

Don't Go Batty with Questions!

Come to the second annual Benefits Fair and have your questions answered about what is available to you as a Dupont team member.

The following will be represented:

- Center for Sleep Health
- Resource Center:
 - Breast Health
 - Kachmann Mind Body
 - Dupont Corporate Wellness Program
- Wellness Committee:
 - Diabetes Education
 - Smoking Cessation
- Chase Bank-At-Work
- Verizon Wireless
- Anytime Fitness
- Best Upon Request Concierge Service
- Jam Impressions (Dupont logowear)
- Smoking Cessation
- Safety Officer
- Health Services — get your flu shot!
- DH Pictorial Directory — have your photo taken

- Storytime with Santa
- Gift Shop
- United Way Campaign Kick-Off
- Customer Service Committee
- Team Member of the Year Voting (closes at 6 p.m.)
- Employee Assistance Program
- Tuition Reimbursement
- CPR and LHN Education Opportunities
- Sun Life Financial (Life, AD&D, STD, LTD)
- LutheranPreferred
- MedPartners/Three Rivers
- Medical Management
- VSP (Vision Service Plan)
- Benefits Enrollment
- 401k Enrollment
- Delta Dental
- Caremark

Only at the Team Member Benefits Fair—
Enter for your chance to win a 1 1/2 hour massage with Full Circle Wellness at the Kachmann Mind Body Institute!

Be there!

Monday, October 27
7-9 a.m., 11 a.m.-1 p.m. and 3-5 p.m.
Dupont Resource Center



Courtesy ★ Image ★ Efficiency ★ Individuality ★ Education

2008 Team Member Of The Year



Selection of the 2008 Dupont Hospital Team Member of the Year is underway, with voting now through the close of the Benefits Fair, 6 p.m. on Monday, Oct. 27. Computers will be available for voting at the Benefits Fair, and all team members are eligible to cast one vote for his/her choice.

Each month, Superstar award winners are selected from nominations in the categories of courtesy, education, image, efficiency and individuality. Candidates for the Team Member of the Year award are comprised of all Superstar award winners from October the previous year through September of the current year.

Team members may vote online in one of two ways:

- 1) Go to the Customer Service page on the Dupont intranet, and click on "Vote for Team Member of the Year" or
- 2) Go to thedupontdifference.com/vote

For either method, you will log in using the password "holiday," and will then need to enter your last name and the last four digits of your social security number.

You'll find the list of candidates on the voting pages. Click on their name and the description will pop up.

The team member receiving the most votes will be honored, along with all other CHS Employees of the Year, at a special event in Nashville, Tennessee.

Team Member Satisfaction

Survey Item: HIRE BEST QUALIFIED—
Organization success of hiring best qualified for job.
Very Satisfied: 15% Satisfied: 60%
Dissatisfied/Very Dissatisfied: 25%

Survey Item: VALUE OF MY WORK TO ORGANIZATION—
Degree to which what you do is valued by organization.
Very Satisfied: 21% Satisfied: 55%
Dissatisfied /Very Dissatisfied: 24%

Survey Item: SENSE OF BELONGING—
Degree to which you feel you are an important part of organization.
Very Satisfied: 22% Satisfied: 53%
Dissatisfied /Very Dissatisfied: 26%

Team Members,

In reviewing our Team Member Satisfaction Survey results, it occurred to me that the items above kind of go together. I also thought it interesting that the "dissatisfied" for each was a quarter of our team.

We brainstormed and are hopeful that the team will see our new initiative of Peer Interviewing as an action that will increase your satisfaction in the items above. We want the best qualified—in competency and customer service. We want you to feel valued and want you to feel that you are an important part of the

organization. You take care of our guests! That is our business—taking care of people. It takes a team to do that.

So if you are asked to be a part of the peer interviewing process, please accept! You were chosen because we want to hire the best qualified—and who knows better than the people who do the work?

Thanks, everyone, for a wonderful summer at Dupont Hospital. We've done well due to your efforts.

Dawn

Congratulations

October Team of the Month: Laboratory

Congratulations to the following team members for passing the CNOR exam: Kristi Stroder, RN, CNOR and Liane Ammerman, RN, BSN, CNOR.

The following team members won a meal ticket in the August gift shop survey drawing: Nick Schott, Jane Reed, Cherry Gallogly and Kathy Johnson

Events and Activities

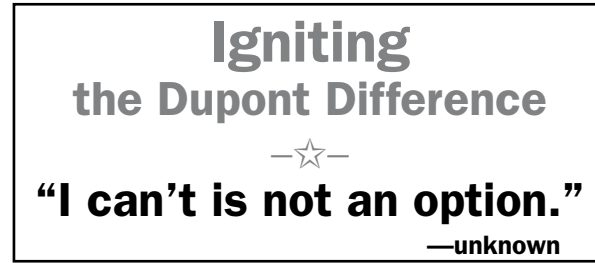
Oct. 18, 10 a.m.–2 p.m., Resource Center
A Day in the Life of a Nurse, sponsored by the Dupont NLG, will give area high school students an opportunity to explore a career in the health-care field.

Oct. 27, 7–9 a.m., 11 a.m.–1 p.m. and 3–5 p.m. Resource Center
Don't Go Batty with Questions—Come to the Benefits Fair! (see back page for details)

Nov. 15, 8–10 a.m., main lobby
Free glucose screenings will be offered for National Diabetes Month.

Dec. 6, main lobby
Storytime with Santa. Look for details to come for this ever-popular event. Four sessions will again be offered this year. Watch for instructions for online registration.

Petula Gouveia recently went to the rescue of a 5 year old visitor. The child's parents came out of the room screaming for help. Petula ran into the room and performed the Heimlich Maneuver, dislodging a hard candy from their child's throat. Please recognize Petula for a job very well done!



October Events at the Dupont Resource Center

Join Theresa Herman, MD, Chief Quality Officer at Dupont Hospital and former Medical Director of Dupont's Center for Breast Health, as she presents:

"Don't Get Spooked About Breast Health"

Oct. 25, 7 p.m. • Dupont Resource Center

The presentation will cover breast anatomy, normal and benign breast tissue, hormonal changes, various types of screenings, the importance of mammograms, regular breast self exams and yearly physician exams, as well as implant information.

Women need to know their breasts intimately—how they look and feel. This knowledge improves the chance of early detection.

To reserve your space for this free presentation or for additional information, call 260.416.3009.



Focus on Wellness

Warm up to this chili recipe from the "Healthy Recipes" section of Dupont's Web site. Find more recipes at thedupontdifference.com under the "My Five-Star Community" section!

Black Bean Chili

Ingredients:
1 c. (240 ml) onion, chopped
1 ea. red, green & yellow bell peppers, diced
1 1/2 tsp (7.5 ml) ground cumin
4 1/2 tsp (22.5) chili powder
1 (14 1/2 oz) (429 ml) can low-fat chicken broth
2 Tbsp (30 ml) tomato paste
1 (14 1/2 oz) (429 ml) can stewed tomatoes, not drained
3 (15 oz) (442.5 ml) cans black beans, drained and rinsed
1 1/2 c. (360 ml) frozen corn
2 Tbsp (30 ml) fresh cilantro, chopped

Cilantro Cream:
1/2 c. (120 ml) non-fat sour cream or yogurt
1 Tbsp (15 ml) fresh cilantro, minced
1 Tbsp (15 ml) fresh lime juice
1/4 tsp (1.5 ml) ground cumin

Wipe Dutch oven with olive oil and heat until hot. Add onions, cook 3 minutes. Stir in bell peppers, cumin and chili powder, cook 3 minutes. Add broth, tomato paste, tomatoes and beans; mix well. Bring to a boil. Reduce heat to low and simmer 20 minutes. Stir in corn. Cook an additional 5 minutes. Stir in 2 Tbsp (30 ml) cilantro. In a small bowl, combine ingredients for cilantro cream. Mix well. Serve chili with a dollop of cilantro cream.

Yield: *Aprx. 10 servings; 150 calories (627 kilojoules); 1.5 g fat; 20 g carbs per serving. Serving size = 1 cup (240 ml)*

Just Around the Corner: Influenza Season



Each year, influenza is responsible for approximately 200,000 hospitalizations and 36,000 deaths. The flu is highly contagious and can lead to life threatening complications, such as pneumonia. Those most at risk are the elderly, very young children, pregnant women and those with underlying health problems.

The illness is easily passed from person to person through the air by droplets released when an infected individual coughs or sneezes, but may also be spread by direct contact with contaminated surfaces. Infected people can transmit the flu virus one to two days before their symptoms appear and during their sickness. Symptoms include fever, sore throat, cough, tiredness, chills and body aches. Yearly vaccinations and good hand hygiene are the best deterrents against contracting influenza.

The flu vaccination is changed each year, based on the strains of the previous year. The viruses in the vaccine are not live, so they cannot cause influenza. The killed viruses stimulate your immune system to make antibodies so that if you are exposed to live flu viruses, your immune system will immediately begin

to fight the illness. After your vaccination, it takes approximately 2 weeks for your body to develop antibodies.

Dupont Hospital administration strongly urges all team members to get vaccinated against the flu to not only help you stay healthy, but also to avoid infecting your guests, co-workers, and families. Last year 63 percent of our team members received the flu shot. Please be responsible and do your part to help stop the spread of influenza. If you're uncertain whether you should get the influenza vaccination, please discuss the matter with your physician.

Free flu shots will be offered free through Employee Health Services throughout the season.

October 27
Flu shots will be offered during the benefits fair.

November
Flu shot clinics will be held for team members, physicians, physician extenders and volunteers.

You may also call Employee Health Services at 3028 to schedule an appointment for your flu shot.

United Way Kick Off

Dupont Hospital will begin its annual United Way campaign Oct. 27.

For more than 80 years, the United Way of Allen County (UWAC), together with many community partners, has made tangible improvements in the lives of residents. Historically, funds have been raised to enhance services provided by local health and human service programs.

While funding these programs remains at the heart of the United Way's mission, today the UWAC also challenges our community to improve success in school, promote family stability

and meet basic needs.

For your convenience, pledging this year will be available online.

To further support this worthwhile cause, Dupont Hospital is sponsoring a gift basket silent auction. Teams wishing to participate by donating a themed gift basket should contact Mary Ellen McAfee at 3221.

Bidding on the baskets will begin at Dupont's annual Benefits Fair on Oct. 27. The baskets will then be moved to the main lobby for continued bidding through Monday, Nov. 3.



Chaplain's Corner —

Rev. Scott Davis

Danger! Keep out! What signs do we put up to keep God and people out of our life? A "keep out" message can keep us from experiencing forgiveness and healing.

I trust that we all worked on forgiveness this month to enable healing to begin.

For the month of October, the theme for our chapel is hope—to believe, desire or trust. As medical professionals, our guests place their hope in you to take care of them.

Where do you place your hope? Think it over throughout the month!

Please submit information for Dupont Star by e-mail: lhersberger@lutheran-hosp.com

You Make
The Dupont Difference!
AUGUST SUPERSTARS

Correction to the September Dupont Star:
 Pat McCullagh was the winner of the "Efficiency" superstar award for July (not "Individuality") and Lori Adams is the winner of awards in "Courtesy" and "Individuality" for August, but did not have an award in July as was shown.

Courtesy: Lori Adams, human resources
 Nominated by Patti Wagner, case management

Lori has, on many occasions, dropped what she was doing in order to assist me with human resources and policy and procedure questions, or with a computer document. Her kind, helpful attitude is very much appreciated and has made my job much easier. I believe that Lori could actually be nominated for all of the superstar categories, but the form only allowed me one choice! Lori is very much "The Dupont Difference"!

Image: Cindy Doyal, volunteer services
 Nominated by Patti Wagner, case management

As I was getting breakfast one morning, I noticed Cindy taking time to wipe salt off of a table as she passed by, making sure Dupont's image was clean and inviting. The appearance of the gift shop is another reason for her nomination. I have worked in retail in the past and know how difficult it is to artfully display many different types of items. The gift shop is always clean and inviting, with multiple items displayed in a way that does not appear cluttered. I have heard many team members say that the gift shop is a place in the hospital that they can go to rest their mind and relieve stress, which is not an easy environment to create, but Cindy has done it!

Efficiency: Margaret Metzler, ambulatory surgery
 Nominated by Janice Muldoon, ambulatory surgery

We had a patient who was scheduled for a 7 a.m. surgery start time. When the patient did not meet the anesthesia requirements, Margaret caught it right away and promptly scheduled her surgery at the main hospital instead of in ambulatory. The surgery was finished in a timely fashion thanks to her efficiency and knowledge.

Efficiency: Marita Roemke and Jamie Brunner, ambulatory surgery
 Nominated by Janice Muldoon, ambulatory surgery

Marita and Jamie were the RNs in a 7 a.m. surgery. The surgery was moved at the last minute to the main hospital. The staff had to go with the surgery, and Marita and Jaime did this in a very timely fashion. The surgery was done on time and the surgeon was not late for his second case.

Individuality: Lori Adams, human resources
 Nominated by Mary Ellen McAfee, education

Working in the same office with Lori, I have witnessed the tact, poise, and patience she consistently has with her customers. Recently, Lori had a customer with a language barrier, making it difficult for the customer to understand Lori's answer to her questions. Over the course of several weeks, she repeatedly contacted Lori with the same questions. Lori remained patient, kind and professional, and was able to assist the customer with her questions. The customer was so grateful to Lori for taking the extra time with her that she gave Lori a big hug. Many would have avoided this customer's repeated calls, but Lori went the extra mile and made a difference in her life.

Education: Kandi Dawson, nutritional services
 Nominated by Connie Harding, nutritional services

Kandi is a superstar in many ways but education is where she SHINES, with both inpatients and outpatients. She identifies specific nutrition education needs and creates handouts "on-the-fly" that are concise and easy to read. She has created handouts for numerous nutrition-related issues/diagnoses in the short time she has been at Dupont, which have made the task of diet education much easier for guests.

One guest and his wife said they had always ignored his diabetic diet due to being overwhelmed and confused by all the information. When I used the carb counting handout that Kandi created, I heard them both say, "I think we can do this" and, "This is perfect!"

You Make
The Dupont Difference!
SEPTEMBER SUPERSTARS

Courtesy: Pat Campbell, gift shop
 Nominated by Cindy Doyal, volunteer services

On at least two occasions, Pat has personally delivered flowers ordered from our gift shop to patients at Parkview North. It is not uncommon for people to call our shop by mistake and place an order. When Pat realized they were for a different hospital and that their gift shop was closed, she processed the order and dropped the flowers off after work.

Pat has also been a personal shopper for customers on many occasions. She has researched a requested item and called the person back to let them know if and when the item will be available in the shop. Pat is a perfect example of how the Dupont Difference extends beyond healthcare.

Image: Freda Shepherd, Med Surg
 Anonymous nomination

Freda is an exceptional person, nurse and coworker. She has great passion for what she does, is always cheerful, and she greets me every day with a smile and kind, caring words. Freda's hands are always outstretched, willing to help.

There is one experience with her I will not forget. I was having a horrible day at work and Freda came to me and provided me with inspirational encouragement and words of advice. It was great to know that she really cared about me as an individual. Freda is amazing and I am so thankful for everything she has shared and taught me!

Efficiency: Ashley Glover, NICU
 Nominated by Stephanie Good, Dawn Knepper and Petula Gouveia, postpartum

On a day that was extraordinarily busy, Ashley floated to our unit and jumped right in just as if she was one of our team members. She changed beds, answered lights, fulfilled guests' special requests and made sure our rooms were ready and welcoming for new guests. Every task was answered with a smile on her face. We were very appreciative!

Individuality: Tracy Bellevance, MD, OB Physician
 Nominated by Vickie Potts, labor and delivery

We had a patient with a birth plan requesting to deliver in a squatting position. Dr. Bellevance had taken over call for Dr. Schwartz, and she had read the birth plan before entering the room. She actually delivered the baby on her knees to accommodate the patient's wishes. Truly great customer service!

Education: Sara Kropf, information services
 Nominated by OR and DHAS staff

Over the past year, Sara has worked relentlessly to help LHN start up and build HSM. She spent many weeks working more than 40 hours without complaint. She has assisted the Ambulatory staff on numerous occasions during the build and with educating staff. Her patience, diligence, and perseverance have made this transition smoother than anyone could have expected.

Sara paid attention to details in every aspect from anticipating problems to ensuring that all training aids were clear and concise. Her dedication to this project is the main reason it has been a seamless transition. Her hard work and attention to detail exemplifies the Dupont Difference! She is a Superstar!

Raving Fan Bus Trip

How do we recognize raving fans? How do we create raving fans? To help team members explore these questions, the Customer Service Steering Committee is sponsoring a Raving Fan bus trip to Birch Run Outlet Mall, Saginaw, Michigan on Saturday, Nov. 8.

The trip is open to any Dupont team member for a minimal cost of \$35. The bus will depart from Dupont Hospital at 7 a.m. and will return around 10 p.m. the same day. The trip there and back will include information and fun activities on how to create raving fans.

Interested team members may register in the human resources department.



Welcome! new hires

Cecilia Mook: Amb. Surgery
Michael Tippmann: Security
Richard Norby: Env. Svcs.

Brittany Wahl: Radiology
Angela McMahon: Surgery