

The Way I see It

07/02/2016

- **Michelle Watkins** did a great job of getting the food & other items ready & served for the St Aloisius Golf Tournament. Thanks also to Eileen Bjorland, Allen Merrill, Gary Jeminez & Sarah Regalado for baking the buns & getting the BBQ beef ready to go. The food was a big hit with the golfers. **(Submitted by Lynette Bender)**
- I was talking to Marian Hase at the switchboard last night and saw **Carol Reimchie** riding up to the door on her bike. She came in and asked us where a watering can would be so she could water the flowers in the pot outside “she said they were very dry and needed a drink in this hot weather!” She watered them and rode off again. I think it’s great when employees take pride and initiative to do something that’s not required, “not in their job description” or asked of them to do it, that they do it because it’s right and good for the facility! **(Submitted by Sandy Teubner)**
- **Danita Rixen** is so prompt and efficient in typing up documents in Word or Excel whenever I give her a project to work on – she updated a new form for me lickety split this morning! Thanks for your great work! **(Submitted by Sandy Teubner)**
- Thank you to **Bethany Egeberg** for arranging her schedule so she could fill in as our daycare housekeeper while Hailey was gone. We appreciated it so much and it helped us out a lot! **(Submitted by Jaime Bush)**
- **Pam Stewart** is always smiling and willing to help patients or co-workers when needed. Today she noticed an elderly lady trying to put a wheelchair into her car. She was quick to assist and made that person happy by putting that heavy wheelchair into her trunk. **(Submitted by Danita Rixen)**
- Today a patient was waiting down in the clinic lobby for the hearing people to come in. **Sister Mary Agnes** came up to the front desk to find out what time the specialist was coming in. After researching and a few phone calls we found that the hearing staff would not be here for another two weeks. Sister was able to let the patient know so they did not wait for hours for a non-existent appointment. I have witnessed Sister follow up for several different patients waiting in the lobby. It is nice to know our patients are taken care of quickly and efficiently in any area of the hospital. **(Submitted by Danita Rixen)**
- We are so lucky to have someone like **Pam Held** who is able to assist with computer issues. Today she was able to make some changes on a patients file for the physical therapy dept, so they were able to continue working on that case **(Submitted by Danita Rixen)**
- Thanks to the **day care staff** and kids for making the fun Harvey Hornet decorations to celebrate the all school reunion – check them out in the hall leading to the OP services building. Great job! The creative ideas of the day care staff always amazes me. **(Submitted by Donna Corneliusen)**
- Thanks to **Miranda Weninger** for volunteering to ride on our float in the 4th of July parade. I appreciate her willingness to give of her free time to work on projects for the hospital.
- Thank you to **Jessica Hanson** for spending Thursday up in Bottineau at St. Andrew’s sharing her knowledge of billing and collections with their new staff. It took her out a day of her own work, which she will need to catch up on, so that’s also appreciated! **(Submitted by Sandy Teubner)**
- I am so proud of **Crystal Patzer** who reacted quickly and appropriately in an urgent situation with a resident this week. Crystal continues to grow in her nursing role and always puts the residents care and safety first. **(Submitted by Gail Grondahl)**

- **Sherri Engkvist** continues to develop all aspects of our point click and care electronic record. She keeps it updated and builds every component that is necessary. In addition she has been creative over the years and has developed a official document ‘the Sherri Sheet’ that is used during our interdisciplinary meetings that address the mental health needs of our residents. Our RMHC provider has requested the return of the “Sherri Sheet” and she updated it to include diagnosis that need to be added to the record and will be coded immediately. This will impact our Quality Measures in a very positive way. **(Submitted by Gail Grondahl)**
- Thank you **Courtney Lutt, Eleanor Sieglock, Marjorie Kleinsasser** and **Eleanore Dossenko** for covering the week of being on call so I could leave town and join in on our NYC Choir trip. I had a great time and was thankful that I have such great staff and knew that all would be good at home!
- And Eleanor Sieglock for covering a sick call so I didn’t have to work the day I returned! I was exhausted from the trip! **(Submitted by Candie Thompson)**
- **Sara Balfour** really impressed me this week. We took 18 residents to the Eagles Club for bingo and burgers. It is no small task to load our van and keep everyone safe. Sara took charge and made it look easy. Sara also coordinated all the payment for food and bingo so the residents did not have to struggle during the outing.
- Our laundry staff have consistently been rated among the highest in all of SMP for customer service. This month I noticed they received a score of 5 out of a possible score of 5. Over the past year they averaged a score of 4.66 out of 5. They are truly an amazing group!
- Our housekeeping staff are doing a great job keeping our facility clean. Over the past year the cleanliness of our facility has been rated, by our residents, 4.72 out of a possible score of 5.
- I had the chance to work with **Mavis Troftgruben**, this week, on a challenging issue. I was impressed by her ability to translate very technical evaluation results, nursing notes, and provider notes into a very understandable clinical picture. We used the information to help a resident understand their care in basic terms. I really think Mavis made a difference in the resident’s quality of life.

Did you know:

1. We will have an employee family picnic on Tuesday 19 July at 5PM over in the park by the pool. More information to come.
2. St. Aloisius will have a float in the 4th of July parade. I hope you come out so we can throw some candy at you.
3. We will be giving tours of the hospital (on the hour from 1-5) on Saturday and Sunday of the All School Reunion.
4. There is a prayer group that meets in the presentation center each Thursday at 7:30AM

Have a safe holiday weekend!

Greg LaFrancois