What if you overhear two Borgess associates speaking about the details of a patient’s care on a crowded hospital elevator?

What if you hear that the diagnosis is cancer.

What if you know the patient?

What should you do if you are a Borgess Medical Center volunteer?

How to deal with this scenario and others were discussed at a meeting for Borgess volunteers on compassionate, personalized care, led by clinical nurse educators, Rosalind Lee-El, RN, and Susan Kay Ryan, RN.

“With 265 volunteers contributing to patient care throughout Borgess, we wanted to make sure we were synchronized with the total compassionate, personalized care team of nurses, patient care associates, and others who have completed similar classes,” said Julie Luginbill, Manager, Borgess Volunteer Services.

Rosalind Lee-El agrees that everyone is part of the Borgess Health compassionate, personalized care team.

Team membership includes responsibilities

“Patients often tell us that volunteers are the first people they interact with upon entering Borgess,” Lee-El said. “Volunteers provide initial direction and may accompany patients in their first treatment site destination. Many times volunteers are our ‘first impression ambassadors with patients and family members.”

“Our class emphasized that we are teammates with Borgess Health associates and with that membership comes responsibilities,” said Julie Clancy, RN, nurse and volunteer, Borgess Medical Center.

“We shared different ways to politely but firmly deal with situations like discussions involving patient private information,” Clancy said.

“We were also reminded of the appropriate

Continued on page 2
ways to help patients who are in need of assistance,” Clancy said. “For instance, if we see a patient’s call light response system isn’t working fast enough, we should bring the situation to the attention of professionals at the unit’s desk.

“If there is unnecessarily loud noise in a patient quiet zone, we were reminded that we are empowered to request that the sound be reduced,” Clancy said. “We also talked about ways to intervene in a non-confrontational manner.”

“For the Compassionate, Personalized Care Team to meet the expectations of our patients, everyone on our team needs to recognize the obligation to contribute,” Ryan said.

“In addition to covering basic elements of compassionate, personalized care and reacting to various scenarios,” Ryan continued, “the classes included an overview of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and the sharing of the RESPECT Model.”

Compassionate, personalized care presentations are also available for all Borgess associates and volunteers. For more information, call 226.6907.

Rosalind Lee-EI, RN, Clinical Nurse Educator, presents to a class of Borgess volunteers on compassionate, personalized care.

Continued from page 1

(Adapted and provided to Borgess Volunteers at classes on compassionate, personalized care.)

RESPECT Model  (Adapted and provided to Borgess Volunteers at classes on compassionate, personalized care.)

<table>
<thead>
<tr>
<th>VOLUNTEER</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>R RELEASE any thoughts, stress, and feelings from your mind that will distract you from focusing attention on the patient and this moment of caring.</td>
<td>Take a deep breath. Count to 10. Think about THIS patient only. Concentrate on this specific caring moment and RESPECT step.</td>
</tr>
<tr>
<td>E Explain your name, title, and role to your patient, family, and visitors. Put your name and number on white board.</td>
<td>Knock before entering room.</td>
</tr>
<tr>
<td>S Shake the hand of the patient, family and visitors or use other appropriate touch, again when appropriate.</td>
<td>Remind patients of your name often. Your name and phone number on board conveys that you are available and approachable; it builds trust.</td>
</tr>
<tr>
<td>P PERSONALIZE the conversation by using the patient’s preferred name. Use the entitled names when preferred name is unknown.</td>
<td>A handshake is a sign of courtesy conveying respect. Sitting gives the patient a perception of a long and higher-quality interaction.</td>
</tr>
<tr>
<td>E ENGAGE patient and family in at least a five-minute discussion at the bedside.</td>
<td>Using “Mr., Mrs., Sir, Ms., and Ma’am” conveys respect and politeness. Ask if they have a name preference.</td>
</tr>
<tr>
<td>C CARE. Explain what you will be doing and why, prior to the service being provided.</td>
<td>Actively listen to the patient’s story. Empathize and validate their emotions. Ask some non-healthcare questions. Be enthusiastic about their life. Admire them. Be glad to see them. Smile, and give compliments and thanks.</td>
</tr>
<tr>
<td>T TAKE TIME before leaving the bedside each time to ask: “Is there anything else I can do for you? I have the time.”</td>
<td>Respect the patient’s privacy and dignity. Ask yourself “Have I provided excellent customer service?” Use plain English, and explain what you are doing and why.</td>
</tr>
</tbody>
</table>

Make a personal connection with each visit with the patient. Tone and body language must match.
Weight loss challenge: Give it your all this fall

An eight-week (October 13–December 8) weight-loss challenge–Give it your all this fall–will be available at the Borgess Health & Fitness Center. The times of individual sessions will be flexible and tailored to the schedules of participants.

Everyone who engages in this challenge will meet with a personal trainer, and receive a complimentary InBody composition analysis and nutritional guidance. They will also enjoy group exercise sessions that can energize a tired workout plan and forge lasting friendships. The Challenge is an opportunity to get ahead of possible holiday weight gain or bolster an existing weight-loss plan. The cost is $45 for BHFC members and $55 for nonmembers. For more information, call 552.2348 or visit fitness.borgess.com.

Lois VanDonselaar, MSN, RN, to retire after 42 years in the nursing profession

Lois VanDonselaar, MSN, RN, VP/CNO, has announced her plans to retire on January 2, 2016 after serving more than 42 years in the nursing profession.

After beginning her career in the Borgess Cardiac Surgical Unit in 1975, Lois held several leadership roles, including Director of Critical Care and subsequently Vice President for Cardiac and Pulmonary Services.

Lois has been Vice President/Chief Nursing Officer, Borgess Medical Center, for the past nine years. She has led several key initiatives that have enhanced professional nursing practice and patient care delivery to include the physiological monitor and nurse call replacements. Lois was instrumental in the establishment of the Friends of Borgess Nursing program that recognizes nursing excellence and encourages specialty certification. In addition, Lois has worked with nursing staff and MNA leadership to develop and implement a Clinical Advancement Program that recognizes nursing achievement in education, certification and contribution to nursing excellence.

Retirement plans include spending more time with her husband, Dick, at their Crystal Lake cottage. Lois also plans to serve as a volunteer for community organizations.
Author Joe Piscatella highlights Borgess Healthy Living Seminar
Event is part of ‘Crossroads in Heart Failure’ Conference

Joe Piscatella, an expert on lifestyle habits and cardiovascular health, will give presentations to heart care professionals, and then to the general public as part of the Borgess Failure Conference—Crossroads in Heart Failure, November 9, at the Lawrence Education Center auditorium.

Crossroads in Heart Failure Conference
For health care providers
8 a.m. to 4:30 p.m.
November 9
Lawrence Education Center auditorium

The heart failure conference for health care providers will take place 8 a.m. to 4:30 p.m., November 9 at the Lawrence Education Center auditorium. Piscatella will join eight additional Borgess and regional speakers in covering all aspects of heart failure. His presentation to professionals is entitled Healthy Living and Lifestyle Choices in Heart Failure.

To register or obtain more information on the Borgess Heart Failure Conference, call (269) 226.8135 or (800) 828.8135.

Eating Healthy in a DoubleBurger.com World
Free presentation to general public
6:30 p.m. to 8 p.m.
November 9
Lawrence Education Center auditorium

Eating Healthy in a Doubleburger.com World is the title of Picatella’s free presentation to the general public. The author of 13 books and frequent TV news guest will share his inspiring story of heart-healthy living, and provide tips on how to sort out a balanced diet in a world of conflicting claims.

For information on Piscatella’s free public presentation, call (269) 226.4878.

Thank you once again, TOUCHDOWN FOR DIABETES

Touchdown for Diabetes was again a big success for area underinsured diabetics. The annual fundraiser, sponsored by Cole Community Solutions, Inc., concluded September 24 when Cole Automotive transformed its dealership on Westnedge Street into a huge tailgate party that allowed guests to socialize, eat, browse silent auction items and enjoy entertainment—all in support of area diabetes patient care.

Major source of funding for the underinsured

“We want to again sincerely thank Cole Community Solutions, Inc., for their generosity,” said Tony McDonnell, Chief Development Officer, Borgess Health. “Since their inaugural Touchdown for Diabetes event in 2009, they have raised $400,000 for diabetes care at Borgess.

“They are a major source of funding for the underinsured at the Borgess Diabetes & Endocrine Center,” McDonnell said.

Thank you, Tom Cole

Tom Cole, chairperson of the Cole Auto Group and founder of the annual Touchdown for Diabetes fundraiser, died September 13 at the age of 73.

“Tom was a giant community leader who helped many area services and individuals, including Borgess,” said McDonnell. “He was an energetic, generous man who we deeply appreciated and we will miss.”

Borgess Health transitions to new ICD-10 system

After many months of preparation, Borgess Health met the October 1 deadline for transitioning into the new ICD-10 system. (ICD-10 is the International Classification of Diseases-10th Version-Clinical Modification. It is designed for classifying and reporting diseases in all health care settings. It replaces ICD-9 that was implemented 45 years ago.)

“We want to thank everyone for their countless hours of testing, design and implementation in making this important change,” said Ron Skinner, System HIM Director. “It was an important effort that ensures systems are updated correctly.

“Since Borgess Health is a HIPAA-Covered entity, we were required to convert to ICD-10,” Skinner said. “Clinicians, coders and staff across Borgess Health will be impacted by the change that provides for more than 68,000 unique medical diagnoses, compared to only 14,000 codes available in the ICD-9 system.”

“Because there are many more choices to select under the ICD-10 code set,” said John McElwee, Chief Financial Officer, Borgess Medical Group, “associates now play an even more vital role in assisting our providers in capturing all relevant facts related to a patient’s care.”
Borgess Professional Nurse Council delivers donated supplies to area students

The Borgess Professional Nurse Council recently sorted and delivered donated school supplies collected from Borgess Medical Center associates to help 3,300 students of ten area elementary schools. This is an effort they have continued for the past decade.

“Keeping kids in school is the focus of our effort,” said Nancy Mora, RN, Chair, Professional Nurse Council. “In addition to school supplies, we provide underwear and other essentials for emergency-type use at the schools. The availability of basic clothing can reduce the need for young students to return home unnecessarily, resulting in a missed day of learning.”

School officials expressed their sincere appreciation for the continued support.

Did you say chocolate?!

Yes, dark chocolate, white chocolate, chocolate crunch and more will be available 10 a.m. to 6 p.m., October 15, and 7 a.m. to 3 p.m., October 16, in the Borgess Medical Center cafeteria.

Borgess Volunteer Services will host “Suzie’s Goodies,” a special event that features many delectables—Dave’s Coffee Cakes, South Bend Gourmet Chocolates, Jose Madrid’s award-winning salsa’s and more.

Proceeds will support the purchase of new mammography equipment. For additional information, call 226.4882.

You can help others in Michigan Harvest Gathering

Departments throughout Borgess Health are encouraged to collect nonperishable food items and monetary donations for the Michigan Harvest Gathering campaign—October 11 through 24. Prizes will be awarded to teams that collect the most. Monetary donations will count as $2 equaling one food item. Teams will be grouped according to size and prizes will go to the highest teams each week of the food drive. Team leaders will be contacted for weekly results.

Appropriate food donations include: oatmeal (and other hot cereals), whole grain pastas, brown rice, canned meat (e.g., chicken or tuna), peanut butter, high-protein soups and stews, canned fruits, vegetables and 100-percent fruit juices, low-fat and no or low-salt foods.

For further information, contact your team leader or Sr. Sue McCrery, (269) 226.7061 or sue.mccrery@borgess.com. A $10 donation can buy $100 worth of food through the Michigan Food Bank.

Ice cream, too?!

As part of the current United Way fundraising campaign, ice cream will be served 1 p.m. to 2 p.m., Friday, October 16, near the Borgess Medical Center cafeteria exit. Servers will include Borgess United Way co-chairs Robert Hill, MD, Chief Medical Officer, Borgess Health, and Barbara Mulder, MS, RN, CPHQ, Director, 3 North/CCC.

The cost is $5 for three scoops of ice cream and unlimited toppings.

Borgess associates walked and shared expertise at AHA Heart Walk

Borgess associates walked to promote physical activity and help raise funds at the American Heart Association’s premier community event—the 2015 Southwest Michigan Heart Walk, held September 26 at the Arcadia Creek Festival Site, Kalamazoo. Associates like Amanda Militzer, EMT, Life Support Instructor, Borgess Health, (above) also shared CPR expertise with participants of the special event.