



Spotlight: Creighton Cardiac Center Celebrates 50th Anniversary

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Leader's Voice: BCBSNE Collaborating with Area Hospitals to Improve Surgical Outcomes

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People First: Creighton University Medical Center Implements Everbridge Emergency Notification System

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Patient Focus: Creighton University Medical Center Offers New ER Service Powered by InQuickER

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News & Announcements

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The Cardiac Center at Creighton University Medical Center will celebrate a significant milestone in July- its 50th anniversary. Over the years the Creighton Cardiac Center has celebrated a



number of “firsts” and trained a majority of the cardiologists in the region. Over one hundred and forty fellows have graduated from the Cardiology Fellowship and five in the Interventional Fellowship.

Over the years the Creighton Cardiac Center has celebrated a number of significant milestones. Check out the video section for a glimpse of the Creighton Cardiac Center throughout the years. Did you know the Creighton Cardiac Center was one of the first

facilities in Omaha to:

- Offer radial heart catheterizations and interventions (balloon angioplasty and stents)
- Implant a single device that contained both a pacemaker and defibrillator
- Insert stents in coronary arteries
- Utilize a computer-assisted arrhythmia monitoring system
- Introduce new drug-based methods of diagnosis and treatment

To celebrate this milestone an advertising campaign will run throughout July and August in the Omaha market. Nine billboards will be on display throughout the Omaha area and a radio spot will run during drive time on Clear Channel stations. The July issue of Health Matters will also feature the Creighton Cardiac Center’s 50th Anniversary as the cover story.

Leader’s Voice: BCBSNE Collaborating with Area Hospitals to Improve Surgical Outcomes



Blue Cross and Blue Shield of Nebraska (BCBSNE) recently contributed \$35,000 each to Creighton University Medical Center (CUMC) and Methodist Hospital in support of a program designed to improve surgical outcomes.

Committed to providing health and wellness solutions for all Nebraskans, BCBSNE has agreed to pay the \$35,000 licensing fee for each hospital’s participation in the American College of Surgeons National Surgery Quality Improvement Program (ACS NSQIP). ACS NSQIP is an outcomes-based program to measure and

improve the quality of surgical care.

“We enthusiastically support the mission of our local hospitals to continuously strive to improve patient care,” said William Minier, M.D., BCBSNE’s medical director. “NSQIP is a proven, effective tool headed by the American College of Surgeons to improve patient safety in hospitals, from identifying preoperative risk factors to reducing surgical complications and mortality rates.”

Through ACS NSQIP, hospitals collect data and compile reports on risk factors and outcomes. Representatives of BSBCNE and the hospitals will meet regularly to review these reports and continually monitor their quality improvement efforts. Additionally, the reports allow them to

compare their surgical outcomes with peer hospitals and against national averages.

Dr. Minier credits the following physicians for their work on NSQIP: Eugene Waltke, M.D., Methodist Hospital and R. Armour Forse, M.D., CUMC.

"They have been instrumental in the implementation of ACS NSQIP and in leading the cause for improved care," Dr. Minier said.

In addition to the quality of care, the program promotes cost savings. Improved care can result in a reduction of postoperative readmissions and shortened hospital stays.

BCBSNE's partnership with the hospitals entails paying this year's licensing fees and two-thirds and one-third of the fee in the next two years. In the future, BCBSNE will explore developing an approach to paying incentives for quality surgical outcomes as part of the program.

People First: Creighton University Medical Center Implements Everbridge Emergency Notification System

Creighton University Medical Center recently activated, Everbridge, an emergency notification system used to communicate with employees during emergency situations. The notification system allows users to select their preferences for emergency notification including text, e-mail and voicemail messages on home, work and cell numbers.



In order to receive notifications your contact information must be up to date in eTenet. To update your contact information go to <http://www.etenet.com> and follow these step by step instructions.

1. Log-on with your eTenet username and password
2. From the top tabs, select the tab *employee's name*

page (Ex: Dan's Page)

3. Under *My Information* select *Update My Contact Information*
4. You will be prompted to enter your password again
5. Enter in the correct information in the appropriate fields
6. Click *Save Changes* at the bottom of the page

Once these steps are complete please wait 48 hours then check your information in the Outlook Global Address Book. If your data did not update you should download a new address book by completing the following steps:

1. Tools, Send/Receive, Download Address Book
2. Uncheck "Download changes since last send/receive" and click on OK.

If the changes still do not appear:

1. check Webmail address book or uncheck cached mode in Outlook and restart
2. If okay delete all *.oab files on the pc
3. If not okay send an e-mail to PSC-Messaging@tenethealth.com (PSC-Messaging in the Global Address Book) advise that you need your Global Address Book information updated. Be sure to include the field and the correct information that should be in the field. (For example: I need to update my Business Phone to xxx-xxx-xxxx and I need to update my Office to xxxxxxxxxx.)
4. Once completed it will take 24 hours to replicate
5. If sending an e-mail does not resolve the issue, call x4825 option 4 (Tenet Service Desk)
 - a. Select *E-Mail (Option 4)*
 - b. Inform the analyst that your information is not synchronizing between eTenet and the Outlook Global Address Book / Directory. They will manually synchronize these accounts. This operation will typically take 24 hours.

Patient Focus: Creighton University Medical Center Offers New ER Service Powered by InQuickER



Creighton University Medical Center will be introducing InQuickER, an emergency room service that facilitates patient satisfaction by allowing consumers to hold a place at the ER online, while waiting in the comfort of their own homes.

Beginning July 18, patients can hold their place online at Creighton University Medical Center by paying \$9.99, completing an online form, and arriving at the projected treatment time. They will be seen by a health professional in the emergency room within 15 minutes, or InQuickER will refund their online fee in full. The new service is only intended for individuals who have non-life threatening medical conditions. **Employees will also be able to utilize the service, without paying the fee by using Promo Code CREIGHTON when making their reservation online.**

"We know people want more convenience and communication in the ER experience," explains Gary Honts, President and CEO of Creighton University Medical Center. "While estimates and averages about emergency room wait times may vary, many emergency room patients throughout the community end up waiting several hours in waiting rooms with no indication of when they'll be seen. With this service, users enjoy the convenience of choosing where they wait and a projected time to see a healthcare professional in the emergency room."

InQuickER does not affect the wait times of other emergency room patients, nor does it allow certain individuals to "cut" in front of others. Additionally, if the projected treatment time changes due to an influx of patients requiring priority treatment, the user will be notified and given an alternate time, or a refund.

Increased demand and decreased capacity are creating traffic jams in ER waiting rooms across the country, according to the American College of Emergency Physicians, creating traffic jams in waiting rooms across the country and adding stress and anguish to an experience that invokes anxiety. To address the growing need to deliver more efficient service, hospitals are utilizing InQuickER to streamline the throughput processes while focusing now, more than ever, on patient satisfaction.

Fire Extinguisher Training

Fire extinguisher training will be held on the following dates in July:

- Tuesday, July 19th – Dining room ABC
- Thursday, July 21st – Atrium
- Friday, July 22nd – Atrium
- Tuesday, July 26th – Dining room ABC
- Thursday, July 28th – Dining room ABC

All dates will offer classes at the following times: 0715, 0915, 1215 and 1415. To sign up long on to .edu and select the date and time you would like to attend. Please note the classroom location is different depending on which training session you select.

Your Right to Know

As patient safety and quality care are our top priorities here at Creighton University Medical Center, we want to know when you have concerns. Those concerns may be shared with your Supervisor, Manager, Director, Patient Safety Officer or any member of the Senior Leadership Team. Your Patient Safety Officer is Laura Peet-Erkes and she can be reached at 449.4833. As a staff member, you also have a right to report any patient safety and quality care concerns to The Joint Commission at 800-994-6610 or complaint@jointcommission.org. Creighton University Medical Center is accredited by The Joint Commission. Our Tenet values and Joint Commission standards prohibit any retaliatory action against you. Remember your concerns are our concerns and we want to know.

For questions, please call or email Cathy Jesus at cathy.jesus@tenethealth.com or 449.5374.

Corporate Cup

Ready to run for a good cause? Join the Creighton University and CUMC team and sign up for this year's Corporate Cup race on September 18!

1. Go to <http://omahacorporatecup.org/>
2. Click "Create or Join a Team," on next page click red box, "Join an Existing Team"
3. Next to "Team Company," select **Creighton University and CUMC** from the drop down menu and click blue button, "Search for a Team"
4. Scroll to the bottom of next page. You'll see 'Creighton University and CUMC.' Click on the blue link that says "Join."
5. On Participant Options page, select "Participant Fee" for \$15. Fill in all information with an asterisk*
6. Be sure to indicate your t-shirt size

*Participants can walk or run the 2 mile or 10K course, and kids can participate in the 100 yard dash

Contact catieomalley@creighton.edu with questions.

Critical Blood Shortage: Your Help is Needed Now!

The American Red Cross has responded to more than 40 major disasters in over 30 states during the past three months – delivering help and hope to people affected by floods, tornadoes and wildfires. But there's another, more personal, kind of disaster which can happen to any of us at any time if we need blood and it's not available.

Due to a critical shortage of donated blood across the nation, the American Red Cross is asking for your help in preventing the types of disasters caused by a shortage of blood.

Watch this inspirational video message from Jim Cantore, meteorologist and Red Cross volunteer, for additional information: <http://www.youtube.com/watch?v=MqzuEbv1Z8U>.

Upcoming blood drive:

Creighton University Medical Center

Thursday July 21 , 7:00-12:00

(Sponsor Code: _5 or contact Karen Kealy at 449-4334, to schedule your appointment)

To view available times and to schedule your donation appointment, please [click here](#) or visit www.redcrossblood.org and enter the sponsor code listed above.

Healthy at Tenet

The winners from the 2011 mid year drawing (100 points and completion of the Health assessment) for health at tenet are:

Nook Color- Sharon Van Butsel, social work

Wii Fit Bundle- Anne Conlon, labor and delivery

Ipod Nano- Amanda Mimick, speech therapy

Stairwell challenge:

Fuel gift card- Monica Jensen NICU

Congratulations to our winners!

The Wellness committee wants to remind everyone that the incentives have changed for the employees and spouses. You can increase your benefits by continuing your participation in the challenges issued or participation in events. Stay tuned for more incentives from your local wellness committee if you have ideas for future challenges please email them to mary.schwery@tenethealth.com

If you are having difficulties accessing the healthy at tenet site, email Mary for your user name and password and any issues you may have.

Creighton Medical Associates Welcomes New Physicians

Two physicians – a gastroenterologist and a neurologist – have joined Creighton Medical Associates.



Robert Kizer, M.D., a gastroenterologist, will also serve as an assistant professor of medicine for the School of Medicine.

He is certified by the American Board of Internal Medicine and the American Board of Pediatrics. His research and clinical interests include digestive disorders, including inflammatory bowel disease.

Dr. Kizer earned his medical degree from University of Nebraska Medical Center in 2001. He completed residencies/fellowships in gastroenterology/hepatology at UNMC and internal medicine/pediatrics at Creighton University Medical Center.

Prior to joining Creighton, he served on the medical staff of Alegent Health Express Care Clinics and later as a hospitalist for Methodist Hospital's Inpatient Medicine Program. He has volunteered for Creighton University's Institute for Latin American Concern, supervising a medical clinic in the Dominican Republic in the summer of 2003.



Blanca Marky, M.D., a neurologist, will also serve as an assistant professor of neurology at Creighton University School of Medicine.

Dr. Marky had been director of the stroke program at Alegent Health Mercy Hospital in Council Bluffs since 2008. Prior to that, she was attending physician for neurophysiology and general neurology at Center for Neurosciences, Orthopedics and Spine in Dakota Dunes, S.D.

She earned her medical degree from Universidad Nacional Autonoma de Mexico in Mexico City in 1982. She completed a residency in neurology at University of Nebraska Medical Center, where she was chief resident; a clinical neurophysiology fellowship at University of Kansas Medical Center in Kansas City, Kan.; and a fellowship in abnormal

movement disorders at University of Columbia in New York City.

Dr. Marky is a member of the American Board of Neurology and Psychiatry. She is fluent in English, Spanish and French.

To schedule a patient appointment, call 402.280.4686.

Swap and Shop

PIANO LESSONS

Traditional piano methods, non-traditional teacher. Located in Dundee, she guarantees a fun-filled, yet disciplined approach. Your satisfaction is guaranteed or the fee for the first lesson is refunded. Hundreds of students through the years would agree that for a piano experience you won't forget, call Pat Condon at 558-0295.

IPOD NANO

iPod nano 8GB Black, model MC031LL/A. Never been opened, asking \$100 or best offer. Please call Sandy at 402-763-4648.

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