

MARCH
2011



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

We value your input. Please
send your comments to:

Ashley Shisler
Communications Specialist

St. Francis Hospital
& Health Services
Community Relations
2016 S Main
Maryville, MD 64468

Phone: (660) 562-7933
Fax: (660) 562-7982
Email:
Ashley_D_Shisler@ssmhc.com

Hospital Pharmacy Makes Patient Safety and Education Top Priorities

Behind the scenes at St. Francis Hospital & Health Services, more than 9,000 inpatient medication orders are processed every month by the Pharmacy Department's staff of five pharmacists and four technicians. Each order is verified, which means each newly prescribed medication is verified against the patient's overall drug intake, any known allergies, or other contraindications.

At St. Francis Hospital & Health Services, pharmacists and pharmacy technicians provide invaluable contributions to patient care by reviewing medications for safety and efficacy, and providing information and education for effective medication management. Pharmacists are experts on drug therapy and are the primary

health professionals who optimize medication use to provide patients with positive health out-

comes. The experience of the pharmacists at St. Francis range from two to 35 years. The pharmacy is open seven days for a total of 86 hours per week, with a pharmacist on call during the intervening hours.

"All of our pharmacists and technicians are integral in providing safe and effective



Kristen Holaday, PhT; Nancy Lawyer, RPh; Kathy Ngo, PharmD; Carol Heflin, PhT; Jim Bailey, RPh; Lloyd Hamilton, RPh

medication management services at the hospital," says Nancy Lawyer, RPh, director of Pharmacy. "In addition to hospital inpatients, we supply anticoagulation monitoring services to some of nursing homes in the area and consultative services to hospice, swing bed, and discharged

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Improved Employment Opportunities Site for SSM Health Care

SSM has launched a new and improved employment opportunities site for SSM Health Care. The site, redesigned with users' feedback in mind, offers more convenience and ease of operation. How?

Users will be able to create a profile once and apply for more than one position at a time. The site automatically saves your information as you go along. Because this is a completely new site, nothing you have previously set up will transfer. All applicants will have to make new profiles, which will require them

to create new logins and accounts.

The new HR opportunities site offers:

- * Create one profile in approximately 15 minutes or less
- * Create your profile in advance of applying for any position (makes it more convenient for you to get your information entered when you have the time, rather than having to wait for something to be posted)
- * Easy access (24 hours

availability)

- * Easy to update
- * One profile does all (once you create a profile, you can apply for as many different positions as you wish without having to create a new profile)
- * Notification confirmation (let's you know your application is received)
- * Ability to reset your own password

Bottom line, it is really, really easy! If you have any questions, please contact Susan Wilson at extension 7402.

March Birthdays

Jamie Aguiar
 Brzanna Asher
 Darlene Breeding
 Amy Brown
 Charlotte Brown
 Dr. Atta Butt
 Lola Claypool
 Melissa Daly
 Beth Davis
 Lisa Dicks
 Gina Doolin
 Pat Dyer
 Tim Faris
 Lori French
 Frank Grispio
 Bridget Holtman
 Karlene Jenkins
 Nic Jensen
 Mark Keaveny
 Michelle Kempf
 Nancy Lantz
 Nancy Lawyer
 Amanda Linville
 Mistie Majors
 Carol Manning
 Suzanna Martell
 Susan McIntyre
 Brenda Murphy
 Katie Myers
 Lisa Puckett
 Rachel Rush
 Toni Salsbury
 Lauren Scholz
 Chrissy Sharr
 Barb Siebert
 Cindy Sons
 Hillary Stiens
 Logan Stiens
 Valerie Strueby
 Emily Sunderman
 Emily Witthoft
 Shirley Woods



Gray Matter



President
 Gray Cox

As I talk with people, I always find it interesting to discover their joy or passion. The list of passions are many: horses, NASCAR, gardening, fishing, reading, music, football, golf, church, volunteering, children, grandchildren, etc. At work we also have our set of passions - those things that truly motivate or inspire us. The list can include many things such as care of the sick, healing, co-workers, relationships, a job well done, etc. Recently I asked a group to provide me with input as to how I - personally - by my actions or inactions - may hinder you from fully enjoying your passion at work. Since I have not yet received this feedback, I can't provide you with the results! Needless to say, the last thing I would want is to be any type of roadblock to you

living out your passion at work.

I know this is an oversimplification - but - wouldn't it be nice if each day we laid aside the things which so easily frustrate us and strive to enjoy one another and to rekindle the joy associated with our passions? Sounds like a good plan to me!

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

March Cooperation – working together toward a common goal

Welcome to St. Francis Hospital & Health Services

Brenda Coulter
 Mental Health

Louise Neff
 Housekeeping

Natasha Nicols
 Nutritional Services

We're Glad to Have You!

Notes of Thanks & Congratulations

Frank Grispino to be a Consultant Reviewer



Frank Grispino was invited by the editor of the Journal of Hand Surgery to be a consultant reviewer. Consultant reviewers review manuscripts submitted to the journal as part of the peer review process prior to publication of a study.

The Journal of Hand Surgery is the official publication of the American Society of Surgery of the Hand. It publishes clinical and basic science manuscripts. The content is original, peer-reviewed, and related to the diseases and conditions of the upper extremity. The journal also publishes case reports, technique articles, and

clinical perspective reports.

In 2008, Frank was accepted into the American Society for Surgery of the Hand as an affiliate member in the first class of non-physician members. The current journal editor sponsored Frank's application. Frank's reviews of a book and a Journal of Hand Surgery article have been published in the Journal of Hand Therapy. He was also the lead author of a study published in the Journal of Hand Therapy.

"I'm honored to be part of the peer review process for such a respected organization's journal. The process is very educational, as it requires an in depth understanding of research and the study's topic. That makes me a better hand therapist. It's also VERY humbling. When you read the editor's and other reviewers' comments to the authors, and when developing your own assessments during the peer review process. It makes you realize the level of understanding you may or may not have. It pushes you to live up to the standards of the others to benefit the journal, your peers, and your discipline," says Frank.



Beth Sandau and Brock Chase of Lincoln, NE, are parents of a baby girl born February 22, 2011 at St. Francis Hospital & Health Services in Maryville, MO. She was named Makhia Jade Chase and weighed 8 pounds and 13 ounces. Proud grandparents are John Sandau (laboratory) and Mary Sandau (clinic lab).

Mission Exceptional Recognition

Adam Bean
Building Operations Staff
Devin Coffelt (2)
Kathy Coulter
Julie Day
Amy Derr
Becky Dew (2)
Margie Dilley
Dr. Lisa Gorry-DiStefano
Dr. Patrick Harr (2)
Kathy Hurayt
Bethany Lager
Wes Lantz (2)

Lisa Linville
Carol Manning
Marsha Maudlin
Melissa McClurg
Cathy McMillen (3)
Martha Mustion
Kim Newberry
Haily Randall
Kelli Richardson
Lauren Scholz
Myk Segura
Brooke Spaulding (2)
Sue Spire

Sonya Stickelman
Beverly Stiens
Rhonda Sybert (2)
Marie Wiederin
Susan Wilson
Jessica Woods



News & Announcements

Bright Spots

Now we have a forum for sharing ideas and suggestions from all over SSM. It's called Bright Spots, and the idea is to bring together the things that have worked well in your job -- the innovations, and great ideas you have so everyone in SSM can benefit. You can find Bright Spots on the left-side blue navigation bar of your intranet

2011 Employee Partnership Survey

DATE:	TIME:
Tuesday, March 29	7am - 7pm
Wednesday, March 30	7am - 7pm
Thursday, March 31	7am - 7pm
Friday, April 1	7am - 5pm
Tuesday, April 5	7am - 11:30am 1:30pm - 5pm
Wednesday, April 6	7am - 7pm
Thursday, April 7	7am - 12pm 1pm - 5pm
Monday, April 11	7am - 5pm
Wednesday, April 13	7am - 7pm
Friday, April 15	7am - 11:30am

All surveys located in the Franciscan Room.

Open House Style - For Your Convenience

this i believe

Recently I had an experience that exemplifies how our staff reveals the healing presence of God. I was called in to provide spiritual care for a patient who was about to code. It was evident that the patient was afraid of the dying process. When I arrived the nurses were starting an additional IV line and comforting the patient. I joined into the conversation and acknowledged her thoughts and fears. After awhile, I offered a prayer and asked the patient about her favorite hymns. How Great Thou Art and Amazing Grace were at the top of this list. Without hesitation the nurses who were in the room and I began to sing. The patient's demeanor changed, a big smile came across her face, her vital signs improved, and she was so appreciative. She even thanked us after each song and complimented our vocal talents.

We revealed God's healing presence to this patient who eventually expired a few hours later in a much better psychological state. We were able to heal even when a physical cure was not possible. God's spirit was palpable that early morning, as our caregivers carried out their job duties from not only their hands and heads, but also their hearts. Our core values of compassion, excellence, and respect were displayed through the community of caregivers that assembled that morning to provide loving care to this patient and her family. This is truly what sets us apart as exceptional!

This I believe...St. Francis is a great place to not only receive care, but also a great place to give care!
Joshua Allee



2011 EMPLOYEE PICNIC
SAVE THE DATE!
The 2011 Employee Picnic is scheduled for 6/18/11. Watch for further details to be posted at a later date.

News & Announcements

Hospital Pharmacy Continued...

(Continued from page 1)
patients on a regular basis.”

Pharmacies within hospitals differ considerably from community pharmacies. Some pharmacists in hospital pharmacies may have more complex clinical medication issues



Suzi Anderson, CPhT

whereas pharmacists in community pharmacies often have more complex business and customer relations issues.

Hospital pharmacies usually stock a larger range of medications, including more specialized medications, than would be feasible in the community setting. Most hospital medications are unit-dose, or a single dose of medicine. Hospital pharmacists and trained pharmacy technicians compound sterile products for patients including total parenteral nutrition (TPN), and other medications given intravenously.

“Medication safety is what drives our pharmacy staff to respond to the ever-increasing need for educational opportunities and to embrace the latest innovations that can help to avoid giving the incorrect drug and/or the incorrect

dose to our patients,” Lawyer says. Over the past few years, the St. Francis pharmacy has undergone several changes in their technologies and practices to include:

- * Automated dispensing devices on the nursing units allow for broader range of medications available to nursing staff while streamlining billing.
- * The staff utilize barcode scanning for medication refill activities to the automated dispensing cabinets to reduce the likelihood of incorrect medication selection.
- * Internal storage procedures for “look alike, sound alike” drugs and high alert medications. Using different colored, lidded containers and “tall man” lettering to reduce likelihood of drug selection errors.
- * Recent remodeling was completed to renovate the IV area to meet requirement of USP Chapter 797 regarding sterile compounding.
- * Two pharmacists provide coverage at the anticoagulation clinic (more commonly known as the Coumadin Clinic) which sees over



Chris Birdsell, PharmD;
Manessa Runde, PhT

240 patient visits per month.

- * Patient educational consultations such as interviewing orthopedic patients prior to surgery to obtain the most accurate list of medicines and provide information on new medications and discussing medication management with diabetic patients in the Diabetes Self-Management Treatment program.

Medications can save your life, but they can also cause great harm if not taken properly. To learn more about the medication safety or for a pharmacology consultation at St. Francis, please call 660-562-7925.

Colon Cancer

Is The Third Most Common Cancer For Men And Women

- * Colorectal cancer, cancer of the colon or rectum, is the second leading cancer killer in Missouri and Nodaway County. The risk of colorectal cancer increases with age, especially age 50 and older.
- * There is a 90% survival rate if diagnosed early.
- * Talk to your doctor about your personal risk and about the full range of testing options available to detect colorectal cancer in its earliest stages.

Free screening kits are available at St. Francis Hospital and Pharmacies.

Sponsored by Nodaway County Crusade Against Cancer, Nodaway County Health Center, St. Francis Hospital & Health Services, and the American Cancer Society. (1-800-ACS-2345)

This publication was supported by Cooperative Agreement Number U58/DP000820 from the Centers for Disease Control & Prevention (CDC).

You can decrease your risk of cancer if you:

- * Stay physically active 30 minutes a day, five days a week.
- * Maintain a healthy lifestyle.
- * Limit the amount of red meat that you eat.
- * Eat five or more servings of fruits and vegetables each day.
- * Complete a yearly at-home fecal occult blood test.

Countdown To EPIC 386 DAYS!!

Questions
about
health care reform?

Ask Dixie.

Check out Dixie's
Healthy Debate
blog on the left side
of your intranet.



Rehab & Sports Medicine Offers Improved Service

St. Francis Rehab and Sports Medicine has an improved service to offer the community. Chad Jackson, a St. Francis physical therapist, recently attended a continuing education course on vestibular rehabilitation to gain further knowledge and specific ways to enhance the function of many who suffer from dizziness, difficulty with balance, and motion sensitivity.

Those symptoms can occur for an unknown reason, a result of a fall or trauma, and infection. Also the prevalence of dizziness and vertigo increases as we age. In many cases, regardless of the cause, effective treatments can be performed rather simply at home after evaluation and instruction by a therapist with an occasional follow-up to progress the exercise movements.

If you, a friend or family member is suffering from dizziness, a decrease in balance control, or motion sensitivity, please speak to your primary care physician about a referral to physical therapy.

March is National Eye Donor Month

This year's theme is "Can You See the Truth." 46,000 Americans are in need of a cornea transplant each year, through the generosity of families that we served last year, eight corneas were successfully transplanted.



FACE-TO-FACE (F2F): NEW CMS HOME CARE & HOSPICE REQUIREMENTS THAT INTEND TO MAINTAIN PATIENT-DOCTOR RELATIONSHIPS

The patient protections and affordable care act of 2010 incorporated new legislative requirements regarding Face-to-Face (F2F) encounters with providers related to home health and hospice care. This requirement is intended to maintain the integrity of the patient-doctor relationship by increasing the involvement of the physician in care planning for patient.

A Face-to-Face encounter is a

visit and a patient assessment that must be conducted by a qualified certifying physician or qualified non-physician practitioner. The Face-to-Face visit must be specific to the primary reason patient is admitted to Home Health Services.

What this means for Physicians: Physicians must complete a distinct section of the certification and include specific information required by CMS.

What this means for home care & hospice: A SSM Home Care & Hospice at St. Francis Hospital staff member will be working with patients and physicians to arrange Face-to-Face visits and ensure all patients are within required time frames.

For more questions please contact Debbie Herring at (660) 562-7904.