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## To the family of:

### How To Reduce Holiday Shopping Stress

While most of us really enjoy the holiday season, it can bring significant amounts of stress. Let's face it: between the holiday parties, the baking, the holiday cards (complete with pictures and newsy letters) and finding the perfect gifts for everyone, we place pretty heavy demands on ourselves. This year, you can make it a point to enjoy the holidays more by simplifying some of the work, while maintaining what makes the holidays special: the love.

**Know Your Budget** - Much of the stress of the holiday season comes from feeling pressured to buy bigger and better gifts for those we love, even if this puts us in debt! While we may feel compelled to show how much we love people by showing how much we can spend, our loved ones would probably feel terrible if they knew we put ourselves in debt on their behalf.

This year, determine what you can comfortably spend, make a budget, and stick with it. 'Thoughtful' doesn't have to mean 'expensive'.

**Make A List** - List all the people you'd like to buy gifts for, and divide your budget among them in whatever way makes sense to you. Then, next to their names, list what you'd like to get each person. You can use this as a checklist, so you'll know who you've bought gifts for and who still needs a gift, and you'll be less likely to spend too much on impulse buys, or buy duplicate gifts, etc.

**Be Efficient** - Try to go to only a few stores. You can look down your list of items and see how many things you can find at the same store, and try to get all of your shopping done at one mall. If you can consolidate all of your shopping into one or two trips, that's even better. While it's fun to take long, leisurely days shopping and getting what strikes your fancy, this can add stress to holiday shopping, when you have so many purchases to make in such a limited amount of time. It's simpler to enjoy the shopping while you're doing it, get it out of the way, and enjoy doing other things once you're done.

**The Earlier, The Better** - People sometimes postpone holiday shopping until the last minute. Don't. If you shop earlier, you'll have a better selection of gift ideas to choose from, you won't get stuck in the last-minute rush at the malls and the post office, and you'll be able to enjoy being done with your holiday responsibilities so you can just enjoy the season. Earlier is also better when you're talking about what time of day to shop; shopping in the morning, if at all possible, tends to be a good way to avoid crowds, find displays in better order, and enjoy a less stressed atmosphere.

<http://holidays.about.com/od/relationshipsfamily/ht/shopping.htm>



## Upgrade To Employee Badge System

An upgrade for employee I.D. badges is certainly needed, according to Janet Pinkelman, director of Human Resources.

“The present badges do not have a very long service life,” said Pinkelman. “They are fading, cracking and some of the badges take three to four swipes before the time clock reads them. The current employee badges are not working as designed and there is a need for additional security system features that will need to be implemented at Faith Regional in the coming months.” Beginning in December, Human Resources will implement a new identification badge system.

The new identification badge will feature a horizontal-shaped card for employees and will include a photo, first name, position, department and corporate logo on the front. A special colored stripe with the label “Employee” will also be on the front for easy identification. (A plan to update photos is being discussed.) The new badges will utilize the same bar code system presently used for the time clock units and in the cafeterias.

Badges for vendors and contractors will be a vertical-shaped card to easily distinguish them from employee badges and will have a colored stripe with those specific titles. Visitors on hospital premises after 9 p.m. will be issued a disposable card from scanning their driver’s license that expires within 24 hours through the use of an ink bleed on the card.

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## New Palliative Care Program to start in January

There is a nationwide movement to integrate Palliative care into the hospital and other settings, according to Jean Suehl, director of Home Health and Hospice services. Palliative care is interdisciplinary care that focuses on pain and symptom management, as well as quality of life, for patients with chronic or life-threatening illnesses.

“This new program will complement our home health services and hospice care that we presently provide,” said Suehl. “Palliative Care and hospice are connected, but different. Hospice is supportive care for patients who no longer receive treatments to cure their illness because they are near the end of their life. Palliative care is available for patients at any stage of their chronic illness.” Suehl added that patients with chronic illnesses can live many years.

Palliative care treats the whole person, aiming to meet the physical, emotional and spiritual needs of patients so that they may live as comfortably as possible, easing pain, discomfort and stress, while also supporting family caregivers. The Palliative care team includes physicians, nurses, pharmacist, chaplain, social worker, nutritionist and respiratory therapist. Christine Chrisman, RN, a case manager certified in hospice and Palliative care, will coordinate the interdisciplinary care to deliver practical, comforting services such as pain management, symptom relief and emotional and spiritual support.

- Assess a patient’s physical needs and the treatment of symptoms.
- Discuss planning for the future and documentation of end-of-life issues.

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## What’s Inside.....●

- ★ Recognition for Quality Award
- ★ Countdown to Tobacco-free
- ★ Flu Facts for Healthcare Employees
- ★ Caring Kind Award

# FRHS Recognized for Quality and Excellence

Faith Regional Health Services has been recognized by Blue Cross and Blue Shield of Nebraska for its commitment to delivering the best health care possible to people living in northeast Nebraska. Because of this achievement, Blue Cross and Blue Shield of Nebraska honored Faith Regional in November with the first Blue Cross and Blue Shield of Nebraska 2007 Recognition for Quality award.



"This is a tremendous honor for Faith Regional and truly demonstrates the dedication of our employees to our quality program," said Mike Hammond, Interim CEO at Faith Regional. The Recognition for Quality awards stem from Blue Cross and Blue Shield of Nebraska's desire to recognize and reward network providers for their participation and achievement in an established range of health care quality improvement initiatives. These standards have been set by the federal government, health insurers, national health care and medical professional organizations. They are used to measure, report, improve and monitor the care given to their patients, our members.

Faith Regional has earned this award by active participation in the health care quality initiative: 100,000 Lives Campaign -- Fully-committed hospital.



## Are You Ready?

Countdown to be a  
*tobacco-free* hospital



*Purpose* To provide a healthy work and patient environment, and to promote healthy lifestyles and wellness.

*Plan* All FRHS buildings and property will be tobacco-free beginning November 20, 2008.

- All FRHS buildings including East and West Campuses, Medical Offices North, Medical Offices West, Skyview Medical Building, Saint Joseph's Rehabilitation and Care Center, Skyview Villa Assisted Living and the Dialysis Center.
- All parking lots and surrounding grounds at the above premises.

*Who* Everyone who is on any property owned by FRHS including employees, patients, medical staff, students, contract personnel, volunteers, visitors, vendors and tenants of property leased by FRHS will be affected.

## A Tree to Remember

Faith Regional Health Services Foundation will again display a Holiday Remembrance Tree, located in the West Campus lobby area. The Remembrance tree will provide a means of honoring loved ones during the season.

The Remembrance tree will be decorated throughout the month of December with cards that bear the name of friends and loved ones to be remembered.



Donation cards are available in the Foundation office or by calling Diane at (402) 644-7301 or Pat at (402) 644-7302. A suggested gift of \$25 will get your loved one's name on the tree. However, all donations will be accepted in the spirit in which they are given.

ID Badge. . . continued from pg. 1

In addition to better functionality, the new badge system will have the ability to offer a security feature that will allow only individuals with the correct badge into areas that are restricted, such as the psychiatric units on East campus.

"Our goal is to be able to monitor Faith Regional employees, hospital visitors and contract service employees throughout the hospital so we are able to identify who is in our facilities round the clock," said Curt Nielsen, security coordinator.

Palliative Care. . . continued from pg. 1

- Help with concerns such as depression, loss of control, anxiety or loneliness.
- \* Help family members deal with their own feelings of guilt, anger and grief.

Faith Regional will roll out its new Palliative care program to employees through Lunch and Learn sessions. Implementation of the program will begin in January 2008.

# FLU FACTS for Healthcare Employees

## Who should get the flu shot?

All healthcare employees

## What is the flu or influenza?

Flu is a very contagious disease of the respiratory system. Symptoms include fever, cough, muscle aches, headache and general weakness. Don't confuse the flu with a cold. When you get the flu, you will be in bed, unable to conduct daily activities for about a week.

## When can I get the flu?

Flu occurs most often during the winter months and peaks during December and January.

## How could I get the flu?

The viruses that cause flu live in the nose and throat and are sprayed into the air when an infected person sneezes, coughs or talks. People nearby can then inhale the virus. Flu symptoms usually start one to three days after a person inhales the virus.

## Why do I need a flu shot?

Getting the flu shot will decrease the likelihood that you will catch the flu. As a result, you lower the chances that you will pass it on to your patients or take it home to your family and friends.



Pictured above: FRHS employee Brad McHugh receives the influenza vaccination. These are mandatory for FRHS healthcare workers every year.

## ...Thank You

... I would like to take this opportunity to thank all the doctors and nurses involved in my treatment and care while I was a patient at Faith Regional Sept. 18-20.  
Sincerely,  
*Duane Achenbach*

... We would like to extend our sincerest appreciation for your generous gift to the National Multiple Sclerosis Society. Your support is helping Nebraska better serve individuals who live every day with multiple sclerosis. Pat Scheiber,  
Interim President,  
*National Multiple Sclerosis Society*

... Thank you for your gift to Community Health Charities. You are making a difference in the lives of those with chronic illness and are greatly appreciated.  
*Caris Kenny*

... I just want to say Thanks for the selection of gifts for my 15th anniversary as an employee of FRHS. I received the gift I selected and it is beautiful.  
Thanks again,  
*Mary Ann Knee*

... FRHS Employees and Staff, We have lost someone very special. Thank you for sharing our grief.  
*The family of Clifford Jones*  
Thank you for the beautiful peace lily plant. It will be a nice remembrance of your kindness at this difficult time. Thank you,  
*Rose & Marlin Jones & family*

... Dear Medical Records staff, Thanks to each of you for your excellent customer service when we phone you for records for our Cardiac Rehab patients. You are always cheerful, helpful and efficient – the best of any Medical Records department we contact. You are very much appreciated!  
*Avera St. Anthony's Cardiac Rehab*

... During a time like this we realize how much our friends really mean to us. Your expression of sympathy will always be remembered.  
*The Norman Wichman family*  
Thank you so much for remembering my family at this time. It is wonderful to be surrounded by such caring people.  
*Barb Bessmer*

... Thank you for the beautiful plant and cards of sympathy you sent in memory of my father, David Reinke. Your thoughts and prayers were very much appreciated!  
*Cindy Montgomery*

... The 17th annual Red Ribbon Run was a big success this year and the weather was beautiful. There were 169 kids who took part in this year's event. Thank you for your generous donations.  
Much appreciated,  
*Red Ribbon Run Committee*

# Meet the Doctor



**Stephen Smith, M.D.**  
*Orthopaedic Surgeon*

Dr. Stephen Smith specializes in orthopedics with Norfolk Medical Group. He is Board Certified in Orthopaedics. His office is located in the Medical Offices North building, 301 N. 27th Street.

**How many people are in your family?** *My wife, Melanie, and two children Hilary, 15, and Luke, 13.*

**What kind of leisure activities do you enjoy?** *I enjoy golf, swimming, mountain biking, hiking, camping, mountains and any play with orchestra music.*

**What is your favorite color?** *Red, of course!*

**Name one food that you could not live without.** *Indian*

**Who is your favorite childhood character?** *My three favorites are Popeye, The Saint and Steed from the Avengers.*

**Describe the best gift you ever received.** *Children*

**What is your most rewarding accomplishment?** *First, passing the Fellowship of the Royal College - pass rate 14%! Second, being selected for a Foundation Scholarship that first enabled me to come to the U.S. at the Mayo Clinic.*

**Why did you choose to practice in Norfolk?** *My wife, Melanie, is from Wagner, SD. We came here to vacation so now we live our vacation.*

**Where is your ultimate getaway location?** *We would go to the mountains anywhere or the middle of the ocean.*

# Radiology Student Graduates



Radiologic technologists and technicians, also referred to as radiographers, produce x-ray films (radiographs) of the human body for use in diagnosing medical problems. They

prepare patients for radiologic examinations by explaining the procedure and positioning patients so that they can be appropriately radiographed. With a shortage throughout the nation, Faith Regional's role in this program helps decrease the deficit in Northeast Nebraska for radiologic technologists.

Ned Miller of Norfolk completed his clinical training at Faith Regional Health Services and graduates this month from the Radiologic Technology Training Program. Miller attended Northeast Community College and completed online classes through Southeast Community College in Lincoln. His clinical training was completed at Faith Regional and several other area sites for minor clinical rotations. Following graduation, Miller will sit for a national registry examination offered by the American Registry of Radiologic Technology.

**Have a Safe and Happy Holiday Season!**

## Ways to Provide Competent Care for Patient Health Diversity and Low Literacy

- Learn about the traditions, culture, rules of interaction, family and social roles, health/illness beliefs, and practices of populations being served.
- Determine language patient can speak and understand or patient's preferred language prior to the office visit or hospitalization. Arrange for a professional interpreter.
- Learn and use a few basic greetings in your patient's primary language as a means of establishing rapport and trust.
- Initially refer to a remembered item about the patient or use some small talk to establish or re-establish a personal relationship.
- Use cross-cultural interview techniques to avoid profiling or stereotyping the patient. Question the patient about beliefs relating to disease causation, treatment, and cure.
- Don't ridicule or dismiss patient's beliefs and/or advice or alternative treatment the patient may have used or been given by a family member or traditional healer.
- Respect religious and cultural rules prohibiting touch or treatment by a person of the opposite sex.
- Learn and respect, as much as legally permissible, patient health decision-making practices and preferences regarding the disclosure of bad news, the decision-making process, and the relationship between physician, hospital staff, and patient.
- Negotiate a treatment plan that is acceptable to the patient's belief system and lifestyle, as well as American medical standards.
- Ask patients or interpreters to repeat back what they have been told, instructions that have been provided, and what they are expected and being asked to do in terms of follow-up care and treatment.
- Talk less and listen more. Offer the patient a real, uninterrupted chance to ask their questions. Recognize that some cultures consider it rude to interrupt or disagree with physicians.
- Remember that effective communication is a two way street.
- Recognize that becoming a culturally and linguistically competent healthcare provider is an ongoing process that requires commitment, practice, and continual learning. Physicians, office staff, and hospital staff must be interested in and willing to learn about and respect different cultures and belief systems.

# Drunk and Drugged Driving Prevention Month

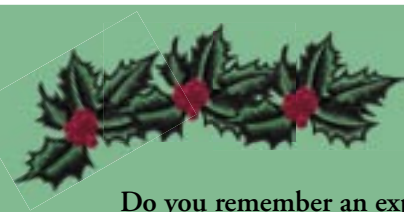
Drunk and drugged drivers continue to haunt our roads and highways causing more than 17,000 Americans to die each year. According to the Centers for Disease Control and Prevention, impaired driving will affect one in three Americans during their lifetimes. In an effort to increase community awareness, December is National Drunk and Drugged Driving Prevention Month.

## Prevention Tips:

- NEVER operate any means of transportation, including all terrain vehicles, bicycles, buses, cars, motorcycles, trucks and watercrafts when under the influence of alcohol.
- NEVER get into buses, cars, trucks, watercrafts or on all terrain vehicles and motorcycles when the operator is under the influence of alcohol.

- NEVER allow your friends to operate a mode of transportation under the influence of alcohol.
- ALWAYS use a licensed, designated driver to transport passengers who have been drinking.
- Do not mix alcohol with any drug or prescribed medication.
- Do not binge drink (i.e., four or more alcoholic drinks in a row).
- If someone passes out from drinking excessively, call 911 immediately. Do not leave a person who is intoxicated alone. Carefully monitor his/her breathing. If it stops, start CPR while waiting for the paramedics.
- NEVER swim alone while under the influence of alcohol.
- Learn and practice self-defense techniques.

<http://www.ena.org/ipinstitute/fact/ENAIIPFactSheet-Alcohol.pdf>



## FOREVER CHRISTMAS

By: Diana Gaspers, Spiritual Care



Do you remember an experience surrounding Christmas that left you with an “absolutely, no doubt CHRISTMAS FEELING?” What was the essential element of that experience? Was it a beautiful worship event? Was it an unselfish act of giving? Was it the sight of something awesome in nature that took your breath away? Was it something you planned and worked hard to make happen or was it an unexpected surprise?

The love of a grandfather for his dying granddaughter brought the essence of Christmas to life, in a planned and an unexpected way, on a scorchingly hot June day. When he learned that she had only a few weeks to live, in his grief he searched for one last special thing to do for her. He remembered her words as they watched a past Christmas parade, “Why does it have to end, Grandpa? I wish Christmas could be forever.” He set about arranging for his granddaughter to have Christmas in June, enlisting the aid of the

hospital chaplain who had been Santa for many over the years.

When the day arrived it was a sweltering 95 degrees. Santa was driving to the hospital, dressed in his full red suit and beard, in a car with no air conditioning. Unknown to him, all of the hospital staff were waiting for him, full of Christmas spirit, decorations and costumes. The ward where the little girl lay was ablaze with lights, music, garland and four Christmas trees.

Santa greeted all the children on his way to the little girl’s room. When, at last, he stood at her bedside and spoke her name, “Angela”, her big blue eyes opened wide with sheer joy. He reached into his bag and gave her a gift from her grandfather, the beautiful blue dress that she had wanted for so long. Then, from Santa, he gave her

a guardian angel doll with red tennis shoes and beautiful blond hair just like she had before chemotherapy and placed a pin on her hospital gown that read, “Santa said, ‘I was a good girl’.”

Suddenly the whole ward was filled with songs of Christmas and as the last notes of SILENT NIGHT faded, the room was embraced in a blanket of deep peace. “It didn’t matter that it was the wrong time of the year or even that some of the singers might not have understood what God did for the human race on that holy, SILENT NIGHT.

Despite it all, the eternal Son of God, who revealed himself to poor shepherds as an infant in a manger, was making himself present to another unlikely group in another unlikely setting. Christmas forever is not just a little girl’s dream, but a solid reality, every time we give of ourselves out of true love and goodwill. A merry and blessed FOREVER CHRISTMAS to all.



Parts of this article have been taken from “Christmas Forever” by Joseph Bernie Marquie (Santa) published in “The Word Among Us” June 2007

# LOOK WHERE WE'VE BEEN!

## BIZ SHOW



Rehabilitation Services attended the Biz Show on October 25. The booth displayed some of the new services provided in their new area - Independence Avenue. The Biz Show provides a great opportunity to connect with other businesses.

## MEDICAL EXPLORERS



During the weekend of October 20-21, fourteen Medical Explorers attended and helped at Scout Stock at Mahoney State Park. Earlier this year, Erica Hoogestraat and Lacey Hoelsing taught the Explorers

CPR and Drew Erks taught them first aid. Faith Regional Education Services and the Northern Nebraska Area Health Education Center (AHEC) co-sponsored the trip to Scout Stock. Leaders for the weekend were Drew Erks, Erica Hoogestraat, and Tori Moser. The group helped at the first aid station manned by Creighton University staff, students and military medics. When

someone was brought to the first aid station, the Explorers were asked what they thought the problem was and what they thought the treatment should be. They saw fractured limbs, burns, cuts and bee stings. When not manning the first aid station, they were able to participate in some of the activities with the boy and girls scouts.

## Community Spotlight:

The Technology Academy of Northeast Nebraska (TANN) began in 2003 and is a unique partnership between five public school districts – Battle Creek, Madison, Norfolk, Pierce and Stanton – and two colleges – Northeast Community College (NECC) and Wayne State College (WSC). TANN is funded by grants from the National Science Foundation and has offered many select courses including Digital Media, Web Page Design, Web Page Development, Computer Applications and PC Maintenance and Repair.

As a result of this partnership, high school juniors and seniors are able to take advanced level technology classes at the Lifelong Learning Center at NECC. Students earn high school and college credits for the classes that they take at the Academy. College credit is provided to the students at no cost to them. With this training, TANN hopes to prepare students to enter the Information Technology (IT) workforce or to pursue IT educational opportunities beyond high school.

On Nov. 7, two representatives from Information Systems at Faith Regional were invited to the Lifelong Learning Center at NECC to present to prospective 8th graders of the TANN program. Don Cope, Director of Information Systems (IS), and Matt Schauer, IS employee and ex-TANN student himself presented how the Faith Regional Health Services data network is laid out and how the courses at TANN would help a student learn to care for that kind of network.



“Current trends show that technology is one of the fastest growing fields in the country,” said Cope. “The presentation outlined the network system at FRHS and addressed how the data moves from one campus to the other. I challenged the students to consider other options in the hospital that use computerized equipment, including such departments as Radiology, Cardiology, Lab and Pharmacy.”

## VULCRAFT HEALTH FAIR



On October 25, Faith Regional CardioPulmonary Services provided screenings at the Vulcraft Health Fair. Faith Regional offered EKG and the Ankle Brachial Index (ABI) screens.



# Whose Line Is It Anyway?

How well do you know Faith Regional?  
Which department do the following clues describe.

1. We have over 625 years of experience.
2. 49% of staff live outside of Norfolk.
3. We bill some of our services in 30 minute increments.
4. We have standardized orders for 98% of our patients.
5. It takes two years of experience before some of our staff are able to perform all duties of their job.
6. Half of our inpatients can't be admitted until after they are already here.

## Maintain Your Brain

FREE

December 5, 5:30 p.m. – 7:00 p.m., Nebraska Room  
The health of your brain plays a crucial role in everything you do. There are many things you can do to keep your brain healthy as you age and possibly reduce the risk of dementia or Alzheimer's. Join Teresa Stichter-Fritz, Program Director of the Alzheimer's Association (Great Plains Chapter), to discuss simple lifestyle changes to help you lead a brain-healthy life and answer questions on coping with dementia.

*Healthy U classes are free unless otherwise stated and feature information on important health matters. Register today as classes fill quickly!*

Call 644-7348 to register for any of the Healthy U classes:

# The Giving Tree

Help keep local families warm this winter by donating new socks for the winter season. Trees will be set up November 27 through December 26 by the cafeterias on East and West campuses, and at Saint Joseph's, for employees to decorate. As in previous years, donations of ear muffs, scarves or stocking caps will also be accepted. The donated items will be given to deserving families through the Salvation Army and Bright Horizons.



Pictured above at the Caring Kind Award ceremony: Carlos' wife, Carlos Sanders, Nutrition Services, and Monica Emory, director of Nutrition Services.

# Caring Kind Award

The Nebraska Hospital Association "Caring Kind" award honors outstanding healthcare employees who have demonstrated compassion for patients, cooperation with co-workers and dedication to excellence in their job responsibilities. Hospitals across the state select one Caring Kind recipient from within their respective institutions to be recognized during the NHA Annual Convention. Carlos Sanders, Nutrition Services, received the 2007 award from Faith Regional.