

The Way I See It

Our financial audit went very smooth this year thanks to everyone involved in billing, medical records, inventory, business office etc. I would especially like to thank **Pam Stewart** for the prep work ahead of time as well as pulling out reports for them while they were here. We all make a great team! (Sandy Teubner)

Thanks to **Becca Opp, Chantel Grossman, and Courtney Heilman** for filling in for the supervisor on “order day” last week. Great teamwork! (Gail Grondahl)

Ethel Alexander has done a tremendous job in completing skills validations for the C.N.A.’s that is required by the state. She is very diligent and able to teach as she observes. **Mindy Schneibel** is also going to be assisting with this. (Gail Grondahl)

I would like to thank everyone who responded to the Emergency Dept. for our Trauma “CODES” that was called this week. The nursing staff from LTC were a HUGE help! **Brianna Weinman, Kathy Sieg, Lisa Lemer, Wendy Wagner, Deb McAvoy and her nursing students. Kim Thorson** came in on her day off to assist Dr. Nyhus and was greatly appreciated! Harvey Ambulance Service for their help getting everyone settled in... Switchboard, ALL Radiology staff, lab staff, Sr. Mary Agnes, Jackie Martin, Donna Corneliusen, (and I probably forgot some and I am sorry) all responded quickly and were willing and eager to assist in any way possible! Thank you **Melanie Long** and **Rachel Olson** for staying to help! The patients were triaged and treated quickly and received the care they needed very proficiently! AND OF COURSE **JAIMIE BUSH** FOR KEEPING THE KIDS LATE at daycare!!!! All patients were triaged, treated and discharged or admitted within THREE HOURS!!! That is awesome! We are so blessed with great staff here at St. Aloisius! (Candie Thompson)

A patient came for physical therapy and said he was here for therapy with **Kelly Christenson**. He stated he had previously had him for his therapist and he didn’t feel like he was going to a medical appointment as Kelly talked to him like he was his best friend. The patient said he really liked this therapist and enjoyed coming here. Great job Kelly! (Danita Rixen)

I would like to thank **Eleanor Sieglock** and **Evony Hansen** for helping to cover call so I could attend Regional VB tourney this week! (Candie Thompson)

I would like to say thank you to **Danica Grossman**. I mentioned that I needed to go to her mother’s house on Halloween to get a popcorn ball as they are the best ever. Danica was so thoughtful and brought me one to work. Thank you Danica for the awesome treat! (Danita)

Once again, I was so impressed by the total team response to our trauma code. The knowledge, skill and composure of our staff are second to none. So many departments (don’t

want to start listing as I might leave someone out) just kick into gear to come together, see a need and fill it, which enhances the ability of the direct caregivers in the emergency room to focus on the care of the patients. I am proud to be part of such an incredible team! (Donna Corneliussen)

During weekly care conference a **family stated “that they are very appreciative of the p.m. staff who helps residents’ w/evening phone calls on Unit A”**.

I would like to thank **Krystal Wiesz** and **Colleen LaFontaine** for all they do in the Radiology Department. We worked very well together during a trauma and got all patients taken care of in less than 2 hours! Had it just been one of us here, it would have taken double that time or more, considering all we have to do to for just one patient. Plus, it's **National Radiology Week** so it is the perfect time to thank them for their dedication to this department! We are the eyes of medicine and I am proud to be part of a great team! Also a shout out to everyone involved in the trauma situation, I think it went well, considering how little notice we had to prepare ourselves for multiple patients. From the front desk getting all the info in, to everyone down the line...**GREAT JOB!** (Danica Grossman)

I want to thank **Sherri Engkvist** for helping me out on some nursing home billings that I was having some issues with. I bugged her at home but she was still quick to respond and we got everything figured out. Much appreciated! (Jessica Hanson)

Thank you **Laurie Pellett** for picking up some extra hours for another co-worker so they could have time off to do other things. Great team work. (Danita)

Laurie Pellett really went above and beyond on helping some recent patients. She had A LOT of things going on at one time at the front desk, and along with help from others in the business office, she handled the situation like a champ. She also coordinated with other departments like dietary to bring some water/snacks/food to the patients/family/staff and with purchasing to make sure staff had all supplies they needed. It was great to hear how our staff from all departments worked together to treat our patients in the best way possible. Pretty proud of Laurie and all other staff involved! (Jessica Hanson)

I really appreciate all the staff who are willing to help out the guests and patients as needed. Today I want to thank **Mary Prouty** for helping a guest find their way to the Medical Records department. It's so nice when we all provide that personal touch to make our guest/patients feel welcome here. (Danita)

Sherri Engkvist, thank you for your kindness on the phone. It's always a pleasure to speak with you as you're very courteous, professional and end your conversation with a thank you. (Danita)

Have a great week - Sandy