### iSparrow Electronic Medical Record Phase 2 launches

iSparrow EMR Phase 2 got off to a flying start with a kick-off meeting attended by hundreds of leaders and Associates on Sept. 28 at the Lansing Center.

The flight theme came complete with a mock security check-in and paper airplanes. But the message was a serious one: the importance of the implementation of Phase 2 of the iSparrow Electronic Medical Record system.

The second phase of iSparrow EMR will be launched throughout inpatient and outpatient areas at Sparrow Hospital, Sparrow Specialty Hospital, Sparrow Clinton and Sparrow Ionia. Key components are targeted to be live by the end of 2012. This includes a fully electronic clinical documentation system for inpatient and outpatient departments, replacing most paper medical charts. It also means new systems for Admitting, Scheduling, Billing, and Health Information Management; the Emergency Department; Pharmacy; Radiology; Surgery; and Labor and Delivery.

Every Sparrow Caregiver will be an active participant.

“iSparrow, fully implemented, will be a fundamental transformation of our care delivery processes,” said Sparrow President and CEO Dennis Swan.

Caregivers should consult with their leaders if they have questions about iSparrow EMR Phase 2. More information on this project can be found at sparrow.org/isparrow.

### Donations sought for Harvest Gathering Food Drive

Let the donations pile up for Sparrow’s Harvest Gathering Food Drive, which continues until Nov. 7.

Sparrow Caregivers donated more than 13,000 pounds of food last year – this year’s goal is to collect even more for the Mid-Michigan Food Bank for families going through hard times.

Items most in need are: canned fruits and vegetables; cream-based soups; cookies; juice boxes; bar soap; shampoo; and much more.

Food collection bins are located in departments, shuttle buses, cafeterias, and the main lobby of the Sparrow Main and St. Lawrence campuses.

More than 40 departments have already provided a volunteer to support the drive but there’s still time help spread the word about the need for donations. Speak to your manager or contact Melissa Sherry, Director of Volunteer Services, at 517.364.3606.

### iSparrow EMR Phase 2 Guiding Principles

- **Our Patients come first**
- **iSparrow is how we will implement the Sparrow Way**
- **In building iSparrow, we are building Sparrow’s future**
Carson City again honored as Most Wired

Carson City Hospital has been recognized as one of the nation’s Top 25 Most Wired-Small and Rural hospitals, according to a new survey in Hospitals & Health Networks magazine. This is the ninth year overall and fifth consecutive that Carson City has received the award.

The award signifies advanced Information Technology practices, such as electronic ordering of medications.

“Carson City Hospital, along with the rest of the nation’s Most Wired hospitals, is making progress toward greater health information technology adoption,” said Carson City Chief Information Officer Rich Terry.

Urgent Care Centers announce new hours

Sparrow Urgent Care Centers in Mason and Okemos are announcing new hours.

As of Nov. 6, both locations will be open from 9 a.m. – 9 p.m. to provide more continuity and consistency for Patients. As always, Sparrow Urgent Care is open 365 days a year providing non-life threatening urgent care to walk-in patients.

Services provided include: same-day care, low-cost sports physicals, and after-hours or holiday care. Both locations offer convenient on-site laboratory services and routine X-rays. For more information on urgent care services visit Sparrow Urgent Care on the web at sparrow.org/sparrowurgentcare.

Hike for Hospice fundraiser brings hundreds of bikers, hikers

There were tears and heavy hearts but plenty of fun activities during the Sparrow Foundation’s annual Hike/Bike for Hospice benefitting Sparrow Hospice on Oct. 2 at Granger Meadows Park in Lansing.

Hundreds attended the 5k hike/5-mile bike ride. Some honored departed loved ones. Some brought children to frolic in the play area. Some came to recognize Joe Melvin, this year’s Hike for Hospice honoree and who was Technical Director of Sparrow’s Blood Bank until his death last December.

Physician leads OR recycling effort

Call him Dr. Recycling.

Urology resident Erik Ratchford, DO, kept thinking about all the plastic discarded in Sparrow’s surgical area until he had an idea last spring to start his own recycling crusade. He began collecting empty water bottles and other plastics, spreading the word among staff and hauling the waste away in his Chevy Cavalier.

Now, the effort includes many OR staffers, who are filling a 900-gallon recycling container every week. Ratchford doesn’t have to cart it off himself to the Michigan State University Recycling Center; the plastics are being hauled away as part of the city of Lansing’s Go Green Initiative.

“To get 100 gallons a day of plastics a lot of people have to make an individual effort and decision to take a piece of plastic and set it aside,” Dr. Ratchford said. “The staff absolutely loved it. I think it makes people feel invested in where they work.”

Dr. Ratchford received the initial go-ahead for the effort from Leonard Zuckerman, MD, Chief of the Department of Surgery. Dr. Zuckerman said Chief Nursing Officer Elizabeth Henry and Environmental Services leaders also receive credit for promoting Dr. Ratchford’s idea.

“He saw the waste and thought it would be a good idea on a small level to do this at Sparrow, and it’s expanded to what it is now,” Dr. Zuckerman said. “Hopefully, it will be hospital-wide pretty soon and Sparrow will be a greener place and save money.”

Erik Ratchford, DO, sifts through some of the plastic packaging that the Sparrow OR is now recycling.
The teddy bear looked ready for the trash heap, but Sparrow Pediatric Emergency Department staffers soothed its owner, applied bandages and fixed it up as good as new.

It happened at the Sparrow emergency clinic at the annual Teddy Bear Picnic at the 4H Children’s Garden at Michigan State University. Kids were asked to bring their teddys (or other stuffed animals) so medical staff could apply treatment. In the process, they dealt with children’s concerns about medical check-ups and treatment.

“The whole point is to decrease fear and anxiety about coming to the ED,” said Amy Blaser, MD, of the Sparrow Emergency Department.

The event, which also featured information booths, a picnic lunch and fun activities, was sponsored by the MSU Department of Pediatrics & Human Development and the MSU Children’s Health Initiative.

Pediatric ED staff soothes teddy bears and their owners

Swans lead 2011 Lansing Arthritis Walk

Chattering college students filled the lobby of Snyder Hall at Michigan State University early on a cool Saturday morning. In their midst was Sparrow President and CEO Dennis Swan and wife Kathy with their shoes laced up and ready to embark on the annual 2011 Lansing Arthritis Walk.

Swan co-chaired the event, which raised money to fight arthritis, and the couple helped lead the trek. UAW Region 1-C Director Norwood Jewell was co-chair and was supported by Brian Fredline, President of UAW Local 602, and Joe Douglas, President of UAW Local 4911. The reason for the walk was driven home by the stories of co-honorees Dalton Harris, 14, of Mason High School, and Karly Fogle, 16, of Mason. They each spoke movingly of their struggles with juvenile arthritis, along with how recent medical advances may lead to an encouraging future.

The Arthritis Walk is the Arthritis Foundation’s signature national event, raising funds and awareness against arthritis, the nation’s most common cause of disability.

“Almost Everybody, sooner or later, is likely to be affected by this disease,” Dennis Swan said. “Especially with Sparrow’s children’s program, juvenile arthritis research is a compelling subject because it’s a cruel disease.”

The Sparrow Guild recently presented a $50,000 check to the Sparrow Foundation, completing a $150,000 commitment to fund radiation oncology services. The money was raised from proceeds from recent Sparrow Guild Charity Balls and sales of the Sparrow Guild cookbook, ‘The Art of Cooking -- Recipes from the Heart.’ The 86th annual ball will be held Saturday, Nov. 19, at the University Club of Michigan State University. Call the Foundation at 517-364-5680 for information.
Now that’s a bike ride

A number of hardy Sparrow Caregivers biked hundreds of miles last month for the 41st annual Dick Allen Lansing to Mackinaw DALMAC Bicycle Tour. They deserve a hand for their efforts, given the fact that depending on which route riders picked they traveled either 280 or 400 miles.

The annual event, founded in 1971 by former State Representative Dick Allen of Ithaca, is intended to promote bicycling as a healthy means of transportation and recreation.

Sparrow Caregivers who participated were: Post-Anesthesia Care Unit Nurse Deanna Babcock-Pung; Pharmacist Matthew Bondi; Pinhas Geva, MD; Oncology Respiratory Therapist Diane Gibbs; Cancer Center Nurse Cheryl Hansen; Cancer Center Patient Care Tech Chris Holtham; Cardiac Cath Lab Tech Kerry Leach; Nurse Mark Lutz; Cancer Center Financial Analyst Jeffery MacGuinness; X-ray tech John Milbourne; Nola Schramm, Assistant Department Manager Ob-Gyn Services; Physical Therapist Kim Zipple; and Respiratory Therapist Pete Zipple.

Sparrow healthy food initiative recognized with national honor

Sparrow’s leadership in healthy food efforts has been recognized with a national award from the Health Care Without Harm Healthy Food in Healthcare program.

Sparrow received one of four inaugural Sustainable Food Public Policy and Advocacy Awards for significant achievement in education and advocacy of healthy food in hospitals. The award is being presented this month at a conference in Seattle, Wash.

Sparrow has led a number of healthy food initiatives, including state efforts to promote more nutritional menus for Patients.

“The Public Policy award affirms Sparrow Hospital’s effort to be a change agent in working to improve the economic and public health status of Michigan residents,” said Wally Wozniak, Executive Director - Support Services.

“This encourages our hospital to continue playing an integral role in enabling institutions and businesses to provide local food to consumers and create new markets for products grown, raised and processed in Michigan."

Health Care Without Harm is an international coalition of organizations working to promote sound and sustainable practices.

Get more content online

For more Sparrow News content, visit sparrow.org/mysparrowassociates. Scroll down to “Sparrow news” and click on “Additional online content.” You’ll see stories and photos on:

» Sparrow EMR Phase 2 Kick-off
» Associate flu shot clinics
» Rehabilitation Week activities
Sparrow switching to Microsoft Exchange Outlook e-mail system

Sparrow is happy to announce we will be upgrading our e-mail system from Novell GroupWise to Microsoft Exchange Outlook, a more efficient and reliable service. This upgrade will bring a number of positive changes to Sparrow, including:

- The switch to an e-mail service currently used by 76 percent of the business market worldwide.
- A much-needed increase in individual mailbox storage capacity.
- The ability to easily sync with software and applications used throughout the system.

Each Caregiver will be notified by e-mail when the system-wide conversion begins of all e-mail residing in their GroupWise inbox, as well as appointments, tasks, notes, contacts (personal address books). During the three-week conversion time frame, the e-mail system switch will be scheduled to occur by several departments at a time. To help ensure as seamless a transition as possible Sparrow will provide online and classroom training and personal assistance the day your e-mail box is converted.

A complete list of all information regarding the e-mail system conversion is available on the Intranet at the following URL address: http://outlookinfo. Please see your leader for more information.

Sparrow United Way campaign sets ambitious goal

Compassion and giving are at the heart of Sparrow’s mission and that’s one reason the organization has always responded so well to the United Way. This year’s goal is ambitious but is needed more than ever: 100 percent participation by Sparrow Caregivers, raising $100,000.

The money will go to people in need throughout the community, as well as organizations that provide essential services and resources.

“We have faith that Sparrow Caregivers will support the United Way more than ever before,” said campaign chair Donald Davis Jr., Vice President, Chief Human Resources Officer. “This is a compassionate all-out campaign to share amongst our community.”

Caregivers should already have received an e-mail message from Mr. Davis with details on donating to the United Way. The campaign runs through Oct. 31.

Every size donation helps, whether it’s $10 or $100. Pledges may be made to a specific cause or organization on a one-time only basis or through regular payroll contributions. Prize drawings will be held at the conclusion of the campaign for those who participate.

Sparrow ED recognized as Healthcare Organization of the Month

The Sparrow Emergency Department has achieved national recognition as a standout facility and an example of what is right in health care.

The Studer Group, a Florida-based consulting firm that works with more than 800 organizations worldwide, named the Sparrow ED as Healthcare Organization of the Month for October. The Crystal Flame award is based on high achievement, improvement and overall performance. The Sparrow ED has shown impressive results in the past year. It has reduced the percentage of patients who left before treatment to 1.6 percent, compared to 1.9 percent nationally, while patient satisfaction rose from the 45th to the 80th percentile of like-sized hospitals across the U.S.

“We are thrilled by this award and the recognition of our efforts,” said Tony Briningstool, Executive Medical Director, Emergency Services. “We are dedicated to improving patient care and the health of the people in our communities.”

> The Crystal Flame award will be given to Sparrow at a conference this month.
Stafford makes surprise stop at FITKids school

You would have thought Detroit Lions quarterback Matthew Stafford had just completed a touchdown pass based on the roar from the students at Lansing’s Pleasant View Magnet School, a pilot site for Sparrow’s FITKids program (Fitness Initiative Targeting Kids).

Stafford recently made a surprise appearance at the school as part of a Michigan Blue Cross Blue Shield campaign to promote children’s fitness. Blue Cross Blue Shield picked the k-8 school based on its participation in FITKids, a school-wide effort featuring creative and fun fitness and nutrition activities. Sparrow Health and Wellness leads the community FITKids collaborative.

Stafford led the kids in exercises, gave fitness advice (get lots of sleep and limit your fast food), and said he was impressed by the “very active, very enthusiastic” audience.

R.J. Gibbs, Sparrow Health and Wellness FITKids coordinator, said Stafford’s appearance would only reinforce the healthy behaviors Pleasant View students are already exhibiting.

“This is a great school. There’s a lot of buy-in into the program,” Gibbs said.
2011 OPERATION SANTA

Dear Sparrow Associates,

Volunteers & Physicians:

For several years you have generously supported the families at Lansing Bingham Elementary School through Operation Santa. Your generosity provided 141 children a very, very Merry Christmas in 2010.

It is now time to think about participating in Operation Santa 2011! Would you be willing to sponsor one or more of the 218 children at Bingham and make their holiday merry? This year, family sizes range from 1 child to 7. You can sponsor a child by yourself, get together with a friend, or organize your department to work together and sponsor a whole family. Any help is greatly appreciated by the children.

HOW TO SPONSOR A CHILD

If you or your department would like to be a part of this year’s Operation Santa, please call Cathy Potter at 517.364.2758 or e-mail her cathy.potter@sparrow.org. We will begin taking calls and emails on 10/24/11 through 11/11/11 (or until all of the children have been sponsored). The following information will be needed: Your name, telephone number, the amount of children you wish to sponsor, and your interoffice mailing address.

Thank you in advance for your support of these children in our local community.