist John Connolly, MD, heading up the ICU team. He leads multidisciplinary rounds in the ICU, discussing the care of each patient with hospitalists, nurses, respiratory care practitioners, pharmacists, dietitians and case managers. The ICU length of stay decreased – from 3.14 days in August to December 2009 to 2.44 in 2010 – after Team Health assigned hospitalists specializing in ICU to care for those critically ill patients. ICU is grateful to have Min Hlaing, MD; Truong Quach, MD; Muhammed Quereshi, MD; and Roham Vatanparast, MD, on its team, (Becky Sanders, ext. 7592).

Gift shop lists 50 percent off items



All Easter and Mother's Day items are 50 percent off in the gift shop. Four shelves of discounted items are selling quickly, so stop by soon to get the best deal. For those looking for something fresh, the gift shop is still the place to go. New spring and summer scarves are on display, along with some new jewelry, including new watches with square faces. There are also new ring holders in the shape of high-heeled shoes. Addicted to the Embellish Your Story line? Check the gift shop in June for new magnets. Also arriving soon are more measuring spoons with adorable designs, (Sarah Beasley, ext. 7616).

New scheduling system rolls out

ActiveStaffer, the new API scheduling system went live in March with pilot departments ED/CDU, surgery/APU and pharmacy. Although there have been some challenges, this is part of the implementation process, and it will get better with time. Directors, managers and schedulers who have worked with the LMH ActiveStaffer Project Team are a fantastic group. Here's what staff using the new system have to say about it: Linda Rock in the CDU says, "I like ActiveStaffer a lot better than Shiftmaker. It has a much nicer format, cleaner, simpler. It is user-friendly. The new system is easier for employees to use, which will save time, since it is linked to Time and Attendance." Pharmacy's Dena Romero states, "ActiveStaffer is convenient and is easily accessed, since it can also be accessed from home. Like all changes, it will take some time to get used to. The department's staff like being able to view their schedules online at work, rather than the posted paper schedule we previously used." Jennifer Curl from surgery said, "The biggest benefit to ActiveStaffer is that the staff can do it all themselves. Overall, the new system is easy to use." The ActiveStaffer Project Team is working with the phase-II departments, med/surg, ICU/PTU and urgent care and looks forward to working more with them and all future departments in the rollout. From home computers, employees can enter self-schedule requests, submit shift trades and sign up for additional vacant shifts. Vicki Luis, staffing coordinator, responsible for daily maintenance of the nursing departments' schedules says, "The transition to ActiveStaffer was smooth. The new program is easier to use. It makes my job easier, since the systems we used before, ShiftMaker, CentralStaffer and CredentialManager were all separate. ActiveStaffer rolls the three systems into one." For more information, contact Mary Hicks, ext. 7423, or Dylan Flenner, ext. 7463, (Mary Hicks, ext. 7423).



Stay connected

Check out the following online resources:

- www.lodihealth.org
- www.lmhemployees.org
- www.lmhmds.org
- www.facebook.com/lodimemorial
- www.twitter.com/lodimemorial
- www.youtube.com/lodihealth
- www.lmhfoundation.org

Profiles on display attract attention



Be sure to check out the profiles display located in the first-floor hallway of the South Wing, between the main lobby and the emergency department. Since the South Wing opened, physicians, staff members and volunteers have been showcased on this display, attracting attention from employees and visitors as they pass by. This is a great way to promote LMH staff and services, and all are welcomed to submit their information to be featured. Need a doctor? Additional clinic physician profiles are also posted on the LMH website, www.lodihealth.org, under "Clinics." Those interested in having a profile featured should contact Megan Johnson, ext. 5170, in community development to learn how. Please submit a high-resolution photograph with the profile form, or be prepared to have a photo taken for the profile, (Megan Johnson, ext. 5170).



Parents: enroll for preschool now

Camp Hutchins preschool is now enrolling for August 2011. This continuous, year-round program is specifically designed to prepare children ages 3 to 5 for kindergarten. For rates and information about the program, please call or visit the LMH website at www.lodihealth.org/html/camp_hutchins.html. LMH employees receive a 10-percent discount on tuition, (Jillian DeGagne, 334-2267).

ICU and PTU take time out

Most Tuesday mornings at 8a, a group of ICU and PTU staff gathers in the tiny PTU conference room to chat. Health-care workers do hard work that requires a lot of caring. Sometimes things happen at such a frenetic pace, there is no time to debrief, and we always think we don't need it. After awhile you find yourself dreading going to work, you feel tired at the thought of another shift, are irritated with your colleagues – compassion fatigue has set in. The ICU charge nurses and PTU resource nurses watch the staff provide incredible care day after day and under some difficult situations. To provide a venue where staff could come and just talk – no judgments, no improvements; just support and camaraderie and, of course, some food – sessions began in March and are scheduled each Tuesday from 8-10a unless there is a staff meeting, (Becky Sanders, ext. 7592).

Employee discounts offered on EEBB

Looking for fun activities at discounted rates? Check out the electronic-employee-bulletin board (EEBB), www.lmhemployees.org, for information regarding reduced admissions to local theme parks and other attractions available to LMH employees. Discounted tickets, once available only in the human-resources department, are now accessible online through certain links on the EEBB. Usernames and passwords are required for the discount sites and may be obtained by contacting HR, ext. 7386, (Megan Johnson, ext. 5170).

Josie made the day

A patient's daughter says: *My mother is a patient there, and I wanted to pay a compliment to her aide, Josie. I know my mom can be a bit of a pain as far as patients go. However, she was feeling really depressed today, and Josie went out of her way to speak with me on the phone; I'm her youngest daughter, I'm out of town. She is going to shampoo my mother's hair, and she is just a very caring person. I know it's the little things like that that really make a big difference. So, Josie made the day, and I really appreciate it. I wanted to let you guys know, so you can appreciate it too.*

ED patient pleased with care

Community development received this voicemail from a recent LMH inpatient: *I just want to tell you what a wonderful job your staff and your facility do here at the hospital. I came into the emergency room on Thursday night, and I'm still here. I can't tell you how well treated I have been. Thank you, very much.*

Palliative care says "thanks"



Stump



Multani

As The LMH Palliative-Care team celebrates its one-year anniversary, the team would like to send a huge "thank you" to all the physicians and staff

who have opened their hearts and minds to palliative-care services. The nurses, case managers, social workers, physicians and very special chaplain, Brenda Neto, have created countless opportunities to make a difference in the lives of patients living with chronic and life-limiting diseases, experiencing frequent hospitalizations or nearing end-of-life. Palliative care's goal in the coming year is to increase visibility in the community, and staff looks forward to working with nursing homes, clinics and home health. Kelly Stump, RN, MSN, and Kuljeet Multani, MD, are always available to assist in difficult situations or answer questions, 333-5125, (Kelly Stump, ext. 5125).