

CONNECTIONS

orthwestern memorial

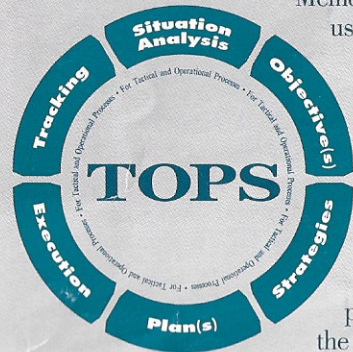
June 20, 1997

TOPS Winners Are Praised

"I wish the Joint Commission reviewers were here to see the creativity of these projects," said Larry Michaelis, MD, vice president, Medical Affairs, in honoring the 1997 TOPS (Tactical and Operational Problem Solving) Quality Day award winners.

"Each of the projects displays outcomes that show they actually have had an impact, and they demonstrate the enthusiasm and respect you have for your patients and your colleagues."

Each of the 34 posters submitted by quality improvement teams throughout Northwestern Memorial was rated on its sound use of TOPS methodology and data, innovative solutions, focus on an important opportunity or problem and evidence of teamwork.



Dr. Michaelis and Cynthia Barnard, director, Quality Strategies, presented awards in each of the functional categories defined by the Joint Commission on Accreditation of Healthcare Organizations.

The single project with the highest score was given the award for "best overall project," while the project that received the most votes from the more than 350 people who attended TOPS Quality Day received the "colleagues' choice" award.

This year's overall winner was "Conquering the Crunch," a project led by Pamela Mravic, interim director, Cardiac/Vascular Nursing, and Stephanie Kitt, director, Orthopaedics, Neurosciences and Surgical Nursing, which addressed the challenge of managing patient volume in the

Heather Markel Plans a Career in Medicine After She Receives World's First Stem Cell Transplant for Lupus



Richard Burt, MD, head of Northwestern Memorial's Allogeneic Bone Marrow Transplantation Program, gives patient Heather Markel a

To date, results include improved collaboration, better communication on bed status, a reduction in the time before patients can be transferred into intensive care and improved utilization of resources.

Team members included Robin Oakley, interim clinical nurse manager, Cardiac Care Unit; Karen O'Heath, clinical nurse manager, Surgical Intensive Care Unit; Karen Potocki, clinical nurse manager, Neurological Intensive Care Unit; Angie Stautzenbach, clinical nurse manager, Cardiac Surgery Intensive Care Unit; and Laura Tondo, clinical nurse manager, Spinal Cord Intensive Care Unit.

The colleagues' choice award went to "Diabetes Demand Management," for its poster featuring Dorothy from the "Wizard of Oz." The team included Joy Springer, RN, and Mazy Miller, RN, of Diabetes Education, Lori Mathis and Sue Sanabria of Health Promotion, and was led by Sharon O'Brien, Health Promotion. The team looked at the needs of patients with diabetes, then developed, promoted and implemented a series of classes to help patients understand how to manage their disease.

Parent Workshop Focuses on Children's Self-esteem

Parents are invited to learn about "The Importance of Positive Self-esteem for Children in Today's World" at the Bernice E. Lavin Children's Care Center's first parent education workshop. The workshop is 11:45 a.m. to 1 p.m. Monday, June 30, at the center in the 240 Building.

The speaker will be Judy Oliva, director of Operations for the midwest region of CorporateFamily Solutions, Northwestern Memorial's corporate partner in the management of the center. The former director of the child care center at Argonne National Laboratory and mother of two, Oliva will discuss the importance of fostering self-esteem at an early age and provide guidelines for helping children learn to solve problems, gain independence and develop skills for coping in today's world.

Rose Coppola-Conroy, director of the center, says she is planning a series of educational workshops for all parents — not just those with children at the center — that will offer expert advice, ideas and support in their most demanding and rewarding job.

Refreshments will be provided. Call 312/908-KIDS (5437) by Thursday, June 26, to make reservations.

After a 13-year battle against a life-threatening disease that attacked her lungs, kidneys, blood and central nervous system, Heather Markel is back home in the rolling hills of east central Ohio, enjoying the summer and making plans to become a physician. She is the world's first patient to successfully receive a stem cell transplant to treat systemic lupus, a chronic autoimmune disease in which the immune system becomes hyperactive and attacks normal tissue.

Richard Burt, MD, head of Allogeneic Bone Marrow Transplantation Program, says the procedure was possible due to the hospital's participation in the country's first comprehensive research program to

treat autoimmune disease using stem cell transplantation.

The procedure involves collecting healthy stem cells — which produce all other blood cells — on an outpatient basis. The patient then is admitted to the hospital where the immune system is destroyed with chemotherapy. The collected stem cells, meanwhile, are purified and reinfused into the patient in a procedure similar to a blood transfusion. In Markel's case, the purified stem cells were transplanted to her on April 9, and began multiplying 10 days later.

Markel, 24, says she feared lupus eventually would ruin her life. "Now I'm getting my strength back, and I'm

starting to make plans for my future again," she said with a smile during a press conference earlier this month.

"The results of the transplant we're seeing with Heather are very promising. For the first time since onset of her disease, her blood is testing normal," says Dr. Burt, the first investigator in the United States to show that bone marrow transplantation may induce remission in animal models of multiple sclerosis.

"Right now there are no clinical signs of lupus in her system. We will continue to evaluate her progress to determine how durable the remission will be," Dr. Burt says.

Surgeons Use Freezing Technique To Kill Internal Tumors

When George Urbanowicz's liver cancer came back, he was told removing more of his liver could be dangerous. His physician, Steven J. Stryker, MD, General Surgery, presented him with another option: cryosurgery.

Cryosurgery uses extreme cold temperatures to destroy cancer cells. Dermatologists have used it for years to remove tumors or other lesions on the skin. New technology now is enabling surgeons to use this method to treat internal tumors.

"Mr. Urbanowicz is Northwestern Memorial's first patient to undergo this state-of-the-art procedure," says Dr. Stryker.


The procedure involves inserting liquid nitrogen directly into the tumor and freezing it to about -100 degrees Fahrenheit. The tumor is allowed to thaw and then is frozen again, damaging tumor cell tissue, rupturing cell membranes and, ultimately, causing cell death.

"Cryosurgery is safer, and patients have a smoother recovery than with conventional surgery," Dr. Stryker says. "In Mr. Urbanowicz's case, he went home five days follow-

ing the procedure. When he had the earlier liver resection, he was in the hospital and rehabilitation for 30 days."

"Cryosurgery is not a cure-all for all patients with liver cancer. However, it does offer patients advantages over conventional surgery," says Mark Talamonti, MD, director, Clinical Gastrointestinal Oncology Program. "We can freeze tumors that are too big, too deep or located where we would not be able to surgically remove them. We also can treat multiple tumors with less possibility of liver failure because nothing is removed and no blood is lost."

Urbanowicz, 74, of Chicago, says he's feeling very well and attributes his health to his caregivers at Northwestern Memorial. "From the top doctors to the residents to the nurses, my treatment was super. Each and every one of them are my lifesavers. I give them all As."

 **Northwestern
Memorial Corporation**

Exceptional Care in the Heart of Chicago®



Ivona Biedermann

Northwestern Memorial President and Chief Executive Officer **Gary Mecklenburg** congratulates **Mary Lambesis, MD**, on receiving the Dr. A.A. Goldsmith Award at the Annual Medical Staff Meeting. The award is presented each year to the first-year trainee who best exemplifies the ideal of genuine humaneness and empathy toward patients and their families.

5 Midwives Join Hospital

Five nurse midwives from Erie Family Health Center have been awarded staff privileges at Northwestern Memorial, enabling them to deliver their patients' babies at Prentice Women's Hospital and Maternity Center. While Erie Center patients have been coming to Prentice under a joint program with Northwestern Memorial since 1995, previously, the nurse midwives were providing prenatal care and then referring their patients to residents at the hospital.

"For new mothers who are accustomed to community clinics and most of whom speak Spanish as their first language, coming to Northwestern Memorial can be very daunting," says Carolee Zupsich, RN, Erie Center. "Being able to have midwives care for our patients at the hospital is tremendous in terms of continuity of care and patient satisfaction."

In addition to Zupsich, the midwives are: Priscilla Hall, RN; Ariel Derringer, RN; Deborah Woolley, RN; and Heidi Ziemiester, RN. They collectively perform up to 35 deliveries a month with backup by Bertha Lopez, MD, the obstetrician at Erie. Obstetricians from Northwestern Medical Faculty Foundation also provide support.

New Law That Permits ED Physicians To Report Blood Alcohol Levels of Patients May Raise Ethical Concerns

A new state law permitting — but not requiring — hospital personnel to report to law enforcement agencies the blood alcohol or urine test results of emergency department patients who have been injured in motor vehicle crashes, is raising potential ethical conflicts and liability issues.

According to the Illinois State Medical Society, many alcohol- or drug-impaired drivers brought to emergency departments after automobile accidents never face charges of driving under the influence or receive treatment for potential drug or alcohol abuse. State officials say the law is intended to make the highways safer and encourage treatment for those found driving under the influence.

"The problem with the law is that it's not mandatory," James Mathews, MD, medical director, Emergency Medicine, said at a panel discussion during Emergency Medicine Grand Rounds. The panel was formed to help physicians and nurses who treat these patients understand the ramifications of reporting or not reporting their blood alcohol levels.

"In cases where we suspect child abuse, we have a mandate to report it. This law should work the same way,"

says Dr. Mathews.

"The way the law is today, decision-making is placed in the hands of the physicians. As physicians, we have a responsibility to our patients to not violate any ethical or confidentiality issues. On the other hand, if we fail to report someone and they injure someone else or themselves, we can become liable for not reporting it," he says.

Panel member Sergeant Patrick O'Driscoll of the Illinois State Police says the legislation, which went into effect Jan. 1, will result in stricter enforcement of DUI laws. He says when a person injured in an automobile accident is taken to a hospital for treatment, the chance to prove they were driving under the influence is taken away. "We lose the opportunity to give them sobriety tests and to administer blood alcohol tests," he explains.

To evaluate the effectiveness of the new law, the secretary of state's office and the Northwestern University Traffic Institute developed a pilot program involving three Chicagoland hospitals. The goal of the pilot is to identify, develop and establish model reporting procedures and training

materials necessary to capture and act on blood and urine test results gathered in emergency departments. It also will help decide who makes the reports and exactly how the reports should be made.

The law says patient confidentiality provisions of other laws pertaining to medical records and treatment are not applicable when applying this law. It also says no one will receive professional discipline or be liable for civil damages for reporting test results.

While blood alcohol levels obtained during emergency department care of injured drivers may be released to law enforcement personnel, these levels cannot, under the new law, be used to revoke a driving license. Police still must approach these drivers and request their consent to blood alcohol testing in order to use an elevated blood level to revoke a license. A driver's failure to consent to such testing may result in automatic suspension of driving privileges.

A more recent law lowering the legal limit of blood alcohol from 0.100 to 0.080 has been passed by both the Illinois House and Senate, and is awaiting Gov. Edgar's signature.

In Brief...

Jennifer Cilik, resource coordinator and interim clinical nurse manager of 15 East Wesley, Transplant and General Surgery, is promoted to clinical nurse manager, 15 East Wesley. She joined the hospital in 1993 as a staff nurse. Her phone number is 312/908-4973.

Suzanne Depeder joins Northwestern Memorial as client service representative, Corporate Health. She was a senior account executive for the Occupational Health Program at Silver Cross Hospital. Depeder's office is in suite 400 of the 240 Building, and her

Join Friends in Train Walk

Northwestern Memorial employees who commute by rail and are interested in shaping up for summer can join others in Lifestyle Management's "Train Walk." Those interested can step into their walking shoes and meet at the shuttle stop in front of Stone Pavilion:

- **Monday, June 23**
4:30, 5:15 and 5:30 p.m.
- **Tuesday, June 24**
5, 5:30 and 5:45 p.m.

To register, call Physician Referral at 312/908-8400

For Your Information...

Re-mark Your Calendar of Events

The June 6 issue of *Connections* listed incorrect dates for the following employee events: The Cubs vs. LA Dodgers game begins at 7:05 p.m. July 31, and the Spirit of Chicago boat cruise will be 5 to 7 p.m. Aug. 8. For more information, call Employee Relations at 312/908-2141. *Connections* regrets the error.

Classes Help Future Parents Prepare

Lifestyle Management and Prentice Women's Hospital and Maternity Center are sponsoring a health program for employees and their significant others who are pregnant or who want to become pregnant.

"Babies and You" consists of three classes that will be presented by nurses of the Special Care Nursery from noon to 12:45 p.m. in the Wesley Staff Room, room 151. Carmen Soto, RN, will help future parents understand how planning for pregnancy contributes to a healthy birth outcome at "Preparing for Pregnancy" Friday, June 27; Nancy Napp, RN, will discuss the relationship between a woman's nutritional status and the health of her unborn baby at "Eating for Two: Nutrition During Pregnancy" July 25; and Jody Mendelson, RN, will explain how caregivers can understand the special needs and characteristics of a newborn baby at "Your Newborn Baby" Aug. 22.

The seminars are free, and all attendees are welcome to bring their lunch. To make reservations for any of the classes, call Physician Referral at 312/908-8400.

Please direct editorial questions to:
Amy DaRosa Krause, Editor
Nancy Navigato-Jarnecke, Designer

CONNECTIONS

240 E. Ontario, Suite 450, Chicago, IL 60611-3223
312/908-2030 Fax 312/908-2937

E-mail address: adarosa@nmh.org

Published by Public Relations & Marketing

Northwestern Memorial is an equal
employment opportunity and affirmative action employer
Copyright ©1997 Northwestern Memorial



Northwestern Memorial Corporation

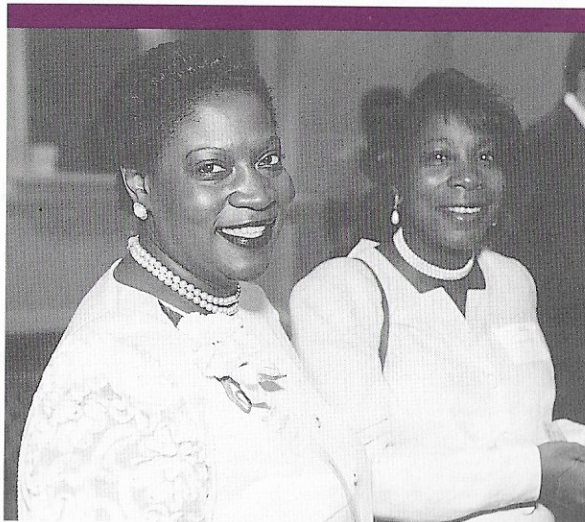
Exceptional Care in the Heart of Chicago®

Frances Hoffenkamp, RN, joins Northwestern Memorial as advanced practitioner of Cardiothoracic Surgery. She comes from Christ Hospital where she was a case manager in Cardiovascular Services. Hoffenkamp's office is in 705 Wesley, and she can be reached at 312/908-0155.

Shonda Morrow, clinical nurse manager of Prentice Ambulatory Obstetrics/Gynecology, Prentice Obstetrics/Gynecology Ultrasound, Human Genetics and the Alberto-Culver Women's Health Center, is promoted to director, Community Services. She has served as interim director of the department since December 1996. Morrow's office is in suite 400 of the 240 Building, and her phone number is 312/908-1754.

Stephen Pincsak is promoted to customer service manager, Enterprise Systems. He served as a resource coordinator in the Customer Response Unit. Pincsak's office is on the fifth floor of the 259 Building, and his phone number is 312/908-1811.

Mary Beth Williams joins Northwestern Memorial as administrative manager, Hospice. She was an administrator of Critical Care Services and director of Inpatient Nursing at Children's Memorial. Her office is in 954 Passavant, and her phone number is 312/908-7476.



Robert Knapp

Patricia Collins, senior financial associate (left), and **Deloris Neal**, manager, both of Patient Financial Services, celebrated Collins' five-year commitment to Northwestern Memorial patients at the 1997 Five-Year Dinner. She was among 194 employees honored last week at the Westin Hotel.

Employee Hot Line

312/908-9191

Hot line callers are asking about long check-cashing lines and selling CTA tokens at the Passavant cashier.

An employee caller questions why the check-cashing line at First Chicago Bank designated for non-customers is almost always longer than lines for those who have accounts at the bank. Finance talked to the bank's manager who says recently hired tellers should cut wait times for customers and non-customers. The bank advises employees to avoid their busiest times which are noon to 1 p.m., and after 5 p.m. Finance reminds employees that the best way, by far, to avoid these lines is to have their paychecks directly deposited, a convenient way to have funds available immediately without making a trip to the bank. For information on how to sign up for direct deposit, call Sue Davis-Bilbo, Payroll, at 312/908-2097.

An employee who uses public transportation to commute to work suggests the Passavant cashier begin selling CTA tokens. Finance says the Passavant cashier already sells CTA monthly passes, which can be used on trains and buses, and points out that CTA tokens are widely available at currency exchanges, most banks and large grocery stores. Finance says the cashier office isn't staffed to handle the additional work, and adds that selling CTA tokens could significantly increase wait times for patients, visitors and employees completing other transactions.

The Employee Hot Line is a way for employees to communicate suggestions, concerns and comments to senior management. Calls to the hot line are confidential and callers are not required to leave their names — but those who do will receive prompt, personal responses.