

Around the Network

A newsletter for the Community family

Community Health Network named 2008 Most Wired Hospital

Community Health Network has again been named to the list of the nation's Most Wired hospitals, according to the results of the 2008 Most Wired Survey and Benchmarking Study released in the July issue of Hospitals & Health Networks magazine. Community has been recognized eight out of the past 10 years, since the magazine began naming the 100 Most Wired hospitals and health systems in 1999.

"The Most Wired award reflects on the investment and integration of our patient data and processes that we have made over the last 12 years, specifically the last five years, since the opening of The Indiana Heart Hospital, which is all-digital," says Ed Koschka, network vice president of information technology and chief information officer for Community Health Network. "Each year the requirements for winning this award are increased, as the level of technology increases in the hospitals. I have seen the requirements move from hospital-based processes to physician office processes,

and now, to involving patients in their own record keeping."

The 100 Most Wired hospitals show better outcomes in patient satisfaction, risk-adjusted mortality rates and other key quality measures through the use of information technology (IT), according to a new analysis. "Today's results add to the growing evidence that the appropriate use of IT can enhance both quality and patient satisfaction," says Alden Solovy, executive editor of Hospitals & Health Networks magazine. "Most Wired hospitals are proving the fundamental value of information technology."

The analysis shows that better outcomes occur among high tech hospitals, but it does not establish a direct causal relationship between technology and outcomes. The satisfaction analysis was conducted jointly with Press Ganey Associates and the quality analysis was conducted jointly with Thomson Healthcare.



"Quality and satisfaction are often tied to key initiatives and goals that hospitals are striving towards through the use of technology and process improvement," says Merrie Wallace, R.N., vice president and solution line manager, McKesson Provider Technologies. "The most successful hospitals use technology as part of an overall strategy and achieve significant results. Those that just deploy technology for technology's sake don't see these types of results."

The July H&HN cover story detailing results is available at hnnmag.com.

**Visit ATN online on InComm for more details on these stories and the most recent network news stories.
If you have a story idea, contact Amberly Peterson at apeterson@eCommunity.com.**

Get to Know Community: Mike Blanchet

Because Community Health Network is such a large organization, it's nice to take a moment and get to know other members of the Community family with whom you may not interact on a regular basis.

Get to Know Community is a feature that will be included periodically in Around the Network and on InComm.

For a video of Community Hospital South president Mike Blanchet, visit <http://media.ecommunity.com/get2know/blanchet/>

To submit the name of someone you think should be profiled, contact apeterson@eCommunity.com.

Mike Blanchet President Community Hospital South

What does your job entail?

"The job is an interesting one because it really involves a good mixture of a lot of personal interactions, personal relationship development, as well as meetings and interaction with folks from a perspective of trying to provide some leadership and some role modeling so employees and others around the institution know what's expected of them."

What made you decide work in health care?

"I had graduated from college and I was thinking about medical school and when that didn't work out, I was going to go into the plumbing business with my

dad. He convinced me that was not the life I wanted to choose. He pushed me to go on to graduate school. I went on to graduate school in health care administration and then from that point on tried different parts of the health care administrative world until I got into the hospital community."

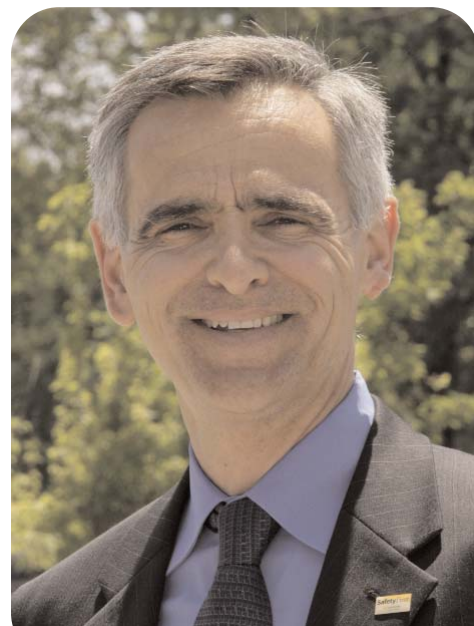
How are you able to tell if you are fulfilling your purpose?

"The main indicators I have to tell me whether I'm doing a good job fulfilling the purpose of my role is the interaction with the employees, whether or not they are expressing satisfaction with their work, whether or not we're doing a well financially, whether or not patients and their families think we're excelling at providing that exceptional patient experience. The other piece is the interaction with physicians. Physicians are a key customer to us and it's important to test that relationship and make sure it's strong at all times."

What are some unusual or interesting hobbies you have?

"My preference when I have free time is to spend time with my family and especially my grandkids. I just love doing things with my grandkids. In addition to that I like to rollerblade and to bicycle ride."

What is your ideal vacation destination?



Mike Blanchet

"We've enjoyed some trips to Europe and the Caribbean a great deal. Most recently, we went to Hawaii for the first time. We pretty much have determined that our preference is not to go back to the same place twice. We try different locations and locales. If we have one preference, we like beaches and we like warm weather."

Which actor or actress would play you in a movie about your life?

"I'd probably pick Alan Alda. He's always impressed me even in the fun roles he's had with 'M*A*S*H' and everything else as a person that was a very caring person and looked out for the needs of others and tried to meet those needs even in the toughest of circumstances."

Around the Network

Community North gallery to appear on cover of book

A photo of Community Hospital North's gallery has been selected to appear on the cover of Healthcare Spaces 4, a hardcover book. The coffee table style book is the fourth in a series and should be available in bookstores in August.

RTKL, the architecture firm who designed the Community North expansion, paid for the project to be included in the book, but the Community North project was selected from hundreds of projects to appear on the cover.

New Healthcare Spaces books are issued about every two years.



Organ and tissue donation saves lives

Have you registered your donation decision?

You can join more than 3 million Hoosiers who have said yes to donating their organs. Community's network donor team would like to encourage you to make this personal decision to Donate Life. Register your donation decision at the Indiana Donor Registry - DonateLifeIndiana.org by visiting eCommunity.com/donate/.



Community's employees can not only register their decision at DonateLifeIndiana.org but can also send personalized e-mails to family and friends sharing their donation decision and inviting others to do the same. You may also register your donation decision when you renew your driver license at the BMV.

Questions about organ donation policies at Community? Contact Paige Dooley at pdooley@eCommunity.com or Amy Greene at ajackson@eCommunity.com.

Community comes together for ISO performance at Ellenberger

On July 22, Community employees and their family members, along with members of the Indianapolis community, enjoyed a relaxing evening in the park with the Indianapolis Symphony Orchestra.

During the event network president and CEO Bill Corley served as guest conductor.

Bill Corley directs the orchestra.



Last chance to nominate a nurse

July 31 is the last day to submit a nomination for the 2008 Nursing Excellence Awards. Visit eCommunity.com/nursing for more information and to nominate a Community nurse.

The awards banquet will take place on November 14 at the Indianapolis Marriott North.



Fight Back Express stops in Anderson



Community Hospital Anderson employees signed the Fight Back Express while it was stopped in Anderson. Front row, left to right: Jeane Atkinson and Toni Dennis. Middle row, left to right: Marsha Sherrell, Bethany Heath and Lindsay Fuller. Back row, left to right: Jeanne Kirk, Dan Daugherty, Tricia Daugherty, Bill VanNess II, M.D., Bonnie Corbey, Kyle Motsinger and Darlene Wilhoit.

The Fight Back Express was in Anderson for about an hour on Tuesday, July 15. Many Community Anderson employees stopped by for lunch during that time and were able to sign the bus to show our support in the fight against cancer.

The American Cancer Society held a short rally during the event. Dr. VanNess spoke about the importance of our community in the fight against cancer. One of the most important things we can do in Anderson is support a comprehensive smoke-free ordinance that would prohibit smoking in all public places.

The American Cancer Society Cancer Action Network has initiated a grassroots movement to make cancer a top national priority. As part of a six-month, 48 state tour, the Fight Back Express bus will stop in cities throughout the country - rallying cancer patients, survivors, loved ones, family and friends to encourage elected officials to fulfill their essential role as partners in this fight. Anderson is fortunate enough to be part of this tour!

Radiology students perform service learning activity

On May 16 nine students from the Community Health Network School of Radiologic Technology and their instructors participated in a service learning project at the Indiana School for the Blind in Indianapolis. The project was part of the curriculum in the student's medical ethics and law class. "The purpose of the project is to give the students an opportunity to become more aware of the lives their patients have outside the hospital and to foster a sense of community responsibility," says instructor Melisa Mattingly.

Every year the first-year radiology students select a charitable organization to assist in some way. This year the students spent the day weeding and planting flowers in preparation for Indiana School for the Blind's commencement. School employee Jennifer Garvey coordinated and supervised the event along with student representative Carly Doyle.

Service learning projects have become a familiar activity in many academic programs with the goal of heightening student involvement in the community. The radiology students are evaluated on their participation through a peer review process

which reinforces the sense of working as a team for the good of someone else.



Front row left to right: Kelli Monks, Melisa Mattingly (instructor), Lindsey Blevins and Carly Doyle. Back row left to right: Matt Braverman, Shawn Hayes, Ariel Hughes, Stacy Harris (instructor), Danielle Seaman and Todd Fogelsong.

Pregnant patients enjoy opportunity to meet peers

Kisha Jones, 26, is carrying twin girls whom she plans to name Macey and Marleah and has already learned that her two daughters have unique personalities. “Macey is more active and outgoing and Marleah is going to be kind of shy,” she says.

Kisha was admitted to Community Hospital North during her 23rd week because of a short cervix and was told she would be staying in the hospital until the babies come. In the meantime, she’s been attending the weekly antepartum support group for women who are in similar situations. “It’s something to look forward to,” Jones says of the 10 a.m. Wednesday meeting.

The antepartum support group, which was spearheaded by Ellen Manolopoulos, R.N. and care manager, meets in Community North’s fifth floor solarium.

“The large, sunny room is flooded with natural light and offers a great change of environment from the patient’s hospital room and a place to interact with others who are experiencing complications in their pregnancies which require hospitalization,” says Jonell Allen, R.N. and perinatal clinical nurse specialist who helps facilitate the group.

Another bonus to the group meeting in the solarium is the large amount of space available. It can accommodate patients who are in their beds, in recliner chairs and in wheelchairs. Remote telemetry is available for patients who require continual



Christine Zell, left, Rainey Martin, R.N., and Kisha Jones talk during a recent antepartum support group meeting at Community North.

fetal monitoring. All long-term antepartum patients are invited to join the group, however, each patient who attends needs permission from her doctor to participate.

The support group members discuss their pregnancies, eat snacks and participate in activities, such as journaling, aromatherapy, manicures and pedicures and sharing recipes. Since the group began meeting on May 28, the facilitators of the group also have invited lactation consultants who provide education and counseling.

Patient concierge Joni Brattain, who also attends the weekly meetings, has worked with Kisha to plan a baby shower, which will take place in the hospital on August 16. When first-time group

member Christine Zell, 22, found out about this service, she, too, was excited. Zell, who is in her 31st week, began having contractions on July 14. When she arrived at Community North, she learned that she would have to remain on bed rest and be constantly monitored by remote telemetry.

Even though some women have already delivered their babies, they continue to return to the group to share their stories. The group is also open to fathers and siblings. “There is great conversation and a safe environment to ventilate all the feelings that accompany the complications of pregnancy that require an unexpected hospital stay,” says Rainey Martin, R.N. and clinical manager.

Isenberg wins first ever Community North DAISY Award

On July 21, Stephanie Isenberg, R.N., who works on the medical/surgical unit at Community Hospital North, was the first-ever Community North nurse to receive the DAISY Award. She was nominated by one of her patients.

The DAISY Award is part of a nationwide program that rewards and celebrates excellence in nursing. The award was presented during a ceremony at the end of July. As part of her award, Isenberg received:

- ♦ A beautiful certificate
- ♦ A DAISY Award pin
- ♦ A hand-carved stone sculpture titled A Healer's Touch
- ♦ A 30-day fitness membership (provided by BodyZone fitness center)
- ♦ A Starbucks gift card (provided by GetWell Network)
- ♦ A parking pass (provided by safety and security)
- ♦ A complimentary meal (provided by food services).

Additionally, Isenberg's unit will receive Cinnabon cinnamon rolls, with the sentiment that the aroma reminds them how special they are and how important their work is.

All nurses whose names were mentioned by patients will receive letters and pins to recognize their great care.

Community North's participation in The DAISY Award program is generously sponsored by the Community Health Network Foundation.

Eleanore Wilson is the nursing leadership contact for The DAISY Award at Community North, while Susan Dine serves as the champion and manages the project logistics.

What is the DAISY Award?

The DAISY Foundation was created by the Barnes family in memory of J. Patrick Barnes, who died from complications of idiopathic thrombocytopenia purpura, to recognize the clinical skills, extraordinary compassion and care exhibited by nurses every day. The award is given monthly to an outstanding nurse in more than 200 hospitals across the United States.

Who is eligible for the DAISY Award?

DAISY Award recipients consistently demonstrate nursing excellence through Community Health Network's exceptional patient experience. An exceptional experience includes care that is high quality, safe, compassionate, special and timely. Each month, the award recipient



Stephanie Isenberg

will be selected by Community North nursing leadership from all the nominations received.

How to nominate an extraordinary nurse:

Patients, visitors, employees or physicians at Community North may nominate a deserving nurse through the GetWell Network interactive patient care system, available in patient's rooms. Nominations may also be submitted by filling out a paper nomination form and submitting it to the nursing manager or director.

Around the Network

Have you been diagnosed with polycystic ovarian syndrome (PCOS), metabolic syndrome, and/or insulin resistance?

Would you like to know more about the risks involved with these conditions and how you can get healthy?

Community Health Network is sponsoring a nine-week program that involves presentations from experts in the fields of endocrinology, fertility, diabetes, cardiovascular health, and behavioral changes.

Participants will receive an initial assessment of blood work, body weight, body fat and nutritional status as well as expert

counseling in nutrition and fitness and will become involved in a fitness program.

Educational classes:

Tuesdays

5:30 to 6:30 p.m.

**Health promotion services conference room
6911 Hillsdale Ct., Indianapolis, IN 46250**

Fitness classes:

Monday and Thursday evenings

5:15 to 6:15 p.m.

The Indiana Heart Hospital fitness center

The next available session begins September 15 and runs through November 14.

The cost of this nine-week program is \$275.

To register call 800-777-7775

For more information, contact Chelsea Vargas, preventive care specialist, 317-621-3353 or e-mail her at cvargas@ecomunity.com.

Excite your appetite and your child's *Feeding Children Without a Power Struggle*

We all have a lot of information about what foods to feed ourselves and our children. Did you know that how children are fed is just as important, if not more important, than what they are fed?

Whether your concerns center on picky eating, child weight, or frustrating mealtimes, this series gives insights into what you can do to achieve relaxed, enjoyable mealtimes that allow children's inborn capabilities with eating to emerge.

Classes are:

**Wednesday evenings August 20 to
September 3**

6:15 to 7:15 p.m.

BodyZone multipurpose room

**6991 Hillsdale Ct., Indianapolis, IN
46250**

\$25 for the series; free to Bridges to Weight Management-eligible participants

- ♦ August 20: Feeding is parenting
- ♦ August 27: How to feed in the best way
- ♦ September 3: How to handle common feeding problems

Brought to you by Bridges to Weight Management

Sign up by calling 317-621-4304.

Wilson featured in Health Leaders Magazine

Eleanore Wilson, vice president of nursing for Community Hospital North, was featured in the July 2008 Health Leaders Magazine. She discussed Call FIRST (Family-Initiated Rapid Screening Team), an initiative all five network hospitals are using to ensure patient safety. The article appears in the Five Minute Consult column.

To read the article online, visit Healthleadersmedia.com.



Eleanore Wilson