



the *Connection*

An online publication of CUMC

February 3, 2010

Creighton University Medical Center is proud to present *The Connection*. We hope you'll enjoy the new format, layout and detailed stories. *The Connection* will now be delivered in a bi-weekly format so that we can provide better information.

Enjoy!

Spotlight

From the Heart: A Mother's Close Call with Heart Disease

At age thirty-nine Kim Volpone, tried to be everything to everyone. "I tried to have a hot breakfast on the table and a lunch packed for my kids when they were in high school," she said, "I was trying to be the perfect mom."

People First: Versant Nursing, One Year Later

Jenna Cheese, RN, 22, has come a long way in a short time.

"I just graduated from college. Being out in the real world, I'm just trying to figure out how to sign up for insurance. It's stressful, and there is a lot of responsibility."

Leader's Voice: A Spirit of Service and Renewal

A letter from President & CEO Gary L. Honts.

Patient Focus: Quality Patient Care: Cardiovascular Services

In honor of Heart Month we want to recognize our quality achievements, standards and measures for cardiovascular services.

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Spotlight

From the Heart: A Mother's Close Call with Heart Disease



At age thirty-nine Kim Volpone, tried to be everything to everyone. "I tried to have a hot breakfast on the table and a lunch packed for my kids when they were in high school," she said, "I was trying to be the perfect mom."

But nine years ago, the wife and mother of two experienced a startling wake up call. After eating pizza on a Friday evening in January 2001, Kim Volpone thought she was suffering from heartburn. For two days she tried to douse the pain with antacids, but it got increasingly worse.

"I was sick to my stomach. I had cold clammy hands, a lot of pain...I was irritable. I called the doctor's office after I sent my husband and kids off to work and school."

Kim didn't realize she was having a heart attack.

"My dad died at 54. All my brothers have heart disease, but I thought it wasn't supposed to happen to a woman."

She waited three days before seeking medical attention. Creighton Cardiac Center Cardiologist Traci Jurrens, M.D., says this happens all too often with women.

"Despite the fact that cardiovascular disease is the number one cause of death in women, many women think that it couldn't happen to them," Dr. Jurrens said. "Thus, they often ignore their symptoms and delay being evaluated by a physician."

Dr. Jurrens says one reason women neglect their condition is because they frequently have different symptoms compared to men.

"Atypical symptoms that women may present include dyspnea (shortness of breath), fatigue, indigestion, and sweating," she explained "Because women often experience atypical symptoms, they may delay being seen, and the diagnosis of heart disease may be missed."

Eventually diagnosed with a two-inch tear in her left ventricle, Kim also suffered a collapsed lung and lost a lot of blood. She says she felt embarrassed. She told her employer she was sick with the flu to hide the fact she had suffered a heart attack.

Three months later, the weight of the situation hit home: Kim's female cousin, only ten years older, died in her sleep after a heart attack. Kim realized how lucky she was to be alive.

Since her heart attack nine years ago, Kim still remembers the pain and fear of the day she was diagnosed.

She is still a working mother and wife. She continues to work as development director of Mount Michael Benedictine Abbey and School, but now she is a heart disease survivor who has to be more vigilant. She keeps her yearly follow-up appointments at Creighton Cardiac Center, and she doesn't hide her heart disease anymore.

Dr. Jurrens says it's important that women recognize heart disease and take care of their health, "The best advice I can give is to get evaluated, specifically looking at risk factors," she said.

"Know your cholesterol and blood pressure. If you do smoke, seek help in quitting. Diet and exercise are also paramount for prevention of heart disease and diabetes."

"It's very important for women know about heart disease," Kim agreed. "I try to be an advocate by participating with the local Mended Hearts organization and with American Heart Association."

Her concern extends beyond women, however. "I think everyone needs to be aware of heart disease," Kim stated. "Many people believe that heart disease only affects older people. My father was 54 when he died. You take health for granted and don't realize these illnesses can slip up on you."

Kim says she will always struggle with diet and exercise, but she has long given up trying to be the perfect mom.

"In the time of your life when you are raising your children, you feel like you have to be everything to everyone because you are the mom," she admitted. "Women need to be able to accept help. Let others play a part -it doesn't just have to be Mom."

Meet Traci Jurrens, M.D.

Cardiologist and Assistant Professor



Education:

Creighton University School of Medicine and Medical Center,

Residency:

Creighton University School of Medicine and Medical Center,

Fellowship:

Cardiovascular Imaging and Cardiovascular Disease at Mayo Clinic School of Medicine in Rochester, Minn.

Internship:

Creighton University School of Medicine and Medical Center,

Certification:

Internal Medicine and Cardiovascular Diseases

Creighton Cardiac Center

3006 Webster Street

Omaha, Nebraska 68131

To schedule a patient appointment call 280-4566.

People First: Versant Nursing, One Year Later



Versant RN Graduate Jenna Cheese, RN, talks to Stacey Campbell, RN

"That first day was really stressful. I thought I had a tough patient load, but when I got in my car that night, I was like, 'Wow I did it. I did it once - I know I can do it again.'"

Jenna Cheese, RN, 22, has come a long way in a short time.



"I just graduated from college. Being out in the real world, I'm just trying to figure out how to sign up for insurance. It's stressful, and there is a lot of responsibility."

A Creighton University School of Nursing graduate, Jenna says she was excited to be accepted into the Creighton University Medical Center Versant RN Residency program last summer.

"What really excited me was the 18-week orientation. With Versant you get a lot of different opportunities. You get to go to different floors, and I really liked the community my Versant group built together."

It has been a little over a year since Creighton University Medical Center first announced it would offer the Versant program as part of a continued strategy to increase nurse retention and improve the acclimation of its new registered nurse graduates. Creighton University Medical Center was the first hospital in the region to offer the program.

The Versant program offers continued education and opportunities to see different sides of nursing, but Jenna says what she liked most was the camaraderie between her Versant classmates.

"We were all kind of going through it together. It was good to see each other after being on the floor...we would reunite every Monday for class.

Designed by nurses, for nurses, Versant™ was founded in response to the severe national shortage of experienced nurses. More than 4,900 newly graduated registered nursing students from over 70 hospitals nationwide have completed Versant™ RN Residency.

While becoming a working nurse has been both challenging and rewarding for Jenna, she says she realized how proud she was of her profession and hospital when a patient's family member stopped her on the elevator.

"He said 'Are you a nurse? You have really great nurses here,'" Jenna recalled. "'It was good to hear someone say that. There are some awesome nurses here. I can aspire to be like some of them."

Leader's Voice: A Spirit of Service and Renewal **From President and CEO Gary L. Honts**



2010 has started with momentum - a spirit of service and renewal.

Last month, the world watched as an earthquake ravaged Haiti, causing death, horrifying injuries and destruction. Many of you stepped into action, donating money, time and supplies.

Three Creighton teams embarked on an unimaginable journey to the Dominican Republic, reminding all of us what is important in life: our commitment to others, our compassion for the suffering and our passion to serve.

These are the qualities that link Creighton University and Creighton University Medical Center. As caregivers, it is this compassion that calls us to act and to heal.

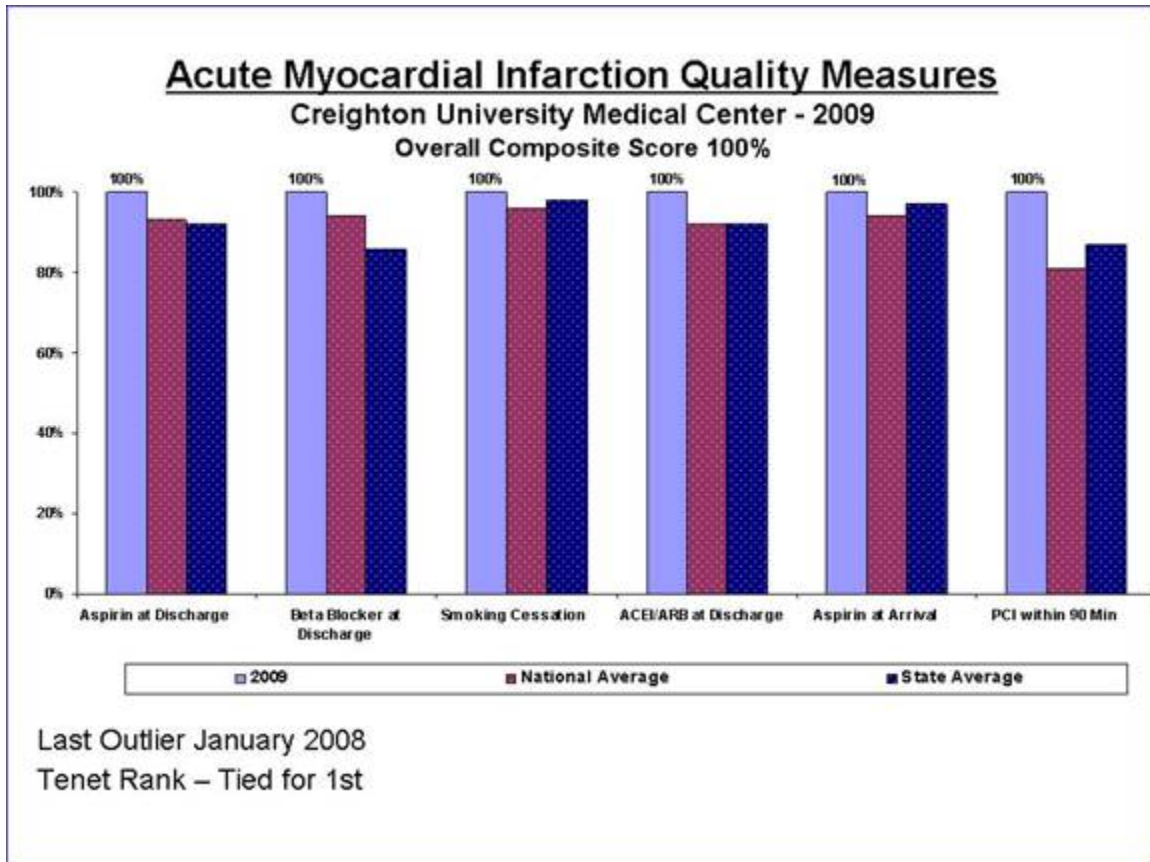
At the end of last year, Creighton University and Creighton University Medical Center signed an affiliation agreement to solidify our partnership and identify shared goals. We are well on our way with several of the projects identified in this agreement, and we look forward to a successful year of collaboration. Each month we will highlight some of these endeavors in a joint publication, *Collaborative Initiatives*.

The employees of both Creighton University Medical Center and Creighton University are an integral part in ensuring the success of our two organizations. I appreciate your efforts and ask for your continued commitment to service, quality and exceptional patient care.

Patient Focus: Quality Patient Care: Cardiovascular Services

Creighton University Medical Center prides itself on providing quality patient care. In honor of American Heart Month, we want to recognize quality achievements, standards and measures for cardiovascular services.

One of the most impressive quality measures at our hospital relates to the care provided to heart attack patients. For nearly two years, Creighton University Medical Center has achieved an overall composite score of 100% for the following guidelines set by the Centers for Medicare and Medicaid for care provided to heart attack patients.



This includes:

- Aspirin at Arrival
- PCI within 90 minutes
- Aspirin at Discharge
- Beta Blocker at Discharge
- Smoking Cessation
- ACB/ARB Discharge

These measures reflect the quality care provided by the medical staff, emergency department, cath lab and CCU/4600 nurses. Quality Specialist Lynee Liermann, RN, says Creighton University Medical Center should be proud of the quality care we provide.

"If you come to our emergency department you know you're going to get good care, fast," she said.

CUMC's protocol driven and systematic approach to patient management in the Emergency Department played a major role in the accreditation as a Chest Pain Center this summer. Last June CUMC was recognized by the Society of the Chest Pain Centers as a Chest Pain Center with Percutaneous Coronary Interventions (PCI).

The systems put in place allow physicians to reduce time to treatment during the critical early stages of a heart attack, when treatments are most effective, and to better monitor patients when it is not clear whether or not they are having a coronary event. Such observation helps ensure that a patient is neither sent home too early nor needlessly admitted.

The three-year accreditation denotes that CUMC meets or exceeds the high quality-of-care standards in acute cardiac medicine set by the Society.

Other Awards and Distinctions

- UnitedHealth Premium[®] Cardiac Specialty Center for Cardiac Care, Cardiac Surgery and Heart Rhythm Disorders
- Blue Distinction Center for Cardiac Care, Blue Cross Blue Shield
- 3-star ranking in cardiac surgery by the Society of Thoracic Surgeons' National Adult Cardiac Surgery Database.
- 2009 Get with Guidelines Award for Coronary Artery Disease and Heart Failure
- ICAEL Echo-lab accreditation

For more information on how we compare to other hospitals visit: www.hospitalcompare.hhs.gov

Creighton Team Returns from Treating Earthquake Victims



Their stories ran the gamut - from death and despair to amazing stories of survival... and even birth. And ultimately, a Creighton surgical team talked about the faith and the indomitable spirit of the Haiti earthquake survivors representing all walks of life, - from dentists to accountants to medical students and others.

The first team of Creighton health care workers to help victims of Haiti's Jan. 12 earthquake returned to Omaha on Jan. 26.

The following day, they shared their stories and experiences with Omaha news media, hoping to inspire others to donate to the earthquake relief effort with money, time, supplies and possibly the adoption of Haitian orphans.

The nine-member surgical team arrived Sunday, Jan. 17, at Good Samaritan Hospital in Jimani, a town on the Dominican Republic border about 30 miles east of Port-Au-Prince. Team members brought with them much needed medical supplies, including anesthesia, pain killers, antibiotics and disinfectant.

Once in Jimani, they were greeted by what the team described as anarchy and chaos. Stacks of coffins. The injured people everywhere, some sharing space with dead. Relentless screaming mixed with the stench of decomposing human flesh. Flies swarming around open bone fractures.

Amputations were being performed without anesthetic and often without the patients' consent.

Dr. Brian Loggie, Creighton surgeon and team leader, called it "hell." Fellow surgeon Tommy Lee said patient care was "inhumane," at least at first.

In the beginning, the Creighton team worked 14-hour days, Loggie estimated, performing as many as 75 amputations daily.

By midweek, things started to turn around. Order began emerging from chaos, and many watching the Creighton group in action gave much of the credit to Loggie and his team of one surgeon, one pediatrician, three nurse anesthetists, one physician's assistant and two nurses.

Then came Friday's setback. An aftershock seemed to destroy the order the Creighton team had worked so hard to create all week. Amputees, the seriously wounded, and others poured into the streets - with or without help - in fear of buildings collapsing.

What happened next amazed the Creighton health care providers. Patients in the street were singing and dancing in thanksgiving for their survival. Those who couldn't stand clapped and swayed their arms in the air. They sang, praising God.

Several in the Creighton group joined in the dancing and singing.

On Sunday, the team left Jimani to return to its home base at the Institute for Latin American Concern (ILAC) in Santiago, Dominican Republic. Another team of 12, including Creighton physician Dr. Theresa Townley and 11 nurses from Creighton, Bergan Mercy Medical Center and Midwest Surgical Hospital, had arrived to replace the first group.

Loggie's team looked exhausted during the Jan. 27 news conference, but they all said they were glad they had gone. There were tears and laughter that could only be understood by those who had made the journey. All of their lives are forever changed by the experience and the Haitian people themselves. The team talked about the faith, gratitude and stoicism exhibited by the earthquake survivors.

"If I could bottle a little of what they have, I'd be a much better person. Life would be easy," said Creighton nurse anesthetist Tim Glidden.

To make financial donations to the University and Institute for Latin American Concern's Haiti earthquake relief efforts, visit [CREIGHTON'S RELIEF EFFORT](#). To date, Creighton, with the help of the Institute and other community partners such as Alegen Health System, Midwest Surgical Hospital and others, have sent 38 health care professionals to Jimani as well as thousands of pounds of medical supplies.

The Connection History: A New Chapter

"When I inherited the job 22 years ago, it was literally a cut and paste publication," said Nan Tiedeman.

Twenty-two years ago, when Nan was working in public relations for AMI Saint Joseph Hospital (CUMC), the hospital's newsletter was printed double-sided on a green sheet of paper and dubbed the *Green Sheet*.

Each publication was carefully laid out. Typed articles, cut carefully with scissors were then pasted onto a sheet of paper.

"I would type the information and then cut and paste it to fit into the columns. Graphics were cut out from special media kits. The deadline was noon on Wednesday so it could go to the print shop to be printed on green paper and distributed via department mail boxes."



Creighton University Medical Center's internal newsletter has gone through many changes through the years. As our hospital has continued to grow and expand, so has our newsletter.

In 2004, the name of the publication was changed from *Green Sheet* to *The Connection*. In 2005, the hospital launched an internal newsletter micro Web site: creightonhospitalconnection.com, allowing employees to access the newsletter online. Five years later, 2010 marks another significant year for the newsletter, a brand new format and look.

We are excited to bring you the new *Connection*. Our internal newsletter allows the hospital's administration, leaders and staff to connect in weekly communication. *The Connection* will now feature more in-depth coverage. Articles will profile physicians, clinicians and staff, as well as changes to the hospital, and specific areas of expertise. To provide more complete coverage, the *Connection* will now be produced in a biweekly format.

The New Connection:

We have kept some of your favorite *Connection* features. There will continue to be a "Spotlight" feature article and "Swap and Shop" will still be a click away! New features include an article about employees, for employees called "People First." Each week the Senior Leadership Team will bring you information about the affiliation agreement, operational improvements and pertinent information in the new section labeled "Leader's Voice."

With our continued commitment to quality patient care, you can read about process improvement plans to enhance patient quality, techniques patient caregivers can initiate in their work as well how we stack up compared to area hospitals in the area labeled "Patient Focus."

As always, we will continue to bring you hospital news, research studies and events. We can't think of a better way to start off the new decade than to bring you latest information to your fingertips. We hope you will use the *Connection* as a vehicle for news and information, education and communication.

Celebrate American Heart Month

Starting in 1963, Congress has requested the president to proclaim February as "American Heart Month," because of the deathly toll heart disease takes on Americans every year. Each year, the American Heart Association works with the administration to draft and sign this annual proclamation.

According to the American Heart Association, nearly 2,400 people die every day in the U.S. from cardiovascular disease, an average of one death every 37 seconds. Cardiovascular diseases, including stroke, are our nation's #1 killer.

Information about heart disease and messages of awareness and support are very important. Creighton University Medical Center has had a long standing relationship with the American Heart Association, sponsoring yearly events like the American Heart Ball and American Heart Walk to assist in raising funds for research and education.

This year CUMC will be a sponsor of the American Heart Ball. Working conjunctively with the Creighton Cardiac Center, we will be profiling heart disease survivors in the event's program.

In May, we will welcome back heart disease survivors to the Survivors Tent at the Heart Walk, where survivors will receive a pin for participation. As we near the Heart Walk there will be hospital events to raise money and awareness about heart disease. We will list events in the calendar section of the Connection.

Creighton University Medical Center Events:

Participate in the American Heart Association Bake Sale Fundraiser

Calling all bakers of cakes, cookies and delicious Valentine's Day treats! The American Heart Association fundraising team will be holding its annual Valentine's Day Bake Sale, Friday, February 12, 2010 starting at 7:30 a.m. They need your help to make it a success.

If you would like to donate any baked goods or gifts to this year's bake sale please contact Lori Bartlett at Lori.bartlett@tenethealth.com or by phone at 449-5368.

Women and Heart Disease Focus of Wear Red Day Talk

Tami Ward, APRN, will speak on women and heart disease on Friday, Feb. 5, as part of National Wear Red Day. The noon talk will be held in the Creighton University Cardiac Center auditorium, 3006 Webster St. It is free to the public.

The Creighton brown-bag lunch event is being held on National Wear Red Day, which occurs during American Heart Month. On Wear Red Day, people are encouraged to dress in red to bring attention to the fact that heart disease and stroke are the number one and three killers of all American women (as well as men).

Here are some events going on in our area:

Friday, Feb. 5 - Wear Red Day

Get your red on!

Be sure to show your support and "Speak Up" against heart disease by wearing red today. Together we can bring a voice to this silent No.1 killer of women to help save lives. By listening to our hearts, talking to our doctors and spreading the word to others, we can build awareness and drive action. It's easy to organize a Wear Red Day at your organization. Click on our [Wear Red Day Online Hub](#) to sign-up. Together, we can make a difference.

Saturday, Feb. 6 - Go Red For Women Casting Call with WOWT Channel 6

11am-1pm at Nebraska Furniture Mart, Center Stage, Appliance and Electronics Building

Are you a survivor who shares her story to prevent others from a similar experience? Perhaps you're known to sneak heart-healthy foods into family meals. Maybe you speak up about heart disease or stroke in memory of a loved one whose words fell silent too soon.

Whatever your story, you can help save lives using the power of your very own voice. By participating in the casting call, you have a chance to be part of the 2010 Go Red For Women Campaign, including a chance to appear in a WOWT Channel 6 commercial or a national NBC special on the many ways women speak up against heart disease, our No. 1 killer.

E-mail Jayme.Sandberg@heart.org to reserve a five-minute timeslot for WOWT Channel 6 and Go Red For Women to record your story. Walk-up auditions will be allowed based on availability.

Saturday, Feb. 6 - 22nd Annual American Heart Association Omaha Heart Ball - Hearts on Fire

For the 22nd year, the Heart Ball emerges as one of the area's most celebrated social events. Join chairs John and Wende Kotouc, Dr. Pierre and Mayad Fayad, and honorary chairs Allan and Dianne Seeman Lozier for a lifesaving night to remember. E-mail Ashley.Christensen@heart.org or call (402) 346-0771 for ticket availability and details.

Feb. 1 - March 14 - Jiffy Lube Maintenance Partners For Life

One of the many companies that's "Speaking Up" to support Go Red For Women this February is **Jiffy Lube**. For the third consecutive year, Jiffy Lube is rolling out its *Maintenance Partners for Life* program to help raise funds and awareness for heart disease prevention. From February 1 through March 14, 2010, Jiffy Lube customers who make a \$3 donation to Go Red will receive the *Maintenance Partners for Life* book and will contribute to Jiffy Lube's goal of raising \$1 million for the cause with this year's program.

Year-round - facebook and twitter

Catch up with us on facebook and twitter for hot-off-the-press local news and event information!

- facebook - [American Heart Association - Omaha](#)
- twitter - www.twitter.com/AHANebraska

This February and throughout the year, we encourage you to choose to "Speak Up" about heart disease. Choose to take control of your own heart health. Choose to "Speak Up" to save lives.

Target 100 Employee Celebration



President and Chief Executive Officer Gary L. Honts thanked this quarter's employees of the month and manager of the quarter for their leadership and commitment to Creighton University Medical Center, at quarterly Target 100 Recognition Breakfast.

Employees of the month honored:

Mardelle Ludwig, Quality Department,
Mary Schwery, Business Office,
Michelle Rude, RN, ICU (not pictured)

Manager of the Quarter:

Steve Dyer, Facilities Management

Cafeteria Menu

Monday

LUNCH	GRILL SPECIAL
Roast Turkey	Grilled Turkey Melt
BBQ Beef Brisket	DISPLAY
Whipped Potatoes & Gravy	Gnocchi with Brown Butter & Sage
California Mixed Vegetables	SOUP
Dressing	Italian Wedding
Green beans	Canadian Cheese
Red Boiled Parsley Potatoes	BREAD
	Dinner Roll
	PIZZA
	Cheeseburger

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Tuesday

LUNCH	GRILL SPECIAL
Baked Ziti	Italian Sausage Sandwich
Mexicano Tilapia	DISPLAY
Whipped Potatoes & Gravy	Shrimp and Veg. Primavera
Broccoli	SOUP
Aztec Corn	Chicken Noodle
Green Rice	New England Clam Chowder
	BREAD
	Bread Stick
	PIZZA
	Primavera

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Wednesday

LUNCH	GRILL SPECIAL
Southern Fried Chicken	Roast Beef with Cheddar & Horseradish
French Dip Sandwich	DISPLAY
Whipped Potatoes & Gravy	Paella Espana
Corn on the Cob	SOUP
Carrots	Pasta & Fagioli
Steak Fries	Mexican Corn
	BREAD
	Corn Bread
	PIZZA
	Sausage and Green Pepper

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Thursday

LUNCH	GRILL SPECIAL
Meat Lasagna	Philly Cheese Steak Sandwich
Teriyaki Chicken	DISPLAY
Whipped Potatoes & Gravy	Taco Salad Bar
Zucchini	SOUP
Vegetable Blend	Beef Vegetable
Rice	Italian Sausage and Bean
	BREAD
	Drop Biscuit
	PIZZA
	Greek

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Friday

LUNCH	GRILL SPECIAL
Rotisserie Chicken	Flank Steak Sandwich
Rosemary Pork Loin	DISPLAY
Whipped Potatoes & Gravy	Grilled Tuna Nicoise Salad
Corn	SOUP
Spinach	Turkey Vegetable

Candied Sweet Potatoes

New England Clam Chowder

BREAD

Bread Stick

PIZZA

Basil Chicken and Roasted Peppers

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Saturday

LUNCH

BBQ Bacon Cheddar Angus Burger

Mushroom Swiss Angus Burger

Grilled Portobello Sandwich

Crispy Buffalo Chicken Wrap

Whipped Potatoes & Gravy

Baby Carrots

Green Beans

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GRILL SPECIAL

Cheesy Fries

SOUP

Cuban Black Bean

Sunday

LUNCH

BBQ Bacon Cheddar Angus Burger

Mushroom Swiss Angus Burger

Grilled Portobello Sandwich

Crispy Buffalo Chicken Wrap

Whipped Potatoes & Gravy

Broccoli

Green Beans

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GRILL SPECIAL

Cheesy Fries

SOUP

Vegetable Beef

BREAD

Swap and Shop

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Blackberry Phone

Verizon Blackberry without service contract. It can easily replace any phone you have for the verizon plan, which is also the plan for Creighton University. Included are: Phone (used 1 year), three cases, car charger, travel charger in original box, in excellent condition and NOT UNDER A service contract. Total package \$90.00 (OBO). Serious inquires please, e-mail iomusiclady@yahoo.com.



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Whirlpool upright freezer

Works great. Asking price \$100.00

Please call: 212-8081

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