

## Mission Moment

### Sister Danielle Bonetti, CSJ, Vice President of Mission Integration

In December we celebrate both the Jewish festival of Hanukkah (December 12) and the Christian feast of Christmas. Both feasts focus on the coming of Light into a darkened world. Both celebrations are times of great joy. Both celebrations call for special preparations, gatherings of families and friends and the exchange of some form of gifts. For all of us there are times when the “things that have to be done” become more important than the joy of celebration. On Monday I received this reflection from one of our associates, Lori Farnham which I am sharing with you.

*A cheerful look brings joy to the heart, and good news gives health to the bones.  
Proverbs 15:30*

Pre Christmas can be a very stressful time for many of us. Most of us go through the motions not enjoying this season. Would all the shopping, cooking, wrapping, baking the special cookies that take so long to make, etc be as important to us if this were our last Christmas or Hanukkah. Our time here on earth is very fleeting we do not know when our last Christmas will be. I pray that each of us can let the Spirit of Christmas enter our hearts ---- open yourself up to the blessings God gives each of us at this time of year. Trust that God is working in and through you.

One way to do this is a simple smile which can diffuse a stressful situation. Our good attitude each day will change everything throughout the day. Choose to be happy. When awakening proudly declare: This is the day God has given me I shall rejoice and be glad for it.

Dear God,  
Take this holiday stress away and send me holiday joy!  
Let your spirit of love shine in me so I may send it out to others.  
Amen



### Christmas Card Decorating Contest

The contest rules and a department listing will be distributed this week to all Department Heads, Supervisors and Nurse Managers. You will have until December 20th to submit your Christmas Card entry to the Public Relations Department. If you do not have access to a color printer please contact Maria Tambasco in the Public Relations office and she will assist you.

If you have any questions regarding the contest please call Maria or Jackie in the Public Relations Office at x7382.



Care You Can Trust

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# Pathways

## President's Message

Dear Associates,

Associate Survey Results are in!

The results of the fall 2009 Associate Engagement survey for St. Mary's Hospital have been tabulated. A total of 1,083 associates completed the survey for a response rate of 70%. I want to thank those of you who participated. You have taken an important step forward by sharing your opinions about our Health Ministry as an employer.

Working together as a community, we are striving to make this the best possible work environment for every associate. .

Our overall score of 84% is favorable compared to our 2008 score of 79% and the current Ascension Health total score of 77%. Our Model Community Index (MCI) score increased to 89% up from 85% in 2008. Let me remind you that the MCI consists of three questions that are key drivers to overall associate engagement – these three questions are:

- I plan to be working for this organization one year from now.
- I would recommend this organization as a great place to work.
- Overall, I am satisfied with my job.

This is the highest MCI score throughout Ascension Health!

Two of the three MCI questions are listed as our top five strengths. A total of 11 topic categories were included in the survey, and overall the scores were very positive. In fact, the percent favorable increased in every category.

Each health ministry had to choose two focus areas for improvement and our targeted topics were:

- There is a spirit of cooperation and teamwork in my workgroup.
- I am satisfied with the amount of voice I have in decisions that affect my work..

Our scores increased by 16% and 11% respectively – very impressive results!

A presentation of these survey results will be provided to the Board of Directors and Leadership. Individual departments and units will soon begin reviewing the results in detail with you, celebrating the high scores achieved along with developing action plans to address some of the lower scoring questions.

Thank you again for your participation in the 2009 associate engagement survey! I'm looking forward to working with you developing action plans to enhance your work life and continue along our Model Community path making St. Mary's a great place to work.

Vic



The Associate Excellence Committee is proud to announce the winners of the VIP Award for October 2009! Congratulations go to.....



**Sister Patricia Corbett**  
**Pastoral Care,**  
**Support Associate Winner!**



**Ann Hogue, RN, ER,**  
**Caregiver Associate Winner!**

The Associate Excellence Committee (AEC) is looking for more VIP Nominations. If you know a fellow Caregiver or Support Associate who consistently demonstrates one or more of our values in an effort to support the mission of St. Mary's, we want to hear about it!

**Our Values:**

- |                      |  |
|----------------------|--|
| Service of the poor: | Generosity of spirit, especially for persons most in need    |
| Reverence:           | Respect and compassion for the dignity and diversity of life |
| Wisdom:              | Integrating excellence and stewardship                       |
| Creativity:          | Courageous innovation  |
| Dedication:          | Affirming the hope and joy of our ministry                   |

Nomination cards are available in the cafeteria or we will accept an e-mail message. Please keep in mind that we are looking for specific examples of how the nominated associate demonstrates one or more of the above values. E-mail messages may be sent to Kris Mars in Human resources at marsk@smha.org or by MOX mail to Kris Mars.

Lets make this program a success by recognizing the great staff that St. Mary's employs!

The Palliative Care office has been moved to the Mission & Foundation Suite located just off the main lobby in the St. Mary's campus. Mail for Susan Dross and Andrea Holtzer should be sent to this new location.

Our phone extensions, 7522 for Andrea and 7523 for Susan remain the same. Thank you.

## Pie Throwing contest at the Wilkinson Fall Fest



From Left: Samantha Mosconi, Physical Therapy, Rosemary Constantine, Physical Therapy, Sue Arminio, Project ACTION. The Project Action Tobacco-Free Coalition staff team and Barb Epting from the Employee Assistance Program hosted a tabling event at St. Mary's Hospital Memorial and Main Campus' on November 19th to honor the American Cancer Society's 34th Great American Smoke Out. The Great American Smoke Out promotes quitting smoking, winning over addiction, and living a healthier life. Project Action offered New York State Smokers' Quitline educational material, giveaways, and information on Project ACTION's current goals. For assistance with quitting smoking, please call the hospital nurse at x6199.



For more information about Project Action programs/ events, please contact Rebecca Manwaring at 841-7123 or Sue Arminio at 841-7288.

Ascension Health is dedicated to its mission to deliver safe, patient-centered health care that leaves no one behind. In order to accomplish that, Ascension Health is embarking on a program of change called Symphony.

Symphony will standardize process, replace information systems and create an efficient shared-services environment for supply chain, human resources and finance functions across Ascension Health. This is an effort that will touch all of our 67 hospitals and dozens of related health facilities.

The ground work being laid today with Symphony is projected to save Ascension Health \$1.6 billion over the next 10 years – money that will be directly invested in fulfilling its mission of quality healthcare for all, throughout our health system and beyond.

As Symphony begins, Ascension is looking for talented people to fill over 90 positions in a variety of business and technical roles. People are needed to design, build, test, implement and enhance Symphony.

We need professionals with experience in: Human Resources, Supply Chain, Finance, Logistics and Methodology, Contracts and Scheduling, Project Management, Business Intelligence, Policies and Procedures, Programming and Configuration, Systems Analysis, Data Architecture, Testing and Program Deployment, Workflow and more.

As part of Ascension Health's Symphony team, you will generally work in St. Louis Monday through Thursday and work from home on Fridays. This schedule may evolve over time, and travel to hospitals and related facilities around the country will be necessary during implementation. Travel expenses will be paid by Ascension.

**REFER A FRIEND BEFORE DECEMBER 31 AND EARN A GREAT BONUS!!!!**

For more information:

Contact Human Resources at 841-7152

Go to [www.YouAreSymphony.com](http://www.YouAreSymphony.com)

See posters displayed at both the St. Mary's and Amsterdam Memorial campuses.