

HCMC SCANNER

Thank You
Notes

Going Star Trek

Vikings Visit

HENNEPIN COUNTY MEDICAL CENTER, MINNEAPOLIS, MINNESOTA 55415 VOLUME 27, NO. 3, DECEMBER 2006

Transition to new governance complete



Historic closing marks formal governance transition

HCMC CEO Lynn Abrahamsen joined Hennepin County Board Chair Randy Johnson and Hennepin Healthcare System, Inc. Board Chair Mark Bernhardson at a formal signing of the transactional documents on Dec. 14, to officially transfer the governance of HCMC to the new Hennepin Healthcare System Board of Directors.

a consumer-drive health plan with a health reimbursement account. In general, the changes were designed to provide more flexibility for employees and to be better aligned with that which is offered by other health care employers.

Q. What have you learned about the new board?

A. I have been really impressed by the interest, enthusiasm, and commitment to HCMC that these new board members from the community bring, not to mention

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Q & A

with CEO

Lynn Abrahamsen

On Nov. 28, the Hennepin County Board unanimously passed the final resolutions that create a new public subsidiary corporation, with a separate board, to operate Hennepin County Medical Center and its four clinics in the community starting Jan. 1, 2007.

Hospital Administrator and CEO Lynn Abrahamsen talks about what it means.

Q. Now that the governance change is approved, what will change on January 1?

A. Patients won't see any difference due to the governance change on January 1. You can assure them that they'll continue to see the same providers, in the same clinics. Many employees saw new and additional benefit options when they enrolled for 2007. For example, for eligible non-union employees, HCMC is paying the full cost of short-term and long-term disability insurance and 50% of the cost of dental insurance. Additionally, HCMC added employee-plus-one benefit coverage levels for medical and dental coverage, offered a monetary credit to employees who waive medical coverage, and increased life insurance benefits by 50%. Employees also had the opportunity to continue in the traditional health care plan or choose

Countdown to Go Live



To prepare for the Feb. 1 Go Live of the Electronic Health Record 162 Computers on Wheels (COWS) are now being delivered to inpatient units. In addition to these portable units, 650 PC or laptop computer work stations have been installed in clinic exam rooms and on units throughout the medical and offsite clinics over the last 12 months.

Thank You HCMC

Dear Knapp Rehab Center:
Extreme thanks and appreciation for the wonderful and skillful care that my aunt received at HCMC. We cannot thank the wonderful people at HCMC enough. We are so grateful.

Dear HCMC Emergency Room, Medicine, MICU 1, Cardiac Care Unit and the Chaplain's office:

Everyone at HCMC was wonderful to us; from the security guard who helped us park at the Emergency Room to the chaplain who met us at my mother's door when we came to the hospital. It was a comfort to us knowing that she was so well treated every time she was hospitalized at HCMC. The doctors, nurses and support staff treated all of us with respect and concern and provided great medical care.

Dear Doctors and Staff of SICU 2:
I want all of you to know that we recognize and appreciate what you do every day and what you did for us. We will not soon forget it. And we hope that on trying and difficult days when you may feel unappreciated or overwhelmed you know that we are thinking about you and that all of you make a difference to us!

HCMC:
We want to thank everyone for sharing their love, generosity and compassion with us during this extremely difficult time. Thank you for the excellent care my son received at HCMC and also the care of our family.

Dear Cardiac Rehab:
We all have a tendency to voice our opinions when we are unhappy or dissatisfied, and then forget to voice our opinions when someone has helped us or done something very nice for us. All of you in the Cardiac Rehab unit should be very proud of what you do. You get broken individuals and you fix us!

Dear HCMC Employees –

I want to express my thanks to all of you for your service this past year. You can see on these pages the words of many of our patients and families who experienced your care and were moved to tell us about it.

For every letter printed, I know there hundreds of other patients and families who feel the same way.

We are very fortunate to work in a place where what we do every day makes a difference in people's lives. I hope you realize that, and understand how much you are appreciated.

Best wishes to you and your family,



Lynn Abrahamsen

Dear Emergency Department:
I would like to thank everyone involved in the treatment of my colleague for their professionalism, kindness, and high quality of care. Each person we came in contact with that morning made a very stressful situation that much easier.

Dear Surgical Admissions, the OR, PACU, SICU and STNU:

My sister received excellent nursing and medical care. Dr. Lederer spent plenty of time explaining to the family how the surgery went, and the nursing care in all areas was great. Staff was respectful and skilled.

Dear Hennepin Care South Dentistry and HCMC Dental Surgery:

I want to thank you for the very positive experience we had at HCS and HCMC. I appreciated the way the staff comforted and tried to ease my fears to help me deal with the anxiety I was having. Dr. Tarren, you and the rest of the staff at HCS and HCMC were exceptional.

Dear MICU, Psych and Neurology and several nursing stations in both medical and neurology units:

It is our opinion that the medical personnel with whom we had contact, without exception, were competent, compassionate and professional. At all levels they went out of their way to take time to explain to us, in detail, the medical care they were providing our daughter and the reasons for the care. They provided, in our opinion, an excellent level of care that exceeded merely the medical needs of the patient.

We have the highest regard for the staff of professionals at HCMC and have freely stated so whenever possible. We thank you for all of the assistance HCMC provided my family and the excellent medical care you provided my daughter.

Dear ER, Pediatrics ICU, Pediatric nurses, doctors and staff:

Everywhere I went people were kind and caring. Walking from the 8th Street parking ramp I could not see a sign designating the Orange Building. I asked someone in passing and was "taken up" by the staff person to the 7th floor ICU.

A doctor at HCMC stopped and made change for my \$10 from his wallet at the pop machine.

A lady in the parking ramp handed me a needed quarter when the meter refused my second paper dollar.

Thanks to the courteous assistance of HCMC's staff we know my granddaughter had the best care management in the state.

Before the day ends may you catch the appreciated smile of a loved one and know you are in the right place, at the right time. You made a difference in someone's life. In the big city or out in the country, I guess, that's what it's all about.

Thank you

HCMC:

My sincere gratitude to the staff at Hennepin County Medical Center for the compassionate care provided to our departed sister in the final days of her life. Their kind expressions and efforts will always remain deeply imprinted on our hearts and minds. May God continue to bless these exemplary caregivers and all who minister to the urgent needs of the sick and dying.

Dear Emergency Department and Burn Unit:

We wish to commend your staff in the highest possible terms, as each member from the intake clerk to the skilled MDs was professional, caring, and obviously committed to see that everything was done to make our daughter well and comfortable. We were so impressed with each member of the ER, each nurse from each shift, and even the cleaning people who spoke encouraging words to us. As visitors, my wife and I were always treated with courtesy and compassion, even though we're sure we were in their way on more than one occasion.

Congratulations for hiring such professional and caring people to staff these critical areas and our deepest thanks to all who participated in our daughter's care to achieve this successful outcome.

Dear HCMC,

I am looking at your slogan "Join the team that's working wonders at HCMC," and quite frankly, I feel like one of those wonders.

I was in the trauma unit, rehab, surgery, and related services. And I can verify that doctors, nurses, therapist, maintenance...everyone really connected with me and my family, provided services, encouragement, and information to such a degree that I was discharged four days before planned.

Thank you to everyone! Please share this with them, and best wishes for a wonderful holiday season.

Dear Day Treatment and Acute Psychiatric Services:

Just a letter to say how fortunate I feel to have HCMC as my hospital. I am finishing out a long day treatment program and am so grateful I was able to go and get help from such a nice staff of people. I have never had a bad experience at HCMC. HCMC will always remain my hospital of choice and I just wanted to tell you how greatly appreciated you are!

Thank You

Dear SICU 2:

The RNs were sweet, attentive and professional. The doctors – all the best, as well. Everyone on this team went above and beyond for me and I'm truly grateful.

Dear HCMC:

My daughter was a patient in the outpatient surgical area and was treated so incredibly well! We had come from a small town where we know all the staff, and she was very nervous about going to a large facility. I was nervous!

Everyone from the HCAs/CNAs, RNs, Residents, Physicians, cleaning staff, surgical staff, EVERYONE was incredible! My daughter was treated with respect and consideration, she was made to feel comfortable and at ease and had such a positive experience and so were my husband and me.

Thank you so very much for allowing me the opportunity to thank them all for such wonderful care and compassion! Sometimes when a large facility is busy (actually any facility) the patient's emotional care can be forgotten. But not at HCMC. They made it a point to be sure of the emotional and spiritual care and education of my daughter!

Dear Emergency Department, Cath Lab, CCU, and Cardiac Rehab:

HCMC was the facility chosen by the emergency response team because of distance and urgency. I feel extremely blessed by that decision.

I felt that I couldn't have been in better hands. Like the Emergency Room and Cath Lab staff, everybody I came in contact with 24 hours a day was caring, comforting and helpful. I cannot thank them enough for everything they did for me during my stay. Like the rest of my experiences with HCMC staff they care about their patients and make each one feel special. I plan to recommend HCMC to others at every opportunity. Keep up your outstanding work.

Dear Certified Nurse Midwives,

I write to express my very belated, but very sincere and profound gratitude to your staff in the Midwife Program.

When we toured HCMC, we were impressed by the cleanliness of your facilities and the convenience of the hospital, but most importantly: the respect and dignity shown toward the parents-to-be by your staff. We felt welcome and confident that we were "in good hands." We loved the opportunity to work with a certified nurse-midwife in a hospital setting, and we loved HCMC's philosophy and approach to birth, as well as their willingness to "let the mother drive" during birth, using minimal interventions unless medically necessary. These factors all made HCMC the obvious choice for us.

Dear Everyone,

I can never thank you enough for your helping hands. You gave me hope when I had none. I will carry what you have shown me for the rest of my life.

Vocera system keeps communication flowing

Communication, no waiting. That's one way you could describe the Vocera communications system, which is currently being used by HCMC staff in the Emergency Department, G3 Ortho, and Bioelectronics.

That's because the heart of the Vocera (pronounced *voe 'sair ah*) system is a wireless, voice-controlled communication badge that goes where you go, allowing you to be mobile and to do your job without being tied to your computer or phone.

"Vocera is really a combination of a cell phone, pager, and voicemail all wrapped up into one very easy-to-use package, once you know the verbal commands to use," says Phill Gill, Bioelectronics supervisor and Vocera pilot project manager since April. "It's portable, wireless, and totally hands-free if you are the receiver of a call, which is definitely a useful attribute to have in a communication device whether you're a busy physi-

cian, nurse, or Ken the Bio 'super geek.'" (The caller only has to push a button to start and end a call.)

The Vocera system – a centralized server and Vocera software – controls all badge communications via a wireless local access network installed in the hospital. When the badge is used, the user is prompted by the Genie (the voice interface to the server), which recognizes simple spoken commands in a verb-noun format. If you say "Page Phill Gill," the Genie dials the number automatically. You can ask to "Record a message for Dr. Clinton in the ED." Or, to broadcast a message to all the members of a specific group of users, you could say: "Broadcast a message to G3 Ortho patient lifting group" or "Broadcast a message to ED Stab group," and each person would hear that message without having to take any action with their own badges.

Vocera is being used increasingly in business as well as health care set-

tings, anywhere it is crucial to communicate information quickly in the work environment, be it on the floor of a large retail store or throughout a large medical center.

Vocera has been used at HCMC since September. HCMC is licensed for 150 concurrent users and is at about half that capacity right now, according to Gill. Discussions are under way to determine which other hospital departments could best benefit from the Vocera system over the next year.

For more details on the Vocera communication system, check out [hcmcnet>Departments>Bioelectronics >Vocera Pilot Project](#).

–Shannon Kelly

Q&A with Lynn Abrahamsen...

the professional credentials and experience in health care, public policy, finance, community building, education, business, and human resources. At the same time, HCMC has always been fortunate to have strong support from a committed County Board and County Administration. Now, we get the best of both worlds; focused attention from HHS board members who only have to focus on medical center and public accountability through the Hennepin County Board.

Q. What do you look forward to next year?

A. The chance for all of us to do the work that is in front of us, without the added activities surrounding the governance change. It was 43 months well spent, but I'm glad it's over and people can see that it is what we said it would be and we kept the promises that we made. We will continue to focus on our fundamental key results of patient and employee safety, patient satisfac-

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tion, financial success, and becoming an employer of choice. We will make significant progress on all of them when we successfully go live with the new electronic health record on Feb. 1 and throughout 2007. It's a major change and doing it right is Job One for all of us.

HCMC HIGHLIGHTS

Vikings players, staff visit Emergency Department



Kristi Roers, RN (far right) introduced Chris Kluwe (far left) and Antoine Winfield (next to Roers) to a patient and his mom in the Emergency Department.

On Tuesday, Oct. 10 Vikings players Antoine Winfield and Chris Kluwe stopped by HCMC to meet emergency room nurses and thank them for their outstanding efforts in helping to save lives. The visit was part of HCMC's "Emergency Room Nurses Recognition Week." The players toured the Emergency Department, greeted a few patients and delivered autographed gifts.

Hennepin Family Care-East Lake Clinic opens



On Monday, Dec. 4, Hennepin Family Care - East Lake Clinic opened for business at 2700 East Lake Street, on the corner of Lake St. and Minnehaha Ave. in South Minneapolis. To celebrate the opening, the public was invited to an open house on Thursday, Nov. 30. This new clinic will serve some current Family Medical Center patients closer to their homes, and provide services to new patients who live in the eastern corridor of South Minneapolis.

Benefits Fair

On Thursday, Oct. 26 HCMC employees visited vendors at a Benefits Fair on the 7th Street Skyway, where they had the opportunity to ask questions about benefits as well as open enrollment.



Physical Therapy Gym Open House

On Thursday, Oct. 12 the PT Dept. held an open house with tours of the recently renovated PT Gym, and PT Outpatient Clinic and Easy Street space. Staff welcomed guests with interactive displays and equipment demonstrations.

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HBO Open House

The Hyperbaric Medicine Dept. invited staff to an open house on Thursday, Oct. 26 to celebrate the addition of the new Monoplace Hyperbaric Chamber in R4.712. Tour participants were introduced to the monoplace chamber and encouraged to continue down the street to the existing chamber on 5th and Portland for snacks, prizes, and more information about the history of Hennepin Hyperbaric Medicine.

Half Day of Health

HCMC, Hennepin Faculty Associates, Minneapolis Medical Research Foundation and Minnesota Monthly joined forces to provide a morning full of sessions about sleep, joint care, alternative medicine and other relevant topics at the first "Half Day of Health" program on Saturday, Oct. 28 at the downtown Radisson.



Monster Dash

The 2nd Annual Monster Dash took place on Saturday, Oct. 28 at Lake Harriet, where "monsters" walked and ran to raise money and awareness for orthopedic research.



The event, sponsored by HCMC and Team Ortho, awarded prizes for the best-costumed adults, teens and kids, as well as an overall cash prize for the top three male and female race finishers.

The "Train" Crew (from PT Dept. at HCMC) participated in the Monster Dash: Casey Byron, Kat Drefs, Jen Moore, Jenny Paplow, Sara Lundgren-Schnarr, Nicole Lovell, Sue Emond, Sara Ten Bensel, Hagel Brandes, Michael Borich, Dave Odenbach