



March 23, 2007 — Employee of the Year Ballot in This Issue!

## Village Smoking Ban in Effect

Mary Freyer, Chief Operating Officer

Effective March 15, 2007, the Village of Evergreen Park began enforcing the "Cook County Clean Indoor Air Ordinance" as modified by the Village of Evergreen Park. This smoking ordinance specifies additional smoking restrictions to Little Company of Mary employees, patients, medical staff, students, contract personnel, auxiliaries, volunteers, visitors and tenants of Little Company of Mary Evergreen Park property and the general public. As specified in Evergreen Park Ordinance No. 10-2007, Section 9-6, smoking is prohibited in the following locations that are applicable to Little Company of Mary:

- On any public sidewalk, parkway, street, alley or parking lot, except while in a private passenger vehicle (Hospital policy of no smoking in vehicles parked at LCM owned and leased buildings, properties and vehicles parked on these properties remains);
- In any outdoor area of any property, other than that of a single family residence, except that the owner may designate an outdoor smoking area which shall be at least 50 feet from the entrance to any building on the property and which shall be at least 50 feet from any public right-of-way (Hospital policy of 20 feet from the property

line remains);

- On any property in any area which the owner thereof has designated as a non-smoking area.

Penalties will be enforced by the Village of Evergreen Park.

Our mission is to encourage health and disease prevention for you and those we serve. Please actively demonstrate this part of our mission, as you do everyday, and please follow our Tobacco-Free Policy including the smoking ordinance of our Village, Evergreen Park.

These changes are reflected in our Hospital directive 134. Thank you for your cooperation.

## Going the Extra Step

Margie Ritchie, Public Relations and Marketing

In December 2006, Little Company of Mary Hospital's Admitting and Central Scheduling Staff received a cryptic voicemail from a frantic man named Stephen who seemed to be in the middle of an emergency but did not want to leave his telephone number.

On the voicemail, Stephen sounded short of breath. He said he was bleeding, that he had three types of cancer and that he needed help because he couldn't get a hold of his physician. Stephen also said he had a reservation at the hospital. Stephen then handed the phone to his wife who seemed to believe he was talking to a live person rather than voicemail. After not hearing a response, when she asked "Hello, Hello?," she then hung up the phone.

Little Company of Mary's Patient Access Specialists Bridget Galbraith and Sheila O'Neil, heard the message and tried to find Stephen's phone number. It turned out that Stephen had a common last name, but Bridget and Sheila didn't have the correct spelling. His physician also had a common last name, a Dr. Shah. So Bridget and Sheila began calling local hospitals to find out if Stephen was due to be admitted to any of them. He was not.

Then, Bridget and Sheila called every

Dr. Shah with privileges at Little Company of Mary. They finally reached the correct physician's office, but learned that Dr. Shah was in another country on vacation. So, they spoke to the physician filling in for

*"Their kindness and caring nature give a great impression to patients who call or visit."*

him while he was away. However, the physician was not familiar with Stephen.

Sheila and Bridget then searched phone directories for Stephen, but to no avail. Finally, Sheila thought to try a different spelling of Stephen's last name and suddenly, found him in Little Company of Mary's Patient Information System. The physician on call for Dr. Shah then found records on Stephen and directed him to the Emergency Room.

Bridget quickly made a return phone call to Stephen and urged him to come immediately to Little Company of Mary's Emergency Department.

"From what the physician said, it

seemed he had little time to live," Bridget said.

Stephen was resistant, but finally heeded to Bridget's recommendation and later that day, he came to the Emergency Department and was admitted to the hospital.

Bridget and Sheila didn't have to call Stephen back. After all, he didn't initially leave his phone number. They didn't have to call all the local hospitals on the southwest side of Chicago or try to locate Dr. Shah. They went above and beyond what was required and raised the bar for what quality health care can represent.

The Admitting and Central Scheduling Department at Little Company of Mary is usually a patient's first place to visit before an outpatient test or inpatient visit. It's a good thing that both Bridget and Sheila work in this department. Their kindness and caring nature give a great impression to patients who call or visit. They worked diligently to find Stephen and made sure he received the medical attention he needed.

Bridget and Sheila will never forget Stephen or his family. Working in health care ministry at Little Company of Mary gives these wonderful ladies an opportunity to help those who need it most.

## New Interpreter Services Available

*Mary Jo Quick, Mission Values and Integration*

We are committed to providing our patients with appropriate and adequate communication regarding their health care needs. To better meet the communication needs of patients with Limited English Proficiency, we have engaged the services of Pacific Interpreters. Pacific Interpreters provides telephonic interpreters in many languages; this service is available 24 hours a day, seven days a week. State and federal guidelines require that interpretive services are available to patients free of charge.

In the past, we have utilized an 800 phone number provided by AT&T as well as having employees interpret. The AT&T service has not adequately met our needs and we also know that the law has become stricter in the area of utilizing non-professionals to interpret information involving the exchange of medical information between caregivers and patients.

Committee members including Michelle Dignan, Carol Martinez, Pat Scavuzzo, Jane Sullivan, Colleen Rohan and Mary Jo Quick work together to:

- \* determine what is required of us to be compliant with the federal and state regulations;
- \* benchmarked what other hospitals are doing for interpreter services;
- \* met with two vendors who provide a telephonic interpretive service; and
- \* evaluated sending

individuals through an interpreter training program at Daley College.

Pacific Interpreters is the service we have chosen.

A competency has been created for those direct care departments who will be needing an in-depth orientation to the new process.

Employees are welcome to help us by interpreting non-medical information such as directions, casual conversation, etc.

However, we will be held to utilizing our new interpreter services for anything related to the giving and receiving of medical information for our patients.

For families who desire to interpret and refuse our offer of Pacific Interpreters, it is imperative that this be documented. The use of children to interpret is strongly discouraged due to issues with competence and confidentiality.

Hospital Directive #34 is being revised to reflect this new process and specific details.

Please note that Kathy Peters, Pacific Interpreters representative, will be here Wednesday, March 28 from 6:30 a.m. to 6:00 p.m. in the rotunda area outside Café 95 to demonstrate the unique dual headset telephone we will have available for use with our patients.

Muchas Gracias to Michelle Dignan and Carol Martinez for their diligence in the regulations investigations and benchmarking!

## Hair Apparent

*Kelly Cusack, Public Relations and Marketing*

St. Baldrick's Day began about 8 years ago by a few insurance executives of Irish descent in New York City. They wanted to celebrate their heritage in a positive way. Thus, they came up with the idea of supporting kids who have cancer.

Professional Staff President Brian Farrell, M.D., was featured on "FOX News in the Morning" when he bravely shaved his head at the St. Baldrick's event held at Brother Rice High School. Dr. Farrell is a Brother Rice High School alum and jumped at the chance to raise funds and awareness for this great cause.



## A Curious Work of Art

*Mike Fleming, Public Relations and Marketing*

Little Company of Mary's newly renovated Pediatric Department is the recipient of a unique piece of artwork — a maquette of Curious George used in the making of the 2006 release of the "Curious George" animated feature film.

A maquette is a ceramic sculpture created as a model to help animators see particular scenes in a movie at different angles. Maquettes are usually one-of-a-kind works of art, and are highly sought after in the collector's market.

Little Company of Mary will showcase the Curious George maquette, which shows George playing with a butterfly from an early scene in the movie, on the Peds Unit. We recently hosted an open house for its renovated Pediatric Unit, which features whimsical jungle murals throughout. Curious George and The Man in the Yellow Hat attended the open house.

The maquette was donated to the Hospital by screenwriter David Reynolds, who worked on "Curious George," and has written for many other feature films including "The Emperor's New Groove" and "Finding Nemo." Dave made the donation in memory of his parents, Beverly residents Frank and Patricia Reynolds, who both passed away this year.

"I never thought I'd have the opportunity to give back to Little Company of Mary after all they have done for our family over the years," said Dave. "Since I was born at Little Company of Mary, I am especially pleased that my gift will be seen, and enjoyed by some of the youngest patients the Hospital staff treats on a daily basis."



David Reynolds and his niece Trisha Carey of Beverly, to present a Curious George maquette to the Hospital's Pediatrics Department.

## Holy Week Services

*Marge Sosnowski, Pastoral Care*

We welcome all to our 2007 Holy Week Services. Please plan on joining us during this most holy of weeks.

- † Tuesday, March 20  
11:30 to 12:30 p.m.  
Adoration of the Blessed Sacrament
- † Palm Sunday, April 1  
3:30 p.m.  
Mass & Blessing of the Palms
- † Monday, April 2  
3:30 p.m. Mass
- † Tuesday, April 3  
Noon  
Reconciliation Service  
3:30 p.m. Mass
- † Wednesday, April 4  
3:30 p.m. Mass
- † Holy Thursday, April 5  
3:30 p.m. Mass of the Last Supper
- † Good Friday, April 6  
3:30 p.m. - Veneration of the Cross
- † Holy Saturday, April 7  
No Mass
- † Easter Sunday, April 8  
No Mass

## Book Donation

*Mike Fleming, Public Relations and Marketing*



Our thanks to the day shift nurses in the Intensive Care Unit, who got together and purchased two books to be added to the Ellyn Rose Cronin Cancer Resource Library in The Cancer Center.

## Living Will Class

*Marge Sosnowski, Pastoral Care*

There will be a Living Will and Durable Power of Attorney for Health Care class Thursday, April 12, from 1 to 2 p.m. at the Westfield Chicago Ridge Mall Health Education Center. This class is free of charge, but registration is required. Please call 708.229.5830.

## Hospital Welcomes Chambers of Commerce

*Kelly Cusack, Public Relations and Marketing*

Chamber colleagues and other business professionals from surrounding communities joined together in a friendly networking atmosphere at the March Business After Hours hosted by Little Company of Mary.



The Chicago Southland Chamber of Commerce presented Dennis Reilly, President and C.E.O., with an appreciation plaque for hosting the Chamber's Business After Hours event. Dennis is featured above with the Chamber's Chairman Elect Larry Lyman, of Custom Steel Buildings, Inc (far left), and the Chamber's Chairman of the Board Sam Balark, of AT&T (middle).

More than 60 members from the Chicago Southland Chamber of Commerce, The Evergreen Park Chamber of Commerce, The Oak Lawn Chamber of Commerce and the Burbank Chamber of Commerce attended the event.

Guests enjoyed jazz music, raffle drawings and great food provided by our Food and Nutrition Services department.

In addition, Dr. Dan Rowan gave a fascinating presentation on the importance of minimally invasive cardiac care in our area. Tours of our Cancer Center and Endoscopy Center were offered to guests at the end of the event.



Dr. Daniel A. Rowan, Little Company of Mary Cardiologist and Medical Director of our Cardiac Catheterization Lab, presented the importance of minimally invasive cardiac care in our area. In addition he reviewed our Johns Hopkins' affiliation - Johns Hopkins' Atlantic Cardiovascular Patient Outcomes Research Team (C-PORT).

## Parade Warp-up

Brooke Kosowski, Volunteer



Irish eyes were smiling this past Sunday at the 29th Annual Southside Irish Parade. With warm weather and sunshine to boot, the parade was a huge success. Staff and volunteers joined in the festivities on the Little Company of Mary float as they cheered and waved to the community of parade goers they love to serve.

## In Good Company

Margie Ritchie, Public Relations and Marketing

Join us on Thursday, April 26 at 6 p.m. at the Beverly Country Club to see how we have transformed the Little Company of Mary Auxiliary's Reflections Fashion Show into an exciting new event, "In Good Company." We will have premier shopping, demonstrations, informal modeling, delicious food stations, drinks and friends.

Mark your calendars to attend this fun-filled evening for the community and help embrace our efforts to raise funds for the Auxiliary's pledge to Little Company of Mary Maternity Services. Premium tickets are \$50 for a 5 p.m. entrance and regular tickets are \$35 for entrance at 6 p.m. For more information, call 708.229.5067.

## Trading Post

**For Sale:** Two-bedroom condo in Orland Park (near 15300 south/7400 west) with garage, ground floor, private patio, all new appliances, carpeting and patio doors, remodeled bathroom with walk-in shower, in-unit washer and dryer, beautifully maintained building, \$75 monthly assessment. Please call Pat at 708.280.0578 or 708.425.2961.

## From the Health Education Centers

*Health Promotion Services — Please call 708.229.5830 for reservations or information.*

### Adult Health Fair

Includes testing to detect diabetes, gout, kidney and liver disorder, and blood cholesterol levels; screenings for height, oximetry, blood pressure, and a colon cancer detection kit to take home. Learn about programs offered at Little Company at information booths. Registration deadline is April 6. Appointment times for admission will be given at registration. Enrollment is limited. To register call 708.423.5774 on April 21, from 8 to 11 a.m. . \$40, a \$260 value)

**Update on Celiac Sprue** — Rogelio Silva, M.D. will discuss this condition and how to manage your lifestyle on April 2 from 6:30 to 7:30 p.m. Free

**Supersitter** — This Red-Cross certified class is for youths ages 11 to 14 to learn babysitting skills. Fee includes Red Cross handbook (\$10 value). Registration is required. April 9 from 9:30 a.m. to 3 p.m. \$40.

## Health Education Center Relocates

Margie Ritchie, Public Relations and Marketing



**Kathy Flisk, Receptionist, and Mary Jarosz, R.N., B.S., Health Education Coordinator, welcome you to Little Company of Mary's Health Education Center's new home at the north end of the Westfield Chicago Ridge Mall, Panera Bread entrance. The Health Education Center's hours of operation remain the same: Monday thru Friday, 8 a.m. to 8 p.m., Saturday 9 a.m. to 5 p.m., Sunday 12 to 4 p.m. For more information, please call 708.423.5774.**

## Credit Union Corner

JoMarie Gubernat, Credit Union

### Credit Union VISA Cardholders

Little Company of Mary Employees Credit Union VISA cardholders will now be able to pay their credit card bill at the Credit Union office. There is no fee for this service. Payment can be made in the form of a check, cash or your credit union account. If you have any questions, please contact us at ext. 5098 or 708.229.5098.

### VISA Credit Card Autopay

Little Company of Mary Employees Credit Union Visa cardholders can now take advantage of having their monthly payment deducted from their personal savings or checking account. If you wish to do so, please stop by the Credit Union office and fill out the auto-pay request.

### Loan Rates

With Spring just around the corner, why not start planning your home improvements you want to accomplish this year and take advantage of our low loan rates.

#### 5 percent - Fully secured loan

5 percent - 1 year

6 percent - 2 years

7 percent - 3 years

8 percent - 4 years

The rates for new cars are 6 percent and used cars are 7 percent.

You can pick up an application at the office or the Credit Union Alcove on Ground Floor. Any questions, call ext. 5098.

"Rounds" is published 23 times a year by the Public Relations Department of Little Company of Mary Hospital and Health Care Centers. It provides information for and about the employees of Little Company.

The next "Rounds" will be distributed Friday, April 6. The deadline for this issue is noon, Wednesday, March 28

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