

go beyond

our passion drives us to go beyond

CSM Recognized for Improving Stroke Patient Outcomes

CSM's eastside hospitals have been recognized for achievement in using evidence-based guidelines to provide the best possible care to stroke patients through The American Heart Association/American Stroke Association's Get With The GuidelinesSM program.

Hospitals are recognized in each category in which they achieve at least 85 percent compliance to Get With The Guidelines measures. Those hospitals marking 85 percent compliance for 12 consecutive months are given the Silver Performance Achievement Award.

Get With The Guidelines is a hospital-based, quality-improvement program designed to ensure that hospitals consistently care for stroke patients following the most up-to-date guidelines and recommendations.

Receipt of the Silver Performance Achievement Award was published in the July 28 issue of "America's Best Hospitals" issue of *US News & World Report*.

Aid Continues to Afghan Hospital



Jennie Johns-Ford, Manager at the CSM Distribution Center with Dr. Karim Seddiq, Advisor to Afghanistan's Ministry of Higher Education and Kabul Medical University, as he sees first-hand the much needed medical equipment that will allow the University Hospital to become operational.

Columbia St. Mary's is living up to its mission to provide for the most needy by donating desperately needed medical equipment and supplies to war-ravaged Afghanistan. This is the second such shipment organized by a grassroots group including CSM and Children's Hope Network, a local non-profit organization. CSM is the only US hospital system to provide this type of aid to the newly rebuilt Kabul Medical University Hospital, which was destroyed by the Taliban. The first shipment arrived in Kabul in January of this year, thanks to help from an Afghan-American organization called Afghans for Civil Society.

Dr. Karim Seddiq, Advisor to Afghanistan's Ministry of Higher Education and Kabul Medical University, paid a visit to Wisconsin in mid-August to thank CSM for the first shipment and to take a look at some of the other items that will go to equip Kabul University Hospital. "My hope is that the hospital will open in the next two months. Our own materials are very basic and scarce. We are so very appreciative of the donations," Dr. Seddiq said.

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Acupuncture Care for Women



Rebecca Staska Jankowski

CSM Women's Services is pleased to welcome Rebecca Staska Jankowski, L.A.c., to the Institute for Women's Wellness. Rebecca is a licensed acupuncturist and board certified by the National Certification Committee for Acupuncture and Oriental Medicine. She has advanced training in women's health issues including menstrual

health, pre- and post-natal care and menopause. Rebecca has dedicated her practice to helping women improve their health by creating balance in the body and smooth transitions from one stage of life to the other. She sees patients at The Institute for Women's Wellness, Water Tower Medical Commons, Suite 509 on Tuesdays, Wednesdays and Fridays. To schedule an appointment, call (414) 270-4801.



Regional Burn Center Celebrates 50th Anniversary!

Since 1959, the Columbia St. Mary's Regional Burn Center has been serving patients from Wisconsin, northern Illinois and Michigan's Upper Peninsula. Join us as we celebrate our 50th anniversary from 10:00 am to 12:00 pm on Saturday, October 3 at Water Tower Park across from the CSM East Facility.

Our celebration will include a brief program recognizing those who have made outstanding contributions to our Burn Center, family-oriented games and prizes, fire trucks, Dalmatians, and more. Be sure to bring your 4 to 11-year-old children for Milwaukee's biggest "Stop, Drop and Roll" demonstration at 10:30 am – all participating children will receive a free t-shirt!

For more information, contact Amy Gehrke at (414) 326-1757.

Hypothermia Therapy Puts Cardiac Patient on Ice

In Wisconsin, hypothermia is typically associated with injuries from prolonged exposure to cold weather. But physicians at Columbia St. Mary's have begun using induced hypothermia therapy in a very positive way, to help prevent brain damage in people who have been revived after their heart has stopped due to cardiac arrest.

Cooling down the patient reduces the need for oxygen to the brain, which helps to minimize the damage that can occur after the heart stops and blood flow is interrupted. This method helped to save the life of 52-year-old Chuck Hildebrand of Campbell, California, who was visiting Milwaukee in June to see a Milwaukee Brewers baseball game. "I was staying in Mequon and went for a walk in the park near my hotel when I guess I collapsed. I don't remember, but I'm told that some people in the park did CPR and called 911 – and I'm very grateful," he said.

Hildebrand was rushed to CSM Ozaukee's Emergency Department where CSM intensivist Dr. Dima Adl and other staff implemented the hypothermia therapy protocol. "When the heart stops, it creates inflammation, and the return of the blood supply to the oxygen-deprived brain causes cell inflammation and brain damage. Iced saline is pumped into a patient intravenously and a cooling blanket is placed on the patient's body until the body temperature drops from 98.6° F to about 91°," she said.

Patients are kept in this hypothermic state for about 12 hours in an attempt to decrease the brain cell activity, according to Dr. Adl. "After about 12 hours, we start rewarming the patient very slowly and allow them to wake up. It's almost like a state of hibernation," she said.

During that time, the patient receives constant care. "Typically, these patients are on full life support in conjunction with hypothermia therapy," according to Joy Kalt, Director for the Intensive Care Unit at CSM Ozaukee.

Out-of-hospital cardiac arrest claims the lives of more than 300,000 people each year in the U.S. and leaves thousands of others neurologically damaged. Hypothermia treatment stands out as one therapy that can improve patients' survival with minimal brain damage.

For Chuck Hildebrand, a professional freelance sports writer, things have returned pretty much to normal. He is feeling fine, and back to work on promoting a new book called *The Last Baseball Town*. "I never heard of this procedure until now, but I'm very grateful to the staff at Columbia St. Mary's for the care they gave me," Hildebrand said. "There are so many people to thank, especially the nurses who really brightened things up for me. They made what should have been a very difficult time very tolerable," he said.

"We are sending outdated equipment that would otherwise end up in a landfill," explained Jennie Johns-Ford, manager of CSM's Distribution Center. "We are donating X-ray view boxes, birthing beds, infant incubators, a ventilator, heart bypass machines and other equipment," she said.

Right now, a couple of truckloads of equipment and supplies are already inventoried and waiting at CSM's warehouse to be shipped.

The frustrating part of this charitable effort is the roadblock that arises when trying to arrange shipment of the materials, Johns-Ford said. "Shipping overseas is complicated and expensive. It costs about \$25,000 per truckload," she said. "There are a number of people working to find funding and shipping for us and that gives us hope."

The needs of the Afghan people are great and there may be opportunities for CSM employees and staff to contribute. Watch future issues of *Go Beyond* for information.

Pack Em' Off to School

Approximately 600 backpacks were distributed throughout CSM hospitals and clinics earlier this month. Employees picking up backpacks for their children deeply appreciated the assistance. Thanks to all CSM employees and medical staff who made this event possible through donations.



CSM staff work the assembly line to prepare backpacks for children returning to school this fall. Pictured front to back are Lynda Kempen, Executive Assistant, Information Systems; Kerry Burmeister, Director of Volunteer Services; Danielle Ortego, Inroads Intern, SHRI; and Anthony Fuller, Inroads Intern, SHRI.

Excellence in Customer Service: We Get Letters



On Friday July 31, I received a call from Dr. Wilfong at Port Washington to report immediately to the emergency room at Columbia St. Mary's Ozaukee Hospital. The result of a blood test demanded immediate attention.

I was met at the door by a caregiver, and although I did not want to be there, the staff demonstrated what a true "Passion for Patient Care" means. The respect, commitment to excellence, service and integrity of the hospital staff was of the very highest order.

The research and knowledge of Dr. Sievers and the surgical skill of Dr. Dewire and his team again reinforced the commitment to excellence at Columbia St. Mary's. I was released two days later.

I would urge President Obama to visit Columbia St. Mary's to understand what is exceptional about the present state of healthcare.

I do not believe there is anything major that could be changed in this exceptional organization.

Last week I left a message here (CSM's website) expressing a great deal of frustration regarding a billing situation. My message was sarcastic and angry and I frankly didn't expect to get a reply . . . I was pleasantly surprised by what happened. I received a reply back from Jennifer Counihan in your Marketing department. She acknowledged my problem and took action. As a result, I have been able to resolve a situation . . . This kind of service is worth recognizing. She went out of her way to satisfy a customer and the efficient and courteous professionalism in the way she did it tells me that it's the way she does her job on a regular basis. Her superiors should appreciate it as much as I do.



Leo's Line

Listen for weekly updates about Columbia St. Mary's from CSM President Leo Brideau via Leo's Line. Call 961-4114.

Stories of Service: Perspective

Introduction by Bill Solberg, Director of Community Services

We are often told that our perspective on our work can make quite a difference. But what is perspective?

A lens is an excellent symbol of perspective. I know that my eyeglass lenses change my vision and cause me to see the world in a different manner. And so it is true with my perspective or philosophy. My perspective changes how I interpret the meaning of information and events.

Often, I am not even aware of my perspective as I go about my day. However, on occasion, a comment or event will cause me to become aware of my perspective and philosophy.

Such is the story of Sandra Chapa, RN, on the Mom/Baby unit at CSM Milwaukee. Sandra's story illustrates how a chaplain's perspective renewed her own awareness of her service to infants in the Nursery.



Sandra Chapa, RN, Mom & Baby department at CSM Hospital Milwaukee

Service on a Hectic Friday

Sandra Chapa, RN

It was the end of the day on a usual crazy and hectic Friday. I was about to leave for the day when the hospital chaplain walked into the Nursery. He asked who was taking care of the "boarder baby" today. I told him I was. I explained to him that we call a baby a "boarder baby" when the mother is not an inpatient on the floor and we are "boarding" the baby for a while. The chaplain had come because this mother had requested a blessing for the baby. The mother had no contact with the baby and was planning to give him up for adoption. I thought it was very nice of her to want the baby to receive a blessing.

The chaplain was about to start the blessing but first asked me for the baby's name. I told him that the baby did not have a name because the mother chose not to name him but to have the adoptive couple name him. Then he said something that I had never thought of. He said, "But you are the baby's mother today because you are caring for him and feeding him and holding him, so you can name the baby, even if it is just for this blessing." I was shocked. I had never looked at it that way. I named the baby Max because that's what I was going to name my daughter if she had been a boy. The chaplain proceeded to say one of the nicest blessings I ever heard.

The chaplain not only helped Max that day by blessing him, he also helped me to understand my job better. He helped me value what I do, day in and day out. He helped me realize that I have one of the best jobs in the world at Columbia St. Mary's. The chaplain provided me with great service, perhaps without even realizing it.

To submit information for *Go Beyond*, contact Debbie Michalak at (414) 326-1763. E-mail: dmichala@columbia-stmarys.org. *Go Beyond* is published bi-weekly. Deadline to submit information for the next issue is Monday, September 7. Columbia St. Mary's is sponsored by Ascension Health & Columbia Health System.