New Annual Report emphasizes our Caregivers

Sparrow is officially discontinuing the use of the term “Associate” and replacing it with the more inclusive term of “Caregiver” to describe our team of 10,000 Physicians, Nurses, Staff, and Volunteers.

Everyone at Sparrow is a Caregiver because they can positively impact Patient safety, quality of care, and the Patient experience. While many of our Caregivers may not be directly involved with caring for Patients, all have one thing in common: The Patient is at the center of all that we do.

To learn more about the importance of Caregivers, see our new 2011 Sparrow Annual Report at www.Sparrowannualreport.org. It focuses on the work of our Caregivers, including the heartfelt stories of unique individuals from a variety of roles throughout our health system.

Our Annual Report also provides key highlights from the numerous achievements of our Caregivers and includes our Nursing Annual Report and Sparrow Foundation Annual Report.

Ronald McDonald clowns around at Sparrow Children’s Center

Kids at Sparrow’s Children Center recently received a special visit from Ronald McDonald, the smiling iconic symbol of McDonald’s restaurants.

The engaging clown gave high-fives and hugs to kids, hospital Patients, visitors and staff before making his way up to the fifth floor playroom of the Children’s Center.

Once there, he delighted young Patients and parents by playing games and, well, generally clowning around.

“All kids deserve to have fun, especially kids in the hospital,” said Ronald, sporting his trademark red hair. “The best thing is when you see someone who is a little timid and you get a smile out of them.”

The Ronald McDonald House of Mid-Michigan, adjacent to Sparrow Hospital, is a home away from home for families of hospitalized children. Providing a small amount of normalcy in an abnormal situation, the Ronald McDonald House is a place to rest, shower, relax, catch up on photos calls, get a hot meal or do laundry.

Ronald McDonald gives a big greeting to Sophia Dixon, who’s held by her mom, Diana
Benefits open enrollment period ends Dec. 9

The annual Benefits and Flexcare Open Enrollment period ends at 5 p.m. on Friday, Dec. 9.

If you have any questions regarding this annual event, contact the Total Rewards hotline at 517.364.5333.

Sparrow among leaders in Patient safety and quality efforts

A recent report highlights Patient safety and quality improvements Sparrow is accomplishing in partnership with the Michigan Health & Hospital Association. The 2011 MHA Patient Safety and Quality Annual Report: Hospitals Putting Patients First details efforts by Sparrow and other Michigan hospitals to prevent infections, save lives, introduce efficiencies, save millions of health care dollars, empower consumers and more.

“At Sparrow, we take Patient safety and quality seriously and strive to provide the right care to everyone, every time. It is embedded in what we do every day,” said Sherry Taunt, Sparrow’s Vice President of Quality and Performance Improvement. “Our voluntary partnership with the MHA Keystone Center and adoption of evidence-based interventions has led to improvement in our care.

If you have any questions regarding this annual event, contact the Total Rewards hotline at 517.364.5333.

Sparrow Clinton, Ionia nationally recognized for quality, improvements

Sparrow Clinton Hospital and Sparrow Ionia Hospital have received national recognition for top performance and improvement, continuing a string of recent quality awards for Sparrow.

Sparrow Clinton was named a 2011 Best Place to Practice® Award winner by Press Ganey Associates, a national leader in healthcare performance improvement. The award is given for high satisfaction scores on surveys completed by physicians who use the hospital.

Sparrow Ionia received a Top Improver Award from Press Ganey for continuous improvement in survey scores for Ambulatory Surgery services. The awards were announced at the national Press Ganey Client Conference in Dallas, Texas.

In addition to the Press Ganey honors, Sparrow received numerous recognitions for quality during the Studer Group’s recent What’s Right in Healthcare Conference in Chicago.

Dapper Dads Calendar makes great holiday gift

The 2012 Dapper Dads Calendar is on sale now!

The calendar recognizes the 34 local superstars (including several from Sparrow) who raised funds for the 2011 Dapper Dads Challenge. It highlights the top 13 vote-getters with full-page features, including Greg Brogan, Chairman of the Sparrow Board of Directors, and Sparrow Foundation Board Chairman John Pirich and board member Glenn Granger.

All proceeds from the calendars will benefit the Sparrow Foundation through its Women Working Wonders Committee (W3).

Prominent Lansing men volunteer to participate in this fun annual competition. Following a kick-off event in March at Kositchek’s, the public is invited to vote for their favorite contestants, each “vote” being a $5 donation to the Sparrow Foundation/W3.

The competition culminates with a fashion show in June.

The Dapper Dads Calendar is on sale at the Sparrow Foundation offices, Sparrow and St. Lawrence gift shops, Kositchek’s, the University Club, and a number of retail locations around town. In addition, calendars may be ordered online at www.sparrow.org/dapperdads. The cost is $10 plus tax and shipping.
Nearly 14,000 pounds collected by Sparrow Caregivers in food drive

Sparrow Caregivers donated nearly 14,000 pounds of food during this year’s Harvest Gathering Food Drive, bettering last year’s collection and providing a big boost to local families going through hard times.

Sparrow Caregivers brought their usual passion and giving spirit to the cause, plus have some fun. The Outpatient Cardiac Rehabilitation and Sparrow Professional Building Adult Outpatient Rehab departments combined to raise nearly 1,100 pounds through several challenges.

Donations were encouraged through a Michigan State University versus University of Michigan competition (MSU won) and managers matching the amount brought in by staff.

“It’s just fun and I know it’s going for a good cause,” said Ann Pardee, Physical Therapist Assistant in Outpatient Rehab at the Sparrow Professional Building. Pardee coordinated the rehab collections.

“It’s supporting the people we see in our department. We get a lot of people here who are in tough situations. A lot of them have lost jobs and have disabilities. It’s nice to know we’re doing something to help them out besides what we do on a daily basis.”

Surgery and Anesthesia also donated more than 5,000 pounds of goods. The food drive benefits the Mid-Michigan Food Bank.

Caine, Bud Kouts Chevrolet honored for philanthropy

Two prominent Sparrow supporters, Justin Caine and Bud Kouts Chevrolet, were recently honored with Philanthropist of the Year awards for their work.

The awards were presented by the Association of Fundraising Professionals Capital Area Chapter and were given at the Annual Celebration Breakfast of the Capital Region Community Foundation.

Justin Caine is a former Children’s Miracle Network Miracle Child who has gone on to be a face for community volunteering in the Lansing area. He organizes such events as the Battlefield Brawl to raise money for the Sparrow Children’s Center.

Bud Kouts Chevrolet is a presenting sponsor of the Sparrow Hike for Hospice and has supported numerous hospital services, providing more than $155,000 to Sparrow since 2002.

Dave Rhine, MD, has joined Thoracic Cardiovascular Institute, specializing in cardiac electrophysiology.

Dr. Rhine graduated from Chicago Medical School at Rosalind Franklin University, completed a cardiovascular fellowship at Loyola University Medical Center in Maywood, Ill., and then an electrophysiology fellowship at Ohio State University Medical Center in Columbus, Ohio. He has a strong interest in research, with an emphasis on atrial arrhythmias and complex ablations.

Norbert Baumgartner, MD, who joins Sparrow Cardiovascular and Thoracic Surgery on Dec. 1.

Dr. Baumgartner has practiced cardiothoracic surgery in the Saginaw area for nearly 16 years, including cardiac, thoracic and vascular surgery. He is a graduate of the University of Illinois and completed his residency in cardiothoracic surgery at Loyola University Medical Center in Maywood, Ill.
Sam Russell’s positive spirit was perfect welcome to Sparrow

Sam Russell will strike up a conversation with just about anyone he sees – it’s what made him so good at his job as Valet Cashier, one of the first people many see at Sparrow.

Russell’s positive spirit was a favorite of Sparrow Caregivers and visitors. He will be missed following his recent retirement after a 10-year career here.

“I looked forward to going to work every day so that I could inspire people with an upbeat attitude. Sparrow is like a big family and I appreciated the opportunity to form personal relationships with many people while I was here,” said Russell, who plans to spend more time with his grandchildren.

According to Russell, being a people person runs in his family. His role model growing up was his father, who had a natural gift for inspiring people as a service manager at Oldsmobile.

“Sam always brought a refreshing mindset to his job and made people comfortable by getting to know them on a first-name basis,” said Security and Parking Manager Todd Cassidy.

New standard uniform policy starts Jan. 3

Sparrow’s new standard uniform color professional appearance policy will allow Patients and visitors to easily distinguish Nurses and other Caregivers at a glance, improving Patient satisfaction.

The new policy, requiring Caregivers to wear standard color uniform scrubs, takes effect Jan. 3, 2012. Among the few exceptions: Caregivers in pediatrics may wear the approved “kid-friendly” top and jackets that will shortly be available for ordering, while Caregivers approved to wear polo tops and lab coats need to place their order through SPA no later than Dec. 2.

Caregivers hired after Oct. 10 need to purchase their uniform scrubs with the approved Sparrow logo from one of three approved vendors.

For more information, contact Jan Miller at 517.364.7290 or jan.miller@Sparrow.org.