Celebrate First Patient Experience Week!

Children’s and Children’s Physicians will celebrate Patient Experience Week April 27 - May 1. The week, observed by healthcare organizations throughout the country, is an opportunity to highlight our pledge to families through fun activities and by focusing on positive attitudes and behaviors.

“As we celebrate the patient experience, we honor our families. Special activities help make us even more welcoming and demonstrate that we care,” said Cherie Lytle, Patient Experience manager. “There will be a patient experience (PX) challenge each day for all staff. We’ll live out our pledge deliberately by embracing these challenges, enjoying them, and seeing their impact.”

**Schedule of events:** [Click to download flier.](#)

**April 27:** Patient Experience Celebration Day. Wear your blue T-shirts to show families we ARE the patient experience. Capture a moment of the Children’s experience in the photo booth from 10 a.m. - 2 p.m. in the hospital atrium. The PX Challenge for the day is to say ‘Good morning, afternoon or evening’ to 10 people in your first 30 minutes on the job.

**April 28:** Mini-carnival with UNL Rodeo from 10:30 -11:30 a.m. in the Atrium. Children’s Physicians offices and Urgent Care will share cowboy/cowgirl stickers with patients. The PX Challenge for the day is to acknowledge every family, patient, guest or visitor you see today. Smile, make eye contact and say “Hi!”

**April 29:** Book giveaway for patients at Children’s. At 2 p.m., a guest host will kick off Hospital Bingo. (Clue: he’s a big red dog!) Urgent Care will play “Busy Bingo with patients. The PX Challenge for the day is to identify at least one thing you will do today to deliver a remarkable patient experience. Write it down or tell a colleague - and then, do it! Be I-countable and show Initiative. Email Cherie Lytle with ideas on how to improve the patient experience.

**April 30:** It’s our turn to say thank you! We will show our appreciation to the children and families we serve. The week of April 20, each office or service area will receive a poster that reads “It’s our pleasure to care for you.” Team members should sign it and add personal messages. On Thursday, April 30, hang your poster where all can see it. The PX Challenge for the day is to tell at least one family, ‘Thank you for allowing us to care for your child,’ and then thank five colleagues for all that they do.

**May 1:** “Love Your Melon” returns to Children’s from 10 a.m. to noon in the Atrium with members from the UNL campus team sharing hats with patients. At 5:45 p.m. Child Life hosts movie night in the Glow Auditorium. Children’s Physicians and Urgent Care will celebrate May Day with spring-themed coloring sheets. The PX Challenge for the day is to respect every family! Greet them, offer to help, listen and focus on every person. Ask one family what we can do to make their experience even better.
Nominate a Patient Family for Family Advisory Council

Do you know an outstanding patient family that would be a valuable partner in our efforts to strengthen the patient experience? The Family Advisory Council at Children’s is seeking nominations for parent advisors.

The Family Advisory Council supports and guides Children’s efforts to deliver the highest standard of family-centered care throughout our organization. In sharing their unique family experiences and perspectives, advisors provide a crucial voice. Recent Family Advisory Council contributions include:

- Development of a “By Parents, For Parents” eGuide (soon to be released)
- Feedback during the creation of the Short Stay Unit
- The Beads of Courage Program
- Recommendations on billing format
- Feedback on discharge instructions

Nominees must have a child who has received medical services at Children’s for at least one year, and the ability to attend a council meeting every two months (6 times per year). We will consider families who live outside of Omaha, as we are actively looking at ways to extend the council’s reach and involve families living in other communities.

Our parent advisors should be able to receive and process sensitive information; respect the perspectives of others; share insights and information from their experiences in ways that others can learn from; speak comfortably and with candor; and work in partnership with others.

Current Family Advisory Council members represent NICU, PICU, Cardiology, Hematology/Oncology, Pulmonology, Gastroenterology and Home Healthcare. We strive for a council that represents a broad range of medical specialties to provide the best voice and most well-rounded experience.

To nominate a family, please fill out our online application. Submission does not guarantee membership. Select nominees will be contacted for an interview.

If you have questions, please e-mail Cherie Lytle.

March of Dimes Campaign Going Strong

We still need your help! Please pledge, donate and walk at The March for Babies Saturday, April 25 at 9 a.m. at Lewis & Clark Landing. Register here.

The 2015 Swaddle Challenge – Voting Ends Friday!
Would you like to see your favorite VIP wrapped up in less than 10 seconds? That’s the challenge – because every nine seconds a baby is born prematurely. For $1 per vote, you can choose the person(s) you would like to see swaddled. Bring your donations to Christine Nelson, NICU, or Nicole Sychak, Children’s Physicians (8552 Cass St.), and they will register your votes. Team members will also be accepting donations/votes through April 17 from 11 a.m. to 2 p.m. in the cafeteria. All votes must be submitted by April 17 at 4:30 p.m. The swaddling challenge will take place Wednesday, April 22, at the Safety & Wellness Fair. See the swaddling nominees here.

T-shirt Sales
Team members will be selling previous years’ T-shirts in the cafeteria April 15 and 17 from 11 a.m. to 2 p.m. You can also bring your money to vote for the VIP you would like to see swaddled. All swaddling votes must be received by April 17.

Volleyball Tournament April 18
Come out and see fellow employees bump, set & spike out prematurity. Thirteen teams will compete at Children’s sand volleyball tournament Saturday, April 18 at Big Red Restaurant & Sports Bar, 8100 Cass Street. If you missed the registration deadline, you can come and watch and make a donation!

Buy a Raffle Ticket for PTO
Purchase raffle tickets for $2 each to be entered to win eight hours of PTO. Raffle tickets will be sold in the cafeteria through April 17 from 11 a.m. to 2 p.m. and also at the April 22 Safety & Wellness Fair.

Make your Donation via Payroll Deduction this Week
Payroll deduction is available to make your March of Dimes donation. Fill out this form and send it to Linda Heffernan. You may route it to Linda Heffernan, Finance, West Village Pointe, or scan and email it, but it must reach her by April 19.

Jeans Day April 24
For $5, you can purchase a sticker to wear jeans on Friday, April 24. All other dress codes apply. Stickers are available from Christine Nelson, NICU, ext. 6140, or Nicole Sychak, Children’s Physicians (8552 Cass St.), ext. 6877, in the Gift Shop through April 23. Stickers are also available in the cafeteria through April 17 from 11 a.m. to 2 p.m.

Donation Buckets
March of Dimes donation buckets are located at the cafeteria check-out lanes and the Gift Shop, where you can donate your spare change through April 24.

Med/Surg 6 Focuses Response to Call Lights

Colorfully decorated boxes dot lollipop stations on Med/Surg 6 as part of the unit’s “How Low Can WE GO” initiative focused on responding to call lights. The goal is to answer call lights in less than one minute, which often requires teamwork.

Staff identify colleagues who lend an assist and answer the call lights of their patients by filling out the slip of paper and putting it in the box. Each week, two or three names are picked from the box, and those team members receive prizes. It’s a great example of a team approach to delivering a remarkable patient experience.

Members of the Children’s Family Advisory Council following a tour of the Carolyn Scott Rainbow House.
New Wheelchairs Are a Win-Win for Patients, Visitors and Children’s Patients and families entering Children’s almost certainly expect wheelchairs to be available. But lately when they are most needed, they’re nowhere in sight—either unreturned to entrance lobbies or gone missing altogether. That situation is about to change, though, with the purchase of eight Staxi medical chairs—five for the Specialty Pediatric Center lobby and three for the Atrium lobby.

“At the entrance is where we have our first opportunity to make a great impression on patients and their families,” said Terry Patterson, manager, Family Resources. “Having wheelchairs available for patients and visitors is a must because wheelchairs are in demand. One of the reasons wheelchairs have consistently disappeared is that they fold up and are easily transported. Another reason chairs go by the wayside is that their occupants often remove the footrest, which presents a safety issue for other users. The new Staxi chairs, in contrast, have a non-folding frame and footrests that are non-removable. And they are not self-guided, necessitating a second person to make the chair mobile. The chairs also boast lifting armrests for easy and safe side entry and exit, a fail-safe brake system, a large luggage area, a rack for handbags or backpacks, and antimicrobial cushions. With a 500-pound weight capacity, they can accommodate children or adults. And they store compactly, stacking neatly together.

“These chairs are a good investment for a lot of reasons,” said Marty Beerman, vice president, Marketing & Community Relations, “not the least of which is that as our organization continues to grow, and our facilities expand, patients and families often have farther to traverse on our campus. Pair that with the chairs’ Sturdiness, safety features, longevity and anti-theft characteristics, and they become a win-win for patients and Children’s.”

Order Your NEW Patient Experience T-shirt The second edition of “I Am the Patient Experience” T-shirt is emerald green and is Children’s gift to every employee in recognition of our shared commitment to delivering a remarkable patient experience event!

Shirts are the same brand and fabric as our long-sleeved blue ones, so sizing will be the same—unisex with a boxy cut. Follow this link to order your shirt. All orders must be submitted by Thursday, April 30. For questions, e-mail Cherie Lytle or call her at ext. 6962.

Transport Dispatch Specialists Achieve Certification as Flight Communicators Congratulations to Children’s Transport dispatch specialists Jay Franklin, Shawn Loftus, Tamara Rich, James Gushard, Cathie Whitner, Buffy Centeno, Nick Gabriel, Veronica Faber and Phillip Summers, who are now certified flight communicators with the National Association of Air Medical Communication Specialists (NAACS). The dispatch specialists, who facilitate the coordination of all transports for the hospital, attended a two-day training course and are now certified for three years.

In 2014, Children’s handled 1,604 transports, which equates to a total annual call volume for the dispatch specialists of 17,700 calls.

“Our dedicated team of dispatch specialists was formed in the fall of 2014 as part of the Communications Center,” said Holly Ritchison, manager, Communications Center. The team is committed to facilitating arrangements with the transport team to provide safe and efficient transfer of patients.” Nice work!
Your Future Is in the Palm of Your Hand

Make room on your cell phone home screen for the new MassMutual RetireSmart® mobile app for Android and Apple devices. With the RetireSmart® app, you’ll be able to keep tabs on your retirement account no matter where you are.

To find the app, search for “RetireSmart” or “MassMutual” in the Apple or Android app store. Once the app is installed, sign in using your retiresmart.com username and password. If you have more than one retirement plan, select which plan you’d like to view. The RetireSmart® mobile app is available only for retirement plans you contribute to, such as 403(b) or 401(k) plans.

The MassMutual RetireSmart® app makes it more convenient to track your savings for retirement. On the mobile app, you can access many of the features you use on retiresmart.com, including viewing your account’s rate of return, total account balance, balances by source and investment, vested balance by source, last contribution amount, and asset allocation by investment in chart and list form. For more information on the mobile app, click here: MassMutual Mobile App.

On April 21, 22 and 23, a MassMutual retirement education specialist will be in the hospital cafeteria. Schedule a consultation by calling the Benefits Hotline at ext. 6010.

Try This Huevos Rancheros Recipe

Huevos rancheros (ranch-style eggs) is a Mexican eggs recipe. Topped with cheese, beans and salsa, this gluten-free breakfast recipe is packed with protein and great flavor. For the recipe, click here: Huevos Rancheros Recipe. For more healthy recipes, go to Healthy Kohls Kids.

Specialty Pediatric Center Adds Check-In Kiosks and Concierge Service

Construction of a new cluster of kiosks has begun in the lobby of the Specialty Pediatric Center behind the current Information Desk. Designed to eliminate wait times for families checking patients in to the hospital, the newly reconfigured area will include check-in kiosks and seating nearby for Access Center staff who will also provide concierge service.

“Studies have shown that families are more likely to check in at kiosks if staff is available to assist them when help is needed,” said Marty Beerman, vice president, Marketing & Community Relations. “This option allows families who prefer checking in with a staff member to do so, but also encourages families who pre-register to save time by checking in at a kiosk and going directly to their appointment.”

Ellen Miller, manager, Patient Registration, Access Center, said the majority of the project’s construction work will be complete as of May 1, with operation of the new area to begin shortly after.

Wedel Honored With January 2015 DAISY Award

Kerry Wedel, BSN, RN – 6 Med/Surg, has earned the January 2015 DAISY Award for Extraordinary Nurses. Kerry was recognized for consistently demonstrating excellence through her clinical expertise, extraordinary service and compassionate care for patients and families.

Kerry was nominated by a patient who wrote: Kerry talked me through everything and was by my side when I was hurting from getting poked so many times. She was super friendly, and while I was in the hospital she felt like my second mom. She was great, and I will truly miss her when I go home! Kerry also was there for my first Remicade treatment and kept checking to make sure I was hanging in. She made it a point of her day to call and say goodbye to me and to wish me luck!

The Daisy Award recipient, who is selected by Clinical Nurse Advisory Council members, is presented by The DAISY Foundation in memory of Patrick J. Barnes, who died of complications from Idiopathic Thrombocytopenic Purpura, a Disease Attacking the Immune System (DAISY). First introduced in 2001, the DAISY program recognizes the outstanding nursing care he received. The program has been embraced by hospitals across the nation.

Thank you, Kerry, for making a difference to Children’s patients and families.
Gift Shop Offers Spring Handbags

Time for a spring update? A new handbag is the perfect place to start. Shop the newest styles at budget-friendly prices in the Gift Shop. For your shopping convenience, the Gift Shop is open 9 a.m. to 8 p.m. Monday thru Friday, 9 a.m. to 5 p.m. on Saturday and 12:30 to 5 p.m. on Sunday.

You’re a Shining Star – So Show it by Sporting an Employee Giving T-shirt

One-of-a-kind 2015 Employee Giving T-shirts, featuring the “Shining Stars” icon and either the Children’s logo or Children’s Physicians logo, are available to order. T-shirts are $9 each and are available in every size, from a 12-month one-sie to an adult XXXL. The deadline for shirt orders is Wednesday, April 22.

To order T-shirts, complete the appropriate on-line form below:
• Children’s Employees T-shirt Form
• Children’s Physicians Employees T-shirt Form

Submit it to your department T-shirt rep, listed here, along with cash or a check payable to Regal Awards. Reps will deliver T-shirts in advance of The Great Duck Race on June 4!

Inter-Office Envelopes Needed

The mail room is experiencing a shortage of inter-office envelopes. Thanks in advance for taking a moment to locate and bundle any extras you have accumulated and send them to the mail room. Your cooperation is appreciated!

Save These Dates for Reflective Rounds in 2015

Reflective Rounds help promote compassionate care giving, strengthen caregiver, patient/family relationships, and advance positive team support in emotionally challenging situations. Each session is unique and covers new content, examples, and skills to immediately apply with patients, families, and coworkers. Dates of Reflective Rounds in 2015 include May 12, Aug. 18 and Nov. 10, with the following challenging situations to be discussed:
• R U a Tweeter: Social Media & Professional Boundary Challenges
• Hopelessness: Shaking that Feeling to Provide Compassionate Care
• DNR: Now What Do We Do?

For more information, see the flier, contact Sue Bace at ext. 5428 or register via CHEX.

Christy Hogan Designs a Winning Bead of Courage

When Christy Hogan encouraged kids in Children’s Infusion Center to color, she sat down and colored with them, a fairly normal part of her day as a Child Life specialist. But when she submitted her spur-of-the-moment design to a Beads of Courage Design a Bead Program, it wasn’t long before she was notified that her creation had earned a Top Designer designation in the contest, which was open to Children’s patients, families and staff. “Maybe I should have colored within the lines a little better,” Hogan said, laughing.

Hogan’s design will be given to a glass bead artist, who will translate it into an original glass bead, and the design will be published in the organization’s third series book featuring all of the top designs.

“It was just a fun thing for me, but to have Children’s represented in the book is a nice result,” Hogan said. “Maybe it will encourage others to submit their designs in the next contest.”

Congratulations, Christy, for doing your job in a wonderfully creative way!

Matt Lewis Named Champion Ambassador for Children’s Miracle Network in Nebraska

Children’s patient Matt Lewis has been named the 2015 Children’s Miracle Network Hospitals Champion ambassador for the state of Nebraska. Matt, the son of Tracy and Joe Lewis of Bellevue, has educated fellow students and others about his battle with Crohn’s disease.

Matt and his family will serve as local, state and national spokespersons, advocating on behalf of children’s hospitals across North America. In June, Matt and other state Champion ambassadors will travel to Washington D.C. to share their stories with a national audience.

Children’s Miracle Network is sponsored by Delta Air Lines, Marriott International and Chico’s FAS.
Let’s Celebrate!

National Volunteer Week April 12 - 18
National Volunteer Week, April 12-18, is an opportunity to thank and recognize the dedicated volunteers who generously give of their time and talents to our patients, families and hospital staff. Children’s has approximately 300 volunteers who have already donated over 4,300 hours to our families in 2015. Our volunteers serve in the Gift Shop, Medical/Surgical Inpatient Units, Book Cart, Emergency Department, NICU, Pet Therapy, Kids Camp and the surgery waiting area.

Please give a big “thank you” to the volunteers you see this week!

National Health Care Access Personnel Week in April
Every department at Children’s comes in contact with the public. With that contact comes the opportunity to present a positive image to our community. The Access Department is most often responsible for providing patients and visitors with their first impressions of our hospital. Patients and families coming into our hospital are often in a stressful situation. Our job is to ease their concerns in a caring and efficient manner.

On an average day, the Access Department handles a variety of requests from many people, including physicians, nurses and patients. Staff members are responsible for collecting payments, updating demographics and being familiar with the procedures and guidelines of various insurance companies.

During the access process, patients often feel apprehensive and need support. Patient Access staff realize that “when people aren’t feeling well we need to be fast, accurate and above all, friendly. We recognize if we don’t do our job right, the problems reverberate throughout the hospital. Our main priority is to balance efficiency with large doses of caring and concern.” At the end of the day Patient Access specialists feel good because they know they were able to make a difference.

Patient access supports all registration points at the Specialty Pediatric Center, West Village Pointe, Cardiology, Emergency Room and the hospital lobby. Please take time to thank Access Department team members for initiating the caring spirit that exists among all our hospital staff and for the job they do every day.

Celebrate Occupational Therapy Month in April
Occupational therapy practitioners work with children from birth through adulthood to promote and facilitate active participation in activities or occupations that are meaningful to the individual. Occupational therapists help to identify and modify barriers that interfere with, restrict or inhibit a child’s ability to complete a task; teach and model skills and strategies to children and their families to extended therapeutic intervention; and adapt activities, materials and the environment so all children can participate.

Here are some reasons occupational therapists at Children’s are passionate:
“Being an extension of family support…” ~Jess Ackerman
“Being the inspiration for change in children’s lives…” ~Abbie Nelson
“Helping children reach their full potential…” ~Ann Hudson
“I enjoy working with children and their families to maximize independence in play and self-care skills.” ~Heather Young
“Helping patients and families be successful in everyday life…” ~Madeline Brown
“Helping kids become more independent through creative activities and therapeutic play…” ~Ashley Hedden
“Promote participation in daily living skills to empower patients and their families” ~Beth Staenberg
“Helping children reach their highest potential with activities of daily living by using my knowledge and experience in a creative way” ~Elise Kelley

For questions about occupational therapy, contact the team at ext. 3980.
Calendar of Events

Congenital Heart Disease Class
Offered April 14 and 21
A conference on “Congenital Heart Disease and Care of the Surgical Patient” will be offered in the Glow Auditorium on two different days: April 14 from 9:30 a.m. to 4 p.m. and April 21 from 9:30 a.m. to 4:30 p.m. For more information, click here: CardiacClassFlyerDay1 and here CardiacClassFlyerDay2. To register in CHEX, click here CHD - Day 1 or here CHD - Day 2.

Join Children’s Team for Donate Life Nebraska’s 5K Run and Heroes’ Walk
Join the Children’s team for the 4th Annual Donate Life Nebraska 5K Run and 1 Mile Heroes’ Walk on Saturday, April 18. To register, click here: http://www.active.com/. To help raise funds, check the Fundraising option for Nebraska Organ and Tissue Coalition (Donate Life Nebraska).

Take Part in Children’s Annual Safety & Wellness Fair
Children’s second annual Safety & Wellness Fair takes place in the hospital atrium on Wednesday, April 22 from noon to 8 p.m. Employees, patients and families of both are welcome, and employees who register at the event will be eligible for prize drawings throughout the day. Fittings for bicycle helmets will be done from 4 to 8 p.m. For more information contact Jim McMurphy at ext. 3761.

Volunteers Needed for Safety Events
To volunteer for the following events, contact Kelley Vincentini, injury prevention specialist.
April 22, Noon to 8 p.m.: Help with registration and activities at Children’s Safety and Wellness Fair. You will be paid for helping at this event, but must receive approval from your supervisor.
April 26, 11:00 a.m. to 2:00 p.m.: Help with serving food, running injury prevention activities for kids and fitting bike helmets at Healthy Kids Day/Safe Kids Day at Stinson Park in Aksarben Village. Experience fitting helmets preferred, but not necessary. We will train.

May 8, 6:00 to 9:00 p.m.: Help with fitting bike helmets at Spring Into Summer event at Zorinsky Park. Experience fitting helmets preferred, but not necessary.

Conference on Pediatric Gastroenterology and Nutrition to Be Held April 24
The Heartland Pediatric Gastroenterology and Nutrition Conference will be held on April 24 in Children’s Glow Auditorium from 8 a.m. to 12:30 p.m. The conference’s purpose is to illustrate the diagnosis and treatment of common gastrointestinal disorders through the use of case studies. For more information, click on the following link: GI Nutrition Flyer.

Cultural Awareness Brown Bag Session Scheduled for April 29
A brown bag session on “Overcoming the Language Barrier: Working with an Interpreter in Pediatric Healthcare,” will be held in Children’s Glow Auditorium from noon to 1 p.m. on April 29. The presenter is Cesar Hernandez, M.D., MBA and supervisor of Spanish interpreters at Children’s. See the flier. Sign up in CHEX.

Join Children’s Heart Walk Team on May 9
The American Heart Association’s 2015 Omaha-Council Bluffs Heart Walk is Saturday, May 9 at Miller’s Landing (151 Freedom Park Road, just north of Gallup). Gates open at 7 a.m.; the children’s one-mile walk starts at 8 a.m.; opening ceremonies begin at 9 a.m.; and the walk starts at 9:30 a.m. To join the team, contact Cindy Scott.

Aerotek Charity Golf Event Benefits Criss Heart Center at Children’s
The Aerotek Staffing and Recruiting Annual Charity Golf Event is Friday, May 15, at Tiburon Golf Club in Omaha. Registration costs for the event are $100 per golfer or $400 for a group of four, and registration is available here. Proceeds benefit the Dr. C. C. and Mabel L. Criss Heart Center at Children’s.

HeartCode Basic Life Support Part 1 Process Change Now in Effect
Children’s will now offer Health Care provider renewals monthly starting in April, 2015. Employees will automatically be assigned and receive email notification of HeartCode Basic Life Support (BLS) Parts 1, 2 & 3 during the first week of the month prior to their renewal month if required for a position. If BLS is not required, employees who wish to obtain and/or maintain their BLS certification can do so by contacting ext. 6004, 6058 or 6054.

The BLS for Health Care Providers manual is embedded in HeartCode BLS Part 1. Health Care Provider manuals can be picked up in the Family Resources Office, Pavilion First Floor, during weekdays from 7 a.m. to 3:30 p.m. Off-site employees should call ext. 6004, 6058 or 6054 to request a manual.

Please bring your manual (if applicable) and $2 for your card, or you can use a payroll deduction form. Click here to schedule your HeartCode Parts 2 & 3 skills testing with the voice-assisted manikins.

Please contact Jody Bishop, ext. 6058, or Rebecca Jenkins, ext. 6054, with questions. rjenkins@childrensomaha.org.

Town Hall Meetings Scheduled
During February’s Town Hall Meetings, several sessions were quite crowded, so a sixth session has been added to each meeting week. All sessions are conducted in Children’s Glow Auditorium. The remaining 2015 schedule is as follows:

May Sessions:
May 19, 7:30 – 8:30 p.m.
May 20, 10 – 11 a.m. and Noon – 1 p.m.
May 21, 7:30 – 8:30 a.m. and 3 – 4 p.m.
May 22, 11 a.m. – Noon

August Sessions:
Aug. 18, 7:30 – 8:30 p.m.
Aug. 19, 10 – 11 a.m. and Noon – 1 p.m.
Aug. 20, 7:30 – 8:30 a.m. and 3 – 4 p.m.
Aug. 21, 11 a.m. - Noon

November Sessions:
Nov. 17, 7:30 – 8:30 p.m.
Nov. 18, 10 – 11 a.m. and Noon – 1 p.m.
Nov. 19, 7:30 – 8:30 a.m. and 3 – 4 p.m.
Nov. 20, 11 a.m. - Noon
Children’s Hospital & Medical Center is committed to a culture of service excellence that delivers a remarkable patient experience every time.

**Our Patient Experience Survey**

Our Patient Experience Survey asks families to rate their experience from 0 (worst) to 10 (best).

**Scores reflect 2015 data through April 10**

**New question to Children's Physicians survey in 2015**

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<th>Service Area</th>
<th>2015 Score</th>
<th>Goal</th>
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<tr>
<td>Inpatient</td>
<td>74.3%</td>
<td>81.1%</td>
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<tr>
<td>Emergency</td>
<td>58.3%</td>
<td>64.6%</td>
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<tr>
<td>Outpatient Services</td>
<td>74.4%</td>
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<td>Home Care</td>
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<td>Outpatient Surgery</td>
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<td>Specialty Clinics</td>
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<td>82.4%</td>
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<tr>
<td>Children's Physicians</td>
<td>87.6%</td>
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</tr>
</tbody>
</table>

**Inpatient Goal**

- **Scores** based on ratings of 9 or 10
- **Inpatient** 74.3%
- **Emergency** 58.3%
- **Outpatient Services** 74.4%
- **Home Care** 86.7%
- **Outpatient Surgery** 88.1%
- **Specialty Clinics** 82.9%
- **Children’s Physicians** 87.6%

**Voice of the Patient Spotlight**

Click on the links to celebrate remarkable moments with families.

**Great Job** on Med/Surg 6
Help with sibling gains appreciation in CARES

**We will be courteous:**
We will provide you with positive, professional and prompt responses.

**View the “I am the Patient Experience” video library.**

**Have your actions or the actions of your coworkers contributed to an outstanding patient experience? Please email us and share your story.**

**April 15-21 Birthdays**

**April 15**
- Teri Andersen, 4 Med/Surg
- Cynthia Bailey, CARES
- Diana Buller, Lab
- Ashley Hedden, Occupational Therapy
- Mark Newhouse, Pharmacy
- Lisa Slater, Emergency Department
- Judy Timmons, Nursing Education

**April 16**
- Maria Amdor, Home Healthcare
- Lori Jeffery, 6 Med/Surg

**April 17**
- James Marquette, Home Healthcare
- Kimberly Marsh, NICU
- Jessica Meads, 6 Med/Surg
- Janna Miller, Central Supply
- Denise Packard, Respiratory Therapy
- Janette Patterson, Surgical Service
- Jeffery Spilnik, Information Technology
- Abigail Willett, NICU
- Colleen Woodward, 5 Med/Surg

**April 18**
- Jenna Breiding, 6 Med/Surg
- Rebecca Coffey, 4 Med/Surg
- Alethea King-Kelly, Children’s Physicians
- Stephanie Myers, Children’s Physicians
- Tracy Nickel, Children’s Physicians
- Marilyn Schmidt, Central Billing
- Brooke TeKolste, NICU
- Angela Tobey, Emergency Department

**April 19**
- Trisha Kirby, Environmental Services
- Rebecca Reedy, Cath Lab
- Juan Rivas, Children’s Physicians
- Rex Romano, Food & Nutrition Services
- Sandra Williams, Environmental Services

**April 20**
- Amy Anderson, Value Analysis
- Danielle Laudenklos, 6 Med/Surg
- Kayla Prince, Operating Room
- Brooke Schuster, Information Technology

**April 21**
- Tanya Dorn, Home Healthcare
- Lisa Eisenmenger, Child Life
- Sandra Joons, Finance
- Theresa Judge, Home Healthcare
- Jacqulyn Julis, 5 Med/Surg
- Debra Petry, Central Billing

**Hero News Deadline!**

Do you have a news item for The Hero? Submit your news or events to TheHero@ChildrensOmaha.org. Items received by noon on Wednesday will appear in the following Tuesday’s issue of The Hero.

**Ads For You**

Employees can use Ads For You on the Intranet to place “For Sale” and “Wanted” notices. Employees can create and submit their own advertisement and have it placed for up to six weeks. To access Ads for You, click here.