

Trinity Today

A newsletter for associates and volunteers of UnityPoint Health – Trinity

The Work Number offers automated income, employment verification



Renting an apartment? Applying for a loan? Use The Work Number®, an automated service used by UnityPoint Health that gives you the ability to quickly provide automated proof of your employment or income.

You benefit from having control of the process, since you authorize access to your information. The Work Number can be used anytime, anywhere and is available 24 hours a day, seven days a week.

The Work Number provides verification services to more than 50 million employees. It is widely known to mortgage lenders, banks, apartment complexes and others who may need proof of your employment or income, and it is easy for them to use.

*Public service agencies should visit 'Social Services' at www.theworknumber.com or call 1-800-660-3399.

If you have additional questions, contact The Work Number Client Service Center Monday through Friday from 7 a.m. to 8 p.m. (CST) at 1-800-996-7566 or 1-800-424-0253 (TTY- Deaf).

For proof of employment:

Give the person needing proof of your employment, the verifier, the following information:

- Your Social Security number
- UnityPoint Health's employer code: 15208
- The Work Number access options for verifiers:
 - www.theworknumber.com
 - 1-800-367-5690

For proof of income:

First create a salary key, a six-digit number that allows one-time access to your salary information.

- 1) Access The Work Number either via the web or telephone:
 - www.theworknumber.com
 - 1-800-367-2884
- 2) Select the employee option and login. To login, have the following information:
 - UnityPoint Health's employer code: 15208
 - Your Social Security number
 - Your PIN scheme (Last 4 of Social Security number + 4-digit birth year)
- 3) Select the "Create a Salary Key" option and prepare to write down the six-digit number.
- 4) Give the person needing proof of your employment plus income, the verifier, the following information:
 - Your Social Security number
 - UnityPoint Health's employer code: 15208
 - Your salary key (from step 3 above)
 - The Work Number access options for verifiers:
 - www.theworknumber.com
 - 1-800-367-5690



Take me out to the ballgame

Join us for Trinity Night at the Ballpark at Modern Woodmen Park on Sunday, Sept. 1. Come see the Quad-Cities River Bandits take on the Beloit Snappers at 5 p.m. The first 600 through the gate will receive a baseball-shaped UnityPoint Health – Trinity tote bag, plus Trinity associates and their families can get \$2 off each admission if the staff member shows their name badge at the ticket window. President and CEO Rick Seidler is on deck to throw out the first pitch that night. For more information, visit www.riverbandits.com.

No. 2 for the No. 1

Heart disease is the leading cause of death in the United States. And according to the Gallup-Healthways annual well-being study, the Davenport-Moline-Rock Island metropolitan area is No. 2 on their list for most heart attacks. More than half of those at risk for heart disease don't even know it, but you can do something about that. Simply log-on to www.trinityheartaware.com to discover if you are at risk today.



Dr. Java 2 debuts this month

The doctor soon will be in! When the new Dr. Java 2 opens at Trinity Rock Island later this month, the coffee shop will offer customers more space, Starbucks beverages, improved breakfast options and an expanded, gourmet sandwich menu.

“We’ll still offer some of everyone’s old favorites, but with some exciting new additions,” Liza Kline, Director of Nutrition Services, said.

The new menu includes core sandwiches that will be served every day, as well as weekly ones that are rotated throughout the month. New sandwiches include chicken bacon cheddar ranch on flatbread, turkey and provolone on a pretzel roll, a grilled vegetable wrap, grilled chicken Caesar wrap and many more. In addition, Dr. Java 2 will also serve muffins, scones and breakfast sandwiches.

Dr. Java 2 will accept cash, credit cards or payroll deduction. All tips received will be donated to Friends of Trinity.

Watch for the grand opening later this month that will include specials, hourly giveaways, door prizes and raffles.



Diabetes management restructured for better coordination

UnityPoint – Health Trinity recently enacted a systematic, organized approach across the care continuum that is designed to improve care for our diabetes patients. The new plan will bring more structure to transfer of care from the inpatient to outpatient setting, as well as improve communication and education for physicians and nurses caring for those with diabetes.

This comprehensive plan will be phased in through 2013 and 2014 with the following immediate changes:

- **Tavia Vital** will transition from her role as outpatient diabetes educator to Diabetes Program Administrator. Tavia's primary responsibilities in 2013 will be assisting with the development of a curriculum and serving as a leader and mentor for nurses wishing to advance their diabetes management skills and education in the CAP program. Tavia is also leading the work of updating and improving order sets and insulin



drip management and will assist in specialized nursing education. Tavia will continue her role with Endocrinology Associates two days a week.

- **Lisa Henderson** will move from her current role as educator for acute care to become a full-time outpatient diabetes educator. Lisa has a thirst for knowledge and a zest for quality and will be a good fit in becoming a certified diabetes educator and champion.



- **Dr. Rameshkumar Raman** has accepted the role of medical director of the diabetes program. Dr. Raman will provide guidance to the program and will also provide education to the medical staff. Dr. Raman will also improve his service to inpatient management by providing a consult service model of care later this year.



"Glycemic management is one of three key areas for clinical improvement focus this year, and we are excited for the support ahead for diabetes care," said Jean Doerge, Trinity Chief Nurse Executive/VP of Quality. "Special thanks and recognition go to Andrea Schelin and Tavia Vital for their hard work to help lead these improvements. Stay tuned for exciting changes ahead in 2014."

Welcome new docs

A warm welcome to **Drs. Moustafa M. Aouthmany** (Neonatology), **Terrill M. Baner** (Otolaryngology), **David G. Bunker** (Pediatrics), **Russell M. Carlson** (Podiatry), **Nael Gharbi** (Internal Medicine), **Rajesh K. Malik** (Neonatology), **Andrew C. Nordine** (Neonatology), **Kevin D. Smith** (Podiatry) and **Nicole J. Spencer** (Neurology), who have recently joined Trinity's medical staff.



Want to see?

Check progress on the new Heart Center/ED construction project at any time by going to the Quick Links section of the Intranet. You also can go to the home page of our website at www.unitypoint.org and click on the banner ad at the bottom of the page.

Documentation keeps losses down



Our associates did a great job keeping our payout for lost or damaged items down in 2012, but recently we've seen an uptick in that amount. For the first half of 2013, UnityPoint Health – Trinity has already paid out \$3,480.49, a 222 percent increase from the same time last year.

To help us get back to our 2012 levels or better, always review our valuables policy with patients and their families. Specifically, we are not responsible for their personal items and strongly recommend items are sent home or placed in the safe, including cell phones. If an item is needed during a hospital stay, remind patients to keep it off the meal trays, out of the bed and inside provided containers when not in use.

The majority of items Trinity has covered thus far in 2013 have been due to damage or misplacement by one of our staff members. Ask patients, visitors or family members to handle personal items. The minute we touch the item, Trinity becomes responsible.

Also, make sure to document in all patient records the disposition of valuables, any ADL items our patients bring into the hospital (including walkers and canes) and whether or not the valuables policy was reviewed. Note whether or not patients have ADL items on discharge or when transferring to another floor or campus as well.

For example, if a patient places his/her wallet in the safe, make sure we have that noted in the record. EPIC has sections for patient belongings, including clothing. If it is in the record, we assume it is on the premises. The more we document, the more money we save.

While we want to ensure the safety of patients' items, it is not necessary to document every piece of clothing brought to the hospital. Instead, encourage the individual to send non-necessary items home.

"I can thoroughly appreciate the time it takes to document valuables and ADLs," said Risk Management Coordinator Beth Ann Erbst. "Yet the few minutes this takes on the front end saves us time and money on the back end and can be a huge patient satisfier."

The Lost Items and Valuables policies can be found in DocuCenter on the Intranet. For more information, call Beth Ann at (309) 779-2932.



Wash those hands!

The most recent observed hand hygiene compliance rates show that our associates are only practicing proper hygiene 31 percent of the time. Please remember to use proper protocol when entering and exiting a patient's room, even if you are just making a quick stop. For a refresher on hand hygiene procedures, contact Angel Mueller at (309) 779-2793.