



September 2017

## Culture Statement

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# Mercy News

## HR Updates

October is around the corner, and we'd like to communicate some upcoming changes with Leave of Absence (LOA). Effective October 1, 2017, Central HR Operations (CHROPs) will be the new point of contact for any LOA inquiries that Employees, Managers or Local Human Resources may have. The CHROPs LOA Team will be ready to help you to resolve the situation at hand. Reaching us is easy, all you have to do is contact the Support Center at (844) 450-9450 to be connected to one of our LOA Specialists.

## Important Information about Open Enrollment

### October 11– November 8, 2017

Human Resources will provide informational sessions regarding benefit options:

Thursday - - October 5, 2017

7:30am - 12:30pm - 3:30pm

3rd Floor Conference Room

This is a great time to get your questions answered!

# Benefits



**Review your benefit options at Inside CHI "My Healthy Spirit". Starting September 27, you can learn about what's new, what's changing and what affects you.**





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## CHI MERCY HEALTH

## PAYING IT FORWARD TO



Mercy News

## BARNES COUNTY FOOD PANTRY

### CHI MERCY AUXILIARY ANNOUNCES SCHOLARSHIP RECIPIENT

**Valley City, ND** CHI Mercy Health Auxiliary is excited to announce its recipient for 2017-2018 school year.

Recipient Taylor Bearinger of Valley City is presented the 2017 scholarship by Frances Yokom, President, CHI Mercy Health Auxiliary. Taylor was awarded a \$250 scholarship to use toward Healthcare Education. Taylor is enrolled at Valley City State University, Valley City, ND.



Each year, one scholarship is given out to recipients that are enrolled in a Medical Health Care related career. The first scholarship is provided by funds raised by **CHI Mercy Health's Auxiliary**. The scholarships are available to local students pursuing a healthcare or nursing career.

*The CHI Mercy Health Auxiliary (CHI-MHA) is a volunteer organization devoted to supporting the hospital and the community it serves. If you would like to become a CHI Mercy Health Auxiliary member, please contact Lisa Urbatsch at 701-845-6486 or email [lisaurbatsch@catholicealth.net](mailto:lisaurbatsch@catholicealth.net)*

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## ***“The Voice of the Patient”***

During the HCAHPS interview, our patients are asked if they would like to see a specific employee congratulated or thanked for the care he or she provided during the visit.

Here are some of their responses received from the X-ray.

- X-ray technician at [indiscernible] Mercy Hospital was excellent in care and service. I'd like to thank her very much.

- I was very satisfied with the woman that took the information from when we went in that registered me. She was very friendly and we had a nice time talking while they were waiting for me to get inside and I want to thank her for that.

The fella [sic] who did the x-rays needs to compliment on the good job he did.

The x-ray technician was very informative of everything she was going to do, made sure that I was comfortable, and made it to where I didn't mind having the x-ray done, even though I was in pain. She was very good at her job.

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## “The Voice of the Patient”

- I was very satisfied with the operator of the MRI machine. I thought he did a very good job. I was very satisfied, thank you.



- I don't know their names. I'm not that familiar with them but the ones that helped me was very, very good and I say keep up the good work.

All right, the person who administered the DEXA scan I felt was very polite, very thorough, tried to be careful with his body positioning and was informative to probably the best of his ability on things that were going on and also made sure that I understood about conversing with Susan Kringly and discussing to her what I felt about the experience which was pretty positive I felt.



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# CHI Mercy Health Safety Rounding: Hand Hygiene

**An alcohol-based hand sanitizer is the preferred method for cleaning your hands when they are not visibly dirty because it:**

- Is more effective at killing potentially deadly germs on hands than soap
- Requires less time
- Is more accessible than hand washing sinks
- Produces reduced bacterial counts on hands, and
- Improves skin condition with less irritation and dryness than soap and water

**These areas are most often missed by healthcare providers when using alcohol-based hand sanitizer:**

- Thumbs
- Fingertips
- Between fingers

## Hand Hygiene and C.difficile

- *Clostridium difficile* is a common healthcare-associated infection that causes severe diarrhea.
- *C. difficile* forms spores that are **not** killed by an alcohol-based hand sanitizer.
- The spores can be transferred to patients via the hands of healthcare providers who have touched a contaminated surface or item.
- If you take care of a patient with *C. difficile* infection: make sure you wear gown and gloves when caring for that patient; wash your hands with soap and water and clean equipment and environment with bleach wipes.

**Studies show that some healthcare providers practice hand hygiene less than half of the times they should. Healthcare providers might need to clean their hands as many as 100 times per 12-hour shift, depending on the number of patients and intensity of care...Hand hygiene saves lives!**



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Welcome to CHI Mercy Health

# Welcome



**Michael Martinson**  
**Radiologic Technologist**

# Welcome



**Anna Carlson**  
**Dietitian**

Look who just joined our Team!!



Imagine better health.™



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# COME CELEBRATE!

## CHI Mercy Health Announces The Radiology Department's New CT Scanner Open House!



**Wednesday, October 4, 2017**  
**2:00pm-4:00pm**  
**Radiology Hallway**

Join us for a **Ribbon Cutting Ceremony** at 2:00pm with the Valley City Area Chamber of Commerce Ambassadors along with Radiology department tours and treats.



Upcoming Events



Imagine better health.™



CRITICAL ACCESS  
TOP HOSPITAL 2017

Awarded by iVantage  
HEALTH ANALYTICS

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## Upcoming Events

# Fight the FLU

It starts with you

## Employee Flu Shots

October 16 7:30am - 2pm

October 20 7:30am - 12:00pm

1st Floor Conference Room

Be sure to bring  
your insurance card!



## FIGHT FLU

Get your family vaccinated against flu this season. It's the best way to protect you and your loved ones from getting the flu.



[www.cdc.gov/fightflu](http://www.cdc.gov/fightflu)



Imagine better health.<sup>SM</sup>



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**.....Attention Managers.....**

## Educational Event - LIVE!

*Studer Group Presents...*

**“Monthly Meeting Model and 90 Day Plans”**

**Wednesday, September 27, 2017**

**12:00 pm 3rd Floor Conference Room**

**Presenter:**

**Kris Ann Piazza**



*All managers are expected to attend.*

*Questions may be directed to Keith,  
Camille, or Videlle.*

**Avera**   
eEducation Event

***Verbal and Physical De-escalation Techniques  
to Use In the Agitated Patient***

**November 1, 2017**

**12:00 pm to 1:00 pm CST**

**BTWAN in 1st Floor Conference Room**

**Presenter: Jeffrey Tornow BS, BHS Specialist in Crisis Management**

**Objectives:**

- 1) Identify characteristics of crisis behavior**
- 2) Implementation of verbal and physical techniques**

**We are already registered. Please attend!**

*Upcoming Education*

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*Condolences are extended to Amy Noeske on the loss her son Arlette Stevens on the loss of her bother*

An Eternal Memory...

*...Until We Meet Again*

Those special memories of you  
will always bring a smile  
if only I could have you back  
for just a little while  
Then we could sit and talk again  
just like we used to do  
you always meant so very much  
and always will do too  
The fact that you're no longer here  
will always cause me pain  
but you're forever in my heart  
until we meet again



**SAM NOESKE**

*"The one that got away..."*

*Mercy Hospital Staff,  
Thank you for your words of support at this time of loss. We are so sad, yet we do trust we will see our precious Sam again. Somehow 11 years, 11 months & 11 days doesn't seem near enough. We appreciate your gift to Cardiac Ready Community in Sam's name. To survive 5 days after 25 minutes of CPR is remarkable. We are so grateful for that time with him.*

*Noeskes*

During a time like this we realize how much our friends and relatives really mean to us...

Your expression of sympathy will always be remembered

By the family of

*Samuel Noeske*

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## Coping with Grief and Loss

Grieving is a healthy and natural healing process. It is not a sign of weakness. For most people, grieving follows a pattern, which proceeds through a series of stages.

The best way to confront loss is to recognize it, understand the feelings and reactions you experience, and get support during the grieving process.

### Tip for coping with Grieve

- Take your time. Don't judge or measure your reactions by those of others.
- Talk, share your feelings and the meaning this loss has for you.
- Pay attention to your body's needs. Exercise (according to your doctor's recommendations) and balanced nutrition are essential.
- Surround yourself with friends an family who love and support you. Avoid Isolating.
- Tears may come unexpectedly and at times when you thought you were finished grieving. Be patient with yourself. Their intensity and frequent should diminish with time.
- Allow yourself time to grieve as well as giving yourself breaks from the grieving process. If you follow a religious faith, this can be the time for prayer and quiet meditation. Seek out your faith mentors.
- Avoid alcohol and other mind-altering substances.
- Learn to be sensitive and flexible with your new needs and lifestyle.
- Seek professional help if necessary.



#### Denial

- Disbelief
- Numbness
- Shock

#### Anger and Guilt

- Anger, sometimes misdirected
- Guilt, sometimes misdirected

#### Sadness and Despair

- Sadness
- Loneliness
- Tearfulness
- Depression
- Reminders that bring new waves of grief.

#### Acceptance and Hope

- Acceptance of your loss
- Adjustment to changes
- Aftermath
- Gradual lessening of feelings of grief

The Employee Assistance Program (EAP) is intended to help all employees and their family member's access professional assistance that can make it easier to cope with a variety of personal issues and life challenges. The Employee Assistance Program is available at no cost to employees or their family members.

For more information, contact Beacon Health at 1-877-679-3819 or [www.achievesolutions.net/chi](http://www.achievesolutions.net/chi).

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**OCTOBER BIRTHDAYS**

*Patti Sather—October 1*

*Matthew Sprague—October 15*

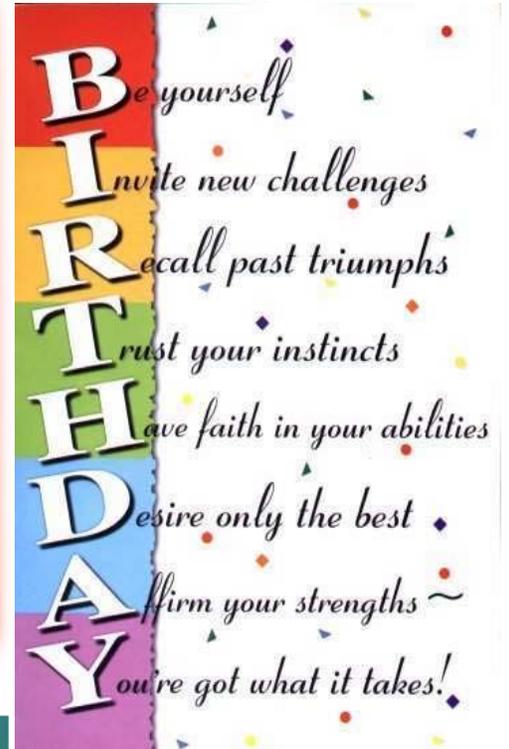
*Chantal Stenen—October 18*

*Joann Trader—October 19*

*Cindy Moe—October 20*

*Ellen Coghlan—October 25*

*Diane Merkes—October 29*



**Behaviors of Excellence**

Focus for the month of September 2017

**Saying "Thank You" to Patients**

**Grat-i-tude:**

- The quality of being thankful; readiness to show appreciation for and to return kindness.

**Laboratory Department**

**Radiology Department**

Check out TV Communication Board on 1st floor for CHI Mercy Employee Saying "Thank you" to Patients

# September

# 2017

## EMPLOYEE SPOTLIGHT



Catholic Health  
Initiatives

*Imagine better health.™*

***Our Employee Spotlight focus for September is Izabela Bodziachowska.***

***Here is a little peek into some interesting and fun facts about one of our MedSurg CNA's***

***Did you know?***

- ***Something that Izzy wanted to do but didn't is when she was young, she wanted to get a degree in Art.***
- ***Success, for Izzy, is to wake up and be excited for each and every new day. It's not having regret about what has happened in the past. It's also about always trying your best, staying positive, and never giving up.***
- ***Izzy's favorite movie line would have to be "Life is like a box of chocolates, you never know what you're gonna get." Forrest Gump***
- ***Most of Izzy's spare time is dedicated to her family. She also enjoys going to her daughter's volleyball and basketball games, reading, camping, fishing, and she loves to travel back to her family in Poland.***
- ***Izzy does not have a least favorite food. She tells us that she pretty much eats everything and LOVES trying new foods.***
- ***What Izzy likes most about working at CHI Mercy Health is that she loves being a part of helping people. She will often witness very sick people come to the hospital in hopeless situations. All of the departments work together to help the patients heal, get better, and be sent home to their families. Knowing that you are part of making such a great change in someone's life is an amazing feeling, and it doesn't even feel like a job anymore.***
- ***Izzy moved to Tower City in 2000 from Poland with her husband, Albert, and 2 year-old son. Now, still living in the same small town, their son Jake is 19, and they also have a 13 year-old daughter named Michelle, but better known as Misia. Izzy says, "My family is my greatest accomplishment.***



***THANK YOU IZZY FOR BEING AN INTEGRAL PART OF OUR  
CHI MERCY HEALTH FAMILY!***

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**Guess what is happening in October!!  
CHAIR MASSAGE! Reserve your spot today!**

# All tired out?



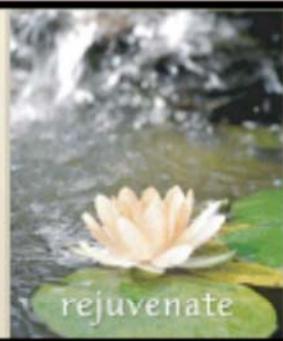
*Mercy Wellness Committee presents . . .*

# Chair Massage

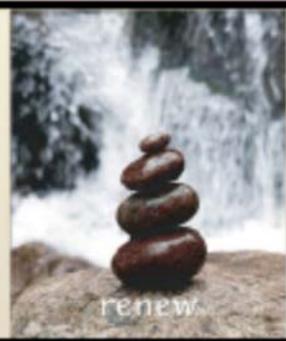
**FREE** 10 minute session **FREE**



relax



rejuvenate



renew

**Tuesday, October 10 8:45 - 4:15**

**Thursday, October 19 8:45 - 4:00**

**Massages by Morgan Van Well**

Sessions will be held on 2nd floor in the new employee lounge.



To schedule an appointment, call Deb 6488

Upcoming Events



Join us!

In recognition of

**National Breast Cancer Awareness Month**

**CHI Mercy Health Radiology Department**

**invites you to join us for some fun activities!**

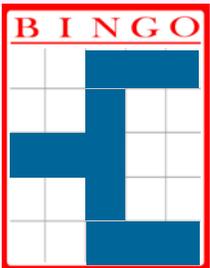
***Department Competition: "Fake Mammo Cake"***

**Create a "Breast Cancer Awareness" cake out of non-edible items.**

- Departments submit entry by **October 3**
- Open voting from **October 4 - 13**
- Winning department receives **Dilly Bars**



***"Breast Cancer Awareness Bingo"***



- Purchase bingo cards: **1 card = \$1 6 cards = \$5**
- Proceeds to **ND Women's Way Program**
- Starting **October 9**, daily numbers drawn & emailed out
- Bingo in shape of "Mammo Paddle Pattern" (see at left)

***"Daily Trivia in Radiology Department"***

**October 9 - 13**

***"Mammo Open House"***

**October 11**

**1:30 pm - 2:30 pm Stop by for treats!**

**1:30 pm - 2:00 pm Tour of mobile unit by DMS**

***"Wear Pink Day"***

**October 11**

**Mammography patients will receive flowers!**