

JUNE, 2005

# Hotline

## EMPLOYEE OF THE MONTH

PEGGY STILLE

**Peggy Stille's** commitment to her patients puts her in a class by herself.

"Peggy demonstrates on a daily basis her commitment to provide the best care possible for her patients and their families," said Dagmar Raica, Program Director of the Upper Michigan Heart Institute.

"Not only does she provide excellent clinical care, but has an innate ability to develop a special rapport which is so helpful to families and patients while in critical care."

A registered nurse in ICU/CCU for four years, Peggy has been named the Marquette General Hospital Employee of the Month for April.

She says she's honored to be recognized as the EOM.

"Working in the ICU is a chance to do complete care for patients," she said. "I am also able to work with families and build trusting relationships with them. I enjoy all aspects of care with the patient



*Peggy Stille, front center, gathers with her co-workers to celebrate her EOM. From left are Dagmar Raica, Program Director of the Upper Michigan Heart Institute; Assistant Administrator Karen MacLachlan; Lois Bath, Unit Clerk; Peggy; Roxanne Filizetti, RN; Randy Johnson, RN; Kelly Denofre, LPN; Trish Bough, RN; CEO Bill Nemacheck; and Mark Janofski, RN.*

and family as a whole.

"Being the Employee of the Month is a real honor for me. I know I'm in the very best profession, and I really enjoy my work here at MGH."

Kathey Painter, a fellow RN in the Intensive Care Unit, describes Peggy as a tremendous asset to the floor.

"Peggy sets an awesome example for us all," Kathey said.

"She's a responsible and caring person, willingly helps co-workers,

and sets a high standard for herself."

Added Michael Murvich, ICU RN: "Peggy is an extremely competent and compassionate nurse. She's always willing to help whenever she's asked.

"She constantly goes the extra mile to help patients and their families."

When she isn't working at Marquette General, Peggy enjoys reading, gardening and spending time with family.

### April EOM nominees

- ◆ Dorothy Nelson, Business Office
- ◆ Karen Parent, Resp. Medicine
- ◆ Cathy Bertucci, Hemo
- ◆ Connie St. Amour, FBC

## Marquette General staffers certified in Medical Coding, Billing

Three MGH employees — **Kara Kallio, Kris McCoy, and Sabrina Suardini** — have successfully completed Gogebic Community College's Online Certification in Medical Coding and Billing.

According to Carla Pogliano, Instructor of Medical Coding and Billing at GCC, the students completed coursework in anatomy and physiology, medical terminology, disease process and pharmacology, as well as diagnostic and procedural coding systems and healthcare reimbursement.

During the program, the students worked with many MGH staff members.

Pogliano offered thanks to all for the time and effort Marquette General put into working with the students.

"Special thanks goes to (Director of Medical Records) **Larry Wallace** and his staff for coordinating and executing their 60-hour clinical requirement," she said. "Student comments indicated that this was a very positive experience that greatly enhanced the learning process."

She also cited **Linda Winslow** in Education.

"Linda provided educational support at MGH by processing and proctoring tests and handling book orders," she said.

The Online Certificate in Medical Coding and Billing Program includes 36 college credits.

## Story ideas welcomed!

Do you have a story idea for Hotline?

If so, send them along! Ideas for *Hotline* are always welcome.

If you have an idea, drop me an email at [jlajoie@mgh.org](mailto:jlajoie@mgh.org) or call editor Jim LaJoie at ext. 3431.

## May employees reach longevity marks

Name	Department	# of Yrs	Name	Department	# of Yrs
Jack W. Mendelin	Lab	36	Kris A. Hough	Adult Psych	17
Mary Kallioina	Adult Psych	35	Paula J. Vanable	Dietetics	17
Helen A. Sullivan	Rehab Unit	35	Gary J. Gustafson	EMS	17
Dean J. Jackson	Radiology	34	Marie A. Smith	Endoscopy	17
Susan M. Deiter	Adult Psych	32	Linda K. Reynolds	Medical Records	17
Sharon K. Black	Bulk Stores	32	Lynne M. Carlson	Pharmacy	17
Juanita M. Small	O/P Cardiac	30	Catherine L. St. John	Rehab Unit	17
Beth M. Meli	Lab	29	Nanci K. Gasiewicz	Cancer Research	16
Dan P. Miller	M.R.I.	29	Janice K. Sharp	Comm Rehab	16
Kristine Michaelson	PAT Center	29	Lee Ann Tarry	Dietetics	16
Rosina M. Pertile	Surgical	29	Michelle E. Taskila	Emer Medical Assoc	16
Cheryl A. Carlson	Lab	28	Dana L. Roe	Endoscopy	16
Sharon A. Rozman	Pharmacy	28	Lorrie A. Phillips	Escanaba Lab	16
Anne B. Levandoski	Quality Management	28	Robert J. Lorinser	Hospitalists	16
Joanne M. Gwinn	Surgical	28	Shelloy Mattia	Medical Center Lab	16
Agnes Erickson	Family Birthing Ctr	27	Paula L. Fraley	OR	16
Tammy J. St. Onge	Lakewood Med Assoc	27	Cathleen M. Wilcox	Prof I/P BHS	16
Joy A. Niemi	Telehealth	27	Kurt R. Janofski	Radiology	16
Lois Gibson	Housekeeping	26	Christine L. Hudnut-Root	Respiratory Care	16
Jean M. Dettmann	PACU	26	David D. Wescott	Ultrasound	16
Heidi K. Hill	Lab	25	Kristi M. Dahlstrom	Woman/Child	16
Margaret M. Cazzola	Hematology/Oncology	24	Kathy L. Lynch	Admitting	15
Kathleen H. Donnelly	PACU	24	Debra A. Harvey	Adult Psych	15
Donna L. Campbell	Anesthesia	23	Katherine W. Barber	Cardiographic Svc	15
Timothy A. Bullock	Bulk Stores	23	Michael D. Lenore	Cast Room	15
Margo S. Carli	Cardiac I MCU	23	Joanne Bigger-Dionne	Lab	15
Georgia L. Riipi	Family Birthing Ctr	23	Mark B. Easterwood	Medical Center Lab	15
Linda L. Sarasin	Cardiac	23	Linda S. Johnson	Medical Records	15
Marie J. Ward	Radiology	23	Tracey A. Lewis	FCD Clinic	14
Mary J. Kerkela	Adult Psych	22	Eric J. Rose	Occupational Med	14
Cynthia L. Schroeder	I Infectious Disease	22	Candice K. Weber	Woman/Child	14
Judith K. Roberts	Info Technology	22	Patricia Mullen	Admitting	13
Thomas S. Leone	MGHH&H Marquette	22	Joelene E. Farley	Central Supply	13
Julie A. Bjerne	Rehab Unit	22	Susan A. Parker	Physical Therapy	13
Michael W. Emard	Logistics	21	Kimberly J. Spranger	Rehab Svc Escanaba	13
Sara L. Lakanen	PACU	21	Mary B. Howko-Wight	Accounting/Finance	12
Jack T. Noble	Business Office	20	Korena K. Kokkonen	Medical Oncology	12
Billie K. Ladwig	Cardiac I MCU	20	Laurelyn A. Sutton	Medical Records	12
Neva A. Hill	FCD Clinic	20	Sandy L. Church	MMC Kingsford	12
Janet M. Kelley	Housekeeping	20	Doris I. Dishaw	No Country Med Spec	12
Diane L. Borlace	Laundry	20	Karl Rehmann	Pharmacy	12
Susan M. Campbell	Medical Oncology	20	Virginia A. Noblet	Physical Therapy	12
Andreas N. Koutouzou	Nuclear Med	20	Susan A. Makela	Telehealth	12
Lori A. Carlson	Quality Management	20	Kim M. Dunlap	OR	11
Karol J. Pokley	Volunteer/Aux Svc	20	Betty L. Radcliffe	BHS O/P Adm	10
Natalie F. Dharners	Anesthesia	19	Kimberly A. Tapio	Dietetics	10
Bruce A. Desjardins	Central Supply	19	Melinda K. Sager	I CU	10
Clyde W. Hecox	Education	19	Christine Oates	Info Technology	10
Mary P. Kownacki	Housekeeping	19	Joseph D. Penar	Info Technology	10
Joan M. Gauthier	Lab	19	Cory S. Blight	Lab	10
Waler R. Scanlon	Medical Oncology	19	Kelly J. Klatt	Medical Oncology	10
Kathleen E. Dravland	Medical Records	19	Robert S. Plough	MGHH&H Escanaba	10
Veralyn Rolain	Neuro Ortho	19	Karin M. Meeks	PACU	10
Barbara J. Kinnunen	Radiology	19	Colleen M. Burton	UP Hem/Onc SSM	10
Carolyn M. Saarela	Surgical	19			

## MGHS employees compiling memory bags

**Laura Elwell, RN**, from the ED and **Karol Pokley** (Director of Volunteers) have been working on putting together memory bags to give to children who come through the ED after having experienced trauma/grief (i.e. loss of parent, sibling, etc).

The memory bag, made by the RSVP volunteers, is a decorative cloth bag with a draw-string top. The memory bag contents include readings on grief, coloring books, crayons, and a teddy bear.

The books and crayons were donated by the MGHS Healthcare Volunteers and the teddy bears were received from an anonymous donation.

## Hotline

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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 Marketing.

# Three basic types of radiation accidents explained

The following article is installment No. 2 of the radiation series by MGHS Radiation Safety Officer, Shan Marlette.

Three basic types of radiation accidents can occur: irradiation, contamination and incorporation.

Irradiation means the person has been exposed to a source of radiation but is not, him/herself, radioactive or contaminated. Irradiation could occur at a construction site using a radioactive source to test welds or joints. Once the person is removed from the source of radiation, there's no risk to rescuers or medical personnel.

Contamination means that the person has radioactive material on his body and is a source of radiation and potential contamination of others who come into contact with him/her.

Incorporation implies that some bodily injury, inhalation or ingestion has allowed the radioactive material to enter the body. In addition, the person may also be contaminated.

Since radiation cannot be seen, smelled or felt, the Geiger



## Safety Tips

by **Diane J. Bur**  
Safety Director/Risk Manager

counter (or similar meter) is the only means of detection. First responders may or may not have Geiger counters to assess the level of radiation and, if they do have access to them, must be properly trained in their use.

The most probable scenario for a radiation accident in the U.P. would be a motor vehicle accident involving a truck carrying radioactive materials. Boxes of radioactive material are labeled with the tri-bladed yellow and magenta symbol, with a notification of the type and quantity of the contents. This identifying information is very helpful to hospital personnel who must provide care for a patient from such an accident.

When decontaminating a patient, simply removing the contaminated patient's outer clothing will reduce contamination by 90 percent. Showering in warm (not hot) water is

very effective. The wastewater does not need to be contained. Care must be taken not to wash contamination into open wounds.

Once radiation is incorporated into the body, there are many means of treatment. Yet, they all depend on the identification of the radioactive material. Treating the incorporation of different types of radioactive material requires different antidotes. For example, concentrated iodine pills are only effective against radioactive iodine, I-131, to protect the thyroid.

The probability of a rescuer or medical worker receiving even 10 percent of the 5000 mrem radiation limit is very small. Most contamination events would be a nuisance to confine and limit the spread of the contamination, but they would not be life-threatening to personnel.

The Decontamination Team at Marquette General has been trained in decontamination of people involved in a radiation accident.

*Editor's note: next month, Shan will discuss "Dirty Bombs."*

# ResultShare numbers revealed for first three quarters



## Employee Benefits

by **Robin Bartanen**  
Employee Benefits Manager

The results for our first three quarters of FY2005 are in. At right is a graphic that indicates the MGHS financial performance, as well as the results for each Business Entity. Congratulations to Home Health for meeting its expense goal and to all of the Business Entities for exceeding their patient satisfaction goals!

### CUMULATIVE PERFORMANCE

#### OPERATING MARGIN:

Goal: 2.0% - Budget: 1.2%

Three Quarters: 1%

#### HOME HEALTH

Patient Satisfaction

Goal: 96%

Three Quarters: 97.81%

Cost Per Episode

Goal: \$2,300 - Budget \$2,323

Three Quarters: \$2,224

#### CLINICS

Patient Satisfaction

Goal: 98%

Three Quarters: 98.54%

Cost Per RVU

Goal: \$41.07 - Budget \$41.48

Three Quarters: \$43.92

#### HOSPITAL

Patient Satisfaction

Goal: 93%

Three Quarters: 93.94%

Exp Per Adj Adm

Goal: \$5,041 - Budget \$5,092

Three Quarters: \$5,102

## From the desk of Bill Nemacheck

### Goals in place for Fiscal Year 2006

It's Monday, June 27, and I guess we all know now that we are going to have a pretty good summer after all. These past few weeks, the weather has been great. I hope everyone has been able to enjoy a piece of it along the way. As we finish up the month of June, we complete our fiscal year for MGHS. Overall, we were busier and more patients chose MGHS for their care. We all have a part and a stake in giving people reason to want to come here, and I appreciate all of your efforts.

On July 1, we begin a new year. We have some overall big system-wide goals for our next fiscal year that I want to briefly share with you. These are goals that, if met, help keep our health system a leader in healthcare services, keep us financially viable and help us grow and prosper. I am sure everyone can find a piece of these big goals to work on and help make MGHS better. As we meet them, we

secure our future.

We have several quality-related goals. Patients recognize that patient care at MGH is very good. I get letters every week from patients who have taken the time to write to me about all the great things all of you (our employees, medical staff and volunteers) have done for them. There is always room for improvement, and continued efforts to maintain and improve the quality of care delivered to our patients are critical for us.



We have several teamwork goals: Within our organization, we have many teams working in each department. All of you come together with our medical staff to form a big team. It all takes communication and consideration. Everyone needs to be there to do his or her part. We can't wait to add people to the MGHS team. It will be very important to add

new medical staff members and expand services. We need to keep up with technology and training, making everyone as productive as we can and as friendly as we can.

We always face some financial issues due to cutbacks in federal and state programs. We will need to expand our outreach and improve our market share to make up for lower reimbursements. Finding new ways to get our jobs done and control our costs will be important ways to help, too.

So, we have goals to achieve for next year that, with your help, will make sure that MGHS is the most widely trusted and respected organization in the Upper Peninsula.

By the time you get this, the 4<sup>th</sup> of July holiday will be over. I hope you took some time to enjoy some of the festivities all over the U.P. and to celebrate our Nation's birth. Also, plan to attend our Country Picnic at the Marquette County Fairgrounds on July 23. It's a great time for all of us, especially kids. Please join us there if you can.

### Patient Safety Goals 10-12 introduced, explained

#### Goal No. 10: Reduce the risk of flu and pneumonia in older adults.

In addition to practicing good hand hygiene to prevent the spread of germs, it is important to find out if our older adult patients have had flu and pneumonia vaccines, and to provide vaccines to those who have not. Old age and illness make a person especially at risk for contracting flu and pneumonia. Direct care givers should make every effort to get an accurate vaccine history from a patient, family member or physician's office. We can do our part by keeping our own records up to date and family members we care for.

#### Goal No. 11: Reduce the risk of surgical fires.

The combination of heat, fuel, and oxygen may not sound like a good idea, but these elements are necessary tools in surgery that our staff is

trained to manage safely. The Joint Commission on Accreditation of Healthcare Organizations recognizes the potential for surgical fires and has mandated this training. MGHS is in compliance with this goal to reduce the risk of surgical fires.

#### RECIPE FOR DISASTER AND FOR SAFE SURGERY

1 Part Oxygen | 1 Part Oxygen  
1 Part Fuel | 1 Part Fuel  
1 Part Heat | 1 Part Heat  
1 Part Staff Education (For safe surgery)

#### Goal No. 12: Implementation of applicable National Patient Safety Goals and associated requirements by components and practitioner sites.

Since the introduction of this goal at the start of 2005, MGHS has been diligent in providing information and education to

everyone within the organization, including/not limited to those in our assisted living facility, home health care division, behavioral health care, inpatient and outpatient services, laboratories, clinics, disease-specific care, office-based practices, and elsewhere.

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

The winners of the P.R.I.D.E. (Positively Recognize Individuals Demonstrating Excellence) Salute for May are **Amber Smith** (Float Pool), **Jeri Brisson**, (Cardiac-IMCU) and **Jamie Meyers** (Emergency Department).

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