

APRIL
2011



St. Francis Hospital
&
Health Services
1996, 2004 & 2008
Missouri Quality
Award Winner

We value your input. Please
send your comments to:

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Preparing for Baby with Enhanced Education and New Equipment

Having a child is a life event that is equal parts magic and fear. The nursing staff at St. Francis Obstetrical Services has taken steps to ensure that the birth of a child is the best experience possible.

Enhancements to the childbirth education classes and new equipment in the birthing rooms allow the patients of the OB department at St. Francis to be better informed and receive safe, high-tech services while maintaining a family-oriented atmosphere.

"Our OB services have evolved to meet the changing needs of our patients," states Kathy Brand, OB nurse manager. "Childbirth and infant care classes have been modified because of patient feedback."

The purpose of childbirth

classes is to help parents-to-be understand the process of labor and delivery and to answer any questions about the birthing process.

"The more knowledge expectant families have of the process of birth, the more likely they will approach their journey with confidence," explains Brand.

Childbirth and infant care classes are scheduled one-day each month. Childbirth education is conducted every other month and includes the



Kathy Brand, OB Nurse Manager, demonstrates the new fetal monitor, just one of the features available in each of the three birthing rooms.

actual birthing experience and post partum care. During the next month, infant care classes consist of care instruction, infant safety (including CPR), and breastfeeding information and coaching.

According to Brand, the department experienced a 12% increase in births in 2010 from 2009 and the monthly schedule of classes improves the opportunity to attend. "Plus we've placed an increased focus on breastfeed-

(Continued on page 4)

The Road to EPIC

As a contemporary beer commercial says, "**Here we go!**" We now have an official date of Go-Live for Project Beacon at St. Francis Hospital and Health Services. April 1, 2012 at 12:01 A.M. the EPIC EHR system will be active. Between now and then there is much work to do. Since October, initial site visits, meetings, and planning have begun. More will follow in the coming weeks and months with the planning, development of EPIC for its use at St. Francis, IT infrastructure and wiring, training, and finally implementation.

All of this will not be without problems, concerns and frustrations. The goal is to change the work flows, cul-



ture and tools with which we provide SAFE, APPROPRIATE, AND COST EFFECTIVE care to those we serve remembering our system mis-

sion statement. With the tools within EPIC, we each shall be able to reach these goals and be able to say that St. Francis provides the best and most up to date care available.

New jobs will be created, new challenges found, new duties assigned. The goal is to leave NO-ONE behind. EPIC is not to replace staff with computerization, software, and technology, but to increase our ability to serve with these new tools. Some old jobs will no longer be there, but those doing those

(Continued on page 5)

April Birthdays

Jon Baldwin
 Gina Barger
 Bobbi Bartles
 Adam Bean
 Joyce Bird
 Kim Chitwood
 Julie Day
 Melinda Dennis
 Staci Drydale
 Kim Elder
 Naomi Gettler
 Ashley Gomez
 Kris Henry
 Cathy Jansen
 Patty LaFoy
 Annie McComb
 Paula McNeese
 Ricky McNeese
 Machelle Miles
 Tj Morris
 Abigail Murray
 Martha Mustion
 Sandra Neal
 Kathy Ngo
 Bev Noellseh
 Adrean Plummer
 Melissa Privett
 Molly Renfro
 Megan Roberts
 John Sandau
 Jennifer Schott
 Beth Simmerman
 Rebecca Stone
 Joy Stroborg
 Christie Swalley
 Rhonda Sybert
 Donna Turnipszed
 Jagne Vest
 Heather Wallace
 Joyce Ward
 Linda Welch
 Joan Wilmes
 Becky Wilson
 Erin York

Gray Matter



President
 Gray Cox

As I write this note, we are now through winter (I am partly sure) and into spring. So - I thought it would be good to update you on a few facts on how we are doing in 2011 verses the first three months of 2010.

- * Inpatient days are down about 6%
- * Outpatient Registrations are up about 14%
- * ER visits are up about 15%
- * Surgeries are up about 6%
- * Clinic visits are up over 10%
- * Walk-in clinic has had a much better than expected start - 843 visits in March alone!
- * EPIC is now less than one year away
- * We should select our Hospitalist Company within the next 30-45 days with start-up 90-120 days later. This program should increase our

inpatient admissions and our clinic visits capacity.

So - if it seems you have been working hard, it is probably because you have been working hard! I thank you for your continued commitment to our patients and to St. Francis. You are the reason for our exceptional past and you will be the reason for our exceptional future.

FIND US ON FACEBOOK

Did you know that St. Francis has a Facebook Page?

Check it out and find information on what's going on at our hospital!

Go to: www.facebook.com/stfrancishospital
 and "Like" us to become a fan!

Notes of Thanks & Congratulations

The Pharmacy Department would like to congratulate Kristen Holaday and Carol Heflin for recently passing their Pharmacy Technician Certification Exam.

They would also like to announce that Suzi Anderson, CPhT has recently begun her responsibilities as the lead pharmacy technician as well as the pharmacy buyer for the hospital. Suzi can be reached at extension 6203. Congratulations ladies!

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Thank you to my St. Francis Family for their support of MS week. The funds raised will be donated to the National MS Society. It was very heartwarming to have so much encouragement from everyone at St. Francis and awesome to hear stories from many employees about how MS touched their lives very personally. The MS Walk in Maryville will be held on April 16th. If anyone needs information about that event, please don't hesitate to contact me.

Chris Birdsell

2011 Employee Partnership Survey

Woohoo!! We have met our overall participation goal of 80%. A BBQ will be scheduled in the near future. Be sure to watch for upcoming announcements with details on the Root Beer/Soda Float and Ice Cream Sundae events.

Even though, we have met our 80%, we still encourage employees who have not completed a survey to do so. Please stop by Human Resources anytime between the hours of 7:00am and 4:30pm. If you are unable to stop by during our regular business hours, contact us by phone or email. We will try to accommodate you in every way possible. Surveys will be taken through the end of the day on April 15th.

Thanks to all who took the time to participate!

I would like to graciously thank the following people: Theresa Stiens, Sue Mattson, James Mattson, Sharon Meyer, Susan Grispino, Kyle Bowers, and Amber Thompson. These caring, dedicated, and proud people volunteered their valuable weekend time to come in and paint our department.

It's the positive attitudes and desire to make things the best that they can be demonstrated by this group that make it fun to come to work.

Frank Grispino

**St Francis Family Health Care West
Clinic recently received 100% compliance on a Rural Health State Survey.
Congratulations!**

Mission Exceptional Recognition

<p><i>Joshua Allee Melinda Bronson Dr. Pat Dawson Dr. Lisa Gorry- DiStefano Cassie Eckstein (2) Dr. Shellie Faris Emily Giffin Katie Hinrichs Chad Jackson Wes Lantz Amy Law Laura Loch</i></p>	<p><i>Valyn McClellan Kim Newberry Mindi Newberry Adrean Plummer Kelli Richardson Keri Richey Myk Segura (2) Christie Swalley (2) Dr. Shaw Tang Laura Thomson Andrea Ury Julie Weiss Dr. Michael Wurm</i></p>
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News & Announcements

2011 Employee Council Bulb Sale



Sales will take place April 1-22. To place an order, please see any Employee Council member. All proceeds will support the Employee Council in an effort to provide an individual appreciation gift to all co-workers.

Scrapfest!

Relay for Life Fundraiser

April 23

9am - 9pm

American Legion in Bedford
Cost: \$40 per scrapper with lunch and supper provided.

Get together to scrapbook with friends and vendors!

Call Amy Brown

(660) 853-8858 or Trisha Hill at (712) 303-7410.

this i believe

I believe that the teachers and staff at St. Francis Preschool and Child Care live out the following scripture every day as they touch the lives of many children. To value all children as gifts from God and help them grow in "wisdom, stature, and favor." Luke 2:52. This is accomplished due to the 124 years of service amongst the staff. The dedication that this staff has to young children is remarkable and is proven every day as they watch over our children.

St. Francis Child Care offers care starting at 6 weeks of age to a before and after school program for school age children, including a program for these children when school is out. We all know that child care prices can be overwhelming and to help with this, St. Francis offers an employee discount and also accepts state daycare assistance.

To help ensure that each child is developing where they should be each age group has a curriculum that is followed daily. If there are concerns regarding development early intervention referrals can be made, a few examples of where referrals are made include, but are not limited to the First Steps Program and Eugene Field. St. Francis also collaborates with Parents as Teachers and offer speech testing with a Speech Pathologist. Assessments for Kindergarten are done to ensure that children are ready for school, and free eye exams are offered to the children by the Lions Club.

Parent's involvement and satisfaction is also very important. There are many activities that take place where parents can be involved. Holiday parties are a special time for children. Parents are always welcome to come and spend time with their children during these fun times. A few of our favorites are the Halloween Parade around the Hospital & Clinic and also when Santa visits the daycare.

To ensure that parents are getting the services that are expected, each year a parent opinion survey is sent out.

This I believe... our Child Care and Preschool program is one of the many departments that provide exceptional services at St. Francis.

Krista Barcus

Preparing for Baby Continued...

(Continued from page 1)

ing, teaching expectant mothers the benefits of breastfeeding," says Brand.

Once the family-to-be is prepared through instruction and delivery is eminent, new technology in the OB department offers patients a safe and comfortable environment.

The new birthing bed and fetal heart monitor completed furnishings for three fully-equipped birthing rooms. The new equipment was the final pieces to complete the refurbishing project for the department that included new flat-screen TVs and fresh, cheerful decor.

The new birthing bed is designed specifically to serve the needs of moms-to-be and labor and delivery nurses alike. Advanced ergonomics and intuitive controls provide safety and comfort for the patient, while safeguarding caregivers

from physical stress. Innovations such as an inflatable lumbar support, removable foot section and a powered Skoocher set the standard for the maternity industry.

The new fetal monitor provides a complete clinical record of care for the mother and newborn. The surveillance functions present information that is transmitted from fetal and fetal/maternal monitors and generate alerts for critical events.

The birth of a baby is one of the most exciting events in a lifetime and a moment that is cherished and remembered always. The OB staff at St. Francis continually looks for ways to improve childbirth preparation and delivery.

For more information about St. Francis Obstetrical Services, contact Kathy Brand at (660) 562-2600 or visit the St. Francis website at www.stfrancismaryville.com.

News & Announcements



**2011
EMPLOYEE
PICNIC**

**JUNE 18th
MARK
YOUR
CALENDAR!**

**SAVE THE
DATE!**

The 2011 Employee Picnic is scheduled for 6/18/11. Watch for further details to be posted at a later date.

Get your Groove On!

Dance the night away with The Dixie Cadillacs!

The St. Francis Hospital Relay for Life team is sponsoring a dance on May 7, 2011 at 8 p.m. at the Eagles' Lodge.

Tickets are \$7 per person in advance and are on sale now. Please see Mary Stiens or Wanda Fletchall in the St. Francis Family Health Care Lab.

Tickets will be \$9 at the door.



ARE YOU HIP TO HIPPA?

HIPAA PRIVACY TRAINING

Social Networking  

When engaging in social media activities (such as Twitter, Facebook, blogs, and forums):

- * Follow all SSM policies, including Internet/Intranet policies and keep **HIPAA regulations** in mind at all times.
- * **Do not comment on or share legally protectable proprietary or confidential financial information or patient information.**
- * **You are personally responsible for the content you publish on social media sites.**
- * If you are writing about your work and/or SSM Health Care, be clear that **you are speaking for yourself** and not on behalf of SSM or your hospital/facility.
- * **Be thoughtful about what you say.**
- * Do not post any materials that would violate SSM's policies against work place harassment, discrimination and retaliation.

Note: This policy applies to all SSM employees, physicians, volunteers, etc. who use social media sites- whether you access these sites using SSM Health Care's computer system or your own system at home or elsewhere.

And remember, the Corporate Responsibility Process tells us who to ASK. If you have a question or concern about any process or activity being ethical, legal or in regulatory compliance, ASK any of the following: 1. Your supervisor. 2. A senior manager. 3. Your HIPAA/CRP Contact – Jocelyn Skidmore, Finance Director at (660)562-7927 or ext. 6500. 4. SSM Health Care's Corporate Vice President–Corporate Responsibility, Barbara Briggs at (314) 994-7722. 5. To report a problem anonymously call the CRP Help Line at (877) 4CRP-ASK [877-427-7275].

EPIC Continued...

jobs will be retrained to do the new jobs that are needed under EPIC.

Training will start several months before the implementation date. There will be plentiful opportunities to practice your job skills, both during training and at the EPIC playground available on line. Some on line demonstration training will be suggested in advance thru your department heads. St. Francis is very fortunate in the high quality of technically savvy employees we have. Training will mainly be on use of the EPIC system, not as some of the SSM hospitals have needed to do, in basic typing and keyboarding skills.

The week before the implementation date, you will start to see the influx of SSM staff members to assist in the Go-Live. The first week of April, over 100

members of the implementation team from SSM will be onsite to manage the Go-Live, to educate on what we are doing right, and what is not working. We are not the first hospital/office to go thru implementation, so you will find those here helping us, are skilled at their assignments. The first few days, we plan to reduce, as well as we can, the number of elective procedures, imaging studies, lab tests, and surgeries to get our feet beneath us. But those weeks will be when we have the best and most assistance available to us, so we need to make good use of this time. The first week of Go-Live, we will ask all employees not to take time off, unless essential to be gone so as to have the most help in answering your questions about EPIC use.

**Countdown
To EPIC
358
DAYS!!**

I will be updating all of the progress and challenges, dates and details thru this column and with other means to answer questions, allay concerns, and inform of the changes. Department heads and administration will fill in other details. A concern, worry, a frustration or problem not asked, is an issue that cannot be resolved. Each of you is involved in some way with the development, implementation and use of EPIC at St. Francis. EPIC is YOUR system to use and your system to question. Do ask questions, of me, of the leadership team charged with bringing this to life, or your department head, and later as, more education and training on the use of the system begins, of those whom are selected as Super Users.

Michael J. Wurm M.D.
Director of Medical Informatics
Chairman Project Beacon
Installation Project

News & Announcements

National Healthcare Decisions Day Set for April 16, 2011

St. Francis Hospital & Health Services, along with other national, state and community organizations, are leading a massive effort to highlight the importance of advance healthcare decision-making—an effort that has culminated in the formal designation of April 16 as National Healthcare Decisions Day (NHDD).

As a participating organization, St. Francis is providing information and tools for the public to talk about their wishes with family, friends and healthcare providers, and execute written advance directives (healthcare power of attorney and living will) in accordance with Missouri state laws.

“As a result of National Healthcare Decisions Day, many more people in our community can be

expected to have thoughtful conversations about their healthcare decisions and complete reliable advance directives to make their wishes known,” said Joshua Allee, St. Francis Chaplain. “Fewer families and healthcare providers will have to

struggle with making difficult healthcare decisions in the absence of guidance from the patient, and

healthcare providers and facilities will be better equipped to address advance healthcare planning issues before a crisis and be better able to honor patient wishes when the time comes to do so.”

For more information about National Healthcare Decision Day, please visit www.nationalhealthcaredecisionsday.org.



NATIONAL HEALTHCARE DECISIONS DAY
★ your decisions matter ★

Northwest BE WELL Committee and St. Francis Hospital & Health Services present the

2011 'CAT WALK

& Health and Human Services Expo

Benefitting the Cystic Fibrosis Foundation

Saturday, April 23

at Bearcat Arena

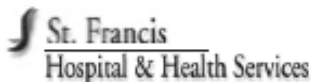
Registration – Begins at 8:00 AM

Health and Human Services

Expo – 8:00 AM to 11:00 AM

NO PRE-REGISTRATION REQUIRED!

PLEASE BRING CLEAN SHOES TO WALK IN BEARCAT ARENA



Save the Date!

Tobin Benefit Golf Classic
Friday May 27
Mozingo Lake Golf Course
Tee-Off Dinner
Thursday, May 26 at 6 p.m.
Maryville Country Club

Please make your plans to volunteer for these dates.

Call Ashley at x6004 to sign up.

APRIL

Patient Safety Awareness Month

Safety News

To read the latest issue of *MOCPS Safety News* from the Missouri Center for Patient Safety (MOCPS) visit the following link:

<http://www.mocps.org/admin/editors/uploadfile/20110111164858283.pdf>

Study Reveals Reluctance to Speak Up

A 2005 study by VitalSmarts and the AACN, which included 6500 nurses and nurse managers across the U.S. found that about 84% of healthcare professionals observe colleagues taking dangerous shortcuts when working with patients and less than 10% speak up about their concern. Of the nurses involved, over 80% said they had concerns about three “undiscussable” issues: dangerous shortcuts, incompetence and disrespect. Although several safety tools are implemented throughout hospitals, the effectiveness of these tools can be undercut by the “undiscussables.”

This month you can look forward to...

Weekly emails updating you on patient safety happenings

Safety facts and statistics

Informative Safety Awareness links

Safety updates on the St. Francis Hospital & Health Services Facebook page.

April is National Organ and Tissue Donor Awareness Month

Donate Life.... Now is the Time.

Please don't think that means your death is near. But now is the time when you can *make your decision to be an organ, tissue and eye donor*. Families are seven times more likely to consent to donation if they know their loved one's wishes.

Right now more than 100,000 people wait for a life-saving organ transplant.

Your hospital and its mission are committed to donation. There is a great need for tissue donation, but many people are not familiar with the way tissue transplants can benefit so many others. One tissue donor can help up to 50 people. Each year, more than a million Americans receive donor tissue. Some recipients include: burn patients, kids with defective heart valves, bypass patients, or injured athletes. Tissue recipients are living happier and healthier lives because of tissue donation.

April is National Organ Donation Awareness Month. It's an opportunity for all of us to consider signing up for the state donor registry and discuss donation with our families, friends and co-workers. Nearly half of all Missourians are in the Donor Regis-

try – which means their intent is to be an organ, tissue and eye donor if he/she is a candidate when he/she dies. The Missouri Donor Registry changed August 28th, 2008 and is now supported by First Person Consent Law – meaning when a person signs up for the donor registry now, that person is making a legal decision for themselves to be a donor. More than 40 other states have this legislation which takes a lot of pressure off families at that difficult grieving time.

Donation is a gift to the recipients and the donor families. Families who consent to donation find comfort in knowing that they are helping others. Many say it was an easy decision, because they knew there is a great need and they are trying to prevent others from pain and suffering.

Please help spread the word this month and beyond – that donation is a life-changing mission!



**Welcome
to
St. Francis**

Kris Henry
OB

**We're Glad
to Have You!**

Please Support the Word of the Month

Citizens of NW Missouri have come up with 12 character traits that are essential in creating a culture of character. St. Francis Hospital & Health Services was asked to help set the PACE (Partners Achieving Character Excellence) by joining with other businesses and schools to demonstrate character excellence in the region.



NW Missouri Culture of Character Trait of the Month

April Perseverance – demonstrating determination and commitment to complete a task

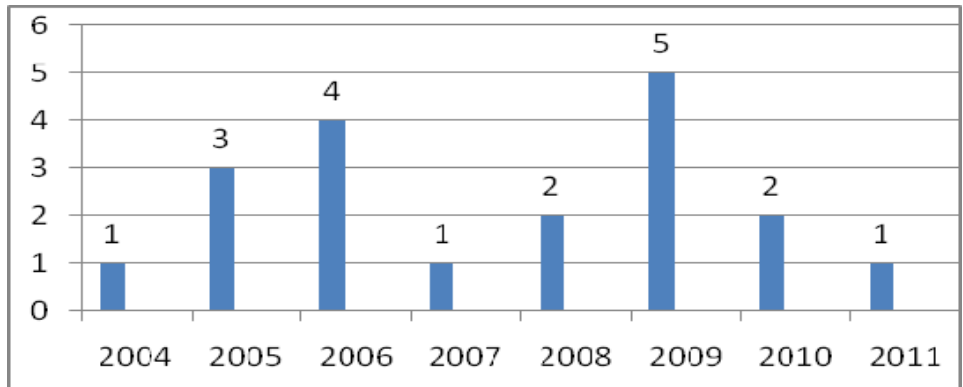
Safe Practices to Prevent Retained Surgical Items: Are We There Yet?

Surgical counts play a vital role in maintaining a safe environment for our surgical patients. Previously when an item was inadvertently left in a body space following an operation, it was referred to as a retained foreign body or object. Today the preferred term is retained surgical items (RSI) which refers only to the tools and materials used during the surgical procedure while retention of foreign bodies could also include swallowed pennies, pins, shrapnel, and other objects.

Let's make 2011 a safer year for our surgical patients by:

1. Maintaining complete, accurate and "up to the minute" situational awareness
2. Eliminating distractions during surgical counts (sterile cockpit philosophy)
3. Communicating and inspecting surgical devices and instruments pre - and post - procedure

SSM Health Care - Reported Sentinel Events involving Retained Surgical Items August, 2004 through February, 2011



Important Points

- * Surgeons, anesthesiologists and nursing staff need to collaborate to prevent events from happening
- * Inadequate situational awareness and distractions (i.e. breakdowns in communication, loss of information, increased workloads and competing tasks) have consistently been identified as major reasons for accidents attributed to human error affecting patient outcomes in surgery
- * Situational awareness is knowing what is going on around you at all times and is essential for those who are responsible for being in control of complex, dynamic systems and high-risk situations such as combat pilots, air traffic controllers, emergency responders, surgical teams, etc.
- * Surgical team members cite the following as factors that can contribute to surgical error: fatigue, frequent telephone, intercom and paging system calls, and competing tasks that occur during the count process at the end of the surgical procedure
- * Careful, non-interrupted counting and documentation can significantly reduce, if not eliminate, these incidents
- * Take a cue from the airline industry by identifying the need to prohibit potentially distracting activities during critical duties and implement a "sterile cockpit" (i.e. music off, no distractions, conversation halts, if unrelated).
- * Inadequate visual inspection to check for broken or missing components (pre- or post-procedure) can be a factor in a patient leaving the surgical area with a retained surgical item
- * In some cases, surgical teams may not be aware that a particular device has multiple components that can break or separate, or are not aware that certain components need to be removed when a device is implanted.

