

OPTIMISSM

A QUARTERLY PUBLICATION BY SSM HEALTH CARE FOR EMPLOYEES, PHYSICIANS AND FRIENDS • SUMMER 2010



WHY ALL THIS TOGETHERNESS?



Sr. Mary Jean

MEETINGS? RETREATS? TEAMS? CONFERENCES?

If you're the type of person who tries to go it alone, you're asking yourself: "Why all this togetherness?" Here are three answers based upon my experiences at the 2010 SSM Leadership Conference:

Answer One: Knowledge should be shared. The conference harnessed the creativity and experiences of hundreds of employees and physicians (see pages 4-11 in this edition of *OptimiSSM*). When it comes to learning, why paddle the boat alone when you can hoist a sail and tap into the knowledge of others?

Answer Two: Enthusiasm is contagious. Yes, and the closer you get to it, the more likely you are to catch it. There was plenty of enthusiasm at the conference. The air was vibrating with it — singing, talking, crying and laughing.

Knowledge is great, but without enthusiasm it tends to sit in our minds all dressed up with no place to go. As someone once said: "Knowledge is power. Enthusiasm is the switch that releases it."

Answer Three: You realize you are part of something. The SSM quilt was unveiled at the Leadership Conference. It was made of squares sewn by employees and volunteers from every SSM entity. Its beautiful images reveal the past, present and future of SSM, and recall the common purpose and bond we share, beginning with the Franciscan Sisters of Mary.

So let's put you back in that boat, paddling alone each day in an ocean of challenges. Doesn't it make you tired just thinking about it? Now look around. There are other people in the same boat. They are the people you work beside and other people in SSM who have similar challenges.

In fact you're not in a boat, you're in a ship, and it's been sailing for a long time. It carries with it our founding sisters and those countless men and women since then who have dedicated themselves to make things better for our patients.

Hoist the sail! Sing with us! Talk with us! Cry with us! Laugh with us! May God bless us all with the understanding that, together, we do make a difference.

HOIST THE SAIL!
SING WITH US!
TALK WITH US!
CRY WITH US!
LAUGH WITH US!

SSM HEALTH CARE is sponsored by the Franciscan Sisters of Mary

OUR MISSION

Through our exceptional health care services, we reveal the healing presence of God.

OUR VALUES

Compassion • Respect • Excellence
Stewardship • Community

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OPTIMiSSM

A QUARTERLY PUBLICATION BY SSM HEALTH CARE FOR EMPLOYEES, PHYSICIANS AND FRIENDS • SPRING 2010

WELCOME TO OPTIMiSSM!

In this edition we have . . .

...a beautiful quilt, a cowboy hat with a Garth Brooks wannabe under it, a Tony-Award-winning actress, an Emmy-Award winning-journalist and SSEmy-Award winners of our own — OK, that was just about 90 minutes of the three-day SSM 2010 Leadership Conference.

...the second installment of Our People. How many exceptional people does SSM have? We've just begun to find out. Can you really resist a story about an employee who gave a patient the shoes off her feet?

...so much good news we had to add an extra page to Around SSM.

It's summer, and the water is fine. Jump into this edition of *OptimiSSM*.

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The SSM 2010 Leadership Conference



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Does it work? Yes. Read the story about a day that tested a team at SSM St. Joseph Health Center.

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A family-size version. Three pages with a We New It! section for some of shiny, new and exciting things that are being built and renovated around SSM.

On the Cover:

Rhoda Banks, EPIC training manager, SSM Integrated Health Technologies, speaks at the 2010 SSM Leadership Conference. See story on page 4.

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With **One** Voice

SSM HEALTH CARE

Together **We Can**
Make A Difference



Bill Thompson

Five hundred voices — speaking, singing, laughing and sharing ideas. The SSM Leadership Conference brought all of those voices together in St. Louis, May 5-7.

Bill Thompson, president/COO of SSM Health Care, began the conference. His opening words proved to be an understatement: “I fully expect that over the next three days, you will learn about a variety of ways people at SSM work together to make a difference and provide exceptional care for the people we serve.” Judging by the comments received during and after the conference, participants came away with as much or more inspiration as they did information.



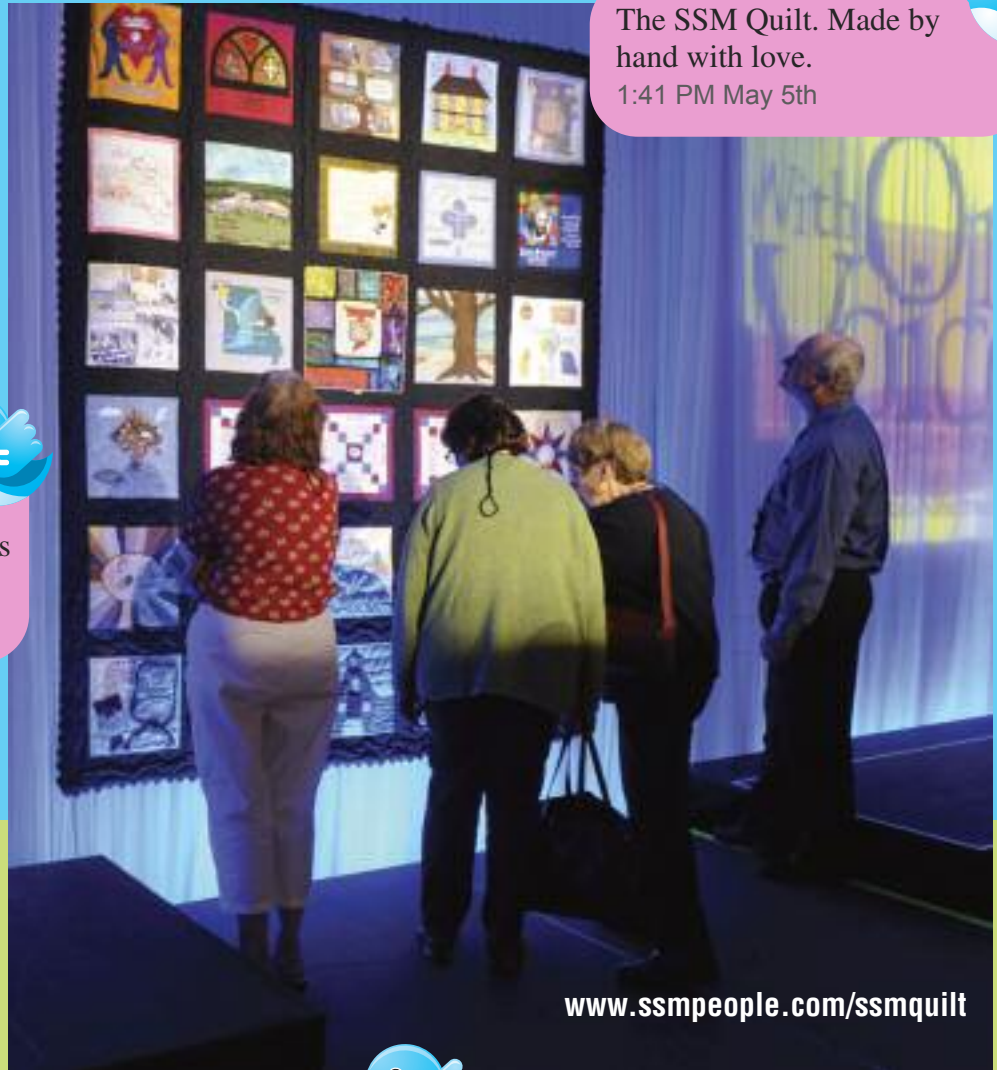
Throughout the conference, Brandy Agerbeck, graphic facilitator, made visual maps of the conversations and presentations. One of her drawings summed it up:

Day 1

Quilt Provides Beautiful Link to SSM's Past and Future

Handmade squares from every SSM entity were combined to celebrate our past and our future. Visit our website for the story behind each colorful and beautiful square. To reserve the quilt for your facility, contact Annice Barnes, Annice_Barnes@ssmhc.com.

Our biggest conference ever — 500 people! Nurses, docs, housekeepers, administrators. It takes a village and that's what's here!
8:07 AM May 5th



The SSM Quilt. Made by hand with love.
1:41 PM May 5th

www.ssmpeople.com/ssmquilt

Now the choir. 32 people from across the system singing and swaying together. Awesome.
1:33 PM May 5th



The SSM Choir Debuts at Conference

Thirty-two SSM employees sang in the SSM Choir under the direction of Kiersten Venezia during the three days of the conference. To hear and see the choir, visit our website.

Day 1

Exhibits Informed and Inspired

Exhibits from every region were a great representation of SSM's efforts in clinical excellence, ecology, performance improvement and our rich heritage.



St. Mary's plant ops knows what patients want because they ask! Rounding = happier patients & staff.

3:02 PM May 5th



SSM Archives exhibit



"Did you know that 1 in 4 Americans is pre-diabetic and don't even know it." - Debra Hull

10:48 AM May 6th



SSM University exhibit



Dr. Frank Byrne, president, St. Mary's Hospital, Madison with Sr. Marita Anne Marrah, FSM



Birth simulators Noelle, and her son, Hal, with two participants at the conference.



Mike Rosenblatt, vice president-supply chain management.



The Green Team exhibit from St. Clare Meadows Care Center, Baraboo, Wis.



If you are committed to healthy communities, you have to address disparities! Dr. King.

1:58 PM May 5th

Speakers

Dr. Roderick King, president and CEO of Next Generation Consulting Group, presented Healthy Communities: How to Make A Difference.

Liz Jazwiec, CEO, Liz, Inc. presented Yippee, Another Day in Paradise! — Driving Negativity Out of the Workplace.



Liz Jazwiec — our speaker — was an ER nurse. Blunt. Opinionated. And soooooo funny.

3:37 PM May 5th



Are you ready for SSM's brand of rock-n-roll.....?

5:01 PM May 5th



For some reason, a day that showcased so much of SSM's talent ended with the employee rock group the Colonoscopies and their renditions of *Sister We Good* and *Born Percentiled*. Go figure.

Day 2

Employee Voices



Vicki Vaughn, director of community health services, St. Mary's Good Samaritan, Inc. Southern Illinois



Shannon Henderson, nurse, St. Mary's Care Center, Madison, Wis.



Vanessa Paul, pharmacist, Bone and Joint Hospital at St. Anthony, Oklahoma City



Cherie Blaesing, nurse, SSM DePaul Health Center, Bridgeton, Mo.



Shelly Deyo, nurse and director for Meadow Lane Assisted Living, St. Clare Meadows Care Center, Baraboo, Wis.



Dr. Maimuna Baig/Drew Rector, physician/hospital president, respectively, SSM St. Joseph Hospital West, Lake Saint Louis, Mo.



John Eiler, executive vice president, SSM Behavioral Health and Senior Services, St. Louis



Vicki Vaughn is a "biological OFI" (opportunity for improvement) — meaning a major agent for change. Vicki is amazing. Such energy!

9:50 AM May 6th

Shannon Henderson was inspired to become a nurse because of the nurses who cared for her grandma. She — and our nurses — are amazing!

9:53 AM May 6th

Vanessa Paul gives so much to her community. "I have no shame. I'll ask for anything," she said. Luv her!

9:42 AM May 6th

Cherie Blaesing talked about the small things we can do for patients that makes a real difference in their lives. She touched my heart.

9:39 AM May 6th



Shelly Deyo held an old man's ancient hand until he was calm. Her great respect for him was inspiring. Emotional!

9:40 AM May 6th

Dr Maimuna Baig and Drew Rector of St Joe West are making it possible to open a clinic for the uninsured not far from the hospital.

9:49 AM May 6th

Dr Pope from Jeff City awakened us to the horrific dental issues of very young children — and how hard it is for them to get care!

9:35 AM May 6th

Dr Chitra Uppaluri broke my heart with her story about Ruby. No matter how difficult Ruby was, Dr U was always there for her.

9:46 AM May 6th

John Eiler's story about Zelda finding her long-lost voice was amazing — It's why he does what he does in health care.

9:33 AM May 6th



Dr. Bryan Pope, dentist, St. Mary's Health Center, Jefferson City, Mo.



Dr. Chitra Uppaluri, director of the medical clinic, SSM St. Mary's Health Center, Richmond Heights, Mo.

Day 2

Speakers

Steve Farber, president, Extreme Leadership, Inc., made a presentation on leadership.

Dr. Bruce Siegel, director, Center for Health Care Quality, George Washington University Medical Center, discussed Leveling the Field: Equity in an Era of Reform.

Sarah Jones, a Tony-award-winning playwright, performer and poet gave a multi-character performance of A Right To Care. Jones portrayed people of different ages, sexes and ethnic groups as they testified before a congressional hearing on health care.

Disparities in health care hold the entire nation back from providing overall quality care. We must address the issue and figure it out!
- Dr. Bruce Siegel
11:21 AM May 6th

"Do what you love in the service of people who love what you do." - Steve Farber
9:46 AM May 6th



Homeless woman

Sarah Jones: homeless woman — I got my PhD: poor, hungry and disabled.
1:36 PM May 6th

2010 SSEmmys



SSEmy award recipients

SSEmmys: Making a Difference

SSM employees and physicians who made a difference in their communities received SSEmmys during the evening (see list on page 9 of the recipients). They and other participants were treated to several performances by well-known country/western artists.

Woo hoo — it's the SSEmy winners!!!
8:34 PM May 6th

2010 SSEmmys



Lynne "Patsy Kline" Klippel and Bob "Garth Brooks" Davidson.



Sr. Kathy "Dolly Parton" Buchheit and Bobby "Willie Nelson" Parker.



Sister Mary Jean and Dr. Jay Moore



Right: Sister Mary Jean and Vanessa Paul, pharmacist, Bone and Joint Hospital at St. Anthony



Above: Sister Mary Jean and Sherlyn Hailstone, President, SSM Cardinal Glennon Children's Medical Center

SSEmy Recipients

Implementation of Breast Care Services in the Medical Imaging Department

St. Clare Hospital & Health Services
Baraboo, WI

Shelly Deyo

St. Clare Meadows Care Center
Baraboo, WI

Stewardship and Community: A Hand up, not a hand out

St. Mary's Care Center
Madison, WI

Environmental Services Reduction in C-Diff

St. Mary's Hospital
Madison, WI

Ambulatory Surgery Unit Staff and the Pre-Admission Staff

St. Anthony Hospital
Oklahoma City

Vicki Vaughn

St. Mary's Good Samaritan, Inc.
Mount Vernon/Centralia, IL

Diabetic Team

St. Francis Hospital and Health Services
Maryville, MO

Engagement and Ownership: Our Journey to Improved Patient Satisfaction

St. Mary's Health Center
Jefferson City, MO

Early Detection of Autism Spectrum Disorder in Children

SSM Cardinal Glennon Children's Medical Center
St. Louis

St. Louis Cord Blood Bank

SSM Cardinal Glennon Children's Medical Center
St. Louis

Cherie Blaesing

SSM DePaul Health Center
Bridgeton, MO

Decentralized Medication Distribution Team

SSM St. Clare Health Center
Fenton, MO

Dr. Maimuna Baig

SSM St. Joseph Hospital West
Lake Saint Louis, MO

Jason Baalman

SSM St. Joseph Health Center
St. Charles, MO

Door to Balloon Team

SSM St. Mary's Health Center
Richmond Heights, MO

Dr. Jay Moore

SSM Physician's Organization
St. Louis

Seamless Access Team

SSM-St. Louis Ambulatory Services
St. Louis

Stockamp Engagement

SSM-St. Louis
St. Louis

Project Beacon Team

SSM Integrated Health Technologies
Clayton, MO

Vanessa Paul

Bone and Joint Hospital at St. Anthony
Oklahoma City

Capital Acquisition Rapid Improvement Team

SSM Corporate Office
St. Louis

SSM Home Care at Doorways Supportive Housing

SSM Home Care
St. Louis

Day 3

Employee Voices



Ouisanou Baldeh, certified nursing assistant, St. Mary's Hospital, Madison, Wis.



Kathy Meuckl, nurse coordinator, Cord Blood Bank, SSM Cardinal Glennon Children's Medical Center, St. Louis



Debra Hull, diabetes instructor, St. Francis Hospital & Health Services, Maryville, Mo.



Keri Olson, director, St. Clare Health Care Foundation, Baraboo, Wis.



Jason Baalman, radiology supervisor, SSM St. Joseph Health Center, St. Charles, Mo.



Tina Mooney, nurse, SSM St. Clare Health Center, Fenton, Mo.



Dr. Jay Moore, physician, SSM Physicians Organization, St. Louis



Jennifer Dewberry, nurse, Joyful Beginning Childbirth Center, St. Anthony Hospital, Oklahoma City



Rhoda Banks, EPIC training manager, SSM Integrated Health Technologies, St. Louis



John Stoneman, branch manager, SSM Home Care, St. Louis

Today's 10 SSM employee speakers were funny, passionate, emotional — all in all absolutely wonderful.

9:32 AM May 7th

Ousainou Baldeh spoke of planting seeds, being a guardian angel, and making a difference for the people we serve.

9:47 AM May 7th

Kathy Mueckl spoke of the gift of umbilical cord blood - and how it saves lives. St. Louis Cord Blood Bank at Cardinal Glennon.

9:49 AM May 7th

Jason Baalman emotionally spoke about how his department at St Joe St Charles improved patient satisfaction — hugely!

9:51 AM May 7th

Keri Olsen on the St Clare Baraboo Foundation: making a difference one person at a time — always from the heart.

9:53 AM May 7th

Jay Moore - What a hoot. Dr Spaceman, champion of the E H R.

10:00 AM May 7th

Tina Mooney finds heroes in so many people because of the small things they do to make a difference.

10:29 AM May 7th

Rhoda Banks is passionate about giving of herself to make a difference in the world.

10:22 AM May 7th

John Stoneman is making a difference at Doorways/SSM for persons living with HIV/AIDS.

10:24 AM May 7th

Jennifer Dewberry cares so much about giving babies beautiful beginnings at St Anthony Hospital in Oklahoma City.

10:31 AM May 7th

Day 3

Speaker

Juan Williams, Political Journalist

Juan Williams shared his concerns about the separation of American generations into two distinct groups that will place increased stress on health care: aging Americans with more health-care needs and younger Americans without adequate financial resources.



Juan Williams "be leaders that shape the coming changes to the benefit of others"
11:08 AM May 7th



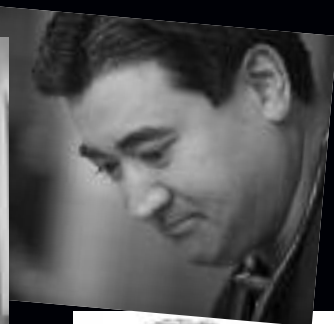
Sister Mary Jean Ryan has taken the stage. Prepare to be inspired...
11:08 AM May 7th



Two of Brandy Agerbeck's visual maps. This last one sums up what everyone experienced.

Experience *Exceptional*

Our People



What makes someone exceptional at their job?

It may be a detour in life, like the nurse who originally wanted to be a pilot. The career choice was vital for one patient who owes his life to this fast-thinking nurse.



It could be that the job was meant for them all along. The mother of a clinical educator swears her daughter always wanted to be a nurse because she carried a nurse lunchbox in the first grade.



Or perhaps it's a fresh way of looking at things. A heating, ventilation, air conditioning technician sees his hospital as a five-star hotel, which means he's not there to just fix the thermostat in a patient's room. He's also there to listen and make sure the patient has everything they need.



It may be the ability to see something beyond the duties of the job. A plastic surgeon who knows she doesn't just reconstruct breasts, she restores self-esteem. A nurse who looks at her hands with the awareness that all the technology in the world cannot replace the human touch. And a housekeeper who found a patient without shoes, saw a need instead of someone to ignore, and gave the patient the shoes off her feet.

At www.ssmpeople.com and in future editions of *OptimiSSM*, we're featuring exceptional people like these in videos and print. We are proud to call them Our People.

Coming Soon!

Look for these Our People stories coming soon to our website:



The Casserole Lady



The Image Maker



The Service Dog Trainer



The Marathon Man



The Dairy Princess



The Faithful Servant

The Barbecue Queen

Delois Rich is a woman of few words. A housekeeper on the behavioral unit at SSM St. Mary's Health Center in Richmond Heights, Mo., Rich goes about her job with an aura of calm. That soft-spoken manner may explain why colleagues gather around her saying things like: "Tell them about your barbecue"; "Tell them about the time you gave a patient the shoes off your feet — in winter"; and "Tell them how you are with patients when they threaten you!"

About the barbecue, she said, "We eat a lot around here. And one day I brought in some leftover barbecue. So now that's what they want me to do." She claims she doesn't really have a recipe.

(If she did, we'd have revealed it here!) Oh, and her potato salad is great too, according to her colleagues.

And the shoes, well, "A patient came here in

an ambulance. And when she was getting ready to go home, she didn't have clothes or shoes. We found her some clothes and then I asked her what size shoes she wore. And they were the same size as mine, so I told her, 'You're welcome to have mine.' She was so happy to get the shoes. It was snowing out, and she couldn't go home without shoes. So I just hopped around in my stocking feet till I got to my locker and got my spare pair."

On the behavioral unit, patients can get worked up. Rich has been threatened, had stuff thrown at her and screamed at. At first she didn't think she was going to like the work, but she's in her eighth year. "If they tell me to get out of their room, I go," Rich said. "I move out of the way." She returns later when things are calm. And if people want to talk, "I just stand there and listen to what they have to say."

"I treat people the way I want to be treated," Rich said. "You meet people with so many problems, you realize how lucky you are."

Nominated by Cynthia Cross



Delois Rich

The Night-Shift Detective

A few months ago, Dwayne Springman saved someone's life.

A night-shift nurse in the intensive care unit at SSM St. Mary's Health Center, Richmond Heights, Mo, Springman is on the rapid response and code blue teams.

He answered a rapid response call where the patient felt "fluttery" but had normal vital signs. The patient was alert and oriented. Springman observed the man, did an assessment and found a rapid heart rate. He suggested a chest X-ray, which revealed a central catheter had been inserted too far and was stimulating the man's heart. Because of Springman's quick thinking, the line was repositioned. His action saved the man's life and prompted the patient's wife to write on the Our People blog about Springman: "You are an incredible nurse! Because of your fast thinking my husband is alive today. Every day we thank God that you were on duty with the rapid response team."

Springman thought he'd become a pilot. He was 20 years old and in the military when a ruptured disc sent him to a hospital for surgery. "A doctor came in and explained the procedure to me, including the fact that there was a small chance I might not make it through," he recalled. "And then he left."

Alone, Springman faced his fear of death. Fortunately, a nurse came into the room, spent time with him and talked him through his fear. The incident changed his life.

"I knew I wanted to make a difference like that nurse did with me," Springman said. "As an ICU nurse, I get to spend time with people. I truly care about the outcomes of our patients. I don't have a problem calling a doctor in the middle of the night if some-



Dwayne Springman

thing isn't right with a patient."

Working the night shift isn't a big deal for Springman. His wife works days and this way someone is always there for their two children.

"Nursing," Springman said, "is both the hardest and the easiest thing I will ever do. To lose a patient, after an emotional code, is hard on your soul. What helps to repair it is the countless lives we touch. At the end of the day, if I can't cure, I always remember I can care."

Nominated by Carlonda Williams

The Hotel Manager

Have you ever thought of a hospital as a five star hotel? Mark Mahlan, heating ventilation air conditioning technician at St. Mary's Hospital in Jefferson City, Mo., sure does.

"To me St. Mary's is a five star hotel, and we have to serve each patient like they are five star customers," he said.

Mark rounds on patients just like doctors and nurses do. He says he has much more interaction with the patients than he used to.

"I used to be stuck in an air handler room or the kitchen working on equipment, so the time I spent in a patient's room was not very substantial," Mark said. "But we are now giving the patient that one-on-one experience to make them feel more comfortable while they are staying here."



Mark Mahlan

Mark says he really feels like a partner in a patients' care. It's not just about going into a room and making sure everything works, it's also about contacting the appropriate people if there is a problem.

"For example, if someone says: 'I have a really bad headache. Is there anything you can do for me?' I don't just say 'no I can't' and then leave. You talk to a nurse and make sure they know about the problem, so that something can be done about it."

Mark will be the first to admit that maintenance guys usually are not the kind of people who are used to going into patients' rooms and having a conversation. But they are getting the hang of it.

"Just five minutes of interaction might give them the chance to heal better, and that makes me feel better inside to be able to do that," he said.



Marty Weber

The Clinical Educator

Who knew a lunchbox could predict the future?

“My mother swears I wanted to be a nurse because my first grade lunch box was a nurse lunch box,” said Marty Weber, education consultant for SSM Health Care - St. Louis’ North Operating Group.

Weber did in fact begin her career as a nurse. She began working at SSM St. Joseph Health Center in St. Charles, Mo., in 1977 and has been there ever since.

In her current role as a clinical educator, what Weber teaches is serious business. “By providing our nurses with the resources and knowledge they need, they in turn are going to be able to provide exceptional patient care,” she said.

And Weber is able to teach from a unique perspective. “I was an ICU nurse for a long time before I was ever in education,” she said. “I know how having the tools you need to do your job makes you more comfortable, and more importantly, makes you better at your job.”

What inspires Weber the most is when she is teaching someone in class and sees what she calls the ‘little light bulb’ go off. “For example, say they’ve had a patient in congestive heart failure and they didn’t quite get the whole drift and then you explain it. And then it’s like ‘Oh now this makes sense,’” she said. “It is very inspiring when you can actually see that you have made a difference because now someone understands something better.”

Whether working as a nurse or as a clinical educator, Weber’s passion is the same.

“I hope that people really can see that I do care, that I do really care about people and I want people to be successful,” she said. “And in the long run I think to myself, years down the road these are the people that will be taking care of me and my family.”

Nominated by Michelle Hartnagel



The Soft Touch

To Rita Emmenegger, her hands and their healing power are extensions of her compassionate heart.

“We seldom pay any attention to our hands, but if we think about it, they are a tremendous gift in our lives,” the veteran St. Mary’s Hospital nurse said.

For 32 years, Emmenegger has cared for children and their families, most recently for new parents and their babies. Even though their hospital stays are usually very short, she takes the extra time to make every family’s stay a personal and memorable experience.

After all, she adores children. She and her husband raised four of their own — three of them adopted — and became foster parents for seven Nicaraguan children who came to the United States for surgery. Each year for the last 14 and counting, she uses her personal time and financial resources to serve families on medical missions in Nicaragua. The experience reminds her of what’s truly important in life.

“Nursing has changed dramatically over the years, and we’ve come a long way with technology,” she said, “but nothing can replace the human touch.”

If her patients seem comfortable with it, she offers a pat on the back, gives a hug or prays with them. And because she works

during the quieter night shift, she often has time to offer moms back rubs, as she did recently:

A woman had given birth prematurely to twins who were being cared for in the neonatal intensive care unit. The new mom admitted to having enormous anxiety, so Emmenegger offered a back rub. At first, the patient declined, but several hours later she took the nurse up on the offer. More relaxed, the patient poured out her heart. “It gave me the chance to listen to her story and share those moments when she needed someone to talk to,” Emmenegger said.

Helping families after the birth of their child is gratifying and uplifting work, she said, but when a baby or mother dies, it is devastating. She makes herself available for the families in whatever way they might need to heal physically, spiritually and emotionally.

Because her hands play a vital role in her nursing practice, Emmenegger has them blessed every year during Nurses’ Week.

“To help heal through touch, to hold someone’s newborn, to assist in washing the body of a child who died — all the ways we reach out through words, hearts and hands — is the greatest gift of being a nurse.”

— By Kelly Cheramý
Nominated by Sue Beyer



Rita Emmenegger

The Restorer

The procedure in Operating Room 16 at St. Anthony Hospital would last about an hour and a half. Dr. Anureet Bajaj and her team were operating on a young woman who'd had breast cancer and reconstructive surgery that hadn't turned out the way she hoped.

Dr. Bajaj removed an implant from the patient's right breast that had been previously inserted by another physician. She then reconstructed the breast using skin and fat from her abdomen. She and her surgical team also tried to correct some contour irregularities — scarring from radiation — with fat grafting.

From the patient's left breast, they removed a temporary tissue expander and replaced it with a permanent implant.

Everything had gone well. The procedure, performed to the low sound of pop tunes from a satellite radio channel, had gone as expected. Dr. Bajaj and her team had done all they had set out to do. That would be the news Dr. Bajaj would deliver once the patient woke up from the anesthesia.

"I'd say about 50 percent of what I do is breast reconstruction after cancer (and) breast reductions," Dr. Bajaj, a plastic surgeon at St. Anthony Hospital in Oklahoma City, said after the operation ended. "And then the other 50 percent is cosmetic or aesthetic surgery, like facelifts, breast augmentations, tummy tucks."

There are no guarantees when it comes to any kind of surgery. But, when things go right, reconstructing, or restoring, skin disfigurements is what excites Dr. Bajaj about her work. It's part of what attracted her to the medical specialty of plastic surgery — that and a father, P.S. Bajaj, who also practices plastic surgery and is affiliated with St. Anthony.

In medical school at the University of Pittsburgh, she was interested in women's health but then found plastic surgery to be



Dr. Anureet Bajaj

one of the few specialties that "fill the hole or create something." Where breasts had been removed because of cancer, she could help restore not only skin but also self-esteem. And if her patients are pleased, so is Dr. Bajaj.

Take her patient who, after breast reduction surgery, ran into an old friend. The friend remarked how "proportional" Dr. Bajaj's patient now was.

Or take her patient in her 30s who'd undergone a bilateral mastectomy. The woman had never let her husband look at her without wearing a T-shirt, such was her self-consciousness. One day after her reconstruction surgery, the woman arrived at Dr. Bajaj's office for an appointment — wearing a "skimpy" tank top.

It's those kinds of results on behalf of her patients that motivate Dr. Bajaj.

"My patients are happy," she said. "I have good results. I provide good care to my patients. Ultimately, for a plastic surgeon, not every patient is going to have a perfect 10 in their outcome. But I care about my patients.

"What drives me is to do the best that I can for my patients."

The Veteran

When Wanda Woods was 16 years old, she and her sister began their medical careers as nursing assistants, working for \$.99 an hour.

“My sister lasted one day. I lasted the rest of my life,” Woods said.

And why not? According to Woods, the money was even better when she became a nurse 38 years ago — \$3.60 an hour! Thirty seven of those years have been with St. Mary’s Health Center in Jefferson City, Mo. and the years have not dampened her enthusiasm or caused her to question her career choice.

Ask her about her job, and she’ll smile and tell you about her work as the hospital point person for a new IV pump system and laughingly refer to herself as the “IV guru” because people come to her for answers about it. In addition to her management duties as manager, 2, surg/ortho, she still provides bedside care for patients and works on a medication error prevention committee. “When you have a lot to do, you have to keep your spirits up,” she said. “And when you walk into a patient room, no matter how bad your day has been, SMILE!”

Don’t mistake her good humor for a laid-back personality. “I work

on a surgical floor and I’m a stickler for certain things. Patients need to be walked, turned and given back rubs,” she said. “I’ve never accepted the excuse that we just have to let things happen because that’s the way it is. I want results. That’s why I chose surgery, because I saw helpless patients admitted here who could walk out the door when they were discharged.”

There is a zany side to Woods: She recalls the story of a patient who had abdominal surgery. After that kind of surgery, patients have to pass gas before they are allowed to eat. One patient was having a difficult time doing that, so Woods and the staff organized an impromptu cheerleading squad. To his and his wife’s delight they chanted in unison “Give me a G! Give me an A! Give me an S!” until the mission was accomplished.

And after 38 years, there is a special nurse that still inspires her: “One day, a young nurse asked me what keeps me going here. I said, ‘Sister Mary Jean Ryan — whenever I’m tempted to do less than my best I think: Sister wouldn’t accept that.’”

Nominated by Darlene Linnenbrink



Wanda Woods

TeamSTEPPS Saves Lives

ST. CHARLES, Mo. — That January morning, the obstetrics team at SSM St. Joseph Health Center discussed the status of each patient on the unit — just like they did every morning. The team had no idea that their discussion — a skill they learned in TeamSTEPPS training — would be instrumental in saving two lives later that day.

At noon that day, things began to change rapidly. One patient was pregnant with twins. She had been in the unit for about a week with complications that required the delivery of her babies be delayed. “She was pretty low on the radar screen because we had no plans for delivery,” recalled Heather Perry, team leader in the OB. But, at noon, one of her babies was now showing signs of distress.

Huddle number one:

Perry called for a huddle with the staff obstetrician and other OB staff members. This is a TeamSTEPPS technique — a let’s-put-our-heads-together proactive approach to situations. The maternal fetal medicine team monitoring the pregnancy decided the twins needed to be delivered by C-section, but that the mother would be transferred to another hospital for the procedure.

At the same time, a second patient was being induced for a C-section, and her baby’s heart beat began to fluctuate rapidly requiring that she be taken to the OB’s operating room.

No problem. One woman was being transferred for her C-section and the other woman would be sent to the OB’s operating room for her C-section.

Problem. The hospital that was to receive the transfer of the woman pregnant with twins decided the mother was too unstable for transfer. The OB needed another operating room, fast. They also did not have enough personnel to staff both procedures at the same time.

Huddle number two:

The OB staff called anesthesia into the huddle and contacted the surgery department to reserve an operating room. It was vital to do this quickly because the surgery department was about to send personnel home for the day. Another pediatrician was called and he contacted a neonatologist. There was only one OB tech on duty for both procedures (an OB tech prepares the equipment and sets up the operating room and hands off instruments to the doctor for C-sections).

Huddle number three:

As two doctors arrived in the OB, a third huddle was called. It was decided to deliver the twins in the OB operating room and perform the second C-section in the surgical department. This would require the transfer of specialized equipment to that operating room.

“We worked as a team to identify roles, assign tasks and determine who and what we would need,” Perry said.



The obstetrics team morning review of each patient in the department puts everyone in the loop as the day begins. From left: Heather Perry, team leader; Kelley Stoehner, staff nurse; Dr. John Hammons, house obstetrician; Julia Floretta, OB tech; Donna Kluesner, clinical support nurse; Marilyn Maurer, staff nurse, and Nicole Garavaglia, clinical support nurse.

Within five minutes of starting the delivery of the twins, the heart rate of the baby who was in distress earlier began to fluctuate even more wildly.

Meanwhile a team consisting of OB and surgical staff was in the surgical department operating room working on the second mother and her baby. The surgical department also found a tech to assist in the C-section.

Proving that several heads are better than one, the OB staff also had the foresight to contact the house supervisor to shift personnel into the OB department which had been depleted by the staff sent to the two operating rooms.

If all of this sounds complicated, it was. But as a result of the teamwork, both mothers and their babies had successful deliveries.

“Everybody was ready for it,” said Laveda Roy, director of OB. “We had effectively communicated to a majority of the hospital. We created a plan. Before TeamSTEPPS, we would have not gotten other departments involved as soon as we did. We would have been more reactive instead of proactive.”

“I believe TeamSTEPPS is the foundation of patient safety,” said Dr. Andy Kosseff, SSM medical director of system clinical improvement. “This story illustrates that teamwork is the extra ingredient that brings the individual expertise of clinicians into truly exceptional care.”

AROUND SSM

SSM-WIDE

Employee Satisfaction Soars

SSM has released the results of the 2010 Employee Partnership Survey, revealing that our overall employee satisfaction score has increased from 71.4 to 77.

That's a significant jump — enough of a jump to take us from the 55th to the 84th percentile when compared nationally with other health care systems. It's also significant that nearly 13 percent more of us took the survey.

"We greatly appreciate the overwhelming participation," said Steve Barney, senior vice president-human resources. "A special salute to the amazing progress and innovation of SSM Health Care-St. Louis in improving its partnership results." (See page 23)

Dr. Kosseff to Retire

Dr. Andy Kosseff has announced his decision to retire from his position as corporate medical director of clinical improvement, effective Sept. 30, 2010.



Dr. Kosseff left his private practice at Dean Clinic to join the Quality Resource Center (QRC) in 1999. "He has provided stellar leadership for many collaboratives by identifying best safety and clinical practices and involving all our entities in adapting them," said Eunice Halverson, corporate vice president-Quality Resource Center.

As a Master TeamSTEPPS trainer, Dr. Kosseff has helped all SSM entities with teamwork training. "Andy's passion for pro-

viding exceptional patient care as well as his kind and gentle manner of delivery have touched thousands of lives," Halverson said. He plans to continue his work with the QRC on a part-time basis.

According to Dr. Kosseff, his work with SSM has been a highlight of his career and life. "To have the privilege to work with devoted caregivers, administrators and so many others to find ways to make improvements in their already excellent patient care has been an extraordinary opportunity," Dr. Kosseff said.

Collaborating to Keep People Healthy

SSM has joined the Premier Inc. Accountable Care Organization (ACO) Collaborative, with SSM Health Care-St. Louis as the pilot site.

An ACO brings together doctors, nurses, hospitals and other care providers to share accountability for keeping a defined patient population healthy. ACOs will also work to improve quality, cost, patient satisfaction and provide incentives for preventive care, chronic disease management, and acute and post-acute care.

Beginning in early 2012, the Centers for Medicare and Medicaid (CMS) will begin certifying ACOs.

Emilie's Cancer Journey Ends in a Celebration

Many of you have been following Emilie's Cancer Journey blog, a great story of her recovery from breast cancer and her run in the Race for the Cure. In June, Emilie, who served as



captain of St. Mary's Hospital in Madison's team, completed the Race. Thank you, Emilie, for your courage in sharing your life with us these past few months.

MISSOURI

Cardinal Glennon Makes It a St. Louis EHR Sweep

ST. LOUIS — SSM Cardinal Glennon Children's Medical Center made it a clean sweep when it converted to the electronic health record (EHR). All SSM Health Care-St. Louis hospitals are now online with the EHR.



Stephanie Chum, nurse on the Cardinal Glennon Transitional Care Unit, using the electronic health record.

Since the conversion to the EHR began two years ago across SSM's four states, the transition has proceeded smoothly and placed SSM among national leaders for EHR implementation.

St. Mary's Gains Attention of National Health Care Agency

JEFFERSON CITY — St. Mary's Health Center's national ranking is the focus of a national health care innovation report.

The Agency for Healthcare Research and

Continued on page 22

WE NEW IT!

SSM isn't resting. It's renovating and re-investing for the future. Here are a few examples from all our regions.

MISSOURI

Replacement Hospital in Jefferson City

JEFFERSON CITY — The construction of St. Mary's Health Center's \$200-million replacement hospital is in the design phase this year with construction scheduled to begin in 2012.

The SSM Rehabilitation Hospital

BRIDGETON — As part of a joint venture between SSM Health Care-St. Louis and Select Medical Corporation, construction of the \$23-million, 60-bed SSM Rehabilitation Hospital located on the campus of SSM DePaul Health Center is expected to be completed late in 2011.



New Entranceway at St. Mary's

RICHMOND HEIGHTS — The main entranceway to SSM St. Mary's Health Center is being transformed. A larger emergency room reception area and expanded private patient rooms are planned this year as well as exterior improvements.

SSM St. Clare Expands

FENTON — SSM St. Clare Health Center is adding 20 new beds for medical/surgical patients, which will enable the hospital to treat an additional 2,000 patients each year. That's good news. St. Clare has seen a tremendous growth in patient volumes during its first year of operation.

The \$4.8 million expansion is expected to open in the fourth quarter of this year.

Neurosciences Institute Opens at St. Clare

FENTON — On June 1, the Neurosciences Institute at SSM St. Clare Health Center opened its new 15,000-square-foot facility on the second floor of the hospital's St. Joseph Building.

The \$2.4-million Neurosciences Institute also features one of the region's only autonomic function testing laboratories.

The specialists based at St. Clare collaborate with other neurosurgeons and neurologists across the SSM Neurosciences Institute's five locations.

ILLINOIS

Construction Under Way in Mount Vernon

MOUNT VERNON — Construction has begun on the 134-bed Good Samaritan Regional Health Center and its connecting medical office building. The \$240-million dollar structure is scheduled for completion in 2012.



OKLAHOMA

Joint Replacement Center

OKLAHOMA CITY — Bone and Joint Hospital at St. Anthony recently welcomed its first patients to its new Joint Replacement Center, a 17-bed, 10,000-square-foot facility located on the second floor of the hospital.

WISCONSIN

St. Clare Meadows Care Center Expansion and Renovation

BARABOO — St. Clare Meadows Care Center began a \$4-million renovation in February which will increase the number of private rooms from four to 30. Semi-private rooms will be renovated, allowing residents more space, and each wing will have a bathing suite.

Construction is expected to be completed in early 2011.



Hospital Coming to Janesville

JANESVILLE — Late in 2009, ground was broken for the new St. Mary's Janesville Hospital and Dean Clinic Janesville. The \$150-million project includes a 50-bed hospital and adjacent clinic.



New Agreement, New Hospital

EDGERTON — SSM Health Care of Wisconsin reached an expanded affiliation

agreement with Edgerton Hospital and Health Services in April. At about the same time the agreement was announced Edgerton also revealed that it is building a \$26-million, 18-bed hospital that is expected to be completed in Fall 2011.

Experience Exceptional:



Make a Commercial!

an SSM Video Contest

This is your opportunity to make a commercial about:

- Your Department
- Your Hospital
- Your Entity (other than hospitals)
- Your Service Line
- Your Region

You've seen some of the fun health care videos on YouTube. This is your chance to showcase what you're most proud of at work in a fun and creative way.

Why is your (department/hospital/entity/service line/region) great? This is your chance to brag, strut your stuff, and tell your story! Have fun, be creative, use as many

Commercials must be:
(no more than) 30 seconds
(no more than) 60 seconds

DEADLINE:
September 15, 2010

Online voting:
October 11-25,
2010

people you like. Please adhere to HIPAA regs in anything you do. Also, please do not use copyrighted music.

Winning videos will be announced and shown at Showcase for Sharing on November 11 and will soon after rise to new levels of international fame (for sure!).

You may enter as many videos as you like. Generous prizes for the winners.

For more details and to download the contest entry form, click the contest button on your intranet or go to www.ssmhc.com.

Around SSM — From page 20

Quality profiled St. Mary's in a report titled "Concurrent and Retrospective Chart Review, Performance Reporting and Other Support Significantly Improve Adherence to Core Measures in Four Clinical Areas."

The profile outlines St. Mary's quality journey, beginning in 2006, to become one of the highest-performing health care organizations in the nation.

SSM St. Mary's Receives its Second Premier Award

RICHMOND HEIGHTS — For a second time, SSM St. Mary's Health Center has been recognized by the Premier Health Care Alliance for achieving quality scores in the top 1 percent of acute care facilities in the nation.

In 2008, St. Mary's also received this award that recognizes health-care organizations that provide outstanding patient care and clinical excellence. The Premier Alliance is a partnership of more than 2,300 U.S. hospitals and 67,000 other health-care sites

focused on improving health-care quality and affordability.

OKLAHOMA MidTown Market Opens at St. Anthony

OKLAHOMA CITY — Boxes and bins of fresh vegetables appeared on the East Plaza of St. Anthony hospital in May.

The MidTown Market at Saints, a collaborative effort between the hospital and Urban Agrarian LLC, was the site for the sale of this locally grown produce. The market is open each Friday, 2:30-7 p.m. through October.

WISCONSIN Pilot Program Tests Wider Exchange of EHR

MADISON — St. Mary's Hospital and Dean Health System have recently joined a pilot program with other health care organizations in Dane County that instantly makes vital

health information available to caregivers.

The 120-day pilot, called Care Everywhere, links these healthcare organization's via their electronic health records (EHR). This exchange is made by possible because each of the organizations use Epic software.

The pilot program will help determine the value of health information exchange in terms of patient safety, care quality and the reduction of tests and procedures already performed.

ILLINOIS St. Mary's Wins Recycling Award

CENTRALIA — St. Mary's Good Samaritan Inc.-Centralia Campus won the Outstanding Business Recycling Waste Production Program Award from the Illinois Recycling Association.

The award recognizes businesses for the types and quantity of material recycled and waste eliminated as well as the total percentage of waste stream diverted.



HOW WE'RE DOING:

Employee Satisfaction

At SSM Health Care, our Mission is "Through our exceptional health care services, we reveal the healing presence of God." But how can we tell how well we are living our Mission? We measure three things: **exceptional patient care, exceptional commitment from our employees and physicians, and exceptional financial performance and growth.**



In this issue, we look at employee satisfaction. We annually survey employees to determine how satisfied they are with their work.

The numbers for this year's survey just came in, and as a system, the employee satisfaction average improved from 71.4 to 77 over the past year. Compared to other health care organizations, SSM moved from the 55th to the 84th percentile! In addition, SSM's overall participation rate increased from 69.6% last year to 82.3%.

POINT OF OPTIMISM

SSM St. Clare Health Center in Fenton, Mo., made the biggest improvement within SSM, moving from the 5th percentile last year to the 94th percentile.

POINT OF OPTIMISM

In St. Charles, Mo., SSM St. Joseph Health Center's employee satisfaction moved from the 18th percentile to the 91st.

Employee Satisfaction 2010



THE STICK CASE



When it comes to things that stick and cut, Super Carol wants you to miss the point and lose your edge (safely).

Count Von Shortcut and Bad Habitus, on the other exposed hand, are a couple of guys who want you feeling stick.

“NO STICKS! NO CUTS!”

THE ADVENTURES OF SUPERCAROL

ART BY STEVE EDWARDS

