



Bell Ringer

Volume 4, Issue 3

March 2011

Employee of the Month Nominees

Pauline Grawey,
ACU

Kim McCarthy,
Twin Cities Medical Center

Julie Austin,
General Surgery/Lovell

Kathie Stagliano,
Environmental Services

Bell Ringer Submissions

We are always looking for upcoming events, news or educational milestones to publish in the Bell Ringer. If you would like to submit something go to Bell's intranet, click on *Bell Forms* and then *Bell Ringer Submissions*. You can also email submissions to *katherine.brady@bellmi.org*. Submissions for the April Bell Ringer need to be received by MARCH 25.

Prayer Service

Prayer Service will be held at the Bell Hospital Chapel every Wednesday from 10:15 - 10:30am. Employees Welcome!

Employee of the Month

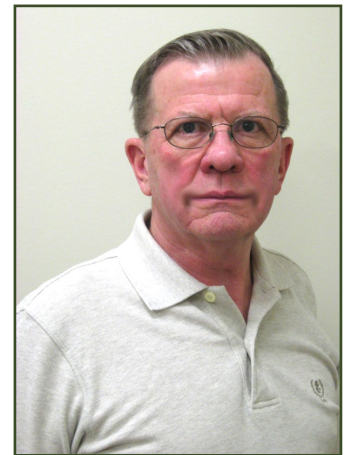
Mike Fraser, Materials Management

This nominee demonstrates every definition for Employee of the Month. Mike has always gone above and beyond when it comes to his job and his co-workers. He walks in every day with a smile on his face no matter what the situation or how long his day is.

Mike and wife, JoAnn, enjoy being outdoors and participating in activities such as walking and biking as well as spending time (camping) with their grandchildren. Mike is also involved in

the Ishpeming Township Fire Department.

He takes pride in the work he does and it shows. He is always considerate in calling if he has a stat run and will be later with other deliveries. If there is ever a time someone is needing something a.s.a.p., Mike will find time in his schedule to ensure that you receive whatever it is you may need. He is a joy to work with and is always helpful.



Volunteer of the Month

Bob and Elaine Zaiki

Bob & Elaine Zaiki have been volunteering here at Bell Hospital since January, 2010, and they have both jumped in feet first! They started out at the Bell Hospital Coffee Cart and that evolved into helping out at the Kids Korner. Then Elaine started mending gowns for the hospital and Bob progressed into becoming a Lifeline installer... and the list just keeps growing!!

Bob and Elaine enjoy spending time with their family at camp, music, reading and traveling.

They have five children, sixteen grandchildren and nine great grandchildren.

Elaine and Bob are there with a smile on their face and a willingness to help out at every turn. After each favor I have asked, they end the conversation with "Whenever you need us, call and we will see if we can do it." This is what makes them our March Volunteers of the Month!

Thanks to both of you!!



BBR - putting a  on youth programming!
Bell Bike Race

For more info call 485-2699 or go to www.foundationbell.org

What's New with the Communication Team?

The renewed Communication Team has finalized its Charter and begun to make small changes in established communication vehicles. The Charter (as modified from the original) follows:

Purpose Statement:

The Communication Team will facilitate, educate, and promote Service Excellence.

The goal is to inform all Bell employees of programs, progress, and trends of the Service Excellence Program and have each of them adopt and internalize these processes.

Ultimate objective is to provide customer excellence.

Primary Customer:

All Bell employees with support from Servant Leaders.

Roles and Responsibilities:

Act as an effective augmentation to the Marketing Department for internal communication issues.

Communicate to all employees the updated status and progress of employee, service, and strategic initiatives.

Utilize and maintain as applicable, available communication vehicles that include (but are not limited to):

- Email
- Newsletters
- Bulletin boards
- Personal meetings
- Telephone calls

Provide tools to employees to create a culture to fulfill the goals of service excellence.

The Bell Ringer will continue but in addition to the printed copy, will also be available for online viewing via the Bell Hospital website. Online availability will help with reducing the number of copies that must be printed. Monthly articles will be included on specific hospital initiatives and to promote employee participation and service in hospital activities. (See "Why I Serve" in this issue.) To ensure timely production of the Bell Ringer, all submissions must be made by the 25th of the month prior to the month the article is to appear. (I.e.,

for May issue, all articles must be submitted by April 25th...) We appreciate your cooperation!

Communication boards will continue to be maintained – with small updates as needed to ensure they are uniform in their appearance and in line with the Communication Team goals. An audit of the boards revealed that some are being used as general bulletin boards thereby diluting their purpose. The Team requests that everyone understand the difference between a Communication Board and a Department bulletin board.

Lastly, to ensure that Bell Hospital and Bell Medical continue to portray Service Excellence, the Communication Team is involved in research and provision of resources (tools) for continued process improvement.

"It is not enough to give the customer excellent service. You must subtly make him aware of the great service he is getting."

--Michael Leboeuf



"Never underestimate the power of the irate customer."

-- Anonymous

What Is Right In Healthcare

Nurse Lifesavers

The following event occurred after a major hurricane in October 2005. The staff nurse involved and the CNS for oncology were awarded the Lifesaver Award for the Memorial Healthcare System in 2006.

While making walking rounds at the change of shift one day, the nurse was introduced to a lovely female patient who had a history of multiple myelomas. She was admitted just prior to the arrival of Hurricane Wilma with a diagnosis of back pain, rule out cord compression.

The patient was kept on strict bed rest to minimize damage to the spinal cord. The day following the hurricane, the primary physician requested a neurosurgical consult. The neurosurgical consult examined the patient and recommended emergency radiation therapy as primary treatment. He chose this recommendation due to the morbidity and mortality associated with neurosurgery. Unfortunately, due to the power outages that ensued during the storm, radiation therapy had not yet been initiated.

After morning rounds the patient began to complain of a heavy feeling in both legs. Knowing that an impending, progressive paralysis is associated with decrease in motor function, the nurse placed "stat" calls to the primary physician and neurosurgeon. Also, aware that bladder function is a late sign of spinal cord compression, the nurse asked the patient when she last voided. She stated that it had been almost twelve hours. The nurse recognized that this was a sign of neurogenic bladder, and the nurse immediately catheterized the patient for a significant amount of urine. After this, frequent neurological vital signs were initiated, and the patient was continually assessed for further changes.

Realizing that the communication systems had been rendered inoperable following the storm, the direct care nurse suggested to the clinical manager that she contact the command center to initiate emergency communication with the physicians who had been involved with this patient. The CNS located the director of oncology services to determine the status of the radiation therapy (RT) services regarding the need for emergency services.

The CNS was able to contact the RT department, located in an adjacent city, and spoke with the radiation oncologist regarding the emergent need. Arrangements were made for immediate transfer and treatment.

At that moment in time, the nurse was able to reach the involved neurosurgeon and discussed the current nursing assessment with him. The nurse was asked to keep the patient NPO (nothing by mouth) for possible surgery. The neurosurgeon came to the unit and further assessed the patient. Unfortunately, he found that her spinal cord compression was progressing. Within minutes, the patient was on her way to the operating room for emergency neurosurgery.

As a result of sound nursing clinical judgment of this nurse and interdependent practice, the patient received the care she needed and regained neurological function.

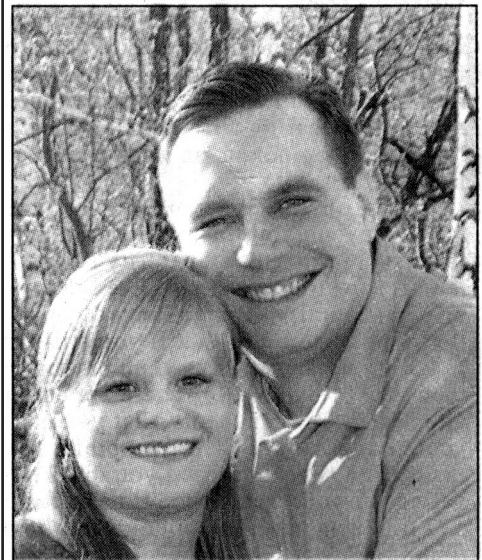
*-Anonymously Submitted,
Memorial Healthcare System*

Love is in the Air

Congratulations goes out to Amy Karvonen, daughter of Bell's Judy Karvonen- *Environmental Services*. Amy (originally of Champion) is recently engaged to Andrew Richards (originally of Negaunee). A late September wedding is planned.

We would also like to send a *shout out* to Judy: Congratulations on the addition to your family and new title...*Mother-In-Law*.

Karvonen-Richards



Amy Karvonen and Andrew Richards

CHAMPION – Nathan and Judy Karvonen, 21903 U.S. 41 W., Champion, and Jim and Sharon Richards, 148 Iroquois Drive, Negaunee, announce the engagement of their children, Amy Lee Karvonen and Andrew John Richards, both of Centreville, Va.

The bride-to-be is a 1997 graduate of Westwood High School and a 2001 graduate of Northern Michigan University. She is employed as an administrative assistant by PS Business Parks in Fairfax, Va.

The future groom is a 1996 graduate of Negaunee High School and a 2001 graduate of Northern Michigan University. He is a veteran of Operation Iraqi Freedom and Operation Enduring Freedom, and is employed as a senior logistics analyst by Booz Allen Hamilton in Fairfax.

A Sept. 25 wedding is planned.

Key to Last Month's Crossword

There was an error in the clue for 2 Across. Question should read:

Often LOADED at the oar dock of upper harbor, NOT UNLOADED.

Apologies for any confusion this may have caused!



(Local Area/Michigan Themed)

ACROSS

- 2 OFTEN UNLOADED AT THE OAR DOCK OF UPPER HARBOR *****
- 3 LARGEST OF THE FIVE GREAT LAKES
- 4 IT'S RESIDENTS ARE OFTEN REFERRED TO AS "WEST ENDERS"
- 8 STATE STONE OF THE WOLVERINE STATE
- 9 NAMED AFTER ISHPEMING ATTORNEY AND CLEVELAND CLIFFS VICE PRESIDENT
- 11 THE CHURCH BELL CHIMED, 'TIL IT RANG 29 TIMES FOR EACH MAN ON THE _____
- 15 A FAVORITE TEAM OF U.P. RESIDENTS AND WINNER OF THE 2011 SUPER BOWL
- 16 A STONE OF THE BANDED OR STRIPED VARIETY
- 17 COLD WEATHER ACCESSORY ORIGINATING IN IRONWOOD, MI

DOWN

- 1 THE MINERAL FORM OF IRON OXIDE
- 2 SLANG TERM FOR LOWER PENINSULA RESIDENT
- 5 LARGEST STRUCTURE OF ITS TYPE IN THE NATION-AT ONE TIME, THE WORLD
- 6 U.S. PRESIDENT WHO SUED AN ISHPEMING NEWSPAPER REPORTER
- 7 MYSTERIOUS HAPPENING IN WATERSMEET, MI
- 10 SLANG TERM FOR UPPER PENINSULA RESIDENT
- 12 STATE TREE IS THE WHITE PINE
- 13 AFB THAT CLOSED IN 1995
- 14 ORIGINATED AS A MEAL FOR MINERS

Welcome New Bell Employees



Kristi Burdick
Nurse Practitioner
BMC



Stacey Hopp
Accountant
Accounting



Chandra Ryba
Paramedic
EMS



Melissa Romero
Nurse Practitioner
UGLV

Data Update

February 2011 Press Ganey Survey results

Inpatient survey results:

98% ranking with the All Press Ganey hospital database

32 surveys returned

72.2% of the responses were Very Good

ED Survey results:

91% ranking with the All Press Ganey hospital database

40 surveys returned

76.3% of the responses were Very Good

Ambulatory Surgery results:

98% ranking with the All Press Ganey hospital database

64 surveys returned

83.6% of the responses were Very Good

Medical Practice results:

65% ranking with the All Sites Press Ganey database

124 surveys returned

75.2% of the responses were Very Good



Strength From Within

Shining Star

Emilee Reynolds

Emilee Reynolds is a sixth grader at East Side Academy and has been an awesome participant since the start of the program. She met her last quarterly goals and keeps up with all her journals. Emilee and her mom actively participate at the monthly presentations, and both have a true desire to learn about being healthy. Emilee has the extra challenge of having to stick to a gluten-free diet and she's lost weight since the start

of the program. I (Katherine, her Bell Lifestyle Coach) am very proud of her! Good job Emilee!



Right now we are running a Spring Special for Buddy Training!

2 buddies- \$20.00/person

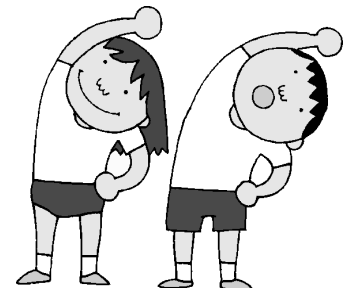
3 buddies- \$17.50/person

4 buddies- \$15.00/person

5+buddies-\$12.50/person

Punch Card Special!

Buy 10 punches (\$50) for Group Exercise Classes (1 full card) and get the 11th free!



Standard of the Month: SERVICE

The Standard of the Month for March is SERVICE. We are all part of the Bell family because of the services we provide to our customers. Quality is the foundation of our success. By practicing the following behaviors, we can ensure excellent service to our customers:

- Approach each encounter as an opportunity to exceed our customer's expectations.
- Anticipate customer's needs before they ask, because they may not ask.
- Treat everyone we encounter as a VIP.
- Provide the same excellent customer service to our co-workers as we do our customers.
- Always pay attention to detail.
- Never make customers feel like they are inconveniencing us.
- Ask our customer "Is there anything else I can do for you?"
- Show our customers that we value their time by communicating frequently with them. Explain delays.
- Apologize whenever we do not meet a customer's expectations and inform them of what improvements we will make to avoid future similar events.

Excellent customer service occurs in every department. Recognize someone in your own department for excellent customer service today!

HR Topic(s) of the Month

Fingerprinting

If you were unable to get your fingerprinting completed at the onsite location on March 9th and 10th, **you have until APRIL 1, 2011 TO COMPLETE THIS!** REMEMBER:



this is required by law, not optional! Please contact the Human Resources Department with any questions or concerns.

New Benefits!

Good news! After careful consideration, Bell Hospital has chosen CIGNA, a leading provider of employee benefits to provide your life and disability insurance effective February 1, 2011.

In addition, to matching your current benefit levels they are providing the following enhancements to our benefit programs at no additional cost to you or your family members.

1) Will Preparation – CIGNA's Will Center allows you to easily complete essential life and health legal documents online at no cost to you. These include:

- Last Will & Testament
- Living Will
- Healthcare Power of Attorney
- Financial Power of Attorney

2) CIGNA Secure Travel – this program provides emergency medical, financial, legal, and communication assistance to covered individuals traveling domestically and internationally. Services include:

- Medical evacuation services
- 24 hour multi-lingual assistance
- Pre-departure services

- Assistance with lost or stolen items
- Travel arrangements for companion or dependent child
- Prescription refill services

3) CignaAssurance – this is a package of financial, bereavement, and legal services to help your Life / Accident beneficiaries. Your loved ones will have access to:

- Bereavement Counseling with Professional Behavioral Health Experts
- Legal Assistance from Licensed, Practicing Attorneys
- Expert Financial Guidance – no products are sold

4) CIGNA's Critical Illness Benefits - pays an amount equal to 25% of the employee's coverage amount, up to a maximum of \$25,000 if a covered individual is diagnosed with one of the following contract defined conditions:

- Life-threatening cancer
- Heart attack
- Renal failure
- Stroke
- Specified organ transplant
- Acquired Immune Deficiency Syndrome (AIDS)

The Critical Illness Benefit is payable only once in the insured's lifetime and reduces the policy face amount by the amount of the payout.

5) Identity Theft Program – CIGNA's personal case managers can assist you with credit card fraud, financial or medical identity theft. You have access to one on one assistance 24/7 365 days a year in every country in the world.

Program Features:

- Review of credit information

to determine if an ID theft has occurred

- An ID theft resolution kit is e-mailed to the employee
- An ID theft affidavit is furnished for use with credit bureaus and creditors
- Canceling lost or stolen credit cards
- Access to free credit reports
- \$1,000 cash advance to cover financial shortages if needed**
- Help with emergency travel arrangements and translation services

6) Healthy Rewards discount program – you and your family can get discounts (up to 60%) on a range of health and wellness-related services and products to take better care of yourselves so that you live longer, healthier lives. Discounts include:

- Vision and hearing care
- Weight Watchers / Jenny Craig
- Fitness Club memberships - Curves, Gold's Gym, and more
- Smoking cessation – Tobacco Solutions, Quitnet
- Chiropractic care
- Massage therapy
- Acupuncture
- Pharmacy and vitamins
- Yoga Journal subscriptions, DVDs
- Mayo Clinic Books
- Lasik Vision Correction

We're pleased to be able to provide these quality resources and will have detailed brochures available for each new benefit. ■

Second Annual Recognition Banquet

Thursday, March 3, 2011, the Second Annual Recognition Banquet was held to honor those employees who received *Shining Star*, *Employee of the Month* or *Years of Service* recognition in 2010. A dinner was served at the Country Village Banquet and Conference Center.

Mary Bjork of Radiology was the lucky winner of the \$1000 drawing! Congrats Mary!



From left to right: Ruth Solinski, Mary Bjork (\$1000 winner), Rick Ament



February Bell Babies

Brady James Dobson – born on February 1st to Chelsie Wealton & Bradley Dobson of Ishpeming

Sawyer Grace Whisenant – born on February 2nd to Kristi & Timothy Whisenant of Negaunee

Avery Lynn Fulcher – born on February 1st to Stephanie & Joshua Fulcher of Marquette

Vera Belle Hernandez – born on February 11th to Ariel Shelton & Tony Hernandez of Gwinn

Conrad Edward Matthew Morgan Ross – born on February 15th to Tonya & James Ross of Marquette

Tessa Mary Burke – born on February 17th to Danielle Coron & Derrick Burke of Ishpeming

Gage Norman Korpi – born on February 19th to Brandee & Chad Korpi of Ishpeming

Ahlanha Lynn Dunklee – born on February 17th to Myranda Joyal & Noah Dunklee of Gwinn



John Douglas Swanson – born on February 22nd to Erika & Gary Swanson of Gwinn

Brandt Robert Thompson – born on February 24th to Heather & Jeremy Thompson of Ishpeming

Elliot Jackson Schoewe – born on February 24th to Melinda Mongiat-Gransinger & David Schoewe of Republic

Steven Michael Raisanen – born on February 24th to Kasey Liubakka & Chad Raisanen of Ishpeming

UP BEAT - *Successfully Serving its Purpose*

The UP BEAT (Unlimited Potential Bell Employees Acting Together) program of Bell Hospital is one of the greatest assets available to its employees. The EFAF (employee financial assistance fund) gives aid to employees who meet criteria for financial assistance.

I was unaware of this program until it was brought to my attention by a fellow employee. I was to have major surgery which required twelve weeks off work. I had enough sick time and vacation time for nine weeks. I was very anxious over the weeks of no income, as I support my household solely.

EFAF assisted with my rent and utilities. I was able to cover the rest of my monthly bills without problem and my recovery went smoothly.

I had given to the Bell Foundation previously, but now I make sure half of my donation goes to the EFAF. I am proud to work for an organization that cares for its employees the way that Bell does!

- Submitted by
Anita Devine
Emergency Department

Pet of the Month

This is my beautiful two-year-old, calico, female, manx named Amber or *Ambie* as we call her. Her name was originally Willow. I didn't make it to the highway from the Humane Society before she shredded her way out of the carrying box they gave me to bring her home in. I knew I had rescued the right kitty! Now I sit back and watch her wondering - *who rescued who?* She is *my* best buddy! She sticks by my side and is real in tune to when I'm not feeling well. Those are the days she doesn't leave my side, otherwise she's off and doing her own thing. I also have a male who's said to be part bobcat. He's a real beauty, but nothing compares to my beautiful girl. Oh, she has her moments; like stealing candy canes off the x-mas tree, eating my shoes and hiding in the closet to tear into boots. She somehow has to use the litter EVERY time I walk in the bathroom. She also bounces from the bed to the window hunting bird and squirrels on my days off. But I'll definitely keep her. I am an all-around animal lover and sometimes wish she was more of a cuddler, but she does plenty to show me that she loves me back.

Submitted by Kristy Gervais
Occupational Medicine



Classifieds

FOR SALE: 1991 Pontiac Firebird. White, purple strip on sides, fully loaded. 2 dr, V8, Great on Gas. Great Deal at \$3,500
Call: 906-360-6825

FOR SALE: 4 BF Goodrich All Terrain Tires & Rims. Lt 285 R 75 16" Wheels 16x8 All new lugnuts, deep well socket wrench. Brand new Rims, used tires. These rims & tires will fit 3/4 ton Chev or GMC 2001-2006 \$1,000 or B.O.
Call Ken: 906-486-6614.

FOR SALE: Bedroom Set: Four-poster Queen Headboard and Footboard, Dresser with Beveled Mirror, TV/Chest of Drawers and Night Stand. Nice Condition. \$400 obo.
Call: 906-486-6371

Do you have something for sale? Are you looking for something specific? Put it in the Classified section of the Bell Ringer! If you have snow tires for sale or are looking to purchase a used vehicle, place your ad here...FOR FREE! Send submissions for Classified Section to: katherine.bradly@bellmi.org

News from the Gift Shop and Auxiliary Services

National Volunteer Week: April 11-15

Please take a minute to thank our volunteers and tell them what a great job they are doing! Every person in the Kids Korner, coffee cart (both at the MOB and Teal), and the Gift Shop are volunteers and we would be lost without them. They give both their time and their talents each and every day to help us fulfill our commitments to the hospital. Please tell them how much we appreciate them and couldn't do half of what we do without them.

Gift Shop

We have been filling the shelves at the Gift Shop daily and some of the things are: Sterling Silver Tiffany jewelry, Saykly's chocolates (24.99), scarves (5.99), sock monkeys, greeting cards (\$1.00), and jewelry sets (15.00) just to name a few. Thanks to all for supporting the Gift Shop; sales and traffic have been increasing daily. We are all amazed at the success and it is due to your generosity and support.

The results from the Gift Shop Survey are IN!!! Feed-

back from the survey was positive and we are taking some of your suggestions into consideration. Thanks for taking the time to complete the survey and helping us improve our Gift Shop to better serve your needs.

Women's Health Expo

During the Women's Health Expo, the Gift Shop was crazy busy and broke all sales records!! This was the best sale day ever!! Purses and jewelry were a major hit and everyone had FUN, FUN, FUN. Thanks to Joann and Dianne Betts, Sheron Tembruell, Kay Frederickson, Renae Petrocik, Deb Bussone, Judy Tunteri, Bev Howard, Joann Mallory, Judy Meyer, Mary Heinzman, Lee Irish, Cheryl Rintamaki and Jack Reinig from our Bell Hospital Auxiliary for dedicating their day to this event. It would not have run as smoothly as it did without you. Also, thanks to the NMU RN and LPN students for helping with this event. Your help was tremendously helpful to us. The Expo was a success and it had to do largely in part to the volunteers and the teamwork that is shown daily at Bell Hospital.



Left: JoAnn Betts talks to Health Expo attendees as they wait in line to be tested for bone density. The machines were rented using a Grant paid for by Marquette Zonta Club.

Community Baby Shower

The 16th Annual Marquette Community Baby Shower will



be taking place on April 8, 2011 at the Negaunee Township Hall from 1pm - 3pm. This event is sponsored by the generosity of several area businesses and service organizations. The shower provides an opportunity



for new moms to attend a baby shower, get information and receive baby items they otherwise would do without. Please drop off baby clothes or other items in the donation box in Human Resources during March 1st through the 28th.

*Contact Donna in OB if you wish to make a monetary donation.
ext. 2672*



April Birthdays

Aprill Holm	2
Ronald LeJeune	2
Tammy Snell	3
Christa Ostola	3
Joanna Smail	5
Mary Berryman	6
Rachel Johnson	6
Charles Bleau	8
Gerry Brown	8
Jessica Corp	8
Susan Kent	9
Judith Mattila	11
Dr. Zenti	11
Diana Byykkonen	12
Dr. Joel Johnson	12
Tami Ketchem	12
Benjamin Maki	12
John Rink	12
Hope Carlson	14
Jenny Johnson	14
Bruce Ruona	14
Brett Peterson	15
Crystal Conradson	16
Michael Fraser	16
Christopher Salo	16
Linda Gardner	19
Laura Smith	20
Amy Anderson	21
Nancy Scarffe	21
Jennifer Anderson	22
Jonathon Dale	22
Janice Fleming	22
Dr. Hammerstrom	23
David Carey	24
Karen Maki	24
Kristine Poirier	25
Kerri Delongchamp	26
Pamela Nelson	26
Rosanne Turino	26
Alison Dufay-Brown	26
Nicole Couveau	27
Donald Manty	27
Lori Nelson	27
Lela Ryyananen	28
Jennifer Salmi	28
Dorien Howe	29
Matthew Brandow	30
Melody Conroy	30

Recipe Round-up

Here's a recipe for an all-time favorite...it's just not quite as bad for you as that alfredo sauce that has a whole stick of butter in it! There are still ways to eat things that you like without over-indulging. Pair this dish with broccoli and grilled chicken and you've got a whole meal with veggie included!

Light Fettuccine Alfredo

Ingredients

1 pound whole wheat linguine
1 1/2 teaspoons cornstarch
1 cup milk
1 tablespoon butter
1/4 cup light cream
1/2 cup freshly grated reduced fat Parmesan cheese

Directions

Bring a large pot of salted water to a boil. Add the pasta and cook until it is tender but still firm to the bite, about 3 minutes. In a saucepan melt butter, add milk and then whisk in cornstarch over medium heat until lightly thickened. Add pasta to the saucepan and toss. Add light cream, Parmesan cheese, salt and pepper, nutmeg to taste. Toss and thicken more. Serve immediately.

Note: *Recipe round-up* is a new section in the Bell Ringer. We are looking for TASTY recipes that are HEALTHY or are a healthier alternative to how a dish is normally made. Vegan, vegetarian and organic recipes are welcome as well! Recipes can range from appetizers and snacks to dinner and dessert! Submit your tried and true recipes: go to Bell's intranet, click on *Bell Forms* and then *Bell Ringer Submissions*. You can also email submissions to katherine.brady@bellmi.org. Submissions for the April Bell Ringer need to be received by MARCH 25.

Servant Leaders - Why I Serve

Recently a contingent nurse asked, "I just want to know what is new? It's overwhelming when you work once a month on a weekend and you have questions."

I serve on the communication team at Bell so I can be a resource person. To point out ways of finding answers and sharing new information. To keep everyone in the loop.

We reviewed the IntraNet site, email, Bell Ringer, Lucidoc, and the communication board.

I'm happy to pass along any information that can help others feel part of the team as employees of Bell.

-Emily Paavola, ED

White Bean Dip

Ingredients

1 can (15 ounces) white (cannellini) beans, rinsed and drained
8 garlic cloves, roasted
2 tablespoons olive oil
2 tablespoons lemon juice

Tip: To roast garlic, cut off the tops of several heads of garlic exposing the cloves. Spray the garlic generously with cooking spray. Wrap in aluminum foil also sprayed with cooking spray. Heat the oven to 350 F and roast about 30 minutes.

Directions

In a blender or food processor, add the beans, roasted garlic, olive oil and lemon juice. Blend until smooth. Serve on top of thin slices of toasted French bread or pita triangles. This is also excellent placed on top of red (sweet) bell peppers cut into squares.

Nutritional Analysis(per serving) Serving size: 2 tablespoons

Calories 109 Cholesterol 0 mg

Protein 5 g Sodium 105 mg

Carbohydrate 15 g Fiber 3 g

Total fat 4 g Potassium 314 mg

Saturated fat trace Calcium 53 mg

Monounsaturated fat 3 g

This recipe courtesy of *Mayo Clinic Staff-Healthy Snacks*

For more wonderful healthy recipes visit the Mayo Clinic website: <http://www.mayoclinic.com/health/healthy-recipes/RecipeIndex>
You can browse recipes by meal, special diet, main ingredient, preparation method, course or number of servings.



Current Servant Leader Teams:

- Communication
- Data
- Best Practices
- Recognition



Bell Foundation

Click for a Cause Campaign Wraps-Up

The Click for a Cause Campaign was a way for U.P. Home Health, Hospice and Private Duty to raise awareness of their Facebook page while supporting area non-profits and fundraising causes. If you 'liked' the UPHHHPD page during the month of January, they donated \$1 to the EMS Mobile Communication Initiative. Because of the support of our employees and community members, 280 people became a fan- resulting in a donation of \$280 for EMS equipment. THANK YOU U.P. Home Health, Hospice and Private Duty for supporting Bell's Mobile Communication Initiative and to all of you that took the time to click for a cause!

Don't forget, it's not too late to 'like' Bell Foundation's Facebook page and stay up-to-date on Foundation news!



Paul Guindon (left) of UPHHHPD handing a \$280 donation to Dave Aro of Bell Foundation, that was raised in the 'click for a cause' campaign during January

Fox Negaunee Supports Bell EMS:

It was an amazing December for car sales from Fox Negaunee, which was good news for Bell Foundation. During the month of December, Bob Hanson pledged \$50 for every car sold to the EMS Mobile Communication Initiative, which resulted in an total donation of \$3,500 for ambulance equipment! Thank you, Fox Negaunee, for supporting the hospital and helping equip our fleet of ambulances with lifesaving equipment.



Dave Aro (right) accepts \$3,500 donation from Bob Hanson of Fox Negaunee. Hanson pledged \$50 for every car sold in December 2010.

Come and Spin or Cheer at the First Bell Bike Race

Come on in to the Bell Medical Center on April 9th to see Bell Foundation's unique way to have fun raising funds for a good cause. The Bell Bike Race (BBR) is a spin bike relay race that will raise money for the hospital's community programs for local children and adolescents - Summer Speech Therapy and Strength & Conditioning programs.

In 2010, when Easter Seals cut funding for the Summer Speech Therapy program in the Upper Peninsula, Bell Hospital's Superior Therapy Services took chart in providing this important service. Through Easter Seals, summer speech touched the lives of more than 800 children and their families. Done in conjunction with referrals from school therapists and speech centers, summer speech is designed to keep children in active therapy throughout the summer to prevent regression over the summer months, but it has also helped some actually progress. Last summer, Bell's

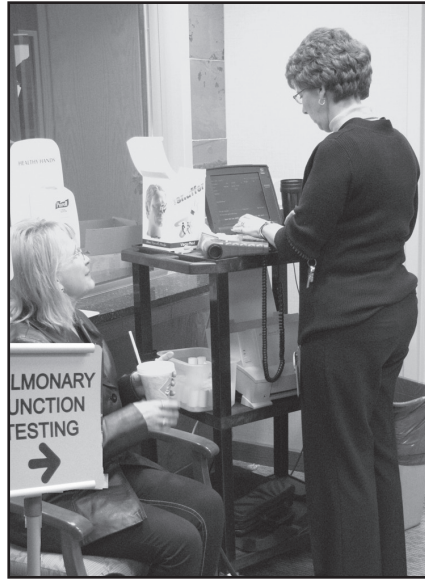
Summer Speech program helped over 50 children.

Also new in the summer of 2010 was Bell Hospital's Strength & Conditioning program for student athletes. Wellness staff worked with students ranging from the seventh grade through the varsity level to increase strength and conditioning and to educate student-athletes about what it takes to remain in good condition throughout their careers as athletes. The true focus behind it is to create a better understanding of proper exercise to avoid injuries. After its first year of helping over 220 student athletes, injuries have decreased throughout the athletic season.

Don't want to 'spin'? Come on in to check out local vendors, cheer for your favorite team, enjoy healthy snacks from the Marquette Food Co-Op or get your bike ready for summer with a check-up by Quick Stop Bike!



Yunkers Vendor Booth



Health Screening Area (PFT)



Health Screening Area (Bone Density)



Women's Health Expo attendees listening to lecture given by Dr. Papin



Attendees getting free manicures from The Clipper Salon



Representative from MQT Food Co-op demonstrating how to make Spring Rolls

Women's Health Expo 2011



Left: Dr. Hubert and Dr. Henke answering questions in the OB/GYN Q&A session.



Dr. Frye during lecture "How to Avoid the Surgeon's Office"



Chris Hendrickson-PT, gives lecture on "Going Strong in the Golden Years" to a full house in the Empire Room

Right: Dr. Grossman lecturing on Diabetes

Shining Star Nominees

Gerry Brown,
IT

Julie Freidank,
Woodland Assisted
Living

Kathie Stagliano,
Environmental
Services

Tammy Forchini,
Food & Nutrition
Services

Connie Mandoli,
Surgical Services

Colleen Filizetti,
Accounting

Alyson Sundberg,
EMS

Loralee Houseman,
Admitting

Karen Lassila,
HR

Renelle Meiers-Halverson,
Walk In Services

Doug Anderson,
Pharmacy

Carol Hennigan,
Business Office

Cathy Jacobson,
Food & Nutrition
Services

Dr. Bostwick,
Radiology

Kris Paveglio,
Surgical Services

Jennifer Raymond,
ACU

Kristy Kerkela,
Rehab Services

ACU Nursing Staff

Bell Medical Billers

Woodland Assisted
Living Staff

Shining Stars

ACCOUNTABILITY

Janyne Bolliger, Cardiopulmonary

Janyne always treats our customers as her first priority. Recently, the staffing pattern has changed in the CP Department and Janyne has to work afternoon shift regularly and now has days off when her pulmonary rehab class meets. She comes in on her days off to teach the class to keep the continuity of the class going. Her rehab patients love her. Any other person stepping in to fill in just wouldn't be the same. She is excellent with all of the CP patients - very patient, understanding and very good at teaching them what they need to know. She is always willing to take on unique projects and help out wherever she is needed. Bell is very fortunate to have her as an employee!



Janyne Bolliger



Lyn Sattler

APPEARANCE

Lyn Sattler, Auxiliary

I would like to nominate Lyn for a Shining Star in Appearance. Lyn comes to work every day looking her best. She regularly wears her I.D. badge to acknowledge she is available for anyone with questions. She always dresses professionally and has a smile on her face. Lyn has taken her role as Volunteer Services Supervisor very seriously. She made sure that the goal of getting the point of sale system installed in the gift shop was accomplished (which made credit card purchases and employee deduction services available for customer convenience). Her expertise in retail shows in the great new look of the gift shop, the addition of new merchandise and the increased sales. Lyn treats co-workers and volunteers with respect. Thank you Lyn for all you have done to further the success of Bell Hospital and the Bell Hospital Auxiliary.



Lori Hinga



Beth Olson

ATTITUDE

Lori Hinga, BMC Quality

I think Lori displays a great attitude. In a time of need, she can always be counted on and she does it with an attitude that makes you feel like you're her priority. She has a welcoming personality and makes time for your needs. She is always respectful to time management and helps to get the job done! She takes on tasks with a can do attitude and always has the patient in her best interest.

COMMUNICATION

Beth Olson, Radiology

The Radiology Department has started a new procedure and with any new procedure they tend to take a little longer at first. Beth took time to explain to the patients why more individuals were in the room and apologized for the procedure length of time. She then went out to talk to family members to reassure them that all was going well, it was just taking more time to get the patient in the correct position. Beth did a great job communicating with the patient and family and was responsive to the patient, family and Radiology Department. Beth is a Shining Star and we are blessed to have her at Bell Hospital.



Holly Bjerne



Brad Nelson

COURTESY

Holly Bjerne, ACU

Holly is always pleasant and professional to all she comes in contact with whether it be patients, visitors, or other staff. No matter what her conversation, she always ends with please or thank you. She is very calm and tranquil in her demeanor no matter what is going on around her. She also addresses all matters directly. Holly has recently picked up many shifts to help the ACU out while a co-worker was off. Thank you, Holly, for everything.



Mary Berryman

SERVICE

Brad Nelson, EMS

While attending a social function, a guest in attendance had a medical emergency. Brad immediately recognized that even though assistance was being given, it was not adequate. Brad performed a life saving procedure that resulted in a positive outcome. The guest was able to stay and enjoy the rest of the evening and only a handful of people were even aware of the event. This is just another example of Brad's "can do" attitude that has made him a valuable member of the Bell organization.

TEAMWORK

Mary Berryman, ACU

I am again nominating Mary Berryman for being an excellent nurse and Bell employee. Her consistent efforts to help others is an excellent example of teamwork. She is willing to help out and pitch in when needed. On night shift we really appreciate her help with the med sheets and patient care on ACU. Recently, she really helped save the day by reorganizing her workload to take over an angio patient on an especially busy morning. Thank you, Mary, for your teamwork!!