

### *Spotlight: Second Physicians Health Clinic Location to Open Nov. 1*

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### *People First: Kathy Zaloudek, Nurse Turned Artist*

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### *Leader's Voice: Creighton Welcomes Timothy Lannon as 24th President*

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### *Patient Focus: Creighton University Medical Center Leads Among Academic Medical Centers in Reducing Readmission Rates and Primary Care Follow-Up*

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### **News & Announcements**

- 2012 Benefits Enrollment
- Radiology Resident Receives 2011 Innovations Award
- Blood Drive
- Pastoral Care Week 2011

- Charles Drew Health Center Now Collecting Candy Donates for Annual Halloween Adventure
- Online Training for Visual Dx

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Dr. Carey Ronspies recently joined the staff and will see patients at the new location. She is a Creighton University School of Medicine graduate, with experience in internal medicine. Dr. Jacqueline Esch, who currently sees patients at the South Omaha Clinic will also see patients part-time at the new location. She is also a graduate of the Creighton University School of Medicine, with experience as a Family Practice Physician.

Physicians Health Clinic is opening new locations throughout Omaha. With Creighton physicians and friendly staff, it's easy to see why better health care is right around the corner. Watch for additional information on the clinic opening coming soon! For more information visit [www.PhysiciansHealthClinic.com](http://www.PhysiciansHealthClinic.com).

### *People First: Kathy Zaloudek, Nurse Turned Artist*

Kathy Zaloudek saw an email soliciting proposals for a mural in the 1M hallway one day that sparked her interest. A little over a month later this nurse turned artist celebrated with fellow co-workers as she explained the thought that went into the project.



“I think what intrigued me the most was the idea of leaving my mark at CUMC,” she said. Zaloudek admits she was a little hesitant about doing the project but says she is glad she decided to do it.

After receiving encouragement from co-workers she began looking around the hospital for ideas of where to start with her proposal. She gathered a list of organizations the hospital is involved with, found their logos and started to sketch blending them into a scenic picture.

“I wanted the mural to be about all the community organizations that we are or were at one time involved in. Obviously, I couldn't get everything on the 22 foot wall,” she said. However, she was able to capture a number of departments and include caricatures of staff including President and CEO Gary Honts and Dr. Davidian.

She wasn't sure how much time the project would take at first but ended up investing over 100 hours in the project. “I would work on it after my work day, came in on the weekends and even took some days off and spent my time off working on the mural. I loved every minute of it. When I

was at work I thought about it often and the desire to work on it was strong. I compared working at my desk each day to a kid at Christmas looking at all the presents under the tree and having to wait to open them.”

Zaloudek who considers herself more of an arts and crafts person than an artist said she has always been interested in creating things. “I have dabbled in all kinds of things such as crochet and tatting, making birthday and a few wedding cakes, woodworking, woodcarving, sewing, making soaps and jewelry. You name it and I have probably tried it at least once.”

She first joined Creighton University Medical Center in 1990 as a staff nurse on 4600. Zaloudek also worked in the float pool for several years before she accepted her current position in informatics.

### *Leader’s Voice: Creighton Welcomes Timothy Lannon as 24th President*

Creighton University welcomed Timothy R. Lannon, S.J. as the 24th President of Creighton University during an inauguration ceremony held Sept. 30. In his speech he stressed the transforming power of the “Spirit of Creighton.” He told those gathered that this spirit inspires life-changing student education, compassionate patient care, collaboration with key stakeholders, and resiliency in challenging times.



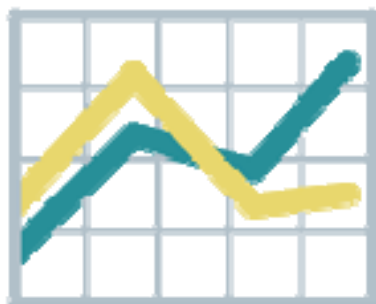
Creighton and Creighton University Medical Center both proudly bear the Creighton name, share the same spirit and are nationally renowned for health care. We have a rich history of patient care, teaching and research that dates back to the mid 1800’s. Today we are a tertiary care facility providing level 1 trauma care and a host of specialized services to patients from Omaha and surrounding areas.

As one of the region’s premier academic medical centers our quality scores continue to surpass state and national averages and we have built a culture of compassionate care. We continue to make investments in technology and hospital advancements to meet the needs of our patients and stay in the forefront of new technology.

Through our doors walk healthcare professionals of today and tomorrow. Patients come to Creighton University Medical Center from across the country and outside of the United States to seek specialized care. Residents come to Creighton to learn from the best of the best in their chosen specialties.

As we welcome Father Lannon we will continue to strengthen our relationship and build upon our strengths and reputation for high quality and compassionate health care. Our history of firsts and innovation position us well to continue to be first in second chances.

### *People First: Creighton University Medical Center Leads Among Academic Medical Centers in Reducing Readmission Rates and Primary Care Follow-Up*



Creighton University Medical Center is a leader among academic medical centers in reducing readmission rates and scheduling primary- care follow-up appointments after being discharged from the hospital, according to a study recently released by the Dartmouth Atlas Project.

The study, which compares 94 U.S. academic medical centers for the years 2004 and 2009, lists Creighton University Medical Center as a leader in the following areas:

- Percent of patients having a visit to a primary care clinician within 14 days of surgical discharge to home.
- Decrease in 30-day readmission rates following medical discharge.
- Decrease in 30-day readmission rates following surgical discharge.

The report indicates about one in six patients nationwide are readmitted within 30 days after discharge for a medical condition. When comparing the year 2004 to 2009, the average readmission rate after discharge for a medical condition increased in 27 hospital-referral regions and decreased in 11. Readmission rates after surgeries decreased in 28 regions between the two years, and increased in 18.

Creighton University Medical Center is a leader among academic medical centers in Nebraska in reducing readmission rates following medical and surgical discharge.

In 2008, Creighton University Medical Center implemented The Care Trek Project in partnership with CIMRO focused on care transition and implementation of Project Re-Engineering Discharge (RED) to provide structure and insight to prevent readmissions.

“We have a very active readmission team that meets regularly to identify opportunities to improve the transition from hospital to the next level of care or home,” said Cathy Jesus, director of clinical quality at Creighton University Medical Center.

She explains another key component of the hospital's success has been post-hospital discharge follow-up phone calls. “For example, our congestive heart failure patients are contacted within three days of discharge to see if they have any questions or concerns about their follow-up care and to re-enforce education provided in the hospital.”

The hospital also began working with UniNet in 2009 on a program to reduce readmissions in partnership with Blue Cross and Blue Shield of Nebraska. The program includes 30-day, post-discharge follow-up and has helped decrease readmissions by 18 percent since implementation.

“By improving communication among providers, educating patients about their illness, insuring timely outpatient follow-up and avoiding medication errors, we are able to significantly reduce unnecessary re-admissions and improve patient satisfaction,” said Melanie Surber, operations director for clinical initiatives at UniNet.

“We work to make sure the appointment is set before they leave the hospital,” Jesus added.

Creighton University Medical Center also leads the nation in having the highest percent of patients following up with a primary care clinician within 14 days of discharge from the hospital, following a surgical admission. The percent of patients following up with a primary care physician within that time period varied nearly fourfold among academic medical centers, from 10.4 percent at Grady Memorial Hospital in Atlanta to 40.7 percent at Creighton University Medical Center. According to the study, more than half of Medicare patients discharged home do not see primary care clinicians within two weeks leaving the hospital.

“Addressing readmission rates makes care safer. We no longer look at just an episode of care, but strive to keep patients well after they leave. We put in the systems to improve quality and safety, and then teach it to our medical students and resident physicians,” said Todd Carlon, chief executive officer of Creighton Medical Associates, the academic, multispecialty faculty group supporting the clinical and academic missions of Creighton University School of Medicine.

“These findings speak to the high quality of care we provide at Creighton University Medical Center,” said Gary Honts, president and CEO of Creighton University Medical Center. “As one of

the region's premier academic medical centers our quality scores continue to surpass state and national averages and we have built a culture of compassionate care."

## 2012 Benefits Enrollment

2012 annual benefits enrollment is October 31 through November 18. See below for some of the changes you can expect this year:

- In 2012 two medical plans will be offered – the Health & Savings Plan (HSP) and the PPO. The EPO plan has been eliminated.
- This year will be an active enrollment; elections from last year will not roll over. Unless you actively elect a plan, you will be defaulted to the HSP.
- HSA Changes: The annual contribution limit has increased to \$3,100 for employee only and \$6,250 for employee + spouse/child/family. Company contributions have changed to \$300 for employee only and \$600 for employee + spouse/child/family. The administrative fees have been reduced to \$8 per quarter.
- The vision plan benefits have improved, including better reimbursement options and lower premiums.

More information will be available during the Benefit Meetings and Fair:

### **Benefit Meetings**

Thursday October 20 from 7:30 a.m. – 8:30 a.m. and 1 p.m. – 2 p.m.

Friday October 21 from 10 a.m. – 11 a.m.

These meetings will be held in the Morrison Seminar Room

### **Benefit Fair**

Monday October 24 7:30 a.m. – 2 p.m. in the Becic Dining Room

## Radiology Resident Receives 2011 Innovations Award

Kyle Pfeifer MD, a third year radiology resident at Creighton University Medical Center recently won the 2011 Innovations Award on a research project he was involved with.



Dr. Pfeifer and his team attempted to find a new, inexpensive Interventional Radiology technique for treatment of Hepatocellular carcinomas that are not amenable to transplant or surgical resection. They were interested in finding a less expensive way to potentially treat these cancers. Cryoablation and radiofrequency ablation options already exist, but are quite expensive currently. They researched the use of specific inexpensive exothermic electrophiles (acetyl chloride and acetic anhydride) to determine the degree of energy and tissue ablative potential that could be produced with small amounts of these inexpensive materials. They also determined that the

hydrolysis of electrophiles can release substantial and potentially useful amounts of heat for an ablation. Even without the thermal component, the generation of two equivalents of acid in the tissues is itself capable of causing an ablation. Releasing heat energy and sensitizing tissues by pH excursions at the same time results in a potent combination effects for tissue coagulation.

He graduated from the University of Minnesota Medical School in 2008 and completed a one year transitional program at Hennepin County Medical Center located in Minneapolis. Dr. Pfeifer is planning on doing a fellowship in Interventional Radiology.

## Blood Drive

You have the opportunity to save up to three lives, all you need to do is donate blood. The next Creighton University Medical Center blood drive is Friday, October 28 from 7 a.m.-12 p.m. in the Becic Dining Room. The goal is 49 units of blood. Please consider donating and asking others to do the same.

The Red Cross has an electronic scheduling system which will be used for this drive. **To view available times and to schedule your donation appointment, please [click here](#) and enter the sponsor code 5.**

Thank you for donating blood, the gift of life!

The most common reason people give for not donating, is that they haven't been asked. Please ask someone today to donate blood at the upcoming drive! Thanks for considering to donate blood and asking others to do the same.

## Pastoral Care Week 2011

This year's Pastoral Care Week theme, "Shared Voices" emphasizes the primary skill pastoral care givers employ in their daily work: deep listening. This may sound fairly simple, but this is the method we practice to discover unity in our diversity. Pastoral care givers are trained and experienced in deep listening.

### Pastoral Care Week 2011



Join us as we come together to raise our voices to:  
Empower...Express...Educate!  
[www.pastoralcareweek.org](http://www.pastoralcareweek.org)

This practice is the key to treating everyone who walks through the door of our hospital with respect for their personal dignity. Patients, family, friends, and staff are those we serve. The gospels call us to a life of love and service for all of God's children. They may be Christian, Muslim, Jewish, Buddhist, Hindi, Taoist, or have no religious preference at all. An individual's spirituality may come from nature or just the overwhelming vastness of our universe. As diverse as we are, we share humanity.

We plumb the depth of our humanity through the learned and practiced art of deep listening. Love and service to a pastoral care giver requires self sacrifice. We must know ourselves and be willing to suspend our inner voices to engage in this deep healing listening process.

I offer a Christian prayer here that sums up the process. While it is a Christian prayer it can be adapted to any concept of higher power—whatever that power may be:

### **Pastoral Care Week Prayer Cry for Mercy by Henri Nouwen**

O Lord Jesus, your words to your Father were born out of your silence. Lead me into this silence, so that my words may be spoken in your name and thus be fruitful. It is so hard to be silent,  
silent with my mouth, but even more, silent with my heart.

There is so much talking going on within me. It seems that I am always involved in inner debates with myself, my friends, my enemies, my supporters, my opponents, my colleagues, and my rivals. But this inner debate reveals how far my heart is from you.

If I were simply to rest at your feet and realize that I belong to you and you alone, I would easily stop arguing with all the real and imagined people around me. These arguments show my insecurity, my fear, my apprehensions, and my need for being recognized and receiving attention.

You, O Lord, will give me all the attention I need if I would simply stop talking and start listening to you. I know that in the silence of my heart you will speak to me and show me your love. Give me, O Lord, that silence. Let me be patient and grow slowly into this silence in which I can be with you.

## Charles Drew Health Center Now Collecting Candy Donates for Annual Halloween Adventure

It's that time again! Hundreds of little Charles Drew Health Center (CDHC)



ghosts and goblins are already preparing their costumes for participation in the Charles Drew Health Center, Inc. 2011 Annual Halloween Adventure.

Each year, on October 31<sup>st</sup> from 4 p.m. – 7 p.m. the Health Center has partnered with local businesses and organizations like Creighton University Medical Center to sponsor a safe Halloween experience for the hundreds

of CDHC pediatric patients they serve each year. Last year, over 2,000 children and their parents participated in this event.

They are once again looking for candy donations to help provide a safe Halloween experience to children. If you are willing to make a donation contact Conni Munson at 402.449.4331 and she will pick up your donation. You can also drop off your donations at CDHC on October 27.

## Online Training for Visual Dx

Join us for **VisualDx Snapshots** via live webinar and learn how you can get immediate assistance with your dermatologic, infectious, and drug-induced disease cases. Whether faced with a variation of a common condition or a rare disease you may never have seen before, VisualDx gives you answers in just seconds. This month we will be specifically highlighting **Variation in Disease Presentation**.

Please join us on **Wednesday,**

**October 19** at the following two times: **7:30 am** (Join:

[http://bit.ly/Snapshots\\_October\\_19\\_830am\\_EDT](http://bit.ly/Snapshots_October_19_830am_EDT) ) and again at **10:30 am** (Join:

[http://bit.ly/Snapshots\\_October\\_19\\_1130am\\_EDT](http://bit.ly/Snapshots_October_19_1130am_EDT) ) Copy/Paste link into your browser and follow on-screen instructions. Meeting Password: snapshot

## *Swap and Shop*

### **Townhome for Sale: Southwest Omaha**

3 bedrooms - 2 bath  
1,500 sq ft  
Wood floors in living, dining and kitchen  
16X18 deck  
built in 2006  
4557 South 190th Street  
\$127,900  
Call Dorothy 402.493.5564

Do you have an item for sale that you would like to post in the *Connection*? E-mail submissions to [kelsey.archer@tenethealth.com](mailto:kelsey.archer@tenethealth.com). Please include information about the item you are selling, price and contact information.

[\[Return to Top\]](#)