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# Welcome



Dear patients and family members,

Thank you for choosing SwedishAmerican, a division of UW Health. We appreciate the opportunity to serve you and hope your visit is as pleasant as possible.

As a division of UW Health, we enhance our clinical strength by being part of an academic health center associated with the University of Wisconsin-Madison, including: UW Medical Foundation, UW Hospital and Clinics and UW School of Medicine and Public Health. SwedishAmerican is uniquely qualified to provide you with the highest level of care and quality in northern Illinois.

I hope that you will find this welcome booklet helpful, as it provides you with information on what to expect throughout your admission and the resources and services available to help you and your family.

Please do not hesitate to contact any member of your care team if you have additional questions. They will be happy to assist you.

Sincerely,

Dr. Bill Gorski  
President and CEO  
SwedishAmerican, A Division of UW Health

## Our Mission

*Through excellence in healthcare and compassionate service, we care for our community.*

## Our Vision

*To set the standard of excellence in quality, service and outcomes.*

## Our Values

**Integrity**-*Do the right things at the right time and place.*

**Compassion**-*Treat patients, families, and each other with kindness and empathy.*

**Accountability**-*Accept responsibility for the outcomes and experiences of every patient every day.*

**Respect**-*Value and honor differences among individuals and groups.*

**Excellence**-*Strive to be the best.*

## About SwedishAmerican

SwedishAmerican is a division of UW Health, which is comprised of the academic healthcare entities of the University of Wisconsin-Madison, including: UW Medical Foundation, UW Hospital and Clinics and UW School of Medicine and Public Health.

Located in Rockford, Illinois, SwedishAmerican is comprised of 30 primary care and multi-specialty clinics and serves a 12-county area. It includes a medical center in Belvidere, Regional Cancer Center and a 333-bed Joint Commission accredited hospital and teaching facility that administers the residency program for the University of Illinois College of Medicine at Rockford.

SwedishAmerican is known for its centers of excellence in cardiology, oncology, orthopedics, surgery and women's health. The hospital also has comprehensive programs in complementary medicine, behavioral health and emergency medicine. More than 350 board-certified physicians have admitting privileges at SwedishAmerican Hospital.

## SwedishAmerican Home

SwedishAmerican Home combines a strong network of providers and clinics with powerful analytical tools and a healthcare model called Patient Centered Medical Home (PCMH). The hallmark of this program is the reliable collaboration of patients and physicians to achieve health goals. Our primary care providers recommend health maintenance activities for wellness and the early detection of disease; support patients with acute care needs; and manage chronic and complex illness with the support of a case management team of experts that includes nurses, nurse practitioners and physician assistants.

SwedishAmerican is the only area healthcare provider to receive prestigious Level 3 recognition for all of our primary care clinics from the National Committee for Quality Assurance. This places our doctors among an elite group nationwide.

## Quality

Quality is SwedishAmerican's greatest priority. It drives all that we do. This includes treatment, prevention, education and care for the whole person. SwedishAmerican is recognized as a leader in the implementation, measurement and improvement of quality initiatives in healthcare. As a result, no health system in northern Illinois has won more national awards for quality than SwedishAmerican.



Over the past decade, SwedishAmerican has put into place numerous quality initiatives that have had a measurable, positive effect on healthcare quality in our area. One of the best indicators of the success of our efforts is the Hospital Compare Website, created by the Centers for Medicare and Medicaid Services (CMS), along with the Hospital Quality Alliance (HQA).

*“The very essence of our mission is to treat the patients we serve as we would want to be treated ourselves. In order for quality to have meaning we must hold ourselves accountable not only for the processes we measure, but for the outcome of our efforts. That continuous accountability for outcomes creates the environment for unrelenting improvement in what we do. Our efforts are about doing the right thing for the patients, community and region we are privileged to serve.”*

Bill Gorski, MD— President and CEO

# Additional Resources

## Holistic Health Services

At SwedishAmerican we believe that there are many paths to healing and that health is truly a balance of mind, body, spirit and science. That is why we offer healing therapies that complement the curing aspects of hospital care. This integrative approach emphasizes treating the whole person and working with the patient as an empowered partner. For more information, contact Holistic Health Services at (779) 696-2235.

As a patient at SwedishAmerican Hospital, these are some of the FREE holistic services you may choose to receive:

- Holistic Nurse Consultation
- Relaxation Techniques
- Guided Imagery
- Expressive Arts Therapy
- Energy Work/Healing Touch
- Massage Therapy
- Acupressure
- Music Therapy
- Animal Assisted Therapy

## Pastoral Care

Chaplains are available 24 hours a day to assist patients and their families with emotional and spiritual support during times of distress, illness and grief. Whether it is to listen confidentially or to pray with you about a difficult situation or simply to help connect you to your own faith community, a pastoral care staff member or trained volunteer may be reached at any time by dialing the Hospital operator (815) 968-4400 who will page the chaplain on call.

## CaringBridge

CaringBridge provides free personal Web sites to keep family and friends up to date during and after the hospitalization of a loved one. Swedish-American Health System is a proud supporter of this service for our patients and their families. Visit [caringbridge.org](http://caringbridge.org) to build your patient Web site.



## Case Management

SwedishAmerican offers a number of programs and services designed to help you and your family understand your illness and its emotional, physical and spiritual effects. Our case management nurses work in the hospital or at one of our primary care clinics and will help plan and coordinate the appropriate services you need to improve or maintain your health. They help link you to all of the necessary services and resources you need to get well and stay well. To request assistance, speak with your primary care physician or contact our Case Management department at (779) 696-4175.

## Interpreter Services

Patients have the right to obtain equal and effective access to information concerning all aspects of the health care services provided by SwedishAmerican Health System in a language they can understand. Swedish American Hospital will provide appropriate interpreters and/or other auxiliary aides, at no cost to the patient and/or family to accommodate the special needs of patients who have limited English proficiency or who are hearing impaired.

## OP Pharmacy

Filling prescriptions after a hospital stay can be a challenge. Let our outpatient pharmacy at SwedishAmerican Hospital take the hassle out of getting your prescriptions filled. Ask your nurse about our Med-to-Bed medication bedside delivery. Simply let your nurse know you are interested and would like more information so they can contact us. A pharmacy staff member will go to your room to verify insurance coverage, process your co-payment, and deliver the medication-right at the bedside, before you leave the hospital.

## Personal Belongings— Valuables or Lost Items

Patients are asked not to bring items of value to the hospital or to your physician's office. When admitted to the hospital, your cash, special jewelry or any other valuable item, should be deposited in our safe. You will be given a written receipt for all items, which must be presented when you withdraw them. Please ask your nurse for assistance with your belongings.

SwedishAmerican does not accept responsibility for items of value unless they are deposited in our safe. Please understand this includes money and any personal electronic items, such as cell phones, PDAs, laptop computers or hand-held video games. If these items are not kept in the safe and they become lost, please understand the hospital will not accept liability to replace them under any circumstances. If you lose something, please notify your nurse immediately and we will make every effort to help you find it. Unclaimed articles are turned in to the Lost and Found Office and kept for 30 days. To inquire about lost articles, call (779) 696-4092.

## Dentures, Hearing Aids and Eyeglasses

Please take special care with these personal items while in the hospital. Always store them in the proper container in your bedside table. Items left on a meal tray, misplaced in your bedding or placed under your pillow may be lost and are not the responsibility of the Hospital.

# How You Can Help

## The SwedishAmerican Foundation

A gift to The SwedishAmerican Foundation is an excellent way to honor the life or memory of a family, a family member or a friend, or through the creation of an ongoing endowment fund in an individual's name. The annual income from the endowment fund can be restricted to a program or service of your choosing.

To learn more about honoring or memorializing the life of a loved one through The SwedishAmerican Foundation endowment fund, please call (779) 696-2496.

## Become a Volunteer

A volunteer is a special kind of person who freely chooses to give his or her time and talents to help others. At SwedishAmerican, our volunteers are a vital part of the healthcare team, assisting patients and staff in a variety of ways. Volunteers assist with dismissal, flowers, mail, family information, escort service, transporting, clerical and many other duties. If you're interested in volunteering, please contact the Volunteer Office at (779) 696-4310 or you may go online to [www.swedishamerican.org](http://www.swedishamerican.org) and download an application.

## Patient Feedback

### Patient survey

After receiving services from SwedishAmerican, you may be mailed a patient survey or may be called at home asking that you evaluate your experience. We value your opinion and hope you will take the time to complete the survey. You are our best source of information to help us improve our service.

In addition, there are comment cards available for you or your family to complete. These "Let Us Know What You Think" cards are postage paid and are available at various public locations throughout the Health System.

## Employee Recognition

Did you receive care from an outstanding nurse? Nominate an extraordinary nurse for a DAISY Award. Honorees personify the



exceptional patient care experience at Swedish-American, and consistently demonstrate excellence in their clinical expertise, provide extraordinary compassionate care, and are recognized as outstanding role models in our nursing community. Each DAISY Award honoree will be recognized at a public ceremony in their unit and will receive a certificate, a DAISY Award pin and a hand-carved stone sculpture entitled "A Healer's Touch."

Did someone make an impression? Did they go above and beyond your expectations to help you, offer kind words, or show compassion to you or your family? Please share your experience utilizing one of our STAR cards so we may recognize them for their exceptional efforts. These cards are available throughout the Health System or please ask for one.



## Patient and Family Advisory Council

As the leading provider of health care in our community, SwedishAmerican is committed to providing quality health care to our patients, whom we are so honored to serve and care for every day. We value this relationship and truly believe that patients and their families are essential members of our health care team who have important perspectives, feedback and solutions to share.

The council's mission is to provide a voice for the patient and family community and to promote respectful, effective partnerships among patients, families and the SwedishAmerican staff at all levels of the organization. Members of the council provide feedback to the organization in order to enhance understanding of how to improve the patient experience in areas such as quality, program development, service excellence, communications, patient safety, facility design, patient and family education, staff orientation and education, and patient/family satisfaction and loyalty.

If you or someone you know would be interested in learning more about the council or applying for council membership, please contact Guest Relations at 779-696-3898.

# SwedishAmerican Facilities

We have clinics all over northern Illinois.

## Primary Care

### ROCKFORD

#### **Five Points Clinic**

2404 Charles Street  
(779) 696-7910

#### **Midtown Clinic**

1340 Charles Street, Suite 405  
(815) 967-5353

#### **Valley Clinic**

6824 Newburg Road  
(779) 696-7610

#### **Woodside Clinic**

3775 North Mulford Road  
(815) 636-6400

### BYRON

#### **Byron Clinic**

220 West Blackhawk Drive  
(779) 696-1300

### DAVIS JUNCTION

#### **Davis Junction Clinic**

5665 N. Junction Way  
(779) 696-9200

### MARENGO

#### **Marengo Clinic**

204 Prairie Street  
(779) 696-9553

### ROCHELLE

#### **Rochelle Clinic**

380 IL Rte 38 East  
(779) 696-9050

### ROSCOE/ROCKTON

#### **Stateline Clinic**

4282 E. Rockton Road, Roscoe  
(779) 696-9000

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# SwedishAmerican Facilities *(Continued)*

## Specialty Care

### ROCKFORD

#### **Brookside Specialty Center**

1253 North Alpine Road  
(779) 696-9201

#### **Midwest Heart Specialists**

1340 Charles Street, Suite 300  
(779) 696-5888

#### **Lundholm Orthopedics**

1340 Charles Street  
(815) 397-6723

#### **Obstetrics & Gynecology Ninth Street Center**

209 9th Street, Suite 200  
(779) 696-2750

#### **Rock Valley OB/Gyn & Pediatrics**

6861 Villagreen View  
(815) 637-6200

#### **State Street OB/Gyn**

Camelot Tower  
1415 E. State Street, Suite 800  
(779) 696-9120

#### **SwedishAmerican Regional Cancer Center**

3535 N. Bell School Road  
(779) 696-9400

#### **SwedishAmerican Neuro & Headache Center**

Renaissance Pavilion  
1340 Charles Street, Suite 400  
(779) 696-9512

### BELVIDERE

#### **Belvidere Specialty Center**

1625 South State Street  
(815) 544-3333

## Immediate Care

### ROCKFORD

#### **SwedishAmerican Immediate Care**

2473 McFarland Road  
(779) 696-9202

### MARENGO

#### **Marengo Immediate Care**

204 Prairie Street  
(779) 696-9553

### ROCKTON/ROSCOE

#### **Stateline Immediate Care**

4282 E. Rockton Road, Roscoe  
(779) 696-9000