

April 6, 2009

Lance Lynch honored with 2009 Sparrow Founders' Award

Former board chair receives Sparrow's highest honor

Lance Lynch, former chair of the Sparrow Health System Board of Directors has received the healthcare organization's highest honor, the 2009 Sparrow Founders' Award.

James Butler III, chair of the Sparrow Health System Board of Directors and Dr. Dawn Springer, chief of the medical staff, presented Lynch with the award at Sparrow's annual Founders' Day celebration at Sparrow Hospital, March 18.

Lynch was cited for his leadership during a period of unprecedented growth and development for Sparrow and for his extraordinary record of community volunteerism that includes memberships or leadership positions on more than two dozen community organizations including the Lansing Kiwanis, Lansing Fire Board, Volunteers of America, Model Cities, Boys and Girls Club, Box 23, Lansing Area Safety Council and the Old Newsboys. Recently, Lynch was named chair emeritus of the Sparrow Health System

"Lance works tirelessly on behalf of Sparrow patients and generously gives of himself to the community. His contributions over decades of volunteer service have enriched our community in countless ways." Butler said.



▲ **Founders' Award recipient.** Former chair of the Sparrow Board of Directors Lance Lynch became the 14th person to receive the health system's highest honor when he received the 2009 Sparrow Founders' Award.

During Lance Lynch's tenure as board chair (2003-08) Sparrow experienced a period of unprecedented growth and development: Some of the achievements of the organization during his era of leadership include:

- * Sparrow Hospital completed its largest building expansion ever, with the opening of the 10-story, ultra-modern Sparrow Tower.
- * Sparrow became the region's largest private employer, employing more than 7,200 associates.
- * Sparrow expanded into new markets—including a partnership with Ionia County Memorial Hospital.
- * Sparrow's Volunteer Services corps grew to its largest number in history, numbering more than 1,600 volunteers.
- * Sparrow added many new patient amenities and medical services, including the region's only Pediatric Emergency Department.

Workflow mapping paves the way for EMR

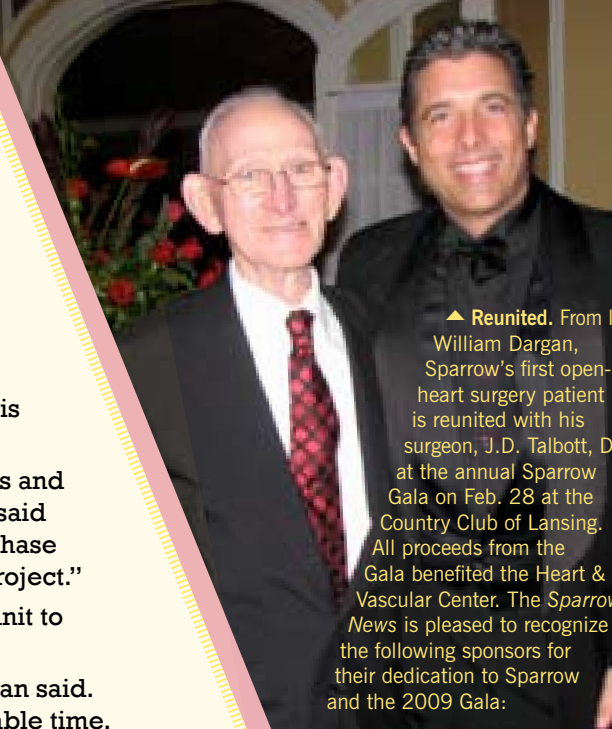
Sparrow's commitment to acquire and install an effective Electronic Medical Record (EMR) system is about fundamentally transforming the way care is delivered and how work is performed.

In order to truly transform care, Sparrow's EMR Team is examining how things are done today. Workflow process mapping is a key first step in this journey.

"Documenting our current state will help us better understand workflows and enable us to make informed decisions about building the EMR system," said Sparrow President Dennis Swan. "The quality of our work in this initial phase may ultimately determine the success of this massive, mission-critical project."

In the near future, the EMR team will be scheduling time on each work unit to observe workflows and verify how things are presently done.

"Each unit's cooperation with our EMR team is greatly appreciated," Swan said. "The EMR Team will do their best to make good use of each unit's valuable time. They may also conduct mapping sessions with some individuals prior to observing your areas and will be as unobtrusive as possible while mapping workflows. I thank everyone in advance for their contribution to this essential effort."



▲ Reunited. From left, William Dargan, Sparrow's first open heart surgery patient is reunited with his surgeon, J.D. Talbott, D.D., at the annual Sparrow Gala on Feb. 28 at the Country Club of Lansing. All proceeds from the Gala benefited the Heart & Vascular Center. The *Sparrow News* is pleased to recognize the following sponsors for their dedication to Sparrow and the 2009 Gala:

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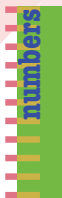
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3000 the approximate number of gallons of gasoline consumed by Sparrow vehicles each weekday. This includes gasoline used to power shuttle buses, lab couriers, security vehicles, etc. At approximately 20 miles per gallon (an average of passenger cars, trucks and SUVs) that amount of gasoline would carry one vehicle 6,000 miles, or about the driving distance between Lansing and Juneau, Alaska—and back.



Miss Michigan visits. ▶ Ashlee Baracy, Miss Michigan 2008, visited Sparrow's Children's Center on March 16 to share her pageant-winning smile with pediatrics patient Darian Gray. Besides being a beauty queen, Baracy, from Westland, is a graduate student at the University of Michigan.

people news

Ann Wohlscheid retires after 37 years of ▶ service. Ann was recently featured in the March 9 edition of the *Sparrow News* for receiving the first "Award of Excellence" from the Infection Control and Prevention Department. The award will, hereafter, be awarded annually in her name.



Mary Jo Hughes, DO, was recently honored by the ▶ American College of Emergency Physicians as a "Hero of Emergency Medicine." She was cited for her clinical excellence and her dedication to teaching others. Dr. Hughes has also served as program director of the Osteopathic Emergency Medicine Residency, Sparrow/Ingham/MSU for the past 20 years.

Care for the Caregivers Variety Show

The annual Care for the Caregivers Variety Show featuring the talents of Sparrow family members is scheduled for Saturday, April 25, at the Hannah Community Center in East Lansing at 7 p.m. All proceeds from this popular and fun event benefit Sparrow's Care for the Caregivers fund, which assists associates who have experienced misfortune.

Nurses' Week Tea

Sparrow's annual Nurses' Week Tea is scheduled for Wednesday, May 6, in the Sparrow Hospital auditorium from 1-4 p.m. The event will feature the 2009 Sparrow Nurses of the Year and the Jean Granger Award recipient. All Sparrow nurses are invited to attend.

Fresh produce, all summer long

Sparrow is teaming with mid-Michigan-based Titus Farms to provide associates with healthy, locally grown produce throughout the summer. This unique, 19-week program will give Sparrow family members the opportunity to purchase the freshest, in-season produce every week, including tomatoes, watermelon, raspberries, eggplants, green onions and much more. The cost is \$525 for 12-16 items per week, and \$290 for 6-8 items per week. The produce will be delivered to Sparrow for easy pick-up.

i To sign up for this program, call the Sparrow Personal Assistants office at 364-3635 before April 10. Only 75 spaces are available.



▲ **Stars among the stars.** Sparrow Pediatric Hospitalists from left, Sabeena Hubbard, DO, and Heather Bellow, MD, view the cardboard-and-foil stars that line the windows of the skywalk between the hospital and the Sparrow Professional Building. Each star is authored by an associate, volunteer or physician in praise of a member of our medical staff in celebration of Doctors' Day on March 30.

4 basic tips toward patient satisfaction

Providing the highest quality of care and patient satisfaction is the goal of every medical unit at Sparrow. The *Sparrow News* asked Marti Samsel, director of Service Excellence to outline four quick tips that have been proven to increase our patient's perception of care. Here's Marti's list:

1. **AIDET** – this acronym represents how to gain trust and communicate with people who are nervous, anxious, and feeling vulnerable. AIDET stands for: Acknowledge, Introduce, Duration, Explanation and Thank.
2. **Patient Rounding by Nurse Leader** – harvests positive comments as well as suggestions for improvement.
3. **Hourly Patient Rounds by Staff** – for safety and quality of care, with key objectives in mind.
4. **Discharge Phone Calls** – a good clinical initiative to ensure patients understand discharge instructions, medication usage and if they have arranged a follow-up appointment.



◀ We say farewell to **Torry Gekle** after 30 years of service to Sparrow. Torry began her career in Food Service. Most recently, she served as administrative assistant for pediatrics oncology.

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Saving Mohammed

His name is Mohammed. He is 12-years-old, and in the next several months, if all goes well, you will be hearing a lot more about him.

At the moment, Mohammed lives in Iraq, with his mother and five siblings in a two-room house without electricity or running water. Mohammed's father is dead, killed by insurgents when it was discovered he was serving as an interpreter for American forces.


Mohammed has horrible scars, the result of burns he suffered as an infant. When Army Major David Howell first met Mohammed he was touched by the young boy's plight and his courage in the face of terrible odds. In their first conversation, Mohammed asked Major Howell a simple, yet powerful question: "Can you save me?"

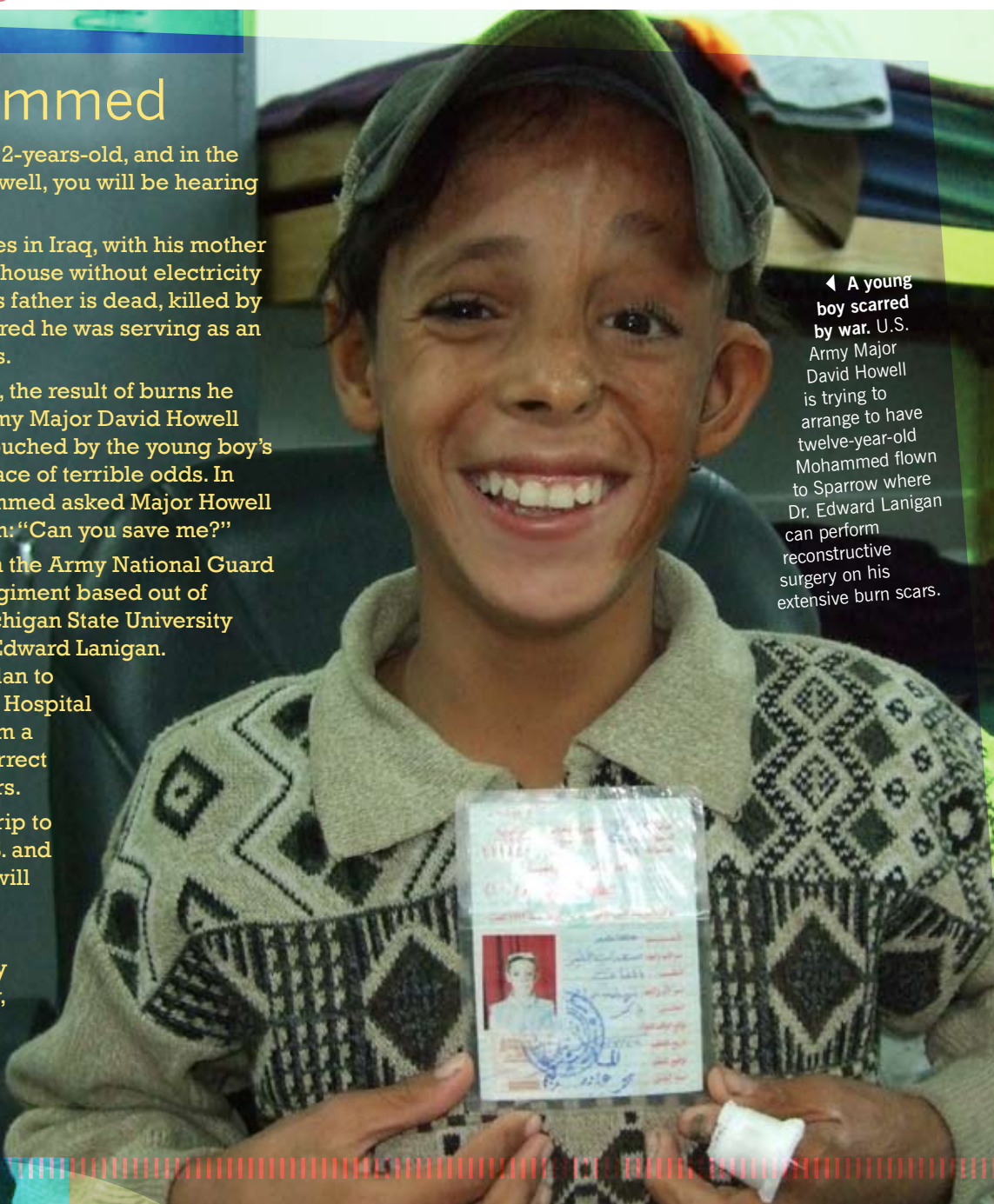
Major Howell, who serves with the Army National Guard 1st Battalion 125th Infantry Regiment based out of Flint, contacted a friend at Michigan State University who contacted Sparrow's Dr. Edward Lanigan.

Together, they formulated a plan to bring Mohammed to Sparrow Hospital where Dr. Lanigan will perform a series of surgeries to help correct Mohammed's disfiguring scars.

For right now, Mohammed's trip to Sparrow is in the hands of U.S. and Iraqi officials. It is hoped he will be here sometime in April.

We will keep you posted, for until you hear the entire story of Mohammed and his family, you'll never quite know how fortunate most of us are.

 To learn more about Mohammed, go to www.martyrmedicalfund.com



◀ A young boy scarred by war. U.S. Army Major David Howell is trying to arrange to have twelve-year-old Mohammed flown to Sparrow where Dr. Edward Lanigan can perform reconstructive surgery on his extensive burn scars.