

# Health Update

HENRY COUNTY  
HEALTH CENTER  
CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA  
FEBRUARY / MARCH 2011

## HCHC Surgery Department receives 'Journey to High Performance Award' for patient satisfaction

Henry County Health Center's Surgery Department recently received the "Journey to High Performance Award" for patient satisfaction. According to Press Ganey, HCHC's Ambulatory Surgery patient satisfaction mean score increase was statistically significant for Overall Satisfaction. Press Ganey is an independent market research organization that collects and totals results from HCHC's Patient Satisfaction Surveys.

*"This 'Journey to High Performance Award' shows that our staff is dedicated to making a positive patient experience for each individual who receives surgery at our hospital."*

Robb Gardner, HCHC CEO

"We are pleased to recognize HCHC's Surgery Department with this award

which signifies an impressive increase in patient satisfaction. This is one more example of how HCHC is moving forward with our mission to enhance the health of individuals and our communities through high quality, effective and efficient services," commented Robb Gardner, HCHC CEO.

HCHC's Surgery Department provides services for operative and other invasive procedures and immediate postoperative care on a 24-hour basis. The department provides a safe and comfortable environment that meets the emergency, preventive and restorative health needs of the patients, and provides quality-conscious, competent and cost-effective care with respect for life and dignity.

HCHC offers surgery in the following areas: General Surgery, Gynecology, Orthopedics, Urology, Podiatry, Gastrointestinal, Ophthalmology, and Ears, Nose, Throat. For more information on HCHC's Surgery Department, call 319-385-6124.

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Pictured receiving the "Journey to High Performance Award" are associates who work in HCHC's Surgery Department, (front l-r): Mary Harrison, Ava Seibert, Jill Burtlow, Cheryl Christensen, Gloria Fear; (back, l-r): Brandon Fetterman, Laurie Hoyer, Kelly Rundquist, Lori Coakley, Becky Johnson, Surgery Director Judy Sammons. Not pictured: Jean Glandon, Diane Pomberg, DeRene Bromell, Jan Johnson, and from the Anesthesia & Pain Management Department, Certified Registered Nurse Anesthetists Steve Park, Jim Hetherington, and Director Ron Troy. The Press Ganey award recognized a statistically significant increase in the department's mean score for overall patient satisfaction.



# Rehabilitation at HCHC



## HCHC Rehabilitation Services offers Urinary Incontinence Program

*Urinary incontinence is a medical condition experienced by many, but talked about by few. Many people are too embarrassed to discuss or seek treatment for incontinence, and many believe they have to live with the symptoms.*

However, Henry County Health Center's Rehabilitation Services Department offers therapy to treat this common health problem.

HCHC Physical Therapist Kim Shelangoski, PT, DPT, MS, works with patients to overcome this health issue. "Urinary incontinence is sometimes misperceived as a normal and inevitable part of aging, but this is not true. Incontinence can cause people to feel shame, frustration and isolation. For this reason, reducing or eliminating urinary leakage will assist a person in feeling more confident and enable them to have more freedom."

HCHC's Urinary Incontinence Program can assist people in reducing and even eliminating urinary leakage and/or frequency. The therapy focuses on strengthening pelvic floor muscles, retraining the bladder, and patients receive education on bladder health and how foods and fluids can affect the bladder.

### WHO IS ELIGIBLE FOR TREATMENT?

Individuals who experience any of the following signs and symptoms of urinary incontinence should consider Rehabilitation Service's Urinary Incontinence Program:

- **Leaking urine when coughing, laughing or sneezing;**
- **Urinating more than six to eight times a day, or more than once every two hours;**
- **Urinating more than once during the night;**
- **Leaking urine when getting close to the bathroom;**
- **Having trouble getting to the bathroom in time;**
- **Having a strong urge to urinate, even when their bladder is not full;**

- **Wearing a pad because of fear of losing urine;**
- **Limiting social outings because of fear of leaking.**

According to Shelangoski, up to 80 percent of individuals can be treated effectively with physical therapy intervention for urinary incontinence. For more information on the Urinary Incontinence Program, call HCHC's Rehabilitation Services at 319-385-6102.

## PHYSICIANS & CLINICS of HCHC

In addition to Rehabilitation Services Urinary Incontinence Program, physicians at HCHC can also evaluate and treat incontinence for men and women through medications and minimally invasive surgeries. For women experiencing incontinence issues, Dr. Robert Smith, Board Certified Obstetrician/Gynecologist, specializes in Urogynecology (female urinary incontinence) and pelvic reconstructive surgery. Dr. Smith is a Fellow of the American College of Obstetrics and Gynecology and a member of the American Urogynecologic Society. To schedule an appointment with Dr. Smith call 319-385-6770. His office is located at HCHC at 407 S. White Street, Suite 103, Mt. Pleasant.



# Emergency Services at HCHC

## HCHC Emergency Department committed to excellence

At the start of the new year, Henry County Health Center's Emergency Department experienced a transition. Rather than using a contracted staffing service to provide 24-hour physician coverage for the department, HCHC now has five physicians dedicated to treating patients in the Emergency Department. This means that there will be the same core group of physicians who are dedicated to staffing the Emergency Department which is a benefit to the patients we serve.

The Henry County Emergency Physicians include Dr. Ryan Van Maanen, Dr. Andrew Walter, Dr. Alexa Narro-Garcia, Dr. Suzy Roefer and Dr. Daniel Miller. Ryan Van Maanen, D.O., has been serving as Medical Director of HCHC's Emergency Department since August of 2010, and has found HCHC to be an ideal fit.

*"I became interested in HCHC in my residency training when I was able to visit with some of the administration, and I liked what I saw. I was very impressed with the pride that employees had in the hospital and in providing great patient care. I like the feel of a small hospital where everyone cares about each other and works as a team,"*

**commented Dr. Van Maanen.**

### A CAREER IN EMERGENCY MEDICINE

After graduating Summa Cum Laude from Central College in Pella, Dr. Van Maanen went on to earn his Doctor of Osteopathic Medicine Degree from Des Moines University. He completed his residency in the Family Medicine Residency Program at Broadlawns Medical Center, Des Moines.

"I have always enjoyed emergency medicine. I like the variety of cases that I get to see, as well as treating more acute illness and injuries that tend to present to the Emergency Department. I feel that the Emergency

Department can serve as a safety net for those who find themselves without access to regular care and that is rewarding," explained Dr. Van Maanen.

"I have had a great experience working in HCHC's Emergency Department. I have an incredible staff to work with which includes a very experienced and professional nursing staff, EMS personnel who are great team players and always ready to help, and a wonderful ancillary staff. I have also enjoyed working with the hospital administration and I appreciate their dedication to making HCHC a leader in quality patient care in the area."

### THE FUTURE OF HCHC EMERGENCY MEDICINE

Along with the transition in physician coverage, Dr. Van Maanen has defined a specific vision for the Henry County Emergency Physicians group.

"We will provide compassionate, evidence-based medicine, always keeping the patient's best interest in mind. We will also be ambassadors for HCHC, and uphold the standard of quality and trust that the hospital strives continuously to achieve. In addition, we will be dedicated to lifelong learning and personal growth as physicians and as human beings," he explained.

"I believe any five physicians can staff an emergency department. With a little effort, some may even be successful. My goal is that we achieve more than success; my hope is that we can be significant. That means making a significant impact in our community, our work place, and in each of the patients' lives that we come in contact with. To some, success might be measured by dollar signs or the position one has achieved in life. However, significance is not measured in achievement, but in the impact that one has on the lives of those around him or her."

**(Look in future issues of Health Update for additional articles introducing each of the Henry County Emergency Physicians.)**



# HCHC Foundation

## Staff donates over \$26,000 to HCHC Foundation

The associates of Henry County Health Center provided over \$26,000 in 2010 to the HCHC Foundation. The total raised from associate contributions is being used for educational programs, advanced licensing and certification opportunities, health care needs and minor equipment.

"I am so grateful to the HCHC associates for their generosity and on-going participation in the Legacy Associates program," states Robb Gardner, hospital CEO. "The Foundation's Legacy Associate program is strongly aligned with our HCHC mission of enhancing the health of individuals and our communities through high quality, effective and efficient services. The Foundation helps fund proper education and training that is critical to the enhancement and development of health professionals."

According to Foundation Director Michelle Rosell, 19 associates received financial assistance for education and certification programs in 2010. "The HCHC Foundation Board is pleased to be of service to the employees of HCHC by helping them improve their knowledge and skills. More importantly, we want to thank the 104 associates who have made financial gifts to the Foundation throughout the past year. This is an indication of the strong dedication associates have to HCHC and our community."

The HCHC Foundation is an independent nonprofit organization that supports the hospital and other health related needs in Southeast Iowa. All gifts to the Foundation are tax deductible as provided by law. Anyone with any questions about the Legacy Associate Program or the HCHC Foundation is invited to call Michelle Rosell at 319-385-6541.

*Pictured are a few of the 104 HCHC associates who graciously pledged their support to the HCHC Foundation (l-r): Steve Stewart, Brian Bocking, Gary Brose, Dave McIntyre, Mary Ann Dupree, and Jill Daniel.*



*Save the Date*

HCHC FOUNDATION

*All That Glitters Gala*  
April 9, 2011

An elegant evening of fine dining and dancing.

**Proceeds to support health-related initiatives of the HCHC Foundation.**

## Direct Debit Program

**NEW IN 2011**, the HCHC Foundation is offering its supporters a pre-authorized payment/direct debit option. This is similar to direct deposit but is initiated by the donor. Donors can simply indicate how much money they would like to have withdrawn from their bank account and deposited into the HCHC Foundation saving account. Once paperwork is completed and authorization given, safe and secure deposits can be made monthly.

One may ask why the Foundation is providing this program to the public. The answer is quite simple—convenience. Pre-authorized direct debit eliminates the need to write individual paper checks. It cuts

down on postage expenses. We often hear donors say that they'd like to give more but struggle at the end of the year with Christmas and other additional expenses. This new program will provide a way to spread a once a year gift out over several months; making it easier on your budget.

For many community members and Foundation supporters, direct debit is the perfect fit. It allows you to make charitable contributions to HCHC Foundation in a quick, easy and secure way. Call Michelle Rosell at the Foundation office, 319-385-6541 or email [rosellm@hchc.org](mailto:rosellm@hchc.org) to learn more on joining this new program.



Pictured are Nancy Hahn and Shannon Connors, HCHC's Ideal Protein Wellness Coaches.

## New year, new beginning, new you!

Join the Ideal Protein Diet Program offered at Henry County Health Center and make weight loss and a healthy lifestyle your top resolution in 2011! The quest to live a healthier lifestyle never ends. Now is a great time to get started on a medically designed weight loss plan that works!

There have been 316 community members and 68 hospital associates who have experienced tremendous success on the weight loss program. With over 9,089 pounds lost, the program has demonstrated its effectiveness in helping people realize their weight loss and health goals. To ensure success, wellness coaches provide one-on-one counseling for all who participate.

If you want to lose weight, feel more energized, increase your self-confidence, sleep better, and improve your overall health... WE CAN HELP YOU! It's never too late to start and never too late to restart. Contact Nancy Hahn at 385-6147 or Shannon Connors at 385-6500 to make an appointment today!

**Read the following testimonials to learn how Ideal Protein has benefited two of the program participants!**

*"Fitness has always been an important part of my life. I have completed two marathons and considered myself an avid runner. About a year ago, time, stress, and lack of encouragement seemed to get the best of me. I had packed on the weight and my loving husband and family didn't bother to say a word. This made me realize that the person I needed to do this for was me, but when a mother hears this she automatically feels guilty and selfish. Doing something for me just didn't seem right.*

*I remember the first day I stepped on the scale with my Ideal Protein coach by my side. I cried because I was ashamed that I had gotten to this point. She sat and cried with me and helped me realize that it was okay to do this for me. I felt encouraged, understood, and determined when I left that day.*

*I was amazingly surprised that this motivational high endured. When I didn't want to weigh in, get on the treadmill, or eat what I should, I would visit my coach and she understood what I was going through! She held me accountable to do better, and made me realize I was not walking this road alone!*

*All I can say to anyone that can relate to my story is don't feel like you have to do this by yourself. Invest in your life because you are worth it. The rewards are numerous and the outcome is a healthier person with a more confident take on life." --Mary Liechty*

*"The Ideal Protein Program has influenced many areas of my life since I began. First and foremost, I lost all of the weight that I wanted to lose and am keeping it off with just a few changes to my life. I feel great and know that I am helping my system to be healthier by controlling the sugars that I eat. We all know that when we are in control, we feel better in all aspects of our life and this is no different.*

*I have also been able to impact others by letting them know what I am doing to lose weight. Two of my good friends then started the program and are successfully reaching their goals also. It's easy, it's energizing, and the support that you get throughout the program is amazing. JUST DO IT!"*

*--Toni S. Cory*

# HCHC in the Community

## HCHC in the Community

HCHC believes in the importance of giving back to our community, and HCHC Associates did exactly that during the 4th Annual Food Drive sponsored by HCHC's Finance and Patient Financial Services Departments. HCHC Associates were invited to give to the two-day food drive to help fill the shelves at the Fellowship Cup in Mt. Pleasant. Associates showed their support by giving monetary donations and contributing food items. Pictured are associates from the Finance and Patient Financial Services Departments with the donated food and cash donations that were collected (l-r): Dawn Zaiser, Christi Sammons, Sara McClure, Julie Lindell, Deb Sammons, Stephanie Zinkle, Kelly Klossing, Laurie Gotsch, Mary Ann Dupree.



## Sign up now!

HCHC invites you to subscribe to our monthly e-newsletter! The e-newsletter contains information about HCHC and the services we offer, provides updates on hospital news and events, provides articles from the HCHC Foundation, and gives the latest healthcare news in the following categories: Breast Health, Diabetes Health, For Your Child, Heart Care, Men's Health, Mind and Body, and Women's Health.

To subscribe to this email newsletter, log on to [www.hchc.org](http://www.hchc.org). Find the maroon box under "HCHC Online" and click "Sign up for HCHC's e-newsletter." Just list your email address, first and last name, and click on "HCHC Monthly Newsletters." Thank you for your interest in HCHC!





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# Upcoming Events

## CARDIAC/PULMONARY SUPPORT GROUP

Friday, February 18, Noon  
**"All You Want to Know About  
Sleep Study and More"**  
Lunch provided  
*Health Education Center, HCHC*

**DIABETES FOLLOW-UP CLASS**  
Thursday, February 3, 2-4 p.m.  
*Health Education Center, HCHC*

**DIABETES GROUP TRAINING**  
Tuesday, February 15 and  
Tuesday, February 22  
Call 385-6518 to register  
*Health Education Center, HCHC*

Tuesday, March 22 and  
Tuesday, March 29  
Call 385-6518 to register  
*Health Education Center, HCHC*

**PRE-DIABETES CLASS**  
Thursday, March 10, 4-5 p.m.  
Call 385-6518 to register  
*Health Education Center, HCHC*

**DIABETES SUPPORT  
GROUP MEETINGS**  
Tuesday, February 8, 2 p.m.  
**"Recipe Exchange";**  
Elise Klopfenstein, RD  
*Health Education Center, HCHC*

**HCHC FOUNDATION BOOK FAIR**  
Thursday, February 24,  
9 a.m.-4:30 p.m.  
*Health Education Center, HCHC*

**HCHC AUXILIARY MEETING**  
Monday, February 14  
9:00 a.m. Monthly Meeting  
*Classroom A1, HCHC*  
Monday, March 14  
9:00 a.m. Monthly Meeting  
*Classroom A1, HCHC*

**HEARTFEST**  
Thursday, February 10  
6:30 a.m. to 9:30 a.m.  
*Health Education Center, HCHC*

## PHYSICIANS & CLINICS of HCHC

**WAYLAND COMMUNITY CLINIC**  
**Sylvia Graber, ARNP**  
227 W. Main  
319.256.7100

Clinic held on Mondays and Thursdays  
8:30 a.m.–Noon and 1 p.m.–5 p.m.,  
Wednesday 8:30–11:30 a.m.

**WINFIELD COMMUNITY CLINIC**  
**Tess Judge-Ellis, DNP, ARNP**  
110 W. Pine  
319.257.6211

Clinic held on Tuesdays and Fridays  
8:30 a.m.–Noon and 1 p.m.–5 p.m.,  
Wednesday 1–4 p.m.  
*(Sylvia Graber to conduct clinic on Wednesdays.  
Tess and Sylvia to conduct clinic on Fridays.)*

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have a medical question, consult your medical professional.

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