

CHRISTIE TEAM CONNECTION

July 2010

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Christie Clinic and Provena Covenant Medical Center Join Prestigious Healthcare Network

Healthcare Value Leaders Network dedicated
to promoting lean thinking in health care



CHRISTIE CLINIC

Medicine for Your Life



PROVENA

Covenant Medical Center

*Christie Clinic and Provena
Covenant Medical Center have
recently been named members
of the Healthcare Value
Leaders Network.*

“The Healthcare Value Leaders Network is very pleased to have Christie Clinic and Provena Covenant Medical Center join the organizations in North America that are on a continuous improvement journey. Both organizations are using a proven methodology to improve patient care and reduce cost,” said Nancy Gurnee, director of ThedaCare Center for Healthcare Value.

The Networks are designed to engage health care professionals in learning how to improve health care by applying lean principles of continuous improvement and process redesign. Such techniques produced remarkable quality and productivity improvements for North American manufacturers over the last 30 years. Some of the areas that will be of primary focus to the Network are:

- Improve safety, quality, and efficiency in the delivery of care.

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- Document best practices for lean transformations.
- Create a common definition of value in health care.
- Create common measures for performance comparison.

“The immense challenges that our society faces call for a new approach. Christie Clinic has seen the need to dramatically change the formula of the way high-quality health care could be delivered to the patient more efficiently,” said R. Alan Gleghorn, Christie Clinic Chief Executive Officer. “Our involvement with the Healthcare Value Leaders Network will benefit us by sharing information with like-minded organizations.”

“Provena Covenant Medical Center is proud to be a leader in the lean principles of continuous improvement and process redesign revolution in the health care industry and glad to be part of such an elite group who share these goals. The results of our efforts to date have been improved patient satisfaction and increased productivity,” said David Bertauski, Provena Covenant Medical Center President and Chief Executive Officer.

“Christie Clinic has been implementing lean process improvement for a few years now. The lean tools are the foundation for us to build a culture that empowers our team members to see and eliminate waste. For example, shorter wait times, fewer steps, and tighter connections allow us to deliver measurable results to our patients, the customers at the heart of it all,” said Jason Hirsbrunner, Christie Clinic Continuous Improvement Director.

The Christie Clinic team introduced Provena management to lean principles, and now Provena has fully embraced the process. In fact, Provena’s Blessed Beginnings Birthing Center is being modernized and redesigned using lean principles. Past birthing center patients and teams of staff members have collaborated to design the overall layout and each of the spaces within the unit. While keeping the family experience in mind, they have evaluated their workflow for delivering high-quality care by using principles such as “point-of-use storage,” which makes sure the right items are on hand at the right time throughout all stages of the childbirth experience.

“In addition to the work in Blessed Beginnings Birthing Center, we have been focusing much of our efforts on organizing and refreshing clinical areas within the hospital. Many of our staff and physicians provide care in multiple areas. Therefore, we have put critical items in the same place in each clinical area, which reduces time wasted on searching for items and results in more time at the bedside and increased satisfaction for both the provider and the patient,” said Angela Swendsen, Provena Covenant Medical Center Continuous Process Improvement Director.

In an effort to enhance their respective lean journeys, representatives from both Christie and Provena visited ThedaCare, Inc. in Appleton, WI, one of the leading advocates of lean health care. The recent book *On the Mend*, by Dr. John Toussaint (founder and organizer of the ThedaCare Center for Healthcare Value), chronicles ThedaCare, Inc.’s lean journey.

Formed by the Lean Enterprise Institute (LEI) and the ThedaCare Center for Healthcare Value, the second Healthcare Value Leaders Network builds on the initial Network that started in June 2009. The first Network included such organizations as Johns Hopkins Medicine, UCLA Health System, and the University of Michigan Health System.

The organizations forming the second Network are:

Akron Children’s Hospital,
Akron, OH

Alberta Health Services,
Edmonton, Alberta

Beth Israel Deaconess Medical Center,
Boston, MA

BJC Healthcare,
St. Louis, MO

Christie Clinic,
Champaign, IL

Harvard Vanguard Medical Associates,
Boston, MA

Kaiser Permanente,
Oakland, CA

Provena Covenant Medical Center,
Urbana, IL

Seattle Children’s Hospital,
Seattle, WA

St. Joseph Health System,
Orange, CA

Christie Clinic Providers Featured with Dr. Oz Show

Mehmet C. Oz, an American cardiothoracic surgeon and author, now has his own syndicated daily talk show on our local FOX and CW stations called *The Dr. Oz Show*. His show is a direct result of the fame he garnered in frequent appearances on *The Oprah Winfrey Show*.

Christie Clinic is the title sponsor of the show. In addition to having our commercials run throughout the hour-long show, we also have 90-second vignettes that run several times during the week. Each vignette includes a 30-second spot with a Christie provider.

Here is the provider who will be televised this month:



Week of 7/14—
Dr. Anuradha Shanmugham,
Internal Medicine,
Travel Tips

American Heart Association Heart Walk

September 25, 2010

Parkland College

9-11:30 a.m.

Heart disease affects everyone. We all have someone in our lives who has been touched by this disease. Funds raised by AHA aid in research as well as development of heart disease prevention and awareness programs.

Christie Clinic will be collaborating with Provena Covenant to raise funds for the AHA and to make this year's event very successful.

In the News

The Scope

Dr. Steven W. Thatcher, department head for Christie Clinic Physical Medicine and Pain Medicine located at the Windsor clinic, has written the cover story—An Update in the Management of Pain Control—in the June 2010 Provena Covenant Newsletter, The Scope.

Dr. Michael Smith, from the Department of OB/GYN, also has an article in his regular column, Medical Executive President's Corner.

Click on this link to view the newsletter.
<http://172.17.2.52/download/1415>.

News-Gazette

Continue to look for Dr. Stuart King's Q&As in the News-Gazette's Friends of the Family every other Tuesday.

Dr. Steven W. Thatcher writes his spine and pain management Q&A in each Sunday's News-Gazette.

Central Illinois Business Magazine

In the June issue, under Achievements Gina Stoerger and Lara Coggan were listed in the article, Christie Clinic Pharmacy Staff Members Receive Certifications.

B.S. Lakshmi, MD, was featured in Christie Clinic Expands Department of Cardiology.

2011 Christie Clinic Illinois Marathon



A new event has been added to next year's race: a 10K. This race will be held on Saturday morning (April 30) with the full, half, and youth races.

The 5K race will be moving to Friday evening (April 29). Along with this event moving, a new program is being implemented called the I-Challenge. Any runner who competes in the Friday Night 5K and either the marathon or half marathon the next day will receive an I-Challenge medal for their efforts.

Welcome New Team Members

Curtis Farrell

Radiology Tech

Radiology

Gregg Gaylord

Physician

Life Imaging™
(Radiology)

Stephanie Gudgel

Medical Assistant

Pain and
Rehabilitation

Ihab Hammoud

Physician

Gastroenterology

Shantall Jones

Receptionist

Internal Medicine

Abraham Kocheril

Physician

Cardiology

Anna Pierce

Receptionist

Float

Brandi Rainwater

Patient Service Rep.

Family Medicine

Kelly Smith

Pharmacist

Pharmacy

Olivia Stagen

Receptionist/MOA

Dermatology

Danish Thameem

Physician

Pulmonary Medicine

Cassandra Zanaglia

Medical Assistant

Orthopaedics

Gregg Gaylord, MD



Christie Clinic on University welcomes Dr. Gregg Gaylord to the Department of Life Imaging™ (Radiology). Dr. Gaylord received his bachelor degree from New York University, New York. He

earned his medical degree at the University of Cincinnati, Cincinnati, OH. He completed his residency at Albert Einstein College of Medicine's Jacobi Hospital, Bronx, NY, and internships in internal medicine and pathology at Englewood Hospital, Englewood, NJ. This was followed up by a fellowship in angiography/interventional radiology at Emory University Hospital, Atlanta, GA. Dr. Gaylord is an avid scuba diver, as well as a scuba diving instructor. He also enjoys bike riding and traveling.

Ihab Hammoud, MD



Christie Clinic on University welcomes Dr. Ihab Hammoud to the Department of Gastroenterology. Dr. Hammoud received his bachelor and medi-

cal degrees from Saint Joseph University, Beirut, Lebanon. He completed internships in general surgery at Hotel Dieu Hospital, Beirut, Lebanon, and Detroit Medical Center, Detroit, MI. This was followed by a residency in internal medicine and a fellowship in gastroenterology, both of which he performed at Henry Ford Hospital, Detroit, MI. Dr. Hammoud is married and has a daughter. In his spare time, he enjoys hiking, skiing, and reading.

Abraham Kocheril, MD, FACC, FACP, FHRS



Christie Clinic on University welcomes Dr. Abe Kocheril to the Department of Cardiology. Dr. Kocheril received his bachelor and medical degrees from New York University in

New York. He fulfilled his internship and residency at Brown University (The Miriam Hospital) in Providence, RI. He completed his fellowships in cardiology and electrophysiology at Yale University School of Medicine in New Haven, CT. Dr. Kocheril is a wine expert and speaks professionally about wine.

Danish Thameem, MD



Christie Clinic on University welcomes Dr. Danish Thameem to the Department of Pulmonary Medicine. Dr. Thameem received his Bachelor of Medicine and Bachelor of Surgery from

Madras (Chennai) Medical College and Research Institute, Chennai Tamil-Nadu, India. He then completed residencies in family practice at Harrisburg Hospital, Harrisburg, PA, and in internal medicine at the University of Illinois at Urbana-Champaign. Dr. Thameem also served a fellowship in pulmonary and critical care at the University of Missouri in Columbia.

Pharmacist Kelly Smith Joins Christie Clinic Pharmacy



The Christie Clinic Pharmacy welcomes Kelly Smith to their staff. Smith is a registered pharmacist who will work at the Christie Clinic Pharmacy at Christie on Windsor. Smith received

her Doctorate in Pharmacy from Southern Illinois University Edwardsville, School of Pharmacy in May 2009. She has certificates in Pharmaceutical Care for Patients with Diabetes and in Pharmacy-Based Immunization Delivery.

CHRISTIE TEAM CONNECTION

July 2010

Go Red for Women Luncheon



Members of the Go Red panel of experts. Left to right: Dr. Kimberly Eickmeier (Podiatry), two advanced practice providers from Carle, Dr. Candace McGregor (OB/GYN).



Anni McClellan stands by Christie Clinic's silent auction piece.



Christie Clinic team members at the Go Red event. Left to right: Cheryl Mangers, Marsha Osterbur, Candace McGregor, Allison Koeberlein, and Anni McClellan.



Nancy Sullivan, Compliance and Risk Management, and her sister

Christie Clinic was a proud sponsor of the Go Red for Women Luncheon held on June 3. Christie team members who attended were treated to a healthy lunch where they listened to keynote speaker Elizabeth Hein tell her story of surviving a heart attack at age 27.

The luncheon also showcased stories of local women affected by heart disease, a Lady

in Red fashion show, and a silent auction featuring a variety of handbags with gifts inside. Christie Clinic donated a red handbag filled with a variety of skin care items, and it sold for a great price! All of the proceeds went to the American Heart Association.

In addition to attending the luncheon, Dr. Kimberly Eickmeier and Dr. Candace

McGregor sat on the panel of Go Red experts answering health care questions from the audience. Cheryl Mangers also took part in the event as a speaker, sharing a story of one her patients with the audience. Thank you, ladies, for representing Christie Clinic!

Relay For Life 2010



Jane Waldbillig and Cindy Lange accepting Gold Team designation



Relay For Life was held on June 12 at Centennial High School's outdoor track.

We did it! Christie Clinic raised more money for Relay For Life than ever before! We went for the Gold Level, which we thought was \$5,000. On the day of Relay, we discovered it had changed to \$6,000. We raised more than \$7,100. All money raised went to the local Champaign County American Cancer Society for the fight against cancer.



To thank Cindy Lange for leading Christie Clinic to "gold" in Relay For Life, Mary Stech, MSN, APN, CNP, presented her with flowers and a gift certificate for a massage. Team Christie, led by Lange, raised \$7,100 for the American Cancer Society's fight against cancer. Way to go, Cindy!

Thank You Notes and Kudos

Submitting Items to the Christie Team Connection

When submitting any information to be included in the Christie Team Connection, please send it in an e-mail to Karen Blatzer, Marketing and Public Relations Manager, at kblatzer@christieclinic.com. Do not send any hard copies to her. Please type up the compliments, kudos, thank yous, etc. in an e-mail as well.

Thank You

Allergy/ENT

I just wanted to extend my great admiration for Phyllis and Ronda, the two lovely nurses who give allergy shots to hundreds! These two ladies are very sweet, knowledgeable, and interested in the lives of their patients. Thank you Ronda and Phyllis! Your kindness does not go unnoticed!

Cancer Center

Dear Charlotte, Keith, Cathy, Denise, Maleeta, Sheila, Dr. Shultz, and Dr. Nelson, You are the best medical team we have ever dealt with. You manage with competence, compassion, and above all with kindness. We like your sense of humor and the way that you work together. You respect your patients and the punctuality with which you treat them is just out of the way in which you express. We are grateful to have been in your hands this past two months. With thanks and respect,
Mr. and Mrs. Patient

Christie Clinic in Rantoul

We were visiting from Minnesota, and the Rantoul office was more than nice and helpful. Thank you!

Gastroenterology

I want to thank Dr. Ramkumar for all of the care that he provided during my hospital stay. It is comforting to know that you have a doctor that is on your side and will do whatever needs to be done in order to get better. Thanks so much for everything!

Internal Medicine

Dearest Jalane White,
You know how much we trust the two of you. Dr. Schuchart got us the help we needed to figure out our many health issues. We are grateful for all that you have done to care for us. We are forever in your debt for believing in us and getting us the help we needed. Thank you Jalane for all you did for us. Tell Dr. Schuchart that she was the best doctor we've ever had, and that if we hadn't lost our insurance, we could have seen her more.

Pediatrics

Dear Dr. Palazzolo,
I'm writing to thank you for a great piece of advice, which you gave to me over the phone. Our 11-year-old son, Ben, had been sick for 2 weeks, and hadn't been eating; getting him to drink had also been a struggle. You told me it might take another week for him to want to eat, and to *hang in there*. Well, it did take that long, and it sure helped having your guideline in mind! Ben came to life about a week later, just in time to go to the last day of school (and to the first day at Sholem Pool!) And now, having had probably too many milkshakes at the Courier Café, he's the picture of health again. Thanks, Dr. P!

Physical & Pain Medicine

Dr. Thatcher, just a note to say thanks—my knees and back are feeling very good even after a lot of walking. Thanks very much!

Podiatry

Dr. Walters, thanks for being patient and caring beyond what you should be. Don't forget to tell your wife about lakeside drive-in nights this summer for a night out! Angie Shafer, thank you so much for all of your encouragement, scheduling, re-scheduling, faxing, phone calls, etc.

Compliment Cards

Allergy/ENT

Dr. Scott takes the time to talk with you and help you understand what is going on. He goes above and beyond to calm your fears and make sure that everything is perfect for what you are having done. His nurses are wonderful too! They all make a great team!

I would like to recognize Dr. Lipps and his team. They are excellent people. I enjoyed the team, and their commitment to me as a patient.

Cancer Center

I would like to take this opportunity to share with you my recent experience as a visitor at the Christie Clinic Cancer Center. The atmosphere created by the staff is so caring and healing for persons receiving treatment. Each member of the staff conveys this and it rolls over to those waiting in the lounge area. They too form a bond with each other, as do the patients. Thank you for making what could be a scary experience one of love and caring. Sr. Mary Robert Morton, Director of Pastoral Care PCMC

Dermatology

Everybody in dermatology rocks! They are so nice. I would like to recognize Gina Bird and the receptionist.

Family Medicine

My clinic experience went really well! Dr. Ahmed is GREAT!

Thank You Notes and Kudos

General Compliments

Thank you for the wonderful article you wrote about me in the June issue of *Team Connection*. It is great to have had another connection with Christie Clinic! Your thoughtfulness really meant a lot.

Sincerely, Catherine Brian

Greeters

I would like to say what a great job the hosts are doing! They make a big impression on the people that enter and exit the building being the first and last people they see. Keep up the great care and friendliness and going the extra step to see that they are taken care of.

Susan Luening

Nephrology

Every day, rain or shine, David and Joe greet us at the door. They always say good morning and hold the door for me. They are always there when you need a wheelchair. I really appreciate their kindness. It starts the day off right.

Internal Medicine

Dr. Ho is awesome! He is the best doctor that I have ever received treatment from.

OB/GYN

So nice. Very thorough and on the ball information. Laura Harriger, NP, actually seemed interested in my well-being. I am very happy with the people and experience at Christie Clinic. I am looking forward to meeting Dr. Michael Smith.

Laura Harriger was just wonderful with me. She goes into detail and takes an interest in me. I've gotten more answers and help from her than I've had from my doctor at the hospital where I had my surgery. She's up front with you. It's totally different from what I've experienced at the hospital, and I've heard this from other people. She was really nice especially since I didn't have my records with me. She really cares.

Oral/Maxillofacial Surgery

Dr. Richard P. Bianco is one of, if not your best, doctor!

I arrived 25 minutes early for my appointment, prepared to wait. They took me right in, Dr. Escobar saw me, and I was done before my 4 p.m. appointment time! The office staff is the BEST—as is Dr. Escobar, of course!

Physical Therapy

Beginning in January 2010 through May 2010, I had the pleasure of working with Kent Richmond, PT, 3 days a week to regain the function of my left hand. I had a fall on December 3, 2009, which required a cast for 6 weeks to heal a cracked ulna. Mr. Richmond used a wide variety of techniques to restore the use of my hand and arm. He is a unique individual who truly enjoys his work and shows great enthusiasm and warmth towards his patients. He is a treasure!

Podiatry

Dr. Greg Walters is one of the best physicians I have ever seen. His compassion for his patients goes beyond what his clinical duties require. On every visit over the past two months, he has addressed every concern with both clinical explanations and caring to make sure each concern was resolved to my satisfaction. Dr. Walters has always treated me with the utmost respect and dignity without making me feel like I'm just another number in his appointment book. I wouldn't hesitate to recommend Dr. Walters to family and friends for care. It has been a privilege to be treated by such a caring, compassionate and thorough doctor. Christie Clinic should be honored and proud to have Dr. Walters on staff.

Radiology

Cheryl is a great representative of this department. She was very professional and very kind.

Sheri, who gave me my mammogram, was SUPER. She was very careful with me!