



SPECIAL POINTS OF INTEREST:

- GROWING HOME RECEIVES SPIRIT OF PLANETREE AWARD
- ED PODS FOSTER TEAMWORK AND PATIENT EXPERIENCE
- MEANINGFUL ART SURVEY RESULTS
- YOU VOTED... SANHC CAFÉ NAME
- ASSOCIATE TOURS BEGIN

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Growing Home wins the Spirit of Planetree!



The Spirit of Planetree Awards are given out every year at the Planetree International Conference on Patient-Centered Care. This year the Planetree International Conference is October 12-15th in downtown Chicago. During the conference each year, a *Spirit of Planetree* is given out to an individual, a physician, and a program who is not affiliated with Planetree but who embodies the "spirit of Planetree."

This year, it is with great honor to announce Kathleen Drozda, SAN Pastoral Care Nurse, will be receiving the International Spirit of Planetree Program award for the non-profit organization Growing Home.

Growing Home was a program established in 1999 by Kathleen to help the underserved in our community. Growing Home is an anti-poverty organization whose goals are housing the homeless, feeding families, and helping children succeed in Adams County.

The Growing Home website reads, "We believe in taking a holistic, comprehensive approach to fighting poverty, addressing both the immediate and long-term needs of families. We utilize a collaborative model that engages the community in providing emergency services, and we also work to understand and address the root causes of homelessness, hunger, and the achievement gap of low-income children. Our services give adults the tools they need to provide for their families, and simultaneously work with the children of those families to break cycles of poverty and prevent crisis in the future. By working with clients to develop long-term skills, we move both children and adults on the path to success. Whether we are instructing mothers and fathers on how to read to their babies, teaching children the literacy and psycho-social skills needed to complete school, giving nutritious food to a hungry family, or creating a job plan with parents in our shelter program, we know that using researched methods to combat poverty will help both the children and adults of the families we serve."

Congratulations Growing Home!



Kathleen Drozda (center) stands with Laura McAnally and Leslie Russell after being recognized at the July Awards & Recognition Ceremony.

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Growing Home

housing the homeless, feeding families, and helping children succeed



Tokens of Kindness: I am... Kind

Token 4680

I'm passing this token to **Laura Rhodes**, a night shift phlebotomist here at St. Anthony North. The lab has recently rolled out a Caring Carnations program wherein we apologize to patients and give them a small gift if our

phlebotomists have a difficult time getting a blood sample from them. Before this program was live on July 1, Laura experienced an event with a patient that she could not get blood from. He had been here more than a week, and nearly all of the phlebotomists were having a hard time getting blood samples from him. Laura took it upon herself to get a flower for this patient and his wife from the gift shop. She took him a card with a flower to thank him for his patience and apologize for the extra blood draws. This is patient-centered care - Laura knew that the experience was extremely unpleasant for this man and his family. While she knew we needed the blood sample, she also realized that she could play a role in making this unpleasant

experience as pleasant as possible. Thank you, Laura for putting our patient's whole-person needs first.

- **Mallorie Merboth**

*In addition to receiving a token of Kindness, Laura was also honored last month as SAN Lab Associate of the Year.



Token 5295

I am passing on this token to **Kim Mazzotti**. Kim has been with our organization for about 6 months and every day amazes me with her interactions with our patients. Kim is a patient access representative in the Emergency Department and often doesn't get to spend a lot of time making connections with the patients. She has taken this challenge and has found a way to WOW our younger patients and guests. Kim purchases sticker books out of her own budget and brings them with her to the hospital. When she registers a patient or family member that have younger children with them, she presents them with a sticker book. I had the privilege to see this in action on July 25th, and the child's eyes were priceless. The young girl was so appreciative and the mother looked very relieved. They both kept saying, "Thank you Ma'am." Thank you Kim for finding a way to truly touch a child's life in a very short amount of time.

-**Angela Hawk.**



Planetree Challenge: I am...A LISTENER

Most people go through their daily lives engaging in many conversations with friends, co-workers, and our family members. But most of the time, we don't listen as well as we could or sometimes should. We're often distracted by other things in the environment, such as a television, the Internet, our cell phones, or something else. We think we're listening to the other person, but we're really not giving them our full attention.

Enter a skill called "active listening." Active listening is all about building rapport, understanding, and trust. become a better listener and actually hearing what the other person is saying, not just what you think they are saying or what you want to hear. While therapists are often made fun of for engaging in active listening, it is a proven technique

Did you know that good listeners are more successful? One of the seven habits of highly effective people according to Steven Covey is to "seek first to understand, then be understood." The key to understanding is effective listening. According to Covey, effective listening is empathic listening. Empathic listening is genuinely seeking to understand the other person. It requires effort on the listener. There are four stages of empathic listening. One easy way to remember the four stages is to use the acronym HEAR: **H**elpful, **E**mpathic, **A**ttentive, and **R**esponsive listener.

The Challenge: The challenge this month is to practice skills that will allow you to become an "active listener." To actively listen means to concentrate on what is being said rather than just passively hearing the message of the speaker. This month practice on your family, patients, or your friends. You might be truly surprised about what you hear!



JULY AWARDS & RECOGNITION



Carole Peet hosted the baseball-themed July Awards & Recognition. Clockwise from the top left : Unit White Rose representatives; Lamar McBride with the Sycamore Service Award; Jen Payette was the Associate of the Month; Nancy Valenzuela was honored for an Exceptional Contribution award; Continuing Education recognition went to Ashley Hebbring and Jenny Kosovich; Individual White Rose recipients; and Melinda Haase was honored with Quality's Good Catch award.



Open Office Hours

SAN Executives welcome all associates by to open office hours. Open office hours are times when ANY ASSOCIATE can come by and discuss ANY TOPIC they feel is important

Carole Peet: Watch SAN Daily News for Carole Peet, CEO, open office hours.

Carol Butler: Vice President of Patient Care Services & Operations

- Friday, August 8th from 12:00 – 1:00pm
- Wednesday August 13th from 7:30 – 8:30am
- Wednesday August 20th from 12:00 – 1:00pm
- Wednesday August 27th from 7:30 – 8:30am

Janiece McNichols: Chief Financial Officer

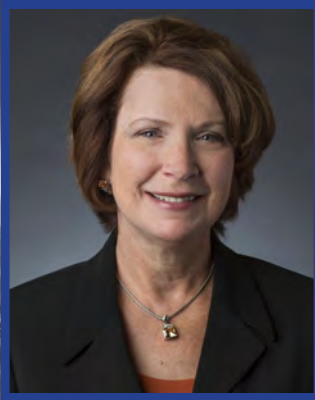
- Monday, August 11th from 11 am - 12 pm
- Thursday, August 21st from 9 am -10 am

Tami Taylor: VP Administrator

- Monday, August 11th from 11 am -12 pm
- Monday, August 25th from 11 am -12pm



Carole Peet,
Chief Executive Officer



Carol Butler, VP of
Patient Care Services &
Operations



Janiece McNichols
Chief Financial Officer



Tami Taylor
VP Administrator

No One Dies Alone (NODA)

NODA is a program supported by employees and volunteers.

When can I request a NODA volunteer for my patient?

1. Patient is on comfort care
2. Patient has a DNR status
3. A patient is expected to pass

Who do I contact?

Contact your Assistant Nurse Manager. Your ANM knows how to activate the NODA volunteers

Planetree component: Human Interaction, Family and Social Support



10 WAYS WE SUPPORT MOTHERS & INFANTS

Breastfeeding strengthens the health and wellness of our children, our communities and our future. The experts at St. Anthony North will provide you with information and support to help you determine the best way to feed your infant. We do this by following the *Ten Steps to Successful Breastfeeding*, as determined by the World Health Organization.



- 1** We have a written infant feeding policy that is routinely communicated to all health care staff.
- 2** We train all healthcare staff in skills necessary to implement this policy.
- 3** We inform all pregnant women about the benefits and management of breastfeeding.
- 4** We help mothers initiate breast-feeding within one hour of birth.
- 5** We show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
- 6** We give newborn infants no food or drink other than breast milk, unless medically indicated.
- 7** Our facility practices “rooming in” – allowing mothers and infants to remain together 24 hours a day.
- 8** We encourage breastfeeding on demand.
- 9** We do not offer pacifiers or artificial nipples to breastfeeding infants.
- 10** We foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

SAN OB PREPARES TO BECOME BABY FRIENDLY

SHARE YOUR STORY

I am...a STORY



I am...

Strong because I know my weakness

***Our lives are a collection of stories, truths about who we are,
what we believe, where we come from...***

Sharing our stories as healthcare workers, friends, and peers connects us to one another. It enables us to communicate what we value, what we enjoy, but most importantly, what is possible. For the next few month the “I am...Planetree” campaign is upping the ante. Instead of focusing on just one characteristic that makes us like Planetree, we would like to hear your entire story. What can you share that will inspire others into action to be more person-centered? What experiences can you share with others? What stories do you have inside you that are waiting to encourage others?

Please share your story with us, how are you Planetree?

Submit all stories to Laura McAnally at LauraMcAnally@Centura.org.

Patient & Family Partnership Council begins in August!

Patient and Family Partnership Council

Patient and family-centered care at St. Anthony North Hospital recognizes the basic needs of patients and their families to be near one another and to have information, reassurance and support throughout their healthcare experience.

We believe patients and their families are essential partners in patient care including the design and implementation of hospital and community services. We value the patient and family perspectives about their care experiences. Because of these reasons, St. Anthony North Service Council is recruiting interested associates or patients to be members of the first Patient & Family Partnership Council (PFPC).

The PFPC partners patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience.

Who can become a SAN PFPC member?

- Current or former patients, family members or primary caregivers of a current or former patient.
- People who are enthusiastic about the healthcare system's mission of excellence, quality, safety, community focus and customer satisfaction.
- People who have a desire to make a positive difference for other patients and families.

To learn more about the Patient and Family Partnership Council, please call 303-430-5376 or e-mail LauraMcAnally@Centura.org.

Nutrition and Nurturing Food

Last month, both the Imaging and Surgery Department got creative regarding offering water to their patients' families and loved ones.

Component #5: Nutrition and Nurturing Food



New ED PODS Benefit Patients and Staff!

Planetree Component #1:
Human Interaction

In the ED, we recently started a research initiative called the POD Leader project. With our ED, communication can be difficult among staff members because the three PODs are spread out, resulting in misunderstandings between staff, lack of updates between interdisciplinary staff, and ultimately a decrease in patient and staff satisfaction.

We decided to attempt to improve our human interaction (Planetree Component #1) by assigning a POD leader (RN) to each POD in the ED at the beginning of each shift. This POD leader is responsible for keeping track of a checklist that the team uses to improve lab/imaging times, length of stay (LOS) times, and overall flow of the POD. In the first month, the ED staff realized we needed to go one step further by partnering with our registration staff.

Through this POD project, the ED clinical staff and registration have had the opportunity to create a stronger team by “embedding” patient access representatives within the clinical PODS. The PODS are Blue, Red, and White and they consist of three nurses and one registrar. This is a very new system for St. Anthony North. Prior July 7th registration sat completely in their own area with very little communication with the clinical staff. The team physically moved computers/ workstations the week of July 7th and have since been functioning as a cohesive team to provide better human interaction for ED patients.

“We truly are working as one,” say Angela Hawk, “The clinical staff can easily come to registration and request what is needed to get that patient the best care they need.”

Over the next few months we will be tracking the progress of this as it relates to LOS, lab/imaging times, patient/staff satisfaction, and teamwork. Thank you ED and registration for thinking outside of the box and coming together to improve the human interaction for our ED patients.



SAN DEPARTMENTS CREATE HEALING SPACES

For the past few months, SAN has seen a theme within departments, the upgrade of spaces, waiting rooms, and public areas to create a more healing environment for patients, family, and social support.

The Planetree Components #2, importance of family, friends and social support, and #4 healing environment, both drove the decision within these departments.

The SAN Periop department created a new private family waiting room. This space allows physicians and caregivers to discuss patient outcomes in a room that is private and away from other families waiting. It encourages families to ask questions and be more informed about their loved ones care.

The SAN ED upgraded their existing family waiting room with new furniture. ED associates recognize that the physical environment is vital to healing and well-being. By improving the interior design, families and patients are encouraged to relax and be more comfortable.

Thank you SAN Periop and SAN ED for creating meaningful healing spaces for our patients and their family/loved ones.

Planetree Component #2:

Importance of Family, Friends and Social Support

Planetree Component #4: Healing Environment: Architecture and Interior Design

Meaningful ART– Survey Results are In!

One of the unique challenges of Planetree is to personalize, humanize, and demystify the Planetree philosophy at an individual level. At St. Anthony North Hospital, the “I am...” campaign is our way to personalize the Planetree philosophy in every intention, action, story, and care moments that we share.

On each individual hand, there is a commitment written by an associate as to how they embody the Planetree philosophy and principles. These hands come together to create the leaves of the tree. It is only when the individual hands (commitments) of every individual associate come together that the actual tree (Planetree) comes to life and can be experienced.



In July, we asked you to help us create meaningful art. There were 87 associates responses to the survey and the results are below. Thank you to all who voted and keep your eyes peeled as we continue to add to this meaningful

COMPONENT #6

Arts Program/
Meaningful Activities
and Entertainment is
Planetree Component
#6. Planetree
recognizes that people
need opportunities for
camaraderie, laughter
and creativity.

SAN Meaningful Art Survey Results



- Option #1: Humans caring for Humans
- Option #2: Our Commitment to You...
- Option #3: Words that highlight patient-centered care and SAN Mission

87 responses

Associates Vote to Name the SANHC Café!

The name of the new St. Anthony North Health Campus Café is....
NORTH PEAK CAFÉ!

Congratulations to **Laura Rhodes**, SAN Phlebotomist, for submitting the winning name! She will receive a one-year membership to Lifetime Fitness, located across from the new SANHC.

A \$10 Red Mango gift card will be awarded to the following associates for submitting a name that made it to the top five:

Emily Stenzel, The Peak

Tim Dixon, Peak View Bistro

Christy Baker-Eble, Café North

Marie Powell, Anthony's Garden Bistro

Thank you to everyone submitted a name or voted!



I am...Giving



Cindy Elger, Clinical Nurse Manager, was recognized as Leader of the Month at the July Awards & recognition with the following nomination:

"Cindy goes above and beyond all the time for staff and our patients, this is just one of the many kind things she has done.

We had a patient admitted from the ED, she had been brought in via ambulance in her night clothes. Upon discharge staff provided her a cab voucher and then realized the patient had no shoes. It was a wet and cold day so the hospital booties would not suffice. After searching the hospital for other options the situation was presented to Cindy. Without hesitation, Cindy took her Nikes off her feet and gave them to the charge

nurse to then give to the patient.

Cindy then wore her big sloppy winter boots the entire day just so our patient would go home comfortably. We could write a book of all the wonderful things she has done. But this one takes the cake!"



FY14 ACCOMPLISHMENTS

Great job St. Anthony North for your hard work in FY14! Each day, your performance and dedication contribute to the success of this organization. Here's just a snapshot of our FY14 accomplishments:

CONVENIENCE

Focused on growth opportunities to benefit our local community's access to healthcare: Building the SANHC at 144th, Thornton and Dacono ambulatory sites, and repurposing the 84th campus.

FINANCIAL STRENGTH AND STABILITY

Achieved cost savings of \$1.9M — 150% above our target for FY14!

HEALTHY COMMUNITIES

Connected 645 ED patients with a primary care physician, while more than 10,000 people at six community sites viewed our Medicaid Educational video.

PEOPLE

More than 50% of our RNs have their BSN, contributing to an environment of professional excellence and patient safety.

SERVICE

Approximately 400 associates have attended Planetree experiences, driving our patient-centered care model.

OUTCOME EFFECTIVENESS

Achieved an overall core measure FY14 score of 99%, in addition to receiving a Leapfrog Grade "A" twice during the fiscal year.

INSPIRE HEALTH

St. Anthony
North Hospital
Centura Health.

St. Anthony North
Health Campus
Centura Health.



stanthonynorth.org

SAN CELEBRATES FISCAL YEAR 2014

SAN Helps Kids Succeed at School

Thank you to all who donated to the annual school drive!

Your generous donations to the Annual School Supply Drive will be distributed to low-income, preschool through high school students, all throughout our community. Your generosity helps contribute to students' success during the next school year.



Stepping On Classes begin August 12th

SAN Patient Fall Prevention

Stepping On

A **FREE** program to help older adults reduce their fall risks and maintain their independence.



Stepping On
Building Confidence and Reducing Falls

INSPIRE HEALTH

St. Anthony North Hospital
Centura Health.

stanthonynorth.org/steppingon
2551 W 84th Ave., Westminster

If you, a loved one, or one of your patients has experienced a fall that's shaken your confidence or resulted in injury, you'll want to learn more about Stepping On, a free program to help older adults reduce their fall risks and maintain their independence

This is a **FREE** seven-week session hosted by SAN hospital's Injury Prevention Team

Begins Tuesday August 12th and goes through September 23rd

Contact Darcy LaFleur with questions or call 303-426-2166 to register

Associate Tours of the 144th Health Campus

Associate tours of the SANHC for September and October are now open for registration in LEARN. Tours are 7:30 a.m. – 9 a.m. Associate tours are optional and open to all associates. The tours provide a general overview of the campus, a presentation and an opportunity for questions. Breakfast is served. For safety purposes, tours are limited to 15 attendees. Tour dates:

Sept. 12th 7:30 a.m. – 9 a.m.

Sept. 26th 7:30 a.m. – 9 a.m.

Oct. 10th 7:30 a.m. – 9 a.m.

Oct. 31st 7:30 a.m. – 9 a.m.



The hospital is located at 400 W 144th Ave, Westminster, CO 80023 (the SW corner of I-25 and 144th Ave.). Enter through the West side of the Medical Pavilion, the Imaging entrance.

Please note, the SANHC is a working construction site and attendees will be required to wear a hard hat, safety glasses, reflective vest and sign a waiver. ANYONE GOING ON A TOUR IS REQUIRED TO WEAR CLOSED-TOE SHOES.

To access LEARN: log-in to My Virtual Workplace > click Associates tab > Education for Associates > [Web-based Training \(LEARN\)](#) > Under Catalog search “Associate Tours of the 144th Health Campus” and choose a date.

Watch for additional communication about future associate tour dates. Educational and process tours will be scheduled to train associates as we get closer to the move date in early 2015.



**If you are a Centura or CHI associate and cannot access LEARN, you can send an email to SANCommunications@centura.org and you will be added, space permitting. SAN associates will be directed to sign-up in LEARN.*

Upcoming Events

- **August 14th: Professional Development Council**
- **August 15th: Service Council**
- **August 20th: Catch a Breath in Aspen A, 2—3:30 p.m.**
- **August 26th: Palliative Care Overview presented by Laurie DeLalio from 14:00-15:00 in Main Conference Room**
- **August 28th: NPAC meeting 07:30-09:00 in Main Conference Room.**
- **August 28th: Awards & Recognition Ceremony**