



May 27, 2011 Issue XLIV

Welcome to Trinity Tidbits. This bi-weekly electronic resource is part of a larger effort to improve communication and help control costs at Trinity Regional Health System. We respectfully request that you not print Tidbits, unless absolutely necessary. Thank you for helping us to conserve our limited resources.

Tornado help The devastation of last Sunday's deadly tornado in Joplin, Mo., won't soon be forgotten. St. John's Regional Medical Center took a direct hit, blowing out windows, ripping off the roof, tossing its helicopter around like a toy, and rendering the structure unstable for patient care. Any associate wishing to make a donation toward employee disaster relief efforts can send a check, payable to "Trinity Health Foundation," with "St. John's RMC" in the subject line. A credit card donation can also be made online via the Foundation's online donation form located on the Intranet. Simply follow the instructions and enter "St. John's RMC" in the "Gift Detail" box.

Biggest Loser results We are now over half-way through *The Biggest Loser Contest!* Check out these impressive weight loss numbers from week 5: **Kelly O'Keefe** (Registration) with a 6.6% body weight loss, **Tarah Houk** (Imaging) with 6.2%, **Cindy Jacobsen** (Pharmacy) with 5.8%, **Anthony Foht** (Bio-Med) with 5.7% and **Kelly Liedtke** (Registration) with a 5.3% body weight loss. Keep up the good work!

A culture of safety We're continually working together to improve patient care, and your feedback is vital to our success. All clinical and administrative employees are encouraged to participate in this year's patient safety culture survey available on the Intranet until June 9. This brief, anonymous questionnaire provides the opportunity to share your ideas about how we as a team can improve care at Trinity.

Use Ask Me 3 At Trinity it's important to have clear communication between patients and health care providers. Every time patients talk with a doctor, nurse, or pharmacist, encourage them to use the following three questions to better understand their health: 1. What is my main problem? 2. What do I need to do? 3. Why is it important for me to do this? Respond to their questions using plain language devoid of medical jargon and ask them to explain to you (teach back) what was said to evaluate the effectiveness of the message sent.

Movin' on up Congratulations to **Megan Neal** who has accepted the position of Nurse Manager for the recently expanded Trinity Bettendorf BirthPlace, and to **Codie Dillie**, Nurse Manager for Rock Island's MICU and SICU.

Kudos from the customer comment line: Congratulations to **Linda Larson** and **Tammy Phillips** (Rock Island ER) for being singled out by a patient on their outstanding care. Kudos are also in order for **Dr. Matthew McKay** and **Dr. Paul Bolger**, who received praise from the wife of a patient they treated in the ER. Keep up the great work!

Provider list changes The participating provider directory for Trinity's associate insurance plan has been revised as of January 1, 2010. Please see the complete listing of providers that are participating in your plan on the Intranet under Your Benefit Source. You may call **Cathy Harness** or **Stacy Boldt** at the Trinity PHO office (563) 742-2450, or **Dawn Peterson** in HR at (309) 779-2674 with any questions. If you decide to go to an out-of-network provider there will be a reduction in benefits.

Enter Race for the Cure The Susan G. Komen Race for the Cure will be held June 11, and as a presenting sponsor, Trinity is looking for your help to show our support! Since its inception in 1990, the Quad Cities chapter has raised more than \$4.5 million for cancer research. To register, go to www.komenquadcities.org. The race kicks off at 8 a.m., and the first 10,000 registered participants get an event t-shirt.

Condolences Heartfelt condolences go out to **Walter Bradley** (MD) on the loss of his father, and **Megan Pauwels** (Ultrasound) on the loss of her grandmother.

Standards Spotlight tip: COMPASSION/COMMITMENT Show compassion and commitment to each other in the workplace. Pull together in times of life-changing events, both sad and exciting, by picking up a shift, donating ET or just taking up a collection to offer support. (Submitted by ACES Navigator Shannon Lawson, cardiac cath lab.)

Moving your meds Don't forget that May 31 is the deadline for moving any maintenance prescriptions from the Trinity Retail Pharmacy to the Iowa Health System Pharmacy. Please plan accordingly to ensure health plan coverage for maintenance medications for you and your dependents. Visit www.ihsmeds.com for information about transferring your prescriptions.

Parish Nurse serves Honor Flight Parish Nurse **Nancy Olson** recently flew as a Guardian on the Honor Flight of the Quad-Cities' second trip of the year to Washington, D.C. Guardians help organize the veterans' activities and ensure that they all have a safe, memorable and rewarding experience.

Trinity Appreciation Night at Sam's Club Sam's Club will be holding an after hours, Trinity-only celebration on Sunday, June 12. The event will kick off just after 6 p.m. and will include free cake, nachos and punch, as well as special deals on summer items. Just mention you're from Trinity at the door; membership is not required. Feel free to bring along the family or a guest!

Travel the world Trinity is once again sponsoring the Bettendorf Library's summer reading program, which will help kids ages 3-12 journey to many countries as part of "One World, Many Stories" from Tuesday, May 31, through Saturday, July 30. The program includes options for read-to-me kids, beginning readers, older readers and tweens. Stop in to the Bettendorf Library now to register.

Benevolent Bags and Tactful Ties Trinity's United Way Committee is now accepting donations of gently used or new purses and dress ties for a new fundraiser in June. Drop off your purses and/or ties with the following persons through June 8: **Jolene McKoon** (RI), **Paula Steffens** (Moline), or **Susan Roggendorf** (Bettendorf). All items must be clean and ready for sale when dropped off. Questions? Contact Susan at 742-2001.

Welcome to Chaplain **Courtney Watson**, who joins Trinity's Pastoral Care department as of May 31. She will provide day-to-day ministries at Trinity's Bettendorf and Moline campuses.

Election results Congratulations to **Dr. Daniel Leisenger**, a second-year resident in Trinity's Medical Education program, for his election to the Board of Trustees of the Iowa Osteopathic Medical Association. Medical staff member **Dr. Thomas Snyder** of Bettendorf Internal Medicine was also elected to be the representative for IOMA District 4 in Scott County.

A heartfelt thanks to the nearly 300 participants who represented Team Trinity at the American Heart Association's Start! Heart Walk on Saturday, May 21. Thanks to you, Trinity raised more than \$27,000, an all-time record for any company involved in the Quad Cities Heart Walk ever and \$5,000 more than the previous Trinity record. Congratulations to first-place Team Revenue, led by **Amanda Crowell**, which brought in \$4,820.71!

Claim your prize If you won the Hospital Week flip-flop decorating contest, trivia contest, or a door prize, please remember to pick up your prize from Human Resources on the Rock Island campus. Congratulations!

Books bring big bucks The recent "Books for Bucks" fundraiser raised \$1,337 for the United Way's Operation Read and Imagination Library programs. Thank you to those who donated reading materials, helped organize, or simply enjoyed some retail therapy at the sale.

Win a PTO day Complete your mandatory NetLearning modules for 2011 by May 31 and be entered into a drawing for a PTO day. The regular deadline for successfully completing each of these modules is Oct. 31, 2011.

Need someone to listen? Contact EAP at 779-2273 or (800) 383-7900 for a FREE and confidential consultation.

Want to share a tidbit? Send ideas to tidbits@ihs.org. The next *Tidbits* comes out on Friday, June 10. Content deadline is noon on **Wednesday, June 8**.