Dear Colleagues in Ministry,

Among the challenges faced by your respective faith communities and Advocate Lutheran General Hospital, one that we probably hold in common is how to be more welcoming and hospitable to those we are called to serve.

We at Lutheran General are addressing that challenge by embarking on a journey toward hardwiring excellence, as we inspire medicine and change the lives of those we touch. I hope that you will experience some of the ways we are growing along this journey as you walk our corridors and interact with our staff!

Last month we welcomed five new chaplain residents to our departments. In this issue you will find brief introductions to each of them and the wealth of life experiences they bring to their time of learning here. Also included are a number of opportunities for you to join with members of the community to learn from or support important programs and initiatives.

Mission and Spiritual Care staff remain grateful for the privilege of serving with you in caring for members of your community when they are hospitalized. Please let us know how we can do so more effectively as we journey toward excellence in all that we do. We want to hear from you, and value your feedback and suggestions.

With thanks to God for all you do,

Rev. Kathie Bender Schwich
Vice President
Mission and Spiritual Care

Gala 2010 GROOVIN’ AND GROWIN’
On Saturday, October 2, Lutheran General associates, physicians, volunteers and our friends from the community gathered for Gala 2010, “Groovin and Growin” at the Sheraton Hotel and Towers in downtown Chicago. This year’s gala supports Advocate Medical Group’s Adult Down Syndrome Center at Advocate Lutheran General Hospital.

Because most patients are insured by Medicare or Medicaid, the Center is reimbursed only 33 cents for every dollar of the cost of treatment. The Center depends on support from Advocate Medical Group and charitable gifts from family members and the community to enable it to continue providing sensitive, specialized care not available anywhere else in the Midwest, to over 6000 patients each year.

HEART WALK
On September 26 over 3000 people represented Advocate Health Care in the JOINED AT THE HEART walk for the America Heart Association (AHA). Advocate associates are Joined at the Heart with the AHA because of the clinical care we provide and also because so many of us have been personally touched by heart disease and stroke. As the leader in cardiac care in metro Chicago, Advocate’s partnership with the AHA is evidenced in our patient care, community education and employee wellness programs, as well as our Heart Walk participation. Thanks to all who supported us in our efforts.
Child Life
The following letter was sent to Rev. Kathie Bender Schwich by Rev. Stephen M. Larson, Lead Pastor from a neighboring congregation.

Dear Kathie,
As a pastor in the neighborhood who regularly walks the corridors of Lutheran General Hospital, I want to express my deep gratitude and profound appreciation to you and your amazing staff team for the ministry that you provide 24/7 to the wider community.

In particular I want to write and thank you for Rev. Dr. Clint Moore, Coordinator of Clinical Ethics. Over the years I have grown to value and appreciate his profound wisdom, medical knowledge, pastoral spirit and gentle humor.

One of our members has been living with a brain tumor for the past 22 months. This 55 year old man is now nearing the end of that journey. I contacted Clint to meet with the patient’s wife as she wrestled with treatment decisions following her husband’s August 1st seizure and admission through ER and ICU. Clint was readily available to her and checked on the situation regularly. In anticipation of their children’s return from summer camps and vacation with relatives, Clint suggested the involvement of the hospital’s Child-Life program. The plan was to meet with the children and their mother in the 2nd floor pediatric area of the hospital before taking them to the ICU to see their father.

On Saturday, August 7th, Clint came to the hospital and sat down on the floor with the children, bonding particularly well with their 7-year old daughter, Clint, and Jenny and Chrissy from the Child-Life staff were amazing! They gently engaged the four children (aged 7 to 14) in age appropriate conversation. They helped the children articulate their experience, their understanding of their father’s medical condition, and their own anxieties and fears. In so doing, you could feel the fear diminish. The activities for the children of bracelet making, writing on the Linus Project quilt and paging through their resource journals was a marvel to behold—and soon engaged their mother and me, their pastor, as well. All the while the activities were taking place, Clint, Jenny and Chrissy moved among the children talking quietly with them to further help them voice their experiences and apprehensions.

Clint escorted the family upstairs to the 10th floor and accompanied them to the door of their father’s room. Then he quietly excused himself and the children rushed to their father’s bedside to drape the quilt over him, put their bracelets on him and tell him their experiences of the evening. The 9 year old said, “Look, Daddy! Here’s a bracelet with my name on it for you to wear. I have a bracelet with ‘DAD’ on it. That way we can be with each other even when we aren’t!”

One small incident in the life of Advocate Lutheran General Hospital—but for me it speaks volumes about the care, expertise and ministry that you and your staff provide. I was deeply, deeply impressed.

Thank you for what you do! Thank you for your spiritual care team!!

To an infant, child, or an adolescent, an illness and hospitalization can bring unwelcome changes that are often difficult, and even frightening to cope with. Unfamiliar surroundings, disruption of normal routine, separation from family and friends, and uncomfortable medical procedures are just a few of the issues surrounding hospitalization. The child life and teen life program at Advocate Lutheran General Children’s Hospital was created to assist in alleviating stress and anxiety by providing extra emotional and physical support to those children that need help getting through this challenging time.

Child life meets various needs of the children with a playroom program, teen lounge, school and tutoring programs, oncology family support groups and special events. Certified child life specialists have knowledge in how to meet the emotional, educational, social, and developmental needs of children from infant through young adulthood.

The child life and teen life program provides a wide range of services to assist children, adolescents, and their families. We currently have six child life specialists servicing both inpatient and outpatient areas within the hospital.

To learn more about child life contact the Child Life office at 847.723.PLAY and select option 1.

JOIN US FOR THE ADDICTON MEDICINE FALL FUNDRAISER

Everyone needs an advocate – especially those struggling with drug or alcohol addiction. Since 1959, the Addiction Treatment Program has helped thousands of people understand their addiction and enter recovery. The mission of the program is to help individuals reclaim a balanced life – physical, emotional, social and spiritual – and return to society empowered to make healthy decisions without the use of alcohol, drugs or other addictive substances. With your support, more individuals can begin their journey to recovery.

Our fall fundraiser benefitting the Advocate Addiction Treatment Program will be held on Friday, October 15, from 6 to 9 p.m. in the Yackman Pavilion promenade, 1675 W. Dempster Street. There is a twenty dollar donation for this event where you’ll have the opportunity to win great prizes, bid for silent auction items, and enjoy delicious appetizers and soft drinks. To register for the event or for more information, call Elsa Rivera at 847-723-6105 or e-mail her at elsa.rivera@advocatehealth.com.

The Men and Women’s Association is a non-profit organization dedicated to raising funds for ALGH and ALGCH. For more information or to join our membership, please contact Brian Ahem, President,
Increasing Patient Safety through Barcoding
CareMobile Launch at Advocate Lutheran General Hospital

On Tuesday, September 7, Advocate Lutheran General Hospital launched CareMobile for bedside barcode medication administration. With CareMobile, clinicians automatically document medication administration and care details at the bedside with handheld devices. Caregivers maintain full medication administration capabilities as well as bar-code verification of the “five rights” – right patient, right medication, right dose, right route, and right time. The technology also alerts clinicians about possible drug interaction and drug-lab warnings.

Key benefits of CareMobile:
- Increase patient safety through reduction of errors in the care process
- Verify the “five rights” through bar code technology
- Standardize documentation, improve workflow and meet regulatory compliance

Tree of Lights

For the past eight years the Service League of Advocate Lutheran general Hospital has sponsored the Tree of Lights campaign during the holiday season. Through the Tree of Lights, staff, patients and friends of the hospital have purchased decorations for the tree in honor or memory of a loved one, while also contributing to a specified program of the hospital.

This year a second tree, The Memory Tree, will adorn the hospital for the holidays. For every $25 donation, donors will receive a heart shaped ornament engraved with the name of their loved one. Proceeds from both trees will go to support the work of our Adult Day Services Program as well as the Advocate Addiction Treatment Program, formerly known as Parkside Lutheran General. Donors will have the opportunity to keep the ornament when the trees are dismantled.

All are invited to attend reception in the hospital lobby on November 29 at 6:00 p.m. for light refreshments and the lighting of the trees. For more information or to purchase an ornament for the trees, please contact Elsa Rivera at 847-723-6105.

Heart Failure Clinic and Adult Congenital Heart Clinic Open

On August 16 Advocate Lutheran General Hospital opened two new heart clinics, the Heart Failure Clinic and the Adult Congenital Heart Clinic. Each clinic is unique in that a multidisciplinary team of doctors, nurses, advanced practice nurses, and other team members collaborate following a patient’s diagnosis and create a customized treatment plan. The Heart Failure Clinic aims to strengthen the heart, improve health, monitor change and reduce avoidable hospital days. The treatment team strives to provide superior outcomes using a clinical approach which may include comprehensive disease management, state-of-the-art technology, research and education. All diagnostic tests are available on-site. The patient’s primary care physician is kept up-to-date on care and treatment plans. Participation in the program is voluntary and does not require a physician referral.

In November The Heart Failure Clinic will be offering a five week education and support program, “Having a Future with Heart Failure,” please see attached flyer. Call 847-723-7867 (847-723-pump) today for more information or to schedule a first appointment for the Heart Failure Clinic.

Because the treatment of congenital heart disease in children has been so successful, there is a growing need to continue to treat these children as they reach adulthood beyond age 18.

Advocate Lutheran General Children’s Hospital is responding to the specialized needs of this growing population. The clinic is designed to provide a seamless transition in care from adolescence through adulthood for patients and families living with congenital heart disease. On a first visit to the clinic, patients consult with a doctor and an advanced practice nurse. Staff conduct a health history analysis and physical, and design a comprehensive treatment plan for each patient. This plan may include further diagnostic tests and procedures. Call 847-723-3600 today to schedule a first appointment or for more information about the Adult Congenital Heart Clinic.
Connections Newsletter Oct/Nov 2010

Community Events

I have a voice Gallery Exhibit
A collection of beautifully shot portraits that capture the strength and spirit of children and young adults with Down Syndrome
Now through October 31st
Lutheran General Hospital – Heritage Gallery
For more information, call 847-723-8899

Tony Ocean Show
Benefitting Advocate Lutheran General Children’s Hospital
Saturday, October 9 at 7:00 p.m.
Sunday, October 10 at 2:00 p.m.
$30 for Saturday Show
$25 for Sunday Show
Olson Auditorium
Call 847-723-6105 for more information (see attached flyer)

Addiction Treatment Fundraiser
Friday, October 15
6:00 – 9:00 p.m.
Lutheran General Children’s Hospital
Yacktman Promenade – Parking in B Lot (back of hospital)
For more information, call 847-723-6105 (see attached flyer)

Human Values Forum
Tuesday, November 16
12:00 – 4:30 p.m.
Lutheran General Hospital, Olson Auditorium
Call 847-723-6395 for more information (see attached flyer)

Tree of Lights Ceremony
Monday, November 29 at 6:00 p.m.
Hospital Main Lobby
To purchase an ornament call: 847-723-6105

Halloween Safety Tips from the American Academy of Pediatrics

Halloween is an exciting time of year for children. To help ensure they have a safe holiday, here are some tips from the American Academy of Pediatrics (APP).

All Dressed Up:
- Plan costumes that are bright and reflective. Make sure that shoes fit well and that costumes are short enough to prevent tripping, entanglement or contact with flame.
- Consider adding reflective tape or striping to costumes and Trick-or-Treat bags for greater visibility.
- Because masks can limit or block eyesight, consider non-toxic makeup and decorative hats as safer alternatives. Hats should fit properly to prevent them from sliding over eyes.
- When shopping for costumes, wigs and accessories look for those with a label clearly indicating they are flame resistant.
- If a sword, cane, or stick is a part of your child’s costume, make sure it is not sharp or too long. A child may easily be hurt by these accessories if he or she stumbles or trips.
- Use flashlights with fresh batteries for all children and their escorts.
- Teach children how to call 9-1-1 (or their local emergency number) if they have an emergency or become lost.

On the Trick-Or-Treat Trail:
- A parent or responsible adult should always accompany young children on their neighborhood rounds.
- If your older children are going alone, plan and review the route that is acceptable to you. Agree on a specific time when they should return home.
- Go only to homes with a porch light on, and never enter a home or car for a treat.
- Because pedestrian injuries are the most common injuries to children on Halloween, remind Trick-or-Treaters:
  - Stay in a group and communicate where they will be going.
  - Carry a cell phone for quick communication.
  - Remain on well-lit streets and always use the sidewalk.
  - If no sidewalk is available, walk at the far edge of the roadway facing traffic.
  - Never cut across yards or use alleys.
  - Only cross the street as a group in established crosswalks (as recognized by local custom). Never cross between parked cars or out driveways.
  - Don’t assume the right of way. Motorists may have trouble seeing Trick-or-Treaters. Just because one car stops, doesn’t mean others will!
  - Law enforcement authorities should be notified immediately of any suspicious or unlawful activity.

10/09 American Academy of Pediatrics
Questions and Answers
Advance Directives

Our Question and Answer segment this issue combines three questions that were presented to our new CPE residents. The questions: Why have you chosen ministry? Why are you doing a CPE residency? Why did you choose Advocate Lutheran General Hospital?

Our program has five residents this year. Without further introduction here are their answers:

Philo Jose was born in the South of India (Kerala) in a very traditional Christian family. She came to Chicago to study Spiritual Direction at Catholic Theological Union. After a year back in India, she is eager to begin her ALGH CPE residency through serving at St. Matthew Center for Health.

“I never realized God’s special plan in my life until I was twenty years and happened to meet Mother Teresa; her words to me were, “you have nothing if you do not have God in your life”. In 1978 I entered into a religious congregation, Daughters of the Heart of Mary, which originated in France during the French Revolution. Through my studies I realized that God loved me before I was born and He chose me for a special purpose with all my limitations. Having done social work studies in Mumbai (India) and working in the slums with different problems inspired me to be the voice of the voiceless.”

Stephen Erickson graduated from Wheaton College (IL) in mid 1970’s with a major in philosophy and worked for a year in a Christian halfway house in Kabul, Afghanistan. His first unit of CPE was at Advocate Good Samaritan hospital in Downers Grove.

“I believe that I have been called by God specifically to respond to the needs of older adults as a chaplain. Given my outstanding experience in CPE unit one I sincerely believe that there is no better formal preparation for ministry or chaplaincy than CPE. There is no substitute for listening to and walking with the people whom God has called me to serve. Through prayer, research and listening to several advisors, I believe that the best fit for me is Advocate Lutheran General Hospital. At ALGH I have found an openness that embraces rather than excludes”.

Connie Choi is a 1.5 generation Korean-American. She received her Bachelor of Science in education from Loyola University at Chicago and her Master of divinity degree from Trinity Evangelical Divinity school.

“I am taking CPE to fulfill my requirements to be a board certified chaplain. I feel the call of God to be a chaplain in a hospital setting. Yes, I have to take CPE but even if I did not have to, I think I would benefit from the experience. Honestly, I did not know what to expect from CPE. What I have found after taking one unit of CPE is that it is life changing! I have learned much about myself, rediscovered things about myself, and defined my ministry style and so much more!”

Robert Mugera was born in the town of Masaka, Uganda, East Africa and completed his first unit of CPE at Eggleston Pediatric hospital in Atlanta, Georgia.

“I am doing CPE this year at ALGH because I want to develop more my pastoral care skills. By developing these skills at ALGH I know I will become a more effective chaplain. The pastoral care experience and the educational background that I have already will also contribute greatly to my CPE program. My goal is to become a certified chaplain”.

Fortunee Belilos is a 2005 graduate of the Jewish Theological Seminary of America in New York City, where she was invested as a conservative cantor and received a Masters degree in Sacred Music. She also has completed two units of CPE at Advocate Lutheran General Hospital.

“CPE has been the single most growth promoting undertaking of my educational experience as an adult with a call to ministry”. ALGH is my petri dish where I am watched, evaluated and measured lovingly for signs of growth by the many and sundry social and emotional scientists in the Department of Mission and Spiritual Care”
The Tony Ocean Show

The Service League of Lutheran General Hospital
is pleased to Sponsor The Tony Ocean Show. Featuring a tribute to Frank Sinatra and Dean Martin performing your favorite hits. A Must See Show!

Saturday, October 9th at 7 p.m.
Tickets are $30 &
Sunday, October 10th at 2 p.m
Tickets are $25

Olson Auditorium
Proceeds will benefit the Advocate Lutheran General Children's Hospital and special projects.

For more information, contact Elsa Rivera at (847) 723-6105.
Everyone Needs An Advocate Fundraiser

Help the Men and Women’s Association raise funds to benefit the Advocate Addiction Treatment Program
Friday, October 15 6:00—9:00 pm
$20 donation

Door Prizes!  Music!  Raffle Prizes!

Advocate Lutheran General Children’s Hospital Yacktman Promenade
1675 Dempster Street, Park Ridge, IL 60068
For information or tickets contact Elsa Rivera at 847.723.6105 or Elsa.rivera@advocatehealth.com

Proceeds from this fundraiser will be used to develop an educational video providing information about the Addiction Treatment Program and services for patients and their families.

Hors d’oeuvres and soft drinks included

Advocate Lutheran General Hospital
The Men and Women’s Association
HUMAN VALUES FORUM

Tuesday, November 16, 2010

“Leadership in Healthcare: Ethical Dilemmas of the New Medicare Influx”

Advocate Lutheran General Hospital
Olson Auditorium
Park Ridge, Illinois
12:00 – 4:30 p.m.

Keynote Speaker: James B. Conway, MS
Senior Fellow
Institute for Healthcare Improvement
Adjunct Faculty, Harvard School of Public Health

Responding Panelists

William N. Werner, MD, MPH
Vice President of Clinical Transformation
Advocate Illinois Masonic Medical Center
Past President, Chicago Medical Society

Jennifer Parks, PhD
Associate Professor of Philosophy
Co-Director for Programs in Health Care Ethics
Loyola University Chicago

The event is free, but registration is required
Call 847-723-6395

Objectives:
Analyze the impact of recent generational changes in medical leadership and how such changes affect the provision of health care;
Examine how such models of medical leadership might respond to the influx of patients newly covered by recent health care reform; and
Identify/explain how medical education can best facilitate and support the growth of new leaders in healthcare

For further information call ALGH Clinical Ethics Ex. 217847