

March 3, 2017

New leader

CHRISTUS Santa Rosa Health System welcomes Dean Alexander as CEO

National respect

The National Cancer Institute taps one of our own for advisory board

Flying high

An organ donor and recipient continue their bucket list after transplant surgery



first friday **FLASH**

CHRISTUS Santa Rosa Health System: Alamo Heights, New Braunfels, Medical Center, Westover Hills, PASCs, and The Children's Hospital of San Antonio

New CEO for CHRISTUS Santa Rosa



Dean Alexander, FACHE, has accepted the senior leadership role as President/CEO for the Santa Rosa market, effective April 3, 2017.

Dean is returning to the San Antonio area after serving as the Market Executive Vice President for TeamHealth's Central Group in Nashville, TN. There he oversaw significant growth through contract acquisition and mergers, initiated cost saving efforts, and improved patient and provider satisfaction for the 13 state region with more than 150 physician practice contracts. He brings a wealth of knowledge in developing and growing teams and cultivating outstanding physician relations.

You may know Dean from his prior career while in San Antonio, where he served as Chief Executive Officer with Methodist Healthcare System and Methodist Stone Oak Hospital, a partnership between Methodist Ministries and Hospital Corporation of America (HCA). There, his solid performance led to outstanding

outcomes including budget performance, top tier HCAHPS patient satisfaction, hospital expansion, and emergency services development and integration. Welcome to CHRISTUS Santa Rosa Health System!

An incentive to be your best

Associates can now earn up to 20,000 kudos! points (5,000 per quarter) for attaining facility HARM and PATIENT EXPERIENCE targets, as measured by Compass2020. Associates will also be eligible to participate in a "Top Facility" incentive plan for the facility that has the highest Patient Experience scores in their category.

What can Associates do to make this happen? It starts with a smile, hello, or a door held open for our visitors, patients, families, co-workers, and physicians! So far, CSRHS has had some phenomenal results in our Patient Satisfaction and Harm Reduction scores. Keep up the great work! We still have two quarters of potential payout!

Our Mission.

To Extend the Healing Ministry of Jesus Christ.

March is National Kidney Month

Adults have around 7-8 liters of blood, and the blood is constantly filtered by the kidneys, as much as 400 times per day! [CLICK HERE FOR INFORMATION ON HOW TO BECOME A LIVING DONOR AND HELP SAVE A LIFE.](#)

Let's do some TEAM building!

...and earn 100,000 CHRISTUS kudos! points!

We are looking for people who have the compassion and desire to serve in our ministry, and who will provide high quality care to our patients. As an Associate, why not recommend some high-quality folks to join our team? If someone you refer accepts an offer and begins working with CHRISTUS Santa Rosa by March 20, 2017, you could be eligible to receive 100,000 CHRISTUS kudos! points.

Positions include:

Bedside Registered Nurses (RNs) – every campus; every service line

Specific needs for The Children's Hospital of San Antonio: RNs in Bone Marrow Transplant (BMT), Maternal Fetal Medicine (MFM), and Oncology

CVOR RNs and Certified Surgical Techs – every campus

Physical and Occupational Therapists – every campus

Speech Therapists – CHRISTUS Santa Rosa Hospital - New Braunfels

RN Case Managers – every campus

Clinical Lab Scientists – every campus

Radiology: Special Procedures and CT Techs – every campus

EEG Techs – The Children's Hospital of San Antonio only

Cath Lab Techs and Cath Lab RNs – every campus

If you have questions about the Associate Referral Award Program, please contact your local HR office.

Remember to remind the person you are referring to include your name as the referral on their application when they apply online at www.christuscareers.org.

Before you get too groggy

CHRISTUS Santa Rosa Health System has entered into an exclusive partnership for anesthesia services with STAR Anesthesia, a physician-owned and operated medical group providing anesthesia services throughout San Antonio, Houston, and parts of Texas for more than 30 years. Comprised of more than 200 providers, they offer anesthesia services across the full spectrum of specialty needs and require all of their anesthesiologists to be ACLS trained and board certified/board eligible.

The partnership is effective May 1 in the adult facilities and May 29 at The Children's Hospital of San Antonio (CH of SA). This partnership with STAR Anesthesia will help provide high-quality, compassionate care to our patients and support to our surgeons.

CHRISTUS Santa Rosa Hospital –Alamo Heights, Obstetric services at CHRISTUS Santa Rosa Hospital - New Braunfels, Cardiac surgery at CH of SA, and CHRISTUS Santa Rosa Physician Ambulatory Surgery Centers will not be included in this partnership.

Log in, but log OFF!

Our tech folks are discovering some breaches in security because Associates and clinicians are not properly signing off from workstations when they are done accessing information. Merely closing out sessions and applications isn't enough: your credentials may still be active in Meditech and other programs, leading to errors when the next computer user begins working on the same device.

Failure to properly log off may not only be a breach of PHI security/HIPAA compliance; it could also lead to patient care errors. [Here's a link to our Corporate System Standard Operating Procedure for computer use.](#)



Texas Monthly drew upon the knowledge of CHRISTUS Santa Rosa's own Andrea Guajardo, Director of Community Health, CSRHS, in a story about EnrollSA – the effort to get uninsured in our community to seek enrollment into ACA health plans and begin their journey to better health. [Check out the story here.](#)



Hit the Green!

The Friends of CHRISTUS Santa Rosa Foundation team is working on the 6th Annual Golf fore Friends tournament scheduled for Friday, March 31, 2017. Mark your calendars and plan to join the fun. For details on sponsorship opportunities, visit our website or contact Allison Salinas via e-mail or call 210.704.2800.

How many miles have you walked?

In 1866, the first three Sisters of Charity of the Incarnate Word began their U.S. health care ministry in Galveston, Texas, and founded Charity Hospital (St. Mary's Infirmary). Three years later, in 1869, three Sisters answered the call to extend the healing ministry of Jesus Christ to the community of San Antonio and founded Santa Rosa Infirmary. Have you joined us for a virtual walk to relive their journey? They had horses, but we're using our feet. You can complete the walk in 75 days by averaging approximately 7,000 steps per day. Rewards will be sent out approximately two weeks after the challenge has ended (week of May 1st). [Upload your steps daily to Walkingspree](#). View your progress by logging into your account on a desktop or laptop computer and clicking the blue CHALLENGES box. The View Detail button will show you your position on the virtual walk map!

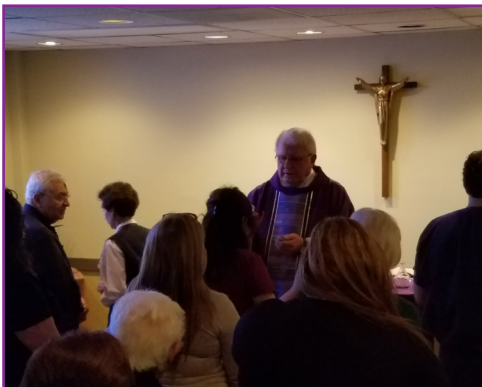
Lent: 40 days of service

CHRISTUS Santa Rosa Health System is collecting new and gently used baby blankets and diapers (all sizes) during the 40 Days of Lent. Donation boxes will be located at each nursing unit, with central donation boxes located throughout the region:

- CHRISTUS Santa Rosa Hospital – Alamo Heights – Front Lobby
- The Children's Hospital of San Antonio – Information Desk
- CHRISTUS Santa Rosa Hospital – Medical Center Heritage Hallway near the Holy Family Tapestry
- CHRISTUS Santa Rosa Hospital – New Braunfels Outside of the Chapel of St. Rose
- CHRISTUS Santa Rosa Health System Regional Office – Lobby of Suite 800
- CHRISTUS Santa Rosa Hospital – Westover Hills – Information Desk

Groups and individuals from all CHRISTUS Santa Rosa Health System facilities are encouraged to donate by bringing items to the facility nearest them. Questions? Contact your campus chaplain.

Donations will be delivered to our partners at Catholic Charities of San Antonio and is jointly sponsored by the Facility Joint Nursing Councils and Mission Councils at each facility. Thanks for your help!



The season of Lent is underway, beginning with Ash Wednesday services, like this one at CHRISTUS Santa Rosa Hospital – New Braunfels. For Associates who may want to reflect more on what that means to a Catholic health care system, [check out these resources](#), authored by Sr. Renee Yann, RSM, D.Min., a Sister of Mercy of the Mid-Atlantic Community.

We need YOUR Social Media Expertise!

Here's how you can help:

1. Like or follow CHRISTUS Santa Rosa Health System on Facebook and/or Twitter.
2. Comment, like, or share any of the posts to expose them to a wider audience.
3. Send story ideas to social.media@christushealth.org.

Please note, the CHRISTUS Health social media policy and HIPAA regulations apply to all online interactions.



Name one thing that you feel we did particularly well during your visit.

Patient care was fantastic! I could not have asked for a better surgeon (Dr. Bierdiger) and every staff member was kind and made me feel better. Pre-op nurses fantastic! Chaplin, fantastic! All night-nurses and morning nurse, fantastic! All staff were true professionals. Overall, what is one thing we could have done to improve your experience during your visit? nothing that I can think of.

Good catches. Great Associates.

Step 1:

Make it easier

What happens when an Associate or health care professional stumbles across a brand new high-tech surgery tool and wants to know more about it?

OneSOURCE is the answer, and it's now loaded on specific computers throughout the market in all CSRHS facilities. OneSOURCE is a site where users can look up the equipment and have access to step-by-step instructions on how to use equipment, decontaminate it, and much, much more!

You can find the oneSOURCE desk top icon within our sterile processing, biomedical, and infection prevention areas.

With oneSOURCE, CSRHS raises the bar in patient safety!

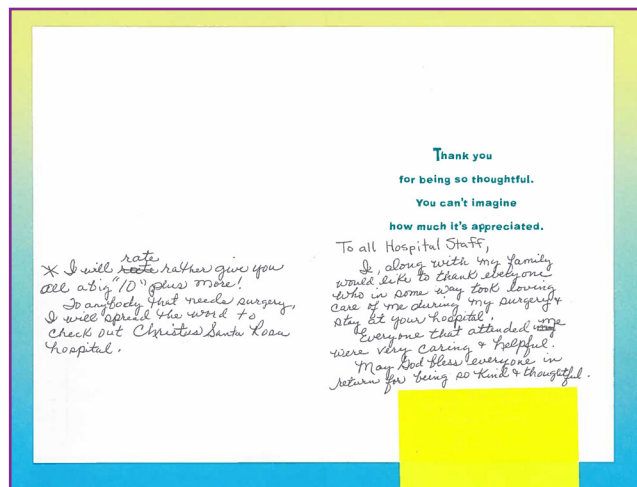
There are stars shining at CHRISTUS Santa Rosa Hospital – Alamo Heights, and they are keeping our patients safe from harm.



Belinda Ellar, RN, was able to keep extra medicine from being prescribed by a physician, after she discovered two account numbers and plenty of medicine already assigned to the patient! For that, she garners the coveted "High-Five Award."

Another High Five award-winner: Martha Caceres, RN, was also honored with the award for her compassionate and skillful care of a patient on a ventilator being transferred to another Hospital for a higher level of care.

And then, there's Gina Menchaca, pharmacy tech, who single-handedly ran the pharmacy at CSRH-AH on one of the busiest days in December. Menchaca filled all pharmacy orders and filled all of the Pxyis machines by herself. For all of these Associates' outstanding attention to detail, Congratulations!



X I will rate rather give you all a big "D" gives more! So anybody that needs surgery, I will spread the word to check out Christus Santa Rosa Hospital.

No need to stick it to you

It's time again for Associate wellness screenings!

The screening will be conducted via finger stick, rather than venipuncture.

Besides blood work, Associates will receive a one-on-one virtual consultation with a nurse practitioner. The nurse will review the patient's screening results, answer any questions the Associate has, and connect them to available resources. [REGISTER FOR AN APPOINTMENT ONLINE.](#)

Screening time and location:

6:00 a.m. – 12:00 p.m. in the CSRH-MC Private Dining Room

Monday, March 27

Tuesday, March 28

Wednesday, March 29

Can't attend an onsite event? Visit your physician and submit a Primary Care Provider Form. Request a form from JEANETTE.GRAY@CHRISTUSHEALTH.ORG. Doctor visits from 1/1/2017-5/31/2017 will be accepted.

Rewards: 5,000 CHRISTUS kudos! points and a chance to win exciting prizes! In order to receive the incentives and your results, you must complete the blood work AND consultation.

Five Associates will be randomly selected to win the following prizes:

- 1) 30,000 kudos! points
- 2) 20,000 kudos! points
- 3) 10,000 kudos! points
- 4) Fitbit Blaze
- 5) Fitbit Alta

CSRH–MC president appointed to NCI Advisory Board



Congratulations to Dr. Ian Thompson, Jr., President of CHRISTUS Santa Rosa Hospital - Medical Center, for his appointment to the National Cancer Institute's Board of Scientific Advisors. Dr. Thompson is a nationally-respected physician and surgeon specializing in cancer research, and he was also quoted by several national media outlets for his editorial on prostate cancer in a recent edition of the New England Journal of Medicine. His presence continues to bring publicity to our CSRH - MC campus. [Click here for more on the hope for prostate cancer survivors.](#) Be sure to catch Dr. Thompson, Jr., on CBS' Sunday Morning Show with Jane Pauley on March 12!

Saying farewell

Associates shed plenty of tears of sadness and joy for the retirement of Peggy Miller. Miller embodies everything you want in a nurse: her wisdom, as well as the compassionate commitment to excellence. For 37 years, Peggy worked across the system, from City Centre to Westover Hills to Medical Center, making friends, healing the sick, and instilling a work ethic in generations of nurses who she trained. She is truly God's hands at work, and she will be missed. We wish her the best of luck in her retirement. Happy travels!



Every Wednesday, heart health checks were offered to Associates, and they were encouraged to wear red in honor of Heart Month. CHRISTUS Santa Rosa Hospital – Medical Center had the most Associate heart checks during February – with 63 Associates participating in the Heart Health Fair. Dr. Ian Thompson, Jr., CEO, and Angela Lambert, CNO, celebrated their facility's participation and "wore red" proudly!



What can a 61-year old donor and 71-year old kidney recipient do, eight months after transplant surgery? Fly! Beth Willstrop and Bob Golden took to the air at iFLY, San Antonio's indoor skydiving center.

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7:30 a.m. – 1:30 p.m. Medical Plaza, Classroom 2

Tuesday, March 14

Wednesday, March 22

Thursday, March 30

Can't attend an onsite event? Visit your physician and submit a Primary Care Provider Form. Request a form from JEANETTE.GRAY@CHRISTUSHEALTH.ORG.

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CSRH–NB recognized for outstanding care



From STRAC:

Shortest mean door to balloon time, CSRH–NB, 46.5 minutes.

Shortest mean 911 to ED time, Suburban System, New Braunfels Fire/EMS.

Congratulations to the Associates, nurses, and physicians who make our ED the best in the area!

New chaplain at CSRH–NB

Reverend Jerry Weiss is praying for you as the new chaplain for CHRISTUS Santa Rosa Hospital – New Braunfels. Weiss says working with patients, families, and Associates at the hospital has enriched his prayer life. Weiss says he enjoys the different facets of CSRH–NB and its pastoral care program, different from his last appointment as a chaplain in a Level 1 Trauma Center!

He is ordained through the Assemblies of God, and is excited to be a part of the mission to extend the healing ministry of Jesus Christ. Weiss is married with three children. Welcome to the ministry!



Housekeeping notes

Please welcome Kevin Helmer, our new Director of Environmental Services at CHRISTUS Santa Rosa Hospital – New Braunfels. Helmer is originally from Austin, Texas, but most recently served as a director at the Hardtner Medical Center in 2015 in Louisiana. During his tenure at Hardtner, Helmer and his team continued to increase both the overall cleanliness of the facility, as well as the HCAHPS score. He is no stranger to CHRISTUS, having also worked at CHRISTUS St. Patrick and CHRISTUS St. Francis Cabrini.

Helmer has family in central Texas, and he says he is excited to become part of the CHRISTUS Santa Rosa team!

And what about Director Cheyn Knizeski, you ask? She is headed to the westside... CHRISTUS Santa Rosa Hospital – Westover Hills. Congratulations, Cheyn!



Pictured: Kevin Helmer and Cheyn Knizeski

Blood Drive

You can help someone in our community celebrate the gift of life by giving blood.

Wednesday, March 15

12:30 p.m. – 3:00 p.m.

In the parking lot in front of the Hospital

We've delivered!

As part of our area's only Catholic, not-for-profit health system, CHRISTUS Santa Rosa Hospital – New Braunfels embraces a family-centered care philosophy that encourages mothers and fathers to remain close to their babies in our Level II NICU, participating in their care and bonding with their newest family members. Our specialty is caring for babies who need additional intervention, but don't have life-threatening conditions. Should a newborn require additional medical support, it's reassuring to know that advanced neonatal care is available close to home. Our specially trained, certified NICU nurses have undergone rigorous one-on-one training with nurses from the state-of-the-art NICU at The Children's Hospital of San Antonio, where the sickest and most fragile newborns receive the highest level of care available. If needed, newborns with medically complicated diagnoses have direct access to the highly trained Emergency Transport Team, so they can receive the highest level of care at The Children's Hospital of San Antonio.



Ana Devries, Regional Director of Volunteer Services, CSRHS, speaks about youth volunteers needed this summer at CSRH–NB.

Our image is getting sharper

River City Imaging Associates (RCIA) is now the provider of imaging services for CHRISTUS Santa Rosa Hospital – New Braunfels (CSRH – NB), after merging with New Braunfels Radiology Associates.

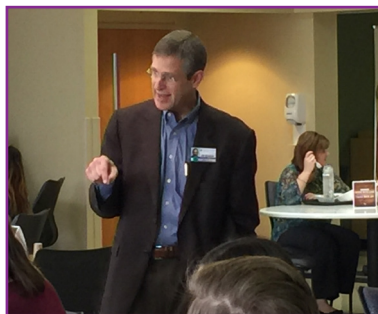
As CSRH-NB continues to grow in our ability to care for patients with a higher level of acuity, the addition of the physicians of RCIA provides the needed specialization to our interventional radiology capabilities and services, including pediatric radiology, neuroradiology, MRI/body imaging, musculoskeletal radiology, vascular and interventional radiology, and breast imaging.

Learn how the radiology team is already making strides with lung cancer screenings: The Low-Dose CT Lung Screening costs \$99.00, and is a noninvasive, low-radiation procedure that dramatically increases the chances of detection of even the smallest of tumors, is painless, and takes only about 15 minutes to perform.

Read more about the screening and our program

champion, Dr. Clare Savage, interventional radiologist and program champion at CSRH–NB.

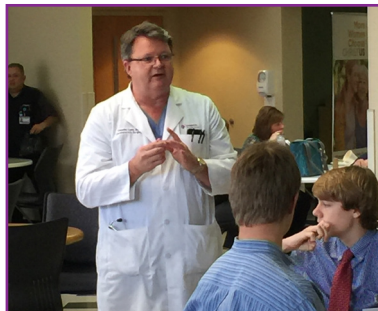
[Click here for the story.](#)



Jim Wesson, President, CSRH–NB, welcomes the Greater New Braunfels Chamber of Commerce Youth Leadership Class.



A learning experience in the Cath Lab!



Dr. Timothy Lyda, cardiothoracic surgeon, shares a day in the life with students.

Blood Drive

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Wednesday, March 15

12:30 p.m. – 3:00 p.m.

In the parking lot in front of the Hospital

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7:00 a.m. -1:00 p.m.

CSRH – WH Conference Rooms A & B

Thursday, March 16

Monday, March 20

Friday, March 31

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Better gadgets, better outcomes



New tools mean better outcomes for diabetic patients at CHRISTUS Santa Rosa Hospital – Westover Hills. Dr. Shahid Aziz, an endocrinologist at CHRISTUS Santa Rosa Hospital – Westover Hills, informed San Antonio viewers about the latest gadgets available for diabetics. Dr. Aziz discussed inhaled insulin in a KENS-TV report, as did his patient, Charles Chavez (pictured with KENS-TV reporter Jeremy Baker). Better delivery systems for insulin means better compliance by patients, and compliance leads to better outcomes. [Click here to watch the story.](#)

The power of one



Congratulations to Susan Flanders, an OR Nurse from CHRISTUS Santa Rosa Hospital – Westover Hills for being our latest High Five Award winner! Nurse Flanders caught a potential mistake and alerted physicians in time by preventing a wrong site, wrong-side surgery. Thank you, Ms. Flanders, for your attentiveness and compassionate care, as you extend the healing ministry of Jesus Christ.

Showing some love

Paramedics and Emergency Medical Services personnel are the first-responders we see most often, as they save and transport lives 24 hours a day. For their service, CHRISTUS Santa Rosa Hospital – Westover Hills served up an EMS appreciation breakfast! Thanks, EMS!



Little hats, big hearts!

The Valadez and Sarabia Families celebrated their new bundles of joy at CHRISTUS Santa Rosa Hospital– Westover Hills! Their newborn sons – Isaiah Valadez and Andrew Sarabia – received red hats from the Little



Hats Big Hearts Program by The American Heart



Association (AHA), as part of their efforts to educate and raise awareness on heart health in infants, in celebration of Heart Month. Each hat was knitted by hand, by an AHA supporter in San Antonio.

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6:00 p.m. – 12:00 a.m.
CCF Building, 5th Floor

Monday, April 3

Friday, April 7

Tuesday, April 11

Thursday, April 13

Friday, April 21

Friday, April 28

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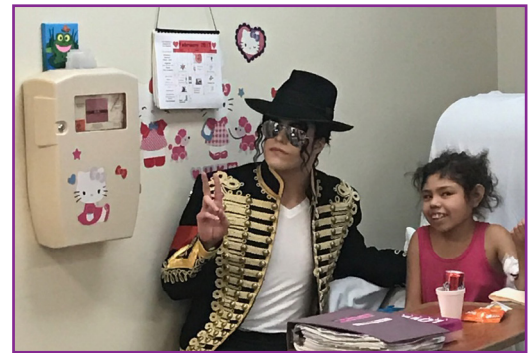
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NICU nurses expand care to New Braunfels

It's all in the family! Our specially trained, certified NICU nurses at The Children's Hospital of San Antonio have completed rigorous, one-on-one training with nurses from CHRISTUS Santa Rosa Hospital – New Braunfels (CSRH–NB), to create a team that stretches along a long hallway that is Interstate 35. The CSRH–NB NICU nurses have become a part of our CH of SA team, and will care for babies who need additional intervention, but don't have life-threatening conditions in the Hill Country.

Should a newborn require additional medical support beyond CSRH–NB's Level II NICU, it's reassuring to know that advanced neonatal care is available quickly. If needed, newborns with medically complicated diagnoses have direct access to the highest level of care at The Children's Hospital of San Antonio through our Transport Team. Thanks to all the support staff that made this cooperative arrangement possible to do everything for our kids in the south central Texas region!

Kevin Garza (aka Michael Jackson) visited patients in the Children's Kidney Center and the main hospital. "Michael" brought lots of smiles by posing for pictures, performing a few dance moves, and handing out gifts to some lucky patients.



A special "Thank you" to our chapel patrons, who had the opportunity to see where their donations go. Those who attended the Mass and reception were overwhelmed with the beauty!

Mmm. Mmmm. Good!

Learn about nutrition and cooking techniques through hands-on classes at the CHEF Teaching Kitchen at The Children's Hospital of San Antonio! The lessons are quick and when you are done, you will be able to cook quick, delicious, and nutritionally-balanced one-dish meals the whole family will enjoy—all within a budget!

Log into HealthStream and search "CHEF Series" in the Catalog to view all available sessions and register!

Thanks be to God

Eleven-year-old Flor received her First Communion in the Santa Rosa Chapel. While battling leukemia, this brave girl has won the hearts of many Associates and doctors during her stay in the Hospital. We love her bright smile and positive attitude. Flor was surrounded by family and friends on this special occasion. Father Roy officiated.

