

Health Update

HENRY COUNTY
HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA
OCTOBER, NOVEMBER,
DECEMBER 2015

HCHC offers patients more of what matters

After having a shoulder arthroscopy at HCHC to fix a labral tear, Carman Davis of Wayland gives glowing recommendations for Board Certified Orthopedic Surgeon Dr. Joseph Tansey, the Surgery Department, and HCHC as a whole.

labrum. Finally...someone listened to me! There was something wrong. Prior to Dr. Tansey I always felt like people thought I was crazy. But he took the time to listen to me and found the problem," she explained.

This wasn't her first surgical experience. Davis has experienced surgical staff in two other facilities and found it didn't touch the individualized care she received at HCHC. She was very nervous about the injection in her shoulder prior to her MRI, but Radiologist Steve Davis, M.D., talked her through it and helped her relax. She noted Todd Ralls, CRNA, as being phenomenal in the Pain Clinic, and her physical therapy in Rehabilitation Services was wonderful as well. Experiencing all of these departments, in addition to her care in Lab and Surgery, Davis has come to realize first hand why HCHC is so important to our community.

"I had a wonderful experience with Dr. Tansey! He took the time to explain to me what was wrong with my shoulder. He was beyond caring, treating me with the utmost care and compassion," said Davis.

Prior to seeing Dr. Tansey, she sought medical attention for the pain she was experiencing in her shoulder, shoulder blade and back. It seemed the only answer she heard was to try a medicine or physical therapy. She finally requested a second opinion with Dr. Tansey.

"I had an appointment within the week, and within ten minutes of assessment Dr. Tansey determined that I had a torn

"I was beyond nervous the day of surgery. My admission nurse, Ava Seibert, knew that I am a strong believer in God, so she had a special prayer for me prior to surgery. That meant a lot! Steve Park, my anesthesiologist, discussed my anesthesia options and was over the top as well! I have never felt safer," she said.

Davis is a true testament to how HCHC offers "more of what matters" for their patients. When asked if HCHC's services met her expectations, she responded, "Met my expectations? They surpassed them! The compassion displayed by every person who cared for me will forever hold a special place in my heart. I pretty much recommend HCHC on a daily basis!"

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Patient Satisfaction

HCHC Service Stars

Henry County Health Center knows that to achieve our mission and vision we must ensure that we are providing quality healthcare and customer service that our patients expect and deserve. One key way to guarantee that we measure patient satisfaction is through the feedback we get from patient satisfaction surveys. The goal of the survey is to 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.

Congratulations to the following departments named as Service Stars for achieving goal patient satisfaction scores for three months in a row. These departments are Inpatient Services, Surgery, Emergency Medical Services (EMS), and Anesthesia & Pain Management. This is the second time Surgery has achieved this recognition, the fourth time for EMS, and the fifth time for Anesthesia & Pain Management. HCHC also recognizes non-clinical departments that provide outstanding service and support to patient care departments. For the months of June, July and August the Service Star departments were Community Health, Health Information Services and Finance. HCHC thanks all of these departments for their commitment and dedication to service excellence, and for providing great service for every single patient, every single associate, every single time.



Inpatient Services

(Front l-r): CNO Jodi Geerts, CEO Robb Gardner; (middle l-r) Darlene Conner, Melissa Smith, Katie Westphal, Katie Steffensmeier, Elise Schneider, Lacey Clark, Emily Curry; (back l-r): Melisa McConnell, Maureen Ewinger, Prudy Mallams, Deb Hack, Megan Parke, Gina Hunter, Kenny Mattson. (Not Pictured: Jen Mullenix, Cassie Swailes, Mary Pfau, Amanda Fields, Casey Mangold, Sarah Brumwell, Amanda Beik, Vicki Stainbrook, Dr. Joel Ryon.)



Community Health:

(L-r): CEO Robb Gardner, Cindy Litchfield, Lori Bolin, Anna Chapin, Kelly Carr, Shelley Van Dorin, Director Travis Johnson. (Not pictured: Robin Poole, Carolyn Hannan, Sheri Bresnahan, Haley Loving)



Health Information Services:

(Front, l-r): Paula McConnell, Michelle McLeland; (back l-r): CEO Robb Gardner, Tracy Bell, Director Stephanie Giberson, CFO Dave Muhs, Amy Hanna.



Finance:

(L-r): CEO Robb Gardner, Julie Lindell, Laura Spratt, CFO Dave Muhs.

HCHC Achievements

HCHC Associates recognized for professional growth

Henry County Health Center is pleased to recognize 41 associates who participated in HCHC's Career Ladder Program. The Career Ladder was developed to promote professional enrichment and growth for every HCHC Associate. This program endorses HCHC's vision to be the healthcare provider and employer of choice.

The purpose of HCHC's Career Ladder is to recognize, facilitate and compensate associates for demonstrating increasing levels of excellence through personal accountability, professional practice, leadership and customer service. HCHC strives to provide opportunities for development and recognition of staff excellence.

The program encourages all staff to excel at their current position or take the initiative for professional growth in their field, thereby enhancing quality of care, improving patient outcomes and promoting patient satisfaction and staff engagement and retention. Participation in the Career Ladder Program also enhances our community by advocating service and leadership in community activities and organizations.

"This is a career ladder, not a clinical ladder, which means that each and every associate is eligible to participate in the program. The program is structured yet allows associates to pursue their own interests within that structure. Associates pursue personal development in HCHC's pillars, including People, Service, Community, Quality, Finance and Growth. With the number and diversity of associates participating, this covers a lot. It is impressive to see the impact this is making on both the HCHC community and the local

community. This program encourages associates to stretch themselves, grow, and use their leadership skills at HCHC and in our community. Participants included nurses, maintenance, housekeeping, information technology, administrative staff and patient financial

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Congratulations to HCHC's 2015 Career Ladder recipients (front, l-r): Angie Ackles, Deanna Balderas, Laurie Gotsch, Berdelle Severson, Regina Wimley, Mary Murphy; (middle, l-r): Stephanie Gorsch, Stacy Speidel, Linda Veldboom, Connie Borschel, Carolee Benz, Deb Steenblock, Sara McClure, Laura Williams; (back, l-r): Kelly Klossing, Dawn Zaiser, Gale Bittle, Elise Klopfenstein, Kelly Carr, John Vallandingham, Devan Rhum, Maureen Ewinger, Brian Sinclair. (Not pictured: Amanda Beik, Jill Daniel, Marcia Jamison, Brandy Parker.)



(L-r): Gary Brose, Brent Wilson, Andrea Moeller.



(L-r): Prudy Mallams, Todd Steenblock.



(L-r): Ava Seibert, Ann Weber, Erika DuVall, Laurie Hoyer.



(Front, l-r): Lori Coakley, Diane Steffensmeier; (back, l-r): Gloria Fear, Jean Glandon, Jill Burtlow.

HCHC Foundation

Grateful patient pays it forward CITES EXCEPTIONAL CARE AS REASON FOR GIVING BACK

Longtime Mt. Pleasant resident Wally Ray realizes the value of his community hospital. Just ask him about his personal hospital stay at Henry County Health Center last spring and he will willingly tell you about his experience.

"I was a patient for five days. The first two days I don't remember because I was so sick, but the last three days were magnificent," he said with a laugh.

"I recall the first night I felt really bad and asked the nurse if she could check on me a little more often. And she did! It seemed as if anything I asked for I would get, and it was immediate. All the way from the doctors to housekeeping, everyone smiled and was happy. It was really nice and a different experience."

The "different experience" he referred to relates not so much to healthcare, but life in general. The concern and caring he felt as a patient at HCHC were genuine and constant. "Everyone was concerned about me. I was surrounded by competent, knowledgeable people who anticipated my needs," he explained.

Ray's positive experience encompassed all staff he encountered during his stay. In 2013, HCHC implemented a new inpatient hospitalist program designed to provide specialized care for hospitalized patients. Because hospitalists are committed solely to the care of inpatients, they have the capacity to spend more time with patients and family during their stay at the health center. Joel Ryon, M.D., is the hospitalist physician who cared for Ray during his stay.

"Dr. Ryon was fantastic. He was straight-forward and friendly. A very nice young man. I was in good



HCHC Hospitalist Joel Ryon, M.D., visits with former patient Wally Ray.

shape when I came around. My care was so great that I would go to Dr. Ryon for my healthcare from now on. Unfortunately he only sees inpatients so the only way I can have him as a doctor is if I need to be admitted as a patient," laughed Ray. Stating that even though he had a great inpatient stay, he hopes to continue his good health. However, he was quick to say that if he ever did need to return as a patient, he would choose HCHC for that care.

"This is a turnaround for me and how I perceived HCHC. Before this experience I didn't think HCHC had the capacity to take care of me. But I found out first-hand that they do," said Ray. "Unhappy people tell lots of people about their experience, so I think happy people should do the same. If you sow good will then you should reap good will, and HCHC sows good will. I used to think to go out of town for my healthcare wasn't a big deal, but we have a great hospital and doctors right here. I really appreciate the service HCHC offers. It's like being in a big family."

Even his experience with billing in Patient Financial Services exceeded his expectations. Laurie Gotsch, HCHC Insurance Clerk, realized he could get a refund on certain prescriptions with his insurance plan, and assisted him in filling out papers to send to his insurance company. "She didn't have to do that, but she willingly and happily did. Everyone's customer service is right on," he commented.

In fact, his experience was so outstanding that Ray

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HCHC Foundation

Duffers, Hackers and Wanna Be Pros

7TH ANNUAL HCHC FOUNDATION GOLF BENEFIT

After a beautiful day of golf, players joined dozens of community supporters for a delicious dinner and live auction on August 12th at the Mount Pleasant Golf and Country Club. This year, golfers took aim for a \$10,000 cash prize Hole-in-One and a \$5,000 Putt contest. Highlights of the auction were lively bids over items such as dinner and brunch parties, a barbeque smoker, a colorful display with over \$600 in gift certificates from area businesses, tickets to sporting events, art pieces, golf items and apparel. A big thank you to our tournament sponsor Relay Health, MPGCC members who provided carts, local businesses who provided auction items, our corporate sponsors and the many individuals who made this event successful. **Together we raised over \$30,000 to help fund programs aimed at improving access to care for southeast Iowa residents and fulfillment of medical provider needs. Until next year...happy golfing!**



continued from page 4 Grateful patient pays it forward

wanted to do something to give back to show his appreciation. So he visited Michelle Rosell, HCHC Foundation Director, to give a donation to HCHC's Grateful Patient Program. "We must support our hospital in our own backyard. If we want something good, we have to buy it. It doesn't come free. Giving to the Foundation is a way to support our hospital and for me to show my appreciation," said Ray. "I am grateful for the good service I received. It's far beyond what I thought I'd ever get. I would absolutely recommend HCHC."

HCHC would like to say a special thank you to Wally Ray and the many other patients and families committed to the health center. To learn more about HCHC services available to the community or to learn more about ways to support HCHC Foundation, please contact Foundation Director Michelle Rosell, 319-385-6541.

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services to name a few. There are four levels available in the program, and we had participants at each level," explained Lynn Humphreys, Human Resources Director.

"This group of recipients displayed through documentation that they were committed to going above and beyond the requirements of their jobs to improve themselves. Participants included those just starting the career ladder, as well as many who have continued to advance in their endeavors. This results in a better place to work and better care for our patients. The investment the associate and HCHC makes results in achievement of outstanding patient satisfaction and customer service through the delivery of high-level care and service excellence. Our 2015 Career Ladder recipients are role models for how to work toward this goal and give back to the community."

HCHC News

More of what matters. Just ask our patients.

In the media, on billboards, and more, the public is seeing quotes from satisfied patients about the care received at Henry County Health Center. HCHC's new advertising slogan **"More of what matters. Just ask our patients."** showcases the quality healthcare that area residents receive right here in their community hospital... right in their own backyard.

We hear positive comments on a daily basis about the care and compassion our patients receive. HCHC medical staff and associates not only deliver quality healthcare, but they deliver "more of what matters." What does that mean? It is an expectation that when you receive services at a medical facility that you will receive quality medical care. But at HCHC you receive even more than the technical skills. You get healthcare you trust, compassion you deserve, and personal one-on-one care close to home. You have healthcare providers who listen to your concerns and treat you like family, give explanations that you understand, provide positive outcomes, and much more. We listen to our patients so we know your wants and needs on an individual level. You are more than a number. We provide care focused on our patients' needs, so our new advertising campaign focuses on what our patients are saying and what matters to them.

Read some of the comments we are hearing from our patients to learn how HCHC gives **"More of what matters."**

"Excellent service in our own backyard."

"A health center with a huge heart."

"Staff was dedicated to my care."

"The care surpassed my expectations."

"A great team of healthcare professionals."

"They took time to explain. A wonderful experience."

"My care was over the top!"

"They made me feel at home."

"Surgeons and staff are superior in their jobs."

**"Everyone was concerned
ABOUT ME."**

More of what matters.

HENRY COUNTY HEALTH CENTER www.hchc.org

**"Staff anticipated
MY NEEDS."**

More of what matters.

HENRY COUNTY HEALTH CENTER www.hchc.org



Upcoming Events

Breast Health Awareness Seminar

**Thursday,
October 15
5:30 pm**

Health Education Center
Henry County Health Center

HCHC is observing
Breast Cancer
Awareness Month in
October by offering
a FREE seminar and
panel discussion.

THE PANEL OF SPEAKERS WILL INCLUDE:

- HCHC General Surgeon **DR. MICHELLE TANSEY** who specializes in breast health and performs breast surgeries at HCHC.
- **DEB STEENBLOCK**, Mammography Quality Control Coordinator, HCHC's Imaging Services Department.
- *Care for Yourself* Coordinator **CINDY LITCHFIELD, RN, BSN.**

The public is invited to attend this free seminar.

The seminar will be held in the Health Education Center. Presenters will give a brief introduction, followed by a question and answer panel discussion. If you have questions about breast health and want to learn more about HCHC's services, call 319.385.6124 for reservations.

Light refreshments will be served. Please RSVP by Monday, October 12, 2015.

Auxiliary Soup Supper

**Friday, November 6
4:30 - 7:00 p.m.
Calvary Baptist Church**

803 E. Mapleleaf Drive
Mt. Pleasant

CHOICES: Baked Potato with toppings, Potato Soup, Chili

**\$7 for choice of two
\$5 for choice of one
\$2 Kid's Menu (under 5)**

INCLUDES: relish, crackers,
dessert bar and drink

Everyone welcome!



- HCHC Gift Shop Display
- Used Jewelry
- Place your order for frozen cut-out Christmas cookies, Gingerbread Men and Pastry Puffs (Pick up will be Thursday, Dec. 3 in HCHC Front Lobby)
- Proceeds benefit HCHC Auxiliary health scholarship fund.

Full list of upcoming events on page 8!



407 South White Street
Mount Pleasant, IA 52641

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Upcoming Events

Want to get updates on the latest news from HCHC? Visit our website at 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

October 14, Noon
Presentation by Joseph Tansey, M.D. "Arthritis"
Free lunch provided
Health Education Center, HCHC

December 8, 6:30 p.m.
Annual Christmas Party
Bring a heart healthy, low-fat dish (drinks, meat, table service provided)
Friends and family welcome
Health Education Center, HCHC

DIABETES 2-HOUR FOLLOW-UP CLASS

October 1, 2-4 p.m.
November 5, 2-4 p.m.
December 3, 2-4 p.m.
Diabetes Education Center, Suite 24, HCHC

PRE-DIABETES CLASS

October 20, 12-1 p.m.
December 22, 12-1 p.m.
Call 385-6518 to register
Diabetes Education Center, Suite 24, HCHC

DIABETES GROUP TRAINING

October 27
November 17
December 15
Call 385-6518 to register
Diabetes Education Center, Suite 24, HCHC

BREAST HEALTH AWARENESS SEMINAR

October 15, 5:30 p.m.
Free seminar for public.
Register at 319-385-6124
Health Education Center, HCHC

HCHC AUXILIARY MEETING

October 12
November 9
December 14
9:00 a.m. Monthly Meeting
Classroom A1, HCHC

HCHC AUXILIARY \$5 JEWELRY SALE

October 30, 7:30 a.m.-5:30 p.m.
Health Education Center, HCHC

AUXILIARY COOKIE/PASTRY ORDERS

Taken the month of November,
Call 319-385-6524 to order
Product pick-up on December 3, Noon-3 p.m.
Front Lobby, HCHC

ANNUAL SOUP SUPPER

November 6, 4:30-7 p.m.
Calvary Baptist Church, Mt. Pleasant

COFFEE CLUB

November 19, 8:30-9:30 a.m.
Free social hour discussing diabetes and other health topics
Diabetes Education Center, Suite 24, HCHC

ANNUAL GIFT SHOP LOBBY SALE

December 3, 7:30 a.m.-5:00 p.m.
Front Lobby, HCHC

FOUNDATION BOOK FAIR

December 8, 8:30 a.m.-4:00 p.m.
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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