



# PACEMAKERS

## July 2013

A publication for St. Vincent Charity Medical Center Caregivers



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### Deadline for News:

To submit news for Pacemakers, please email Lauren Wilk by August 5th.



## Fashionable and Comfortable: Footwear Tips from a Foot and Ankle Specialist By Dr. Michael Canales

As a foot and ankle specialist, it can be a prickly struggle to enforce function over fashion when it comes to high-heeled shoe wearing patients. Rather than attempting to triumph over style, I spend time educating my patients on suitable support, optimal fit, and improved stability of their high heels during my consultations. In addition, I suggest modifications to existing shoe gear to strike a balance between chic and comfort in high-heeled footwear.

I make it clear that bunions, hammertoes, neuromas, capsulitis, ingrown toenails, sesamoiditis, and ankle sprains can result in those patients who remain resolute on wearing ill-fitting high heel shoes. My job is to educate my patients about these truths and guide them toward styles and features appropriate for their particular foot type.

A precise fit is vital to avoiding problems in high heels. A shoe that is too tight can result in blisters, bursitis and crowding of the toes, while a shoe that is too large promotes increased friction from movement of the foot within the shoe causing the forefoot to migrate forward and the heel to slip out of the rear counter. The more surface area in contact with the shoe—the better. High heels with an adjustable strap can help fasten the foot within the shoe to prevent excessive movement and various over-the-counter pads can go a long way to help prevent needless movement within a shoe.

It's also important to note the most accurate size for high heels is the heel-to-ball measurement due to the noteworthy discrepancies in the lengths of the toe-box in many high heels. Consequently, the traditional heel-to-toe measurement is not a dependable size for high heeled shoes. The conventional Brannock measuring device can be used to determine both heel-to-toe and heel-to-ball measurements.

It's astounding how many women have not had their feet measured since their adolescent years. Several women in my practice have not taken into account significant weight gains or losses or changes in foot architecture over the years when they shop for shoes. It is not rare to see a woman wearing a size 8 when in actuality her up-to-date size is 9 ½. As a foot and ankle specialist, I'm pleased when I get my high heel wearing patients to analyze their shoes from an anatomic perspective in an effort to select the right shoe for them.

These easygoing suggestions are intended to create a collaborative connection with my patients rather than an uncompromising or condescending association with my high heel wearing folks. I understand that high heels are here to stay and, contrary to traditional belief, I believe that women's shoes can be both fashionable and comfortable with the proper advice.





## 2013 Caregiver Service Recognition Ceremony

Each year, a special group of individuals are recognized at the annual Caregiver Service Awards. At the event, Caregivers who have reached significant milestone years of service at St. Vincent Charity are celebrated by the executive team and their fellow colleagues.

This year's ceremony took place on Lake Erie aboard the Good Time III cruise liner. Caregivers enjoyed dinner, music, dancing and a recognition ceremony. The St. Vincent Charity executive team acknowledged those Caregivers who have dedicated a noteworthy number of years to the hospital—ranging from five years up to 55 years! Congratulations to this distinguished group of Caregivers for your service and commitment to St. Vincent Charity!





## Caregiver Milestones

### 55 YEARS OF SERVICE

Joan Przybysz

### 50 YEARS OF SERVICE

Carol Jeffrey

### 45 YEARS OF SERVICE

Ann Adams

Ollie Gay

James Hamilton

Maureen Peppard

### 40 YEARS OF SERVICE

Roseann Clough

Joanne Filipiski

Willa Hall

Frances Kelley

Janet Kirkpatrick

Mary Ann Long

Jeanne Mickas

Diane Rausch

John Smith

Betty Teague

### 35 YEARS OF SERVICE

Joanne Billiar

Monica Glad

Connie Isaac

Darryl Jones

Peggy Marcus

Nancy McKinley

Deborah Mendala

Donna Mullen

Leonard Nieder

Kathy Noles

Linda Noss

Maria Villicana

### 30 YEARS OF SERVICE

Kathleen Burke

Dyanice Clark

Esther Jones

Roland Miranda

Ann Morris

### 25 YEARS OF SERVICE

Carla Askew-Walker

Ronald Barbarino

Nancy Barnett

Kathryn Ciszczon

Denise Ellington

Laura Estergall

Bridget Goodridge

Monica Hintz

Renee Klecka Rimpf

David Komarek

Constance Martynuska

Maribel Muniz-Brosky

Karen O' Brien

Andrea Perl

Richard Perry

David Przybysz

Traci Reed

Myra Sipp

Gary Suydam

Chris Yancey

### 20 YEARS OF SERVICE

Arlene Adams

Christine Bable

Linda Crawford-

Patterson

Kari Goldston

Raymond Hendershot

Eileen Hennie

Mark Kiplinger

Katherine Ticchione

Delores Torrence

Jodie Turosky

Joseph Wobser

### 15 YEARS OF SERVICE

Valrie Anderson

Trina Burpo

Christopher Dillon

Maria Galvez

Thomas Hruschak

Valencia Kern

Kristen Lacrosse

June Maynard

Glenda Perry

Kimberly Pettit

Tamara Pryor

Latonya Riley

Lisa Rosbough

Deborah Shaw

Angela Shenal

Edgar Silalahi

Patrice Ward

### 10 YEARS OF SERVICE

Nichole Allen-Banks

Dianne Berns

Lauren Brown

Patricia Brown

Cynthia Burckhartte

James Conley

John Dunn

Deborah Ferreri

Pauletta Hughes

Ethel Hunter

Claudia Johnson

Otis Jones

Beverly Lescar-Stupecki

DeMorris Mann

Margaret McCann

Colleen McKenna

Melvin Palmer

Rachana Patel

Erica Portis

David Smith

Gail Smith

Lisa Stark

Anita Wulu

Tracy Zaucha

### 5 YEARS OF SERVICE

Leslie Andrews

Carol Beebe

Darrell Beverly

Jody Blessing

Jonathan Brown

David Brudapast

Marie Buggs

Shannon Burns

Stephanie Caldwell

Monique Cason

Savita Deswal

Kelly Dewaele

Clenita Dickerson

William Fitch

Laurelle Forkapa

Shemika Fuller

Elizabeth Gennarelli

Bessie Hairston

Sheila Hardrick

Dawn Higgins

Orlando Howard

Valerie Hughey

Richard Humphreys

Amber Jamison

Monica Latosky

Beverly Lozar

Christine McDermott

Kelly McGoldrick

Theodore Monczewski

David Moore

William Neely Jr.

Terrence Olitsky

Lindsay Parker

Charles Pelsnik

Christine Porter

Janet Ruprecht

Sameh Salama

William Soderstrum MD

Carmella Susnjar

Garry Taylor

Patricia Toll

Robert Waugh

Jeffrey Wilson

Evangeline Yoder

Rachel Zielinski



## Call Bells The Patient's Lifeline

As a distinguished medical center, we supply a service to our patients and to the community. However, we need our patients just as much as they need us. In order to continue providing our services, we need to ensure our patients are experiencing the highest level of care and attention during their time here.

So how do we do this? We astonish them! A great way to do this is by being accessible at all times and responding quickly to patient needs.

## The Call Bell Breakdown

Call bells offer a direct, immediate link from the patient to the Caregivers. For many, it is the only way they can let someone know they need help. Call bells are how our patients let us know they need something or have a question that needs addressed. Answering a call bell is not just the nurses' responsibility; every Caregiver can assist in answering these calls. This includes: Physical therapy, Respiratory therapy, Laboratory, Dietary, Environmental Services, Maintenance, Radiology, Case Management, Nursing, everyone! Follow this simple guide for answering a call bell and taking care of our patients' needs to the best of your ability.

### *"How can I help you?"*

Enter the patient's room and ask how you may be of assistance to them. Listen to the patient and offer them a solution or let them know you will alert the proper Caregiver of their needs. Be sure to include a reasonable time frame in your response. If you do not give patient care, find out what the patient needs and let the nurse/unit assistant know that patient needs assistance.

*"I will let your nurse know you need help. It will take me (time frame) for me or your nurse to get back to you. Is that okay?"*

### *Always remember:*

#### *Courtesy, Respect and Follow Up*

Alert the appropriate Caregiver of the patient's needs and be sure to follow up with that patient. They will appreciate your timely assistance in their matter and will be happy to hear that you have immediately addressed their needs. Remember to follow through each time a patient asks for help.

### *Overcoming Barriers*

If you are speaking with another Caregiver, a physician or a family, politely excuse yourself from the conversation and tend to the patient in need. Whoever you may be speaking with will understand that patient safety is your priority and you need to attend to the situation.

*"Excuse me, I need to answer this call bell. I will be back shortly to finish our conversation."*

### *Results*

- Patients will feel comforted knowing every Caregiver is responsible and cares for their needs and safety.
- You are setting the expectation of respect, dignity and a willingness to help.
- You are taking the initiative to set the tone of service excellence for our hospital.
- You are meeting the needs of the patients and keeping them informed by following through.





## Healthy Recipe of the Month Tilapia & Summer Vegetable Packets

Wrapping vegetables and fish in a foil packet for grilling or baking is a foolproof way to get moist, tender results. Tilapia and summer vegetables pair with olives and capers for a Mediterranean flair.

**Makes:** 4 servings

**Nutrition Facts Per Serving:** 181 calories; 7 g fat ( 1 g sat , 4 g mono ); 57 mg cholesterol; 8 g carbohydrates; 0 g added sugars; 24 g protein; 2 g fiber; 435 mg sodium; 591 mg potassium.

- 1 cup quartered cherry, or grape tomatoes
- 1 cup diced summer squash
- 1 cup thinly sliced red onion
- 12 green beans, trimmed and cut into 1-inch pieces
- 1/4 cup pitted and coarsely chopped black olives
- 2 tablespoons lemon juice
- 1 tablespoon chopped fresh oregano
- 1 tablespoon extra-virgin olive oil
- 1 teaspoon capers, rinsed
- 1/2 teaspoon salt, divided
- 1/2 teaspoon freshly ground pepper, divided
- 1 pound tilapia fillets, cut into 4 equal portions



1. Preheat grill to medium.
2. Combine tomatoes, squash, onion, green beans, olives, lemon juice, oregano, oil, capers, 1/4 teaspoon salt and 1/4 teaspoon pepper in a large bowl.
3. To make a packet, lay two 20-inch sheets of foil on top of each other (the double layers will help protect the contents from burning); generously coat the top piece with cooking spray. Place one portion of tilapia in the center of the foil. Sprinkle with some of the remaining 1/4 teaspoon salt and pepper, then top with about 3/4 cup of the vegetable mixture.
4. Bring the short ends of the foil together, leaving enough room in the packet for steam to gather and cook the food. Fold the foil over and pinch to seal. Pinch seams together along the sides. Make sure all the seams are tightly sealed to keep steam from escaping. Repeat with more foil, cooking spray and

the remaining fish, salt, pepper and vegetables.

5. Grill the packets until the fish is cooked through and the vegetables are just tender, about 5 minutes. To serve, carefully open both ends of the packets and allow the steam to escape. Use a spatula to slide the contents onto plates. **Oven Variation:** Preheat oven to 425°F. Place green beans in a microwavable bowl with 1 tablespoon water. Cover and microwave on High until the beans are just beginning to cook, about 30 seconds. Drain and add to the other vegetables (Step 2). Assemble packets (Steps 3-4). Bake the packets directly on an oven rack until the tilapia is cooked through and the vegetables are just tender, about 20 minutes.

*Recipe courtesy of EatingWell.*

## EVS/Laundry Tip of the Month Did you know?

- St. Vincent Charity uses more than 800,000 pounds of linen annually, consisting of over 1.3 million pieces of linen laundered.
- Almost 10% of laundered linen has been unused, which equates to nearly \$38,000 yearly.

In order to avoid costly fees, here are some tips to help us reduce wasted linen and decrease fees:

- Never store clean linen in patient rooms. Upon discharge, all linen must be processed regardless of if it has been used or not.
- Towels and washcloths should never be used for spills or used as rags.
- If a piece of linen is unacceptable for patient use it

should always be placed in the mesh reject bags that are attached to each cart.

- All rejected linen is of no charge to the hospital. Therefore, please use reject bags no matter the condition of the linen. Never throw away soiled, stained or bloody linen.
- St. Vincent Charity is responsible for lost charges for each piece of missing linen.
- Never tape, tear or roll linen to be used as positioning devices. Destroyed linen subjects St. Vincent Charity to additional charges.

*Please assist us in our linen conservation efforts!*



## June Caregiver of the Month Marian Catanese



Congratulations to **Marian Catanese**, RN, Endoscopy, for being chosen as the June 2013 Caregiver of the Month. Marian was chosen based on the following nomination:

*Marian has the ability to talk to patients and understand their feelings and concerns, which is something I truly admire. Through her efforts, our patients feel cared for, comforted and safe. Her good cheer and sense of humor make our endoscopy unit one of the most enjoyable work environments in the hospital. In emergencies her experience, intelligence and emotional equanimity has saved many of our patients over the years. She is always calm, careful, reassuring and professional - putting the patient's needs first, even if it means missing a lunch or sacrificing her own needs. Marian quietly embodies the mission of St. Vincent Charity day in and day out.*

## July Caregiver of the Month LaKeisha Thomas



Congratulations to **LaKeisha Thomas**, Environmental Services, for being chosen as the July 2013 Caregiver of the Month. LaKeisha was chosen based on the following nomination:

*I nominate LaKeisha because of her quiet leadership and compassion. Her acts of kindness are a true testament to the person she is. She seeks no reward or accolades for her actions. She is the epitome of a catholic charity Caregiver. LaKeisha has developed outstanding patient interaction skills and does a great job of reducing their anxiety by offering them solace through prayer, kind words and small gifts. We are blessed to have her as a part of our team!*

## Welcome New Caregivers

Please welcome the following Caregivers to the St. Vincent Charity Medical Center family:

Felicia Bland Registration Interviewer	Natalie King RN	Brad Stumpf Exercise Physiologist
Sarah Block Physical Therapist	Shaina Merritt Support Service Aide I	Brian Valletto EMT Paramedic
Lori Burton Utilization Coordinator	Victor Oga Staff Officer	Donna West Mental Health Technician
Teresa Calhoun Health Advocate	Cassandra Picard Radiologic Technologist	Willie Williams Staff Officer
Linda Cloyd Sterile Processing Technician III	Sheana Pickett Phlebotomy Technician	Cori Zarem Occupational Therapist
Tamara Dorsey Biller/Scheduler	Kevin Sheldon Radiologic Technologist	



## New Doctors on Campus Welcome our newest physicians to SVCMC



### Dr. Ebube Nwaigwe, Gastroenterology

- Completed internal medicine residency at St. Vincent Charity Medical Center
- Completed three-year fellowship in gastroenterology at MetroHealth
- Accepting new patients in Suite 120 of the Medical Arts Office in the Sisters of Charity Health System Building
- Office can be reached by calling 216.431.1500



### Dr. Jeremy Perse, Podiatry

- Specializes in foot and ankle surgery
- Graduated from the Ohio College of Podiatric Medicine
- Completed internship and residency programs at Richmond Heights Hospital–University Hospitals
- Accepting new patients in Suite 201 of the Medical Office Building
- Office can be reached by calling 216.241.8654

## Foundation News

### Coming Soon—The Guardian Angel Program



St. Vincent Charity Development Foundation is preparing to launch a program that will allow patients to make charitable gifts in honor of individual Caregivers—their “Guardian Angels” who made a positive difference in their experience at St. Vincent Charity Medical Center. Based on a model that has been successfully implemented in other hospitals, this program is scheduled to begin by the end of August 2013.

Caregivers honored as Guardian Angels will receive special recognition within the St. Vincent Charity community and will be presented with a

custom designed Guardian Angel lapel pin to wear proudly.

Engaging patients in philanthropy is a critical component of any successful healthcare fundraising program. The Guardian Angel program model was selected based on its natural fit with St. Vincent Charity’s strong culture of compassionate care and the gratitude that so many of our patients express toward our Caregivers.

More information will follow as planning of the Guardian Angel program continues. Questions may be directed to Frank Ballish, Director of Institutional Development, at (216) 875-4624 or Frank.Ballish@stvincentcharity.com.



## Fire Safety–Summer Grilling Safety

By Jonathon Brown, SVCMC Electrician/Fire Marshal

There’s nothing like outdoor grilling during the summer. It’s one of the most popular ways to cook food this time of year. But a grill is also one of the most popular ways to start a fire. A grill placed too close to anything that can burn is a fire hazard. Grills can also reach high temperatures, causing burn injuries as well. The NFPA (National Fire Protection Association) is offering some safety tips that we can all follow this summer in order to grill safely.

### Safety Tips

- Only use propane and charcoal BBQ grills outdoors.
- The grill should be positioned well away from the home, deck railings and out from under eaves and overhanging branches.
- Keep children and pets at least three feet away from the grill area at all times.
- Keep your grill clean by removing grease or fat buildup from the grills and trays below the grill.
- Never leave your grill unattended.
- Always make sure your gas grill lid is open before lighting.

### Charcoal Grills

- There are several ways to get the charcoal ready for use. Charcoal chimney starters are recommended to allow you to start the charcoal using newspaper as a fuel.
- If you use a starter fluid, use only charcoal starter fluid. Never add charcoal fluid or any other flammable liquids to the fire.
- Keep charcoal fluid out of reach of children and away from heat sources.

- There are also electric charcoal starters that do not use fire. Be sure to use an extension cord suitable for outdoor use.
- When you are finished grilling, let the coals completely cool before disposing in a metal container.

### Propane Grills

Check the gas tank hose for leaks before using your propane grill for the first time each year.

- Apply a light soap and water solution to the hose. A propane leak will release bubbles.
- If your grill has a gas leak, by smell or the soapy bubble test, and there is no flame, turn off the gas tank and grill.
- If the leak stops, get the grill serviced by a professional before using again. If the leak does not stop, call the fire department.
- If you smell gas while cooking, immediately get away from the grill and call the fire department. Do not move the grill.
- If the flame goes out, turn the grill and gas off and wait at least 15 minutes before re-lighting it.

## FAST FACT

July is the peak month for grill fires, roughly half of the injuries involving grills are thermal burns.

## Welcome Dental, Internal Medicine and Podiatry Residents

Please welcome our newest group of residents to the St. Vincent Charity Medical Center family:

Anna Affan, MD Internal Medicine	Mohamed Elrifai, MD Internal Medicine	Amer Kadri, MD Internal Medicine	Edward Rugama, DDS Dental
Ayesha Ali, MD Internal Medicine	Frank Elterman, DO Internal Medicine	Kyle Krause, DMD Dental	Vikram Sangani, MD Internal Medicine
Maureen Allanson, DPM Podiatry	Stephanie Gans, DDS Dental	Kusuma Kurmayagari, MD Internal Medicine	Mohamad Khaled Soufi, MD Internal Medicine
Nathanael Baker, DDS Dental	Raktim Ghosh, MD Internal Medicine	Muhammad Malik, MD Internal Medicine	Ram Verma, MD Internal Medicine
Melvin Del La Cruz, MD Internal Medicine	Ashlee Goodman, DMD Dental	Emmanuel Ofungwu, MD Internal Medicine	Erin Younce, DPM Podiatry
Mariam Diab, MD Internal Medicine	Astrit Hajdari, MD Internal Medicine	Ritika Ohri, MD Internal Medicine	
Fazel Dinary, MD Internal Medicine	Abed Hmaid, MD Internal Medicine	Mathew Reiner, DPM Podiatry	





## What does being a Caregiver mean to you? Think you've got a great answer? We want to hear it!



Have you heard **Marijo Atkinson**, Patient Representative, or **MariEllen Desmit**, Diabetes Educator, on ESPN Radio over the past few weeks talking about their roles at St. Vincent Charity Medical Center? Now it's your turn to be a part of the hospital's "We are all Caregivers" advertising campaign. We have the opportunity to record a number of segments highlighting individual Caregivers that will air on ESPN radio throughout the year. Those interested are asked to write up a response to the question "What does being a Caregiver mean to you?" A number of participants will be selected to visit ESPN radio and record their segment. Please email, MOX or interoffice mail your response to Lauren Wilk (Marketing).

## Service Excellence New HCAHPS Survey Questions New HCAHPS Survey Questions By Laura Bomgardner, Director of Service Excellence

The HCAHPS survey, which measures patient perspective on hospital care, has recently added three additional questions to measure patient perspective on hospital care. These mandatory-use questions went into effect with January 1, 2013 discharges and focus on care transitions. Below you can view the questions and see how our patients have responded year to date.

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.

- Strongly disagree
- Disagree
- Agree
- Strongly agree

YTD 42.2% of St. Vincent Charity patients answered **STRONGLY AGREE** and 50.8% answered **AGREE**.

This places us in the 55th percentile.

When I left the hospital, I clearly understood the purpose for taking each of my medications.

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- I was not given any medication when I left the hospital

YTD 61.3% of St. Vincent Charity patients answered **STRONGLY AGREE** and 33.1% answered **AGREE**.

This places us in the 62nd percentile.

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

- Strongly disagree
- Disagree
- Agree
- Strongly agree

YTD 49% of St. Vincent Charity patients answered **STRONGLY AGREE** and 47.2% answered **AGREE**.

This places us in the 48th percentile.



## Compliance Corner HIPAA Reminders

The U.S. Department of Health & Human Services established The Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Office for Civil Rights enforces the HIPAA Privacy Rule, which protects the privacy of individually identifiable health information. Under 45 CFR 164.502(a)(1)(iii) is a sub heading called Incidental Uses and Disclosures (HIPAA Privacy). The HIPAA Privacy Rule is not intended to prohibit providers from talking to each other and to their patients. Provisions of this Rule recognizes that oral communication often must occur freely and quickly in treatment settings. The Privacy Rule also recognizes that overheard communications in these settings may be unavoidable and allows for incidental disclosures.

For example, the following practices are permissible under the Privacy Rule, if reasonable precautions are taken to minimize the chance of incidental disclosures to others who may be nearby:

- Health care staff may orally coordinate services at hospital nursing stations.
- Nurses or other health care professionals may discuss a patient's condition over the phone with the patient, a provider, or a family member.

- A health care professional may discuss lab test results with a patient or other provider in a joint treatment area.
- A physician may discuss a patients' condition or treatment regimen in the patient's semi-private room.
- Health care professionals may discuss a patient's condition during training rounds in an academic or training institution.
- A pharmacist may discuss a prescription with a patient over the pharmacy counter, or with a physician or the patient over the phone.

In these circumstances, reasonable precautions could include using lowered voices or talking apart from others when sharing protected health information. However, in an emergency situation, in a loud emergency room, or where a patient is hearing impaired, such precautions may not be practicable. Covered entities are free to engage in communications as required for quick, effective, and high quality health care.

## Upcoming Events Mark your calendars!

### **SVCMC Caregiver Picnic**

August 3, 2013

Cleveland Metroparks Zoo

Tickets to the annual Caregiver picnic will be on sale throughout the month of July at the cashier's office. Tickets are \$5 for adults and \$3 for children. There is a maximum purchase of four adults and four children at the discounted rate.

### **The Fest**

August 4th, 2013

The Fest, the Diocese of Cleveland's largest family event that draws 30,000 visitors to the Center for Pastoral Leadership in Wickliffe. St. Vincent Charity Medical Center will be providing first aid at this year's event.

### **Blood Drive**

August 13th, 2013

St. Vincent de Paul Room

11 a.m. - 3:30 p.m.

### **NAMI Walk**

September 7, 2013

Voinovich Park

Contact Lauren Wilk if you are interested in getting involved with the National Alliance on Mental Illness Walk