

## ADMINISTRATIVE HALLWAY OFFICES MOVING AND GIFT SHOP CLOSED TEMPORARILY FOR AIR HANDLING IMPROVEMENT



As part of our air handling improvement project, we will be doing some construction in the south end of the Administrative hallway from the Gift Shop area to the Chapel foyer from April 24 through May 16. This includes the abatement of any asbestos that may be present and removing antiquated, inefficient ductwork. This project will assist us in meeting Life Safety Code requirements.

This project requires moving offices located in the south end of the Administrative office to the fourth floor (former Skilled Care Unit location). On April 22-23, Administrative hallway offices and rooms will be moved to fourth floor, including:

- Theresa Rutherford, President and CEO
- Administration (Debbie Fergus and Elaine Probst)
- Dave Storm, Chief Financial Officer
- Annette Schnabel, Executive Director of Strategy and Administration
- Danielle Niebrugge, Director of People Services
- People Services
- Pastoral Care
- Southern Illinois Division Office
- Kelly Sager, Chief Nursing Officer
- Nursing Services (Kate Koester)

The Board Room will be closed between April 24-May 12. Any scheduled meetings during this time will need to be moved to a different meeting room. The Board Room will be available for use on May 12. In addition, the Gift Shop will be temporarily closed for the duration of the project.

The public restrooms off the Administrative hallways and by the Chapel will be closed during the project. The public restrooms available for visitors on first floor are by Physical Rehabilitation, Prairie Heart Institute at St. Anthony's and the Emergency Room.

According to the projected timeline, the offices should be relocated back to the Administrative hallway on May 19-20. For questions or more information, contact Dennis Baker, Plant Services Manager, at Ext. 1245.

## Valet Parking & Welcome Center: Affecting the Patient Experience

St. Anthony's launched Valet Parking and the patient Welcome Center in November 2013. In the first five months of operations, the program has been extremely well received by patients and visitors. From November 2013 through March 2014, the Valet team has parked over 1,100 cars. Additionally, the Valet team and the Welcome Center staff together have been able to positively affect the experience of St. Anthony's patients, family members and guests over 12,000 times.

Ross Richardson, Director of Guest Services, shared, "Since we started offering these services to enhance our patients and their families experience, we have received numerous positive comments about both the Valet service and the Welcome Center. The ability of our staff to assist patients as they enter and exit their vehicles, aid in discharging patients, and ensure that patients are escorted to their destination is a significant benefit to our patients and their family members," he said. "The number of people that we have been able to help shows just how important this service is in impacting the patient experience. The Valet and Welcome Center team are making a difference in the lives of those who come to St. Anthony's."



**St. Anthony's  
Memorial Hospital**

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## Upcoming Events

### Scrubs Sale

Sponsored by the Auxiliary

**Wednesday, April 23**

**Auditorium**

**6 a.m. to 3:30 p.m.**

Scrubs are available immediately for purchase by cash, check, debit card or credit card. Colleague Payroll Deduction is not offered as a method of payment.

### Breast Cancer Support Group

Conducted by Women's Wellness

**Thursday, April 24**

**Women's Wellness Center**

**5:30 p.m.**

Women's Wellness is beginning a bi-monthly Breast Cancer Support Group meeting, that will meet every other month on fourth Thursdays. It will be led by Women's Wellness staff members with visiting speakers.

The group is open to all breast cancer patients and survivors, and will offer support, encouragement and education to those in attendance. There is no charge to attend.

For more information, contact the Women's Wellness Center at Ext. 1601.

### Wound Healing Center Award Celebration

**Wednesday, April 30**

**Wound Healing Center**

**Anytime between 2-4 p.m.**

The staff at the Wound Healing Center would like to Thank "You" for being a part of their success by providing cupcakes for hospital colleagues and Medical Staff.

## SISTER DOLORINE CZOK CELEBRATES 100TH BIRTHDAY

The Hospital Sisters of St. Francis are honored to announce the upcoming 100th birthday of Sister Dolorine Czok, OSF, on April 17, 2014.

Sister Dolorine, the former Agnes Czok, was born in Kempa, Silesia, Germany, on April 17, 1914, the daughter of Franz and Maria (Schymassek) Czok. As a teenager, she worked in a clothing store in Oppeln, Silesia, Germany and often talked about religious life with her coworkers. The young girls knew of the Hospital Sisters of St. Francis because of the Sisters' hospital in Oppeln (St. Adalbert Hospital). In May 1933, Sister Dolorine's parents gave their permission for their daughter to enter the convent and she did so on May 31, 1933. "At the age of 19, I along with four other young Sisters volunteered to be missionaries with the Hospital Sisters in America and Springfield, IL. We boarded the Europa on October 5, 1933 and set sail - seven days later we arrived in the mission country known as America. Despite being sea sick most of the trip, we were very excited," Sister Dolorine recalled. She professed her religious vows on May 3, 1936.

Sister Dolorine is a 1940 graduate of St. John's Hospital School of Nursing and her professional life was spent as a nurse in surgery, recovery, ER, and pastoral care in several of the Sisters' sponsored hospitals. From 1984-88, she served at St. Anthony's Memorial Hospital as a Pastoral Care Associate and from 1988-2003 she volunteered at St. John's Hospital in the surgical waiting area.



### Happy Birthday, Sister Dolorine!

## Providing quality care

As a Medical Staff member or colleague of St. Anthony's, your opinion on quality care improvements to provide better care to our patients makes a difference. If you have any ideas or concerns regarding the quality of care provided, safety of care provided, or safety of the environment in which care is provided, please contact any manager, Shift Supervisor, or the Director of Medical Staff and Quality Services at Ext. 1372 to share your idea or concern, and it will be addressed in a timely manner.

You also have the right to notify The Joint Commission regarding any concern about the quality of care provided, safety of care provided, or safety of the environment in which care is provided. Anyone believing that he or she has pertinent and valid information about such matters can notify The Joint Commission.

Division of Accreditation Operations  
Operations Office of Quality Monitoring  
Joint Commission on Accreditation  
of Healthcare Organizations  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
Phone Toll Free: 800-994-6610

St. Anthony's will take no disciplinary action because a Medical Staff member or colleague reports safety or quality of care concerns to their manager or to The Joint Commission.

**Quality care is  
our priority.**

This publication is distributed weekly on Tuesday. Deadline for inclusion in the next issue is Thursday.

Please send information to be included to Kris Deters, Community Relations, at kris.deters@hshs.org.



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## New Women's Wellness DXA Scanner

St. Anthony's Women's Wellness Center has recently installed a new DXA scanner. DXA (Dual X-ray Absorptiometry) scans measure bone loss. The new DXA scanner is state-of-the-art equipment that can detect pre-osteoporosis as well as osteoporosis by measuring the density of your bones.

Some of the features of the new DXA scanner include:

- Fast - Scanning takes only seconds.
- Better image quality than previous scanners.
- Can also be used to help detect cardiovascular disease.
- Streamlined design, giving a very low dose of radiation.

Are You at Risk for Osteoporosis?

- Postmenopausal or a woman age 65 or older.
- A woman after age 50 who has broken a bone.
- Small or thin frame.
- Family history of osteoporosis.
- Diagnosed with inflammatory arthritis.
- Taking steroid, synthroid, seizure, or diabetic medications.
- Drink or smoke.

If you have any of the above risk factors, ask your health care provider if he or she thinks you should have a DXA Scan. Most insurances pay for a DXA Scan every two years for women. A physician's order is required for a DXA Scan. For more information or to schedule an appointment, call Women's Wellness at 217-347-1601.



## WHAT IS COLLEAGUE ENGAGEMENT?

- **Willingness to exceed expected level of effort.** An engaged nurse knows when the pain is not really a “5.” A disengaged nurse takes the patient for his word.
- **Personally motivated to help company succeed.** A disengaged colleague says, “I can’t believe we still do it this way. I don’t have time to fill this out five different ways.” An engaged colleague says, “I am going to look at this process, identify the duplication and go to my supervisor with suggestions for eliminating the waste.”
- **Feel part of a greater work community.**
- **Inspired to do their best work in any environment.** A disengaged colleague performs their best when their environment or circumstances are optimum.

We are setting a very high bar because we believe we have shown through the excitement of changes in the last year that we have the most engaged colleagues in the system. This means that to be considered “engaged,” respondents must answer “Strongly Agree” to at least two of the four

items listed here, and no less than “Agree” to any item.

- **Question 1:** I would recommend this organization to my friends as a great place to work.
- **Question 2:** This organization inspires me to perform my best.
- **Question 3:** I am likely to be working for this organization three years from now.
- **Question 4:** I am willing to put in a great deal of effort in order to help this organization succeed.

These four questions, more than all others, will drive the overall score within your department and for the hospital.

The engagement survey will open on April 28 and run for two weeks. Please make use of the computer lab and if you need any assistance, please contact People Services at Ext. 1335 or talk to your manager.

Incentives are similar to last year – we want your participation. If we hit 90% participation:

### First Week Completion

- **WIN CASH** – Colleagues completing surveys between April 28 and May 4 will be entered to WIN \$100 CASH if the facility hits 90% participation on the survey.

### Additional Incentives

- **ICE CREAM SOCIAL** – Special event later in the year if facility reaches 90% participation.
- **CARDINAL BASEBALL TICKETS** – If the facility reaches 90% participation, everyone who completed a survey will be entered to win a set of Cardinal tickets.
- **ONE WEEK PTO** – Everyone who completed a survey will be entered into drawing, if facility hits 90% participation. (One winner chosen per facility)

We are excited to see the results as we move forward, embracing our realities and watching our mission come to life every day as we serve our patients and customers. We Are St. Anthony’s and WE MAKE A DIFFERENCE!

## CONGRATULATIONS TO PHYSICIANS AND COLLEAGUES RECOGNIZED BY PATIENTS DURING DISCHARGE CALLBACKS!

Thank you to all the following physicians and colleagues who were recognized during discharge callbacks during the month of March (noted when mentioned by more than one patient):

### **Emergency Department**

Stephanie Benson  
Adam Bierman (7)  
Deb Bruner (3)  
Jackie Haarmann (4)  
Dana Hakman (4)  
Kenny Harris (5)  
P.A. Hess (5)  
Matt Holomy  
Dr. Hulten (8)  
Dr. Kabbes (29)  
Dr. Lang  
Nancy Lefever (3)  
Sam McCormick (4)  
P.A. Miller (14)  
Dr. Mooth (11)  
Brittany Rauch  
Dr. Rentfrow (17)  
Mike Sasse (68)  
Dr. Schock (2)  
Sarah Schumacher  
Marcia Street (2)  
Aaron Walker (7)  
Angelica Wehrle  
Bev Wodtka  
P.A. Yocum

### **Medical/Surgical Care**

Sarah Altgilbers  
Kathy Anders (5)  
Regina Baxter (3)  
Lisa Bayles (2)  
Beth Bockhorn (3)  
Nancy Dial  
Bill Donaldson  
Dane Ebling  
Ronda Goers  
Craig Johnson  
Lori Kessell  
John Lankford (2)  
Judy McCain  
Dawn Meinhart  
Deb Niemerg (3)  
June Probst (3)  
Cody Scott (3)  
Rachel Stone (2)  
Amy Trimble  
Rita Vanderveer  
Karen Wendt  
Dee Ann Yager

### **PHII**

Sandy Bloemer (3)  
Jamie Deters  
Pete Faber (3)  
Scott Fish (7)  
Stan Habing  
Michelle Harris  
Erin Hennings (4)  
Jim Lewis  
Lisa Mahaffey (2)

Cheryl Osborn  
Alice Richards (4)  
Donna Roberts  
Connie Rudolphi  
Jenny Schaefer (5)  
Cary Storm (7)  
Rachel Walker  
Sara Whitehall (7)

### **Physical Rehabilitation**

Donna Cheney  
Sara Geen (4)  
Leah Passalacqua (3)  
Linda Ross  
Aparna Sekhar  
Kayla Semple (4)  
Doris Zerrusen (2)

### **Physicians**

Dr. Gage  
Dr. Gray

### **Procedure Suites**

Brandy Bierman (6)  
Stacie Bierman (11)  
Dr. Boyajian (3)  
Mary Bryant  
Katie Byers (5)  
Charlotte Crismyre (26)  
Destiny Dannells (22)  
Dr. Ghalambor (33)  
Maria Goeckner (12)  
Martha Hoene (6)  
Heather Kanitz (5)  
Donna Martin (8)

Linda Sharpless  
Stacey Tebbe (10)  
Pat Weber  
Lisa Westendorf (8)

### **Same Day Surgery**

Sara Borries (7)  
Katie Brummer  
Jill Burke (13)  
Raynette Camfield (6)  
April Fleener (4)  
Sara Hayes  
Michele Hoene (6)  
Rhonda Keller  
Rochele Koebele (14)  
Beth Koester (12)  
Dr. Lee  
Terry Martin (3)  
Casey Rose (9)  
Kelly Schmidt (4)  
Dana Silva (8)  
Sandra Stone (6)  
Michelle Wendling (2)  
Billie Zeller (11)

### **Surgery**

Dr. Arekapudi  
Dr. Boyajian (2)  
Larry Carroll  
Randy Henson  
Dr. Nayak  
Emily Richard  
Margie Sams (3)  
Dr. Shah (5)  
Linda Sharpless

Dr. Sudkamp  
Brian Watson

### **Women and Children’s Care**

Joyce Boggs  
Helen Doedtman  
Dr. Jennifer Dust  
Jenny Fearday  
Dr. Frost  
Mary Houser (3)  
Jodi Isley (5)  
Sandy Kreke (4)  
Shari Lankow  
Jan Marcott  
Erin Mueller (2)  
Dana Poe (3)  
Janet Probst (3)  
Kathleen Seiler (2)  
Norma Shoemaker (4)  
Allison Stephens (2)  
Lindsy Stewart  
Dr. Sudkamp  
Mardell Tebbe (2)  
Kassandra Vonderheide (3)  
Julie Zuber (2)

If you have any questions regarding the Discharge Callbacks process, please contact Kelly Sager, Chief Nursing Officer, at Ext. 1543, or email [kelly.sager@hshs.org](mailto:kelly.sager@hshs.org).