

One of America's Best Hospitals!

HCMC recognized in 5 categories



For the eighth year in a row, HCMC ranks among America's Best Hospitals according to the latest edition of *U.S. News & World Report*. HCMC was recognized in five medical specialties in the magazine's annual rankings of hospitals where consumers can go to get the best level of medical care.

The *U.S. News & World Report* Best Hospitals issue ranks hospitals in 17 specialties. This year, HCMC is cited for its excellence in the categories of orthopaedics (50th); kidney disease (31st); respiratory disorders (41st); hormonal disorders (36th) and digestive disorders (40th).



HCMC works with other hospitals to focus on patient safety

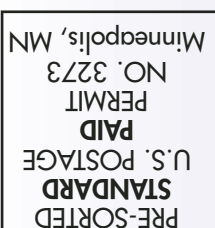
At HCMC, you see it in the way a patient's surgical site is marked with a marker before surgery begins. You see it in how ventilated patients are often positioned so that they're sitting up slightly. You see it in the way

physicians avoid using certain abbreviations when they write prescriptions. These are just a few of the ways it shows that HCMC is a member of the Minnesota group called Safest in America.

Safest in America is a collaboration of the 10 hospital systems of the Twin Cities and Rochester. With the coordination and facilitation of the Institute for Clinical Systems Improvement (ICSI), the group works to improve patient safety by sharing data, highlighting best practices, and implementing changes to improve safety.

"In Safest in America, we learn from each other by developing best practices and monitoring improvement. Our data is shared with each other so we can learn from one another," said Becky Enos, RN, BSN, MMA, senior associate administrator for patient care and chief nursing executive at HCMC. "In fact, Minnesota is just one of two states in the nation where hospitals talk with their competitors about their medical errors and accidents. We do it because we think it's the best thing for the patient."

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HCMC paramedic Viktor Rozenbergs has met many people as a volunteer setting up emergency medical services for communities in the Baltic region, but a youngster he met 10 years ago made a special impression on him.

"I met Andis and his family when he was 8 years old," says Rozenbergs. "He had his left eye removed when he was 2 years old due to cancer. He had a great smile, but the lack of an eye of course directed attention to the left side of his face."

Andis Narovskis does not have a left eye or eyelids, and because the removal of his eye took place at such a young age and affected his facial development, surgical reconstruction was not an option. A facial device was considered, but there were no specialists in Latvia who could help him, so instead he wore a pair of glasses fitted with a plastic eyepiece.

"As I was calling around the country to find someone to help Andis, one of the physician connections I made in California encouraged me to call a Dr. Todd Lund at 'Hick-Mick' in Minnesota who was known for his work on facial prosthetics," explains Rozenbergs. "I thought, 'Hick-Mick?' Wait a minute – that's where I work – at HCMC!" When Rozenbergs returned to HCMC, he connected with Dr. Lund.

Latvian teen fitted with a facial prosthesis

HCMC doctor has an eye for detail



While in college, Dr. Lund took 3 years of art classes – a cause of much concern to his tuition-paying parents. After dental school and grad school in prosthodontics, he subspecialized in maxillofacial prosthetics, and now applies his artistic talents to make lifelike prostheses for patients (mostly cancer patients) who have all or part of an eye, ear, nose or jaw missing.

"It's been a real challenge to create a prosthesis that doesn't emphasize the asymmetry of the left side of his face and to design an eye that closely matches his right eye," explains Dr. Lund. "And of course, I can never make it as good as the original."

Narovskis, now 18, stayed with the Rozenbergs family while the final preparations were made for his "new look," not just an acrylic prosthetic eye, but a silicone prosthesis that restores his facial defect along with the missing eye. After

years, months and weeks of growing, fitting, molding and painting, Dr. Lund's artwork was finally complete. On July 29, Norovskis received the eyepiece he has been waiting for, and the event was covered by WCCO TV and Minnesota Public Radio.

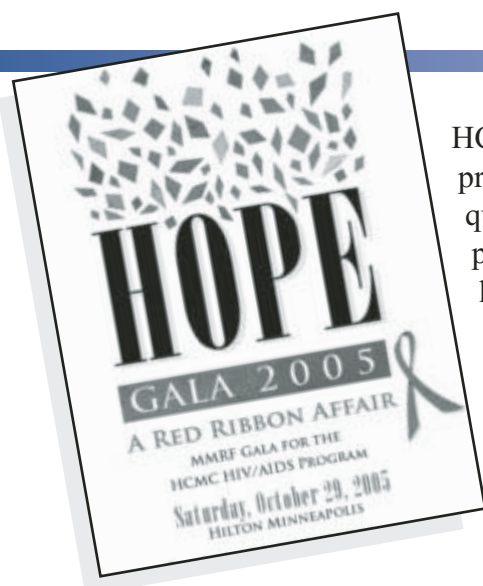
"It's good, very good! I love it!" he said when he saw the final result. "I'm so happy." He returned home to Latvia on July 30 with a new look and a twinkle in his eye. And when he stepped off the plane, there was only one dry eye in the place, thanks to the support of his family and a couple of friends at "Hick-Mick."



Although this patient's medical bills were paid for privately, the Service League has set up the HCMC/Prosthesis Assistance Fund to provide support to patients in need of help while receiving a prosthetic device at HCMC.

For more information, visit www.hcmc.org/a_z/serviceleague/donations.htm.

Hope Gala 2005 to benefit the HCMC HIV/AIDS Program



Don't miss the MMRF Hope Gala 2005 scheduled for Saturday, Oct. 29, 2005 at the Hilton Minneapolis Hotel. Proceeds from this fundraising gala will be used to fund research, education, and patient care in the

HCMC HIV/AIDS Program. The program is committed to providing quality comprehensive health and psychosocial services for those living with HIV, as well as serving as a community and family resource.

The Hope Gala 2005 includes a reception, dinner, and entertainment as well as live and silent auctions. Co-emcees for this year's program are WCCO anchor/reporter Jeanette Trompeter, and entertainer "Miss Richfield 1981" (see www.missrichfield.com for more information). Planned entertainment includes a West African singing group, a dancer from

Cambodia, and local singer Billy McGlaughlin.

You can also help this fundraising effort by coordinating your department's donation of a special basket to be auctioned off at the Gala. Be creative using the theme of your choice; for each basket you coordinate and donate, your name will be entered into a drawing for two free tickets to the Gala. The deadline for donating baskets is Sept. 30; the drawing for the Gala tickets will take place Oct. 7.

For more information on the MMRF Hope Gala 2005, visit www.mmrf.org or contact Mary Hirschboeck at mhirschboeck@mmrf.org or 612-347-4582.

Clinic patient access projects pave the way for E H R

The city of Rome may not have been built in a day or even a month but inside the ENT and Eye clinics, changes to the patient scheduling, registration, and payment process have been fast and furious. The patient access pilot project has restructured the way patients access the clinics, boosted co-payment collections, and paved the way for EPIC, the electronic health record system.

“Under the old system, a patient would call to schedule an appointment and our clerical staff would look at our schedules and give the person an appointment. When a patient calls now, the clerical staff opens a pre-registration outpatient account for patients seen in the past and verifies information before scheduling the appointment for the patient,” observed Denise Britton, Senior Support Services Supervisor for the ENT and Eye clinic.

In the past, the clinic’s portal registration department determined a patient’s insurance coverage and registered patient information while the clerical staff scheduled appointments. With the changes, the clerical staff is verifying information and scheduling appointments at the time an appointment is made and collecting co-payments after a patient’s visit.

Patient information and insurance verification for walk-in patients and those patients

scheduling appointments less than 24 hours ahead of a clinic visit is completed on the day of service at a new “zone” desk. With other clinic duties like rescheduling appointments and discharging patients combined with the 15 hours of training required, the new system has



presented significant challenges, but staff has risen to the occasion. According to Suzanne Schaber, Head Nurse for the Eye and ENT clinic, “It has been quite a challenge to undergo this project but I think the staff has done a great job adapting. I give the staff great kudos for being flexible as we learn more

about how to be more efficient.”

Britton concurs that while the learning curve is still steep, staff are adjusting well. “The new system has affected the clerical staff the most. It has taken people who have been in their jobs a long time and do their jobs very well and changed the way they do their jobs but the curve is smoothing out too,” she noted.

The new procedure also brings innovations. A tool called HFMI allows staff to screen through multiple payer websites at one time to verify a patient’s insurance. Before their appointment is even scheduled, patients know how the cost of their visit and treatment will be covered, whether through a private health care plan, a public program, or if uninsured, their options for sliding fee coverage or free care. Patients are also registered in the system and only have to confirm the information upon arrival.

The new procedures also allow HCMC to collect co-pays, rather than send a bill after the visit.

The new Registration Zone that services the Eye, ENT, Pediatrics, Rheumatology, and Infectious Disease clinics, as well as the Medicine clinic on Purple 7 is located on Purple 1, next to the outpatient pharmacy. This is also the new location of the Clinical MA Eligibility Services Office.

Safest in America

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HCMC has participated in several peer review-protected action groups through Safest in America:

Medication Safety. With the other Safest in America members, HCMC worked to eliminate unsafe abbreviations on handwritten prescriptions. For example, a common abbreviation in prescriptions used to be “QD,” which signifies that a dosage should be taken once per day. That abbreviation can be easily misinterpreted as “QID,” which signifies that a dosage should be taken four times per day. The Safest in America action group targeted eight such abbreviations for elimination.

Safe Surgery. To patient safety experts, the term “safe surgery” means that the correct person receives the correct surgery on the correct site on the body, whether that means

the left hand, or the correct level of the spine. At HCMC, as in all Safest in America facilities, surgeons must mark the correct site of the body and verify patient identification and procedure type before beginning a surgery.

Hospital-acquired infections. Sometimes, patients develop infections such as pneumonia after they come to the hospital. One vulnerable group is patients on ventilators. Ventilators have been associated with pneumonia in part due to the way bacteria can more easily collect in the mouth and throat of a person on a ventilator. At HCMC, one of many techniques being implemented to prevent such infections has been elevating the head of the bed by at least 30 degrees for most patients on ventilators. The technique prevents bacteria-laden saliva from flowing into the patient’s trachea.

Hyper/hypoglycemia reduction. Diabetic patients who are hospitalized can sometimes experience hyperglycemia (high blood sugar) or hypoglycemia (low blood sugar) while in the hospital. To change that, one Safest in America action group is working to more tightly control blood sugars for patients on IVs.

“By working together we learn from each other,” said Enos. “Patient safety is one of our key results for 2005, and by sharing information with other hospitals we see trends and learn from others’ mistakes, too. It’s the old adage that more minds are better than one – together, we can create a safer environment for patients than we can create alone.”

Mandy Dageford, RN receives 2005 Pierce Family Trust Award



Mandy Dageford, RN (center) with Chief Nursing Officer Becky Enos, RN (left) and John Gray, RN (right)

Congratulations to Mandy Dageford, RN, 2005 Pierce Family Trust Award recipient! This award is made possible by the generosity of the Pierce family and is designed to recognize clinical excellence in nursing care at HCMC.

Dageford has been a part of HCMC since 1983 and currently works at the Jail Health Services. For the past 10 years, she has worked in the inpatient psychiatry unit. Dageford was selected for this award because she demonstrates excellence in nursing leadership, serves as a clinical expert on her unit, and is the team leader of the Express Admit Program. She also demonstrates a strong commitment to the patient population she serves. Dageford is a member of the American Psychiatric Nurses Association and holds an ANCC Psychiatric Nurse Certification.

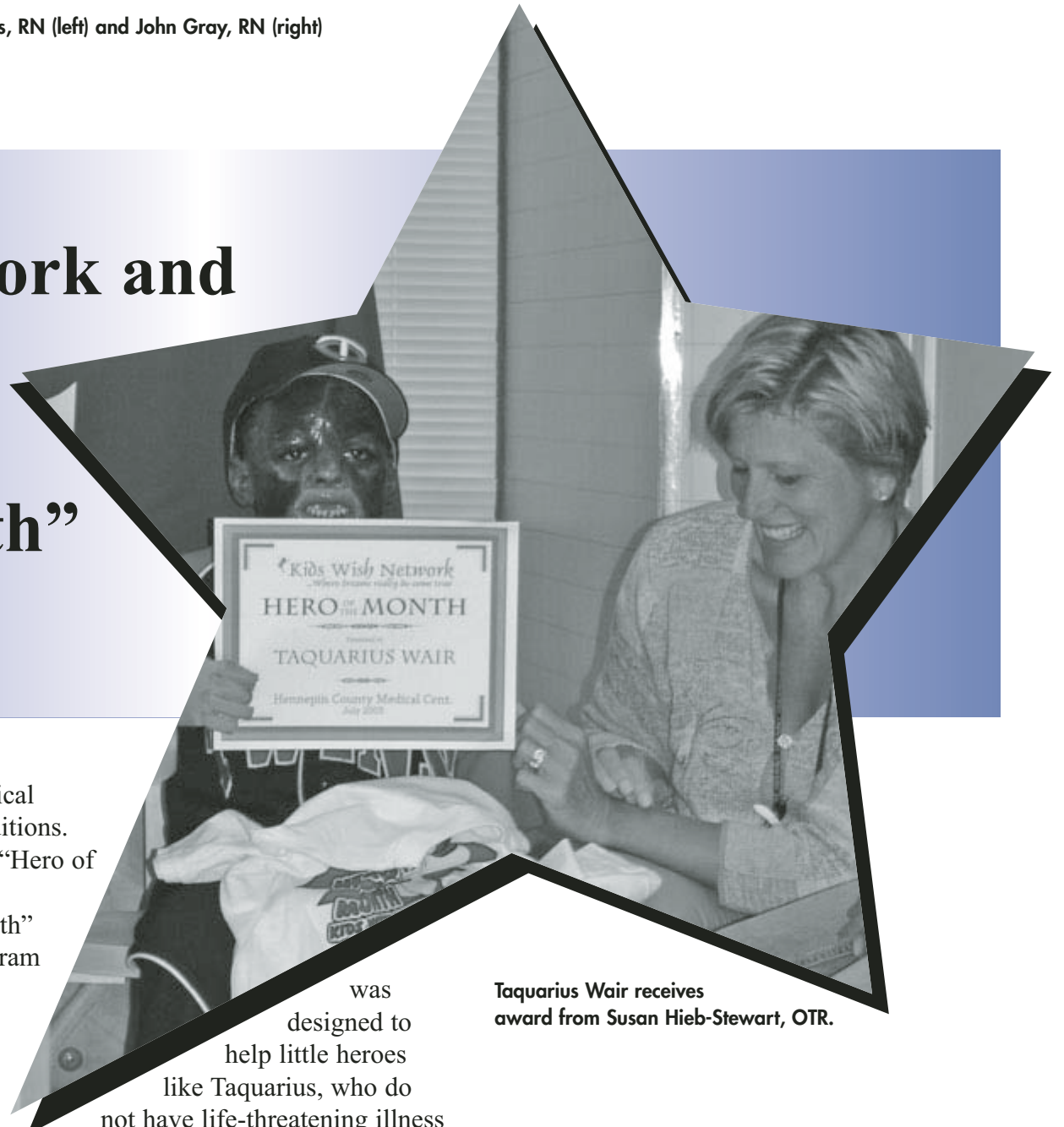
Kids Wish Network and Peds Department present first “Hero of the Month” award

On July 28, Taquarius Wair became HCMC’s first recipient of the Kids Wish Network’s “Hero of the Month” award, presented at a ceremony in the Peds playroom. In March 2005, 4-year-old Taquarius lost his sister in a house fire, where he received burns over 56 percent of his body. After spending 3 months in the Burn Center and Peds, his courage and perseverance won the hearts of his caregivers.

HCMC is the first and only Twin Cities hospital chosen to participate in the “Hero of the Month” program sponsored by Kids Wish Network, a nationally recognized charitable organization dedicated to fulfilling the wishes of children ages 3 to 18 with life-threatening

medical conditions. The “Hero of the Month” program

was designed to help little heroes like Taquarius, who do not have life-threatening illness but rather have had to face some extremely sad or extraordinary circumstances. Three local television stations and the Star Tribune were on hand when Taquarius received his gift.



Taquarius Wair receives award from Susan Hieb-Stewart, OTR.

Employee Forums September 29

The next Quarterly Employee Forums will be Thurs., September 29.

7:30 - 8:30 a.m. OL.200

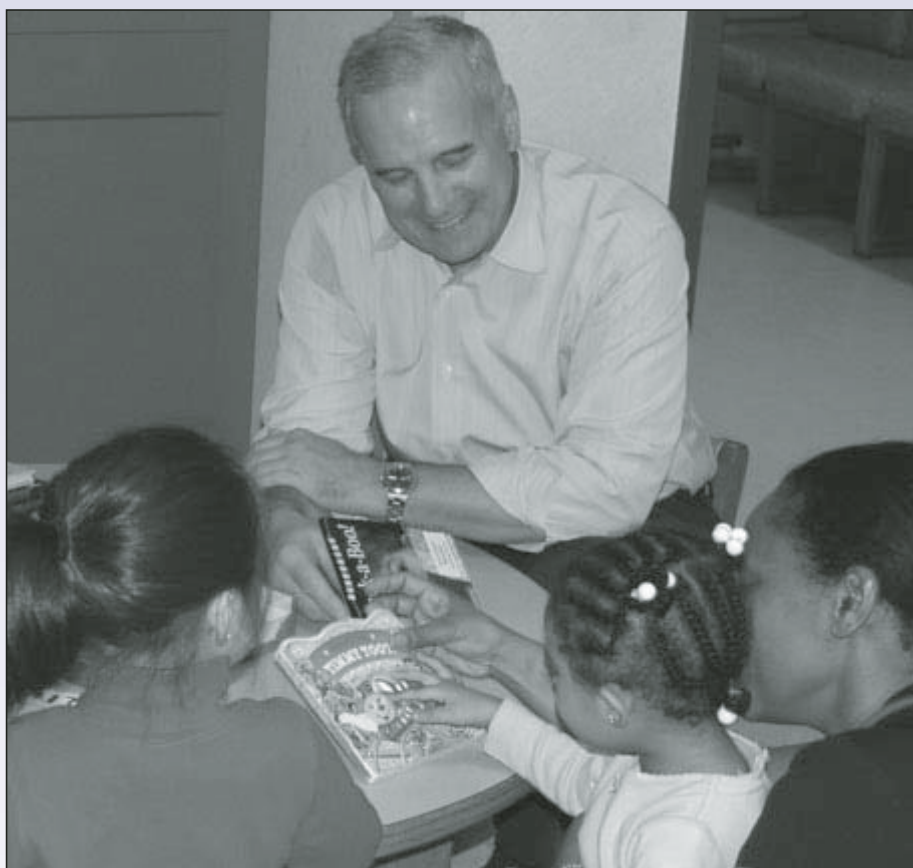
Noon - 1 p.m. OL.200

2:30 - 4 p.m. RL.110

JCAHO survey dates announced

The JCAHO survey for HCMC will be conducted Sept. 19-23, 2005. Please welcome the surveyors and assist them as needed during their visit. If you have any questions about the survey, contact your manager.

HCMC HIGHLIGHTS



Senator Mark Dayton reads to children in the Peds Clinic.

Senator Dayton visits Peds Clinic

U.S. Senator Mark Dayton visited HCMC on Aug. 26 to learn more about the Reach Out and Read program in the Pediatrics Department. While he was here, Sen. Dayton read a story to patients in the Pediatric Clinic.

First "HERO" group certified by Epic



(Left to right) Steve Dahlmeier, Kathryn Powers, Anne Tekautz, Katie Miller, Pat Knoll, Thomas O'Brien, Ryan Prins, Jackie Weiler, Erin Solie, Dave Kolasa, Karin Lamers, Theresa Caspers, and Katie Moscovitz.

The first members of the electronic health record team to be certified by Epic in their application received certificates from the EHR Steering Committee for their accomplishment on June 9, 2005. Congratulations!

HCMC HIGHLIGHTS



Left to right: John Hick, MD, Martin Sabo, and Gary Zahn, RN.

Congressman Sabo visits HCMC

On Aug. 9, Minnesota Congressman Martin Sabo (5th Congressional District) visited HCMC and toured the Emergency Department, which included a walk through the decontamination tent and a discussion with John Hick, MD and Gary Zahn, RN about HCMC's emergency preparedness plans.

Same building, new name!

The HFA "D" Building is now the **Fred L. Shapiro Building**. You will notice things such as building signage, HFA business forms, business cards, and stationery changing over the next few months. Those sending mail **from** HCMC will continue to use the 860 mail code for HFA/MMRF, but when directing mail to a specific floor please use the "S" designation for the **Shapiro Building** and the floor or suite number.

Torchlight parade features HCMC – the downtown hospital



HCMC and HFA representatives marched and cheered during the Aquatennial Parade on July 20.

HCMC and HFA march on

Nearly 80 participants represented HCMC and HFA in the Aquatennial Torchlight Parade on July 20. Participants carried banners and joined in a spirited cheer written that evening. Thanks to everyone who joined in!

NBICU staff catch up with one of the Minnesota Twins



Minnesota Twins pitcher Brad Radke met with NBICU staff (left to right) Kallie Brown, Jessica Giannonatti, Mary Ann Heinicke, Diane Small, Linda Eyssatier, and Sue Pfister before the

Aug. 1 game against Oakland. The staff made a point of thanking Radke for the continued support of NBICU by the Brad and Heather Radke Family Foundation.

HCMC SCANNER

Published 4 times yearly by and for the employees of Hennepin County Medical Center, 701 Park Avenue, Minneapolis, MN 55415

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Team Ortho strides to the finish line



Despite the heat, members of Team Ortho swam, biked, and ran in the name of orthopaedic research during the LifeTime Fitness Triathlon on July 16. Of these Team Ortho members many were from HCMC. Congratulations to everyone who participated or volunteered!