

APRIL, 2004

# Hotline



Idea turns into cash!  
See Page 4

## EMPLOYEES OF THE MONTH SHERRY HATCH-TUOMINEN (January)

**Sherry Hatch-Tuominen, RN,** in Adult Psych is held in high regard by her co-workers.

“Sherry is creative, enthusiastic, compassionate and caring about her work,” said Jan Place, department manager of Adult Psych. “She is always a patient advocate.”

Sherry, an employee at MGHS for 20 years, has been named the January *Employee of the Month*.

In her position, she works with a diverse multi-disciplinary team to assess and care for patients who often have complex healthcare issues and social needs, ranging from severe

**See Sherry, Page 8**



*Sherry Hatch-Tuominen, sitting, celebrates her January EOM honor with her staff and administration. From left are Assistant Administrator Karen MacLachlan; John Graham; Diane Mattice; CEO Bill Nemacheck; Michelle Roose; Kathy Ammerman; Terrye Matulewicz; Nancy Reintjes; Dr. Anthony Holzgang; Bonnie Ketola; Nurse Manager Jan Place; Dr. Cameron Wilcox; Diane Botsford; Dr. Robb Imonen; and Trish Armstrong.*



## CARL WOLF (February)

**Carl Wolf** loves people.

In a typical day at Marquette General Hospital, the custodian in Building Services receives great satisfaction in helping patients and visitors find their way around.

“I enjoy my job and working with such wonderful people,” said Carl, named the February *Employee of the Month*. Carl has worked at Marquette General for two and a half years.

**See Carl, Page 8**

*February EOM Carl Wolf, front center, shares his EOM honor with his co-workers and administration. From left are Bob Beals; Assistant Administrator Dennis Boe; Jim Knotek; John L’Huillier; Gerry Phillips; Carl; CEO Bill Nemacheck; Director of Building Services Ellen Greer; Deanna Garrow; Glen “Bushy” Nelson; and Brian Matthews.*

## Physician of the Year, The Nurses' Choice

Marquette General nurses and support staff honor Dr. James Klena

**Dr. James Klena**, a cardiac, thoracic and vascular surgeon on staff at Marquette General Health System, is commonly recognized for his outstanding surgical skills, along with his kind, compassionate care.

Those qualities haven't gone unnoticed by the MGHS nursing and support staff: They have chosen Dr. Klena as the inaugural winner of the Physician of the Year, The Nurses' Choice.

**Cathy Rayome**, a registered nurse in the cardiac-intermediate care unit at Marquette General, presented a plaque to Dr. Klena on behalf of the nursing personnel at the Quarterly Staff Meeting at Marquette General.

"Dr. Klena is always courteous and caring, and shows dignity and respect to patients, their families and nurses," said Rayome, stressing feedback for Dr. Klena's nomination came from a number of people. "He's always willing to do whatever is necessary and teaches nurses both old and new information.

"His professionalism and dedication have made the Upper Peninsula a better place to live. He's just a wonderful physician." Dr. Klena, a member of Upper



*Dr. James Klena, a cardiac, thoracic and vascular surgeon on staff at Marquette General Health System, proudly accepts the inaugural Physician of the Year, the Nurses' Choice award at the Quarterly Staff Meeting at Marquette General Hospital. Presenting the award are Assistant Administrator Karen MacLachlan, center, and Cathy Rayome, a registered nurse at Marquette General representing the nursing and support personnel staff. (MGH photo)*

Michigan Cardiovascular Associates, P.C., in the Peninsula Medical Center, said he's humbled by the award.

"I'm very surprised," Dr. Klena said. "It takes teamwork to have a good hospital. I like the team aspect to patient care. I've been

out of training for two years, and I can say the level of care here — in every aspect — is better than where I trained."

Dr. Klena was one of 21 Marquette General physicians nominated for the award. There were 88 nominations.

## Nursing Week activities being planned

National Nurses Week is May 6-12 and many special events are being planned to recognize and show appreciation for our nurses. To help make the celebration the best it can be, we are asking for your help. The annual nursing school **pin display** would be nothing without YOUR pin. Please call Gayla St. Onge at ext. 3560 or 228-8150 for the details.

The "**Be a Nurse**" school visits have become very popular. Last year, 31 MGHS nurses visited 17 schools in 10 Upper Peninsula

communities, touching the lives of more than 1,500 children.

The volunteers explained their role in nursing, demonstrated medical equipment, answered questions, and left the children and their teachers with a memento of the visit.

You can have an impact on developing the nurses of the future through this regional effort. If you are interested in knowing more, please call Laurie Neldberg-Weesen, Nurses Week Coordinator, at ext. 3251.

## 'Walk for a Nurse' fund-raiser on tap

A fund-raiser will be held on Saturday, May 8, to help aid the development of a Michigan Center for Nurses.

"Walk for a Nurse" is scheduled to begin at 10 a.m. at the Mattson Lower Harbor Park in Marquette (pre-registration is from 9 to 9:45 a.m.). The event will consist of a 2-mile, non-competitive walk and a 5-

**See fund-raiser, Page 8**

## Accessing Hyatt Legal Plan benefits is quite easy

The MGHS Hyatt Legal Plan was established to provide personal legal services for eligible MGHS employees, their spouses and dependent children. Sign up is easy and takes place during our annual opener held in early November, with benefits effective as of Jan. 1.

For those employees who signed up for the 2004 year, accessing your legal benefits is as easy as dialing (800) 821-6400 Monday – Thursday 8 a.m. to 7 p.m. and Friday 8 a.m. to 6 p.m. Eastern Time. Be prepared to give your Social Security Number. If you are a spouse or a dependent child of an eligible employee, you will need the Social Security Number of the employee through whom you are eligible. The Client Service Representative who answers your call will:

- Verify your eligibility for services;
- Make an initial determination



### Employee Benefits

by Robin Bartanen  
Employee Benefits Manager

of whether and to what extent your case is covered (the Plan Attorney will make the final determination of coverage);

- Give you an Authorization Number which is similar to a claim number (you will need a new Authorization Number for each new case you have);
- Give you the telephone number of the Plan Attorney most convenient to you; and
- Answer any questions you have about the Legal Plan.

You may also use the Legal Plan

by visiting the Hyatt Legal Plans' Web Site at [Legalplans.com](http://Legalplans.com). Once there, click on the "Members Log In" icon at the top of the page. You will be taken to a secure page that will require you to enter your Social Security Number. After you enter your Social Security Number, you will jump to a page that is specific for member services. On this page you can choose the following options:

- How Do I Use the Plan?
- Covered Services
- Attorney Locator
- Obtain Authorization Number
- Law Guide
- Self-Help Document Preparation

For more information on the Hyatt Legal Plan, please do not hesitate to contact Employee Benefits at 225-3446, through Lotus Notes or at [EBO@mgh.org](mailto:EBO@mgh.org).

## Who does what during an emergency event?

If you read the safety article last month, you learned a little about the Incident Command System (the management system our hospital would use in emergency situations), a little history of this System, and who would be in charge. Obviously, the Incident Commander, whether it's the CEO, Assistant Administrator-on-call, or the Hospital Supervisor, can't manage all of our hospital functions by his/herself.

The next step is delegation. Hospital functions vary somewhat from our routine management system and are split into four categories or "Sections": Logistics, Planning, Operations and Finance. The Incident Commander then appoints "Section Chiefs" to manage each of these sections. Personnel have already been identi-



### Safety Tips

by Diane J. Bur  
Safety Director/Risk  
Manager

fied who could fill these roles in an emergency; there are three possible individuals for each position.

The Logistics Section provides support for the incident responders, supplying them with needed materials, equipment, nutritional supplies, transportation and communication resources. This Section also manages sanitation duties and facility damage assessment. The first person in line for the duties of the Logistics Section Chief is the Assistant Administrator of Facilities Man-

agement, second is the Director of Materials Management, and third is the Purchasing Department Supervisor.

The Planning Section manages the collection and dissemination of information about the status of the incident, assigns the staff to various areas, jobs, and departments as needed, and manages patient tracking and information. In smaller events, the Incident Commander may be responsible for planning. As the incident expands, he/she assigns a separate Planning Chief. This person would be the Assistant Administrator of Human Resources, The Director of Employment, or the Director of Benefits depending upon who is available at the time.

The Operations Section man-  
**See Emergency, Page 8**

## P.R.I.D.E. Salute winners drawn

The winners of the P.R.I.D.E. (Positively Recognize Individuals Demonstrating

Excellence) Salute for February are **Tim Burgos**, Dietary; **Mary Irwin**, Dietary; and **Bev Johnson**, Emergency Department.

For more information regarding P.R.I.D.E. Salutes, consult policy number 200-086.



## Suggestion nets employee big bucks

Deb Wurth is \$2,500 richer thanks to her idea



*Deb Wurth, center, accepts her Suggestion Award certificate from CEO Bill Nemacheck, right. At left is Brett Young, Chairperson of the MGHS Suggestion Committee.*

**Deb Wurth**, a Telehealth Network Specialist, is vacationing in Florida with her family. And, she has an extra \$2,500 lining her pockets.

That's because Deb is the latest recipient of a cash prize offered by the Suggestion Committee based on her terrific cost-savings suggestion.

Deb's idea to replace the current ISDN line to a Certified Registered Nurse Anesthetist (CRNA) classroom with a direct/dedicated T1 line to William Beaumont Hospital in Detroit will result in a savings of nearly \$68,000 to MGHS. The T1 line was installed on Feb. 4.

MGHS currently has three CRNA students who videoconference — six to eight hours a day, four days a week — to William Beaumont for their courses.

Prior to Deb's suggestion, the hospital was paying a monthly ISDN line fee of \$152.00. Although the T1 line has a higher monthly cost of \$640, the existing ISDN line cost \$79.20 per hour to operate. With the T1 line, Deb suggested, those hourly charges

would disappear.

"When I looked at the large monthly bills, I decided that something had to be done," said Deb, who worked closely with IT, William Beaumont and a vendor on the project. "I knew there had to be a less expensive way to make the connection.

"The T1 line will increase transmission speed to a 768K IP connection rather than the current 384K ISDN connection. The transmission speed doubles."

MGHS Suggestion Committee Chairperson **Brett Young** called Deb's substantial cost-saving idea "wonderful."

"This suggestion saves the hospital a great deal of money, while speeding up the transmission time in the process," said Brett, adding Deb qualified for the maximum award under the bylaws of the Suggestion Committee. "The proposed savings is unbelievable."

Added CEO Bill Nemacheck: "We are very thankful for Deb's hard work on this project. Her initiative helped save the hospital a great deal of money. We're extremely appreciative."

# APRIL CALENDAR

Cancer Control Month  
Oncology Nursing Month  
Occupational Therapy Month  
Days

April 1 Cancer Fatigue Awareness Day

April 17 PrimeTime Health & Leisure Expo, Lakeview Arena

April 28 Noise Awareness Day

### Weeks

April 20-26 Organ & Tissue Donor Awareness Week

April 18-24 Volunteer Week

## EAP services are confidential and free

By **KAREN NELSON, ACSW**  
Employee Assistance Program

Every once in a while, we hear, "Gosh, I've been at the hospital for more than 12 years now and never needed your program. Last week, I needed to talk to someone and I forgot about it until my co-worker reminded me."

So, I thought this would be a good time to slip in a reminder about EAP.

The Employee Assistance Program is a confidential counseling and referral service available to employees of MGHS and their dependents. It is a prevention service designed to help employees with personal issues before work performance is affected.

Any service received from the EAP is without charge to the employee.

The single largest group of problems addressed by the EAP is marital and family issues, but you can make an appointment for ANY personal problem causing you distress.

This would include depression, work relationship issues, financial problems, alcohol/drug abuse, addiction problems, etc. Remember, small problems, if not addressed, can lead to larger ones.

Basic EAP services include: crisis intervention; up to eight counseling sessions with EAP counselors; referrals; case management; and follow-up.

Counseling offices are maintained in several communities throughout the Upper Peninsula. We arrange appointments in a location acceptable to the employee.

If you would like more information about your EAP or to schedule an appointment, please call 225-3145 or 1-800-562-9753, ext. 3145.

## Employees reach longevity marks

*Longevity bonus checks awarded to the following employees*

### FEBRUARY

Name	Department	# of Yrs	Name	Department	# of Yrs
Christine Howko	Rad Oncology	37	Heather M Fulsher	DPFP	15
Dennis Maki	Lab	34	Kathleen C Keller	Crt/Intnsv Adcct	15
Mary Jean Florek	O/P Cardiac	31	Laurie A Vashaw-Eagle	Adult Psych	15
James M Kiesby	Comm Rehab	29	Nancy V Wallenslager	Housekeeping	15
Cathy A LaFortune	Detox	28	Robin K Garrow	Lab	15
Debra M Calkins	Switchboard	28	Sherry A Callewaert	IT	15
Lance J Vassallo	Pharmacy	28	Susan M Prunick	FCD Residency	15
Audrey A Johnson	Cardiac Imaging	27	Teresa M Ward	Pharmacy	15
Bonny Lawry	Pharmacy	27	Ernest LaFave	DPFP Bldg Mnt	14
Georgie A Baig	PACU	27	Veronic J White	FCD Residency	14
Karen E Wertanen	Lab	27	Brenda J Dulany	FCD Residency	12
Charlene K Kangas	Volunteer Services	26	Judith A Stowe	Endoscopy	12
Connie M Eltman	BHS O/P	26	Karen A Edberg	MMC Kingsford	12
Karen R Hofer	IT	25	Kim E Salmela	Rehab	12
Marla A Trembath	Lab	25	Kirk W Matthews	Admin-Nursing	12
Jayne Bigger	Housekeeping	24	Christy M Wood	Medical Records	11
Jody M Belmore	Logistics	22	Hermann A VonGreiff	Prof I/P BHS	11
Malinda A Smith-Turri	Adult Psych	21	Pauline Uren	Dietetics	11
Elizabeth D Blichfeldt	Perfusion Services	18	Rose A Biaggio	Staffing Pool	11
Karri L Hamari	Accounting	16	David Gilbert	MGHH&H SSM	10
Robin M Provo-Kangas	Neuro/Ortho	16	James Sundberg	IT	10
Wanda Blodgett	Infectious Disease	16			

### MARCH

Name	Department	# of Yrs	Name	Department	# of Yrs
Robert Hodges	Outpatient Pharmacy	34	Joann Johnson	Radiology	16
William R Nemacheck	Executive Director	34	Terrey L Matulewic	Adult Psych	16
Sonja Soderberg-Wagstaf	ICU	32	Deborah L Christunas	Cardiac IMCU	15
Sue A Britton	Specialty Clinic	30	Kim M Harris	Emergency	15
Janet L Vanabel	Dietetics	29	Larry R Gilbertson	Logistics	15
Jean M Soderberg	Emergency	29	Mary D Irwin	Dietetics	15
Sandra Schmalzigan	Business Office	29	Rebecca J Graham	Infectious Disease	15
Sharon M Pelkola	FCD -Residency	29	Rochelle A Lane	MRI	15
Gail J Schneider	Education	28	Roxanne K Nelson	Occupational Med	15
Ruth M Niedzwiecki	PAT Center	28	Barbara J Tasson	Admin Personnel/HR	14
Patricia R Liana	DPFP-Escanaba	26	Bonnie L Gravedoni	FCD-Residency	14
Carol J Roberts	Outpatient Pharmacy	25	Carol Pringle	Laundry	14
Connie L St. Amour	FBC	25	Charles G Kangas	Housekeeping	14
Jennifer R Kulie	Medical Oncology	25	Deborah A Erickson	Cardiac/IMCU	14
Jill M Colantonia	Home Infusion Therapy	25	Diana Westphal	MMC-Iron River	14
Linda St Aubin	Brookridge Heights	25	Jennifer J Spear	BHS O/P Addiction	14
Karen E Anderson	Detox Unit	24	Joanne L Stachowicz	MMC-Iron River	14
Thomas P Flynn	EMS	24	June A Wickstrom	Admin Pat Services	14
Cynthia M Nebel	Radiology	23	Karri L Rabitaille	Coronary Care Unit	14
Patricia J Leist	Emergency	23	Kristen Kerkela	Laboratory	14
Patricia Nicholas	Business Office	23	Laura V Novotny	Housekeeping	14
Vee Ann R Kelsey	Info Technology	23	Lise M Plis	Cardiac Imaging	14
Ann Montcalm	Prog Dir Rehab	22	Mary Ann House	Cardiographic Svs	14
Ann Parent	Volunteer Srv.	22	Norman R. Pesonen	Info Technology	14
Barbara R Cambensy	Neuro/Ortho	22	Patricia M Lynott	BHS O/P Addiction	14
Dagmar Prout	Prog Dir Heart Inst	22	Wendy S Blight	Laboratory	14
Karl A Malashanko	Clinical Engineering	22	Bobbie Jo M Swetich	Radiology	13
Cindy M Massie	Radiation Oncology	21	Deanna Tendrup	Carciac/IMCU	12
Darryl L Nadeau	Pharmacy	21	Debra R Beaudry	Peds Observation	12
Janet M Berquist	FCD-clinic	21	Kathleen M McGreaham	Cardiac Imaging	12
Jeanne F Baumann	UPHEC Physicians	21	Robert C Johnston	Maint/PlantOperations	12
Sherry L Hatch-Touminen	Adult Psych	21	Audra A Kohler	Comm Rehab	11
Jane M Ruska	Brookridge Heights	21	Debra M Morrow	MGHH&H Iron Mtn	11
Jon M Gunville	Logistics	18	Diane A Groulx	NICU	11
Michael P Rotti	ICU	18	Jeanette M Miles	Physical Therapy	11
Pamela J Jensen	Admin Personnel/HR	18	Marck C Miles	Physical Therapy	11
Sharon R Calovecchi	Admin-Nursing	18	Sandra M Kronner	Admin Personnel/HR	11
Diane L Anderson	Admin Personnel/HR	17	Barbie L LeClair	Admitting	10
Ellen Stenton	Anesthesia	17	Francis Wrate	Neuro/Ortho	10
Steven A Hemmila	Logistics	17	Judith A Krause	MGHH&H Marquette	10
Vicki L Anderson	Dietetics	17	Leslie D Falkiewicz	Info Technology	10
William R Montcalm	ICU	17	Patricia A Wilkinson	ICU	10
Gilda A Hoerner	Psych Outpatient	16	Sharon I Carlson	Business Office	10

## Redmen hockey team No. 1 with 'MGHS family'



The Marquette Redmen high school hockey team recently captured the Division I state championship. To celebrate its outstanding accomplishment, a number of relatives gathered for a photo to show the team it's No. 1 in their hearts. Pictured, from left, are Larry Bergwall (Heart Institute), whose nephew Eric Emblad played on the team; Cindy Aho (Nursing office), whose son, Curt, was a member of the team; Scott and Joan Erickson, front (Pharmacy), whose nephew, Mike Lawless, played on the team; Becky Bergwall (Pharmacy, behind Joan), wife of Larry; Craig Chartier (MGHH&H), whose son, Phil, played on the team; and Gail Koski (Lab), whose son, Scott, skated with the Redmen.

### Check-cashing reminder from Wells Fargo

Effective April 1, Wells Fargo Banks will begin instituting a \$5 fee for any check cashing request (including payroll checks) if the payee does not have a deposit account (savings or checking) with Wells Fargo.

The Upper Peninsula  
Regional Blood Center  
opens at 7 a.m. on  
Fridays for those  
employees interested in  
giving the Gift of Life.

## Upcoming Educational events/conferences

### EMPLOYEE CPR RECERTIFICATION

May 17 12:30 – 4:30 pm  
May 18 8:00 – 12:00 pm  
June 14 12:30 – 4:30 pm  
June 15 8:00 – 12:00 pm  
July 19 12:30 – 4:30 pm  
July 20 8:00 – 12:00 pm  
Aug. 16 8:30 – 4:30 pm  
Aug. 17 8:00 – 12:00 pm

### HOSPITAL ORIENTATION (8:00 am – 4:00 pm)

May 24 & 25  
June 21 & 22  
July 26 & 27  
August 23 & 24

### NURSING ORIENTATION (7:30 am – 4:00 pm)

May 26, 27, 28, June 1, 2, 3  
June 23, 24, 25, 28, 29, 30, July 1, 2  
July 28, 29, 30, August 2, 3, 4  
August 25, 26, 27, 30, 31 September 1

### NURSING & UNIT CLERK INSERVICE- (8:00 am – 12:00 pm)

May 17  
June 14  
July 19  
August 16

### NURSING UPDATE

April 14 7:00 – 11:00 am (or)  
11:30 – 3:30 pm  
September 22 7:00 – 11:00 am (or)  
11:30 – 3:30 pm  
December 15 7:00 – 11:00 am (or)  
11:30 – 3:30 pm

### CONFERENCES & SPECIALTY COURSES

April 16 – 18 EMS Update  
April 21 PALS (Renewal)  
April 30 Cancer Update  
May 11 & 12 PALS (Provider)  
May 14 Cardiothoracic Conf  
June 4 Neuroscience Conf  
June 23 & 24 Strictly Rhythm  
July 20 & 21 ALSO Course  
August 10 & 11 NS Chemo Course  
Those with questions regarding the above  
are encouraged to call Education at 3470

## Hotline

APRIL 2004  
Volume 10, Issue 4

Published monthly by Community Relations  
and Marketing

Marquette General Hospital  
580 W. College • Marquette, MI 49855-2711

Employee submissions to Hotline and story  
ideas are encouraged. Please send your  
information via inter-departmental mail or e-  
mail to Jim LaJoie, Community Relations and

## Helpful tips to avoid a parking warning

- ◆ Display an employee parking sticker in your rear window.
- ◆ Park in employee designated parking lots when on work time.
- ◆ When you are a patient or visitor, park in Lot A. If you choose to park in a patient/visitor area, call Customer Service Attendant at 9-361-3368

to explain.

- ◆ If you are here as an employee for a meeting, park in Lot A.
- ◆ If you have a loaner car, park in Lot A. If you plan to use a loaner car for more than 3 days, call Customer Service Attendant at 9-361-3368 to arrange for a temporary parking permit.

## From the desk of Bill Nemacheck

### To our employees: THANK YOU!

It's Friday, March 26. It's hard to believe that April is almost here ...

Daylight Savings Time, Easter, Spring Break, raking the yard, spring clean-up, the first rain and the signs of new life that come with Spring.

I've written to you about our challenges, and our hopes for the

"All of you can and should feel very proud of the work you do and the way in which you do it."

Bill Nemacheck  
CEO



future. I've written to ask for your help in cutting costs and providing our patients with unforgettable care. I have received notes and comments from

many of you about your ideas and concerns.

And, I have received many more notes and letters from patients and their families about the collective, wonderful care provided by all of the staff who make up Marquette General.

Our employees and our Medical Staff of the MGHS network that criss-cross across the U.P. provide as comprehensive care as can be found anywhere. All of you can and **should feel very proud** of the work you do and the way in which you do it.

In the Upper Peninsula, you have given MGHS the reputation of being the "most widely trusted and respected organization in the Upper Peninsula."

For, in any organization, it's the people. At Marquette General, you are the best. Thank you.

### Maintenance employee honored for serving our country

*Steve Barber (Maintenance), left, is proudly presented a plaque by Assistant Administrator Al Hendra in recognition of his military service during the Iraq-U.S. war. CEO Bill Nemacheck, far right, applauds Steve's service. Steve and the following employees served during the conflict: Elodie Imonen (Psych Outpatient); Lisa Bauman (Respiratory Care); Michael Berger (Cardiac/IMCU); Pat Liana (Doctors Park); Shelley Mahoney (Medical Center Lab); Melissa Seback (ED); and Rob Montcalm (Rehab).*



### Women's and Children's Center benefitting from Kohl's Cares for Kids Program

As part of Kohl's tradition of supporting the communities served by its stores, a partnership was formed with the local Marquette Kohl's store and the Women's & Children's Center at Marquette General Health System.

The Women's & Children's Center has been chosen as the beneficiary of the Kohl's Cares for Kids Program, an initiative that focuses on improving children's health and education opportunities.

Kohl's supports the program through the sale of selected store items three times per year. The store is currently featuring Clifford storybooks and plush characters from the books. Each item is sold for \$5, with 100 percent of the net profits from the

sale of these items donated to the Women's & Children's Center.

"I'm very pleased with the partnership we've formed with Kohl's," said **Connie Koutouzou**, WCC Program Director. "The donations will help support many of our programs and services, which will benefit many families across the U.P."

Employees, their families and friends are encouraged to support the WCC by purchasing Kohl's Cares For Kids items throughout the year.

A display case of the items currently available in the Marquette store can be seen in the Skywalk.

For more information, call the Women's & Children's Center at ext. 3081.

## Sherry, from Page 1

neurological, vascular and metabolic conditions to those unable to contend with the strains of being human.

Sherry said she finds her job thoroughly rewarding.

"I've invalidated people's stereotypes about mental health issues and educated others about the dramatic positive impact care interventions can have on life quality for individuals and their families," she said.

"I adore the fact that the treatment is so much easier than the suffering involved. My work is di-

## Carl, from Page 1

In his position, Carl maintains the floors in his

area and assists other departments when called upon.

Department Manager Ellen Greer said Carl's positive attitude and outstanding work ethic "are clearly obvious to everyone who comes in contact with him at MGHS."

"Carl makes sure that visitors make it to their destinations with a smile, and he does whatever is asked of him without complaint," Ellen said. "I believe Carl is what we strive for in outstanding cus-

verse, interesting, fun, intimate, challenging and intrinsically rewarding. Our hospital has a structure and service team that we can take pride in."

Margaret Gustafson, an RN in adult psych, said Sherry is an "exceptionally warm person who has a unique way of developing rapport with patients."

"She sincerely is an outstanding healthcare provider in psychiatry," Margaret said.

Away from work, Sherry enjoys reading, spending time outdoors, and being around friends and family.

tomer service, and he's a great asset to MGHS."

Housekeeper

Jacqueline Spitz added: "Carl is a wonderful, genuinely courteous person to work with, always willing to help others, staff and visitors with a warm smile."

Said Janet Kelley, clerical support in Building Services: "All departments know and like Carl. His smile and laugh warm the hearts of all who know him."

When he isn't working, Carl enjoys hunting, fishing, camping, vacationing and spending time with his family.

### January EOM nominees

- ◆ Mary Pat Johnson, MGHH-Escanaba
- ◆ Richard Hoffman, OT
- ◆ Judy Krause, MGHH-Marquette

### February EOM nominees

- ◆ Connie Mazucchi, Surgical
- ◆ Krista Vetort, MGHH-Menominee
- ◆ Ellen Heath, Rehab

## Emergency, from Page 3

ages all the functions regarding patient care: the inpatient areas, treatment areas, ancillary areas related to patient care, e.g., lab, radiology, pharmacy, and also support services for staff, including dependent care and psychological support. The individuals who may be assigned as Operations Chief are the Assistant Administrator of Nursing, the Director of Nursing or a Hospital Supervisor.

Last, but not least, we need to be concerned about continuing to finance our operation amidst the crisis. The Finance Section is responsible for payroll, claims, and tracking incident costs and reimbursement. The Finance Chief may be the Chief Financial Officer, or one of the Accounting Supervisors.

Any of these functional areas can be expanded as needed into additional organizational units with further delegation of authority. They may also be contracted as the incident subsidies.

If you're interested in seeing the entire Hospital Emergency Incident Command System organizational chart or you have any questions, please don't hesitate to contact the Office of Safety and Risk Management at ext. 4620 or the Emergency Medical Services office at ext. 3432. The entire ICS will be incorporated into the next revision of the Code 300 Plan.

The average score on the February Safety Knowledge Quiz was 90 percent. Participating departments consisted of Detox, 88 percent; Dietary, 84 percent; Housekeeping, 88 percent; Medical Unit, 96 percent; Rehab Unit, 91 percent; and Surgical Unit, 91 percent.

**Janell Hogan, Housekeeping**, was the logo apparel winner. Congratulations, Janell!

## Fund-raiser, from Page 2

kilometer timed run.

The event hopes to recruit potential nurses to the field of nursing and provide money for a nursing education scholarship.

Watch for registration details on the MGH website! "Walk for a Nurse" will include food and refreshments, along with a number of raffle items.