National Patient Safety Week – March 12-18

Sign your pledge to be “United for Safety”

Together, HSHS ministries are commemorating National Patient Safety Week, March 12-18. During this week, all colleagues are asked to participate in a series of activities designed to highlight the importance of, and our ongoing commitment to, patient safety.

Because our patients and their loved ones have put their trust in us to keep them safe as we care for them, we must do everything we can to live up to that sacred obligation. Whether we are providing care at the bedside or supporting those who do, it is imperative that all of us make the safety of our patients our top priority.

**Outside the Cafeteria, you will find a large “United for Safety” banner. Please take time this week to sign the banner as a public pledge that commits us all to providing a safe environment for our patients. Everyone who visits the banner will be provided with a mini Sharpie marker.**

The permanent markers are a reminder that too often harm caused to patients can be permanent, and because we need our commitment to safety to be permanent and extend beyond this week.

Thank you in advance for taking the pledge to be “united in patient safety.” Together we can create the safest environment for our patients and ensure that no harm comes to those who’ve trusted their care to us. Patient safety is everyone’s responsibility, every day of the year.

**Continue to watch for emails from Theresa Rutherford, President and CEO, asking colleagues to complete the assignments the remainder of this week.**

Our Core Values in Action

Here is a recent example of our Core Values being lived out at St. Anthony’s, where we are creating “moments that make lasting memories!” The below positive review is from a patient who shared her exceptional experience publicly on the hospital’s Facebook page.

_Elizabeth Lade reviewed St. Anthony’s Memorial Hospital — ★★★★★
March 7 at 3:43pm ·

I’m currently writing this from room 310. I’ve been here since Saturday night. From the ER to the staff on the 3rd floor, I have received such fantastic care. Puts the hospitals back home to shame. Food is really good, too._

**Thank you all for living out your “Promise!”**
Living their “Promise!” I Promise third quarter winners named

HSHS St. Anthony’s Reward and Recognition Team “I Promise” Award program recognizes those colleagues, physicians, volunteers and others who go above and beyond the everyday expected performance of exceptional care. The Reward and Recognition Team name four “I Promise” Award winners each quarter, to those who demonstrate living out the “Promise”, based on the nominations received for that quarter. The Reward and Recognition Team recently announced and presented the following colleagues with their “I Promise” Award for the third quarter of the program (October-December 2016):

**Dana Chasteen, Supply Chain**

Dana was nominated by two colleagues for the “I Promise” award for her willingness to go above and beyond to demonstrate caring to a pediatric surgical patient.

During Discharge Callbacks to the mother of a pediatric surgical patient, the same-day surgery nurse (Casey Rose) learned from the mother that her daughter had left her security blanket at the hospital following her surgery the day before, a blanket she has had since birth. Casey contacted the nurse supervisor, Karla, who contacted Dana Chasteen to inquire about laundry pick-ups to determine if the laundry from the previous day was still at the hospital. Dana determined that the laundry had not been picked up yet and she quickly volunteered to go down to the laundry chute room and start searching. She searched through multiple bags of dirty laundry and was able to find the blanket for the patient. The mother was very excited to hear that her child would have her blanket to comfort her during her healing process.

Dana shared, “Enjoying customer service is what lead me to making this job my career. We may be behind the scenes, but at the end of the day, we know what we do helps to make sure every patient is getting what they need. Watching all of the people in our ministry devote their selves to putting others first and going out of their way to make others feel like they are the priority, is one of the inspirations in my daily work.”

**Katrina Gessi, Home Care**

Katrina Gessi was nominated for the “I Promise” award for providing exceptional care to her patients. According to her nomination, a recent Home Care patient stated that she was the best person he had in all of home health care. He especially noted that she makes the most embarrassing moments of needing help with showers and other tasks not embarrassing. He also said that she seems to read his mind with what he needs before he even realizes it himself.

**Nichole Reynolds, Home Care**

Nichole was nominated for going above and beyond to help out her fellow team members and to ensure her patient received the best care possible. She had a patient that she was seeing that has several medical and psychological issues going on. One evening the nurse on call received a call from the patient, and when the nurse on call contact Nichole to give her a report on the patient, Nichole was willing to go out and see the patient and take care of the situation. When Nicole arrived, there were several concerns and issues, so Nichole stayed with the patient for several hours to ensure that the patient received the care that he needed, making several calls to his physicians, social worker, and her manager for assistance. She then agreed to follow-up with the patient the next day even though it was her day off to make sure everything was taken care of.

**Tricia Waldhoff, Women’s Wellness**

Tricia was nominated for her positive attitude and willingness to help out when needed. Her nomination read, “Tricia continually goes above and beyond to make sure the Women’s Wellness Center has staff coverage. With colleagues needing some unexpected time off during our busiest season, Tricia has rearranged her schedule on multiple occasions to fill in. She never hesitates when asked to work extra and she exhibits care for her colleagues and the department by making sure there is always coverage so the patients are well taken care of. Even while at work, Tricia always has a smile on her face and taking extremely good care of her patients!”

Tricia shared that she is inspired every day by her co-workers and her patients, and loves working with a “fabulous group of ladies at Women’s Wellness.”

Each of these colleagues received a pin in recognition of their achievement, and is given the choice between a VISA gift card and a gift certificate to the online store. They will also be in the running for the annual Values Award to be named in May 2017.
Mark Your CALENDARS

Walk with a Doc
Saturday, March 18 | 9 a.m.
Workman Sports and Wellness Complex

Walkers should meet in the lobby of the complex.

You do not have to be a member of the Workman Sports Complex to participate.

Transamerica Dates

The Transamerica representative will be on-site at St. Anthony’s on:

Friday, March 31
9:30 a.m. to 3:30 p.m.
Auditorium – St. Clare Room

Thursday, April 6
9 a.m. to 4 p.m.
St. Albert Room (Lower Level)

Please use the link below to schedule an appointment:
https://booknow.appointment-plus.com/723qxt30/

Auxiliary Gift Shop Easter Drawing

Use Payroll Deduction (over $5) in the Gift Shop and get entered into a drawing for the Jim Shore musical figurine, “Easter’s On Its Way!”

Entries accepted beginning March 27, with drawing being held on April 12.

If you are over the age of 50, have you had a Colorectal Cancer Screening?

St. Anthony’s will hold a Colorectal Cancer Awareness Fair on Thursday, March 23 from 7-9 a.m. and 4-6 p.m. in the Auditorium – St. Francis Room.

If you or your family member are age 50 or older, or indicated for a screening due to a colon cancer diagnosis of a first-degree relative, FIT tests are available at no cost to you through the Annual Colorectal Cancer Awareness Fair. All colleagues and community members, regardless of insurance, may participate in the awareness event to learn more about your screening options, take home a FIT test, or receive information on how to schedule a colonoscopy. Please check with your insurance provider on coverage for colonoscopy.

Colorectal cancer is the nation’s second-leading cause of cancer-related deaths when men and women are combined; however it is one of only a few cancers that can be prevented. According to the hospital’s cancer registry, 43% of patients diagnosed with colorectal cancer were at stage 3 or 4 in 2014. Treatment at these later stages normally includes surgery followed by chemotherapy. However, if found at an earlier stage, treatment usually only involves surgery. Through proper colorectal cancer screening, doctors can find and remove hidden growths (called “polyps”) in the colon, before they become cancerous. Removing polyps may prevent colorectal cancer altogether.

Project VISION Coming to St. Anthony’s!
Watch HealthStreams to see if you are assigned training

Project VISION will be coming soon to St. Anthony’s, going live on May 1. What is Project Vision? It is the implementation of PeopleSoft to replace the current Geac (our legacy finance and materials management information system) Accounts Payable, Inventory, Purchasing, CIMS, Procurement Suite and Asset Management systems.

All current users of Geac, Procurement Suite and Invoice Approvers will be trained on using PeopleSoft. In order to obtain a PeopleSoft user ID and Password, every colleague must attend training. Training is required so that each colleague will be prepared to use PeopleSoft at go-live.

There are different types of training sessions, depending on how you will use PeopleSoft:

• Training for Requesters and Requisition Approvers: Requester training will include Requisition Approver training and will consist of hands on training. These sessions are scheduled for 2½ hours. The sessions will begin the end of March and continue until the end of April.

• Training for Accounts Payable Invoice Approvers: Invoice Approver training will consist of hands on training. These sessions are scheduled for 1½ hours. The sessions will be scheduled through the month of April.

• Other specialized training: Specialized training will be provided for Inventory, Mobile Inventory (CIMS replacement), Patient Charging, Bill Only/Bill Replace, Service and Capital Requisitions, Asset Management and Project Costing. This training will be specifically scheduled with the impacted colleagues.

All training sessions are scheduled in HealthStream. Email notifications have been sent to each colleague that requires training. When signing up for a class, there is a link that will add the class to the Outlook calendar. Everyone should be signed up for their specific session(s) by March 17.

For more information, contact Ted Albers, Supply Chain Manager, by calling Ext. 1392.
BEWARE OF PHONE SCAM

We have recently received word that there is a phone scam circulating in the HSHS Southern Illinois Division that we wanted to warn everyone about. The Caller ID may identify it as St. Anthony's Memorial Hospital and has a message about lowering your hospital bill, but actually wants to talk about lowering credit card debt. Please be aware that this is not a call from any of our hospitals – it is someone who has spoofed our hospital info via phone and caller ID. As always, be cautious with phone callers soliciting information or assistance, and never give out personal info over the phone.

Some other tips to keep in mind regarding phone solicitations that have identified themselves as coming from the hospital:

- If you are suspicious of the call, ask the caller for a callback number to call them back at to verify they are representing the hospital.

- Ask the caller to verify certain private information about you, such as asking them what your date of birth is or what your date of hospital service was to be sure the person you are talking to is legitimate.

Please continue to be cautious about sharing any personal information online and, if you suspect suspicious activity, always verify or report it to the appropriate authorities.

St. Anthony’s celebrates local Sisters’ contributions during National Catholic Sisters Week

A component of Women’s History Month, National Catholic Sisters Week (March 8-14) is a dedicated celebration of Catholic sisters intended to raise awareness of their vital, remarkable contributions, both past and present. Often the devoted lives and ministries of Catholic sisters remain behind the scenes, going unnoticed, but whose legacies are an inspiration to all they have impacted and ministered to.

HSHS St. Anthony’s Memorial Hospital honored local Sisters on Wednesday, March 8 during the 10:30 a.m. Mass in the Chapel followed by a luncheon in the hospital Board Room. The Sisters were given an update on the hospital’s present and future activities by Theresa Rutherford, President and CEO. They were also presented with note cards signed by hospital leadership as a “thank you” to the Sisters for their continuous ministries.

Shown standing, left to right:

- Sister Jane Marie Hotze, SSND – Presence and Prayer, Volunteer Service to Effingham Parishes.
- Sister Sandra Sudkamp, OSF – Food Coordinator, Catholic Charities.
- Sister Pat Thies, SSND – Presence and Prayer, Volunteer Service to St. Michael, Sigel; St. Mary, Green Creek; Sacred Heart; Lillyville; St. Mary, Neoga.
- Sister Rene Simonelic, OSF – Liturgist, Sacred Heart Parish, Effingham.
- Sister Ann Pierre Wilken, OSF – Faith Formation Director, St. Francis Parish, Teutopolis.
- Sister Carol Beckermann, OSF – Director of Catholic Charities.
- Sister Jane Boos, SSND – Pastoral Care, HSHS St. Anthony’s Memorial Hospital.
- Theresa Rutherford – President and CEO, HSHS St. Anthony’s Memorial Hospital.
- (Seated) Sister Kathleen Bushur, OSF – Prescription Medicine, Catholic Charities.
**HSHS Home Care proud to be “People’s Choice” for Best Rehab Center**

Area residents recently selected HSHS Home Care Southern Illinois as the winner of the Effingham Daily News People’s Choice Award for “Best Rehabilitation Center” in the region. This is in large part due to the excellent work of our Home Care Therapy Team. Shawna O’Dell, Director of Post-Acute Care, stated, “Our Home Care Therapy Team carries out our Mission of providing high quality Franciscan care each day. By providing care in the home environment, our team is able to help patients continue to live as independently as possible in familiar surroundings.”

Home Care patients are offered physical and occupational therapy, along with speech and language therapy. With physical therapy, patients have improved mobility, range of motion, and increased muscle strength and balance. Speech and language therapy helps our patients to learn or regain the ability to communicate and swallow. Occupational therapy restores independence by teaching patients new and different ways to complete everyday tasks such as grooming, dressing and eating.

The HSHS Home Care Southern Illinois Therapy Team includes eight Physical Therapists, eight Physical Therapist Assistants, two Occupational Therapists, two Certified Occupational Therapy Assistants and two Speech Language Pathologists. Together, they made 19,073 visits in 2016 across the 27 counties in Home Care’s service area.

Congratulations to the HSHS Home Care Southern Illinois Therapy Team for an outstanding job!

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**New RN Critical Care Fellowship Program Now Available at HSHS St. Elizabeth’s Hospital**

HSHS St. Elizabeth’s Hospital is accepting applications now through April 3, 2017 for a new RN Critical Care Fellowship Program.

The program is a great opportunity for Registered Nurses (RNs) with at least one year of acute care experience with a desire to work in the Critical Care Unit (CCU) or Emergency department (ED). The opportunity is open to all RNs meeting the requirements including current hospital RNs, HSHS Southern Illinois Division RNs and the public.

“We are privileged to offer this special Critical Care Fellowship opportunity for nurses of our region,” shared Elizabeth Govero, MSN, RN, Chief Nursing Officer for St. Elizabeth’s Hospital. “The objective of the program is to attract nurses who have the desire to work in specialty care areas, but do not yet have the necessary experience.”

Participants of the program will work for one year on the Progressive Care Unit at St. Elizabeth’s Hospital to build their skills. After successful completion of the Fellowship Program, they will be eligible to transfer to specialty units including the emergency department or critical care unit. During the year-long program, the RNs will receive special classes, training and orientation to prepare them for serving patients and families in the ED or CCU.

St. Elizabeth’s Hospital serves as a teaching hospital for the Metro East region providing first-class residency programs and clinical educational opportunities. As a region leader in quality care and as a healing ministry founded on Franciscan traditions, St. Elizabeth’s Hospital offers the right mix of support and clinical expertise to develop high quality medical professionals for the future.

For more information about this program or to apply, visit St. Elizabeth’s Web site at www.hshscareers.jobs.
Supporting Hospital Sisters Mission Outreach

Mission Outreach to pick up donated items on March 22

Hospital Sisters Mission Outreach (HSMO), a ministry of the Hospital Sisters of St. Francis, is located in Springfield near the Hospital Sisters’ Motherhouse. Their Mission – Inspired by Christ and St. Francis of Assisi, Hospital Sisters Mission Outreach cares for people in need through recovery and world-wide distribution of life-saving medical supplies and equipment.

St. Anthony’s has partnered with HSMO over the years to donate surplus medical supplies and equipment to their ministry, having donated over 192,000 pounds to date. Together, we have also been able to contribute nearly $26,000 in monetary donations, which has allowed HSMO to send almost $169,000 of medical supplies and equipment to help address the unmet medical needs of their global recipients.

Some examples of items we have donated recently include:

- Desks
- Exam Lights
- IV Poles
- Multi-Purpose Carts
- Patient Monitoring Equipment
- Pulse Oximeters
- Recliners
- Stools

HSMO representatives will be here at St. Anthony’s on Wednesday, March 22 (they regularly visit St. Anthony’s on the fourth Wednesday of each month). If you have any supplies or equipment you feel should be donated to Mission Outreach or if you have any questions on whether the item you have is something HSMO could use, contact Ted Albers, Supply Chain Manager, by calling Ext. 1392.

FAST FACTS ABOUT HOSPITAL SISTERS MISSION OUTREACH

General Operations

- Secures usable medical supplies and equipment from 67 hospitals and 18 clinics in Illinois, Wisconsin, Indiana and Missouri.
- Improved health care quality and saved lives in 87 developing countries around the world.
- Equipped 530 medical mission organizations with medical supplies and equipment.
- Saved/redistributed 9 million pounds of surplus medical equipment and supplies valued at over $60 million which otherwise would have ended up in landfills.
- During the summer of 2016, HSMO sent its 500th 40-ft. shipping container to global recipients.
- Ninety-four percent of revenue received by HSMO goes to program services. Only 4 percent goes toward fundraising and 2 percent toward management.
- For every $1 donated, HSMO is able to send $5.70 in medical supplies and equipment to global recipients.

Volunteerism

- Volunteers provided over 17,000 hours last year.
- Duties include sorting, packing, and entering donated supplied into inventory.

Container Costs

- $25,000 to ship.
- Value of container contents is between $150,000 - $300,000.

For more information, visit mission-outreach.org.