

# Health Update

HENRY COUNTY  
HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA  
APRIL, MAY, JUNE 2016

## Quality healthcare when seconds count

### MCCULLEY RECEIVES EXCELLENT CARE IN EMERGENT SITUATION

When a stroke occurs, seconds count. Immediate treatment may minimize the long-term effects of a stroke and prevent death. Therefore, having emergency medical care close to home can make a significant difference on the outcome for a stroke patient.

Mt. Pleasant resident Carol McCulley learned this first hand. When making breakfast one morning, she felt she was going to pass out. Her head hurt, her vision was impaired, and she couldn't move her arm or fingers.

"I started to feel better and debated on whether or not to go to the hospital. I decided to go to Henry County Health Center's Emergency Department. They rushed me into a room right away and immediately people began caring for me. After a CT scan and an exam by the Emergency Department Medical Director Dr. Fred Frank, it was determined that I was in the process of having a stroke," explained McCulley.

When given the option of where she wanted to receive her medical care, McCulley chose to stay at HCHC.

"Everyone was attentive and professional in the Emergency Department and I didn't feel the need to go anywhere else. I was then admitted as a patient, and the hospitalist and nurses who cared for me in the Inpatient Services Department were great," said McCulley.

"I was able to have all my tests done at HCHC, including my MRI. Even one of the ER nurses who had initially cared for me came to check on me. I came in at 8 a.m. on a Wednesday morning, and left at noon the next day. When I was discharged everything was explained clearly. I had no qualms about staying at HCHC for my stroke."

Following her hospital stay, she followed up with her family physician, Dr. Linwood Miller of Family Medicine of Mt. Pleasant, P.C. She was referred to Neurologist Dr. R. Tyson Garrett from Neurological Associates of Iowa City, P.C. who comes to Mt. Pleasant to see patients in HCHC's Specialty Clinic. McCulley received a clean bill of health and feels very fortunate for the care she received at HCHC.

"After my experience, I would absolutely recommend HCHC to others. If you think you are having a stroke it is so important to receive care immediately. Time matters and seconds can make a difference. The medical team knows when they can provide care here or if a patient needs to be transferred to another facility. They were concerned about my well-being and HCHC was able to meet all my healthcare needs. I received the best of care at HCHC."

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# Patient Satisfaction

HCHC provides Mt. Union resident with ‘exceptional’ health care experience

*In the midst of adversity, often times a silver lining can be found. Just ask Lorraine Anderson of Mt. Union who considers Henry County Health Center her silver lining. At a time in her life when she physically felt the worst, she could count on the medical professionals at HCHC to provide her with the best care.*



When Anderson became very ill and needed medical attention, she insisted on going to HCHC for her care. “I told the paramedics that I wanted to go to HCHC because that’s where I doctor, my medical records are there, and that’s where I feel comfortable,” she explained.

Although she has had three children, undergone several surgeries and had cancer twice, this is the first time Anderson

had been treated in an emergency room. The experience was very positive.

“Everyone was super in the Emergency Room. Dr. Rynon and the nurses were wonderful and they did everything they could to help me. I was diagnosed with E.coli, and since I’m allergic to almost everything they called my family physician, Dr. Bainbridge, and they found an antibiotic that would work,” she explained. “I’ve never been so sick in my life. My emergency room experience was very positive and my sons couldn’t believe how fantastic everyone was. Staff took such good care of me; they were so pleasant, thoughtful and considerate. You could tell they really cared.”

Anderson was so sick that she was admitted to the Inpatient Services Department on a Sunday and stayed until Thursday. She experienced the same wonderful care there as she did in the Emergency Department. She told the nurses she needed sleep and only wanted to see her sons, and her request was met. In fact, she found that all of her requests were met.

*“The nurses were absolutely wonderful. Every one of them couldn’t have been any nicer. When they came in and took my blood pressure in the middle of the night they were so quiet and I could sleep. They were just so good I could not believe it,”* Anderson said.

Both Hospitalists Joel Ryon, M.D., and Katie Steffensmeier, A.R.N.P., cared for her during her stay. She felt they were very professional, attentive and kept her well informed about her condition. The nurses were also exceptional in their care and answered her needs immediately. From the hospitalists, to nurses, to dietary and housekeeping, everyone was “incredible.” Anderson said she’d never been treated so well in her life.

“I had lost so much weight from being sick, and a gal from dietary listed everything they had in the kitchen and offered to cook me whatever I wanted. From all the staff, I have never had such good care. I’m a real homebody so I was getting homesick, but at the same time I really didn’t want to leave. Everyone was so cheerful,” she explained.

The care and compassion didn’t stop when Anderson left the health center. Shelley VanDorin, a nurse from Henry County Community Health, went to Anderson’s home as part of the Transitions in Care Program. This service is offered to discharged patients from HCHC and was a tremendous help to Anderson during her at home recovery.

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# HCHC Update

## HCHC signs agreement with all three MCOs

Henry County Health Center has signed agreements to participate with all three Managed Care Organizations (MCOs) that are administering Iowa's new Medicaid managed care program. The MCOs include Amerigroup, AmeriHealth Caritas and United Healthcare. This means that HCHC Wayland & Winfield Community Clinics and HCHC Physicians & Clinics (orthopedics, women's health and general surgery) have agreements with all three MCO's.

The Iowa Medicaid program has been converted to the IA Health Link managed care program. This means that authorized Managed Care Organizations (MCOs) will now administer the program. Current Medicaid members were moved into this new program, and members have been assigned to one of the three MCOs.

HCHC signing with all three MCOs will assure you that your hospital based services are covered. Not all area physicians/providers have agreements with all three MCOs. Patients still need to verify that they are assigned to the MCOs their providers have signed with.

Medicaid members who have questions about their MCO carrier should contact Iowa Medicaid Member Services at 1-800-338-8366. Information about IA Health Link can be found at [www.dhs.iowa.gov/iahealthlink](http://www.dhs.iowa.gov/iahealthlink).

## HCHC Service Stars

Henry County Health Center is committed to providing quality healthcare and customer service that our patients expect and deserve. One way that we measure patient satisfaction is through feedback from patient satisfaction surveys which measure our patients' experience while receiving services at HCHC.

A positive patient experience is extremely important to HCHC. Patient satisfaction scores are reviewed regularly, and in recognition of outstanding patient satisfaction, HCHC has developed the Service Star program. Departments that have achieved HCHC's patient satisfaction goal of an 85 percentile ranking or higher over three consecutive months are recognized as Service Stars.

Departments recently named as Service Stars include Radiology, Surgery, Anesthesia & Pain Management, EMS, Community Health Homemakers Program, and Communications. (The departments pictured are first time Service Star recipients.)



### Communications

(L-r): Dan Berner, CEO Robb Gardner, Director Stephanie Giberson, Kirsten Heerd, Elaina Swigart, Renee Faul, Laurie Hutchinson, CFO Dave Muhs.  
(Not pictured: Jordan Dailey)



### Radiology

(L-r): Radiology Director Todd Steenblock, Jessica Wilson, Jill Daniel, Berdelle Severson, Val Franklin, Meagan Swarm, Deb Steenblock, Carolee Benz, Dr. Steve Davis, CEO Robb Gardner. (Not pictured: Kim Egli, Ashley Schulte, Nicole Metcalf, Baylee Pfeiffer.)

# HCHC Foundation

## Positive Impression. Meaningful Impact.

When we leave positive impressions behind, we impact the lives of those around us. And that is exactly what Joe E. Hesseltine did with his estate gift to Henry County Health Center Foundation.

Joe was a long term patient of Southeastern Renal Dialysis in Mount Pleasant. His caring heart and friendly demeanor towards staff and fellow patients were examples of his decent character and values. Joe knew that he wanted to do something special for the dialysis unit after his lifetime. In his will, he left a portion of his estate to HCHC Foundation asking that the money be used in a manner that would benefit the lives of patients of Southeastern Renal Dialysis (SRD).

SRD recently determined how best to use the HCHC Foundation funds and fulfill Joe's wish. They have purchased vascular access ultrasound devices for the clinics to help their staff further improve the ability to deliver safe and effective dialysis services for their patients. The ultrasound units are handheld and provide an image of the location and size of vessels and fistulas of dialysis patients, thereby helping to significantly ease and improve the process of cannulation for dialysis staff.

According to Mary Liechty, Administrator of Southeastern Renal Dialysis, "We have been looking for a device like this for a few years. After seeing it

in person we felt it would improve the quality of care for our patients related to cannulation of their dialysis access. And improving the care for our patients was something that Joe felt strongly about." Estate gifts are especially valuable to HCHC Foundation because they tend to be larger than annual gifts. They provide an extra boost that makes an invaluable impact on the health of our communities. Estate gifts can be directed towards a specific purpose or left unrestricted to be used where needed most.

When you include HCHC Foundation in your will or trust, you declare to your family and friends that you believe in and care about the mission of HCHC Foundation. Your estate gift becomes a clear affirmation of your values. A well-planned estate gift encourages others to go out and do likewise. As friends and family plan their own estates they may well recall your generosity and thoughtfulness.

We are grateful for Joe E. Hesseltine's expression of kindness and generosity. His gift has left a positive impression and will have a meaningful impact on others for years to come. Thank you, Joe.



## SAVE THE DATE!

7th Annual HCHC Foundation

# Golf Benefit

Wednesday, August 10th

Make your golf reservations now by calling the Foundation at 319/385-6541. Dinner only reservations also being accepted. Visit [www.hchc.org/foundation](http://www.hchc.org/foundation) for more information.

# Park Place Elder Living

## Park Place Elder Living feels like home

*Henry County Health Center's Park Place Elder Living offers a homelike, family atmosphere in a beautiful setting. At Park Place, meeting the needs of elders is the top priority of staff.*

"Park Place Elder Living staff are committed to providing quality and compassionate care to every elder, every time. This facility is a place where relationships are made not only with the elders, but with the families as well. Our elders enjoy the comforts of home and the decision making that goes along with it," explained Ashley Troutman, RN, Assistant Director of Nursing.

Park Place Elder Living stands out from other long term care facilities by providing a homelike environment. Elders help in planning daily activities and other events. One example is the current process of collecting ideas for the dining room décor. In addition, due to the facility being part of the health center, an added benefit to elders and families is the convenient access to healthcare services at HCHC.

Staff work with families during quarterly care conferences to assure that they are providing quality care and meeting the needs of elders and their families. Monthly Community Meetings are held where elders and families are encouraged to talk about any concerns or celebrations they may have. In addition, a monthly newsletter is sent to keep everyone informed about upcoming events, new staff, projects, and more.

Whether their stay is temporary or for an extended period of time, the satisfaction of elders and their families speaks volumes about the quality and compassionate care found at Park Place. Harriett and Don Dickinson of Mt. Pleasant were very pleased with their experience at Park Place during Harriett's stay.

"The staff was always so nice and the food was wonderful. I had no problems with personnel. They were always timely and sometimes knew what I wanted before I asked. Park Place Elder Living has a friendly atmosphere," commented Harriett.

*"If I had to be somewhere, this is where I would be and it is conveniently close to home. I have been shown total respect and feel I have had good care during my stay."*

Her husband, Don, agrees. "I feel it has been great; it was definitely the right choice. I would come back."

Executive Director Michelle Hanson, Director of Nursing Julie Helling, Troutman and all of the Park Place team are happy to answer questions and give information about Park Place. To learn more, call 319-385-6192.



# Inpatient Services

## Skilled Care Program transitions patients from hospital to home

Patients receiving short-term medical treatment from an illness, injury or surgery often find themselves discharged from hospitals before they feel physically ready to return to independent living. Henry County Health Center's Skilled Care Program helps patients transition from hospital to home by caring for patients who are not sick enough for acute care, but are not yet well enough to go home.

### SKILLED NURSING CARE

Skilled Nursing Care is a Medicare program designed to provide additional inpatient care to patients needing extra time to heal or strengthen before returning home. This skilled nursing program provides patients short-term rehabilitative therapy five times per week. This can occur as an inpatient at HCHC, or patients also have the option to transfer from a larger facility back to HCHC to receive skilled care.

"Through our Skilled Care Program, HCHC is able to continue to care for patients who are not well enough to go home. These patients often require treatment like skilled rehabilitation for orthopedic surgeries or stroke, long-term IV antibiotic therapy, wound management, and other 'skilled' type services," explained Maureen Ewinger, HCHC Inpatient Services Director.

### BENEFITS OF SKILLED CARE

The benefits of skilled care to patients are significant. Receiving care at HCHC means that patients are treated by highly skilled healthcare professionals. Patients are close to family so there is less travel time, less money spent on fuel, and no lodging or hospital parking expense. Receiving care in their community hospital can also mean faster recovery time for patients.

*"We have patients at larger facilities who transfer back to HCHC for their skilled care. Much of the reason is because at HCHC we deliver more of what matters to our patients. This includes quality healthcare, compassion, personal care close to home, and more," commented Ewinger.*



*"Our healthcare professionals listen to our patients and provide care specifically tailored to each patient's individual needs."*

Skilled care patients also receive specialized care by HCHC's two hospitalists who are committed solely to the care of hospitalized patients. This allows the hospitalists to spend more time with patients and families during their stay at the health center.

The interdisciplinary teamwork that occurs for this level of skilled care aids in the full recovery of patients and the overall success of the program. This teamwork ensures the highest quality care for each patient with the overall goal to help the patient return to independent living. Multidisciplinary care conferences are held twice a week and include, but are not limited to, the hospitalist, hospitalist nurse, dietitian, physical therapy, the patient and their family. These conferences enable patients and families to make important decisions about their healthcare.

"We are committed to serving area residents from our surrounding communities," said Ewinger. "HCHC is dedicated to providing a positive healthcare experience for our patients, and skilled care is one aspect of the inpatient nursing service that can truly impact the health of our communities."

# Inpatient Services

## Skilled care impacts local resident

*The benefits of HCHC's Skilled Care Program are very apparent to the patients who utilize this service. Marge Giesel of Mt. Pleasant has found quality and convenient health care at her community health center as she recovers from a broken pelvic bone.*

Giesel receives occupational and physical therapy during her inpatient stay, and has dialysis three days a week. Staying at HCHC makes it convenient for both therapy and dialysis as the therapists come to her room and she is able to be transported by wheelchair through the health center to Southeastern Renal Dialysis which is connected to the health center.

"HCHC has a good bunch of nurses, many who have been here for several years. They all say they like working at HCHC. I think when they like their job they are going to be a better nurse. I've had experience with both of the hospitalists who are very nice and concerned about my health. I am also pleased with my therapists. I definitely had a preference to stay here for my recovery, and I am very pleased with the overall service I've received," said Giesel. "I was also able to transfer to Dr. Joseph Tansey so I can receive my orthopedic care locally as well."

Giesel is able to communicate with all of her providers during regular care conferences. These

meetings provide two-way conversation between the patient and providers to express expectations and establish goals. It's obvious that Giesel's ultimate goal is to be able to go back home to independent living. But until that time, she is happy to have the care and convenience of the Skilled Care Program at HCHC that allows her to stay in her community.

*"I was in another hospital for a week and made the choice to come back to HCHC for my recovery. I have been a patient at HCHC on other occasions and experienced the nursing staff and physical therapists. I've been pleased with the care I received, and I also thought being at HCHC would be more convenient for my kids to visit," explained Giesel.*

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**continued from page 2 HCHC provides Mt. Union resident 'exceptional' health care experience**

Life experience teaches us that being surrounded by compassionate and caring people helps us through the trials of life. Anderson found these people at Henry County Health Center.

*"I have never been in a place where I've had such exceptional and wonderful care. I never wanted to go to a hospital, but I'd go back to HCHC in a second. My care in Mt. Pleasant was amazing! That's something I thank God for every day and ask Him to bless everyone there. The care I received was unbelievable," she said. "The atmosphere at HCHC is different than other hospitals. Every time the nurses came in they were smiling, they called me by name, and were helpful and accommodating to my needs. The people at HCHC are just incredible."*



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# Upcoming Events

*Want to get updates on the latest news from HCHC?*

*Visit our website at [www.hchc.org](http://www.hchc.org) and click on "Sign up for HCHC's e-newsletter" found in the maroon box on the right side of the homepage. HCHC's email newsletter will be delivered to your inbox monthly!*

## CARDIAC/PULMONARY SUPPORT GROUP

Friday, May 13, 2 p.m.

Presentation by Linda Veldboom, RN, BS, CCP & Andrea Moeller, RN, BSN, CCP **"Come Exercise: Sit and Be Fit"**

*Health Education Center, HCHC*

## DIABETES 2-HOUR FOLLOW-UP CLASS

Thursday, April 14, 1-3 p.m.

Thursday, May 12, 1-3 p.m.

Thursday, June 9, 1-3 p.m.

*Health Education Center, HCHC*

## \$5 JEWELRY SALE

Friday, April 29, 7:30 a.m.-5:30 p.m.

*Health Education Center, HCHC*

## PRE-DIABETES CLASS

Tuesday, April 19, 12-1 p.m.

Tuesday, June 21, 12-1 p.m.

Call 385-6518 to register

*Diabetes Education Center,  
Suite 24, HCHC*

## DIABETES GROUP TRAINING

Tuesday, April 26

Tuesday, May 17

Tuesday, June 28

Call 385-6518 to register

*Health Education Center, HCHC*

## COFFEE CLUB

Thursday, April 28, 8:30-9:30 a.m.

Thursday, June 30, 8:30-9:30 a.m.

Free social hour discussing diabetes and other health topics

*Diabetes Education Center,  
Suite 24, HCHC*

## FOUNDATION BOOK FAIR

Friday, May 6, 9 a.m.-4:30 p.m.

*Classroom A-1, HCHC*

## HCHC AUXILIARY MEETING

Monday, May 9

Monday, June 13

9:00 a.m. Monthly Meeting

*Classroom A1, HCHC*

## PHYSICIANS & CLINICS of HCHC

### WAYLAND COMMUNITY CLINIC

**Jessie Anderson, 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.

Wednesdays 8:30–11:30 a.m.

### WINFIELD COMMUNITY CLINIC

**Tess Judge-Ellis, DNP, ARNP**

110 W. Pine

319.257.6211

Clinic held on Tuesdays (Dr. Judge-Ellis &

Kendra Bonnesen, ARNP)

and Fridays (Dr. Judge-Ellis &  
Jessie Anderson, ARNP)

8:30 a.m.–Noon and 1 p.m.–5 p.m.

Wednesdays (Jessie Anderson) 1–4:00 p.m.

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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