

TRINITY TODAY

A newsletter for associates and volunteers of Trinity Regional Health System



Trinity Bettendorf was the presenting sponsor for the city of Bettendorf's 2011 Fourth of July celebration, which consisted of a morning parade, afternoon festival and evening fireworks. More than 40 Trinity associates showed off their community and American pride by handing out kazoos in the parade and manning the festival booth.

Trinity Bettendorf opens new pediatric clinic

Trinity Physicians and Clinics has expanded its services by opening Trinity Pediatric Group Bettendorf in the Terrace Park Professional Building located adjacent to Trinity Bettendorf. The pediatric clinic is one of two practices in the city focused solely on pediatrics. The new clinic complements the expansion of OB services at Trinity Bettendorf.

The clinic is staffed by full-time pediatricians Dr. Claudia S. Frye and Dr. Cheryl C. Remigio, and features separate waiting areas for both sick and well patients. In addition, all patient care, laboratory and X-ray services are conveniently located in one building. Both physicians will have admitting privileges at Trinity Bettendorf.

Dr. Frye has been a practicing pediatrician since 2000. She completed her medical education at University of California in San Diego and her residency at Kaiser Medical Center in Oakland. Dr. Frye is board-certified in pediatrics and is fluent in Spanish. Dr. Frye is joined by Dr. Remigio, who completed her medical education at University of Santo Tomas in Manila, Philippines, and her residency at Driscoll Children's Hospital in Corpus Christi,

Texas. She is certified by the Educational Commission for Foreign Medical Graduates and specializes in pediatrics.

"The city of Bettendorf continues to grow by leaps and bounds," said Jay Willsher, Chief Administrative Officer at Trinity Bettendorf. "Having a pediatric practice connected to the hospital is yet another way we are able to keep pace with the needs of the increasing number of families located near our facility."

Trinity Pediatric Group Bettendorf is located at 4480 Utica Ridge Road, Suite 1120, Bettendorf. Hours are 8 a.m. to 5 p.m., Monday through Friday. For an appointment, call (563) 742-5750.



Dr. Frye



Dr. Remigio

Adaptive Design Corner

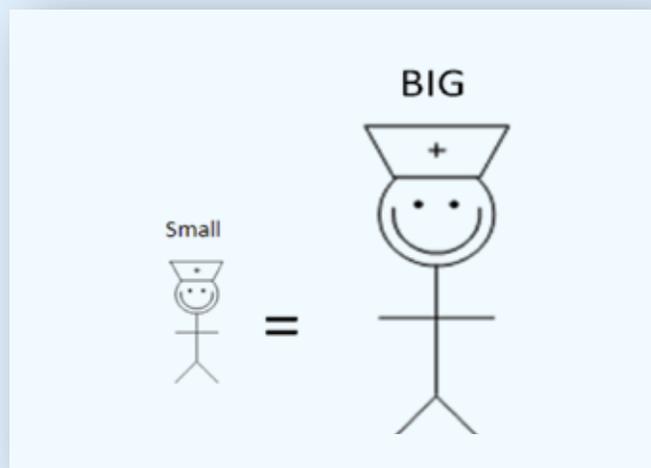
The primary objective of Adaptive Design is to move closer to providing Ideal Care. Sometimes it feels like we have to move mountains in order to get there. Here at Trinity, we can move those mountains with one small test of change at a time.

As journalist and social reformer Jacob August Riis once said:

“When nothing seems to help, I go and look at a stonecutter hammering away at his rock perhaps a hundred times without as much as a crack showing in it. Yet at the hundred and first blow it will split in two, and I know it was not that blow that did it, but all that had gone before.”

Improving our work can be done with one patient and one signal at a time. For example, the AD process was used to improve both the variety and volume of dietary items stocked on each floor for patients. Patients who have had surgery are usually very hungry once their anesthesia wears off and nausea goes away. Unfortunately, sometimes this occurs after normal kitchen hours, so meal choices were limited to a few food items routinely stocked on the floor that weren't always appetizing to the patients.

Floors added additional soda choices, as well as a boxed lunch that includes a sandwich, veggies with dip, fruit, and a cookie versus just plain sandwiches alone. They also stock a variety of Jell-O, canned soups, ice cream and increased the kinds of condiments and popsicles available. While those may seem like small changes, they had a big impact on improving patient satisfaction.



Comments? Call: PI/AD Coaches Kim Chant, 779-3153; Lauren Monks, 779-2980; or Eric Willis, 779-2996. Associates can also attend AD sessions at 8:15 a.m. every Friday to hear what other departments are doing. Check the Intranet for a complete schedule.



75 and counting

Trinity Rock Island's Cardiac Treatment Unit made patient Girdie White's 75th birthday extra special by celebrating with her Thursday, June 30, at the hospital. The much-beloved Girdie was surprised with flowers, a crown, card and a delicious cake by those who take care of her. Pictured (clockwise left to right with Girdie): Julie Spaight, Shannon Lawson, Julianne Smet, Loretta Mhoon, Diana Lusson and Stephani Norris.

Welcome new docs

A warm welcome to **Drs. Andrew Bries** (Orthopedic Surgery), **Claudia Frye** (Pediatrics), **Darryl Johnson** (OB/GYN), **Cheryl Remigio** (Pediatrics), **Oswaldo Wesly** (Internal Medicine) and **Xiaping Xie** (Psychiatry), who have all recently joined Trinity's medical staff.





Will you be spotted?

Reward and recognition are high priority items for associates on our Great Places to Work survey, so Trinity's leadership wants to make sure that happens! All managers now have "Spot Award" cards to recognize any associate they observe performing actions that support our ACES Standards of Behavior. Each card can be redeemed for one dollar off purchases at any Trinity cafeteria, Dr. Java, Theo's Trinity Coffee Shop or Trinity Gifts and Floral locations.

Cards are valid for 30 days and can be combined if an associate receives more than one.

"This program is a way for us to immediately show our Trinity team members how much we appreciate their good work and extra effort," said Executive Vice President/Chief Operating Officer Mykl Garrett. "You can never say thank you enough to those who give extra to get the job done."

ACES in Action Spotlight: Energy

Trinity's Standards of Behavior define "energy" as showing enthusiasm and initiative, participating on teams or committees beyond one's job description and escorting lost patients and visitors to their end destination.

In the CT department at all three campuses, high patient volumes can occur at a moment's notice. Scheduled CT procedures can be compounded by sudden emergency cases that get moved to the front of the line because they could mean the difference between life or death. The added stress could cause a team member to get down, but constant encouragement by other staff keeps spirits up when the going gets tough.

"Our department's success depends on a workforce of highly motivated

individuals who are excited about their work," said Imaging lead Beth Bomelyn. "We try to promote a culture of public recognition through things like Kudos Corner on the Intranet or thank-you notes. Making others feel good helps transfer positive energy and also provides a feeling of accomplishment that says 'Wow, I did it!' The old cliché that 'enthusiasm is contagious' still stands strong."



ACES in Action is a monthly column highlighting associates and/or departments that demonstrate our ACES Standards of Behavior. Know of others? Email ACES Pilot Pam Knox at KnoxPL@ihs.org.



Pharmacy hours change

Trinity Retail Pharmacy is now open from 8 a.m. to 6 p.m., Monday through Friday. The pharmacy is now closed on Saturday, Sunday and major holidays.

2nd Quarter Models of Excellence

The second quarter voting for the Model of Excellence award resulted in a tie, so the decision was made to award this special recognition to all three groups:

Brian Hansen/Education, Joanne McNeal/Nursing Administration, Nathan Mills/MICU, and Stephanie Long/Trauma Center

These four associates were in an ACLS renewal class when a Code Blue was called near their location. They were the first to respond and began attempts to revive the individual by using CPR until staff could arrive with an AED and other equipment.



(L-R) Hansen, Long, McNeal and Mills

Renee Pfeiffer, Gina Lavine and Shannon Meade, Medical Inpatient/Bettendorf

When the man on the other end of Renee's Spectralink call threatened suicide, she jumped into action. Gina took over her patients in the MICU while Renee got the patient to remain on the line and give her his name and number. Shannon called 911 to alert the authorities and gave them his information. Their quick response allowed them to keep this man alive until authorities arrived.



Pfeiffer



Lavine



Meade

Lori Bahen, Case Management/Rock Island



Bahen

Lori had a patient with massive fluid retention. Due to his condition, he was unable lie down in bed but did not have a recliner or the financial resources to purchase one. Lori found him a recliner at a garage sale and delivered it to his home, going out of her way to care for her patients.

Trinity names new Vice President of Quality

Welcome to Jean Doerge, Trinity's new Vice President of Quality. She will oversee quality assurance, performance improvement, case management, safety, infection control, adaptive design and accreditation at Trinity's three Quad-City hospital campuses.



Doerge

Doerge comes to Trinity with more than 30 years of health care experience in hospital, health system and clinical settings. Most recently she was the Vice President of Quality,

Performance Improvement, for Genesys Health System in Grand Blanc, Mich. She was the senior leader responsible for planning, leading, executing and evaluating improvement across the system.

"Jean's demonstrated expertise in performance improvement is a real strength for Trinity," Trinity President and CEO Rick Seidler said. "As we work to meet the demands of health care reform, having someone with extensive leadership skills who has a proven track record of delivering high-quality care in an efficient manner becomes increasingly important."

Doerge earned her Bachelor of Arts degree from Macalester College in St. Paul, Minn., a Bachelor's of Science in Nursing from the University of Colorado in Denver, a Master's of Science in Community Health Nursing from the University of Arizona in Tucson and her Master of Business Administration degree from Iowa State University. She is a member of the National Association for Healthcare Quality and the Health Care Compliance Association as well as being certified as a Six Sigma Brown Belt.