

# The Way I see It

06/11/2016

- Thank you to **Tonia Erickson** for returning to work Friday afternoon to visit with a distressed family member. When I called her at home to discuss, she immediately responded with an offer to come in and visit with the family herself. Thank you, Tonia, for your commitment "beyond the clock". **(Submitted by Donna Corneliusen)**
- I have been out of the office for the most part these past two weeks. I want to thank the **business office and switchboard** for picking up the extra workload during my absence. They also took the time to make a very sweet card for my son. He had his tonsils removed and he thought that was pretty special. I feel very fortunate to work with such a great group of ladies! **(Submitted by Jessica Hanson)**
- A big thank you to **Vikki Bentz** and **Stephanie Wilner** in HIM for being so willing and helpful to me in converting inactive RMHC files to the proper storage area. Vikki also researched records retention regulations to ensure we maintain all necessary records. **(Submitted by Donna Corneliusen)**
- While **Joe Fischer** was waiting to clean the dining room he gave a resident encouragement to finish her fluids from dinner. This is vitally important to resident health and I appreciate his caring attitude. **(Submitted by Sara Balfour)**
- Congratulation to **Teesha Snedaker** for graduating from Jamestown College in Nursing and passing her RN Boards! I am so proud of Teesha, she has been with us as a CNA since she was in high school. She is very dependable and always putting the resident first. We are so excited that she has decided to stay with us here at St. Aloisius. **(Submitted by Gail Grondahl)**
- Thank you **Shirley Mock** for your attention to detail in your job performance and always going the extra mile. You keep our residents safe by providing a clean environment. Of course I am especially grateful for your skill in resurrecting the plant in my office. **(Submitted by Gail Grondahl)**
- **Betty Hakanson** agreed to come to work on short notice, 10pm on a Saturday night to cover a night shift when a staff called in ill. Betty took time away from her family that is home visiting from Alaska to assure that the residents had sufficient staff. **(Submitted by Gail Grondahl)**
- A shout out to **Sr. Mary Agnes** for taking the lead on organizing the kitchenette and cleaning up the Presentation Center meeting room. It's used for many events and we want to keep it clean and organized for our staff and the public. She's been busy cleaning cupboards and will label the cupboards and drawers for easy access. She's also visited with Jaime and Gary to organize some of the chairs, clean up equipment etc. Great teamwork! **(Submitted by Sandy Teubner)**
- CONGRATS to **Kim Rust** and her staff on a great lab survey this week! They only survey the lab every 2 years, and we had ONLY 1 minor deficiency to correct. Kim has been working alone the past two weeks. **(Submitted by Sandy Teubner)** Kim is truly special. I knew we would do well because Kim runs a tight ship. I am thrilled to be able to work with professionals like Kim.
- Thank you to **Vikki Bentz** for contracting with Clifton Allen Larson for a chart/documentation/billing review through our FLEX grant. Vikki set everything up, gathered the needed data and now we have identified some areas for improvement. We do this type of study to ensure our practices are correct and we are ready for any federal or state audits. Once we receive the final copy, we will put an action plan together. This type of study

gives us great learning tools. Thanks to **Jessica Hanson** and **Stephanie Wilner**, for their part in the meeting and the follow-up plan. **(Submitted by Sandy Teubner)**.

- Many thanks to **Sr. Mary Agnes** for taking the initiative to go through and clean/organize the Presentation Center kitchenette! It was a sorely needed task and I appreciate the time she's taken to make it happen. Thank you! **(Submitted by Donna Corneliusen)**
- I would like to recognize **Trisha Schmidt**. She was willing to answer questions about a residents care and assist me with ideas to update the careplan. Trisha has a great attitude and is always willing to help out! **(Submitted by Brianna Weinmann)**
- I would like to recognize **Winona Kucharski, Vickie Kukowski, and Lori Wolf** for providing great oral cares to the residents. **(Submitted by Brianna Weinmann)**
- Thank you to **Christy Arends** for being flexible with her own schedule and willing to share her knowledge of Medicare and Centriq to spend a day with the billing staff at St. Andrew's in Bottineau, our sister facility. They needed our assistance and asked if we could send our Medicare biller up to help them for a day. I know they greatly appreciated it. **(Submitted by Sandy Teubner)**.
- Today **Jennifer Faul** took the residents outside in the courtyard by the dining room on unit A. While she was outside she pulled the weeds from the rocks. Thanks for multi-tasking and creating a beautiful view for our residents. **(Submitted by Sara Balfour)**.
- As I was walking through Unit A a resident ask me to help clean her glasses. Before the resident removed her glasses, **Mini Hoffman**, from housekeeping, jumped in and said "I can help you". She pulled out a lens cleaning pad from her pocket and kindly cleaned her glasses. Thank you Mini for being so helpful and using your own personal supplies for a resident. **(Submitted by Lanette Mertz)**. This is what makes St. Aloisius so special. You cannot train this kind of caring, you have to hire it and care for those folks like you want them to care for the residents. I am humbled.
- I was walking through Unit B and a resident motioned me over and asked if she could have some ice cream. **Sara Balfour** graciously said she would get her some and would help feed her. Sara also took her outside on the patio to enjoy the nice sunny morning. Thank you Sara for taking the time to help the resident. **(submitted by Lanette Mertz)**
- A big thank you to **Krystal Wiesz** for stepping in and assisting a confused patient. Krystal took the lead by calling the physician's office to find out what the patient needed and where they needed to go. The patient was able to quickly get to the appropriate department for care. **(submitted by Danita Rixen)**
- Thank you to **Eleanor Sieglock, Melanie Long** and **Evony Hansen** for assisting in setting up a process to implement "call backs" on our patients on med/srg. **(Submitted by Candie Thompson)**
- Thank you to **Melissa Vollmer** for helping work on incidents and do some needed "foot work" on our upcoming Centriq update. This is a task that will definitely help to build character! **(Submitted by Candie Thompson)**
- Thank you **MaryBeth Coombs** for coming in to meet with our Healthland Manager. You know this system inside and out and we are fortunate to have your expertise. **(Submitted by Candie Thompson)**

- I would like to thank **Sarah Greg** for calling me last Saturday morning. She was on her way to ER and when she passed by xray and CT, noticed how warm it was down here. She and many if not all of the nurses know that our equipment, mostly the CT scanner needs the temperature within a certain range and when she called me it was 80 degrees in the CT room. I told her to call maintenance and have them come ASAP to get the air working. I appreciate her taking note of our department and contacting me so we could get the ball rolling! Thanks Sarah!  
**(Submitted by Danica Grossman)**
- Thanks to **Ronda Patzer** for ensuring all our floors and windows look their best. Throughout the week I found myself noticing how nice everything looked. I really does make a difference. We have an incredible housekeeping staff and I am grateful for Rhonda's leadership.
- I am so impressed by the work of our Relay for Life team. **Colleen LaFontaine** and **Miranda Weninger** are working so hard to make this year's event a success. Miranda is raising money using "Mr. MRSA". If this little bugger shows up on your desk we ask that you visit with Miranda and make a donation. We are trying to move this to as many desks as possible so please respond quickly. Colleen had a table full of gifts that will be available during the event, over at the high school. We had not participated in this event in recent years so I am grateful to Colleen, Miranda, and the entire team for getting us back on track.

Greg LaFrancois