

### *Spotlight: Orthopedic Neurology Unit to Open End of September*

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### *People First: Employees Pulled Together to Raise Money for Those Affected by Flooding*

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### *Leader's Voice: Patient Disclosure and Visitors*

A message from the compliance officer about patient disclosure when visitors are present.

### *Patient Focus: Taking Customer Service to the Next Level*

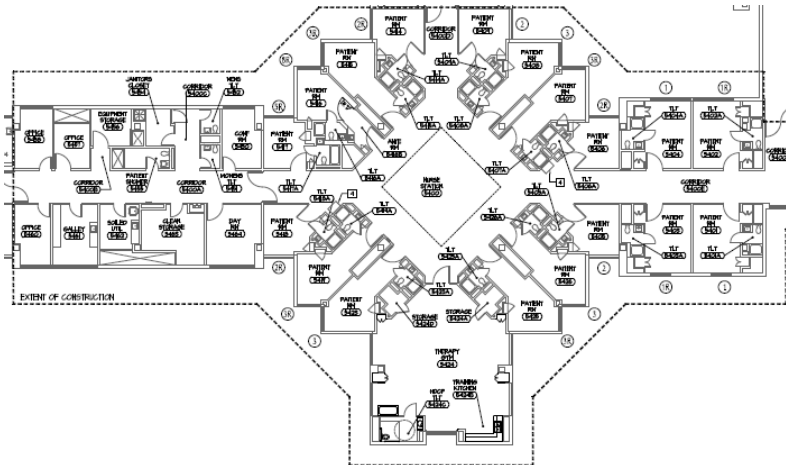
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## **News & Announcements**

- Healthy at Tenet
- Blood Drive
- Race for the Cure
- Nipper to Chair National FDA Advisory Board
- Zetterman Named to Accreditation Council
- Creighton Health Sciences Continuing Education First in U.S. to Get Joint Accreditation

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Creighton University Medical Center will open an 18 bed, orthopedic neurology unit this month. Located on the fifth floor of the hospital the new unit will be dedicated to caring for orthopedic and neurology patients.



Specialists at Creighton University Medical Center treat some of the most complex orthopedic injuries from sports to trauma cases. A nurse navigator is on staff to guide patients through joint and hip replacements in “joint camp” and follow up with them after they are discharged from the hospital. Specially trained orthopedic nurses will care for patients in the new unit. Several rooms are equipped with the EZ Lift system to aid in

patient transportation and the new unit is equipped with an on-site gym to help prepare patients to return to their normal routine, from cooking to everyday activities.

The new unit is also set up to treat a variety of neurological disorders from stroke to epilepsy. Several rooms are equipped with a long-term video EEG monitoring system. A comprehensive marketing campaign will launch in November to promote orthopedic services at CUMC. It will include radio, newspaper, movie theater, Facebook ads and a variety of other targeted marketing strategies.

Join us Sept. 22 at 3 p.m. for a ribbon cutting and open house. If you are unable to attend watch the next issue of *The Connection* for photos from the new unit!

## People First: Employees Pulled Together to Raise Money for Those Affected by Flooding

Creighton University Medical Center employees held a bake sale in August to raise money for those affected by flooding. Employees pulled together to raise over \$600 through the bake sale and donations.



Lori Bartlett, who organized the bake sale said a lot of employees contributed to the fundraiser by baking sweet treats or donating money to the cause. Employees who typically do not bake even contributed. “There was a lot of effort and thought for fellow employees,” she said.

Funds were added to the Tenet Care Fund and used to help Creighton University Medical Center employees that were affected by flooding.

For more information about the Tenet Care Fund visit <http://www.tenetcarefund.org/>.

## *Leader's Voice: Patient Disclosure and Visitors*



Picture yourself entering a patient's room in the hospital. The patient is in the hospital bed and a visitor that you have not seen before is in the room having a conversation with the patient. You wonder whether the visitor is a family member, a neighbor, or perhaps a co-worker of the patient. Your purpose for entering the patient's room is to share the results of recent lab work with the patient. You introduce yourself as the patient's nurse and let the patient know that their lab results are back. You hesitate for one moment wondering if this is an appropriate time to share the lab results with the visitor present. What should you do??

Under our hospital policy, disclosure is permitted under any of the following situations:

- when the patient is capable and agrees to allow the information to be shared with the visitor that is present in the hospital room
- when the patient does not express an objection to the disclosure when given the opportunity to do so or
- when the staff reasonably infer from the circumstances and based on the exercise of professional judgment that the patient does not object to the disclosure

In the scenario above when the nurse is unfamiliar with the visitor that is present in the room, the nurse should formally ask the patient whether the patient objects to the visitor's presence during the discussion. The use of reasonable inference based on the circumstances should be relied on as infrequently as practicable. An example where reasonable inference may be utilized is if the patient's family member is in the same room as the patient during a procedure, the nurse could infer that a disclosure to the family member would be appropriate.

If you have specific questions related to the hospital policy that is linked below or would like to discuss additional situations and scenarios please feel free to contact the Hospital Compliance Officer. At CUMC we promote the open identification, discussion, reporting and resolution of ethics and compliance issues without fear of retaliation. Concerns may be reported at any time through your chain of command, the Hospital Compliance Officer or the Ethics Action Line at 1-800-8ETHICS.

To read the state specific Patient Privacy Policy and Procedure click on the link below:

<https://sharepoint.etenet.com/sites/Compliance/ComplianceCentralForms/Shared%20Documents/Privacy%20and%20Security%20Policies%20and%20Procedures/Privacy%20Policies/Nebraska/pdf%20Finals/1.2.3%20-%20Uses%20and%20Disclosures%20Procedure.pdf>

## *Patient Focus: Taking Customer Service to the Next Level*

Creighton University Medical Center is introducing a new program, AIDET, to take customer service to the next level. On September 9 AIDET Champions for each department attended training for the new customer service program. The AIDET champions will serve as role models in their work area on how to greet patients, families and customers in the Quint Studder philosophy. We will be working to customize and hardwire the AIDET communication tool as a way to provide outstanding customer service in our organization. AIDET involves every employee in our interactions with patients, families, and our customers both internal and external.

What does AIDET stand for?

A = Acknowledge

I = Introduce  
D = Define Duration  
E = Explain  
T =Thank You

We look forward to taking customer service to the next level to create a culture of communication. Watch for AIDET posters around the Creighton University Medical Center campus that further define AIDET.

## Healthy at Tenet

This year the Healthy at Tenet program will reward individuals that go above and beyond and continue their healthy lifestyles and participation throughout the year. The program for the 2012 benefit year runs thru October 31. All points must be claimed by that date, no exceptions. Get your points for the incentive done early to ensure the maximum incentive for the next year.

To date over 41 percent of employees are participating in the program. Here is how you can participate to reach your incentive level:

- |                   |   |
|-------------------|---|
| 1. 15 points      | Annual physical exam  |
| 2. 20 points      | Non-smoking   |
| 3. 10 points      | Health Assessment (Must be completed to earn incentive award) |
| 4. 15 points      | Biometric screening (glucose, triglycerides, cholesterol)     |
| 5. 05 points each | Local wellness event (Max 25 points)                          |
|                   | a. Heart Walk   |
|                   | b. Race for the Cure, etc...                                  |
|                   | c. Habitat for Humanity                                       |
|                   | d. Refereeing sports activities                               |
|                   | e. mammogram  |
| 6. 05-10 points   | Coaching programs online or telephone                         |
| 7. 02 points      | Individual challenges   |
| 8. 10 points      | Corporate challenge- watch for upcoming challenges!           |
| 9. 05 points each | Seminars (max 30 points)                                      |

As we had done in May of this year another early bird drawing will take place on October 1 for all individuals that meet their wellness incentive before the October 31 deadline.

The wellness committee at the hospital is always available to help individuals that need assistance in getting their points for the incentive.

### **Stay Tuned for next month's challenge:**

**Take 5** — *This challenge will encourage a balanced diet by eating 5 fruits and vegetables each day*

## 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.

## Race for the Cure

October is Breast Cancer Awareness month. Please join our team for the Susan G. Komen Race for the Cure on Sunday, October 2 and help find a cure! To join or donate online go to [www.komennebraska.org](http://www.komennebraska.org) and join the team for Creighton University Medical Center. Deadline for team registration is September 18.

If you have questions please contact Megan Schumacher at [megan.schumacher@tenethealth.com](mailto:megan.schumacher@tenethealth.com) or Molly Moran at [molly.moran@tenethealth.com](mailto:molly.moran@tenethealth.com). Thank you for your support!

## Zetterman Named to Accreditation Council

Rowen Zetterman, M.D., dean of Creighton University School of Medicine, has been appointed to the Accreditation Council for Graduate Medical Education for a three year term.

The private, nonprofit council is responsible for evaluating and accrediting more than 8,700 U.S. medical residency programs, representing approximately 130 specialties and subspecialties. Its mission is to improve health care by advancing the quality of education for resident physicians.

Zetterman has served as Creighton's medical dean since 2009. In 2008, he earned the Berk/Fise Clinical Achievement Award, the highest award from the American College of Gastroenterology (ACG). In 2007, he received the Alfred Stengel Memorial Award for Outstanding Service from the American College of Physicians (ACP), the nation's largest medical specialty organization.

## Nipper to Chair National FDA Advisory Board

Henry Nipper, Ph.D., has been appointed chair of the U.S. Food and Drug Administration's Center for Devices and Radiologic Health Panel on Clinical Chemistry and Toxicology Devices for a four-year term, ending in 2015.

Nipper, director of clinical chemistry and toxicology at Creighton University Medical Center and professor of pathology at Creighton University School of Medicine, will oversee a 10-member panel that provides independent, professional expertise on the development, safety and effectiveness of in-vitro devices used in clinical laboratory testing for toxicology, clinical chemistry, endocrinology and oncology.

The panel conducts public hearings and makes recommendations to the Food and Drug Administration, which determines all final decisions but usually adheres to the recommendations of its expert panels.

Nipper has served as an advisor or a board member for many professional organizations dedicated to high standards in clinical laboratories, including American Board of Clinical Chemistry, American Chemical Society, American Association for Clinical Chemistry, National Committee on Clinical Laboratory Standards (now Clinical Laboratory and Standards Institute) and more.

He has been involved in various capacities with FDA's Center for Devices and Radiologic Health Panel on Clinical Chemistry and Toxicology Devices since 1988 and served as panel chair from 1997 to 2001.

During Nipper's last term as panel chair, he presided over a hearing that resulted in a recommendation of approval for the first non-invasive glucose monitoring system for diabetics (GlucoWatch®) and participated in the preparation of training videos for all new panel chairs.

## Creighton Health Sciences Continuing Education First in U.S. to Get Joint Accreditation

Creighton University Health Sciences Continuing Education, formerly known as Creighton Continuing Medical Education, has become the first U.S. academic health sciences center to earn joint accreditation from three professional organizations, University officials announced today.

The joint accreditation was made available for the first time in 2010. It includes endorsements from Accreditation Council for Continuing Medical Education, Accreditation Council for Pharmacy Education and American Nurses Credentialing Center and recognizes organizations that offer team-focused continuing education to health care providers with the ultimate goal of improving patient care.

To achieve joint accreditation, continuing education providers must meet rigorous standards for educational quality and demonstrate their programs are free from commercial bias, based on valid content, and effective in improving the quality and safety of health care delivered by multidisciplinary teams.

"Our unique joint accreditation underscores the depth of Creighton's commitment to enhancing the quality of health care in the 21<sup>st</sup> century," said Donald R. Frey, M.D., University vice president for health sciences and Roland L. Kleeberger, M.D., Professor of Family Medicine.

"As health care is increasingly delivered by inter-professional teams, it is vital that the latest in medical knowledge and expertise be delivered to each team member in a comprehensive fashion. With this one-of-a-kind accreditation, health practitioners are now assured that Creighton's high standard of educational excellence will be imparted to each team member across the full spectrum of health professions."

The joint accreditation will also allow Creighton Health Sciences Continuing Education (HSCE) to take advantage of one unified, streamlined process and reduce administrative costs for interdisciplinary educational programs, said Sally O'Neill, Ph.D., HSCE associate vice president. She praised Drs. Rowen Zetterman, School of Medicine dean; Eleanor Howell, School of Nursing dean; and J. Christopher Bradberry, School of Pharmacy and Health Professions dean, for working diligently to make Creighton HSCE the first academic-based program to achieve joint accreditation and embracing the importance of interdisciplinary health care teams in producing the best patient outcomes.

To be eligible for joint accreditation, an organization must already be endorsed by at least two of the three accrediting bodies, its mission statement must highlight health care team education, and 25 percent or more of its educational activities must be designed by and for health care teams.

## *Swap and Shop*

### **Fish Tank & Car for Sale**

125 Gallon Aquarium with stand, heater, filter. \$300.00  
1978 Chevy Caprice, \$47,000 original miles, new tires & brakes.  
\$2500

Contact Barry Rue at 402-280-3234

### **Winter Clothing Drive**

Fabianne Lamonica-Nye is collecting coats, gloves, hats, mittens for *Feed The Multitudes*. She will be collecting items through November 17.

If you are interested in making a donation you can drop them off in admissions or contact her to pick them up at 402.449.4348 or 402.312.9539.

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.

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