Team Member As Customer Survey Under Way

St. Anthony’s Hospital and BayCare are successful because of you, our team members, and we believe that each of you has comments and suggestions that will make the hospital and BayCare even better. If we combine all of your thoughts and ideas, we not only learn more about your needs but also get a better understanding of the needs of our patients and community.

This year’s Team Member as Customer (TMAC) survey, which is available Dec. 6-20, gives you just that opportunity to be heard. The goal of the survey is to provide feedback on your role at St. Anthony’s, BayCare, the organization, leadership and your manager. What you have to say helps us address your needs and work environment and also improve patient care.

Since all team members now have a BayCare e-mail address, the TMAC survey will be distributed via e-mail this year. The e-mail, which will have a link to your confidential survey, will come from the independent firm Press Ganey, so please check your inbox now.

The survey is completely confidential. The questionnaires will be returned directly to Press Ganey, and your responses will be shared as part of the overall grouping of answers – no names will be shared.

We are confident that the TMAC survey will produce many worthwhile changes for our organization, so please participate in this year’s survey by Dec. 20 and let your voice be heard!

Your Opinion Makes a Difference

In response to team member feedback, here are some of the actions St. Anthony’s and BayCare leadership have taken:

Communication
- Added an “I’m Glad You Asked!” component to Steve Mason’s “Continuing the Conversation” letter to team members.
- Continued St. Anthony’s leadership and Steve Mason Town Hall meetings.
- Provided e-mail for all team members.
- Added Cafeteria Electronic Communication Boards

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INSIDE THIS ISSUE: Team members provide holiday cheer for troops, needy families; BayCare Career Site coming soon; Final Blood Drive a Success
Fr. Bill to Leave Pastoral Care

Fr. Bill Bried, who has been a staple at St. Anthony’s Hospital since 2001, has decided to leave Pastoral Care on Dec. 30.
Fr. Bill, 71, will take a sabbatical from mid-January to the end of April.

This was not an easy decision for Fr. Bill but he knew he needed time away. “This is my first sabbatical in 52 years,” he said. “I needed to take time for myself, time for prayer, solitude, just to relax.” After his stay at the hermitage in Crestone, Colo., he will travel out west to visit family, extended family and friends.

Fr. Bill saw another side of the hospital last year when an illness kept him at St. Anthony’s for 16 days. He also battled prostate cancer that required 42 sessions of radiation. Those illnesses played a role in his decision.

But what may have weighed even more heavily is the recent death of his mother. She passed away Aug. 21 in Wilmington, Del., at the age of 98.

During his stay in the hospital in spring 2009, Fr. Bill’s kidneys failed and he had to begin undergoing dialysis. “I wasn’t eligible for a kidney transplant because of my age and because I was a cardiac patient.” After going to a clinic a few times a week for treatment, he was taught how to do dialysis at home each night. “It was something that I wanted to do so that I could continue working at the hospital,” he said.

He no longer requires dialysis. “My kidneys have returned enough so that I no longer need dialysis,” he said. “My kidney doctor still can’t believe my recovery.”

Fr. Bill said so many people were praying for him through his illnesses and the death of his mother. “I came to realize how powerful prayer is.” In his letter to the Eucharistic Ministers, Fr. Bill said, “I ask for your prayers as I begin my new journey in my life and I will be sure to remember all of you in my Masses and prayers.”

“I feel I have been very blessed,” he said. “You suddenly realize God has a plan for you.”

Fr. Bill reflected on what he will miss most about the hospital. “I enjoyed meeting the team members as well as the patients as they have all added to my experience of life and my growth as a person,” he said.

Fr. Bill said this is not retirement. “God has blessed me with reasonably good health,” he said. “And as long as I am able, I will continue with ministry. ... I have seen too many people go into retirement who have very little to do. This is why I have no plans to retire and I will die with my boots on.”

He will celebrate his last Mass at St. Anthony’s Hospital at noon on Dec. 30 in the Chapel. “It will be a Mass of Thanksgiving for all God’s blessings and graces,” he said.

Kick the Habit

With the New Year just around the corner, this year’s resolution could be to kick the smoking habit right out the window. And with St. Anthony’s becoming tobacco-free on Jan. 1, 2011, it’s more incentive than ever to give up nicotine. If you want to do it but don’t think you can conquer it alone, don’t fret. Several Smoking Cessation Classes taught by certified American Lung Association Freedom from Smoking facilitators will begin Jan. 3 to help team members start off the New Year smoke-free.

- 9 - 11 a.m.: St. Anthony’s Hospital LifeHelp Nutrition and Diabetes Center Classroom, Suite 120.
- 5:30 - 7:30 p.m.: St. Anthony’s Hospital LifeHelp Nutrition and Diabetes Center Classroom, Suite 120.
- 5:30 - 7:30 p.m.: St. Anthony’s Carillon Outpatient Center, Conference Room A.

Each series includes a required introductory session on Jan. 3 and eight class sessions over seven weeks - seven Monday sessions on Jan. 10, 17, 24 and 31 and Feb. 7, 14 and 21 and one Wednesday session on Feb. 2. Over the counter and prescription drugs are tools available to help smokers quit and stay off tobacco. See the 2010 Tobacco-free Reimbursement Guidelines for more information on BayCare approved tobacco-free aids and/or services to assist team members and their families in going tobacco free.

Call the WIN registration line of the BayCare Customer Service Center toll free at 1-866-879-8755 to reserve your spot today.

Tobacco Q & A

When St. Anthony’s Hospital goes tobacco free at all facilities, smoking and/or use of tobacco will not be allowed on any part of these campuses by team members, physicians, patients, volunteers, visitors and vendors.

Look for a series of Q&As to help team members get a better understanding of what this means as we approach our tobacco-free date.

Q. What about other kinds of tobacco products, like chew or pipes?

A. The tobacco-free policy covers other forms of tobacco, including chewing tobacco, cigars, pipes, electronic cigarettes and tobacco alternatives, such as clove cigarettes. However, nicotine replacement therapy products (patches, gum, lozenges) are allowed.