

**The Sparrow Online Flu Kit**—All you need to know about influenza season—go to [sparrow.org/flu](http://sparrow.org/flu) for prevention tips, advice and links to the latest sources.

▼ **Super lifters.**

Sparrow Lift Team members from left to right, Transport Services Supervisor Karen Sheldon, Kurt Young, Tulenken Noda, Julie Locke, Wendy Grace, Rebecca Hall and Transport Services Manager Carson Randall.



## New team lifts patients, boosts nurse productivity

As a result of unique collaboration of associates and a partnership between Sparrow and the Michigan Nurses Association (MNA/PECSH), Sparrow's new Lift Team is now an official service. The Lift Team, led by transport services manager Carson Randall, is made up of specially trained and equipped patient care technicians who assist nurses with difficult patient lifts and repositioning.

The pilot program began last December with a four-person team. In six months, the team assisted with nearly 4,000 patient lifts or repositions.

"The results speak for themselves," said Sparrow's Director of Rehabilitation Services, Dan Phillips. "On the units served by the Lift Team the recordable injuries decreased 80 percent compared to the prior year. Restricted workdays decreased 97 percent. Lost work days decreased 100 percent."

Lift Team members learn how to use mechanical transfer and lifting devices correctly and are taught anatomy and physiology relevant to back injury so that they properly can lift patients manually.

"The members of the Lift Team deserve all the credit," said Marianne George, RN, who is a clinical nurse educator and also serves as a vice president of MNA/PECSH.

"Their dedication and commitment is a key to the success of the program." Sparrow's Lift Team is available Monday through Friday from 6:30 a.m. to 7 p.m., but will soon expand their hours to the weekend.

❶ To contact the Sparrow Lift Team, nurses can use the Transport Tracking System through STAR, or call the Service Response phone extension, 43434.

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# EMR update

*Editor's note: In August, Sparrow announced a major contract signing with Epic Systems Corp., a world leader in electronic medical record (EMR) technology, to implement a three-phased EMR installation. This multi-year project is the single largest hospital-based health information technology investment in the region.*

**Phase I** includes the implementation of EMR and practice management—registration, scheduling, and billing—in Sparrow-employed physician practices along with required network infrastructure components and a document management system to allow physicians electronic access to medical records and remote sign-off on charts.

With much of the workflow mapping completed, Sparrow EMR team members are presently studying for exams or working on projects to gain certification in application.

**School days.** ▶ Kym Smythe gets pointers from principal trainer Julie Burnham as Sparrow's EMR team spend all-day sessions preparing for their certification tests. Once certified, Kym will begin building EMR systems at the Phase I sites.

## Introducing the Phase I Sites:

- Cardiovascular and Thoracic Surgeons
- Diabetes Program Adult Health
- Family Practice DeWitt—SMG
- Family Practice Eastside—SMG
- Family Practice Mason—SMG
- Family Practice North—SMG
- Family Practice Okemos—SMG
- Family Practice Pottsville—SMG
- Family Practice SPB—SMG
- Family Practice West—SMG
- Lansing OB/GYN OKEMOS—SMG
- Lansing OB/GYN SPB—SMG
- OB/GYN Midwest—SMG
- Outpatient Behavioral Health Clinics
- Pediatric Subspecialty Clinic
- Perinatal Center
- Residency Program Family Practice Central FP
- Residency Program Mason Family Health Center
- ROGES Clinic OB/GYN
- St John's Professional Associates
- Senior Health Geriatrics
- Specialists Dudek Valenzuela—SMG
- Urgent Care MASON
- Urgent Care OKEMOS

## people news

**Horace Walton** was honored ▶

at the annual Service Awards Banquet in August for reaching his 45-year milestone of service at Sparrow. Horace, who serves as a histology technician also received an ovation from the banquet attendees when it was revealed that in his 45 years of service, he has missed only one day to illness.



**Kenyea Zimmerman** ▶

has been promoted to the position of employment manager. Most recently Kenyea served Sparrow's Human Resources Department as recruitment manager.



**Everyone loves a parade.** ▶

From far right in the foreground, Sparrow Vice President of Human Resources Tom Ostrander, Food and Nutrition Supervisor Butch Sweet and Diversity Specialist Kay Porter joined a group of Sparrow associates, friends and family members at the 10th Annual African American Parade and Heritage Festival in Lansing on Sept. 26. Sparrow's float theme was "Remembering Michael Jackson" and a photo of the pop music star adorned a scale model of the Sparrow Tower. James Butler III, chair of the Sparrow Board of Directors served as the parade's grand marshal.





▲ **CSS gets more space.** Veteran Central Sterile Supply (CSS) associate Rosemary Szarka gathers sterile surgical supplies from a new recently expanded storage area. More renovation in CSS is scheduled over the next few months as construction teams wrap up the last projects of the Sparrow Tower project.

## Free Smart Heart Kit is a Lifesaver

Would you spare just two minutes to save a life? That's all the time it takes to request Sparrow's new Smart Heart Kit. It's packed full of helpful, easy to understand information that could save your life—or the life of someone you love. Here's what you'll find in the free kit:

- » information on the number one killer of both men and women (one third of all heart attack victims are under age 65)
- » free, personalized risk assessment (online or by phone)
- » free "Know Your Numbers" cholesterol check coupon
- » free Sparrow desk clock (while supplies last)

The confidential risk assessment takes just minutes to complete. You'll get a brief explanation of why each question is important, and online you'll watch your risk level change with your answers. The final report (which you can open and print online) details your overall risk—and suggests how to improve your score.

If your assessment shows you are at risk, you may be eligible for free screenings with a nurse.

**Call 1-800-Sparrow or go to [sparrow.org/heartsmart](http://sparrow.org/heartsmart) and request the Smart Heart Kit.** Take the risk assessment (for yourself, your spouse and/or your parents). It's fast, easy, free—and a potential lifesaver.

### ◀ **Mark Brett and Joe Ruth**

have been appointed interim chief operating officers. Both Mark, who serves as vice president of professional services, and Joe, who serves as senior vice president and chief strategy officer will continue in their current positions while taking on added responsibilities.

### ◀ **Mary Lou Rowlett**

was named September Volunteer of the Month by Sparrow's Women's Board of Managers. Mary Lou is a 43-year member of the Mary Magdalen League that operates the St. Lawrence Gift Shop. For the last four years, she has served as the gift shop manager.



### ◀ **MDRT supports Pediatric Subspecialty Clinic.**

From left, the Sparrow Foundation's Joy Wiseman and Sparrow physician Douglas Henry, MD, accept a check from C. Richard Herrold, Chairman of the Board, Financial Technology, Inc. Herrold is flanked by Todd Spero, Senior Practice Manager, Sparrow Subspecialty Clinic. The check, for \$1,500 was raised by the Million Dollar Round Table, the premier association for financial professionals to support the efforts of Sparrow's Pediatric Subspecialty Clinic which provides annual care to more than 13,000 children with complex health issues.

### **brief mentions**

#### **Lab opens new satellite**

Sparrow Regional Laboratories has opened a new satellite in Lansing's Old Town. The address is 1106 N. Cedar St. Ste. 200A, inside the Old Town Medical Arts building across the street from Preuss Animal House. The hours are Monday through Thursday, 8:30 a.m. – 5 p.m. (closed for lunch from noon - 12:30 p.m.)

#### **I.S. offers tips for physicians**

Information Services is providing Tips and Tricks sessions to help physicians access STAR, check census, access lab results remotely, use IRHIS and view radiology results. The next Tips and Tricks sessions will be held in the Physician Communication Center on the following dates and times: Oct. 20, 11 a.m. – 1 p.m.; Nov. 17, 4 p.m. – 7 p.m.; and Dec. 15, 4 p.m. – 7 p.m.

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## Pharmacy Week—Oct. 18-24

### **Sparrow Pharmacy Facts**

- » Number of associates—112
- » Total years of service to Sparrow—1,330
- » Number of pharmacy students hosted each year—80

### **Sparrow Pharmacy Plus**

- » Established in 1985
- » Five locations in Lansing, Grand Ledge and Williamston
- » More than 200,000 prescriptions filled annually
- » Easy prescriptions refills at [sparrow.com](http://sparrow.com) site
- » prescriptions delivery to greater Lansing area

Hospital and Health System Pharmacy Week focuses on the important contributions made by pharmacists and pharmacy technicians in our nation's healthcare system.

Sparrow's Pharmacy is hosting a proclamation ceremony, Wednesday, Oct. 21 from 2-3 p.m. in the Sparrow Professional Building atrium. Gregory Holtzman, MD, MPH, chief medical executive of the Michigan Department of Community Health is the featured speaker.



▲ Sparrow Pharmacy Technician Jamie Emfield prepares an intravenous medication in the inpatient pharmacy in the Sparrow Tower. Sparrow Pharmacy associates who work around-the-clock, fill nearly 400 outpatient prescriptions and process more than 4,200 medications daily.

### **Spanish language menus debut. ▶**

From left, Sparrow Food and Nutrition (FANS) associates April Plotnik and Julie Phelps hold up the new, Spanish language room-service menus that they helped produce for Sparrow's Spanish-speaking patients. Using Sparrow's translator service six different menus were developed to coincide with a variety of patient dietary restrictions. FANS analysts are now exploring developing special menus for Sparrow patients who speak other languages.

