

Five Star Outlook

FOR THE EISENHOWER MEDICAL CENTER TEAM



a not-for-profit organization, exists to serve the changing healthcare needs of our region by providing excellence in patient care with supportive education and research.

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EXECUTIVE LEADERSHIP Team Talk

The Value of Doing Things Right

*Caryn Conklin-Hawthorne
Vice President and
Chief Financial Officer*

Anything worth doing is worth doing right. When I was 16 years old, I saw this quote in a magazine.

For some reason, the quote struck me as profound and I cut it out and carried it in my wallet for many years.



Eventually, I put it under the glass top covering my desk in my office. It occurred to me that the quote applied not only to the big things we deal with in life or the things others see us do, but also to *everything* — from taking the extra minute to make the bed correctly in the morning, to how we perform at work, to the integrity with which we handle our relationships with others.

At Eisenhower Medical Center, I see people "doing the right thing" every day, proven through the many accomplishments our organization is experiencing. Eisenhower continues to be successful in so many ways as we implement the strategy for becoming a 500-bed teaching hospital. For example, we consistently deliver excellent patient care, advance technology by installing a new hospital-wide electronic medical records system, perform well financially, and enjoy an excellent reputation and market share. Eisenhower's many construction projects and other program initiatives are backed by solid financing, underscoring the invaluable community support of Eisenhower's long-term goals.

Each of us play an important role in the success of Eisenhower and add value to what Eisenhower *is*, and what Eisenhower *does*, as a not-for-profit health care organization. Eisenhower is an organization of great value and, as we operationalize the projects and initiatives we've started, it will be more important than ever to continue with an attitude of *anything worth doing is worth doing right* to continue the success we've already enjoyed for many more years to come.

Growing Health Care Careers One Student at a Time

Eisenhower's Role in the Job Shadow Program

Deborah Liv Johnson, Public Relations and Publications

Eisenhower Medical Center is best known for its medical services and for its excellence in patient care, but employees may not know the extent to which Eisenhower supports various community programs. Two of these programs are garnering national attention for the impact they are having on one of the valley's most precious resources — children.

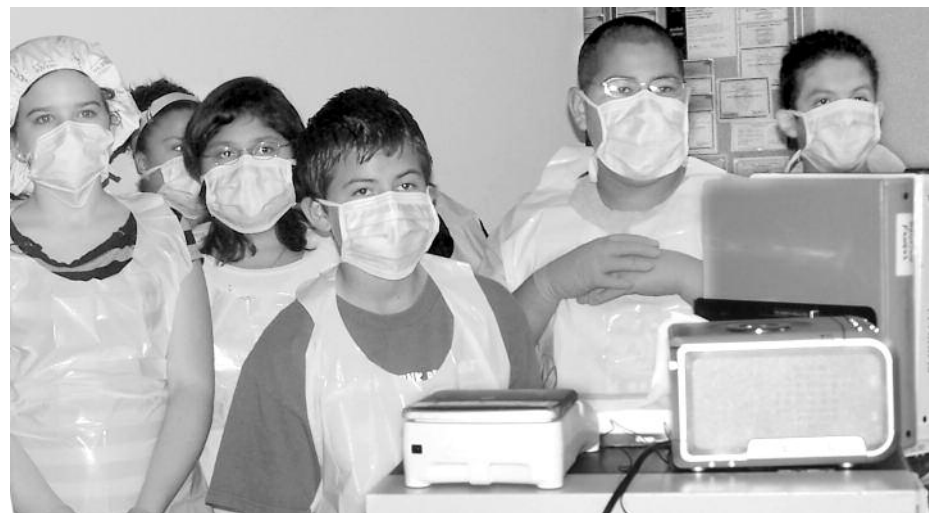
Eisenhower is an integral part of two community programs for students — Career Exploration Tours and job shadowing. Both programs are supported by the Coachella Valley Economic Partnership Development's (CVEP) Career Pathways Initiative led by Sheila Thornton, Healthcare Industry Council coordinator.

Career Exploration Tours give middle and high school students the opportunity to tour various departments at Eisenhower, introducing students to a myriad of health care career options, thus engaging them in possibilities for their futures.

After students arrive at the Annenberg Center for Health Sciences, a registered nurse explains



Deborah Bayer, RN, Clinical Educator, demonstrates wound wrapping with a James Workman Middle School student volunteer.



James Workman Middle School students don masks and gowns while visiting Eisenhower's Laboratory during a Career Exploration Tour.

the various duties performed by nurses. The students get to have a little fun when the nurse presenter recruits student volunteers for wound wrapping demonstrations. Students then visit a variety of departments, such as the Electrophysiology Laboratory, Dietary, Rehabilitation Services, Laboratory Services, Radiology or Respiratory Services, for 15 to 30 minutes. At each stop, the students learn about a career, watch equipment demonstrations, and hear an explanation of how the equipment is used with different patients. Human Resources closes the day, speaking about applications, job preparation and Eisenhower's Junior Volunteer program.

Pam Silver, Nursing Education Project Coordinator, coordinates the tours at Eisenhower and says, "These programs are vital to the future of health care in this valley as well as

being a way of getting children interested in higher education. Many of the students will develop an interest in the health care field as a result of these tours." Silver continues, "It is very exciting for the children to be in a hospital setting where they feel safe and can ask questions. The tour leaders in each department are equally engaged."

The second program involving Eisenhower is job shadowing. Many of the local high schools have developed Health Care Academies as a part of their curricula, preparing students for careers in health care. Originally coordinated by Beverley Ingelson, Patient Safety Officer, Eisenhower's job shadow program is now orchestrated by Silver and Kathy Louis, Human Resources Specialist, who work directly with local high schools.

For example, the La Quinta Health Academy at La Quinta High School

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PERFORMANCE EXCELLENCE

Wanted: Creative Ideas!

Scott McCabe, Information Systems

The Rewards and Recognition Committee started the year with the goal of infusing something new into our employee recognition events. For Hospital Week, the Committee coordinated and hosted a Subway® Sandwich Picnic in the Annenberg Center dining room. We also created new slide shows with music for various events and made additional efforts publicizing events.

For the employee recognition banquet, the Committee chose an Italian old world theme and provided more elaborate decorations than in previous years. We also created a first year anniversary card to recognize newer employees for choosing to build their careers at Eisenhower.

As we plan events for summer and fall, we'd like to hear from you! We invite and encourage your feedback about new and creative ideas to keep our program fresh and interesting. To participate, simply fill out a suggestion card located in the *Performance Excellence* boxes throughout the hospital. Employees may also submit a suggestion on Ikenet. Choose the Human Resources link followed by Employee Recognition Programs. The Rewards and Recognition



Congratulations, Eisenhower Staff, Medical Personnel and Volunteers!

HealthGrades® ranks Eisenhower Medical Center among the Top 5% of all Hospitals in the Nation for Clinical Excellence in 2008!

Look for more information in a *Five Star Outlook* HealthGrades Special Edition later this summer.

Committee wishes to expand Eisenhower's culture of recognition, and we look forward to receiving your feedback.

Oncology Care's Dedicated Nurses

Tijuana Parker, RN, MSN, Director, 3 East

As with many of the nursing units at Eisenhower Medical Center, 3 East's oncology unit has its own specialized nursing requirements. Oncology nurses receive training with regard to the latest in cancer treatments and their side effects, and the impact cancer has on patients and their families.

The components of oncology nursing are: comfort, coping, knowing treatment-related side effects, survivorship, and death and dying. In order to prepare for these realities, Eisenhower oncology nurses attend a two-day training designed by the Oncology Nursing Society. They also train bedside — once specific criteria are met, they are able to work on their own. Each nurse on 3 East must also pass an annual oncology nursing test and each has the option of testing for and receiving national oncology certification to

become an Oncology Certified Nurse (OCN).

In addition to specially trained oncology nurses, 3 East has a full-time oncology clinical nurse specialist, Barbara Bigelow, RN, AOCN, who works on staff development and patient education. Bigelow is passionate about her work and provides monthly in-service training to inform staff about new cancer therapies or treatment side effects.

"One thing unique to 3 East is having case managers who are oncology nurses. They are particularly adept at working with cancer patients and their families," says Bigelow. "We also have oncology social workers who can assess each patient's and family's coping abilities. Cancer patients may need additional therapies or hospice consultation when they are discharged, which are just some of the things we must consider."

Eisenhower Receives Two OneLegacy Awards

Staff Reports

On June 4, Eisenhower Medical Center received two awards at the annual OneLegacy Donation and Transplantation Conference and Awards Ceremony, *Celebrating Our Partners*. Sponsored by the Human Resources and Services Administration (HRSA), a division of the United States Department of Health and Human Services, the first award recognizes Eisenhower for attaining the HRSA donor collaborative goal — in which three out of four identified potential donors became donors (May 2007 to April 2008). Eisenhower was also recognized for a *donation after cardiac death* lung donor.

OneLegacy is a federally designated transplant donor network serving 18 million people in seven Southern California counties. There is a

critical need for identifying organ donors, because the number of individuals waiting for a possible donation far exceeds the number of organs available. Hospitals play a vital role in identifying potential organ donations.

Julie Collier, Director, Quality Improvement and Tina Wallum, RN, Clinical Educator, Critical Care, represented Eisenhower at the awards ceremony. "As a participant in the Medicare program, Eisenhower, in collaboration with OneLegacy, ensures that each family of a potential donor is presented the option of donation," says Wallum. "It is important to identify potential donors so if a donation is to take place, these services are conducted in a timely manner, enhancing organs and tissues for those in need of transplants."

Anyone who has a driver's license may register in advance as an organ donor or may request the pink dot (that signifies interest in organ donation) for their license. Those interested may visit OneLegacy at onelegacy.org or the California Department of Motor Vehicles at dmv.ca.gov.



Eisenhower receives two OneLegacy awards. (Left to right) Rafael Goetig, Hospital Services Coordinator, OneLegacy; Tina Wallum, RN, Clinical Educator, Critical Care; Julie Collier, Director, Quality Improvement; and Tom Mone, Executive Vice President and Chief Executive Officer, OneLegacy.

SLICE OF LIFE

Good to Great Quarterly Recognition

The *Good to Great* program recognizes the highest and most improved patient satisfaction scores. The *High Five Award* rotates among winning departments. The most improved inpatient and outpatient departments each receive a *Reaching for the Stars* poster-size certificate.

Departments that achieved the 85th percentile or higher in patient satisfaction scores received banners indicating their level in the *Precious Metals Collection* for the third quarter of fiscal year 2008: Platinum, 95 percent and above; Gold, 90 – 94.9 percent; and Silver, 85 – 89.9 percent. Due to the high volume of *Precious Metals* recipients, they are listed on IkeNet. Congratulations to all!



High Five Award Outpatient (highest rank): Radiation Oncology — 99th percentile. Left to right: Joan Randall, Executive Director, Eisenhower Lucy Curci Cancer Center; Kathleen Valencia; Denny Patterson, Clinical Manager; Monique Wiepiz; and Bill Burkholder.

High Five Award Inpatient (highest rank): 2 East — 68th percentile. Left to right: Charlene Stephenson; Mary Ann McLaughlin, Administrative Director, Nursing Administration; Tanya Crager; Linda Murphy; and Carol Gunther, Clinical Director.



Reaching for the Stars Award Outpatient (most improved): La Quinta/Palm Springs Rehabilitation Services — improved from 33rd to 88th percentile. Left to right: On behalf of the winners, Louise White, Vice President, Patient Care Services and Chief Nursing Officer; and C. J. Hoyt, Occupational Therapist.



Harp Workshop and Concert — Sponsored by the Arts in Healthcare Program, international recording artists Lisa Lynne and Aryeh Frankfurter conducted a morning harp workshop in the Eisenhower Lucy Curci Cancer Center and an afternoon concert in the main hospital lobby, much to the delight of participants and listeners.

BRIEFS

Every Thursday: Car Wash! Take advantage of the mobile car wash service for all employees EVERY THURSDAY from 8 a.m. to 5 p.m. Fees start at \$12 for an exterior wash. For more information and to download the Visions Mobile Wash Services order form, visit IkeNet.

Payroll Shifts to Electronic Pay Stubs: Eisenhower employees may now access and print pay stubs from IkeNet and the Internet. Go to IkeNet, select Web Services and then Employee Portal. To access, enter employee ID and network password. Pay stub information may also be accessed from a secure site on any PC by visiting emc.org, clicking Employee Access at the bottom of the Home page and selecting Employee Portal. Direct Deposit Pay Advice will continue to be printed and distributed through the end of July, after which time it will be available only online. Payroll will continue to print and distribute checks for those employees who do not use direct deposit.

SAVE THE DATE!

August 27 and 28: SAVE THE DATE — Summer Employee Blood Drive at the Annenberg Center for Health Sciences —

All donors will receive a goody bag and an Eisenhower Medical Center Blood Drive T-shirt. Raffle prizes! For more information, call Human Resources at 837-8500.

September 13: 14th Annual HOPE (Helping Other People and Employees) Golf Tournament at Desert Willow Golf Resort. Registration is limited but more slots have been added, so reserve early! For more information call the Foundation office at 773-1888.



New Cellular Phone Laws! — Beginning July 1, all cell phone users over the age of 18 must use a hands-free device while driving. Eisenhower employees must comply with the new law which includes push-to-talk (walkie talkie) phones. For more information, visit www.dmv.ca.gov/cellularphonelaws.

The new law forbids anyone under the age of 18 from using a cell phone, pager or other electronic communication device while driving.



New Laboratory Workstation Provides Efficiency and Consistency

Lloyd Shigenaga, Laboratory Operations Manager

Eisenhower Medical Center's Laboratory has received a new analytical workstation capable of providing a completely automated system for urinalysis. Using three main components, the workstation utilizes the Clinitek Atlas® Automated Urine Chemistry Analyzer made by Siemens Diagnostics, which performs urine dipstick chemical analysis, and Sysmex Corporation's UF 100 analyzer, which processes the microscopic portion of urinalysis through flow cytometry (a technique for counting, examining and sorting microscopic particles suspended in a stream of fluid). The final workstation component is the specimen track that moves the specimen from one analyzer to the next.

In the past, urinalysis required a certified laboratory specialist to pour the specimen from the cup to the test tube, dipping and interpreting the chemistry strip, visually

checking the specific gravity before placing the specimen in a centrifuge, and reading the urine sediment through a microscope.

The Laboratory's new automated workstation replaces the previous manual method. Barcoded specimens are placed in a rack and the automated analysis process begins with the Atlas Analyzer. Microscopic testing is dependent on algorithms established in the system computer and, if positive, the specimen will transfer to the UF 100 for a microscopic analysis. If the specimen is too compromised with sediment, a manual microscopic analysis will be performed.

The automated workstation has replaced a time consuming task, when done manually, with one that is efficient and consistent, enabling Laboratory staff more time to perform other duties.

HealthQuest

Eisenhower Employee Wellness Program

The Fitness Center is located in the Renker Wellness Center.

SUMMER HOURS

Monday / Wednesday / Friday	5:30 a.m. – 6:30 p.m.
Tuesday / Thursday	5:30 a.m. – 3:30 p.m.
Saturday	Closed

FREE CLASSES

Trekking	Monday	12:15 – 12:45 p.m.
	Wednesday	12:15 – 12:45 p.m.
Circuit Training	Tuesday	12:15 – 12:45 p.m.
Yoga	Wednesday	5:15 – 6:15 p.m.
ABS	Thursday	12:15 – 12:45 p.m.
Toning	Monday	5:15 – 6:15 p.m.
	Friday	12:15 – 12:45 p.m.

For more information about *HealthQuest*, call 837-8244 or extension 8550.

MEDICAL STAFF



Carlton W. Thomas, Jr., MD

Carlton Thomas, MD, Section Chief of Gastroenterology at Eisenhower Medical Center, is Board Certified in Internal Medicine and Gastroenterology. Graduating from Medical University of South Carolina in Charleston in 1998, Dr. Thomas completed his internal medicine residency at Mayo Clinic in Rochester, Minnesota, in 2001. He also completed a dual gastroenterology and clinical pharmacology fellowship in 2004.

"The most valuable aspect of my job is to improve life by cancer prevention," says Dr. Thomas, with Eisenhower since December 2004. "My colleagues and office staff contribute toward a good working environment, and I value Eisenhower's endoscopy team."

Reflecting on his early interest in medicine, Dr. Thomas explains, "My father was chronically ill when I was younger.

I appreciated and respected how much his doctors cared for him." Encouraged by his medical school mentors, Dr. Thomas was particularly interested in the wide range of illnesses and patient age groups found in gastroenterology.

In his practice, Dr. Thomas utilizes new technology, including small bowel capsule endoscopy that enables the safe, well-tolerated and more accurate investigation of the small intestine.

Dr. Thomas and his partner Alexander Contreras enjoy focusing their attention on their three-year-old twins Ben and Leah. "Seeing the world through their eyes has changed my life," acknowledges Dr. Thomas. "It's an incredible experience."

PERFORMANCE EXCELLENCE

May Shining Stars

Congratulations to the May 2008 *Catch a Shining Star* award recipients. Read on *IkeNet* how each recipient modeled outstanding performance.



Left to right: **Healing Environment:** Frank Christian, *Quality Improvement*; **Courtesy/Caring:** Luis Aldeguer, *2 North*; **Efficiency:** Steve Wortman, *Supplies, Purchasing and Distribution*; **Healing Environment:** Kay Flemming, *Infection Control*; and **Clinical Excellence:** Lisa Stork, *Nursing Administration*.



Eisenhower Medical Center's Fourth Annual Critical Care Conference was held on Saturday, June 14 at Annenberg Center for Health Sciences at Eisenhower. Nearly 200 people attended the conference with a total of 22 participating vendors. From left to right: Carol Marietta, Nurse Practitioner, Critical Care Unit; Pam Silver, Nursing Education Project Coordinator; Shahriyar Tavakoli, MD, Section Chief, Pulmonary Diseases; Karen Stewart, Director, Nursing Education; Tina Wallum, Clinical Educator, Critical Care; and Lisa Scott, Nursing Administration.

IkeCARES Update

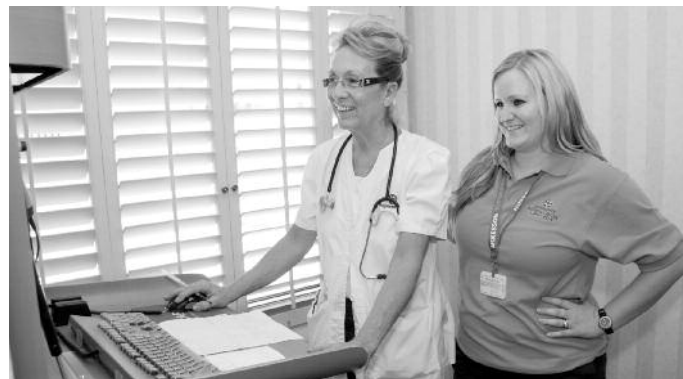
Rosemary Fausel, IkeCARES Project Director

Congratulations to Nursing, Rehabilitation Services, Nutritional Services, Respiratory Care and Pastoral Care on successful implementation of electronic documentation — Horizon Expert Documentation (HED) and Medication Administration (AdminRx®). Everyone has done a great job converting from paper to electronic charting and working together as a team! *Super users* have been available on each unit for every shift to assist the end users, including our physicians. The success of both projects is due to the great teamwork supported by the HED team leaders Janice Keyes and Lynda Sakai, and an amazing team of *super users*!

Congratulations to the Pharmacy team for successful implementation of Horizon Meds Manager™ on June 8. The entire Pharmacy staff participated in the implementation by entering orders on the Saturday prior to their go live. This allowed for minimal down time during implementation of their new system.



Richard Stone, MD, Nephrology, one of Eisenhower's *super user* physicians, helps out wherever he can.



Rebecca Pontiero, RN, 3 East, inputs patient data on Horizon Expert Documentation with *super user* Kelly Preston, RN, Resource Nursing.

*Treat every customer in such a memorable way
that when the transaction is complete,
the customer tells someone else
how GREAT it was!
In the end, the **only** perspective that matters
is the customer's.*

— Jeffrey Gitomer

Impaired Youth Behind the Wheel is a Widespread Problem

Auto accidents are a leading cause of death among teens and young adults. A substantial number of these fatalities result from driving after drinking or using drugs. Efforts to reduce driving after drinking have met some success but little is known about the extent of youth driving after the use of marijuana or other illicit drugs. The National Survey of Drug Use and Health reported in 2002 that 15 to 18 percent of persons 18 to 21 years old drove after drinking or using illicit drugs in the previous year.

A University of Michigan study found that driving or riding after drinking or using illicit drugs was widespread among United States high school seniors. Of seniors in classes 2001 to 2006 who reported driving under the influence in the prior two weeks, 14 percent

had been drinking alcohol while 13 percent had used marijuana. The most striking finding was the sheer numbers of high school seniors who put themselves at this sizeable risk. In 2006, 30 percent of high school seniors reported that during the prior two weeks they had either driven after drinking heavily or using drugs, or ridden in a car in which the driver had been drinking heavily or using illicit drugs. Of note, these researchers found that individuals who reported driving after marijuana use and having an accident in the prior 12 months was just about as frequent as those having accidents after drinking.

If you think you or a loved one might have a problem with alcohol or other drugs, please call 800-854-9211 or visit www.bettyfordcenter.org.

CONSTRUCTION UPDATE

Emergency Department Phase One Nearing Completion

Phase one of Eisenhower Medical Center's Tenny Emergency Department (ED) is nearly complete, with an expected finish date in July. The beautiful new ED was designed by Moon Mayoras Architects, Inc. who also designed the Walter and Leonore Annenberg Pavilion, currently under construction. Once the new ED is open, phase two will begin — expected completion is spring 2009. With the completion of phases one and two, Eisenhower's ED will be 44,000 square feet, an increase of 32,000 square feet!

(Below) The new nurses station and adjoining patient treatment rooms in Eisenhower's Tenny Emergency Department (phase one).

(Right) Colorful tiles cover the floors of each patient treatment room.



Growing Health Care Careers One Student at a Time

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sends three students at a time to Eisenhower; each student shadows one person in a department, observing everything the employee does over the course of four hours. The students are able to see, first hand, what a health care worker really does. Students may ask questions, giving them a better understanding of what they observe and a sense of the practical aspects of the job, such as how many years of training are required and the salary range.

Kathy Louis is impressed with the willingness of Eisenhower staff to participate in the job shadowing program. "We get such positive feedback from our Directors," she says. "The program is an excellent opportunity for the students and for Eisenhower. And some day, these students may be here to take care of us."

The Ford Motor Company's non-profit Ford Partnership for Advanced Studies (PAS) has taken notice of the CVEP programs. Ford PAS,

which provides experiences to help students make decisions about their future education and careers, hosted its second annual Next Generation Learning Communities Institute and sixth annual Ford PAS National Networking Conference in Rancho Mirage in late June. Pam Silver and Annette Brown, Clinical Educator, each presented at the conferences, giving Ford PAS insight into Eisenhower's role in these valuable educational programs.

HUMAN RESOURCES

New Faces

Please welcome the following employees who have recently joined Eisenhower Medical Center:

Sherilyn Amos, *Mirage Endoscopy Center*

Jerry Banks, *Sleep Lab*

Maria Bikis, *Eisenhower Urgent Care Center - La Quinta*

Nancy Creighton, *Case Management/Social Services*

Noemi Dennis, *Cardiology*

Stanley Engelson, *Laboratory*

Kimberly McAlister, *Respiratory Care*

Benefit News

Chris Shippee, *Human Resources Manager*

On June 3, nearly 1,000 Eisenhower Medical Center employees attended the Benefits Fair at the Annenberg Center for Health Sciences. Attendees had the opportunity to make changes in their benefit elections and to speak directly to vendors who handle Eisenhower's benefits.

In the Annenberg Center rotunda, Employee Health conducted fit mask testing and over 700 employees were fitted throughout the day. Lincoln Financial Group® drew a lot of attention with Eisenhower's new offering of the Roth 403(b) option within the defined contribution plan. Employees unable to attend the Benefits Fair may contact a Lincoln Financial representative (available Mondays and Fridays from 11 a.m. to 2 p.m. in the cafeteria or by calling 800-585-5347) for more information.

Eisenhower's Medical Flexible Spending Account plan allows for a grace period to incur claims for employees participating in the plan. Employees can incur medical expenses and file claims for the period of July 1, 2007 to September 15, 2008. The deadline to file claims with Keenan is September 26, 2008. Claim forms are available in Human Resources.

Deductibles and reimbursements:

- ◆ Deductibles for medical and dental expenses are on a calendar year basis: January 1 to December 31.
- ◆ Services/deductibles for Vision Service Plan are based on a "rolling 12-month period."
- ◆ If you have elected to cash out your PTO, the payment will be made on your September 11, 2008 paycheck.

Service Award Employees

Eisenhower Medical Center congratulates the following employees who celebrate their years of service in July.

20 Years

Mary Cameron, *Same Day Surgery*
Nancy Shorter, *Special Procedures Unit*

15 Years

Connie Norton, *24/7 Services*

10 Years

Michael Forsythe, *Same Day Surgery*
Richard Townson, *Respiratory Care*
Chuck Woller, *Annenberg Center for Health Sciences*

5 Years

Arlene Apuli, *Medical/Surgical - 2 East*

Jerome De Luz, *Medical/Surgical - 3 East*

Angela Fass, *Pharmacy*

Reyna Flores, *Environmental Services*

Ellie Koch, *Human Resources*

Mary Kroll, *Corporate Office*

Dana Lorenger, *Intensive Care Unit*

Robert Melody, *Cardiac Surgery Unit*

Celic Navarro, *Radiology - Outpatient*

Mirta Ramirez, *Laboratory*

Rosa Ramirez, *Environmental Services*

Linda Ross, *Patient Financial Services*

Patricia Sanchez, *Supplies, Purchasing and Distribution*

Thomas Spiewak, *Laboratory*

30 Years

(correction to June 2008 *Five Star Outlook*)

Georgia Demarbiex

Case Management/Social Services

Important Patient Information

What every employee should know about

Eisenhower Medical Center's Financial Assistance Program

- ◆ YES! Eisenhower has a financial assistance program for patients.
- ◆ There is an application process.
- ◆ Patients may contact Patient Financial Services for an application or for more information at 760-773-1342, Extension 6.



Five Star Outlook is published the first day of each month. Submissions should be sent to the Public Relations Department or e-mailed to djohnson@emc.org.

Five Star Outlook is available at newsstands throughout Eisenhower Medical Center. Extra quantities can be ordered by calling 773-1281.