FlexTime cash-in
Toastmasters club
Good Samaritan
Faith community nursing
Career coaching

Eating Well
Plan provides easy access to legal services

As a Norton Healthcare employee, you have the option of purchasing a benefit called the Hyatt Legal Plan. Participants have access to attorneys who can assist with legal issues related to consumer protection, debt, civil lawsuits, document preparation and review, family law, immigration assistance, insurance matters, real estate, traffic/criminal matters and will and estate planning.

If you enroll in the plan, you can receive free legal service from attorneys participating in the Hyatt Legal Plan network with no co-pays, deductibles or claim forms. Services include telephone advice and office consultations on an unlimited number of personal legal matters, in addition to full representation for covered matters.

You can enroll in or cancel the plan only during annual open enrollment. Payment is through payroll deduction.

For more information, call the Hyatt Legal Plan’s client service center at (800) 821-6400, Monday through Friday from 8 a.m. to 7 p.m.

-Cheryl Lockhart

Did you know?

- Each year, 71 percent of households experience an event that might lead them to seek legal advice.
- Attorney’s fees are typically $290 or more per hour.

Average hourly rate of $290 per hour based on years of legal experience, National Law Journal and ALM Legal Intelligence, Survey of Law Firm Economics, 2011

Elect FlexTime cash-in during open enrollment

As in years past, you will have the opportunity to cash in some of your estimated accrued FlexTime in the upcoming calendar year:

- If you want to cash in some of your 2015 estimated accrued FlexTime, you must pre-elect to do so during the annual benefits open enrollment period. It begins Oct. 27 and ends Nov. 14, 2014, giving you three weeks to decide on your pre-election instead of the two weeks previously allotted.
- To complete your pre-election, go to NSite and click Employee Services at the top of the page. Select My Benefits under Time, Money & Benefits and log in.
- You can change your pre-election anytime during the open enrollment period, but once it has ended, your elections are final and no changes or cancellations can be made.

The minimum cash-in election you can make is eight hours and the maximum is 100 hours. Full-time employees must leave a balance of at least 40 hours in the FlexTime bank; part-time employees must leave a balance of 20 hours. Hours you pre-elect to cash in are expected to be paid in November 2015.

For questions regarding FlexTime and cash-in policies, call the Norton Service Center, (502) 629-8911, option 2.

-Albert Hayden, SummerWorks intern

The Festival of Trees & Lights, an annual fundraising event benefiting Kosair Children’s Hospital, was featured in an article in Advancing Philanthropy, the magazine of the Association of Fundraising Professionals. In the article, Leslie B. Smart, executive director of philanthropy, shared her insights on “how to create an unforgettable and successful fundraising event, year after year.” The 2014 Festival of Trees & Lights will be held Nov. 14 to 16 at Louisville Slugger Field. For more information or to volunteer for the event, visit KosairChildrensHospital.com/FOTLVolunteers.

Norton Audubon Hospital and Norton Hospital recently received full atrial fibrillation (A-fib) certification status from the Society of Cardiovascular Patient Care (SCPC). A-fib is the most common cardiac arrhythmia, affecting nearly 3 million people in the United States. It sometimes leads to stroke and death. SCPC helps facilities manage patients more effectively, improve outcomes and educate about efficient care for this disease. Norton Audubon Hospital and Norton Hospital have demonstrated commitment to quality patient care by exceeding criteria and undergoing a review by the SCPC. The facilities’ systematic approaches to patient management allow physicians to reduce time between admission and treatment and decrease the length of patients’ hospital stays.

A hand hygiene video created by Lynette Boland, R.N., and Kelly Zink, R.N., infection preventionists, and Mary Jennings, director, Communications, was the grand prize winner at the Association for Professionals in Infection Control and Epidemiology (APIC) Conference Film Festival. The video, titled “Today, I Vow,” starred several Norton Healthcare employees and their family members. It can be viewed at https://vimeo.com/70938133. The APIC award recognizes commitment to improving patient safety.

Mary Newby, director, Mission and Outreach, was presented the first ever Lifetime Achievement Award from the Fund for the Arts in July. The award recognized Newby for her volunteer work with the Fund for the Arts, which provides schools and community organizations with financing for arts experiences. Newby has led Norton Healthcare’s annual Combined Giving Campaign for 26 years.
Eat healthy, earn free meals, have fun

N Good Health and Food and Nutrition Services have partnered to develop programs and events that encourage Norton Healthcare employees to eat healthy meals and snacks. Hundreds of your colleagues already have earned free meals through the Healthy Eating Rewards Program, which was launched in May. You earn one punch on a rewards card for each healthy item you buy at facility cafeterias and café checkout counters. After 10 punches, you get a free healthy item worth up to $5 on your next visit.

“My co-workers and I remind each other about using our Healthy Eating Rewards cards and give each other a ‘woohoo!’ when we receive our freebie,” said Cathy Avery, manager, Church and Health Ministries.

A new dining website, NortonHealthcareCafe.com, was launched this summer. The website, which is linked to Nsite, encourages you to create healthy eating habits by allowing you to track meals, plan ahead and share your options with others.

“The new dining website provides our employees with not only the portion sizes and calories of their meal choices, but also the complete nutritional values, including fat, sodium and protein content,” said Gene Gruver, system business director, Food and Nutrition Services.

Systemwide farmers markets also were held in July in all Norton Healthcare cafeterias. Chefs were present to offer cooking suggestions and answer questions.

“We wanted to encourage our employees to eat healthy while supporting local farmers. Holding a farmers market was the perfect way to do so,” said Jon Cooper, chief administrative officer, Norton Audubon Hospital. “It’s also a way to make fresh vegetables and fruits accessible to our employees.”

Employees who attended the farmers markets were able to sample a roasted corn and tomato salad and choose from a variety of fresh, local fruits and vegetables, including green beans, peaches, tomatoes and zucchini.

And who says eating healthy can’t be fun? In August a systemwide fundraiser was launched for the Bike to Beat Cancer, a one-day cycling event that supports those in our community touched by cancer. Leaders rode a “smoothie bike,” which blended smoothies using pedal power. Participants competed to see which facility could raise the most money. Employees were encouraged to ride the bike to receive a free smoothie; for each person who rode, N Good Health donated $5 to the Bike to Beat Cancer. Smoothie flavors included peanut butter-banana, watermelon and strawberry-blueberry.

—Hannah Smith, SummerWorks intern
What does ‘My Norton’ mean to you?

Norton Healthcare is more than just a place to work — it is where our employees find their professional purpose, serve their communities, live the Norton values, grow in their careers and become a family.

It’s your Norton, and you can truly make a difference here.

Over the coming weeks, you will see an emphasis on “My Norton” as we introduce a new internal branding message that is aligned with the external marketing campaign launched last year. Television, print, digital and other media outlets are being used to spread Norton Healthcare’s message of the importance of wellness, disease prevention and caring for yourself and your family.

Working at Norton Healthcare is a personal choice you make every day. The reasons are as diverse as our employees, and “My Norton” was selected to reflect that.

“Joining Norton Healthcare is a great place to give service and receive care,” said Sheri Downer, director, Marketing.

To learn more, visit NortonHealthcare.com/Advocates and click on Health Policy Agenda.

Toastmasters club among the NATION’S BEST

The Norton Healthcare Competent Communicators Toastmasters International Club has received a President’s Distinguished Club Award, an achievement realized by fewer than 1 percent of the more than 14,000 Toastmasters clubs worldwide.

Toastmasters International is a nonprofit educational organization that helps members hone their speaking and leadership skills in a no-pressure atmosphere. To receive the distinguished level of recognition, a club must have 20 members or a net growth of at least five new members. In addition, the club must attain nine of 10 annual performance goals, which focus on education, membership, training and administration.

Members improve their communication skills by completing speeches to earn communication awards. For example, to achieve the Competent Communicator (CC) award, members must complete 10 speeches, which they can present over 12 to 18 months or stretch out to two years. Members then begin working toward the Advanced Communicator (AC) award. Higher levels of awards can be achieved over time.

“Having a Toastmasters club at Norton Healthcare is one more way we as an organization can support the ongoing career and professional development of our employees,” said Al Cornish, system vice president, Learning and Organizational Development, Norton University.

The club was chartered through Norton University leadership in April 2010. Dianne Rowan, director, Finance, CPA Lab, joined the club three years ago and has earned her CC and AC awards. She is working toward the Advanced Leader award.

“I’ve learned a great deal, both by giving speeches and by listening to other speeches,” Rowan said. “It helps in calming the butterflies. They never go away completely, but they do become manageable with practice.”

Lisa Owen, senior accountant, Accounting Department, is one of the club’s charter members and has achieved her CC award.

“It has definitely been a confidence builder for me,” Owen said.

If you would like to receive coaching to become a more powerful communicator, attend a Competent Communicators meeting. They are held the fourth Thursday of each month at Norton Hospital, Dining Rooms C & D, from 11:30 a.m. to 1 p.m. Lunch is provided. Employees are encouraged to visit a meeting to learn more about preparing and giving speeches, listening to fellow club members give speeches, and filling various meeting roles.

To RSVP contact Dianne Rowan at dianne.rowan@nortonhealthcare.org or Angela Grimm at angela.grimm@nortonhealthcare.org.

10 tips for public speaking

1. Know your material.
2. Practice, practice, practice!
3. Know the audience.
4. Know the room.
5. Relax.
6. Visualize yourself giving your speech.
7. Realize that people want you to succeed.
8. Don’t apologize for any nervousness or problem.
9. Concentrate on the message — not the medium.
10. Gain experience.

Tips reprinted with permission from Toastmasters.org.
Good catch!

Anytime someone identifies and averts a potentially harmful situation before it reaches a patient, it is considered a “good catch.” All good catches should be reported through the Patient Safety Reporting System so everyone can learn from them. This recent good catch is an example of an employee being attentive and taking quick action to protect a patient’s well-being.

A physician ordered a Tdap vaccine at Norton Community Medical Associates – Shepherdsville, and Jenny Lundy, medical assistant, drew up a vaccine to administer to the patient. While performing the “7 Rights of Medication Administration” — right client, right route, right drug, right amount, right time, right documentation and right to refuse treatment — Lundy discovered a mistake. When she entered the vaccine information into Epic, the numbers did not match; she had drawn up DTap by mistake. The correct vaccine was then drawn up and given to the patient. Because of Lundy’s attentiveness to following every step and her willingness to self-report, she prevented a medication error from occurring. Good catch, Jenny Lundy!

Every step. Every patient. Every day.

Recognizing workplace wellness

Norton Healthcare received a gold-level Worksite Wellness Award at the 2014 Mayor’s Healthy Hometown Worksite Wellness Conference in May. The statewide awards, given by the Mayor’s Healthy Hometown Movement and the Kentucky Department for Public Health, are based on the Centers for Disease Control and Prevention’s Worksite Health ScoreCard. This comprehensive tool features 125 questions on 16 health topics, including tobacco control, nutrition, physical activity and stress management.

Worksite Wellness Awards recognize local businesses that lead the way in implementing evidence-based health interventions and strategies, such as Norton Healthcare’s N Good Health program. The Mayor’s Healthy Hometown annual Worksite Wellness Conference and Awards are planned and coordinated by the Worksite Wellness Council of Louisville. The council fosters healthy work environments and serves as a resource for worksite wellness in Louisville Metro.

Visit My Benefits now and be prepared

Open enrollment for 2015 starts Oct. 27

This year Norton Healthcare will be using a new system to enroll in benefits for 2015. If you haven't visited the new site yet, go to Nsite, click on Employee Services at the top of the page, then click on My Benefits under Time, Money & Benefits. Log in to check it out.

The new benefits system allows you to complete a few steps of the open enrollment process before open enrollment begins on Oct. 27. You can:
- Review and update your dependents and upload the required documentation
- Review and update your beneficiaries
- Use the life insurance and disability calculator to decide which coverage you need

This year, you will be required to designate beneficiaries on your life insurance plan as part of the open enrollment process. Even if you don’t choose supplemental life insurance, you must designate a beneficiary for the life insurance that Norton Healthcare provides to you at no cost.

“It is critical to review and designate accurate beneficiaries for all of your life insurance coverages and to always keep your beneficiary information updated, as needed,” said Don Schuble, director, Benefits.

A benefits enrollment guide will be mailed to your home in October. To ensure you receive it, make sure your mailing address is correct.

Visit Employee Services on Nsite and select My Personal Information under Time, Money & Benefits. Once you’ve logged in, select Employment and confirm or change your address.

You don’t have to wait to receive your guide before reviewing benefits plans. The library on the new site has a 2015 Benefits Planner tool that has all the information you will need to make your choices. Visit My Benefits now and be prepared.

Once open enrollment starts, a benefits planner tool called Help Me Decide will be active on the site. The tool allows you to view your prior year’s claims to help you choose the best plan based on your usage and needs.

Open enrollment begins Monday, Oct. 27, at 7 a.m. and closes Friday, Nov. 14, at 5 p.m.

Enrollment is active again this year, which means you must re-enroll in all health and welfare benefits plans (medical, dental, vision, life, disability, FSA) during this period or you will not have coverage in 2015. This also is a good time to review and update your voluntary benefits and retirement investment choices.

As always, benefits education specialists are available to discuss your benefits needs and review your available options for 2015. Call (502) 629-BENE (2363) to schedule an appointment.

-Patti Kilion
This fall Norton Healthcare will introduce a new Learning Management System (LMS) through NetDimensions, a global provider of eLearning solutions for the health care industry. A link to LMS is available under “Career & Learning” on the Employee Services page of Nsite. The new LMS will offer many advantages, including:

**All employees**
- One-stop “Knowledge Center”
- Better catalog/calendar search capabilities
- Personalized training calendar and notebook
- Remote password reset feature
- Ability to print entire learning transcript

**Managers**
- Quick links for enrolling learners in modules
- Ability to create and save custom reports
- Access to dashboard charts to monitor staff learning
- New checklist for bedside competencies/signoffs

**Instructors**
- Improved process for marking attendance and closing courses
- Ability to scan and upload completed sign-in sheets for record-keeping
- Ability to assign, receive and grade homework assignments
- Email confirmations that can include detailed maps and directions

Future enhancements will include a mobile application for smartphones and tablets and a feature that will allow external accomplishments to be added to transcripts. Training opportunities will be announced through eNews and email. For technical questions, call the Norton Service Center at (502) 629-8911.

On Valentine’s Day 2014, Kimberly Steinbock, an emergency room technician at Kosair Children’s Medical Center – Brownsboro, volunteered to pick up lunch for her co-workers. While she was out, Steinbock decided to make a quick run to the grocery store to pick up birthday cupcakes too.

That’s when she heard a young woman screaming, “Somebody help me, please somebody help me. My friend won’t wake up.”

Steinbock responded and found a woman slumped over the steering wheel of a locked car. Police officers broke the window, and Steinbock assessed the woman and found she had no pulse.

She couldn’t remove the woman from the car, so Steinbock laid the seat back as far as it would go and began chest compressions. She kept up the compressions for six minutes, with only a short reprieve from a bystander, until Emergency Medical Services arrived.

“Keeping up the chest compressions for that long was physically challenging, according to Steinbock. But she is glad she responded to the call for help.”

“The right thing to do is offer help when you can,” she said. “All I could think of is that person is someone’s child. We can’t fix all the problems of the world, but we can help. You can make the right choices and do the right thing.”

Norton Healthcare presented the Good Samaritan Award to Steinbock for her quick response, clear thinking and commitment to patients, even those outside the walls of the hospital.

Mary Jennings

**Steinbock named Good Samaritan**

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–Mary Jennings

Kimberly Steinbock

**About the award**

The Good Samaritan Award honors The Rev. John N. Norton, whose name Norton Healthcare carries and who is recognized as a “Good Samaritan” because of his dedicated, selfless service to individuals in our community. This honor is given to employees who go above and beyond the call of duty by performing extraordinary acts of service for patients, guests or members of the community. It represents the pinnacle of recognition for service excellence at Norton Healthcare.
Volunteering is good for every Body and Mind

In March 2013, Dan Dreher, 64, retired from his 44-year career as a respiratory therapist at Norton Hospital and at the predecessor to Kosair Children’s Hospital. He kept busy with his fixer-upper investment properties for several months, but noticed something was missing.

“When I started volunteering at Norton Hospital, people were so very kind. They’d say, ‘Good to see you.’ ‘Glad you’re back.’ And they meant it,” Dreher said. “On Valentine’s Day, a couple of teen volunteers and I delivered flowers on most hospital campuses, including the downtown campus. Those red, white and pink carnations made people happy.”

“I enjoy making a positive difference in people’s lives,” Dreher said. “I hope to be able to work or volunteer until the day after I die.”

Volunteer staffing needs vary, but high-need areas on most hospital campuses include greeters/wayfinders, information desk attendants and waiting room liaisons. Volunteers also are needed in the Norton Hospital gift shop and in the TWIGS and Kosair Children’s Hospital Auxiliary-managed gift shops at Norton Audubon Hospital, Norton Suburban Hospital and Kosair Children’s Hospital. Two-, three- and four-hour shifts are available.

Gift shop sales support our hospitals through the Norton Healthcare Foundation and the Children’s Hospital Foundation.

Norton Healthcare volunteers receive free parking, access to online and classroom courses through Norton University, the opportunity to learn new skills and participate in hospital events, and annual recognition.

To learn more, contact a volunteer services manager:
Norton Audubon Hospital • Connie Billharz, (502) 636-7463
Norton Brownsboro Hospital • Tori Jennings, (502) 446-8695
Norton Hospital • Melinda Townsends-Breslin, (502) 629-7075
Norton Suburban Hospital • Rita Ross, (502) 893-1229
Kosair Children’s Hospital • Brenda O’Bryan, (502) 629-6122

Faith community nurse has passion for prevention

On the third Sunday of each month, Michele Harbin, R.N., holds a blood pressure clinic at the church she attends, St. Augustine Catholic Church in West Louisville. Harbin, who serves as system educator, surgical services, Norton Healthcare Institute for Nursing, checks the blood pressure of children and adults after Mass. The clinic, held in the library of the church’s parish center, is part of St. Augustine’s health ministry. Harbin has been part of the ministry since 2009 and its co-coordinator since 2013.

St. Augustine is one of the 186 faith communities in the Norton Healthcare Office of Church and Health Ministries network. Harbin is one of nearly 40 Norton Healthcare nurses leading health ministries within their faith communities. The Office of Church and Health Ministries provides resources, education and mentoring to faith communities that are committed to faith, healing and wellness.

“I’ve always been interested in prevention,” Harbin said. “I served on the Board of Health in Louisville for eight years before I started teaching CPR classes at church. That led to my involvement in the church’s health ministry, which I love.”

About a dozen St. Augustine health ministry volunteers, including Harbin, share their strengths for the benefit of the entire 500-member parish. They host a health fair twice a year to address diabetes, heart disease, hypertension, healthy eating and exercise, which are parishioners’ top health concerns. One member of the ministry leads weekly tai chi classes at the church. Another is a caterer who arranges for healthy lunches to increase participation in health fairs and workshops. The ministry may soon host and facilitate a support group for Parkinson’s patients in West Louisville.

“Last year we changed our workshops from Saturday to Sunday to increase participation,” Harbin said. “It really has made it more convenient to hold workshops immediately after Mass, and serving a healthy lunch on those days doesn’t hurt either.”

Members of the St. Augustine health ministry have devoted their time to raise funds to purchase an automated external defibrillator (AED), which several people have been trained to use for treating a person experiencing cardiac arrest. They are thankful they haven’t had to use it yet, but grateful to have it available should the need arise.

“I’ve definitely noticed an increased interest in health and wellness by young and old alike,” Harbin said. “From good nutrition to heart health to managing and preventing diabetes, we are all sharing our strengths and working together to get healthier.”

If you are interested in learning more about coordinating a health ministry in your faith community, contact the Office of Church and Health Ministries at (502) 629-2700.

--Tammy Warren

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--Tammy Warren
Two attend FBI Louisville Citizens’ Academy

Karen White, supervisor, Sterile Processing, and Lyndell Johnson, sterile processing technician, Norton Hospital, have added some high-powered names to their contact lists. Both recently graduated from the FBI Louisville Citizens’ Academy, an eight-week community outreach program designed to educate citizens about the FBI’s operations and programs and empower them to protect themselves, their businesses and their families.

“This program was an opportunity for us to see what the FBI actually does,” Johnson said. “They often get a negative depiction in the media. It debunked a lot of myths seen on television and in movies.”

White and Johnson were part of Kentucky’s 10th class, which met for 3 1/2 hours weekly from Feb. 27 to April 17. Participants are nominated by former class members. Johnson’s brother nominated him because he felt the program could benefit Johnson’s volunteer work with the River City Drum Corp, a group for at-risk youth. Johnson believes he now can help the youth have a more positive view of law enforcement. He recruited White to participate in the FBI program, as she also is involved with community programs that benefit children and young adults, including the Youth Toward Excellence Program and Upward Bound.

Class topics offered a well-rounded look at the FBI and included:

- Public corruption
- White-collar crime
- Civil rights violations
- Firearms training
- Deadly force training
- InfraGard (a partnership dedicated to preventing hostile acts against the United States)
- Polygraph program
- Evidence response team
- Crimes against children
- Counterintelligence
- Hostage negotiations
- Response drills
- Domestic terrorism

White said one of the highlights of the program for her was the polygraph class, in which she volunteered to be tested. She said it was a great experience that taught her how well the FBI trains its employees.

“It showed how the FBI catches criminals,” White said. “It’s nothing like TV.”

According to Johnson, program graduates have a direct connection to the FBI and can call FBI officials directly if they witness any questionable activities. They also are kept updated on other programs and events offered in their area.

As academy graduates, White and Johnson are able to nominate Norton Healthcare employees interested in participating in future FBI Louisville Citizens’ Academy programs. Johnson said he would recommend the program to anyone.

“It was a great opportunity, and I really appreciate the chance to go through the program,” Johnson said. “How often do you get that kind of experience?”

—Tracy Keller

Karen White and Lyndell Johnson

Norton Suburban Hospital, future home of Norton Women’s and Kosair Children’s Hospital, celebrated the opening of a Pediatric Inpatient Unit in early August.

Located on the sixth floor of the hospital’s new east tower, the unit features 14 beds with around-the-clock coverage by specialty-trained pediatric physicians and nurses who are pediatric advanced life support (PALS) certified and/or certified in pediatric nursing (CPN). Other features of the inpatient unit include all private rooms, connection to the GetWell Network in each room, child life services, a playroom and pet therapy.

“Our goal was to create another outlet for expert pediatric care in the city, making it more convenient for people who do not reside near the downtown or Brownsboro areas,” said Charlotte Ipsan, RNC, MSN, NNP-BC, chief administrative officer of Norton Women’s and Kosair Children’s Hospital. “Thanks to funding by the WHAS Crusade for Children and the Children’s Hospital Foundation, we were able to make this dream a reality.”

The WHAS Crusade for Children was established in 1934 to raise money for agencies, schools and hospitals that better the lives of children with special needs. A newly designated area for pediatric emergencies also opened on the St. Matthews campus. The Pediatric Emergency Department, along with the current Emergency Department that cares for adults, provides the most comprehensive network of services and some of the nation’s leading physicians in more than 30 specialties. The current Emergency Department ranks among the highest in the country for patient satisfaction in quality of care and overall patient experiences.

“With the addition of these services and new facilities, we are able to meet the need for care and enhance positive outcomes for infants, children and adolescents,” Ipsan said.

The Pediatric Inpatient Unit and Pediatric Emergency Department extend the same quality of care the community has come to expect from Kosair Children’s Hospital and Kosair Children’s Medical Center – Brownsboro.

—Nicholas Clark

St. Matthews campus expands pediatric services
Recognize remarkable moments

Remarkable moments happen every day at Norton Healthcare. Employees and leaders can acknowledge outstanding patient interactions and workplace accomplishments through the N Recognition of You website.

“Recognition is a top driver of employee engagement,” said Angela Jette, program coordinator, employee experience, Human Resources. “It motivates people to do a good job and go above and beyond.”

According to Jette, recognition can help leaders meet department goals and effectively implement new business strategies.

“Recognition shows employees the performances leadership is looking for and provides an opportunity for leadership to give their team members a pat on the back, which encourages repeated actions,” Jette said.

The N Recognition of You website received an update earlier this year that improved functionality and user engagement. The site now features more opportunities for recognition, including N-buttons, which are similar to N-cards and can be given by employees to their peers and leaders. A new social component encourages user interaction, including the Wall of Fame, a systemwide, searchable news feed that is updated in real time with award nominations and service awards.

Linda Ross, APRN, clinical nurse specialist and stroke coordinator at Norton Audubon Hospital, is on the Wall of Fame for her Gold Award. Ross was nominated by Cheryl Freudenberger, R.N., nurse manager, Transitional Care Unit, Norton Audubon Hospital, after she helped to ease the stress of a patient and family who had grown frustrated by complex medical issues. According to the patient, Ross “changed everything,” helping to calm the patient and family and improve their care experience.

Freudenberger said she wanted Ross to know that her fast response and positive impact on the patient’s experience mattered and that she was appreciated.

“Knowing I was able to help the family and patient get through a difficult day was really all I needed,” Ross said. “Being recognized for that was a nice touch — it shows that others care what we do with our patients and their families.”

Employees receive points for award nominations (but not for N-buttons or N-cards). Points are awarded as follows:

- Silver = 100 points
- Gold = 250 points
- Platinum = 500 points
- Diamond = 1,000 points

Points can be redeemed for award items on the N Recognition of You website by clicking the “Receive” tab and selecting “View Awards.” Nominations associated with points have user permissions, which limits who can nominate employees for each award level. This new procedure eliminated the approval process, leading to quicker award presentations.

“N Recognition of You allows all of us to be aware of great moments,” Jette said.

Roll up your sleeve

Flu shots are mandatory

Flu season is here. Each year an estimated 5 to 20 percent of U.S. residents get influenza, according to Flu.gov. A contagious respiratory illness caused by a virus, the flu usually lasts from one to two weeks. You can protect yourself from influenza by getting vaccinated. All Norton Healthcare employees are required to get the flu vaccine as a condition of employment. This year’s Employee Health flu vaccination campaign runs from Tuesday, Sept. 2, through Tuesday, Nov. 11.

“Our goal is to increase the percentage of employees each year who receive the vaccination,” said Kathy Macaluso, APRN, director of Employee Health.

Norton Healthcare began the mandatory flu vaccination campaign in 2011 and has since met The Joint Commission’s goal for health care institutions’ employee coverage rate for flu vaccination. In 2013, 90 percent of Norton Healthcare employees were vaccinated, which was up from the previous year.

This year, employees will receive the quadrivalent vaccination, which provides broader protection against the flu virus. Previous vaccinations protected against just one of the B strains. The quadrivalent vaccination protects against the B strains and two of the A strains of the flu virus.

Employee Health offers the flu vaccine free to employees at all Employee Health offices and Norton Immediate Care Centers. During a two-week “flu blitz,” Oct. 12 through 25, nurses will bring a flu vaccination cart to each hospital and system facility to make it convenient for all employees to get the vaccine.

Lunge

Lunges work the hamstrings and quadriceps muscles in the thighs and the gluteal muscles. Short lunges work the quadriceps while longer lunges work the gluteal muscles.

1. Stand with your feet shoulder-width apart.
2. Step forward with your left foot, keeping your knee pointed in the same direction as your foot.
3. Keep your torso upright and inhale as you bend your left knee until it forms a right angle and your right knee is almost touching the floor. Don’t let your left knee extend beyond your toes.
4. Hold this position for one to two seconds, then exhale as you return to a standing position.
5. Do 10 lunges with your left leg, then repeat with your right leg. Increase repetitions as you build strength.

Tips:
- To make the exercise more challenging, raise your arms above your head as you step forward, then lower them as you return to a standing position.
- If you’re a beginner, stand in front of a mirror to check your form. Don’t add weights or arm movements.
- Don’t let your shoulders round forward or your upper body bend at the waist.

Deskercise

Exercises you can do at or near your desk.

Lunges are mandatory
Navigators help patients overcome barriers

Leigh Foxx, R.N., Robin Tillett, R.N., and Cheryl Young have found meaningful work assisting patients diagnosed with a neurological disorder. The three women serve as patient navigators at the Norton Neuroscience Institute Resource Center on the Norton Healthcare – St. Matthews campus.

Foxx is a nurse navigator who works primarily with stroke survivors. “I follow up with patients who have had a stroke,” Foxx said. “When they are discharged from the hospital, they don’t always remember to make follow-up appointments. I also assist them in identifying goals they can work toward to reduce their risk of having another stroke.”

Foxx, a certified neuroscience registered nurse, searches for practical applications to help her patients improve their quality of life, whether it’s obtaining a glucometer for a patient with diabetes or providing recipes for healthy eating.

“It’s the most job satisfaction I’ve ever had,” she said. “It’s very rewarding.”

Tillett, also a nurse navigator, is a certified multiple sclerosis nurse (MSCN). She works primarily with MS patients. “I assist newly diagnosed patients with symptom management, navigate them through the disease process and refer them to different resources,” she said. “I teach an MS 101 class quarterly for newly diagnosed patients and their families. We talk about the treatments and management of the disease.

“Patients didn’t even have treatment for MS until 1993, and now there are 10 FDA-approved drugs. So there’s a lot of research, a lot of education. Patients do so much better than in the past, so that in itself is really rewarding.”

Young, who has a degree in psychology, is a lay navigator who helps patients with nonmedical concerns. She assists patients with all types of neurological conditions and has found that a lot of their concerns are the same, regardless of their diagnosis.

“Along with a chronic illness comes a whole lot of other issues,” Young said. “I help with anything having to do with employment, Social Security disability, insurance, prescription assistance — any barrier that might come along that would keep patients from being able to manage their disease.”

This helps to improve the patient’s quality of life, which is the mission of the resource center.

“I love my job, and assisting patients is very rewarding,” Young said. “But equally rewarding is the opportunity to work with a cross-section of Norton employees who share the same passion and concern for our patients. I have found that ‘whatever it takes’ is contagious at Norton Healthcare.”

-Cheryl Lockhart

Petino family donates $1 million

On June 19, University of Louisville head football coach Bobby Petrino and his family announced a $1 million grant from the Petrino Family Foundation to the Children’s Hospital Foundation. The money will be used to establish the Petrino Family Trauma Room in the Emergency Department of Kosair Children’s Hospital. Thanks to this generous gift, the Level I Pediatric Trauma Center at Kosair Children’s Hospital will remain the area’s premier site for evaluation, stabilization, treatment and care of children who have experienced traumatic injuries.

Upcoming events

Kosair Children’s Hospital Home and BMW Raffle • Now through Nov. 22 Win a house. Help a child. Purchase a $100 ticket for a chance to win a new home in Norton Commons valued at more than $400,000 or a 2014 BMW 3 Series convertible from Sam Swope BMW plus $10,000. Tickets are available at KosairChildrensHospital.com/ HomeandBMW Raffle. Only 8,000 tickets will be sold. Raffle sponsored by Norton Commons, Sam Swope BMW, WAVE 3 News, The Ramage Company, Burdorf’s Interiors and Wal-Mart Stores Inc.

Churchill Downs “Family Day” • Sept. 14, 2014 Bring the kids to Churchill Downs for Family Adventure Day. Activities include kids’ live bands, meet-and-greets with the horses, inflatables, mini golf, carnival games, face painting and more. $1 of each Family Pavilion ticket purchased benefits Kosair Children’s Hospital. For tickets, visit ChurchillDowns.com/tickets/family.

Concours d’Elegance at French Lick Resort • Oct. 4 and 5, 2014 Experience a world-class Concours at one of America’s historic hotels. Some of the rarest, most elegant and historic collector cars in the country will be on display on the grounds of French Lick Resort in French Lick, Indiana. The event will showcase more than 100 collector automobiles featuring cars from Shelby American and classic and historic cars from Indiana. Enjoy a driving tour, Kids & Cars Tent, themed gala and more. For more information, visit FrenchLickConcours.com.

1-N-3 Gala • Oct. 11, 2014 For details, see blue box on page 18.

Gift shops need volunteers

The gift shops at Norton Audubon Hospital, Norton Suburban Hospital and Kosair Children’s Hospital are operated by the dedicated volunteers with TWIGS and Kosair Children’s Hospital Auxiliary. Proceeds from the gift shops — more than $230,000 annually — support the areas of greatest need at Kosair Children’s Hospital. Both groups need more volunteers to help staff the shops. For more information, call the Children’s Hospital Foundation at (502) 629-8060.

1-N-3 Gala • Oct. 11, 2014 For details, see blue box on page 18.

For more information on foundations events, visit the Foundation Offices page under Departments on Nsite or call (502) 629-8060.

1-N-3 Gala• Oct. 11, 2014

One in three Kentuckians lives with a neurological disorder. The 1-N-3 Gala, to be held Saturday, Oct. 11, at the Louisville Marriott Downtown, benefits the Norton Neuroscience Institute Resource Center through the Norton Healthcare Foundation. The gala will feature a gourmet meal, live music, dancing and silent and live auctions. Tickets are $200. For more information, visit NortonHealthcare.com/foundation-events.

Bobby Petrino gives an autographed football to Orville Humes, 16, a patient at Kosair Children’s Hospital.
Corey Jones joined Norton Healthcare two years ago as a patient care associate in the Emergency Department at Norton Suburban Hospital. His plan was to go to school and become a registered nurse. Jones earned licensed practical nurse certification, but when offered a job as a licensed practical nurse at Norton Hospital, he was concerned about leaving behind his colleagues and the work he enjoyed.

Jones’ career coach, Jason Koerner, encouraged him and helped him make the decision to accept the position, which is in a unit that is piloting a team approach to patient care.

“Jason inspired me and motivated me to get a job as a nurse,” Jones said. “He helped me leave my comfort zone and use my nursing skills.”

With Koerner’s encouragement, Jones is working on a degree as a registered nurse and applying for tuition assistance from the Office of Workforce Development.

About 750 Norton Healthcare students are advancing their careers with help from Workforce Development. Earlier this year, Workforce Development began offering career coaching as part of its efforts to prepare for current and future career opportunities systemwide and to help people through the competitive process of applying for tuition assistance.

The coaches meet with employees to help them explore potential careers, tuition assistance programs and school choices. They also help them develop résumés, explore careers and improve interviewing skills.

Jones said everything “worked out perfectly.” He started his new job in the summer and is back in school with long-term plans to become a nurse anesthetist. While the financial assistance he receives is important, he finds the coaching to be equally valuable.

“Jason is a great coach. He really cares and wants to help me,” Jones said.

To find out ways to advance your career, visit Nsite, click the Applications link and select Workforce Development from the list. Click New Request to arrange a session with a career coach.

–Mary Jennings