

ST. JOE'S

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ST. JOSEPH MERCY
OAKLAND
SAINT JOSEPH MERCY HEALTH SYSTEM

news for St. Joseph Mercy Oakland colleagues

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MISSION

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

CORE VALUES

Reverence

We honor the sacredness and dignity of every person.

Commitment to those who are poor
We stand and serve those who are poor, especially those most vulnerable.

Justice

We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.



Celebrating 90 Years of Caring

St. Joseph Mercy Oakland is celebrating a big anniversary – 90 years! In recognition of our long and storied history, we are launching an extended celebration culminating in the unveiling of a new History Wall in the main lobby of the hospital this fall.

Our healing ministry began in the hearts of a few and went on to transform countless lives. In the 1920s, a young Pontiac doctor enlisted the cooperation of civic leaders to build the hospital. Starting with a land donation by GM executive Fred W. Warner, and bolstered by the support of city and county service clubs, including the Chamber of Commerce, the community raised \$200,000. The Sisters of Mercy accepted their invitation to get involved, and added another \$200,000 for the building of a "modern hospital."

Their dream, rooted in faith, became a reality on May 9, 1927, when the 100-bed hospital opened at 900 Woodward Avenue. The ministry grew over the years and new generations of caregivers worked side by side with the Sisters of Mercy. The hospital expanded to meet the evolving needs of the times.



Today, St. Joe's is a 443-bed teaching hospital and a nationally recognized leader in Cardiology, Critical Care, Women's Health, Stroke Care and Orthopedics. We are ranked in the top five percent of hospitals across the nation for clinical excellence. We have transformed our delivery of care to become personalized for every patient.

Ninety years have passed and our dedication to the community still thrives. We continue to fulfil the enduring words of our Mission "to be a compassionate and transforming healing presence" to those we serve. We strive to exemplify the values upon which our hospital was founded: Respect, Social Justice, Compassion, Care of the Poor and Underserved, and Excellence.

Following the example of our founders, we all play an important role in carrying their legacy forward for many years to come. Happy anniversary.

Sincerely,

Shannon Striebich
President, St. Joseph Mercy Oakland

BeRemarkable.

SAVE the DATES

Complete Live Your Whole Life Period 2 Activities Now through June 30



Most SJMO colleagues have completed their health risk assessments for 2017. The second and final stage is for colleagues to complete one "meaningful choice" activity as an incentive for working toward healthy living goals.

Visit your Rewards page for a complete listing of meaningful choice activities to earn 100 LifePoints between now and June 30 to maintain your lower per pay amount for medical benefits after August 1, 2017. If you didn't complete your health assessment during period 1, you can still take it and earn an additional 100 LifePoints to get the incentive back.

Visit liveyourwholelife.redbrickhealth.com and choose among a complete list of activities including walking, sleeping, drinking more water, and other easy ways to build healthy habits.

Don't wait until the last minute! Many activities can take up to a month to complete. Activities must be completed by June 30, 2017.

St. Joseph Mercy Oakland Recognized for Providing Gold Standard in Stroke Care

St. Joseph Mercy Oakland recently received the Get With The Guidelines®-Stroke Gold Plus Achievement Award with Target: Stroke™ Honor Roll Elite Plus and the Get With Guidelines®- Resuscitation Silver Achievement Award from the American Heart Association/American Stroke Association. The three awards recognize St. Joe's Stroke Center for its commitment to providing high quality treatment in the time necessary to positively impact patient outcomes.

For the first time, SJMO has received the Get With Guidelines®-Resuscitation Silver Achievement Award. Hospitals receiving this award have reached an aggressive goal of treating patients with 85 percent or higher compliance to core standard levels of care as outlined by the American Heart Association/American Stroke Association for 12 consecutive months.

Continuing this year, St. Joe's received the Get With The Guidelines-Stroke achievement. This means the hospital has met indicators for two or more consecutive 12-month periods and achieve 75 percent or higher compliance with five of eight Get With The Guidelines-Stroke Quality measures to receive the Gold Plus Quality Achievement Award.

To qualify for the Target: Stroke Honor Roll Elite Plus, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke. This is the second time SJMO has received the Target: Stroke recognition.

Volunteer Spotlight

These dedicated volunteers give their time and talents to help make St. Joe's Oakland even more remarkable.

To help celebrate these individuals, we are introducing a new profile section featuring Q&As to learn more about why they chose to volunteer at St. Joe's.

**Thank you to all of our volunteers.
We can't do it without you.**



Meet Jerry Zalc

Meet Jerry Zalc

Q: Where are you from?

A. West Bloomfield

Q. When and how did you decide to become a Mercy Volunteer?

A. I was volunteering at another hospital, but it wasn't stimulating enough. I mentioned it to my tennis buddy who happened to work for Trinity. He sent an email and got me set up for volunteering at St. Joe's. That was three years ago.

Q. Where do you currently volunteer in the hospital?

A. I volunteer two days a week: Tuesdays at the Front Desk; Wednesdays in the Surgical Lounge.

Q. What is your day-to-day responsibility as a volunteer?

A. When I'm at the Front Desk, my primary responsibility is to answer questions from visitors. Usually they are trying to find a patient; others need directions to get some place in the hospital. The hospital is huge with lots of little areas, so you have to be very familiar. With the new tower up, you really need to stay on top of things.

When I'm in the Surgical Lounge, I greet the patient's visitors. I get their name and number and tell them how to track the patient's progress. I ask them to tell me where they're sitting so I can find them when it's time for them to visit the patient or meet with the doctor.

Sometimes you end up with two phones in your hands and a visitor asking questions! It gets to be really fun!

Q. What is the best thing about volunteering?

A. Helping people is the best part of volunteering. Also, I feel a sense of accomplishment – at a certain age, you might not feel you're contributing as much as you did when you were younger. Volunteering at the hospital also makes me appreciate my health. Giving back to society is important to me.

Q. What advice would you give to someone thinking about becoming a Mercy Volunteer?

A. You'll need good verbal skills and a sense of humor!

Q. When and how did you decide to become a Mercy Volunteer?

A. Ten years ago my husband had surgery at St. Joe's. After I brought him home and he got better, I applied to volunteer.

Q. Where do you currently volunteer in the hospital?

A. I volunteer one or two days a week in Admitting. I've been there for almost eight years.

Q. What is your day-to-day responsibility as a volunteer?

A. I check in each patient. Depending on what the patient needs, some I give forms to fill out; others I direct them to where they need to go. Some patients aren't really sure where they are supposed to be, and I help them figure that out.

Q. What is the best thing about volunteering?

A. Meeting people and helping people is the best thing. I'm a people person. I like to give back to the community – I've lived in Pontiac my entire life.

Q. What advice would you give to someone thinking about becoming a Mercy Volunteer?

A. I would tell them volunteering is the most satisfying thing you can do. Each week when I'm done, I have a great outlook on life. I'm happy I've helped.

New “Be Remarkable” Colleague Award

BeRemarkable AWARD

As part of St. Joe’s continuing commitment to reward and recognize high performers throughout hospital, two new colleague awards have been created to honor remarkable colleagues and teams, as nominated by their co-workers.

The Be Remarkable Award and the T.E.A.M. (Together Everyone Achieves More) Award recognize outstanding colleagues and work groups whose energy and dedication to safe, high quality and compassionate care embody the five **Core Values of our Mission – Reverence, Justice, Integrity, Stewardship, and Care for Those Who Are Poor.**

Nominations are now being accepted online. Colleagues, managers and physicians are encouraged to submit fellow co-workers for consideration of the Be Remarkable Award, and also entire teams or departments for the T.E.A.M Award. The online submission form is located on the Colleague Awards Recognition site on the intranet under Resources.

While managers are exempt from consideration, they are more than welcome - and encouraged - to nominate members of their own team or any other colleague. Be Remarkable Award winners will be named on a monthly basis.

Nominations for the T.E.A.M. Award must include the names of individuals along with a case study that covers these points – Background, Challenge/Opportunity, Solution, Results. Winners will be named on a quarterly basis.

A selection committee will meet monthly to review nominations and, after consulting with direct supervisors, select a winner. The recipient will be honored with a brief ceremony in their department. Shannon will attend and present the winner with a \$50 gift card and fleece pullover. Winners will be announced in @St. Joe’s News and the intranet.

Please spread the word and encourage your teams to nominate individuals for the Be Remarkable Award.

Mother-Daughter Teen Health Talk On May 24

Talking about health and well-being can be challenging at any age, especially during the teen years. St. Joe’s Medical Group is hosting an evening of conversation between mothers and daughters, **May 24 at 5:30 p.m. at St. Joseph Mercy Oakland’s beautiful new Franco Auditorium.**

Mari Shelton, MD, OB/GYN, and Tassia Pfefferkorn, MD, Internal Medicine, will headline a moderator-facilitated discussion on a number of important adolescent health topics, including building healthy habits around exercise and nutrition, what to expect in a pelvic exam, the facts about Gardasil, understanding your family history, reproductive health, the importance of open and honest dialogue at home.

Colleagues are encouraged to attend and bring their daughters or other family members. This will be an interactive evening, so come prepared with your questions and concerns. The event is free and light refreshments will be served.

Please RSVP to Roy Sexton at roy.sexton@stjoeshealth.org or by calling (734) 712-2330.



Clothing Closet Stocked Thanks to SJMO Colleagues



The St. Joseph Mercy Oakland clothing closet is now well-stocked thanks to the hundreds of donations from our generous colleagues during the Lenten Clothing Drive.

The drive came about when social work graduate student, Chelsea Antilla, who is completing an internship on the Behavioral Health Unit, recognized the need some have for clothing before being discharged. She quickly found out that although the hospital did have an informal closet, the stock was depleted. Antilla also heard many stories of staff who go out and buy clothing items for patients whose clothes were not suitable to wear upon discharge. From this, the Lenten Clothing Drive was born.

Thanks to all of you, our colleagues, there is now a fully-stocked, official clothing closet. It is stocked with new basic clothing and undergarments to help our patients in need. The clothing closet will be monitored by the Mercy volunteers.

The Clothing Closet is accepting donations of new clothes year-round as there is a constant need. Please continue to support the closet. If your child is in need of community services hours, please consider adopting St. Joe's by holding a New Clothing Drive. Please contact Megan Miller, director of Philanthropy, for more information at 248-858-3556.

Requesting Items from the Clothing Closet

If you have a patient who is in need of a donation from the Clothing Closet, please contact your unit social worker.

Join Team Joe's for 2017 Wish a Mile Bike Tour

Team Joe's is back and ready to ride. The cycling group led by SJMHS President and CEO Rob Casalou will be traversing miles of Michigan countryside in the 30th edition of the 2017 Wish a Mile from July 27-30.

All SJMHS employees, physicians, family members and friends are invited to join Team Joe's WAM team as they ride to grant wishes to Michigan kids with life-threatening medical conditions. Visit the Team Joe's WAM page to register or support the team in other ways. There are two ways to participate:

- WAM 300: July 27-30. A three day, 300-mile tour starting in Traverse City and ending at MIS Speedway, Brooklyn, Mich.
- WAM 50: Sunday, July 30. Registered riders meet up with Team Joe's on the third and last day, and bike the final 50 miles together into Michigan International Speedway, Brooklyn, Mich.

"If you are intrigued by this event and Team Joe's, please consider joining us," Casalou said. "Just let me know of your interest and I will fill you in on everything you need to know and then you can decide. I promise you that you will never regret climbing on board."

Casalou and the team will be posting summaries, pics and live video during their three-day journey. Follow the action at www.stjoeshealthblog.org and on Facebook, Twitter and Instagram.

You can also contact him directly at Robert.casalou@stjoeshealth.org.



May's DAISY Award



Alysha Enjaian, RN, left, was awarded the DAISY Award. She was recognized for her clinical skills, compassionate care, exemplary service and for her continued commitment to excellence while caring for this patient and his family.



IN MEMORY OF J. PATRICK BARNES

Letter from the family of Alysha's patient:

"My father was a patient in the CCU for five days in mid-January. From the moment we arrived on the unit he received excellent care. He was cared for by Sarah and Megan the first two days and they were wonderful.

On the third day Alysha became his nurse and she cared for him for three days. She was amazing! She established a connection with him which resulted in my Dad's contentment and trust which eased all of our family's anxiety immensely. She was prompt with every bit of care he required such as medications, personal care, turning him, IV maintenance and so, so much more. All of this was done with the utmost compassion, kindness, competence and even some much-needed humor.

When my father was transferred to Palliative Care, she helped him understand what was happening with much kindness while being very honest as well.

My dad was transferred to 4G after Alysha had cared for him for three days. He lived only one more day and while the nurses on 4G took very good care of him, I must say it is the care given to him by Alysha and all of the staff we interacted with on 3S that I am most thankful for.

Thank you all, especially Alysha, for making my dad's last days as pleasant and comfortable as they could have been. I will forever be grateful!"

SUN TimeBank



St. Joseph Mercy Oakland has partnered with Pontiac Strong United Neighbors (SUN) TimeBank to provide patients with information about supportive services and resources available to them.

Patients meet with a Pontiac SUN TimeBank Coordinator who explain the program and help them become involved.

What is a TimeBank?

A TimeBank is a community of people who support each other. When an hour is spent doing something for an individual or group, one hour is earned to buy another TimeBank member's time for a service or activity. There is no obligation for the patient to become a member of the TimeBank.

The TimeBank can help with:

- Companionship
- Meal preparation
- Light housekeeping
- Small household tasks
- Pet care
- Food Shopping
- Computer tasks

To be eligible for the program, patients must be residents of Pontiac and willing to accept help. Contact the Case Manager to discuss potential referral to the SUN TimeBank.

For more information about Pontiac SUN TimeBank, visit pontiacsun.org.

NEWS REWIND

A recap of headlines from @St.Joe's News e-mails



Nurse's Week Recap

Nurses Week was full of fun and friendly competition as units faced off in Olympic-style games. Thank you to everyone who planned and participated in the events.

The gold winners are:

Personal Protective Equipment Challenge and Wheelchair Race:
3 South "Heart Attackers."

Bedpan Brigade:
EDU Guiding Lights.



St. Joseph Mercy Oakland hosts “Take Our Daughters and Sons to Work Program”

St. Joseph Mercy Oakland hosted its annual “Take Our Daughters and Sons to Work Program,” which included participation from nearly 50 children. The hospital organized the fun day of activities to provide a hands-on experience in a variety of hospital roles, including Registration, Security, Surgery, Trauma, Emergency Preparedness, Clinical Engineering, Food Service, Rehabilitation, Laboratory Services, Radiology, Electrical Room and Infection Control.

“Not only did these kids get to see where their mom or dad work, they were exposed to a potential career in health care,” said Keyantee Davis, chief human resources officer at St. Joseph Mercy Oakland. “These kids are the next generation of nurses, doctors and hospital administrators. We hope their participation sparked something in their hearts and minds that will lead them to great success in the future.”



Many St. Joseph Mercy Oakland community partners also interacted with children and provided tours of emergency vehicles. Participating partners included Star EMS, the Oakland County Sheriff’s Office, Bloomfield Township Fire and St. Joseph Mercy Financial, a credit union located inside the hospital.

Better Hearing and Speech Month

St. Joseph Mercy-Oakland's team of Speech - Language Pathologists and Audiologists evaluate and treat patient's both in the hospital and outpatient settings. Our team treats individuals of all ages with a focus on improving communication, swallowing, memory and thinking skills.

Our audiologists provide hearing evaluations, including hearing loss due to birth complications, infections, noise exposure, the normal aging process, as well as testing for patients with dizziness and balance disturbances.

To learn more about these services, visit the American-Speech-Language Hearing Association (ASHA) at www.asha.org or contact our Main Campus outpatient therapy clinic at 248-758-7720.

Please take the time to recognize the caring and compassionate care these dedicated professionals provide!



National Stroke Awareness Month

Nearly 800,000 people in the United States experience a stroke each year. Knowing the signs of stroke, how to prevent it, and how to help others around you, might save a life. Help raise awareness of the signs, symptoms and stroke prevention with your patients.

Recognizing and responding quickly to stroke symptoms can save lives and is as simple as acting FAST:

- **FACE:** Ask the person to smile. Does one side of the face droop?
 - **ARMS:** Ask the person to raise both arms. Does one arm drift downward?
 - **SPEECH:** Ask the person to repeat a simple phrase. Is their speech slurred or strange?
 - **TIME:** If you observe any of these signs, call 9-1-1 immediately.

Schedule Your Appointment With Nick Rea



Do you have general questions about your Transamerica account or questions about loans, deferral changes, or paperwork requests? Schedule an appointment with the St. Joe's Oakland Transamerica representative Nick Rea by calling the Transamerica call center at 800-394-5240. Once prompted, press the number 2 to speak to a call center representative. Customer Care is available from 8 a.m. to 11 p.m., Monday through Friday. The Transamerica office phone at St. Joseph Oakland is 248-858-6190. Calling the office number is not the recommended way to make an appointment.

Appointments are required. To schedule an appointment online, go to <http://tinyurl.com/trinpoint>.

Distracted Driving Demonstration During EMS Week

St. Joseph Mercy Oakland Trauma Services invites you to a distracted driving educational event. On Thursday, May 25, from 7 to 9 a.m. and 11 a.m. to 1 p.m., join the team in the Cafeteria to test your knowledge and learn more about distracted driving. The event includes a driving simulator and drunk driving simulating goggles along with two short quizzes to show you how much you've learned.

Regional Resident Research Forum

The first Regional Resident Research Forum took place Friday, March 31 at Laurel Manor. The Forum featured research from residents at St. Joseph Mercy Oakland and St. Mary Mercy Livonia. Prizes were awarded for the top submission in the categories of original research, quality improvement, digital poster presentation and oral case reports/presentations.

Original Research

- 1st place: Patrick Stone, DO (Livonia): #17 The Impact of the Affordable Care Act on Emergency Department Use by Low Acuity Patients in a Community Hospital
- 2nd place: Scott Siskind, MD (Livonia): #64 Aggregating Patient Ratings Of Antidepressants
- 3rd place: Rashpal Sandhu, MD (Oakland): #97 Liver Biopsies: Imaging and Pathology Concordance

Digital Poster Presentations

- 1st place: Utibe Effiong (Livonia): #34 Alternatives To Proton Pump Inhibitors For Patients With Past Or Current Clostridium Difficile Infection
- 2nd place: Charles Ko (Livonia): #71 Knee Osteoarthritis and Runners
- 3rd place: Justin Field (Livonia): #84 Drug Interaction between Weight Loss Supplements and Hormone Replacement Therapy
- 3rd place: Jaime Armah (Oakland): #90 Approaching the Rare in the Clinical Setting: Diagnosis and Management of T-cell Large Granular Lymphocytic Leukemia in Anemic Patient

Oral Case Reports/Presentations

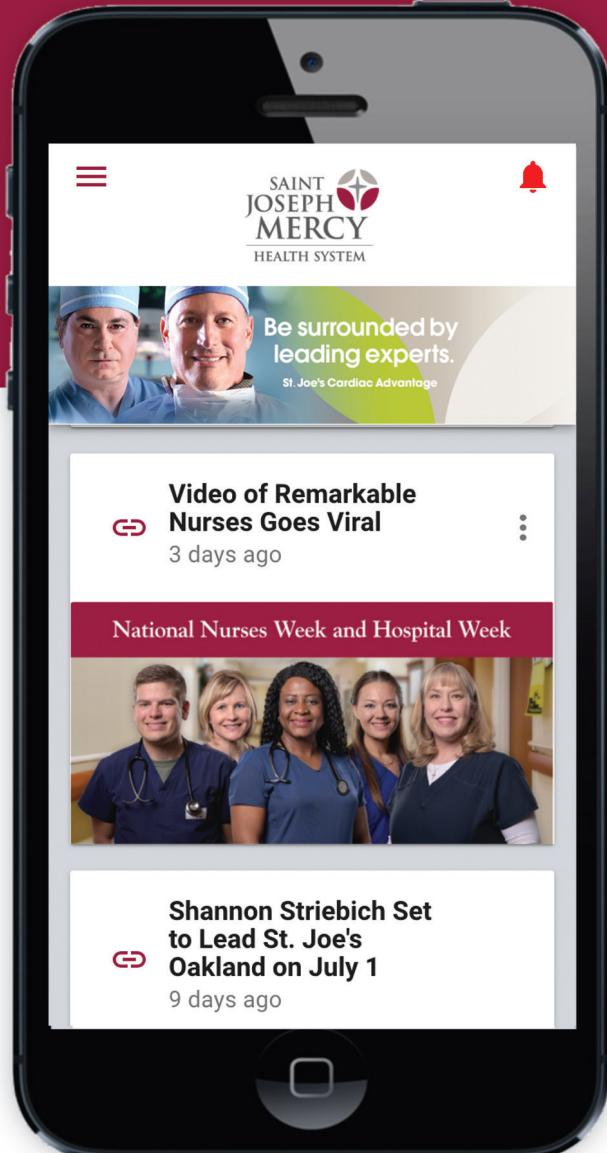
- 1st place: Scott Siskind (Livonia): #65 Suffocation-Related Panic Attacks During The Postpartum Period
- 2nd place: Fatima Asif (Livonia): #25 Virchow's Node, A Trojan Horse
- 3rd place: Asma Saboor (Livonia): #47 A Case of Refractory Hypoglycemia, NIPHS a Rare Complication of Bariatric Surgery

Quality Improvement

- 1st place: Michelle Stewart (Oakland): #15 State of Outpatient Opioid Analgesia Prescribing in a Community Teaching Hospital: A Surveillance Study Assessing Acute Pain Patients Presenting to the Emergency Department
- 2nd place: Monica Zipple (Oakland): #6 Fluid Resuscitation in the Trauma Bay: A Quality Improvement Study
- 3rd place: Phillip Gunnell (Livonia): #58 Suicide Prevention Training for New Interns



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2. Follow the instructions on your device.
3. Open your new app and create a login with your Work Email account (all lowercase).
4. Your 8+ digit password must include a number, capital letter and symbol (@,#,%...).
5. @StJoes will verify your work email and grant access to news, alerts and more!

If you need help, please send an email to:

News@stjoeshealth.org This app is available on any iPhone, iPad or Android mobile devices.

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