

TRINITY TODAY

A newsletter for associates and volunteers of Trinity Regional Health System



Pictured left to right: Trinity Vice President of Human Resources Jeff Stolze, Trinity College of Nursing & Health Sciences Chancellor Dr. Susan Wajert, FTMC President Pat Van Court and Dean of Academic Programs Tracy Poelvoorde

Where the money goes

With every purchase from Trinity Gifts & Floral, a uniform or jewelry sale or even raffle tickets, associates are supporting Friends of Trinity Medical Center's efforts to raise funds that directly benefit Trinity and community health. Attendance at the Celebrity Style Show or Spring Garden Party is another fun and sociable way that many associates contribute.

Here are a few recent examples of where the money goes when someone supports FTMC:

Friends presented a \$500 check to Bob "Mr. Thanksgiving" Vogelbaugh for his recent community Thanksgiving dinner at their annual meeting in November.

A check for \$22,700 was accepted by Art Gillen and Dennis Duke on behalf of Robert Young Center's Douglas Park Place, which enables women and their children to stay together during the addiction recovery process.

Most recently, Trinity College of Nursing and Health Sciences received a check for \$78,750 toward the purchase of a "SimMan" high-tech teaching tool.

Your support of Trinity Gift & Floral shops and your attendance at FTMC events is truly making a difference!



Pictured left to right: "Mr. Thanksgiving" Bob Vogelbaugh and FTMC President Pat Van Court



Pictured left to right: Riverside Manager Art Gillen, FTMC President Pat Van Court and RYC Director of Outpatient Services Dennis Duke



Hear the latest at Associate Forums

The next round of associate forums is planned for Dec. 12-16. Plan to attend in order to get the latest information from administrators as well as a chance to win door prizes! Each session lasts 30 minutes.

Monday, Dec. 12

- 7:30-8; 8-8:30 a.m., conference room 1, Rock Island
- 11-11:30; 11:30 a.m. to noon, Education Center, Moline
- 4:30-5; 5-5:30 p.m., conference room A&B, Bettendorf

Tuesday, Dec. 13

- 8-8:30 a.m., conference room 3, VNHA

Wednesday, Dec. 14

- 7:30-8; 8-8:30 a.m., conference room A&B, Bettendorf
- 2:30-3; 3-3:30 p.m., board room, Moline
- 4:30-5; 5-5:30 p.m., Jardine Auditorium, Rock Island

Thursday, Dec. 15

- 11:30 a.m. to noon; 12-12:30 p.m., fireplace room, RYC
- 1:30-2; 2-2:30 p.m.; theater room, RYC/CSP

Friday, Dec. 16

- 7:30-8 a.m., Education Center, Moline
- 11-11:30; 11:30 a.m. to noon, conference rooms A&B, Bettendorf
- 2:30-3; 3-3:30 p.m., Jardine Auditorium, Rock Island



ACES in Action spotlight: safety

(submitted by Billy Waite, Security Manager)



Waite

Trinity's Standards of Behavior define "safety" as recognizing and acting to address, prevent or resolve clinical quality or service problems or issues. Additionally, associates must be aware of potential hazards and use personal protective equipment when appropriate. Don't take any chances.

In May 2011, Security demonstrated this standard when they were called upon to provide additional services and manpower when the Robert Young Center inpatient unit suffered a flooding incident due to a sprinkler head being damaged. This resulted in a deluge of water and required a massive clean-up response.

Supplementary staffing was provided to help RYC monitor patients to prevent

them from leaving, as well as aid them with the transfer of these patients to other nursing units. Security also helped facilitate access to the unit for restoration crews.

Security, along with the RYC staff, Environmental Services, Facility Services and physicians, coordinated efforts seamlessly to prevent any other issues or problems from arising during the crisis and refurbishment. This also demonstrated another ACES standard – accountability – and a core value of teamwork!



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.

Adaptive Design Corner

Developing people to better meet patient needs

Adaptive Design is about continually working to solve problems as we strive to provide Ideal Care for our patients. The A3 is the tool we use to write out the problem solving process of Adaptive Design. Actually, it is the size of the paper!

A3 Title: Is this call light working?

Background: The Bettendorf - ICU bed rails have a built-in call light feature that is not activated. However, patients

and family members have difficulty remembering to use the handheld call light only. They routinely try to push the built-in call light on the bed rail even though it isn't activated. This results in decreased patient satisfaction because they believe associates aren't responding to their needs when they call for them.

Root cause: When the beds were purchased, it was decided that the added expense of this bed rail feature was not necessary because the hospital already had a call light system.

The countermeasure: Face plates *without* the red call button feature were purchased and replaced in each of the nine beds. Cost: \$1,000. Savings: priceless. This A3 directly affects patient safety and patient satisfaction.

Adaptive Design opens up opportunities for our patients and staff to speak up about issues. This A3 has been a problem that the ICU staff simply has lived with for more than two years. Thanks to the Adaptive Design process, they now have a solution that leads to happier patients.

Comments? Call: PI/AD Coaches Kim Chant, 779-3153; Lauren Monks, 779-2980; Chris Pauwels, 779-5024 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.

Ideally, as a patient I would have only one call light button to use, but in this case I had two.

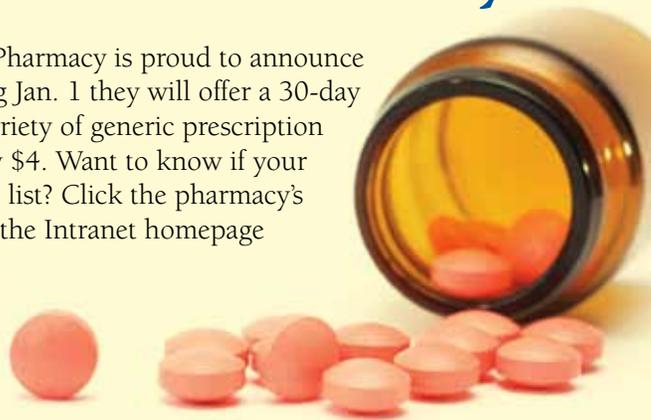


Welcome new medical staff

A warm welcome to **Drs. Michael Berry** (Orthopedic Surgery), **Vishnu Chundi** (Infectious Disease), **Cezary Dudzinski** (Psychiatry), **Ivan Kukhar** (Anesthesiology), **Nataliya Kukhar** (Family Practice), **Myles Luszczyk** (Orthopedic Surgery), **Toyosi Olutade** (Internal Medicine), **Preeti Poley** (Ophthalmology), **Ramarao A. Pradeep** (Internal Medicine/Endocrinology), **Jared Terronez** (Family Practice) and **Audra Smith** (Podiatry), who have all recently joined Trinity's medical staff.

\$4 generics soon available at Trinity

Trinity Retail Pharmacy is proud to announce that beginning Jan. 1 they will offer a 30-day supply of a variety of generic prescription drugs for only \$4. Want to know if your drug is on the list? Click the pharmacy's banner ad on the Intranet homepage to find out.





College Website refreshed

The Trinity College of Nursing and Health Sciences has launched a new Website. Check out the user-friendly site at www.trinitycollegeqc.edu.

The passing of a mental health legend

Former CEO of the Robert Young Center, Dr. Thomas T. Tourlentes, 88, died on Tuesday, Nov. 15. While leading the Center during its early years, Dr. Tourlentes was able to bring the facility to a high level of regard at both the regional and statewide levels as one of the few hospital-based comprehensive community mental health centers in the nation.

Current President of the Robert Young Center, Dr. David L. Deopere, expressed his condolences: "His passing is the loss of a true national legend of the community mental health center movement. He will be sorely missed."



Intranet access now available at home

As part of our efforts to provide improved ways to communicate, we are happy to announce that the Intranet is now available from home for all employees.

Follow these steps to access the Intranet from home:

1. Go to *Your Benefit Source* Website at <http://YourBenefitSource.IHS.org> or under the "For Employees" section of our Website at www.trinityqc.com and click on the Intranet link.
2. Enter your network username and password (what you use to login at work) into the Secure Benefit Source screen.
3. Click on the Intranet link located on the homepage of Your Benefit Source.
4. For security purposes, you will be asked to login again, with your username, password and employee ID number.
5. From the Intranet Home Access Portal page, click "Go to Intranet" link.

Many third-party applications, mostly housed under the Systems tab on the Intranet, have different security rights and will NOT be available from home. If you click on these links, you will most likely be taken to a login screen or receive an error. If you feel you need access to these applications, please request through your manager.

Note: All Trinity Regional Health Systems policies remain in effect when using company resources.