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Center Scan

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Published for the employees, medical staff and volunteers of Saint Cloud Hospital.

Administration's Loss; Home Care's Gain

On the outside, an incredible feeling of calmness surrounds Sister Kara Hennes. Her movements and speech are fluid and she is quick to smile.

On the inside there has been a tug-of-war going on. For nearly a year and a half, she struggled with staying in her position as vice president of nursing, a position she has held since 1984.

She went through what her Benedictine community calls the discernment process twice -- first in April of 1990 and then again this past summer.

"There was a growing awareness for me that the pressure of the job was not compatible with my desire to be a part of the monastic life," said Sister Kara. "It was making it difficult for me to be me."

During a discernment, the Sister meets with several members of the Sisterhood to discuss the issue affecting that member. Sister Kara's discernment was with several other Sisters who work or have worked at the hospital and the personnel director. This group tried to help guide her in the decision-making process by praying and listening to the Holy Spirit acting through the group. After the first discernment, Sister Kara made some adjustments and continued in her position. Still, the weight was there so she went through the discernment again and this time it was clear to Sister Kara that she needed to step down.

"I am so blessed to be a part of a religious community which is so supportive and that has a process in place for helping with large decisions like this. This process also had us consider the impact of my leaving on our mission and on our finances. The prioress and the other Sisters have been behind me 100 percent," she said.

In July, Sister Kara talked to John Frobenius about her decision. "He was very surprised. He didn't agree with it



and still doesn't but he has supported the decision."

For now, Sister Kara looks forward to relaxing for a while and starting in her new position in December as a registered nurse for home care. "I have a strong desire to do hands-on care and my specialty was home care before I came to SCH in 1979," she said. She wants to take a rest from top administration but eventually she would like to be in a management position again.

Looking back, the most difficult portion of her job and a big reason for her leaving was the growing parts of the position which she felt were out of her area of expertise. This included business plans and "number crunching." "I just didn't feel I was able to be as supportive and visible to the patient care areas as I wanted to be."

Yet Sister Kara has a deep feeling of satisfaction about the strong management and staff team that has been built during the last 12 years. "We have a team of people who are committed to improving care to our patients and creating a satisfying work environment for our employees," she commented.

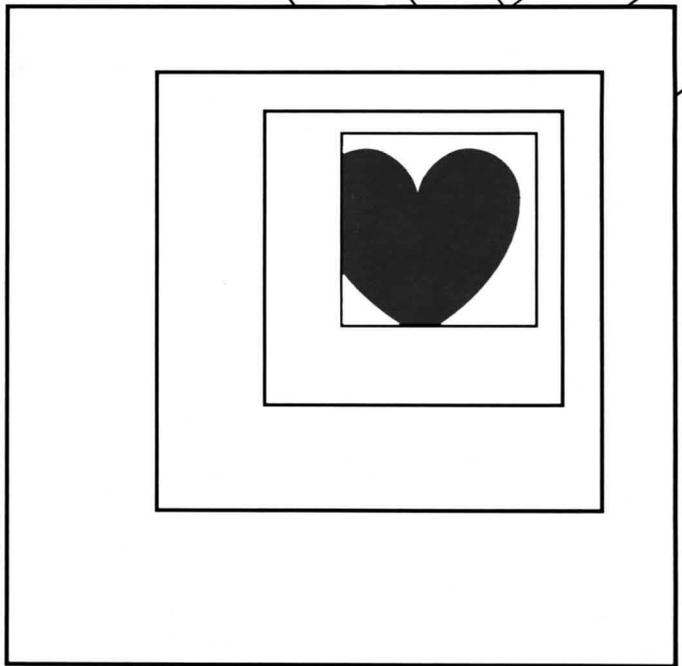
Oncology Unit Brings Bernie Siegel To Town

Saint Cloud Hospital's oncology unit is sponsoring a workshop featuring Bernie Siegel, Tuesday, January 28 & Wednesday, January 29.

Siegel is nationally known through his two books, *Love, Medicine & Miracles*, and *Peace, Love & Healing*, as well as numerous talk-show appearances. They have made him a workshop favorite frequently drawing large attendances.

All workshop activities have been planned for the St. Cloud Civic Center. The workshop is titled "Reaching Inner Peace Through The Art of Caring." Siegel, who was on the faculty at Yale Medical School, gave up a successful surgical practice to explore the role of hope, love, spirituality and unconscious beliefs in the healing process. He will present his views on how the mind and body interact during an evening presentation on January 28, and during the workshop's second day.

The evening presentation has been planned as a community event, so that people who are not medical professionals can hear Siegel speak. Ticket price for the evening presentation is \$5, and tickets are available within



the hospital from public relations and the Gift Shop. The target audience for the workshop is medical professionals who deal with cancer and other catastrophic illnesses. Brochures containing further information about the workshop are available from the education department.

Caesarean Births Move To FBC

After over a year of planning and preparation, caesarean births are now taking place on the Family Birthing Center (FBC).

"Because of our family-centered philosophy, we believe that a caesarean birth should be treated as a birth, as well as a surgery," said Mickie Schreiber, FBC assistant manager. "There is essentially no separation of mom, dad, and baby with our c-births now. They are treated as a unit throughout the process." The process does require that families move to a special surgical room but the operating rooms are on the unit, and the surgical nursing staff are FBC nurses.

Moving c-births from surgery to the FBC was in the minds of FBC management when the unit was remodeled and changed to single room care four years ago. The first c-

birth took place April 1, 1991. From then until October 28, only scheduled c-births were taking place on the unit. Now, the preparation and experience is in place for unscheduled c-births also.

"About half our labor and delivery skilled nurses are trained, which gives us 24-hour coverage to perform one case at a time. If we have more than one at a time, the second would go down to surgery. Our goal is to have every labor nurse oriented so that we will be able to do all caesarean births on the unit," said Terri McCaffrey, maternal child educator.

The roles of circulating nurse and scrub nurse were new to most FBC nurses, and surgery educator Marcia O'Konek helped devise their education. The addition of new roles hasn't been easy. "It's been very challenging, because there has been a lot to learn, equipment to buy, policies and procedures to write, and a lot of new people to work with," Schreiber said. Introducing caesarean births to the FBC has taken many hours of

planning, preparation and cooperation from the departments of anesthesia, surgery, recovery, same day surgery staff and the obstetricians. "But we've had an excellent collaborative effort from all the people involved," Schreiber said.

"It's worked very well from our perspective," agrees John Konz, anesthesia manager. "The delivery of anesthesia hasn't changed, because we don't deviate from our standards of care. But the patients are much more comfortable. They're more relaxed about the procedure even though the procedure remains the same."

Obstetrician David Lindgren, M.D., also agrees that the change is working well. "It's real beneficial to have these births on the floor because it can save time. Before, if a baby was in fetal distress we had to wheel the mother down to surgery on A-level. This is closer, and it's closer to the nursery. So there are real time saving advantages as well as providing something nice for the family."

Living Wills

In Minnesota, living wills have been legal since August 1989. As of December 1, healthcare providers, by law, have to inform patients of their rights regarding living wills.

"To a certain degree, we have been doing this already," says Alice Frechette, manager of medical records. "Now we're putting together a more formal program and we're being more direct in telling patients about their rights regarding living wills."

The instigator of this change is the Patient Self-Determination Act which is a part of the Omnibus Budget Reconciliation Act (OBRA) '90. Under

the law, Saint Cloud Hospital is required to:

- inquire and document whether patients have a living will.
- inform patients of their rights to prepare such a document.
- provide patients with resource information if they want to complete a living will.
- educate employees, medical staff and the community about living wills.

"Under no circumstances will a patient be denied care based on whether or not they have a living will. The decision is theirs to make," Frechette noted.

As part of this process, SCH has developed a set of policies and procedures regarding living wills. A core group of about 50 people have been trained by Frechette and administrative nursing supervisor Karen Kleinschmidt as living will resource people. Departments and

groups involved in this resource group are social services, spiritual care, nursing supervisors, medical records, emergency trauma center, hospice/home care, 'friends of the family' volunteers and ethics committee members. "This group will be knowledgeable about this legislation and help educate our staff and serve as a resource to patients interested in having more information about living wills," Frechette said.

Public education will take place through public speaking and through the distribution of living will informational packets to interested persons. "In the near future, we would like to develop a video which we'd make available to the public through inhouse TV and through clinics, the public library and Whitney Senior Center," Frechette commented. "We're trying to get the word out because people have a right to know this information."



FESTIVAL OF LIGHTS

Thursday,
December 5, 1991

• 6:30-7:30 PM • In
front of the hospital •

Join us for the traditional lighting of the Saint Cloud Hospital • Christmas Caroling with the hospital choir • Free refreshments • Free horse-drawn trolley rides with the New Tradition Theatre carolers

• It's our Thank You to the people of St. Cloud for supporting us this past year •

'TIS THE SEASON

TREE FESTIVAL

Sunday,
December 8, 1991 •

10:00 AM - 5:00 PM •
St. Cloud Holiday Inn •

15-foot Remembrance Tree

symbolizing and honoring cherished memories of Hospice patients • Sale of designer collectibles and Christmas sweets to

keep or give as gifts • Decorated trees, wreaths and garlands • Gingerbread displays and Dollhouses • \$1.00 donation per person • All proceeds to benefit the Saint Cloud Hospital Hospice Program •



Most Employees Satisfied, Survey Shows

By now, many employees will have received findings from the employee opinion survey conducted in September.

The overall result of the survey is that employees feel Saint Cloud Hospital is a good place for patients and employees alike. Some key findings were:

■ 95% of employees would recommend SCH to friends and relatives

■ 93% felt the quality of work or performance in their work areas is very good

■ Organizational strain was found to be present in only 12 of 93 work groups

■ The organizational climate was found to be above average

Some concerns surfaced. For example:

■ Only 22% felt that top administration is aware of problems at their level of the organization

■ Only 33% felt that staff shortages have not affected the quality of care in this hospital

■ Only 49% felt that the hospital provides adequate growth opportunities for people in their position

By mid-January, after the results of the survey have been shared, supervisors and managers will prepare action plans for executive council that address concerns and recognize highlights within their own departments. According to Scott Thoreson, director of administrative projects and survey coordinator, the hospital's administration will use the survey results to improve job satisfaction and patient care. "We had a 76 percent response rate to the survey, which is very good, and we want employees to know that we are sincere about using the survey to produce positive results," he said.

Benefits

December is upon us and it is time again for you to review your benefits and make changes to your benefit choices for 1992. A letter will be sent to your home outlining the plan and contribution changes for the coming year.

To provide you with information about your benefits the Benefits Open House will be held in Riverfront C on Thursday and Friday, December 12 and 13. The schedule and location of the Benefit Open House will be posted throughout the hospital. Folders with benefit information will be distributed during the Open House. Representatives from many of our benefit plans/programs will be available to answer questions and help you with your benefit planning for 1992.

1992 Benefit Planning Checklist:

The following is a checklist of items you may want to review in planning for the 1992 benefit year.

Medical Coverage: Open enrollment is from 12/2/91 to 12/20/91. You may wish to make changes to your medical coverage, such as change plans, add dependents, or enroll if you do not currently have coverage. (To be eligible for coverage, you must be hired for at least 32 hours per pay period.)

Medical/Dependent Care Expense Reimbursement: If you wish to participate during 1992, you must com-

plete an enrollment form by 12/20/91.

Tax Deferred Annuity (TDA)

Participants: You may wish to review your TDA status with the Copeland representative.

W-4 Tax Exemptions: You may wish to review the number of deductions you are claiming. Contact the Copeland representative if you need additional assistance.

All forms needed to make the above changes will be available at the Benefit Open House and in the Benefit Resource Center on 5 North.

New Management

Lisa Daley is the new assistant manager of staffing/scheduling. She comes to Saint Cloud Hospital after having had previous experience as a biology research lab technician, office manager, executive secretary, public relations secretary, and most recently as staffing coordinator for five years with Miller-Dwan hospital in Duluth.



center scan

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Center Scan is published monthly by the public relations and development department. Any comments or questions should be addressed to the editor.

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A RECYCLED AND RECYCLABLE PAPER

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PROMOTIONS

Gail Falconer, nuclear medicine technologist, radiology, to radiology quality assurance coordinator.

Eugene Fischbach, sr. vascular imaging technologist, radiology, to supervisor, cardiovascular imaging.

*Joy Karels, OB unit assistant, labor & delivery, to OB surgical technician.

Paul Kub, MRI technologist, radiology, to supervisor, MRI technologist.

Robert Lacroix, Recovery Plus counselor, Recovery Plus, to Recovery Plus senior counselor.

Michael Lepinski, radiographic cont. tech., radiology, to electronics tech.

William Lindell, orderly, nursing service, to registered nurse, telemetry.

Ken Lock, vascular imaging technologist, radiology, to cardiovascular imaging tech.

John Minars, programmer I, information services, to programmer analyst.

Jackie Molus, food service aide, nutrition services, to nutrition assistant.

Dale Pietrowski, food service aide, nutrition services, to orderly, float pool.

*Karin Reichensperger, telecommunications att'd., telecommunications, to transcriber, ETC.

Mary Super, sr. vascular imaging technologist, radiology, to supervisor, cardio. imaging technlg.

*Sheila Swarhout, sr. P.T. orderly, physical therapy, to transcriber, telemetry.

*Linda Tannenbaum, telecommunications att'd., telecommunications, to resident assistant.

Deborah Thornton, sr. resident assistant, Journey Home, to A & C assistant counselor.

*Michael Travers, chemical dependency specialist, Recovery Plus, to Recovery Plus counselor.

Jeffrey Trimble, vascular imaging technologist, radiology, to cardiovascular imaging tech.

* Will work both positions

ACHIEVEMENTS

Larry Asplin, RN, CNOR, and Mary Pat Fitzgerald, RN, CNOR, both from surgery, passed their national certification examination.

Jerry Boldon, CRNA, was elected as president-elect of the Minnesota Association of Nurse Anesthetists.

Roland Brummer, RN, Judy Johnson, RN, and Angie Moscho, RN, 5 South, passed their national oncology certification examination.

Peter Honer, Recovery Plus, received statewide recognition, receiving the Irene Whitney award for outstanding contribution to the chemical dependency field.

Kris Nelson, critical care, was selected the Central Minnesota Area Chapter Critical Care Nurse of the Year.

Julie Santer and Tammy Tucker, junior volunteers, were recognized by the Optimist Club of St. Cloud for their community involvement.

Steve Vincent, Counseling Center, was elected President of Big Brothers/Big Sisters of St. Cloud.