Donnie Romine will join the SVHC family Nov. 22 as the President of St. Luke’s Hospital. Moody Chisholm, President and CEO for St. Vincent’s HealthCare, stated it best when he said “I am very excited about Donnie joining the executive team. He is highly energetic and enthusiastic and will inject us all with renewed energy and vision for St. Luke’s. St. Luke’s is about to take off with many new initiatives and volume growth. Donnie has a wonderful balance of executive level hospital operations experience along with strategic planning that will serve the organization well.”

Prior to coming to SVHC, Romine was the CEO at Weatherford Medical Center in Weatherford, Texas. From 2004-2006 he served as the CEO for Lake Granbury Medical Center in Granbury, Texas.

Chisholm and Romine’s paths crossed when Romine worked for Universal Health Services. He followed Chisholm as Chief Operating Officer in Aiken, S.C. for Aiken Regional Medical Center, a 230-bed acute care facility. When Chisholm became CEO in Amarillo, Texas for Northwest Texas Healthcare System, he hired Romine to join his team as COO in 2003. Romine supported a 500 bed facility at that time.

At St. Luke’s, Romine will focus on volume growth, financial and quality performance, culture and associate engagement, community outreach and physician relationships. He will serve on St. Luke’s Medical Staff Executive Committee, Medical Staff Performance Improvement Committee, the St. Vincent’s HealthCare Board and senior leadership teams.

Romine’s roots are in finance. He served as a controller trainee for HCA’s Port Richey Hospital in New Port Richey, Florida up through

(continued on page 3)

### Thanksgiving Prayer

1. Make a joyful shout to the Lord, all you lands!
2. Serve the Lord with gladness; come before His presence with singing.
3. Know that the Lord, He is God; it is He who has made us, and not we ourselves; we are His people and the sheep of His pasture.
4. Enter into His gates with thanksgiving and into His courts with praise. Be thankful to Him and bless His name.
5. For the Lord is good, His mercy is everlasting and His truth endures to all generations.

Psalm 100
Getting to Know Our Leadership
Q&A with Carrie Goodwin

Mediscoop now offers an opportunity for readers to meet different leaders from our healthcare system. In this issue, we get to know Carrie Goodwin.

Q. What is your position and what are your primary responsibilities?
A. I serve as the Vice President of Physician and Business Development. My responsibilities are to grow and oversee the network.

Q. How long have you been with SVHC?
A. I have been with SVHC since the end of April.

Q. What do you like best about your position?
A. I love being able to work with all of the physicians and staff to make our medical group the best place to work, the best place to practice medicine and the best place to receive care.

Q. What activities do you enjoy in your free time?
A. With any new position, in the beginning it can be difficult to find balance between work and play. I am still trying to best define that balance. My husband and I love to be outside running, walking our dogs, riding bikes, swimming and gardening.

Q. Do you have one “nugget of wisdom” you’d like to share with our readers?
A. Everything that I have done successfully in my life involved other people. As a leader, I try to commit to surrounding myself with really talented people, giving them the tools that they need to be successful and then getting out of their way, allowing them to be out front and shine.

St. Vincent’s Coronary Care Unit and ICU Receive Prestigious Beacon Award

The Coronary Care Unit and the Intensive Care Unit at St. Vincent’s Medical Center each earned the Beacon Award for Critical Care Excellence from the American Association of Critical Care Nurses (AACN). The award is given bi-annually to recognize the nation’s top hospital critical care units.

Critical care units that receive the Beacon Award deliver:
• high quality standards
• exceptional care of patients and their families
• healthy work environments

There are an estimated 6000 Intensive Care Units in the United States and the award has only been given 378 times. Few units have won the award more than once. St. Vincent’s is proud to have received the award three times. In fact, we are the only hospital in the region and one of just seven hospitals in the entire state of Florida to receive the Beacon award during this bi-annual cycle.

“Our ICU and coronary care nurses join an elite group in the United States and deserve to be recognized for delivering the very best care to patients. I am proud of our nurses and their commitment to excellence. Their hard work truly makes a difference in the lives of our patients and their families as well as our community,” said Moody Chisholm.

Included in the criteria for winning a Beacon Award are innovation/excellence in recruitment and retention, education, training and mentoring, evidence-based practice and research, patient outcomes, creating and promoting healing environments and leadership and organizational ethics.

The American Association of Critical Care Nurses (AACN) is the largest specialty nursing organization in the world, with 65,000 members.
SVHC Names Chief Financial Officer

By Moody Chisholm
SVHC President and CEO

I am pleased to announce that Mark Doyle will be joining the St. Vincent’s HealthCare team as Chief Financial Officer (CFO) for all of our Jacksonville Ministries. Mark is currently the Regional Chief Financial Officer for Broward General Medical Center (BGMC) and the Chris Evert Children’s Hospital in Fort Lauderdale, Florida. BGMC is the flagship hospital of the Broward Health System (BHS) also known as the North Broward Hospital District. BHS is the seventh largest non-profit system in the United States with five hospitals including over 1500 beds, 30 clinics and 75 employed physicians. BHS achieves $1 billion in net revenues and tax support in the range of 170 million and reports a 3% operating margin.

Mark understands the business of healthcare and has had much experience at both for-profit and non-profit facilities, small and large. In his role as CFO with SVHC, he will have responsibility for patient access, HIM, revenue cycle, budget and reimbursement, financial analysis and decision support and everyone’s favorite - payroll!

In his leisure time, Mark enjoys travel, golf, tennis, music and high performance automobiles. He is also a reader and enjoys time with his parents and extended family.

“I am so honored and excited about the opportunity to work at St. Vincent’s Health System as the SVP/CFO. I look forward to bringing my background and experience to contribute to the continued financial and operational success of the Catholic based mission,” said Mark.

Mark Doyle

Mark is known as the “employees’ CFO at Broward General for his transparency. He has accepted the challenge to bring the Finance Division to the top of our organization in regard to reputation for service excellence, accuracy and contribution to our success. I am pleased he has agreed to join the SVHC team.

Mark will join St. Vincent’s HealthCare on November 29. He will be located in the Administrative Suite of St. Vincent’s Medical Center. We will continue to utilize the financial leadership of Al Mansfield and Brian Regan over the next few months as we transition the finance division to permanent leadership and as we prepare for Symphony and year end. They have laid the ground work well for Mark and I appreciate their support.

New President of St. Luke’s Hospital
Continued from page 1

the controller role for HCA in Nashville. His heart has been with Jacksonville and the opportunity to work with Chisholm again. Romine is eager to introduce his daughters to his college roots – UNF. His daughter, Karissa, 19, is interested in nursing and his younger daughter Kailey, 16, is in high school. Romine’s wife, Denise works for RE/MAX. All four intend to make the move together and are currently house hunting.

And what does Romine have to say about this move? “I am grateful to have the opportunity to be part of such a long-standing healthcare tradition. The ministry of St. Luke’s/St. Vincent’s is committed to serving all who are in need of spiritual and holistic care and I look forward to being a part of it. My family and I are very excited to relocate to Jacksonville and become a part of this wonderful community.”

We are grateful, too, that the Romines are relocating to help us serve the community. Opportunities to welcome Donnie Romine will be forthcoming.

Bible Study for St. Vincent’s Associates

All St. Vincent’s associates are invited to attend a Bible Study led by Chaplain Lyn James. The studies are offered every third Wednesday of the month, noon to 1 p.m., in the Resource Center located just off the main lobby.
Foundation of the Daughters of Charity
November 29, 1633

By Sister Cora Ann Signago

On November 29, 1633, in Paris, France, St. Vincent DePaul and St. Louise DeMarillac founded the Daughters of Charity. This year we are 377 years old!

Who Are The Daughters Of Charity?
The Daughters of Charity is a worldwide Society of Apostolic Life, called to serve Jesus Christ in the person of the poor and the marginalized. Like women in other religious communities, we make vows of poverty, chastity and obedience. What distinguishes us, however, is a fourth vow of service to the poor. Another distinction is that Daughters of Charity do not make perpetual (eternal) vows, but renew them every year on March 25, the feast of the Annunciation. This permits us to choose again our commitment to God and to the poor.

How Did We Begin?
Our mission of assistance to the most abandoned goes back to a French peasant priest, Vincent de Paul and an aristocratic woman, Louise de Marillac, who established the Daughters of Charity in response to the needs of the poor in seventeenth century France. Over time, the community spread to every corner of the globe in response to the needs of the disadvantaged. The ‘white wings’ of the Daughters of Charity became a universal symbol of charity throughout the world.

What We Do
Our ministries include education, spirituality, healthcare, the creative arts, pastoral ministry and advocacy for children. As the needs of the poor change, so do our services. Our mission calls us to be innovative and inventive, collaborative and inclusive. In whatever we do, we perform our service in imitation of Jesus Christ.

We are pleased to be able to continue our ministry with St. Vincent’s HealthCare, a service which began in 1916 — 94 years ago.

In 1646, Saint Vincent de Paul told the Daughters of Charity: “…And that, Sisters, was the beginning of your Company. As it was not then what it is now, there is reason to believe that it is still not what it will be when God has perfected it as He wants it.”

(Top row left to right) Sr. Cora Anne Signago, Sr. Virginia Ann Brooks and Sr. Patricia Nee; (Bottom row left to right) Sr. Clare Marie Angermaier and Sr. Joan Drega. They carry on the commitment of the Daughters of Charity, a worldwide Society of Apostolic Life founded 377 years ago.
Town Meetings Address Variety of Questions

By Jan Lipsky
Sr. VP Organizational Effectiveness

Many associates take advantage of asking questions and expressing concerns during Town Meetings; however, there are associates who are unable to attend. To keep everyone updated, some of the comments and responses from the August Town Meetings are shared here. Thanks to those who let their voices be heard during these meetings!

ISSUES BROUGHT UP DURING AUGUST TOWN MEETINGS

What are the two additional holidays in the Symphony plan?
RESPONSE: The Friday after Thanksgiving and Good Friday.

Dress code — are capris acceptable? What about jeans?
RESPONSE: The last review of the Dress Code was in 2007. Jeans: no, except on special dress down days. Capris are also not covered by policy. Pants length should be within 2 inches of the ankle.

Can we get refills on drinks at St. Luke’s cafeteria like at St. Vincent’s cafeteria?
RESPONSE: SLH and SVMC provide free refills while dining at the locations. After exiting the Cafés, refills are not permitted just like McDonald’s and other facilities. This is also an infection control issue.

Can we have an associate discount at Berg’s Bistro and Dillon’s cafeteria?
RESPONSE: No – our prices are verified among other local establishments and are lower in comparison.

Can we provide food content information?
RESPONSE: Food and Nutrition provides nutritional analysis at both campuses. Berg’s Bistro posts info on the wall near the menu boards, Dillon Café has item identifiers near the food items and there is a book located in the front entrance of Dillon’s. St. Luke’s posts info in the front of the cafeteria.

Is the pier going to be replaced or repaired? When it reopens, can we keep it open on weekends for SCLM and others and close at dusk?
RESPONSE: Repairs have been completed and the pier is now open 8 a.m. to 8 p.m. It will be locked at night for safety and security concerns.

When will we see orthopedic growth at SLH?
RESPONSE: We are seeing orthopedic growth now! Drs. Deshmukh and Heekin are both doing some surgery at SLH and we are hiring additional staff to support the OR and the patient units.

Can we do something to increase safety for associates walking across Shircliff Way between SCLM and Dillon’s Cafeteria?
RESPONSE: A crosswalk has been painted and a sign advising motorists to stop for pedestrians has been erected.

da Vinci robot marketing - will we do more?
RESPONSE: Our new robotic surgery program has been promoted in various ways. A large public event was held at the Avenues Mall where people got to test drive the robot. We hosted another public event at SVMC and we also allowed associates and visitors to test drive the da Vinci near registration. The robotics program has also been promoted through our weekly “Ask the Doctor” radio show on WOKV. The marketing plan also includes a billboard which is due to be placed soon at the very visible I-95/I-10 merge. Jaxhealth.com also features information on robotic assisted surgery under the Services tab.

Christmas Caroling
Come one, come all! Help the Retention Committee spread the holiday cheer.

Christmas Caroling within our hallowed halls at St. Vincent’s Medical Center

When:
December 3 and 17
8 a.m. and 10 a.m.
and
December 20
from 5:30 - 6:30 p.m.

Where:
Meet at patient check in area prior to caroling times.

Following the evening caroling, there will be a social for the carolers in the Lobby Conference Room.

For more information, contact Dawn Potrzuski at 308-7924.
Living the Values

We continue to recognize St. Vincent’s HealthCare associates nominated for exemplifying our Core Values, with shortened versions of why each person was nominated. Associates nominated for the Value of Dedication are recognized in this issue.

Living the Values Nominations for the Core Value of DEDICATION

Affirming the Hope and Joy of Our Ministry

**Carla Jordan**
Phlebotomy Supervisor, Lab
St. Vincent’s

Carla’s dedication is evident in her devoted work ethic as Phlebotomy Supervisor. She works tirelessly covering shifts as needed and re-arranging her personal schedule to ensure adequate staffing. Carla’s hard-working example and dedication inspires and fosters respect and admiration from co-workers. She leads by example and her dedication is truly an asset to supporting our Mission and Core Values.

**Christina Longobucco**
Outpatient Rehab
St. Luke’s

Tina has excellent rapport with her patients and always goes the extra mile to be sure their goals are met while exceeding their expectations. Whatever it takes: spending extra time to be sure they understand, speaking to their physician, working through lunch, really listening and being compassionate toward their needs and ALWAYS encouraging them. She also holds them accountable. As a co-worker, I feel blessed to have a team player, teacher and positive person like Tina to share our Mission with.

**Lynnette Chakkaphak**
System Director
Laboratory Services

Lynnette is part of three organizations: St. Vincent’s Medical Center, St. Luke’s and Consolidated Labs. She epitomizes the Core Value of Dedication with the amount of attention that she pays to all three of her areas. She works long hours to get everything accomplished and always has a smile on her face. Lynnette is frequently interrupted by the associates but never complains. Each one of her associates is important to her. She gives selflessly of her time and energy to all three of her labs. Lynnette believes in the Mission and demonstrates it through her words and actions. I can’t think of a more deserving individual for this award.

**Ron Davis**
Courier
Consolidated Lab

Ron carries out his job in a dedicated and serious manner. He makes the trip between St. Luke’s and St. Vincent’s multiple times each day. He is pleasant to those he meets in the course of his pick-ups and deliveries. Ron has to deal with many different people each day and some can be quite demanding. It takes effort for him to remain calm and to live the Core Values.

**Dr. James D. Lawlor**
St. Vincent’s Primary Care

As an employee, I see how dedicated Dr. Lawlor is to his patients. He takes valuable time with them as most are geriatric patients. He makes sure all of their symptoms have been treated and that they have an understanding of what is going on before leaving the room. He works until the wee hours of the morning — 2:00am has been the last sign-on seen. Dr. Lawlor personally calls patients to see how they are doing this might even be as late as 11:30pm at night—he also prays with his patients. His patients adore him and say he is the best. Dr. Lawlor’s dedication and loyalty extend to his staff as well. Everyone feels comfortable working with him.

**Michelle Ayscue**
Medical Assistant
Dr. Ullah’s Cardiology

Michelle is a part-time Medical Assistant in our office and is scheduled to work mornings. Our full-time Medical Assistant, who is the only one seeing patients in the afternoons, was due to be on vacation for over a week in July. Without being asked, or even informing me, Michelle took it upon herself to make arrangements to fill in for the period. Michelle has two young children and her husband works shifts. She made all of the arrangements to modify their schedules...
to accommodate our need in the practice. Once the arrangements had been made, she informed me that I would not have to arrange coverage as she had taken care of it. Michelle consistently shows a willingness to exercise flexibility with her time and responsibilities outside of work in order to accommodate the best interests of the physician and the practice.

Merecedia Sidbury
PCT – MICU
St. Luke’s

Merecedia is such a joy for our patients and their families. One of our long term vent patients is a witness to her dedication. Merc has taken a special interest in this patient—she has a bond with her that is truly special. Each day she wakes her up with a song and a smile—she even dances for her. Merc will do anything to make her smile. She brought in a Christmas tree and present when the patient was having a difficult time being in the hospital. Whenever she works on Fridays, she sings with the little choir for our patients. Merc goes out of her way to make our patients and families feel comfortable. She exemplifies our Core Values and Mission.

Judith Thomas-Christopher, ANM
3S-St. Luke’s

Nurse Judy truly enjoys her job as Assistant Nurse Manager at St. Luke’s. When she begins her 3-11 shift daily, she is able to turn occasional chaos into peacefulness with her soft-spoken words and a deep rooted desire to get the job done. She treats patients, their families and the associates with genuine care and respect. Nurse Judy does not get easily upset and handles every challenge with calmness and an opportunity to grow and learn. She is an asset to the St. Vincent’s HealthCare family. Thank you, Nurse Judy, for your continuous dedication and service.

Jessie Haury
Operating Room
St. Luke’s

Jessie planned for years to train and prepare to work on a mercy ship in Africa. She fulfilled this dream after jumping hurdle after hurdle. Jessie inspires everyone to make a difference in their own way.

Eva Brogan
Operating Room
St. Luke’s

Eva feels passionately about medical missions. She has made two trips to Haiti this year. She currently is working on her BSN so she can devote herself full-time in this area.

Robin Six, RN
PACU
St. Luke’s

Robin is a talented nurse who works in the PACU. She exemplifies the Core Value of Dedication, not by the big things she does but by the little things she does each day in her work. Robin approaches each day with a hope and a sincere desire to help all of those we serve despite any trials she may be facing on a personal level. Adversity has come Robin’s way in the last few years—she lost her home to fire and her mother was severely ill and has now moved in with Robin and her family. Despite these challenges, she remains steadfast in her dedication to patients and families during their most vulnerable times in the pre-op area and PACU at St. Luke’s. There is never a bad day with Robin. She is always compassionate, loving and thoughtful to all those she serves. Robin’s dedication to her job has helped hundreds of patients at St. Luke’s and I am honored to have her on our team.

Linda Jenkins
Administration
St. Luke’s

Whenever there is a need, Linda is there with a helping hand, listening ear or a shoulder. You will never hear from her, “that is not my job” or “sorry, I don’t have time.” No matter the need or person, she is the first to say “let me help” or “I can organize that” or just “I’m here, what can I do to help?” She gives with her whole heart to so many at work, home, Church and community, asking nothing in return. I am honored and blessed to call her a friend and co-worker.

Elaine Schurr
EEG/EMG
St. Luke’s

Elaine is a department of one. She handles everything required to run the department and does whatever it takes to complete the job at hand. She is always available to work and I believe has had perfect attendance for the past two years. Elaine also takes call for 50 weeks out of the year. She continually seeks out new ways of providing quality services to our patients and physicians. Elaine’s dedication to St. Luke’s and commitment to her profession make her invaluable to St. Vincent’s HealthCare.

Greg Six
Plant Operations
St. Luke’s

Greg is always going out of his way to make life easier and more pleasant for others. He has assisted a visitor by covering a broken car window during a storm. For our Christmas pageant, he helped with decorating the trees and used his woodworking capabilities to create such things as a large lever to “turn the

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Glenda Bolden
Unit Secretary, MICU
St. Luke’s

Glenda is the glue that fills the spaces at the MICU. As the Unit Secretary, she runs a tight nursing station with great ease. One of her greatest contributions to St. Luke’s was being the driving force in creating and maintaining the St. Luke’s choir. Glenda gathers every available singer on Fridays at 2pm to walk units and inspire people with gospel music. Many times this means she has to find coverage for herself and others. Often, this is her only break of the day that she sacrifices unselfishly. Her passion to share the hope and joy of St. Vincent’s Health Care exceeds the barriers. It is so moving you often see tears of joy from the choir, families and patients as they briefly forget their pain and enjoy the inspiration of song.

Janice Marsh, CNA
Prince of Peace Hall

St. Catherine Janice has been a CNA on Prince of Peace Hall for 22 years. She is deeply religious and brings those values to her residents in a caring, loving way. When asked to be a Care Partner (one who panel interviews potential associates and then mentors them) Janice quickly accepted. In this role, I have seen her develop from a hesitant interviewer and leader into a confident and skilled interviewer. As a Care Partner, Janice has found a way to take her dedication to the residents one step further—by making sure her co-workers are the best around.

Mary Strange, RN
Clinician
Marin Hall, St. Catherine

Mary has dedicated her skills, money, patience, compassion and time to providing the leadership for her associates and residents that work and live on that unit. She meets with her associates and residents daily and holds family meetings at least quarterly to share the operations of the unit and receive feedback from others on their observations. Mary does not just work the required eight hours—she will not leave until all situations have been resolved. She purchases holiday decorations for the unit and arranges them herself. Mary’s hope is that the residents and associates are happy.

Carrie Goodwin
Vice President
Physician Relations
St. Vincent’s HealthCare

During Carrie’s first week of employment, I was away. Upon my return, Carrie came enthusiastically to my office stating, “I could hardly wait for your return because I want to talk to you about how to integrate and live the Mission through the areas for which I am accountable.” Since then, Carrie has led her team in reflecting upon the Mission, sought opportunities for Mission and Ministry contribution for her team and consistently connected with the needs of the underserved and uninsured. Dedication is more than putting in long hours, which Carrie does every day. Dedication is deeper than loyalty, stronger than willpower. Dedication comes from within; from the fabric of our being. Carrie has cultivated this within her life. Carrie inspires because of who she is; dedicated to the Mission of Serving.

Dee McKrow
Administration
St. Vincent’s Healthcare

Food and Nutrition Services would like to nominate Dee McKrow for her hard work and dedication regarding all of the changes at St. Vincent’s. Through her actions, Dee exemplifies the Core Value of Dedication. Not only does she show her dedication to the Mission of St. Vincent’s every day, but she creates in the staff that works with her a desire to exceed expectations. Dee is always supportive within our Catholic community and volunteers often at the Basilica of St. Augustine.

Merlinda Pilapil, RN
ICU
St. Vincent’s

As a night shift nurse at St. Vincent’s, Merlinda shows a caring spirit for each of her patients. Each night she prays with them—it does not matter whether they are able to communicate with her or not. She feels it is important that she talk to each one about how Jesus heals the sick and what the patient can do in the healing process. Merlinda also cares very much about her fellow workers and has offered counsel to them. Each morning before she leaves the hospital, she stops by the Chapel to pray for her patients and her co-workers. She has been a role model to some of our newer nurses. Merlinda is a dedicated and valued nurse who can be counted on to provide quality care.

Alanna Eubanks
Cancer Services
St. Vincent’s Medical Center

Alanna is always quick to assist anyone that needs help and always with a smile. She spends many of her off hours volunteering in the community. She has been a team captain and fund raiser for the leukemia/Lymphoma Society, the American Cancer Society’s
Relay for Life and speaking engagements for local cancer support groups, to name a few. Alanna has endless energy when it comes to reaching out. Her dedication to cancer patients and our community is a tribute to St. Vincent’s and all who work with her.

**Rhoda Hall, ACP**  
5 West  
St. Vincent’s Medical Center

Rhoda is a very hard working ACP. She always keeps her patients on top of everything that she does. She makes sure all her total care patients are given a bath and have been turned at least twice her shift. Rhoda comes to work with enthusiasm and answers her beeper in a timely manner. She speaks with respect, humor and hope to our sick patients and their families. Rhoda is very dedicated as she works not only at St. Vincent’s but also at St. Catherine.

**Vanette Edwards**  
Monitor Tech, 4 West  
St. Vincent’s Medical Center

Vanette is like a mother hen with all the staff on the unit. She encourages people when they are discouraged and asks staff members to work as a team whenever they need a little guidance. Vanette helps the RN’s by doing extra paperwork to make their job easier. She often collects money and plans parties for staff members who have a birthday or have a baby. Vanette is always thinking of ways to help other staff members and helps to keep the morale high with her positive demeanor.

**Josephine DeLara**  
5 West  
St. Vincent’s Medical Center

Working on a high acuity floor can be exhausting. You may hear her talk a lot about the enormous amount of tasks at hand, but Josephine keeps going and working, doing her best. She is neat and orderly, keeping her patients’ charts organized. Josephine also displays dedication by always coming to work on her scheduled days and has been kind enough to switch shifts with her colleagues to accommodate their personal needs.

**Andra Smith**  
Nursery  
St. Vincent’s Medical Center

Andra has worked in the nursery for over 40 years. She is one of the sweetest people I know. She is that way with every patient, co-worker and family she comes in contact with. Andra has dedicated her life to caring for newborns and helping new moms adjust and become comfortable caring for their new baby. Andra has touched many lives and through her dedication to her work, will touch many more.

**Gloria Nicholson, ACP**  
4 Center  
St. Vincent’s Medical Center

Gloria’s dedication is evident by her continued commitment to her patients, her hospital and her community. She has received countless spirit cards from associates thanking her for her team-work and countless comment cards from patients and their families praising the kindness shown and excellent care given. Gloria organizes holiday parties and events for the unit and comes in on her days off to decorate the unit. Her dedication and positive energy keep staff morale high. Gloria is a member of the Retention Committee and also a team captain for the American Heart Association for which she has helped raise over $5,900. She is an excellent example of someone living the Core Values.

**Ryan Soehlig**  
Pharmacy  
St. Vincent’s Medical Center

Ryan, the Pharmacist at the Seton Pharmacy, is always so helpful, courteous and non-judgmental. He recently ordered meds for a patient ahead of time so they would be available the day it was due to be filled instead of having to run to different pharmacies all over Jacksonville. This patient has several chronic medical conditions and is on disability, but Ryan always treats him with dignity and respect. He will never know what a blessing that is to him and his family. Ryan truly exemplifies the Core Values here at St. Vincent’s.

**Sister Beatrice Hkawnyi**  
Nursing/Pastoral Care  
St. Catherine Labouré Manor

I first met Sr. Beatrice in May of 2010. I had learned earlier that morning I was going to be laid off. I immediately went into prayer mode and during my travels that day, God sent Sr. Beatrice my way, down an aisle at Walgreens. I bravely went up to her and told her my story through sheets of tears. Sr. Beatrice then prayed with me and shared words that felt like a warm blanket on a bitterly cold night. She said to trust in God, that He knows what’s best. Sr. Beatrice took away all of my fears and miraculously, days later, I received a job offer from St. Vincent’s. All I could think of was Sr. Beatrice and her ministry. Thank you, Sister, for your dedication here at St. Vincent’s and for taking it out into the community – touching my life and the lives of many others.

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expert nurse.

I needed a surgeon. He is a dedicated, send me home and told him he thought called the hospitalist who was going to sit the situation.

this could have developed into a serious out Mary advocating for her patient, patient was positive for thrombus. With-

have a test ordered. It turned out the returned, Mary called the physician to off the unit for a while and when they returned, Mary called the physician to have a test ordered. It turned out the patient was positive for thrombus. With-

our Mary advocating for her patient, this could have developed into a serious situation.
Cystic Fibrosis Center Hosts Fourth Annual Silent Auction
Proceeds Help Defray Patients’ Treatment Expenses

A generation ago Cystic fibrosis (CF), which primarily affects the lungs and digestive system, was considered a death sentence. Children diagnosed with CF weren’t expected to live much beyond their teens. Today, median survival has risen to 37 years of age, thanks in large part to the Cystic Fibrosis Foundation’s commitment to research and better treatments.

St. Vincent’s works closely with The Cystic Fibrosis Center of Jacksonville and the Pulmonary & Critical Care physicians to keep CF patients in optimal health, as patients may be admitted periodically to St. Vincent’s for two to three days for lab work and treatments.

Cystic Fibrosis patients require expensive medicines, therapies and other frequent treatments. The Adult Cystic Fibrosis Center’s mission is to assist the adult CF population in receiving the care and services they need. Their annual silent auction fundraiser monies are used exclusively to help the local patient population with some of their exorbitant expenses. You may help by donating items for the auction or by planning to attend the event.

Fourth Annual Silent Auction
Midnight in Paris
December 7
6 to 10 p.m.
Omni Hotel Grand Ballroom

If you would like more information about the silent auction, please contact Ronni Wetmore, RN, MS at the Adult Cystic Fibrosis Center, 366-3738.
Carol Wilder Pitman Nursing Recognition Society Award Recipients Named

The Carol Wilder Pitman Nursing Recognition Society was established in 2005 to recognize nurses who excel in customer service and the caring aspect of the nursing role.

The 2010 recipients of the Carole Wilder Pitman award are: Judy Taylor, RN, Labor & Delivery; Scott Moody RN, CCU; Suzanne Dedmon, RN, OHR; . Their pictures will be placed on the wall with the other recipients in the Center for Nursing Excellence.

The Feast Day of St. Catherine Labouré

St. Catherine Labouré was born in a small French village, the eighth child of peasant farming parents. Catherine's mother died when she was nine years old. Catherine turned to Mary, the Mother of Jesus, in her sorrow. This began her lifelong love of Mary.

By the time Catherine was 12 years old her father depended on her to manage the family and their large farm. At the age of 23 Catherine entered the religious community of the Daughters of Charity of St. Vincent de Paul in Paris. For the next 46 years, Catherine served the elderly at the Hospice in Reuilly with Christ-like love and respect. On December 31, 1876, St. Catherine Labouré died at the age of 70. November 28 is the Feast Day of St. Catherine Labouré.

Be Informed

By Tammy Lota
Human Resources

Sometimes caregivers need care too. As caregivers we are not immune to the problems and pressures of life. Help is just a phone call away! The Employee Assistance Program (EAP) can address all types of issues from depression, financial, stress, parenting, marital and other personal concerns you have.

This is a great benefit available to all St. Vincent’s HealthCare associates and their immediate family members from the date of hire. Corporate Care Works is the provider for our EAP.

You and your immediate family members can utilize EAP free of charge for up to six visits per year. The EAP is confidential and does not share your personal information with St. Vincent's. If you need help, contact Corporate Care Works directly at (904) 296-9436.
Introducing St. Vincent’s Emergency Department

By Paula Naugle
Service Excellence

Do you know what kind of patient care is given on the various units throughout St. Vincent’s and St. Luke’s? We hope you enjoy reading feature articles that provide brief introductions of the units, staff and patients. In this issue, we introduce St. Vincent’s Emergency Department.

St. Vincent’s Emergency Department

Description
50 beds total
• 12 Medical care beds
• 38 Electronically monitored beds
• 3 PODS – Critical, Acute & MCU

Leadership
Director/IVP: Lorraine Keith
Manager: Kathy Courtney
Clinical Resource Coordinator: Diane Fox
Assistant Nurse Managers:
Brenda McGrath, Christi Smith, Terri Wallstedt and Marti Hicks

Purpose
To provide timely, quality care in a therapeutic, safe and compassionate environment.

Population/Facts/History
• The team consists of doctors, physician assistants, director, nurse manager, clinical resource coordinator, RNs, Techs, ACPs and unit clerks.
• Board Certified emergency physicians from the Emergency Medical Specialists group have been with St. Vincent’s for 30 years.
• We see about 65,000 patients a year: approximately 190 seen each day with about 50 of them admitted as inpatients.
• Our success is the result of the help of Patient Access Services, the Laboratory, Radiology, Environmental Services, Care Management, the Supply Coordinator and an audit staff that manually goes through all of our charts to ensure payment for care is received.
• We are now a Chest Pain Center and our goal is 60 minutes door to balloon for all patients presenting with an elevated MI (STEMI). This requires a team that includes Emergency Medical Services (Rescue) and the Cath Lab team. We are working towards becoming a Stroke Center, which will come to fruition soon.
Richard Benjamin thought he’d work here for a short time and move on. Fifty years later, St. Vincent’s honored him for his amazing dedication to St. Vincent’s and our patients. The big kicker is he has worked all 50 years in the same department and in the same position. Richard says he has had lots of opportunity over the decades to advance but loves his job and could never think of leaving his position as a patient transporter. His favorite part of the day is interacting with patients.

Richard Benjamin has been a Medical Imaging transporter (they called them orderlies in 1960) since October 4, 1960.

- Eisenhower was President back then and Chubby Checker was topping the charts with the Twist.
- Richard turned 70 years old on Labor Day – meaning he has worked here since he was just 20 years old.
- His brother worked here 50 years ago and told him about the job. He even met his second wife here at the hospital.

Richard’s accomplishments of service and dedication are unique and deserving of considerable recognition. During the reception, several administrators and co-workers shared examples of Richard’s dedication to the patients he serves. He also received numerous letters of congratulations from the following:

- Sr. Virginia Cotter (Administrator/CEO 1966 - 1972)
- Anthony Tersigni, President and CEO, Ascension Health
- Laura Kaiser, Gulf coast/North Florida Market Ministry Leader, Ascension Health
- Mayor John Peyton

Dr. Michael Donahue told Richard, “You’ve retired five radiologists. There’s an entertainer named ‘Diesel’ but I think you’re the real diesel – you keep on going and never stop!”

When asked about retirement by a Channel 12 photographer covering the event, Richard chuckled and said, “Maybe I’ll work another 50 years!” He was on the job the very next morning after the celebration!

Without a doubt, those who joined the celebration sounded a message loud and clear: St. Vincent’s is richly blessed to have Richard Benjamin walking our halls, humbly serving patients day in and day out for 50 years... and counting!

Richard Benjamin was surrounded by a crowd of friends and family at the reception.
Team Teal Pep Rallies

Associates were quite spirited as they joined former Jaguars player Toni Boselli, the ROAR cheerleaders and Jaxson de Ville during the recent Team Teal pep rallies at St. Vincent’s and St. Luke’s. Andrea Roberts at St. Vincent’s and Barbara Killian at St. Luke’s won the Team Teal tailgate drawings that included two tickets to the next Monday night game!

Andrea Roberts won St. Vincent’s Team Teal tailgate drawing.

Barbara Killian won St. Luke’s Team Teal tailgate drawing.
By Connan Raspa

It was a beautiful Saturday on October 9th and the atmosphere could not have been better for the Fourth Annual St. Vincent’s Family Medicine Center Read and Romp. This year the Read and Romp entertained over 400 children and their families as they participated in a variety of activities.

The Read and Romp is always a success as it provides fun activities on building a love of books. Each of the five new books given to the children corresponded with a fun activity that promoted creativity, activity, and healthy choices.

- The book *Too Loud Lilly* complemented the music station, where Dr. Raspa performed on his guitar while the children sang songs and accompanied him on whimsical percussion instruments.
- *Stone Soup*, a world-wide classic story, was used at the arts and crafts station. Fun art supplies were provided for drawing and coloring, as well as small stones for the children to finger paint. Their creations were beautiful.
- *Maybe a Bear Ate It* was the book given at the always popular romp station, where the kids played with building blocks and bean bag tosses.
- In *Gregory the Terrible Eater*, Gregory the goat is mocked by his peers for eating healthy foods instead of the garbage his friends and parents eat. We followed Gregory’s example and offered whole-wheat flour and gluten-free cookies decorated with Greek yogurt and fresh strawberries and blueberries. The children thought they were delicious!
- The Native American tale, *The Mud Pony*, was given to the kids after they visited the petting zoo that included pygmy goats, a pygmy pony, a mule and a bull provided by Diamond D Ranch.

The most exciting event was story time with Clifford the Big Red Dog. Stories were read by a variety of special guests including Olympic gymnast Shannon Miller and CEO Moody Chisholm. Other wonderful readers included FMC faculty members Dr. Murphree and Dr. Dominguez and first year resident Dr. Carter.

Every contribution this year—the wonderful volunteers, amazing books and the magnificent readers made this Read and Romp the best in the history of St. Vincent’s Family Medicine Center. Thanks to everyone who participated.

SVMC Food and Nutrition Associates of the Month: Recognizing July – September Honorees

Each month, SVMC Food and Nutrition associates select one or two of their peers for outstanding work in meeting department goals and for displaying St. Vincent’s Core Values.

We are pleased to recognize Carolyn Stanton as the Associate of the Month for July.

For August, Elizabeth Foster was selected Associate of the Month and Alyssa Lewis was chosen as Rookie of the Month.

The September Associate of the Month was Renardo Wells and the Rookie of the Month was Musette Collins.

Congratulations and thank you for your outstanding work and commitment to St. Vincent’s Core Values!
By Chaplain Rob McConnell

The staff and services of the Pastoral Care Department at St. Vincent’s HealthCare are visible reminders of our Mission and Values as we strive to provide spiritually centered, holistic care for our patients, their families and our associates.

Each location throughout our ministry has dedicated professionals who serve the needs of their area. Our diverse group includes chaplains from many different faith traditions as well as a committed team of Eucharistic Minister volunteers from our community who provide Holy Communion to our patients and residents each day.

SERVITUDE
As an integral part the Interdisciplinary Team, the Chaplains participate in performance improvement, celebration and memorial services, ethics consults and many more patient-focused activities. We provide a spiritual presence, which functions to heal, sustain, guide and reconcile. We make spiritual assessments, listen, pray and provide spiritual literature when requested. We are blessed to be the only discipline that enters a room with no agenda or task to complete; we are able to do and be whatever the patient needs us to be.

QUALIFICATIONS
Board Certified Chaplains are required to have completed a Master’s Degree in Divinity from an accredited seminary. They must be licensed within their specific denomination and complete four units of Clinical Pastoral Educational (CPE) classes. This process takes up to eight years of education, determination and hard work.

REACH US
During the week, you may request a Chaplain through a computer consult, phone call to the department or just stop us in the hall. We offer 24 hour emergency spiritual care for patients and families of any faith in the event of a crisis or emergency. For emergencies after hours, please call the House Shift Supervisor or Clinical Shift Coordinator (CSC) to discuss the situation.

Serving at St. Catherine Labouré Manor: Chaplains Kay Dettman and Coley Williams; Pastoral Advocate Sister Beatrice Hkawnyi.


Serving at St. Vincent’s Medical Center: Father Gerald Clark; Father Leonard Chua; Father Augustin George; Sister Andrea Zbiegien; Chaplain Lyn James.

Chaplain Coley Williams
Chaplain Rob McConnell
Father John Reynolds
Father Leonard Chua
Father Augustine George
Sister Andrea Zbiegien
Sister Beatrice Hkawnyi
Father Gerald Clark
Chaplain Kaye Dettman
Chaplain Lyn James
SVHC hosted Ladies Night Out at the St. Johns Town Center Oct. 14 to celebrate women who have fought the disease. The huge block party featured free:

- Makeovers from Sephora
- Chair massages from Natural Body Spa and Shop
- Pink drinks from Smoothie King
- Desserts from Maggiano’s
- Tours inside SVHC’s mobile mammography unit
- Blood pressure checks from SVPC Doctors
- Autographs from Jaguars cheerleaders
- SVHC giveaways, free event photos and more

Olympic gymnast, Shannon Miller emceed the magical evening that included three breast cancer survivor fashion shows. Doctors and nurses also took part, strutting their stuff on the catwalk all in the name of breast cancer awareness. Two more Ladies Night Out events are being planned for early 2011. Details to come.
Life Garden Benefits Food Pantry

To all our gardeners and helpers:

The first fruits of the vegetable gardens were brought to the food pantry recently. All recipients were very grateful. Some of the comments were:

Isn’t this a nice idea!
How thoughtful!
I’ll take the ______. My family (husband, daughter) likes that.
A special thanks to Alan for assuring the produce was washed, packaged and ready to distribute.

Sister Patricia
Vincentian Coordinator

Jaguars Wide Receiver Mike Thomas Donates Game Tickets

Mike Thomas had Jaguars fans cheering after his amazing “Hail Mary” catch led to a recent win against the Texans. St. Vincent’s and St. Luke’s associates have been cheering him for his generous donation of two tickets to registered nurses Chris Vaughn at St. Luke’s and Sherry Dorr at St. Vincent’s! Two nurses won his tickets, but many other associates got in on the excitement as Mike signed autographs and posed for pictures. Mike has a standing invitation for a repeat performance!

Mike Thomas and Chris Vaughn
Sherry Dorr and Mike Thomas

Auxiliary Gift Shop
St. Vincent’s Medical Center

The holidays are fast approaching so be sure to stop in and check us out. We have lots of great items for your gift giving as well as decorative merchandise.
Easy Access and Parking is First Opportunity to Welcome Patients and Visitors

New Parking Policy Now in Effect

By COO Gene Miyamoto

Caring for our patients and visitors is our reason for serving. Assuring easy access and parking is our first opportunity to welcome patients and visitors.

In the last several weeks we have received numerous complaints regarding public parking in the garages. When Security reviewed the garages in detail, we found associates’ vehicles without the proper parking stickers and not parked in designated or assigned areas. This has caused our patients, their families and our medical staff to have to park in spaces quite a distance from the door after circling for a long time.

Obviously this is not acceptable and must stop immediately. Our patients and their families must have convenient parking on our campus. Therefore the following parking policy will go into effect immediately.

1) First time without the proper sticker or not parking in an appropriate designated area: Warning will be placed on the vehicle. This is to be considered a verbal warning.

2) Second time without the proper sticker or not parking in an appropriate designated area: Warning on the vehicle and notice to the appropriate Manager/Director for a written warning in the associate’s file.

3) Third time without the proper sticker or not parking in an appropriate designated area: Notice to appropriate Manager/Director for three day suspension.

4) Fourth time without the proper sticker or not parking in an appropriate designated area: Banned from parking on hospital campus.

5) A master list with the associate’s name and department will be kept on all vehicles cited and the list will be sent to all senior leaders on a monthly basis.

Thank you for making our patients’ visits to our campus as positive and welcoming as possible.
Show Me the Money!
Winner of Heart Walk 50/50 Drawing Announced

By Kathie Ford
Marketing and Communications

It’s becoming a tradition for the benefits department to offer a 50/50 drawing in support of the Heart Walk and a lot of associates buy multiple tickets every year for the chance to win half of the money collected. But not John Oliver — he only purchased one. That one ticket was the winning ticket! John hadn’t really thought about winning and when Benefits reached him, he had no idea what he had done with the ticket that held $228.50 in winnings. The American Heart Association also “won” $228.50.

In his distress, John’s friend had prayed asking, “Why?” and his heart was assured: “It’s going to be OK, even if you don’t understand.”

“I never win anything but I won two times what I committed,” says John. “This experience is just one example of how God takes care of us, even when we don’t understand.”

The Haunted Room
Put the Spotlight on Infection Prevention

By Marti Phelps, RN, CIC
Infection Prevention

In 1986, President Ronald Reagan proclaimed the third week in October as National Infection Prevention Week. The intent was to focus attention on the increasing number of people afflicted with infectious diseases and the importance of stopping the spread. Since then, agencies and countries around the world have adopted this time frame now known as International Infection Prevention Week.

This year, in honor of this noble cause, St Vincent’s Medical Center, St Luke’s Hospital and St. Catherine Labouré Manor sponsored “The Haunted Room” for associates. The educational events at each location were designed to focus attention on the patient environment and the steps that can be taken to ensure our patients’ safety and comfort. Things such as keeping the room clutter free, utilizing the appropriate products for wiping down high touch areas, the proper use of gloves and the number one way to prevent the spread of infection, proper hand hygiene, were all emphasized. On each campus our administrators and leadership played a key role by giving their time and attention to this interactive learning experience.

Thanks to all who participated and remember, infection prevention is everyone’s business!
Service Excellence

Travelin’ Trophies Hit the Road

By Paula Naugle
Service Excellence Coordinator

The Service Excellence Travelin’ Trophies are in new and exciting places. At St. Vincent’s Medical Center, Outpatient Surgery, the SCU, was awarded the trophy for being the Top Performer in Patient Satisfaction from July through September of this year. They had a record breaking 99.4 Excellent Rank against national benchmarks. This translates to 90% of the patients saying the Overall Quality of Care in the SCU was excellent! Nurse Manager Valerie Ackerman made a point to celebrate with the Operating Room team, represented by their manager, Troy Thurmond. Valerie was quick to give the credit for all the hard work to her staff of Nurses, Techs, Volunteers, Transporters, ECS workers and all of the other supporting areas patients interact with within the Surgery Center’s walls to create an excellent experience. Moody Chisholm and Sister Virginia Ann Brooks helped to present the Travelin’ Trophy to the entire staff.

At St. Luke’s Hospital, 4 South was awarded the Service Excellence Travelin’ Trophy for an Excellent Rank of 85.9, meaning 70% of their patients said their Overall Quality of Care on the unit was excellent. This was the first time 4 South was rated by patients. They set the goal high and made the dream a reality with their first quarter! ANM, Ethel Imperial shared the joy with her staff that strives to create an excellent experience for each and every patient. On hand to celebrate with 4 South was Sister Clare Marie Angermaier, Lorraine Keith, Crystal Culbertson and Randy Hartley. Great job to both departments for making a difference to our patients!
Two St. Vincent’s Physicians Honored as Health Care Heroes

by The Jacksonville Business Journal

DR. TERRENCE SOLDO

Dr. Terrence Soldo spent 36 years caring for the men and women of the U. S. Navy. During his time with NAS Jax Naval Hospital, he also provided medical care for our service men and women in Iraq, Kuwait and Haiti. Retiring as Commander from the Navy’s Department of Family Practice in 2005, he enthusiastically embarked on a new and compassionate role working with St. Vincent’s Health System.

In 2007, Dr. Soldo joined the Faculty of St. Vincent’s Family Medicine Center and Residency Program as the Director of Osteopathic Training. He is committed to providing future Primary Care Physicians with hands-on knowledge and skills about Community Outreach, encouraging residents to become passionate about the health of their community and understanding the value of caring for the poor. He set the example by volunteering as the Medical Director for St. Vincent’s Mobile Health Outreach Ministry. This mobile clinic provides access to free medical care for thousands in Northeast Florida who are poor and underserved. Each month Dr. Soldo personally travels alongside St. Vincent’s Mobile Clinic team more than 140 miles round trip to clinics in Putnam County where he provides medical care for hundreds of poor men, women and their families who work the fields and ferneries of the area.

Dr. Soldo says, “It gives me energy every month when I work with the farm workers. There is such a tremendous need and the patients appreciate what we do for them. I feel I get back twice in return.”

Dr. Soldo is known for his innovative leadership. He began a podiatry clinic staffed by St. Vincent’s podiatry residents especially for diabetic patients served by St. Vincent’s Mobile Outreach who badly needed foot care as a complication of their disease. He has also started a minor surgery clinic at St. Vincent’s Family Medicine Center to benefit patients who could not afford care while providing necessary experience for the residents in removing skin lesions, moles or suspicious tumors.

Not only does Dr. Soldo volunteer for the Mobile Health Outreach Ministry, he is also a Scout Master for Troop 482 which meets at St. Margaret’s Episcopal Church. He has been married 20 years and is committed to his four boys ages 10, 12, 14 and 18.

According to staff, peers, and his patients, Dr. Soldo is a well-respected leader and loved for his enthusiasm, energy, creativity, flexibility, understanding, expertise, compassion and dedication. Terrence L. Soldo, DO, is kind, generous with his time and talents, and well deserves to be honored for his abilities as one of the top physicians in our community and as a Health Care Hero.

DR. PAUL CRUM, SR.

Paul M. Crum Sr., MD has spent a lifetime treating patients in the Jacksonville area. His career began with residency training in urology after which he joined the United States Navy as a physician. In 1973 he became a Medical Staff member at NAS Jax Naval Hospital to practice surgery and in 1979 joined the staff of St. Vincent’s Medical Center where he provides medical care for hundreds of poor men, women and their families who work the fields and ferneries of the area. His devotion to medicine, his patients, Dr. Soldo is a well-respected leader and loved for his enthusiasm, energy, creativity, flexibility, understanding, expertise, compassion and dedication. Terrence L. Soldo, DO, is kind, generous with his time and talents, and well deserves to be honored for his abilities as one of the top physicians in our community and as a Health Care Hero.

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According to staff, peers, and his patients, Dr. Soldo is a well-respected leader and loved for his enthusiasm, energy, creativity, flexibility, understanding, expertise, compassion and dedication. Terrence L. Soldo, DO, is kind, generous with his time and talents, and well deserves to be honored for his abilities as one of the top physicians in our community and as a Health Care Hero.

Dr. Crum’s quick wit and humor make him a staff favorite known for wearing knee high white rubber boots in the OR or walking the halls in his “uniform.” He is ageless and timeless, always abreast of the latest technology and techniques. An avid teacher, Dr. Crum mentors younger surgeons, nurses and techs and spends countless hours compassionately explaining disease process, progress and prognosis to patients, families and friends. Dr. Crum is seen walking the halls of St. Vincent’s on nights and weekends, even when not on call. He ensures the best possible care for his patients. As a leader in his field, he became one of the first Jacksonville urologists to implant prostatic radioactive seeds and perform prostatic cryotherapy.

Dr. Crum is an advocate for the poor and underserved. One of his passions is leading a community effort to provide free, life-saving prostate screenings for the poor and uninsured. Over the past five years more than 1,100 patients have been screened and over 100 diagnosed with abnormal results that if left unidentified may have resulted in death.

His devotion to medicine, his patients, staff, family and community are clear reasons for our selection of Dr. Paul Crum as one of Jacksonville’s Health Care Heroes.
St. Vincent’s Auxiliary Events Support SVHC

St. Vincent’s Auxiliary has a variety of events planned for the next few months. Did you know that when you participate in one of these fundraisers or purchase from the Gift Shop, you are giving back to SVHC?

During this past year:
- The Gift Shop has donated money to the Foundation that goes towards the Auxiliary’s $1,000,000 pledge.
- Proceeds from vendor sales, such as the uniform and gold buy back sales, contributed more than $12,000 to their Scholarship Fund; $2,750 to the Vincentian Fund; and $1,000 to the Daughters of Charity Retirement Fund.
- The Auxiliary also sponsors the Teenage Volunteer program and contribute to the Good Samaritan Fund throughout the year.

According to Auxiliary Vice President Joan L. Shewbrooks, the Auxiliary contributes more than $40,000 each year to the Foundation in support of St. Vincent’s!

Plan now to attend these events and know that as you benefit, so does SVHC and those helped through community outreach.

- **November 2 - December 9:** “Gift of Light” Christmas tree light sale. Lights are available in the Gift Shop and Volunteer Office.
- **December 9 at 6 p.m.:** Tree lighting ceremony – conducted by the Pastoral Care Department
- **December 1 - 3:** Everything $5 sale, including jewelry, Pashminas, hand bags, etc. Located in the DePaul lobby waiting room.
- **January 5 – 6:** Gold Buy Back sale: bring in old gold (jewelry, chains, fillings!). It will be weighed with cash payment given, at the market rate, on the spot. Located in the Lobby Conference Room.
- **January 19:** Uniform sale. All the new styles are available and payroll deduction can be used.

St. Vincent’s Auxiliary Recognizes Volunteers for Outstanding Service

St. Vincent’s Auxiliary President Pricella Andreason recently presented Lorraine Higginbotham and Romy Go as Volunteers of the Year. Pricella Andreason was recognized with the Edith Waas award for outstanding volunteer service.

Assumption Catholic School Students Fill Food Pantry

Sister Patricia was thrilled with the multiple deliveries of food donated by Assumption Catholic School students. Eighth graders Genni Robinson, Amanda Marr, Maggie Patsy and Sarah Gates helped coordinate the food drive by stapling event flyers to 600 grocery bags donated by Publix. Students who donated food got to wear jeans and their favorite team t-shirt on a designated Friday. A big thank you goes to all of the students who filled the food pantry shelves to feed families who turn to St. Vincent’s for help!
The Environmental Services Department’s Brighten Your Day Committee works to improve patient satisfaction and the patient experience; show appreciation and improve moral within the department; and to recognize associates in other departments for their bright spirits.

The committee recognizes associates throughout the hospital for their positive attitudes. Brighten Your Day Committee members recently recognized One Call associates for their positive customer service.

Positive, energetic associates throughout SVMC are invited to join the Brighten Your Day Committee. For more information, please contact ECS at 308-8850.

Unique Games “Test” Housekeeping Skills

By Edward Bateh
Marketing and Communications

September 13 – 17 was National Housekeeping week and St. Vincent’s celebrated in style. Throughout the week breakfast and lunch were provided for our wonderful housekeeping staff. The team also celebrated with wacky housekeeping themed games. Some of the games included, “race to make the bed” and “buffer and mop stick ring toss.” With a background in housekeeping, St. Vincent’s HealthCare President and CEO Moody Chisholm decided to pop in and test his skills. He even won the bed making race — with help from his coach, Hiba Comic. To the housekeeping staff Mr. Chisholm said, “As the new guy on campus you really make me feel welcome,” as they do with anyone that walks around our campuses.

From the entire St. Vincent’s HealthCare system we want to thank our housekeeping team for everything they do.

Hiba Comic coached Moody Chisholm as his housekeeping skills were tested against those of Remzija Smajic during a bed making race during Housekeeping Week.

Brighten Your Day Committee Recognizes One Call

The committee recognizes associates throughout the hospital for their positive attitudes. Brighten Your Day Committee members recently recognized One Call associates for their positive customer service.

Positive, energetic associates throughout SVMC are invited to join the Brighten Your Day Committee. For more information, please contact ECS at 308-8850.
St. Vincent’s HealthCare Spirit Cards provide an excellent way to recognize co-workers for going above and beyond the call of duty for a patient, patient’s family or in helping other associates.

If you know someone who should be recognized for going above and beyond the call of duty, you may fill out a Spirit Card on this person through the Intranet or contact Paula Naugle, the Service Excellence Coordinator, at 296-5843. Spirit Cards are available under Associate Services, located at the top right of the Intranet Home page. Please be sure to include the associate’s last name and unit so we may ensure they are properly recognized. The Spirit Card will be sent to the Service Excellence Coordinator, who will send a copy to the associate being recognized and the appropriate manager(s).

**SPIRIT CARD RECIPIENTS FOR OCTOBER**

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2010 Eula Givens Award Presented to Delores Lee, CNA

The Eula Givens Award, sponsored by St. Vincent’s Foundation, was established to recognize St. Catherine Labouré Manor’s non-management associates, particularly those front-line associates who are the backbone of the care St. Catherine provides. The award represents the following values:

- Dedicated and untiring service
- A compassionate and nurturing attitude
- Commitment to the Mission of St. Catherine Labouré Manor

Ten associates were nominated for the award. The three finalists were Deborah Felix, Educator; Dorothy Chester, LPN, Marian Hall; and Delores Lee, C.N.A., Lourdes Hall. Ms. Lee was named the recipient of the 2010 award. It was said of Ms. Lee, “She displays a professional attitude that reflects her work and her daily work ethic. Her patients, family members and associates all say it is a delight to have her on our team. Ms. Lee transports patients to their appointments in the rain, extreme heat and cold. She will take the extra effort to assure that her patients are comfortable and she never complains.”

2010 Eula Givens Award recipient Delores Lee, C.N.A., Lourdes Hall with Moody Chisholm, President/CEO; Teresa Butts, Assistant Administrator; and Maureen Gartland, Vice President/Administrator
St. Vincent’s offers training in five medical disciplines and readers are encouraged to call for more information:

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  308-8567
- **Diagnostic Medical Sonography**
  308-8272
- **Nuclear Medicine Technology**
  308-8484
- **Medical Technology**
  308-3817
- **Radiologic Technology**
  308-8552

**ST. VINCENT’S HEALTHCARE**

Marketing and Communications
2 Shircliff Way, Suite 620 DePaul
Kathie Ford, Editor

St. Vincent’s proudly supports Memories of Love, which helps families who have a parent facing a life-threatening illness and young children (ages 16 and under). The entire immediate family is sent to Orlando for a fun-filled respite that creates joyful, lasting and loving memories. The trip includes theme park tickets, hotel accommodations, discounted meals and $200 for travel and incidentals. Approval is not based on income and the application process is easy. For more information, or to apply, call (904) 596-2789 or (800)625-1566, or visit their website, www.memoriesoflove.org.

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Ads may be placed by associates, physicians and their staff, volunteers and family members. Ads must be for personally owned items; ads for businesses will not be accepted. Ads will run for one monthly issue.

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**Quotations of St. Elizabeth Ann Bayley Seton**

“Not to speak of anyone unless it be to their advantage, nor of myself unless of God’s goodness.”

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Kathie Ford, Editor

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**Mediscoop** is published monthly for associates, physicians, volunteers and friends of St. Vincent’s HealthCare.

Please submit articles and ideas for articles via interoffice mail to Marketing and Communications, email to mediscoop@jaxhealth.com, or fax to 308-7941. Submissions must be received by noon, Dec. 3, for the next publication.

**The SVHC Values Line**

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