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To the family of:

Five Reasons to Bring Your Heart to Work

Think about drawing a tree on a sheet of paper. If you are like most people you will have drawn a wonderful tree from the perspective of the ground upward.

This tree has a lot in common with many people you see in workplaces all around the world. You see the tree from the ground up, and you see the physical presence of the people on the shop floor in their cubicles and offices.

Did you know that in most parts of the world the amount of biomass of the roots of a tree is at least as much as what we see above ground? In other words, when we are looking at a tree, we are literally only seeing half of it.

So it is with people. There is much more to us than what can be seen. Unfortunately too many people choose to bring their physical selves (their hands), and even their mental selves (their heads) to work, but leave a huge portion – their emotional selves (their hearts) at home.

What do you bring to work everyday with you? If you don't bring your heart, you are missing tremendous opportunities. Here are five reasons why you should bring your whole self, heart included, to work each day.

You'll have more energy. We strip ourselves of a major energy stream when we disconnect our emotions when we leave for work.

Our heart can provide a deep reservoir we can tap into if we have a belief in what we are doing. When we are fully engaged in our work we have more energy to use, but more flows back to us as well.

You'll be healthier. When you bring your whole self to your efforts you will be richly repaid in more than energy alone. That energy will translate to greater health.

You'll have more enthusiasm. Dale Carnegie said "act enthusiastic and you'll be enthusiastic." It is true. Enthusiasm doesn't come from our hands or head. Enthusiasm comes from our heart. Let your passions loose! Let your enthusiasm for a project show! You'll be amazed at how this can change your entire outlook and performance at work.

You'll get more done. Think about it. When do you get more done, when you look at your list of tasks and breathe a heavy sigh, or when you are jazzed about a particular project? You know the answer. What is the difference? Your heart and soul. There is no doubt that you will be more productive, alone, in a team or when leading others if you put your heart into your work.

You'll have more fun. I saved this one for last because it is something, unfortunately too many people don't even think is possible. It isn't if you only bring half your tree to work. But when you allow yourself to fully engage with your work, you will find opportunities for great enjoyment.

Rehabilitation Services Now Virtual



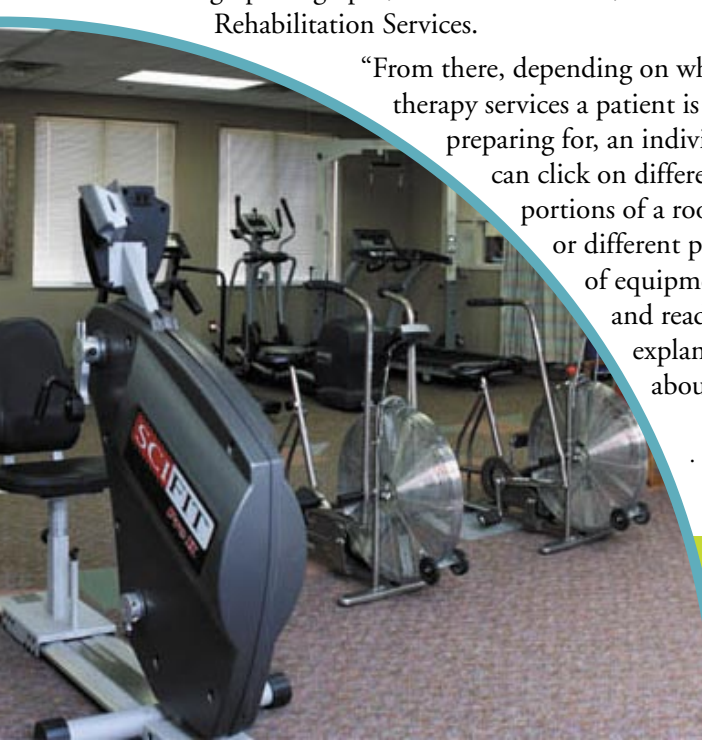
Ever wish you could step inside another department and see what it looks like? That wish is now reality for Rehabilitation Services. A virtual tour featuring the physical rehabilitation areas on both East and West Campuses can be accessed by going to the hospital's website www.frhs.org, clicking on Rehabilitation Services and then clicking on the button *Take a Virtual Tour of Our Facility*.

The fun, new online feature allows visitors to "walk" through physical, occupational and speech therapy rooms as well as other therapy areas such as the pool therapy room and the newly created Independence Avenue. The virtual tour makes it possible for you to view a room from one side to the other showcasing Rehabilitation's state-of-the-art facility.

Visitors who are seeking additional information or are not familiar with Faith Regional Rehabilitation Services can find helpful knowledge about what to expect before a visit, the registration process and insurance coverage. "We have illustrated from the front East Campus entry doors to the elevator to our front desk, even to what the halls look like through photographs," said Teresa Daum, director of Rehabilitation Services.

"From there, depending on what therapy services a patient is preparing for, an individual can click on different portions of a room or different pieces of equipment and read explanations about what

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Laboratory Expands

It was in 2002 when Faith Regional Health Services made the decision to transition the laboratory services from a contract service with Quest Diagnostics to become a part of the FRHS team.



Before



After

Following that change, lab set goals to add new equipment and testing to better care for our patients. For those tests that are critical to patient care, back up instruments were purchased to eliminate downtime. New

equipment or kits were added to increase the test menu, allowing tests to be performed in house that were previously forwarded to a reference lab. This decreases the turn around time in lab results, providing an improvement in our patient care.

"With this increase in test volume and addition of equipment, we've had to increase our staffing level," said Tammy Kuper, director of Laboratory Services. "Lab employees have worked very closely in the 2,700 square foot space and it was a safety issue that needed to be addressed." After being sited for a lack of space during an inspection in 2004 by the College of American Pathologists (CAP), FRHS began plans to relocate the lab to a larger area. The newly constructed laboratory is approximately 5,400 square feet, almost double the previous space.

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What's Inside.....●

- ★ New Relief for Patients with Chronic Stable Angina
- ★ Identity Theft
- ★ What can you find online?
- ★ 5 Star Customer Service

Laboratory Expands

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“We have several goals for 2008 including implementing a Collection Manager system that will allow the phlebotomist to barcode the patient’s armband with a wireless handheld device and the labels will print out at the patient bedside,” added Kuper. “Simultaneously, we will be bringing up the new Roche glucose meter system that has the ability to download the results to the patient’s medical record. These systems will allow a great step forward for patient safety and positive identification.”

In addition, software has been purchased for an Overdue Log Monitoring System that projects all pending lab tests to a flatscreen monitor in the main lab, increasing the alert level based on a turn around time that is defined for each test. Another system, used for Autovalidation, is a rule based software that will allow autoreporting of what is considered normal patient results, holding any abnormal for verification. Both of these systems will improve turn around time for our patients.

The new lab area also has a space designated for PCR testing, a form of genetic testing that has become the way of the future. The advancements of this testing dramatically decrease turn around time and increase specificity in the diagnosis of infectious diseases. Review of the equipment for this field will begin in 2008, with implementation to begin in 2009.

Employees are welcome to stop by and take a look around the new lab area on second floor at West campus, located in the previous Administration offices area.

Rehabilitation Services Now Virtual

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the therapist may use when providing their individualized care.”

The tour was created after members of the Rehab team discovered similar tours on other sites and recognized the benefits it could provide to patients. “There are other hospitals in Nebraska that implement this type of application, but we are fortunate to have ours be fully customizable,” said Erik Miller, IS web developer.

According to Daum, offering the public a sneak peek of the Rehabilitation department not only calms fears associated with beginning rehabilitation therapy, but it also makes it easier for patients to learn ahead of time where the facility is located and what can be expected when they come for their first visit.

“We are also hoping that in addition to helping patients and families, individuals looking for an opportunity to join our team of professionals in Physical, Occupational or Speech therapies, or Athletic Training, will be able to see what we have to offer,” added Daum.



Countdown to be a
tobacco-free hospital



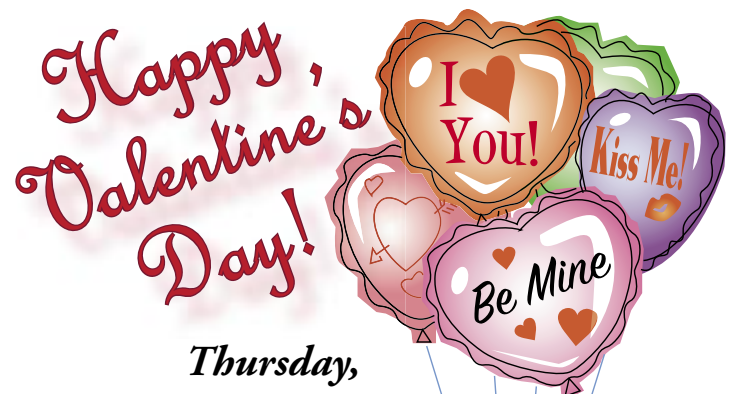
Tobacco Effects on Health

Tobacco-related diseases account for the deaths of more than 438,000 adults in the U.S. each year. Cigarette smoking has been identified as the most important source of preventable morbidity and mortality. According to the American Cancer Society:

- Cigarette smoking accounts for at least 30% of all cancer deaths.
- Secondhand smoke is responsible for 3,000 lung cancer deaths each year in non-smoking adults and is the third leading cause of preventable deaths after smoking and alcohol use.
- Secondhand smoke is responsible for 150,000 to 300,000 lower respiratory tract infections in infants and children younger than 18 months of age.
- Secondhand smoke contributes to 7,500 to 15,000 hospital stays each year.
- Smoking costs the U.S. more than \$167 billion each year in healthcare costs (\$92 billion in mortality-related productivity losses and \$75.5 billion in excess medical expenditures).

Since 1999, nearly 70% of the U.S. workforce was covered by a smoke-free policy. Workplace productivity was increased and absenteeism was decreased among former smokers compared with current smokers.

Tobacco-free November 20, 2008



***Thursday,
February 14***

...Thank You

... Thank you to Faith Regional for the beautiful flowers I received while in the hospital. To my awesome 2nd floor staff, a big thanks for the flowers (all of them), cards, visits, for covering my shifts and most of all for the wonderful care while I was ill. You're the best!

Kim Koch

... Friends at Faith regional, thanks for the beautiful peace plant you sent for Mother/Grandma Schapmann. Stan's mother will be greatly missed! *Stan and Jolene Schapmann and family*

... I would like to thank you for the Ipod that I won at the Health Benefit Fair. I appreciate it very much.
Donna Mae Schutt

... We have lost someone very special ... Thank you for sharing our grief. Thank you so very much for the beautiful peace lily plant. Your kindness is truly appreciated. *The family of Irene Ellenberger*

5 Star Customer Service

Director of Orthopedic Services, Dr. Smith and the first floor orthopedic staff,

My father, Charles Hales, had a knee replacement at your facility December 6, 2007.

He was in room 112. I am a nurse case manager at the Avera Heart Hospital of SD and really wanted him to have surgery at Avera McKennan where he had both his hip replacements.

My father was very impressed with Dr. Smith and "over-ruled" his bossy nurse daughter, who is used to having her way when it comes to her parents' health care decisions. I can't begin to tell you and your staff how happy I am with his decision. You have a Five Star Orthopedic Program ... your staff is amazing.

Let me tell you why:

1. My parents were so impressed with your pre-op teaching program and booklet. It not only answered their questions and prepared them for what to expect. It also gave them reassurance and confidence in your facility and allowed them the opportunity to meet some people who would be delivering his care. That's great patient care!
2. My dad was really counting on an epidural for an anesthetic but after the anesthesiologist reviewed his case with his cardiac risks. I am told that he contacted Dr. Brandt and they concurred on general anesthesia and explained the reasons for doing so to dad and my family. They assured him that he would not be nauseated from the general ... and he wasn't. They took the time to do the right thing ... that's great patient care!
3. Everyone who entered my dad's room treated him with respect, listened to what he was saying and often read between the lines. He was treated like he was the most important person in the hospital. Even though it was busy, your staff gave the impression they were never in a hurry. Both Dr. Smith and Dr. Brandt stood between the bed and window ... rather than by the door or with one foot out the door ... they took their time ... it makes such a difference to the patient and family. That's great care and wonderful customer service!
4. Everything was explained to my dad ... goals were set for the day ... he knew what to expect and what he could count on. I am still amazed with the 5 walks a day and that it was actually accomplished each and every day ... you must have a phenomenal LOS with your joint program.
5. I don't think dad's light was ever on more than a minute or two before it was answered ... that is pretty awesome. I also did not see one individual leave the room without using the hand sanitizer ... a nurse notices those things and it leaves an impact.
6. There was a seamless transition between the acute care setting at the west campus and TCU at the east campus. The TCU case manager visited dad in the acute care setting, explained everything and answered all his questions. I wish our hospital had a wheelchair van to transport patients ... that was so nice. Dad had the same PT/OT staff at TCU ... which was great continuity of care and also very assuring to both my parents to see familiar friendly faces.

Last but certainly not least I need to tell you about some of your staff ... they were all great but some really left a big impression. Dad had Lisa as his nurse Friday through Sunday ... I believe she really made a difference in father's outcomes. I never worried about leaving dad in her care. She's extremely competent and professional ... but also very friendly, kind and patient. If she ever wants to move North ... we would love to have her at the Heart Hospital. Desi and Stephanie were two of dad's aides ... they both have such a good rapport with the elderly ... they were bubbly, so encouraging and friendly and are wonderful assets to your team.

I can't say enough about Marv and Justin with the therapy staff. We all learned so much from them ... they are great teachers and wonderful individuals. Oh, and I can't forget the individual who was shoveling snow in front of the hospital Saturday night and offered to clean the ice and snow from my windows ... now that is customer service!

Our CEO at the Heart Hospital has always said that people only care about three things: is the facility clean, is the food good and most importantly were they treated well. It doesn't matter if you have state of the art equipment and the best technology if patients leave your facility feeling like they weren't treated well. As you well know ... your patient rooms on the orthopedic wing are very small ... the bathrooms even smaller ... the heating system is definitely a problem ... but you know ... that didn't matter. Your staff worked as a team, were so professional and very friendly. We felt "well taken care of" and that's what we will pass on to anyone who asks "tell me about your knee surgery."

Thank you ... he is doing great!! *Carolynn Costar*

Identity Theft: What You Need to Know

Identity theft has become the fastest growing white collar crime in the US. Being a victim of this crime can be very devastating. Your credit rating plummets, you suddenly owe for charges you did not incur, or your checking account is depleted by misuse of your debit card. Following are steps that you can take to safeguard personal information to help prevent identity theft.

- Request electronic versions of bills, statements and checks instead of paper.
- Sign up direct deposit of payroll to prevent paper checks from ending up in the wrong hands.
- Shred all personal information such as bills, bank statements, ATM receipts and credit card offers before you discard them.
- Keep your personal documentation (e.g., birth certificate, Social Security card, etc.) and your bank and credit card records in a safe place.
- Limit the personal information that you carry in your wallet or purse.
- Do not give your Social Security number, credit card number, or any bank account details over the phone unless you have initiated the call and know that the business that you are dealing with is reputable.
- Do not disclose bank account numbers, credit card account numbers, and other personal financial data on any web site or online service location, unless you receive a secured authentication key from your provider.
- Do not allow mail to go uncollected. Retrieve it promptly.
- Memorize your numbers and/or passwords. Do not write your Social Security number or passwords on paper and store them in your wallet or purse.
- Avoid leaving envelopes containing your credit card payments or checks in your home mail box for postal carrier pickup.
- Prior to discarding a computer, make sure all personal information is deleted from its hard drive.
- Take receipts at ATMs, bank counters, or unattended gasoline pumps with you. Make sure you take your receipts with you after your purchase – don't let the clerk put it in the bag.
- Use passwords on your credit cards, bank accounts and phone cards.
- Review your credit report annually - www.annualcreditreport.com
- Be aware of your surroundings when entering your account activity, such as balances and withdrawals.



cumbersome to unfreeze your records if you are applying for credit. There are also companies that will monitor your credit rating for you and alert you if unauthorized use is detected.

Information used to steal your identity can be gained in several ways.

- Lost or stolen checkbook or wallet.
- Dumpster Diving. Thieves rummage through dumpsters for personal items.
- Mail Theft. Crooks search mailboxes for pre-approved credit offers, bank statements, tax forms or convenience checks. They also look for credit card payment envelopes that have been left for postal carrier pickup.
- Inside Sources. Half of all identity fraud is committed by friends, family members, relatives, employees and live-in caregivers with access to privileged information.
- Imposters. Many have fallen victim to identity theft by individuals who fraudulently posed as someone who legitimately had a legal reason to the victim's personal information (e.g., landlord or employer asking for background information.)
- Documents in the home. Identity thieves can gain legitimate access into someone's home and personal information through household work, babysitting, healthcare, friends or roommates.
- Online data. Although most identity thefts occur through traditional methods, risks still exist online. Be cautious when sending personal information.

If you find yourself a victim of identity theft, take these steps.

- *Contact the police.* File a report with your local police or with the police in the area in which the theft took place.
- *Close your accounts.* If you have accounts that have been tampered with, or opened without your consent, close them immediately.
- *Initiate a fraud alert.* The three major credit bureaus need to be contacted. EQUIFAX - www.equifax.com, EXPERIAN – www.experian.com, and TRANSUNION – www.transunion.com,
- *Fix specific problems.* You've identified the problems in your credit report as well as identity theft problems elsewhere. Now is the time to fix them. The below repair kit will tell you how.
- *File a complaint with the Federal Trade Commission.* The FTC in conjunction with the FBI maintains an Identity Theft clearinghouse. They share the information with law enforcement, credit bureaus and other government agencies. They can be reached at 1-877-438-4338. Also contact your local Social Security Office and advise them if your Social Security number has been stolen.
- *Print the Identity Theft Repair Kit from the Nebraska Attorney General's Office* – www.ago.ne.gov. This kit will walk you through all the above steps you will need to go through, and contains valuable contact information.

A new law, Section 8-2605, was passed in Nebraska in 2007 allowing you to put a freeze on all credit reporting. When you notify the consumer reporting agency in writing, no one can access your credit records unless you allow it. This stops those trying to use your information to get a credit card. The downside is that it can be

MEET THE DOCTORS



Rajiv Ranjan, M.D.
Cardiologist

Rajiv Ranjan, M.D., F.A.C.C., F.S.C.A.I. is a cardiologist at the CardioVascular Institute located in the Medical Offices West building, Suite 301. He is Board Certified in Internal Medicine and Interventional Cardiology.

How many people are in your family? *Four*

What do you like to do in your spare time? *I enjoy traveling.*

What is your favorite type of music? *Indian (Hindi)*

What is your favorite food? *Indian spices and Chinese*

What is your favorite movie(s) of all time? *Philadelphia (English) and Sholay (Hindi).*

What do you think is the greatest invention? Why? *The wheel and electricity because the world runs on these two.*

What is your most rewarding accomplishment? *My two kids and my wife are my most rewarding accomplishments.*

Why did you choose to practice in Norfolk? *Norfolk is a small town which has everything. I have developed a good practice with family life.*

If you could leave on vacation today, where would you go? *Outer Space, if I only had the money.*

Mark Davis, M.D., F.A.C.O.G., specializes in Obstetrics and Gynecology at Midlands OB/GYN, located at 109 N. 29th St. He is Board Certified in Obstetrics and Gynecology.



Mark Davis, M.D.,
Obstetrics and Gynecology

How many people are in your family? *Five.*

What do you like to do in your spare time? *I enjoy flying, boating and snowmobiling.*

What is your favorite type of music? *I like a little bit of everything.*

What is your favorite food? *I like anything well prepared.*

What is your favorite movie(s) of all time? *Top Gun.*

What do you think is the greatest invention? *The airplane.*

What is your most rewarding accomplishment? *My most rewarding accomplishment is Completing Medical School and my Residency which allows me to deliver babies.*

Why did you choose to practice in Norfolk? *Norfolk is a nice community with good people and it is close to other cities.*

If you could leave on vacation today, where would you go? *The Carribean.*

CHANGE AND TRANSITION

By: Dale Pracht, Director of Spiritual Care Services

No doubt about it, 2007 was and 2008 will be years of change. In the Spiritual Care Department we have been discussing how to make the most of the changes. One resource that has been helpful is *Managing Transitions* by William Bridges (ISBN 139780738208244). The author notes that soon after we realize that things are changing we enter a "Neutral Zone" where we gradually let go of what was and embrace the new. To illustrate getting through this period he summarizes Roger Golde's story about a French army unit isolated in the Sahara Desert during World War II.

"Resupplying them was terribly difficult, and they were running out

of everything. ... Somehow a Red Cross clothing shipment reached them, but most of the clothes arrived with size labels that were illegible or missing...

"The commander... simply lined the troops and issued each man one shirt, one pair of pants, and two shoes – with no attempt to fit for size or even to match pairs. Then he shouted, 'Debrouillez-vous!' which means roughly 'Sort them out.' There was a terrific scurrying and thrashing about while

the men switched and swapped until they had clothes that more or less fit them. The result was a fairly adequate solution to an impossible problem – except for one unlucky soldier who ended up with two left shoes."

Given a sense that we will be safe during the times of transition, with a little encouragement and room to be creative, we adapt to the changes of life pretty well. Our faith reminds us that God will be our constant protector, that God will as Holy Spirit be our comforter and that God made us to be very creative creatures. We will do well, even in the times of change and transition.





New Relief for Patients with Chronic Stable Angina

Patients suffering from Chronic Stable Angina are now being treated with a new service in Cardiac Rehabilitation. According to Cardiomedics, Inc. over 6 million people in the United States suffer from this condition. Angina is a signal from the body indicating that the heart muscle is not receiving enough oxygenated blood. When the vessels that supply the heart with oxygenated blood become narrowed, the area of the heart that is not receiving the proper blood flow responds with a very painful signal called angina pectoris.

External Counter Pulsation (ECP) is a non-invasive therapy for chronic Angina Pectoris. ECP seems to improve circulation to the heart muscle by opening new pathways that circumvent the blocked arteries. Patients use less medication and experience fewer angina attacks. Many patients also see that life becomes more "normal" with the ability to do many more physical activities, such as walking, golfing and gardening.

"The goal of the therapy is to improve the overall quality of life for the patient," said Brian Blecher, director of Cardiac Cath Lab. "This is accomplished by developing collateral circulation to the heart muscle as well as additional circulation to the periphery. With this increased blood flow, the patient is less likely to develop chest pains, resulting in a decreased number of hospital readmissions for chronic stable angina."

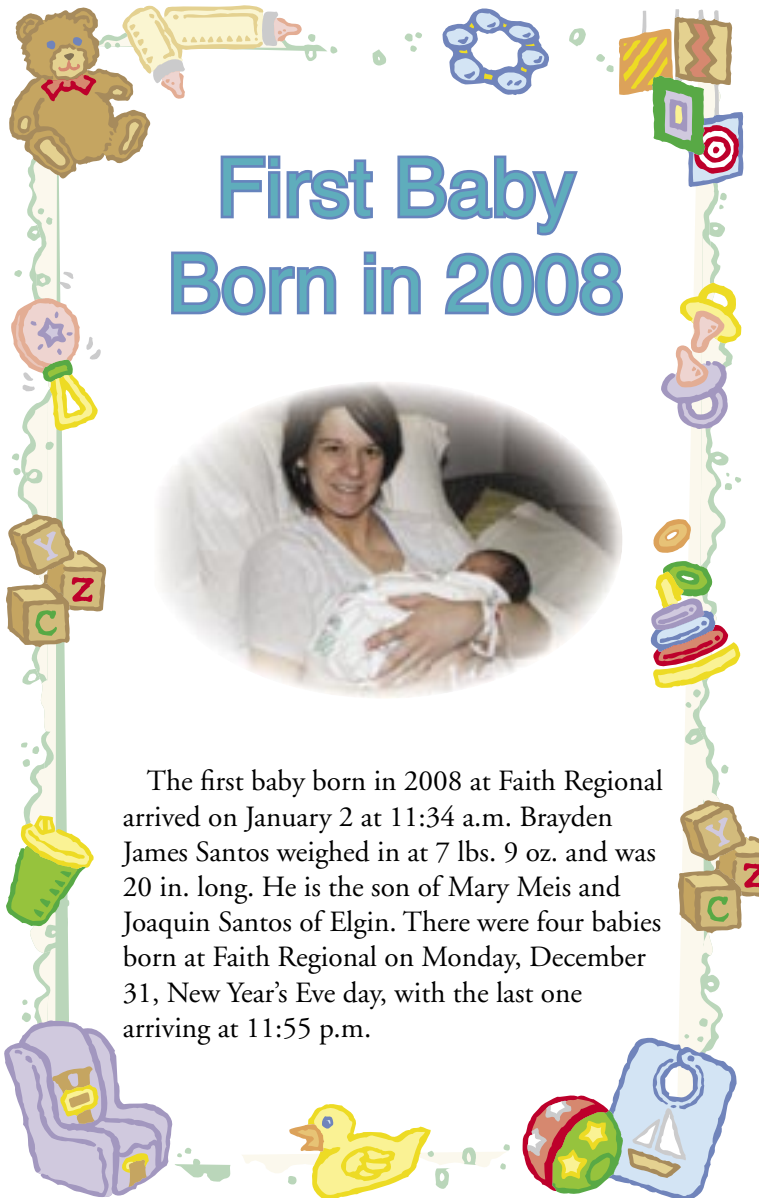
Patients are screened by their physician to determine if the CardiAssist ECP system can be applied. The CardiAssist System consists of a portable control console containing pumps and valves. Reusable fabric cuffs, containing inflatable plastic bladders, are fastened with Velcro® about the patient's calves, thighs and buttocks. The cuffs are sequentially inflated (first the calves, then the thighs and finally the buttocks) during diastole (when the heart is momentarily at rest between beats), synchronized with the patient's electrocardiogram (ECG). Compression of the cuffs during diastole forces blood from the legs and buttocks up to the heart, reducing the work effort of the heart and increasing the flow of blood through the coronary arteries to the heart muscle.

For more information about this service, contact the Faith Regional Cardiac Cath Lab at (402) 644-7633.

MARDI GRAS *Celebration* 2008 Annual Gala

The Faith Regional Health Services Foundation Annual Gala will be held at Divot's DeVent Center on Saturday, April 12. With this new location, guests can expect to find great auction items, both silent and live, awards and recognitions, a Cajun themed dinner and spectacular décor!

Entertainment will feature saxophone player, Tony Beardslee and Mardi Gras music. Make plans to attend this special evening. Tickets are \$100 each, with corporate sponsorships also available. For more information, contact the Faith Regional Foundation: Pat Widner at 644-7302 or Diane Mouchka at 644-7361.





What can you find online?

The computer brings the world to your fingertips. Visit www.frhs.org to obtain helpful information, including:

1. **Classes and Events** - Healthy U and OB classes, self help and support group meeting times
2. **Health Library** - more than 7,500 articles available 24 hours a day
3. **Pricing Information** - view prices for common procedures
4. **E-Greetings** - brighten a patient's day and send them a card
5. **Find a Physician** - online physician directory
6. **Services** - Check out your department or take a look at the information featured for other services. Go to A to Z list found under the Services drop-down menu and click on a department link.



www.frhs.org

Your link to so much more!

Go to the website on a regular basis to keep up-to-date on Faith Regional News, posted on the home page in a timely fashion.

DID YOU KNOW? You also have access to past copies of:

- Featured Articles - from the FRHS homepage
- Campus Connection - the monthly employee magazine
- Healthier You - Faith Regional's quarterly newsletter
- News Releases

Go to the bottom of the home page to the link - Click here for past Featured Articles.

Healthy U classes are free unless otherwise stated and feature information on important health matters. Call the Health Resource Center at 644-7348 to register today as classes fill quickly!

Positive Discipline – Parents 1, 2, 3, 4 Education Series **\$10**

February 11, 18, 25, 6:30 – 8:00 p.m., Madison Room
An educational series for parents, grandparents and caregivers of children ages 1 to 5. Learn about strengthening the bonds you have with your children and how choices, routines and positive interactions can increase your child's school readiness and self-control. Must commit to all 3 sessions. Facilitated by Kary Pfeil, Early Childhood Educator. Book and refreshments included. Certificate for inservice hours available for daycare providers. Sponsored in partnership with Operation Great Start and the Northeast Early Childhood Professional Partnerships Initiative. Call 644-7348 to register.

Healthy Benefits **\$100**

Mondays starting February 25, 5:30 – 7:00 p.m., Cardiac Rehab Center classroom, 2nd floor
Healthy Benefits is a 10-week program designed to encourage healthy habits for a lifetime. The sessions will be taught by registered dietitian Joan Davis, RD, and will feature presentations by other health professionals. Classes will focus on how to stop chronic dieting, make behavior changes and how to cope with stress without turning to food. Call 644-7348 to register.

Pre-Diabetes Class **\$25**

March 3, 4:00 p.m. – 6:00 p.m., Madison Room
Did you know it is estimated that nearly 40% of adults have pre-diabetes? Join us to discuss pre-diabetes and lifestyle changes you can make to help prevent diabetes and other health problems. Topics covered will include healthy weight, nutrition, cholesterol, high blood pressure and glucose levels. Instructed by Michelle Zwiener, Certified Diabetes Educator and Renae Broders, RD, LMNT. Call 644-7348 to register.

Faith Regional Animal Safari

NOW OPEN!

Be sure to check out the Faith Regional Animal Safari the next time you are at the Sunset Plaza Mall. The new soft play area is located between the food court and Target. Children must be under 42" tall to enter the play area and must be accompanied by an adult.

