

Spring/Summer 2010 Course Catalog



The three-story

Working together
for better health
and better
health care.
Especially when
lit up at night, the
vision wall is a
reminder of the
many ways the
people of BJC are
working to make
medicine better.

BJC HealthCare

THE WORLD'S BEST MEDICINE. MADE BETTER.



Dear Employees,

It's a new year, and with a new year comes resolutions and the chance for a fresh start. Have you thought about what your fresh start may entail? As BJC HealthCare employees, we have a role in making a difference in our patients' lives and in the exceptional health care services they have come to expect from us. Perhaps a fresh start includes building on this strong foundation through educational opportunities available at the BJC Center for LifeLong Learning.

Each BJC hospital and service organization is strengthened by its employees and its association with BJC. Regardless of whether you're in a patient care role or you never have direct patient contact, what you do has an impact on patients, the community and health care delivery.

In 2009, BJC embarked on an outreach campaign – Make Medicine Better – a wonderful way to educate our communities about BJC's unique strengths as a health care provider. At the Center for LifeLong Learning, we reflected on how learning has shaped the lives of so many employees and by embracing the opportunities available to them, employees truly are making medicine better.

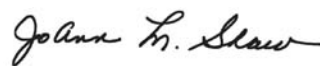
What does Make Medicine Better mean to you? Perhaps you've seen the broadcast, print, outdoor or online advertising that BJC employees have brought to life. Or you've logged on to www.makemedicinebetter.org to participate in the online discussion.

In 2010, our commitment to Make Medicine Better will continue with the partnerships we have established with local universities and colleges. **In March, we'll expand our partnerships on a national level with an exciting new pilot program with Harvard University.** Watch for details in BJC Today.

While continuing to design and deliver the classes that enable you to grow professionally and personally, **we are launching a college credit accreditation process with an external accrediting body. This accreditation will provide transferrable college credits for CLL designed courses – another valuable benefit for you.**

This year, I challenge each and every one of you to consider how learning can make a difference in your life. As you page through the catalog, see how some of your co-workers are inspired to make medicine better as they pursue learning and education offered by BJC. The choice is yours to take full advantage of the learning opportunities available to you. The impact you make is in your hands.

Sincerely,



JoAnn M. Shaw
Vice President and Chief Learning Officer
BJC HealthCare



**ALL CLASSES ARE HELD
AT THE BJC LEARNING
INSTITUTE.
SEE BJCLEARN.COM FOR
DIRECTIONS**



Professional Development

Courses for Everyone	3
Computer Courses for Everyone	4-5
Supervision Courses	6-7
Technology Skills Courses	8

Features

Learning to Make Medicine Better	2
College of Nursing First to Offer	
Dual Degrees Online	9
Life Lessons	10



David Weiss, BJC senior vice president and chief information officer

Learning to **MAKE MEDICINE BETTER**

MAKING MEDICINE BETTER COULD BE A CHALLENGE FOR AN ORGANIZATION MADE UP OF 13 DIVERSE HOSPITALS, FOUR SERVICE ORGANIZATIONS AND DOZENS OF DEPARTMENTS THAT SUPPORT THE HEALTH CARE SERVICES WE DELIVER. IT'S A CHALLENGE THAT BJC AND ITS EMPLOYEES HAVE EMBRACED.



Michael Evans, PhD, RN, FAAN, the Maxine Clark and Bob Fox dean and professor of the Goldfarb School of Nursing at Barnes-Jewish College

Learning plays an important role in making medicine better. It drives innovation, collaboration and growth. It creates a common understanding among individuals, departments, hospitals and service organizations. Because of its diversity and a need for common understanding, BJC recognized the need to expand on sharing ideas and best practices across the organization, resulting in the creation of the BJC Learning Institute (BLI) in 2009.

Michael Evans, PhD, RN, FAAN, the Maxine Clark and Bob Fox dean and professor of the Goldfarb School of Nursing at Barnes-Jewish College, is the executive sponsor of the BLI clinical professional skills learning track. At a November learning summit led by Evans, 50 clinicians across BJC came together to identify the needs, strengths and best practices within the professional skills track. Embracing their differences, and at the same time, realizing their common needs, they examined what could be accomplished collectively.

“Each organization has its unique strengths,” says Evans. “We have to look at what we’re doing right and what is a best practice, develop a model and replicate it throughout the system. The worst thing to say is, ‘we’ve always done it this way.’ Business as usual is not acceptable.”

This systematic approach to identifying best practices and professional skills needs will help facilitate the development and delivery of course work for clinicians, regardless of where they work at BJC. For starters, the group identified that nursing and allied health preceptorship programs were alive and well throughout the system. Looking at internal and external best practices, a course will be developed that teaches the basics of being an effective preceptor.

Creating a common understanding of business practices among managers has been a top priority for David Weiss, BJC senior vice president and chief information officer, who co-leads the BLI management skills learning track with Kevin Roberts, BJC senior vice president and chief financial officer. Weiss says that they are assessing current business knowledge regarding finance, IT skills and operations, as well as the need to develop that knowledge.

“Our goal is to offer a complete selection of finance, operations and IT classes that covers the landscape of BJC’s operational needs,” says Weiss. “It makes sense to develop a common platform that applies across BJC and elevates the skill level of our managers in the context of effectively running BJC.”

JoAnn Shaw, BJC vice president and chief learning officer, leads the BLI’s personal development track through the Center for LifeLong Learning (CLL) and supports all BLI learning tracks by assessing BJC’s learning needs, incorporating new technologies into learning and overseeing quality measures. The CLL also facilitates course development and instructional design, course schedules, classroom logistics, registration and faculty training. Shaw says the foundation of every employee opportunity to make medicine better starts with the Center for LifeLong Learning.

“We can sustain a culture of excellence and can truly make medicine better if we all take the necessary steps through continuous learning,” says Shaw. “The CLL is a benefit offered to all BJC employees. Our goal is to provide the learning resources to develop our most valuable resource – our employees.”

Registration, Cancellation, Assignments and Fees

Registration and cancellation of classes offered by the Center for LifeLong Learning is through the BJC Online Learning Center.

Note: Be sure to check Your Assigned Training on the BJC Online Learning Center to view a list of any training assigned to you.

Go to www.BJCLearn.com to:

- **REGISTER** for a class – Click on the tab labeled “Log On to Online Learning” to log into Cornerstone
- **TAKE** assigned online courses – click *Your Assigned Training*
- **CANCEL/WITHDRAW** from a class – Click on the transcript building and select withdraw from the options column

Most CLL classes are offered to employees free of charge. Courses that are marked with DDI[®] have a \$70 fee for materials, charged to the employee’s cost center.

Fees are assessed for late cancellations and no-shows to cover the cost of materials and instructors and are charged back to the employee’s cost center as follows:

- Late cancellation fee for all classes – \$50. The CLL requires notice of 3 business days **prior** to the day of class to avoid a late cancellation fee.
- The no-show fee for all classes – \$125

Contact the CLL Learning Specialist at 314-362-0983 for assistance.



“I MAKE MEDICINE BETTER BY MAKING SURE THAT THE INFORMATION ON ALL RADIOLOGY PATIENTS IS ENTERED PROPERLY.”

BJC encourages and supports employees to become successful. By pursuing education and a degree, I can also be a better role model for my children.”

Chaka Thomas
Senior Admitting Representative, Radiology
Missouri Baptist Outpatient Center Sunset Hills
Bridge to a Bachelors Degree at Saint Louis University

Personal Development Courses for Everyone

For more information contact the CLL Learning Specialist, 314-362-0983.

Business Writing

5/14/10 8:30–11:30 a.m.
6/16/10 8:30–11:30 a.m.
8/19/10 8:30–11:30 a.m.

A review of basic grammar and sentence structure using health care content helps students recognize and develop clear and concise written communications. The class also includes a discussion of effective business communication using basic memos and e-mail communications as examples.

Communicating with Others DDI[®]

5/20/10 8:30–11:30 a.m.
8/10/10 8:30–11:30 a.m.
7/1/10 8:30–11:30 a.m.

Research shows people screen out or misinterpret 70 percent of the messages to which they are exposed. This interactive skills practice course helps participants recognize and overcome communication barriers to interacting effectively with others.

Time Management

3/29/10 8:30–11:30 a.m.
5/27/10 8:30–11:30 a.m.
6/25/10 8:30–11:30 a.m.

This updated course includes a focus on using technology to help employees manage time and tasks more effectively and efficiently. In addition to basic time management training, participants will be introduced to advanced GroupWise time management skills and web-based time management tools. This class is held in a computer lab, so enrollment is limited.

Working through Conflict DDI[®]

4/6/10 8:30–11:30 a.m.
5/3/10 8:30–11:30 a.m.
7/15/10 8:30–11:30 a.m.
8/24/10 8:30–11:30 a.m.

When differences cause people to become angry and closed-minded, the resulting conflict has a negative effect on quality, productivity, cooperation and communication. This course discusses how to manage conflict resulting from differing ideas, interests or perceptions.

Personal Development-Computer Courses for Everyone

For more information contact the CLL Learning Specialist, 314-362-0983.

GroupWise Calendaring

3/5/10	8–9:30 a.m.
4/2/10	8–9:30 a.m.
5/7/10	8–9:30 a.m.
6/4/10	8–9:30 a.m.
7/9/10	8–9:30 a.m.
8/6/10	8–9:30 a.m.
9/10/10	8–9:30 a.m.

This course helps participants make more effective use of their GroupWise calendars. Basic e-mailing skills are assumed. This class can be offered to intact work groups. Contact the CLL to schedule.

GroupWise Productivity Plus

3/5/10	10–11:30 a.m.
4/2/10	10–11:30 a.m.
5/7/10	10–11:30 a.m.
6/4/10	10–11:30 a.m.
7/9/10	10–11:30 a.m.
8/6/10	10–11:30 a.m.
9/10/10	10–11:30 a.m.

Learn even more productive uses of GroupWise. Topics include file organization, tools-rules, contact management, shared folders and GroupWise Version 7 tools. Basic e-mailing skills are assumed.

Microsoft Access Basic Skills

4/15/10	9 a.m.–4 p.m.
5/27/10	9 a.m.–4 p.m.
7/8/10	9 a.m.–4 p.m.
8/19/10	9 a.m.–4 p.m.

Designed for those new to database management, this course teaches the fundamentals of the Access relational database program. Topics include creating tables, defining fields, and adding and editing data. Students also will learn how to create, run and modify basic queries and create simple reports.

Microsoft Access Intermediate Skills

5/4/10	9 a.m.–4 p.m.
8/10/10	9 a.m.–4 p.m.

This course builds on topics introduced in the Access Basic Skills class. Participants will learn about relationship types, create links between tables at the database and query levels, explore field properties, set default values, develop look-up lists, and create validation rules for data entry. Students also will practice creating formulas in forms, queries and reports. *Prerequisite: Access Basic Skills.*

Microsoft Excel Basic Skills

4/13/10	9 a.m.–4 p.m.
4/27/10	9 a.m.–4 p.m.
5/11/10	9 a.m.–4 p.m.
5/25/10	9 a.m.–4 p.m.
6/1/10	9 a.m.–4 p.m.
6/22/10	9 a.m.–4 p.m.
7/13/10	9 a.m.–4 p.m.
7/27/10	9 a.m.–4 p.m.
8/10/10	9 a.m.–4 p.m.
8/24/10	9 a.m.–4 p.m.

Designed for the new user, this course teaches the fundamentals of working in the spreadsheet application Excel. Participants will learn how to enter data, create formulas, and format and print spreadsheets.

Microsoft Excel Intermediate Skills

5/18/10	9–4 p.m.
6/8/10	9–4 p.m.
7/20/10	9–4 p.m.
8/17/10	9–4 p.m.

This course is intended for users who want to enhance spreadsheet skills. Participants will learn the basics of charting, use formulas and functions, explore using Excel as a simple database and more.

Microsoft Excel Advanced Skills

4/22/10	9 a.m.–4 p.m.
7/22/10	9 a.m.–4 p.m.

This course builds on topics introduced in the Excel Intermediate Skills class. Participants will learn advanced charting and filtering techniques, and use additional formulas. Students will explore auditing tools, data validation and conditional formatting. The class will teach students how to link sheets and workbooks and how to protect data. *Prerequisite: Excel Intermediate Skills.*

Microsoft PowerPoint Basic Skills

4/6/10	9 a.m.–4 p.m.
5/20/10	9 a.m.–4 p.m.
7/1/10	9 a.m.–4 p.m.
8/12/10	9 a.m.–4 p.m.

Designed for the new user, this course teaches how to create basic slide presentations. Learn to design and create presentations with a variety of slides and explore slide show and print capabilities. Create slides with pictures, clip art and a multitude of drawn shapes.

“REMAINING POSITIVE AND HELPING STAFF AND PATIENTS HAVE A POSITIVE EXPERIENCE. PROVIDING NURSES WITH WHAT THEY NEED TO DO THEIR JOB EFFECTIVELY. IT’S HOW I HELP MAKE MEDICINE BETTER.

I am thankful that BJC is committed to education and has collaborated with local universities to enhance knowledge and support personal growth. I look forward to being a part of the BJC team for many years to come.”

Angie Liley

Nursing Office House Supervisor

Alton Memorial Hospital

Maryville University RN to BSN Program



“My choice; my responsibility; win or lose, only I hold the key to my destiny.” Elaine Maxwell

Personal Development-Computer Courses for Everyone, cont’d.

Microsoft PowerPoint Intermediate Skills

5/4/10 9 a.m.–4 p.m.

7/6/10 9 a.m.–4 p.m.

This course is intended for users who want to enhance increase their PowerPoint presentation skills. Learn to develop charts, create special effects and design a custom template.

Microsoft Word Basic Skills

5/13/10 9 a.m.–4 p.m.

6/24/10 9 a.m.–4 p.m.

8/5/10 9 a.m.–4 p.m.

Designed for the new user, this course teaches users basic Microsoft Word skills including navigating through documents, selecting and formatting text and working with bulleted or numbered lists.

Microsoft Word Intermediate Skills

6/29/10 9 a.m.–4 p.m.

8/31/10 9 a.m.–4 p.m.

This course is intended for users interested in increasing their skills and efficiency with Microsoft Word. Learn to work with tables, apply consistent formatting, create tables of contents and add different headers and footers within the same document.

Windows Basic Skills

2/17/10 9 a.m.–3 p.m.

5/12/10 9 a.m.–3 p.m.

8/18/10 9 a.m.–3 p.m.

Designed for the new computer user. Topics include mouse skills; launching applications; creating, editing and saving new files; opening existing files; organizing files; and customizing personal settings. Basic computer knowledge is a prerequisite for many other courses, so this is the place to start!

Personal Development-Supervision Courses

For more information contact the CLL Learning Specialist, 314-362-0983.

Behavioral Interviewing

5/5/10 8:30–11:30 a.m.

8/10/10 8:30–11:30 a.m.

Provides employees with the skills needed to prepare candidate interview questions that help determine past behaviors. Students will learn how to use behavioral-based questions to uncover relevant and useful candidate information. A suggested questions list will be provided.

Building an Environment of Trust DDI

3/15/10 8:30–11:30 a.m.

6/7/10 8:30–11:30 a.m.

Trust is a key ingredient of employee engagement and loyalty, and leaders must realize the power of trust as a business tool. In this course, leaders learn how to avoid trust breakers and take action to create an environment in which employees take risks, identify and solve problems, and work together to create and sustain high levels of trust.

Coaching for Success DDI

3/30/10 8:30–11:30 a.m.

5/26/10 8:30–11:30 a.m.

7/6/10 8:30–11:30 a.m.

9/8/10 8:30–11:30 a.m.

Teaches managers how to help employees achieve goals and create positive experiences for both the manager and employee. Managers learn to identify coaching opportunities, provide coaching and support, observe performance and measure results and outcomes.

Delegating for Results DDI

3/25/10 8:30–11:30 a.m.

5/21/10 8:30–11:30 a.m.

7/14/10 8:30–11:30 a.m.

Learn skills for successfully matching people, responsibility and authority to maximize involvement, productivity, motivation and growth among employees.

Getting Started as a New Manager DDI

4/6/10 8:30–11:30 a.m.

6/23/10 8:30–11:30 a.m.

8/20/10 8:30–11:30 a.m.

Provides new leaders with knowledge and skills to become established and achieve results more quickly in their new leadership role. Learn how to focus on those tasks that are most important to the organization's success. Learn to obtain results through others.

Managing Performance Problems DDI

3/11/10 8:30–11:30 a.m.

4/27/10 8:30–11:30 a.m.

6/17/10 8:30–11:30 a.m.

8/3/10 8:30–11:30 a.m.

This class helps managers handle chronic performance, work habit or serious misconduct issues. Learn how to document problems and identify what employees must do to resolve performance gaps.

Motivating Others DDI

3/10/10 8:30–11:30 a.m.

4/30/10 8:30–11:30 a.m.

7/23/10 8:30–11:30 a.m.

Three factors affect the motivation of employees: focused work, interpersonal support and individual value. In this course, leaders assess these factors and emerge with both the skills and a plan to build group and individual motivation.

BJC Accountability for Diversity Inclusion

3/2/10 8 a.m.–noon

5/5/10 1–5 p.m.

7/21/10 1–5 p.m.

This course, led by BJC executives, emphasizes the value of creating and maintaining an inclusive work environment. Inclusion ensures ethical work practices, fosters employee engagement and enables BJC to achieve strategic results.

The Power of Communication: Action and Results

3/3/10 8:30 a.m.–noon

5/12/10 8:30–noon

7/27/10 8:30–noon

This course, led by BJC executives, examines the role of leaders to deliver key organizational messages to a variety of audiences. This course also covers ways to maximize the tools and processes of delivering messages, and helps students understand their own personal communication styles and the styles of others.



“BY GETTING MY BACHELORS DEGREE AND INCREASING MY KNOWLEDGE IN THE FIELD OF NURSING, I AM MAKING MEDICINE BETTER THROUGH BETTER PATIENT CARE.



BJC is excellent at offering educational opportunities – both formal and informal. It would be a disservice to myself not to explore what is offered.”

John Dunagan, RN
*Orthopedic Surgery Resource Nurse
 St. Louis Children’s Hospital
 Maryville University RN to BSN Program*

“I CAN HELP MAKE MEDICINE BETTER WITH DISCHARGE PLANNING.

I verify the patient’s insurance benefits for home care services, and then I can inform them before they are discharged, which gives them a better idea of their financial responsibility.

BJC does a wonderful job offering education and training because it gives employees options. Education for employees also benefits BJC and the community.”

Patricia Bonner
*Customer Service Representative
 BJC Home Care Services
 Bridge to a Bachelors Degree Program at Saint Louis University*

Personal Development-Supervision Courses, cont’d.

Taking Care of Business and People in Times of Transition

4/7/10 8:30–11:30 a.m.
 6/9/10 8:30–11:30 a.m.

This course, led by BJC executives, examines the nature of change from an organizational perspective, exposes participants to a variety of skill models for implementing change, and helps them gain insight into how people react to change.

Building Relationships Through Trust

4/14/10 8:30–11:30 a.m.
 6/7/10 1–4 p.m.

This course, led by BJC executives, provides an understanding of the importance of trust as a catalyst for building relationships and accomplishing organizational goals. By developing the competencies necessary to gain trust with individuals or groups, or by re-establishing trust that has been compromised, participants can strengthen their ability to act as leaders within BJC.

REVISED

Introduction to Emotional Intelligence: It’s All About Me

3/24/10 8 a.m.–noon
 5/6/10 8 a.m.–noon
 7/14/10 1–5 p.m.

NEW

This course, led by BJC executives, provides a basic knowledge of Emotional Intelligence to enhance success on the job and in your career. Participants will learn a definition of Emotional Intelligence (EI) and its components, acquire a perspective on their own current level of EI, and learn tools and techniques for improvement. There is a \$75 fee to cover materials for this course.

Communicating and Listening

3/26/10 8:30–11:30 a.m.
 5/18/10 8:30–11:30 a.m.
 8/18/10 8:30–11:30 a.m.

By learning skills to communicate clearly and listen carefully, employees are better informed and able to add greater value to their jobs and the organization.



Personal Development-Technology Skills Courses

For more information contact the CLL Learning Specialist, 314-362-0983.

Hosting Effective Web Conferences

5/5/10 2-4 p.m.

Learn how to host collaborative meetings and training from your personal computer. Participants will receive an e-mail invitation to the class, along with a dial-in, toll-free number for audio. This class is designed to assist employees who want to lessen travel time for meeting participants while maintaining an effective meeting format.

Hosting Effective Video Conferences

4/19/10 2-4 p.m.

The class is designed to train meeting facilitators on video conferencing hardware, software and meeting management skills. At the end of the class session, participants will be able to host and/or participate in video conference events.

Cornerstone Support Series

2/17/10 10-11:30 a.m. (Web Conference)

3/17/10 1-3 p.m.

4/14/10 10-11:30 a.m. (Web Conference)

5/10/10 1-3 p.m.

6/16/10 10-11:30 a.m. (Web Conference)

7/14/10 1-3 p.m.

8/18/10 10-11:30 a.m. (Web Conference)

This ongoing series for administrators focuses on a different Cornerstone topic each month. Sessions might include quarterly enhancements, reporting features, curriculum development and support, or roster management. Content is delivered through hands-on workshops or via web conferences. Administrative access to Cornerstone is required. Search the phrase "Support Series" within Cornerstone for a current list of topics.

Cornerstone Basic Administrator Workshop

4/14/10 1-4:30 p.m.

6/9/10 1-4:30 p.m.

8/11/10 1-4:30 p.m.

This course is intended for those who wish to have administrative access to BJC's new learning management system, Cornerstone OnDemand. Completion of the hands-on workshop is required before access will be granted. New requests for access should be addressed first to the primary administrator for your hospital or service organization, who will then contact Jeanne Bonzon in the Center for LifeLong Learning. Topics include creating and managing sessions (classes), managing rosters, adding or updating instructors, and running reports.

Cornerstone HSO Administrator

2/15/10 8:30-1 p.m.

5/5/10 8:30-1 p.m.

8/4/10 8:30-1 p.m.

This course is intended for the primary HSO administrators for the Cornerstone OnDemand learning management system. Topics include creating events and sessions, creating and managing groups and curricula, enrolling students and managing rosters, adding instructors and facilities, and running reports. For more information, contact Jeanne Bonzon at 314-362-0976.

Technology Toolkit: Knowledge One Kit Online Application

3/17/10 9-noon

8/25/10 9-noon

The Knowledge Kit is an application designed to help you create educationally sound online courses. The application will walk you through the assessment, design and development phases of course creation. You will learn to create content, edit pages, insert graphics and other media, preview then publish your course.



"I know the price of success: dedication, hard work, and an unremitting devotion to the things you want to see happen." Frank Lloyd Wright

“OUR SECURITY DEPARTMENT MAKES MEDICINE BETTER BY PROVIDING A SAFE ENVIRONMENT FOR OUR PATIENTS, EMPLOYEES AND THEIR FAMILIES.

We want everyone to feel comfortable at our facility.

I am pursuing my education because I believe that education is power. I want to have more knowledge and financial stability, as well as a chance for advancement at BJC. Offering education to employees shows that BJC really values learning.”

Katrina Allen
*Communication Specialist
Christian Hospital Security Department*



College of Nursing first to offer dual degrees online Barnes-Jewish College and CLL partner to make online DNP/PhD a reality

January marked an exciting new era in learning at the Goldfarb School of Nursing at Barnes-Jewish College. It is the first nursing school in the nation to offer a concurrent, totally integrated dual terminal nursing degree – a Doctor of Nursing Practice (DNP) and Doctor of Philosophy (PhD) in Nursing program.

What makes it even more unique is how students will learn. Rather than rigid schedules in a traditional classroom setting, the program is delivered online in combination with annual five-day intensive sessions held on campus.

While all courses were developed and are taught by doctorally prepared faculty, Michael Evans, PhD, RN, FAAN, the Maxine Clark and Bob Fox dean and professor at the college, called upon the expertise of the Center for LifeLong Learning (CLL) to transform the courses into an online format that is dynamic, engaging, integrated and interactive.

“One of the many talents of the Center for LifeLong Learning is the design and development of online learning,” says Evans. “We partnered with the CLL to tap into the expertise of Annette Rolls, CLL design and development manager.”

Evans adds that the advantages of the online program are limitless. “When you’re learning online, the knowledge is there when you want it, 24/7. Students are not confined to classroom schedules that don’t work particularly well with their career schedules. I may have had my doubts in the past, but the outcomes from online learning formats are really exceptional.”



“It is impossible for a man to learn what he thinks he already knows.”

Epictetus



Annette Rolls, Manager, Design & Development, CLL and Michael Evans, PhD, RN, FAAN, the Maxine Clark and Bob Fox dean and professor of the Goldfarb School of Nursing at Barnes-Jewish College

Life Lessons—Life Changing

When Julie Griffin, Barnes-Jewish Hospital assistant nurse manager of emergency services, wanted to enhance the role of the department's 32 unit secretaries, she turned to the Center for LifeLong Learning, although at the time, she didn't know exactly what she needed.

She recognized that the unit secretaries were in a highly stressful position with few opportunities to interact with others. She was seeking to expand their role, giving them more variety and an opportunity for contact with patients and families in ways that could positively affect patient satisfaction.

"We know that patients seek information, so we developed responsibilities for our unit secretaries to satisfy the patients' requests and interact with them in new meaningful ways," says Griffin. "They have a high stress job in a busy environment that changes constantly. They wanted more opportunity to feel that they make a difference in people's lives. We were able to modify their work functions, but we still needed the tools to make it work successfully. That's when we turned to the CLL and Life Lessons."

Life Lessons helps build skills and confidence in the areas of communication, problem solving, conflict resolution, attitude, accountability and self-awareness – which Gwendolyn Smith, BJH emergency services unit secretary, admits has helped her in so many ways.

"The communications center is fast-paced—we get lots of calls and it can get frustrating," says Smith, who's been a unit

secretary for 15 years. "I got to the point of being uncaring on the phone. I had no compassion. I wanted to do better."

Following a conversation with Linda Word, CLL manager of learning and assessments, Griffin knew that the Life Lessons course would help provide the unit secretaries with the tools they needed to successfully make the transition to their new role. The decision was made that all 32 of them would take the 12-week course.

"The patient population in an emergency department can be challenging," says Griffin. "Life Lessons has helped our unit secretaries learn how to handle situations and deal with different personalities in what can be a very hectic environment. As a group, they now work together on challenges and tasks for the greater good of the patient, their families, and the department. Life Lessons has given them a toolbox of skills that enables them to take care of not only our patients but also themselves."

Word says that the skills gained through Life Lessons help participants become more successful professionally and personally, but it requires a genuine commitment. "Julie and I discussed her goals, and I shared my perspective how Life Lessons might assist her staff in making the transition," says Word. "Looking honestly at oneself and opening up to change isn't always easy. The course really is a journey of self-discovery. It equips participants with new tools to help them handle stress, change, their emotions



Julie Griffin, assistant nurse manager of emergency services, Barnes-Jewish Hospital

and other personalities, as well as gain a better understanding of themselves."

Smith loves her new role and what Life Lessons taught her. "I was mentally tired, but I do things now, like just saying hi, greeting the patients, giving them the information they want, always with a smile on my face. It means a lot to them and makes life so much better for me. And I like the interaction with families and patients."

She also takes time for herself, even if it's 15 minutes a day, which she learned is important. "Gwen has been transformed," adds Griffin.

The transformation has spilled into the rest of the ED in a positive way, so much so that the department leadership has committed to sending the entire department through the course. "This is our way of making medicine better because with these life skills, staff is better able to relieve stress and think more clearly," says Griffin. "It takes excellent thinking skills to care for people. We believe Life Lessons has given our staff the tools necessary to better themselves while providing compassionate care, which ultimately impacts the healing process."

For more information on Life Lessons, please contact Linda Word at 314-362-0978, or at lsw1580@bjc.org.

"I AM MAKING MEDICINE BETTER WHEN I GREET EVERYONE WITH A SMILE AND A PLEASANT ATTITUDE, WHETHER THEY ARE IN FRONT OF ME OR ON THE TELEPHONE.

By ensuring that billing and insurance information is correct I help put patients at ease, giving them one less thing to worry about. I feel my job is to provide excellent customer service to everyone I come in contact with. I am thankful for the educational programs BJC offers. Knowledge is power, and once you have it no one can ever take it from you."

Pamela Hines

Patient Service Representative, BJC Medical Group

Siteman Cancer Center at Barnes-Jewish St. Peters Hospital

Bridge to a Bachelors Degree Program at Saint Louis University



Center for LifeLong Learning
8300 Eager Road
Suite 200
Mailstop 92-92-244
St. Louis, MO 63144

NON-PROFIT ORG
U.S. Postage
PAID
St. Louis, MO
Permit No. 5615

Collaborate with BJC's hospitals and service organizations to design and offer learning programs aligned with business strategies

- Provide accessible, high-quality learning by:
 - assessing development needs and designing programs that respond to those needs
 - forming partnerships with hospital and service organization leadership
 - developing and delivering creative learning approaches, including online learning and facilitated workshops
 - measuring and improving training outcomes

Main Line 314-362-0983

JoAnn M. Shaw
Vice President and Chief Learning Officer

Jeanne Bonzon 314-362-0976
Director, Learning and Development

Beau Branwen 314-362-0981
Learning Technologist

Robert Church 314-362-0977
Manager, Learning Technologies

Lois Currie 314-362-0983
Learning Specialist

Linda Dodd Lisinski 314-362-0982
Training Coordinator

Sheri Dolan 314-362-0973
Manager, Design and Development

Kris Jorstad 314-362-0965
Manager, Learning Technologies

Beth Klaustermeier 314-362-0972
Executive Assistant

Susan Landis 314-362-0974
Manager, Design and Development

Steven Loomis 314-362-1058
Manager, Learning Technologies

Amy Pollock 314-362-0875
Manager, Learning Partnerships

Annette Rolls 314-362-3468
Manager, Design and Development

Gary Stocker 314-362-0975
Manager, Learning Partnerships

Linda Word 314-362-0978
Manager, Learning and Assessments

