You're invited
The Ronald McDonald Family Room, Building 1, 5th Floor.
• WHEN: 2-4 p.m. on Thursday, Oct. 2
• WHERE: Ronald McDonald Family Room, Building 1, 5th Floor.

United Way/Hope Fund campaign kicks off Oct. 7-17
The Wesley Family of Campuses is committed to making a difference in its employees' lives and in the community. Partnering with United Way provides Wesley a way to invest strategically in our community and advance the common good by creating lasting, sustainable changes that lead to better, stronger places to live and work.

The HCA Hope Fund is an employee-run, employee-supported non-profit charity that helps HCA employees and their immediate families who are affected by financial hardship. Join us as we kick off another year of making a significant impact.

A sampling of activities coming up this month:
• Oct. 8 – Fiesta! First and second shift meals provided for $5 donation
• T-shirt Wednesdays in October for $5 donation! Basket raffles! More!

See your manager for more details and a full list of upcoming activities!
Komen Race for the Cure event draws thousands, raises funds

More than 5,000 runners, walkers and helpers joined together downtown on Saturday to help raise money and awareness for breast cancer research.

The 2014 Komen Wichita Kansas Race for the Cure event at Water Walk brought together 250 Wesley Warriors – employees and their families and friends who raised more than $2,400 for the cause. The Wesley Family had the largest Komen team and placed third in fundraising.

Since 1982, Komen has played a critical role in every major advance in the fight against breast cancer – transforming how the world talks about and treats this disease and helping to turn millions of breast cancer patients into breast cancer survivors.

“As healthcare workers, we all know survivors and those who were not able to defeat cancer,” Wesley CEO Hugh Tappan said. “Supporting the Komen race is one way for us to honor their legacy and reinforce to the community our commitment to take the best care possible of those dealing with cancer.”

See Wesley’s Facebook page for more photos!

In Touch deadline

In Touch is published every two weeks. Submit story ideas, photos or suggestions to Andi Easterly at andrea.easterly@wesleymc.com or send via interoffice mail to In Touch | Marketing #5020

Jolinda Kelley
Women’s Nurse Navigator
Wesley Medical Center

The young mother was scared, far from home and in tremendous pain. Her babies – triplets – were still in the Wesley Medical Center neonatal intensive care unit. And when it became obvious something was wrong, the new mom called her “angel” – women’s nurse navigator Jolinda Kelley.

“I don’t know how I would have gotten through this without Jolinda,” the patient later said. “She literally saved my life.”

The patient, who was staying at a local camp and was ready to go home, became ill a few days after being discharged from the hospital. Vomiting caused a tear in her C-section stitching, resulting in a herniated bowel.

For the patient, who was staying at a local camp and was ready to go home, becoming ill a few days after being discharged from the hospital. Vomiting caused a tear in her C-section stitching, resulting in a herniated bowel.

Jolinda Kelley

Unforgettable Experience

These standards of behavior emphasize the beliefs and attitudes that govern the operations of the Wesley family and provide a framework for each of us to support high-quality and safe care for every patient, every time. Here, we highlight employees, volunteers and partners who exemplify these standards every day.

A moment with...

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Patients rate hospitals on meaningful care

Scores, continued from page 1

Patients rate hospitals through the HCAHPS survey, a nationally standardized survey that captures patients’ perspectives of their hospital care. The survey allows patients to rate their care with questions that measure how effectively the hospital satisfied their needs and expectations. The survey’s 27 questions look beyond clinical outcomes and technical prowess and focus instead on aspects of the care experience that are particularly meaningful to patients, such as:

• Communication with doctors and nurses
• Communication about medications
• Responsiveness of hospital staff
• Quality of discharge instructions

“What the research shows is that communication with patients drives their satisfaction if we just tell them what we’re doing and why we are doing it,” said Joann Paul, market director of Quality and Infection Prevention. “It’s all about what the patient says it is.”

As part of Wesley’s new Rewards and Recognition Program, units within the hospitals that show most improved HCAHPS scores and best grand composite scores are being recognized quarterly by senior management, complete with a traveling trophy. Second quarter recognition went to 4-Womens at Wesley and T3 at Galichia for top grand composite scores, and to 9-Tower at Wesley and T4 at Galichia for top grand composite scores, and to 9-Tower at Wesley and T4 at Galichia for most improved HCAHPS scores.

“We do attribute our significant gains to our efforts around clinical documentation improvement,” said Joanne Paul, market director of Quality and Infection Prevention. “It’s all about what the patient says it is.”

As part of Wesley’s new Rewards and Recognition Program, units within the hospitals that show most improved HCAHPS scores and best grand composite scores are being recognized quarterly by senior management, complete with a traveling trophy. Second quarter recognition went to 4-Womens at Wesley and T3 at Galichia for top grand composite scores, and to 9-Tower at Wesley and T4 at Galichia for most improved HCAHPS scores.

“I do attribute our significant gains to our efforts around communicating with patients,” said Lisa Lanterman, manager of Wesley’s ortho-neuro unit in 9-Tower, which currently holds the trophy. “Every patient, every time.”

From left: Stephanie Cash, Hugh Tappan, Cathi Blise, Tripp Owings, Bill Voloch, Lisa Lanterman, Angie Thompson, Megan Overstake, Matt Leary, Annette Rouser, Libby Heflin, Paula Johnson

9-TOWER RECEIVES MOST IMPROVED HCAHPS SCORES, 2Q:

9-TOWER RECEIVES MOST IMPROVED HCAHPS SCORES, 2Q:

WESLEY PHYSICIAN TACKLES TOBACCO: The Kansas Academy of Family Physicians this month announced its practices selected to participate in the Family Medicine Tobacco Office Champion (FMTOC) program. Wesley’s own Dr. Ruth M. Weber, MD, associate program director for the Wesley Family Medicine Residency, was selected to be part of the program.

“The selected practices will train to be ‘Tobacco Office Champions’ in evidence-based tobacco cessation strategies and to implement system changes to promote the integration of tobacco cessation activities into daily office routines. Each practice has designated a Physician Champion and an Office Champion to lead the project and will select other team members. The program is funded by a grant from the Kansas Health Foundation.

Quality

A successful survey: The anatomic Pathology Lab Joint Commission survey is complete and surveyors were very complimentary of Wesley Medical Center’s program. “Kudos and great job to all who worked hard to ensure the survey was a success,” said Deborah Free, regulatory compliance manager. “We always have a few suggestions for improvement but also received recognition of many great practices.”

Free said this survey was very intense with the surveyors drilling down into the minute details of the Joint Commission’s standards of care.

“The lab was prepared and did an excellent job of providing the surveyors with the evidence and data they requested,” Free said. “Great job to all involved in the process.”

A Culture of Excellence ... In All We Do
Mom, nurse fondly remember first baby born here

Kathy Skinner with her son, Craig, in 1996

said. “When I entered, several people rushed toward me and said, ‘Are you in labor?’ I told them that I did not know. I was so anxious!”

Skinner was sent home with some medicine and told to rest, but ended up returning to the BirthCare Center that evening – the only expectant mom at that point. Overwhelmed with contractions pain and anxiety, Skinner said she simply sat down.

“I sat down in the middle of the hallway trying to breathe through the contractions,” she said. “I was not going anywhere until they passed. The staff was so good to me that evening. They tolerated my stubbornness and anxiety. They got me a wheelchair and coax me to a room.”

Wesley nurse Amy McCargo remembers that day well. She was the one who admitted Skinner.

“Sept. 16 always brings back memories. Every year I get a little nostalgic and I will forever remember the first patient that came in because we were all eagerly awaiting the arrival.”

Craig Skinner is 18 today and lives with his family just outside of Nashville. “He is thriving as a senior in high school, a straight-A student, involved in a good balance of activities and work. He has two younger brothers and is a great role model for them. He is hoping to achieve a degree in computer science,” Kathy Skinner said.

Flu Clinic now open

Flu Clinic is here, open from 7:30 a.m. to 5:30 p.m. through Oct. 10 in the Medical Arts Building, Level A. Some tips to keep in mind:

• Complete your online registration/consent form prior to arriving at the clinic.
• You do not need to print out a copy of the form. We will pull your information up on the computer when you arrive.
• You do not need to register family members online. They will complete a paper consent form when you accompany them to the clinic.
• Our busiest times are typically 7:30-9 a.m. and after 3:30 p.m. when families come in after school. If you can avoid those times, the line might be shorter.
• Please be careful and enter your online registration/consent just once. Some have accidently completed this multiple times.

Physician dining temporarily displaced for renovation

As of Sept. 29, construction has begun in the physician dining area in Koch. The 90-day renovation project will expand and improve the outdated facilities and allow physicians, mid-level providers, residents and medical students a better, more modern dining experience.

“Creating an environment our physicians want to practice in is very important for Wesley,” said Bill Voloch, chief operating officer. “We believe having a place physicians can go to collaborate and grab some food and be able to work together is really important.”

Meanwhile, physicians can enjoy a free lunch at either Cafe Wesley or the Four Corners Cafe anytime between 11 a.m. and 1:30 p.m. with their badges.

Readers vote Wesley the best in key hospital services

The Wichita Eagle’s annual Readers Choice awards found Wesley Medical Center again the top choice for best care in several key hospital services.

Wesley won Best Hospital for Birth Care, Emergency Room, Pediatrics and Cardiac Care. Way to go!

LEAP stroke survivor and caregiver educational series

Wesley Medical Center and Wesley Rehabilitation Hospital will be presenting a joint LEAP stroke education class series at Wesley Rehabilitation Hospital this fall beginning Oct. 23.

The series is being taught by stroke healthcare professionals to help stroke survivors and caregivers prevent recurrent strokes and offer information about rehabilitation and recovery.

Register for this free event by calling (316) 962-6000. A one-time registration will be taken to attend the four classes. Class registration deadline is Oct. 9.

The classes will be held from 6-7 p.m. at Wesley Rehabilitation Hospital, 8338 W. 13th St. N.

Topics include learning about stroke, empowering oneself and issues surrounding emotions, intimacy and self-esteem.

For more information about the class series, contact Deb Free at (316) 962-3380.

Galcia employees paint the town

More than a dozen Galicia employees recently donned aprons and wielded paint brushes to raise money for the Wichita Food Bank.

The group met at Paint the Town, an organization that provides a painting lesson in a fun and relaxing environment. Participants leave with a completed painting.

“IT was originally for ICU to build morale and camaraderie,” said Staci Goetz, ICU charge nurse. “But there was so much interest, we opened it to everybody. It was really fun.”

Did you know...

Senior management has received – and answered – dozens of Tough Questions, which have logged nearly 400 page views! Now you can anonymously ask those burning questions 24/7. Visit the Wesley intranet and click on the Tough Questions link under Resources. Answers will be posted as quickly as possible. Visit the site to see answers already posted in tough topics. SMF looks forward to hearing from you!