AIDET + The Promise

AIDET – acknowledge, introduce, duration, explanation and thank you – is comprised of communication basics we use every day that are important to remember. When you add a verbal commitment (promise) for a patient or visitor, it allows them to gain a better understanding of what to expect next and calm uncertainty.

Altogether, communicating in this way gives us an opportunity to align our words and actions to give our patients a consistent message as well as a positive one. Patient and family experience is impacted when those who come to us for healthcare are more confident in our team.

There are other key best practices we’ve adopted in the UnityPoint Health – Waterloo region to help ensure the best outcome for every patient, every time. You can already feel the difference these actions have had on our visitors.

No Point Policy
When a visitor appears to be lost in our halls, utilize AIDET + The Promise and escort them to where they need to go. Escorting, instead of pointing in a general direction, reduces anxiety levels for those who are in a situation they aren’t accustomed to. Plus, it gives you an opportunity to Manage Up.

Managing Up
This is accomplished by positioning yourself or others in a positive light, and it enhances the level of communication we have with patients. Showing that you respect and care for your co-workers can signal your commitment to treating everyone with the respect he or she deserves. When a hand off in care occurs, for example, explain to the patient why they will be in great hands with the next caregiver.

The 10/5 Rule
Always remember to make eye contact and smile when coming within 10 feet of anyone you pass in the halls. When you come within five feet, offer a pleasant “hello” or “good morning/afternoon.” This simple rule is a great reminder to always be present and engaged with our surroundings throughout the day.
As you may have heard on the news, there is an increase of mumps in our community. The majority of the cases in Black Hawk County are college-age students, but we have seen a handful of K-12 students and a few healthcare workers test positive as well. Now is a good time for a Mumps 101 lesson.

Did you know that every sharps injury is reviewed here at the hospital? The Employee Safety Task Force is looking to identify trends in bloodborne pathogen exposures. Unfortunately, hospitals cannot eliminate all sharps. There will always be a need for scalpels, sutures, glass ampules, needles, etc. The best way to prevent sharps injuries is to slow down...be safe.

Policies & Procedures Update

The following Policies & Procedures are new and now available on the intranet. Please be sure to read and review. You may locate these and all policies by clicking on the Clinical tab > AHS & IHS Policies and Procedures, type in “keyword match” and then click Find.

Jury Duty / Court Appearances
• Significant Change: Deleted “must be employed for at least 100 days” in order to be eligible for payment.

NetLearning Modules Assigned

Your second quarter NetLearning modules have been assigned. Please be sure to log in and complete them by midnight on June 30, 2016. Depending on your department, you will see 7-10 modules assigned this quarter. If you have questions, please contact your manager or Professional Development.

Alcohol Awareness

April is alcohol awareness month. According to the Centers for Disease Control (CDC), approximately 88,000 deaths that occur each year in the United States can be attributed to alcohol use. Drinking too much alcohol can lead to immediate, short-term health complications and increase the development of long-term health complications over time.

Drinking in moderation can reduce the risk of health complications associated with alcohol consumption. Moderate drinking is defined by the Dietary Guidelines for Americans as no more than one drink per day for women and no more than two drinks per day for men (CDC, 2014).

What is a Standard Drink?
• 12-ounces of beer
• 8-ounces of malt liquor
• 5-ounces of wine
• 1.5-ounces of liquor (gin, rum, vodka, whiskey)

How to Help
Follow the U.S. Dietary Guidelines when consuming alcohol. Never provide alcohol to individuals who are underage or those who have clearly consumed too much alcohol. Contact a primary care provider to seek help for excessive drinking behaviors.
**Volunteer Week is April 11-15**

Allen volunteers range in age from 14 to 91 and have given 40,050 hours in 2015 to help care for our patients, visitors and staff.

Remember to take time this week to thank an Allen volunteer.

---

**Provider Profile**

Michele Friedman, ARNP

Michele Friedman, ARNP has been with UnityPoint Clinic since 2007 and recently joined the IMPACT program to provide care at long-term care and skilled nursing facilities.

Michele attended Allen College, and her clinical interests include acute care, patient education and counseling.

**Together for Youth Shines**

TFY provides over 1,000 presentations annually regarding adolescent sexual health issues. A recent evaluation form included some incredibly nice compliments from an area teacher regarding Jean Gallmeyer, one of the Health Educators.

All TFY health educators score high on a regular basis but on this particular form the teacher from Jesup Middle School offered additional comments which said, “This was the best presenter I have had in 13 years of teaching!” The scores reflected that Jean was easy to get a hold of and was able to set up specific programming for their school’s needs. This teacher also reported Jean was excellent in the following topics: knowledge of topic, rapport and communication with participants, effectively addressed and engaged participants.

TFY continues to proudly wear our UnityPoint Health – Allen Hospital nametags in and out of area schools, faith communities, youth serving agencies and community agencies each and everyday.
The Power of Your Dollar

We’ve spent a lot of time on explaining what we’re raising money for with the For Allen For You campaign. Perhaps it’s even more important that you know the why. Let’s take a look at the $4 million we’re raising for Prairie Parkway.

You may be asking, “Why are we building in Cedar Falls?” Our fastest growing patient base is in the southwest quadrant of the Cedar Valley. We’re building what patients want... patient-centered, coordinated, comprehensive care all in one convenient location. You may remember Sarah from the campaign video who shared, “As a working mom, my time is very valuable. If I could have a one-stop shop, that would be just really great for our family and for our schedule.”

Prairie Parkway will continue to demonstrate: we are the innovators and leaders in healthcare.

For Allen for You is about the best outcomes every time for every patient. This campaign is all about enhancing the patient experience.

We’re so close to reaching 100 percent. Thanks to each and every one of you who have taken us this far and please encourage your colleagues to join in. Why? Because donors want to know how we’ve given before they decide what they’ll give.

As one person shared in the campaign feasibility study last April, “People respect Allen. If Allen has ideas on making a better healthcare system, that’s a good thing.”

Pledge now or watch the campaign video to learn more about where your donations will help.

April is Donate Life Month

On December 23, 2014, a 72-year old man died at Allen Hospital, but his legacy lives on through donation. His grieving family received this letter of thanks from one of his cornea transplant recipients: Susan, a 68-year-old woman from Elgin, Illinois.

It is with both great joy and sadness that I write this letter. I have a degenerative disease of the cornea and, as one would expect, over the years my vision has been increasingly compromised. I had no idea how much until my transplant. It is like I saw in two dimensions a world that was hazy and lacked definition. When I first began to see again after the surgery I was overwhelmed. I saw the shape of small branches on the trees behind my house. I saw vivid colors. I saw the faces of those I love with far greater clarity. These and more were sights I had forgotten even existed.

How does one go about thanking the family who has suffered such loss for a gift that cannot be valued? My tears run freely both for your loss and the wonders of my sight. My sight will never be able to compensate for a life. I am completely and totally aware of this. I only pray that I can convey some small measure of comfort through the joy your gift has given. Although the words are vastly insufficient all I can say is thank you.

Don’t miss these special events coming up on Friday, April 15:

• Donate Life Booth  |  8 a.m. - 3 p.m.  |  Allen Café
• National wear blue/green day to celebrate organ donation.

Submit articles to: Robin.Nicholson@unitypoint.org
Deadline for submissions: 8 a.m. Tuesday
CLASS Stroke Support Group
Wednesday, April 13 | 10 a.m.
South Dining Room

Topic: The Importance of Music – It's Role in Our Lives and Recovery
Presenter: Katie Aldrich, Music Therapist

Defensible Documentation
Learning Centers A & B

Upcoming sessions:
April 13 | 5-7 p.m.
April 15 | 8-10 a.m. & 2-4 p.m.
May 2 | 7:30-9:30 a.m.
May 2 | 11:30 a.m. - 1:30 p.m.
CEUs available — see flyer
Register in NetLearning.

Hemodynamics 101
Tuesday, April 19 | 8 a.m. - 12:15 p.m.
Learning Center A
CEUs available — see flyer

Great Physician Debate
Tuesday, April 19 | 5:30-8:30 p.m.
Allen College, Winter Hall
CEUs available — see flyer

Sexual Assault Awareness Workshop
Wednesday, April 20 | 5:30-6:30 p.m.
Baskins Classroom, Allen College
CEUs available — see flyer

Join Allen Birthing Center at March for Babies
Saturday, April 23 | 9 a.m.
Gateway Park, Cedar Falls

Sexual Assault Awareness Lunch & Learns
Monday, April 25 | 11 a.m. - 12 noon
Barrett Forum Board Room, Allen College
Presented by Waterloo Police Department.
Registration required — see flyer

Allen College Chorus presents
Everybody Rejoice
Thursday, April 28 | 7 p.m. concert
McBride Auditorium, Allen College
Doors open at 6:30 p.m. Concert is free of charge; seating is limited.

Take Charge with Confidence
Friday, April 29 | 9:45-11 a.m.
Learning Centers A & B
CEUs available — see flyer

Spring Plant Sale
Thursday, May 5 | 7 a.m. - 4 p.m.
South Dining Room
Hanging baskets, bedding plants, herbs and much more! Perfect for sprucing up your yard or a thoughtful Mother’s Day gift.
Sponsored by the Allen College Alumni Association.
Order Form

Care of the Patient with an Intra-Aortic Balloon Pump
Thursday, May 12 | 8 a.m. - 3:30 p.m.
Learning Center A
CEUs available — see flyer

Auxiliary Calendar
April 28 & 29
Lionne Design Jewelry Sale
May 26 & 27
Scrubs & Beyond
Sept. 6 & 7
Sweet Deals Sale
Oct. 27 & 28
Scrubs & Beyond
Nov. 21 & 22
Lionne Design Jewelry Sale

Empty Bowls 2016
Thursday, April 14 | 5:30-8 p.m.
Five Sullivan Brothers Convention Center
Hosted by the Northeast Iowa Food Bank.
Attendees will receive a modest meal of soup and bread and a symbolic bowl.
There will also be a silent and live auction.
Special guest: Chris Soules.
Tickets are just $25.
Order tickets online or call 319-235-0507.

Spring Art & Craft Show
Saturday, April 16 | 9 a.m. - 3 p.m.
Cedar Falls Church of Christ, 2727 W. 4th
15% of sales will be donated to CFCC Youth.
See Flyer

Allen Associates — Celebrate your April birthday by visiting the Gift Shop any time during the month and receive 25% off one gift item.

Community Events