

# The Pulse



25 YEARS OF HELPING AND HEALING

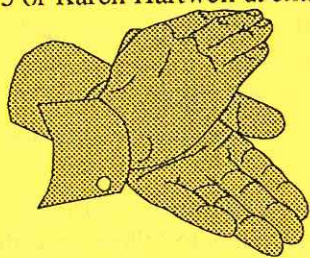
Volume 2, Issue 2

March, 1996

## FUND RAISING CORNER, Laura Heiser

A BIG THANK YOU to all staff who helped address and stuff invitations to the 16th Street CHC second annual political roast to take place on Tuesday, April 2nd from 5:30 - 9p.m. at the Pfister Hotel. It could not have been done without you.

This year Senator Kohl will be roasted and special guests include: Reggie White, Al McGuire, U.S. Senator Bill Bradley and Sate Senator Alberta Darling. All of the proceeds will go to support 16th Street CHC. Tickets can be purchased at \$100, \$150, \$200 levels. If you know of anyone who would like to attend the event or if you would like more information, please call Laura Heiser at ext. 355 or Karen Hartwell at ext. 264.



## TQM UPDATE,

Karen Hartwell

Until recently, it's been difficult for me to put together a coherent statement explaining what TQM is all about. We were told TQM would be a problem-solving team, working on real solutions for real problems. But what does that actually mean for us here at 16th Street? Well, over the past several weeks I've begun to see the

tremendous positive role TQM can play in helping shape the future of our workplace.

The first several weeks we spent learning about ourselves as individuals and as team members. We discovered a rich mixture of unique talents, styles of thinking, communicating, analyzing and decision making.

We found some of us are strongly analytical while others lean toward creativity. Several members share a capacity to understand each others' needs and values. Some of our team prefer ideas and concepts and others stress open communication.

We tried small problem-solving exercises and saw how our diversity offers balance and a rich variety of creative problem-solving strategies. I think our differences, in fact, will be a vital key to our team's success.

A large chunk of our time has centered on change. We've examined what's positive about change as well as what's not. As a result, we've mapped out a useful strategy when suggesting change here at work.

Our collective list for change includes: inform those affected ahead of time; ask for input from others; tell others why change is necessary; let people know where to direct their questions and concerns; tell others what to expect from change; prepare for imperfection (no change is perfect); identify who will be affected and inform everyone; prepare a written plan; determine how change fits into overall plan; build in flexibility; understand resistance to change; evaluate change throughout change process (what's working, what's not and why); communicate clearly; give people the skills needed

to implement change; ensure that others understand how change is good for the organization; ease in change--people need time to watch, understand, try out and be comfortable with change; introduce one change at a time; recognize that productivity may be initially affected.

In the upcoming months, our group will learn about leadership foundations, giving feedback, getting input from others, communicating important information, and handling conflict.

I see the TQM team as a conduit for change. Others might describe us as the bridge connecting patients and staff with our board and management. Make no mistake, I think we are committed to listening to others, collecting opinions as well as data, while remaining open to innovative ideas. I remain convinced that 16th Street will benefit from TQM.

I urge to contact other TQM members and ask them about it. The following staff are on the team: Ellen Escalera, Lisa Stukenberg, Ilse Soriano, Barb Heffernan, Sara Spence, Annie Carrington, Kris Bartkus, Nixabel Rivera, Carol Laux, Rea Katz, Elizabeth Butrick, Renee Baxmann and Anna Villarreal.

#### **MARCH BIRTHDAYS**

- 2 Eida Berrios, Nursing
- 3 Mary Jane James, Medical Records
- 6 Karen Lupa, Nurse Midwife
- 8 Marcela Rew, Nursing
- 8 Chue Xiong, WIC
- 13 Kris Bartkus, Medical Records
- 14 Lisa Stukenberg, Pediatrician
- 22 Veronica Morales, Front Desk
- 27 Evelyn Cruz, Nursing
- 31 Juana Maldonado, WIC

#### **APRIL BIRTHDAYS**

- 2 Ellen Escalera, Social Services
- 3 Elizabeth Poventud, Nursing
- 7 Susan Blomstrom, Social Services
- 9 Lisa Feld, Pediatric Case Manager
- 18 Joanne Morales, Medical Records
- 23 Haydee De Jesus, Front Desk

#### **UPCOMING NEWSLETTER ARTICLE DEADLINES**

May 3, July 5, September 6, And November 1  
Also, any articles that are typed in Microsoft Word may be given to Kris Bartkus, medical records, on disk. This will help speed up the process! And yes your disks' will be given back just be sure the article title is obvious if there is more than one file on the disk and write your name on the disk so it will be returned to you.

#### **TOP TEN GUIDELINES FOR MAKING DISCIPLINARY MEETINGS MORE MEANINGFUL AND EFFECTIVE,**

Bud Hunton

1. Have all of your facts together when presenting the problem.
2. Be a good listener. Listen to explanations carefully.
3. Inform person why the performance or behavior in question is not acceptable, even if the reason is obvious. Cite the policy if necessary.
4. Don't let person build smoke screens by introducing other topics. Stay focused.
5. Empathize, but remember the need for consistency in policy enforcement.
6. Make sure that all points of the problem and policy are clearly understood.
7. Be sure that the person is aware of all possible consequences if behavior or lack of performance continues.
8. Inform person of appeal rights.
9. Lay out a plan of improvement with specific goals and dates.
10. Always documents conferences in writing.

The last step in the process is to follow up with the person a few weeks later. Giving positive reinforcement lets people know their efforts are being recognized. It is a sign of weak management if you only call people aside to point out deficiencies. You may be surprised at the amount of motivation and improvement that can come from simple recognition.



## NATIONAL NUTRITION MONTH NEWS, Jill Rietz

"Enjoy the Variety of Food Choices" is the theme for the 1996 National Nutrition Month's® Eat Right America® campaign. The focus of this year's campaign is to help consumers realize that no matter where they buy food in today's diverse marketplace, any food can fit into a healthful eating style.

There are three keys to developing a healthful eating style: variety, balance, and moderation. Eating a variety of foods within and among the five food groups (Milk, Meat, Vegetable, Fruit and Grain) supplies essential nutrients for energy, growth and health.

Eating a balanced diet means choosing enough servings from all five food groups to meet an individual's nutrient and calorie requirements. Balance food choices over several days, not just one meal or snack.

In moderation, any food can fit into an eating style that promotes good health. There are no "good" foods or "bad" foods. Select foods from each food group with less fat, sugar and sodium more often. Use fats, oils and sweets sparingly.

Here are some ideas for adding variety to your meals:

- Add dried beans such as black, pinto or great northern to soups, stews or chili. Chilled beans taste great when added to salads. Dried beans are a great source of protein, iron and vitamins.
- Use tofu in stir-fries in place of chicken or beef. Tofu is ideal for savory dishes where it takes on the flavors of spices and seasonings. Tofu is a highly versatile food. It can form the basis of sandwich spreads, dips, creamy soups, burgers, beverages, and even cheesecakes and pies. Tofu and other soy foods are a good source of protein, contain no cholesterol and are lower in saturated fat than meat sources of protein.
- Mix couscous with fruit or vegetable salads. Couscous is a granular form of semolina pasta which is often used in Middle Eastern cooking.
- Add bulgur to chili, soups, stews, salads and casseroles. Bulgur is whole wheat that has

been processed, steamed, and cracked. It adds a chewy texture to foods. Grain products such as bulgur and couscous provide complex carbohydrates, vitamins, minerals and fiber.

- Try greens such as mustard, dandelion, kale and collards mixed with lentils or add herbs and seasonings for a delicious side dish. Greens are good sources of beta carotene, vitamin C and iron.

These are just a few ideas on how to add more variety to your diet. Enjoy a healthful eating style every day by choosing a balanced diet with a variety of foods in moderation.

## FUN INFORMATION PRIZES

In celebration of national nutrition month, there will be displays, handouts, and recipes for you to view in the lower-level conference room (WIC) throughout the month of March. The schedule is as follows:

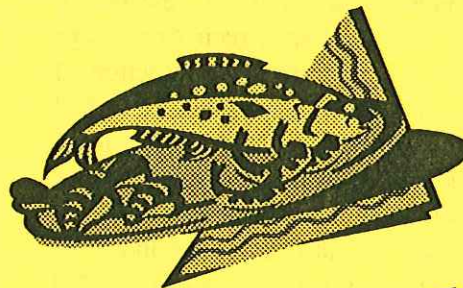
3/4-3/8: Popcorn: Who really sells the Smart Pop

3/11-3/15: Healthy Snacks

3/18-3/22: Keep Fit with 5/day Fruits & Veggies

3/25-2/29: Flavorful ways to reduce the fat  
Take Your Nutrition IQ

Each week a different nutrition question will be posted. A drawing from all of the correct entries will be held at the end of the week. One person will win each week. Good Luck.



## WHAT TO DO & SEE

Close to 16th Street Clinic are two delightful places for family outings. The advantage of both the Mitchell Park Domes and the Milwaukee Public Museum is that they are interesting both for children *and* for the adults. Both offer free admission at times, and, even when you pay admission, the cost is no more than a trip to McDonald's.

The Domes, located on 27th and National, house a plant conservatory with three different climates: desert, tropical and temperate. At the risk of being opinionated, I'll tell you right now that the tropical dome is the best. There is nothing as wonderful as sitting in the tropical dome watching the birds fly and the banana trees grow on a sunny winter day when it's minus 10 degrees outside. The temperate dome has six shows a year, each with different flowers and landscaping. The current show is entitled "Kandyland" and features azaleas. It is *always* a treat for the nose. Admission is free Monday-Friday from 9 to 10:30 A.M. for Milwaukee County residents with proof of address. At other times adults pay \$3.25 and children and senior citizens \$1.75. A \$30 annual membership will get the entire family in free year-round.

The Milwaukee Public Museum on 8th and Wells is one of the most prestigious museums of its kind in the country. It is particularly famous as a children's museum. A new IMAX Dome Theater, with a giant screen that wraps around the visitors, is now under construction. I have seen films on a similar screen at the St. Paul Science Museum, and it truly made me feel like I was in the middle of a jungle or flying above a river. The museum also has fascinating talks and special events every month or two, and those are either free of charge or very inexpensive. Call 278-2734 to find out what's coming up, and get there early; they're packed! Museum admission is free for all Milwaukee County residents on Mondays and is always free for children under 3. Admission otherwise is \$5.50 for adults and \$3.50 for children and students. A \$45 membership will get all of you in free for a year. There are guided tours Monday through Saturday at 11 A.M. and Sunday at 1 P.M.

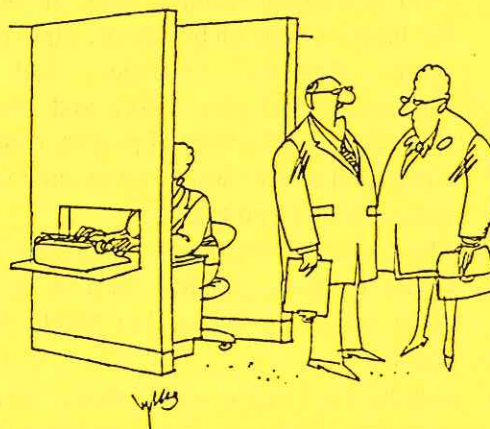
## MASS FORMS PRINTING REQUESTS

If you or your staff are producing more than 200 copies of one form and are using the copy machine, your process is inefficient. We have purchased a printing machine that can duplicate high quality forms at top speed. All you need to do is give Medical Records an original form, indicate color, quantity, how many sides to print on, and at least a 3 day leeway and your copies will be of much better quality using a more efficient process.

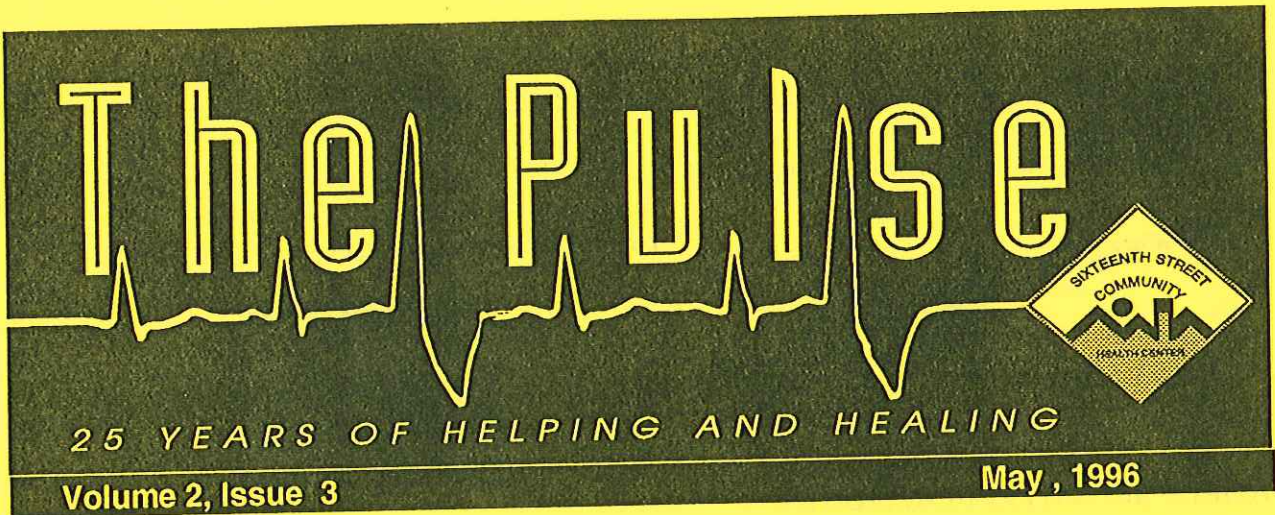
A BIG THANK YOU TO EVERYONE WHO SUBMITTED AN ARTICLE OR IDEA FOR THIS NEWSLETTER!



drawn for MRB by Dave Harbaugh



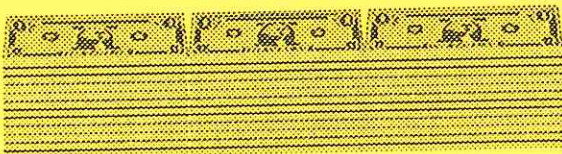
"...We're a little cramped for office space..."



**EVENT RAISES OVER \$80,000 FOR SIXTEENTH STREET CLIENTS**  
Laura Heiser

On Tuesday April 2, over 600 community supporters from Milwaukee organizations and businesses attended the Sixteenth Street CHC's "Roast of Senator Herb Kohl" event. Featured roasters included Senator Alberta Darling, US Senator Bill Bradley, Packer Star Reggie White and Al McGuire.

The event was a great success, as it raised over \$80,000. All of the proceeds will go towards providing services to clients who may not otherwise have access to health care. Thanks to all staff who volunteered the day of the event. If you would like to view the event on video contact Laura Heiser. This event raised community awareness about SSCHC which will make a stronger case for support as the Center formalizes its private giving program which will include asking individuals and corporations for contributions.



**1996 ROBITUSSIN® AND DIMETAPP® MIRACLE MAKER AWARD**

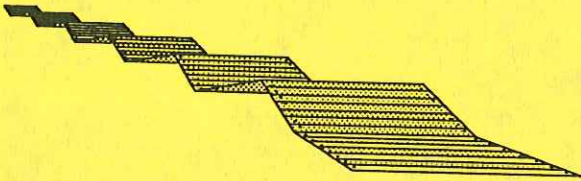
Dr. Waters has been recognized as a pediatric physician who personifies excellence in children's healthcare through their extraordinary contributions and dedication to the patients, a hospitals, and communities they serve. A Miracle Maker presentation will take place on live tv June 1-2. A medical representative will present a donation in your honor to your local children's hospital, along with a personalized award plaque.

**ACCURATE MEDICAL RECORDS PROVIDE STRONG DEFENSE**  
AAP News/April 1996

Recommendations:

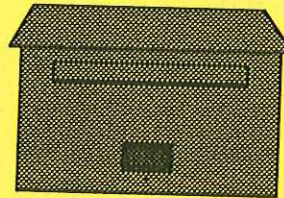
- Use a Problem List
- Initial lab, xray reports and consultant's reports before filing
- Include sufficient detail in office and hospital progress notes
  - reasons for current visit
  - current medications and allergies
  - examination scope and positive and pertinent negative exam findings
  - diagnosis or impression
  - treatment details and future treatment recommendations
  - medication administered, prescribed or refilled
  - written or oral instructions to the parent

- Document phone conversations with patients and other physicians
- Any comments or questions please see Kris.



### ALL STAFF REMINDER

Please utilize the staff suggestion box in the lunchroom. This can be for complaints, improvements/recommendations, or compliments!



### WORLD BREASTFEEDING MONTH

August is World Breastfeeding Month. This year we will be planning another event in the clinic to celebrate with our breastfeeding moms, babies, and families. If you have any ideas or would like to help, please contact Sally ext.237.

### PROPER CORRECTION OF MEDICAL RECORDS

Errors are properly corrected by drawing a single line through the mistake, writing an explanatory statement, such as "wrong record," near it, and recording the correct information. The individual who notes the error corrects, dates, and signs the entry. The error should not be erased or painted out with correction fluid. If an entry is accidentally omitted, the entry is made after the last entry with an explanation of the omission and the reason for it being out of sequence. If you have any questions, please see Kris.

### PEDIATRICIAN OF THE YEAR

The Executive Committee of the Wisconsin Chapter of the American Academy of Pediatrics has chosen Dr. Waters as 1996 "Pediatrician of the Year". This is in recognition of his work in increasing service to children in the inner city and for being a role model of such a provider to the medical profession and community at large.



### CONGRATULATIONS DR. DUNN!

Dr. Dunn recently passed his Pediatric Boards!  
Also, congratulations again on your engagement!



### TEST YOU RELEASE OF INFORMATION APTITUDE

Scenario: A patient calls to advise you she's received a bill for outpatient services that were not rendered to her. She has already spoken to the finance department and had the charges forgiven. She suspects someone has fraudulently used her name and insurance cards. You assure her the master patient index and medical record will reflect the correction. She comes into the department later that day demanding a copy of these records. You advise her:

a.) She would not be entitled to the information because she is technically not the patient, but because her name appears as the patient on the record, she may be granted access to the information. Furthermore, you would not have known that she was not the patient, had she not told you.

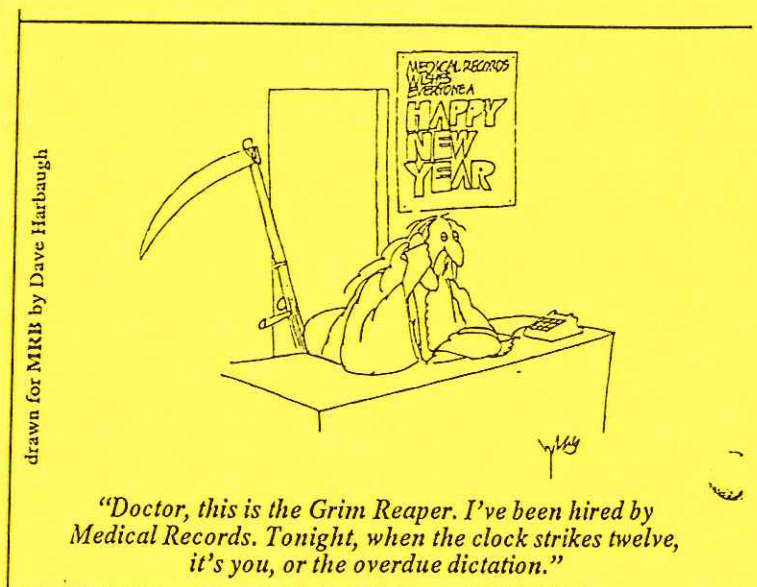
b.) She is not entitled to the records because they do not pertain to any care or treatment rendered to her.

c.) By virtue of admitting that she is not the patient in this case, she has relinquished all rights to the information.

answer: b

### CHECK YOUR I.Q. (IMAGINATION QUOTIENT)

1. SAND      2. MAN      3. STAND  
    BOARD      I
4. R/E/A/D/I/N/G      5. WEAR      6. R  
                            LONG      ROAD  
  A  
  D



medical records briefing / January 1994

