

# Health Update

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

MOUNT PLEASANT, IOWA  
OCTOBER / NOVEMBER 2010

## HCHC launches new obstetrics program EMPHASIS ON TEAMWORK AND COMMUNICATION FOR INCREASED PATIENT SAFETY

Clinical error in obstetrical care is a serious problem that impacts families, healthcare providers, and others. These errors can lead to poor outcomes for patients and their babies, which is devastating for parents and other family members.

Henry County Health Center's Maternity Services Department is committed to providing the best outcomes for patients and babies. HCHC's participation in the **MORE<sup>OB</sup>** program (Managing Obstetrical Risk Efficiently) emphasizes safety by developing the knowledge, skills, attitudes, behaviors and practices that make patient safety the number one priority.

### WHAT IS MORE<sup>OB</sup>?

**MORE<sup>OB</sup>** is a comprehensive, three-year, patient safety, professional development, and performance improvement program for caregivers and administrators in hospital obstetrics units. The program structure is based on the proven principles of High Reliability Organizations (HRO's) including: safety as the priority, effective

communication, teamwork, decreased hierarchy in emergencies, practice for emergencies, and reflective learning.

The program combines evidence-based professional practice standards and guidelines with current and evolving patient safety concepts, principles and tools. By learning and working together in their own practice environment, the healthcare team uses the shared knowledge, skills, attitudes and behaviors that contribute to safe, effective, patient-centered care in an efficient, collaborative, healthy practice environment.

"In my 30 years of obstetrical practice, I have been involved with many different obstetrical working environments. However, I have never experienced an obstetrical program, such as **MORE<sup>OB</sup>**, which so completely integrates all aspects of quality obstetrical care in one organized arena," commented Dr. Robert Smith, HCHC's Board Certified Obstetrician/Gynecologist.

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HCHC's Mission is to enhance the health of individuals and our communities through high quality, effective and efficient services.



Pictured is (l-r) Elaine Sheetz from MoreOB; Ann Corrigan, HCHC's VP of Patient Care Services; Robb Gardner, HCHC CEO; and HCHC's Birthing Unit Core Team of Dr. Robert Smith, OB/GYN; Kari Payne, RN; LoRena Allen, RN; Shayla Malone, RN, Maternity Services Supervisor; Dr. Kent Metcalf, Family Practice with Obstetrics.

# HCHC Maternity Services

## MORE<sup>OB</sup> at HCHC

The **MORE<sup>OB</sup>** Program has been delivered to HCHC on-site. A local Birthing Unit Core Team was trained by expert facilitators, and empowered by hospital administration, to lead all unit healthcare workers in the implementation of patient care and safety processes that are adapted to the unit's needs and practice environment. The Core Team consists of one family practice physician, one OB/GYN physician, the OB Supervisor and two front line staff nurses. This core team has met monthly to prepare for the program launch on September 30. HCHC's team will receive ongoing support through the services of **MORE<sup>OB</sup>** Program Consultants who are skilled in the program and available to respond to HCHC's needs in a timely manner.

The involvement of all front line professionals and all levels of hospital management leads to improved team performance, alignment of safety

goals throughout the organization, and a fulfilling experience for all involved, including women and their babies. All OB delivering physicians and OB trained nurses are participating in this program. Learning together is essential to ensure that everyone has the same background knowledge and information to prepare to work more effectively as a team.

The **MORE<sup>OB</sup>** Program envisions a healthcare environment in which:

- **Patient Safety is everyone's first priority**
- **There is trust and respect for all healthcare workers**
- **Effective communication is highly valued**
- **The model of care is focused on multidisciplinary collaboration and teamwork**
- **Reflective learning is an everyday practice**
- **Tacit and explicit knowledge is shared**

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CONTINUED FROM PAGE 1 [HCHC LAUNCHES NEW OBSTETRICS PROGRAM](#)

"State of the art principles of obstetrical care are disseminated to all practitioners, be they physicians, nursing personnel or administration. Concepts such as team participation, as well as individual self-confidence, are emphasized in a truly professional fashion. I am very excited to be involved in a program which will bring to Henry County, quality obstetrical care which is the equal to any found in comparable hospitals in the United States."



# HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.



# Physicians & Clinics of HCHC

## Delivering quality healthcare to rural communities

*Henry County Health Center knows that access to quality healthcare is essential. In order to meet the primary healthcare needs of Henry County residents in our surrounding communities, HCHC offers the services of the Wayland and Winfield Community Clinics.*

Residents of these communities can be assured that they are entrusting their health to competent and qualified professionals at these outreach clinics. As Advanced Registered Nurse Practitioners (ARNP's), Sylvia Graber and Dr. Tess Judge-Ellis provide high-quality healthcare services, diagnosing and treating a wide range of health problems in a care and cure atmosphere. In addition to providing acute care, they focus on disease prevention, health promotion and education, and helping patients make healthy lifestyle choices.

Graber earned a Master's of Science in Nursing from the University of Iowa College of Nursing, with a primary specialty as a Board Certified Family Nurse Practitioner. Prior to earning her master's degree, she was employed at HCHC as an obstetrics nurse, and

also worked on the pediatric floor at the University of Iowa Hospitals. Sylvia has worked at the Wayland Clinic since May 2005.

Dr. Judge-Ellis earned a Master's of Science in Nursing from Pacific Lutheran University, with a primary specialty as a Board Certified Family Nurse Practitioner. She was an Army nurse, and serves as a Clinical Assistant Professor at the University of Iowa College of Nursing. She also completed her Doctor of Nursing Practice degree, and finished a post-graduate program in Psychiatry/Mental Health at the University of Tennessee Health Science Center. She is also board certified as a Family Psychiatric and Mental Health Nurse Practitioner. Dr. Judge-Ellis has worked at the Winfield Clinic since 2006.

*(Please see page 8 for clinic hours and contact information.)*

## PHYSICIANS & CLINICS of HCHC

Care you trust. Compassion you deserve.



**Robert Smith, MD, FACOG**

**Michelle Tansey, MD, FACS**

**Sylvia Graber, ARNP**

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

Dr. Smith and Dr. Tansey take direct appointments and referrals at 319-385-6770.

Henry County Health Center, 407 S. White St, Suite 103, Mt. Pleasant, IA

Wayland Community Clinic  
227 W. Main, Wayland  
319-256-7100

Winfield Community Clinic  
110 W. Pine, Winfield  
319-257-6211

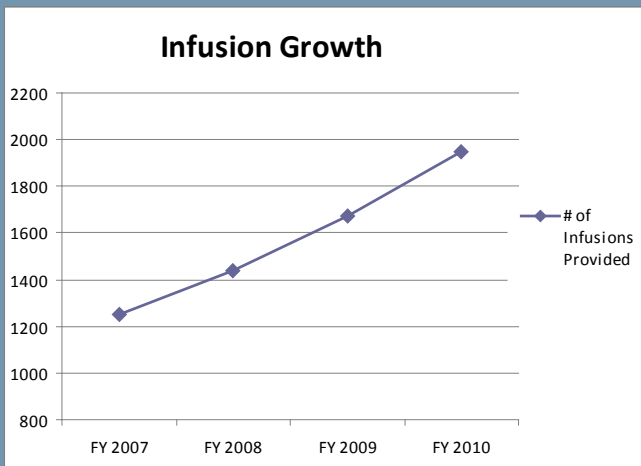


# HCHC Foundation

## The Difference You've Made... Hope, Reassurance and Cutting-Edge Care

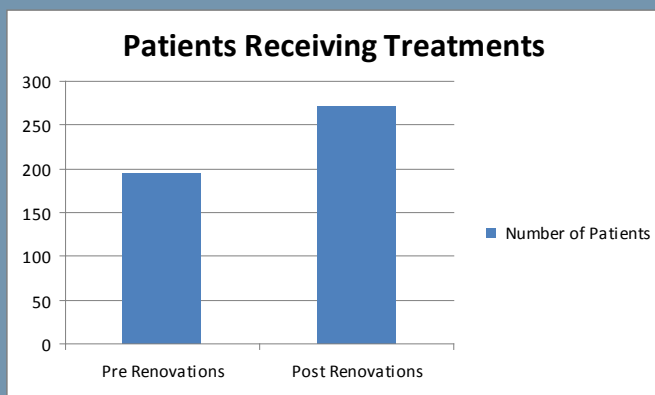
Thanks to committed volunteers and staff, plus the generous financial support of area residents, employee groups, grant providers, local businesses, churches and service organizations, HCHC Infusion and Chemotherapy Services are no longer one of the best kept secrets of Southeast Iowa. Each day, dedicated clinicians provide patients with hope, reassurance, and cutting-edge outpatient cancer treatment. The care received here is delivered in a soothing, unhurried setting that is convenient, easy to drive to, and remarkably well-appointed and maintained.

Since 1990, local cancer treatment has been the product of a unique partnership in care between HCHC and University of Iowa Oncology Clinic. "Residents of Southeastern Iowa should be very proud of the significant commitment and investment HCHC and our communities have made to ensure continual high quality, seamless care delivery to cancer patients in our area," says Robb Gardner, HCHC CEO.



At the end of March 2010, the newly renovated Infusion and Chemotherapy Department was open for service. Fortunately for patients in Southeast Iowa, they can now find medical oncology, infusion services, PET/CT imaging with additional x-ray services, laboratory testing and nutritional counseling — even therapeutic massage and tai chi classes — all at the same location.

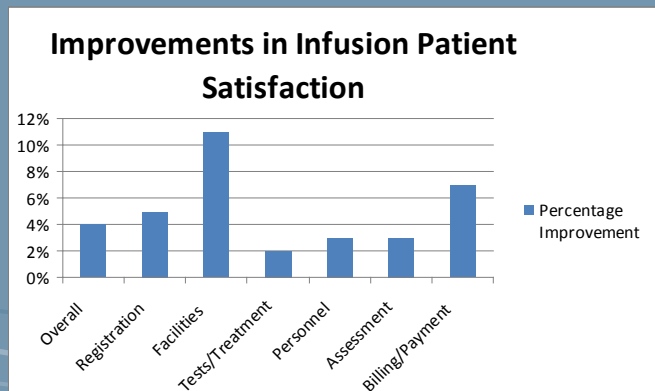
This centralization of services provides tremendous convenience for patients, whose course of daily treatment can last as long as eight weeks, and for family members or friends called upon to transport them to treatment. Frequently, patients requiring combination services can get testing and chemo-



therapy treatments in the same day, without having to make multiple trips.

The physicians and clinicians, along with caring administrative staff, support their patients in every way possible, putting their needs first. Even the physical appearance of the department was created with the human touch in mind. Comfortable treatment and waiting rooms put patients and their families at ease as soon as they walk through the doors. Thoughtful touches extend from beautiful artwork on the walls and flat screen TVs in waiting areas, to "window" lights in the treatment rooms that give patients a

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## Duffers, Hackers and Pros

### 2010 HCHC FOUNDATION GOLF BENEFIT

A full field of 72 players enjoyed a lovely round of golf and joined dozens of diners for a delicious dinner and live auction on August 11<sup>th</sup> at the Mount Pleasant Golf and Country Club. This year, golfers took aim for a \$10,000 cash prize Hole in One Contest, closest to the pin and longest drive competitions. Highlights of the dinner auction were the many lively bids over items such as a set of new golf clubs, an outdoor campfire, barbeque grill, wine refrigerator and major league baseball tickets. Thanks to the generous support of area businesses and individuals, the HCHC Foundation was able to raise over \$20,000 to help fund important health initiatives for the individuals and families of Henry County and surrounding areas.

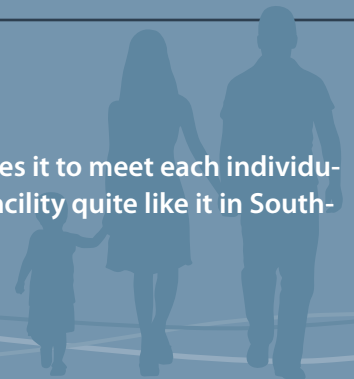
**SAVE THE DATE**  
**2011 GOLF BENEFIT is**  
**Wednesday, August 10.**  
**Contact Michelle Rosell**  
**at [rosellm@hchc.org](mailto:rosellm@hchc.org)**  
**for more information.**



CONTINUED FROM PAGE 4 **THE DIFFERENCE YOU'VE MADE**

calming focal point while undergoing infusions or chemotherapy.

HCHC's advanced technology, comprehensive services and dedicated staff enables it to meet each individual's needs quickly, efficiently, and above all, compassionately. There is no other facility quite like it in Southeastern Iowa.



# Learn to Live Well

## Upcoming Health Observances

*October and November are designated months for Breast Cancer Awareness, Physical Therapy, and Diabetes Awareness. Henry County Health Center offers the following resources for area residents in these areas of healthcare:*

### IMAGING SERVICES

Breast Cancer Awareness Month emphasizes early detection as the best protection. HCHC's Imaging Services Department offers high quality digital mammography to meet the breast health needs of area women. HCHC undergoes annual state inspections by the Iowa Department of Public Health (IDPH), and receives excellent inspection ratings. All radiologists and technologists also meet all licensing and continuing education requirements annually. To schedule a mammogram, call your physician or Imaging Services at 319.385.6157. The American Cancer Society recommends yearly mammograms begin at age 40.

### BREAST SURGERIES

Breast health services are also available through HCHC Surgery. Surgeries include breast biopsy, lumpectomy, mastectomy, sentinel lymph node biopsy, and axillary lymph node dissection. For more information about these breast procedures, contact General Surgeons Dr. Michelle Tansey at 319.385.6770 or Dr. Beth Hothan-Zielinski at 319.385.6550. Clinical breast exams and monthly breast self-exams are also an important part of breast health.

### BREAST CANCER TREATMENT

For patients in need of chemotherapy treatment for breast cancer, HCHC's Infusion/Chemotherapy Department works with University of Iowa Oncology to provide chemotherapy close to home. Recent enhancements to the department ensure that more patients are able to receive treatments at HCHC with increased privacy and comfort amenities.

MammoSite 5-day Targeted Radiation Therapy is offered for breast cancer patients. Conventional radiation that takes six to seven weeks to complete, can be completed in five days. Dr. Tansey surgically implants and extracts the balloon at HCHC and the radiation therapy is inserted by a radiation oncologist.

### DIABETES AWARENESS MONTH

provides opportunities to learn more about this disease that affects 23.6 million children and adults in the United States (7.8% of the population). HCHC's Diabetes Education Center is an important resource for people with diabetes and their families. Our diabetes team works with individuals to help them develop the skills, knowledge and attitude that allow them to live a full, flexible lifestyle while

maintaining diabetes control. The Diabetes Program is State and Nationally Certified, and classes are presented by a variety of medical professionals. The Center offers a support group and several educational classes. The program also offers educational events for the public throughout the year. For more information, call the Diabetes Education Center at 319.385.6518 or visit [www.hchc.org/diabetes](http://www.hchc.org/diabetes).

### PHYSICAL THERAPY MONTH:

HCHC's Rehabilitation Services Department provides excellent customer service and optimum patient care to lead our community in the promotion of health, wellness and fitness. A fully equipped gym and therapeutic pool on site allows us to provide convenient and high quality care for patients. Clinical staff consists of three physical therapists, three physical therapist assistants, an occupational therapist, speech therapist, massage therapist, two athletic trainers based at Iowa Wesleyan College, and two support staff. For more information call 319.385.6102 or visit [www.hchc.org/rehab](http://www.hchc.org/rehab).

For the full article, go to [www.hchc.org/healthmonths](http://www.hchc.org/healthmonths).



# HCHC Accomplishments

## Henry County Health Center Named 2010 Most Wired

### HCHC RECEIVES AWARD FOR FOURTH YEAR

Henry County Health Center has been recognized as one of the nation's "Top 100 Most Wired Hospitals" according to the results of the 2010 Most Wired Survey released in the July issue of *Hospitals & Health Networks* magazine. HCHC also received this award in 2007 and 2009, and in 2008 was named a "Top 25 Most Wired Small and Rural Hospital."

"This is a great honor for the organization, and was made possible through the commitment and dedication of our Medical Staff and associates," commented HCHC CEO Robb Gardner. "Our continual pursuit of excellence in information technology is ultimately for the benefit of our patients – to improve patient safety, and to provide high quality care in the most efficient way to give patients the healthcare experience that they expect and deserve."

Dr. James Widmer, a member of HCHC's Medical Staff, agrees that being recognized for this award for a fourth year shows the importance that HCHC places on information technology's role in healthcare.

"This award is a positive reflection on how hard the hospital staff and physicians have worked to make advances in information technology for the benefit of our patients. This includes the implementation of electronic medical records, which is now federally mandated. This designation shows our commitment to increasing accessibility of medical information, and continuing the overall important emphasis on patient safety through tools like medication bar coding and computerized physician order entry," explained Dr. Widmer.

To read the full article, go to [www.hchc.org/most\\_wired4/](http://www.hchc.org/most_wired4/).

## HCHC shows low rate of hospital acquired infections

Patient safety is top priority at Henry County Health Center, and this is obvious by HCHC's extremely low hospital acquired infection rate.

For the first six months of 2010, HCHC reported 0.3% hospital acquired infections, which equals four total infections. This number is impressive when compared to the much higher 4.5% national average. The national rate means that about 1.7 million people in the United States acquired a hospital infection last year, resulting in 99,000 deaths.

### DEFINING HOSPITAL ACQUIRED INFECTIONS

Healthcare associated infections are infections that are not present, or without evidence of incubation, at the time of a patient's admission to a healthcare setting.

"This means that when a patient is admitted to the hospital with one

diagnosis, if after 48 hours of being admitted that patient develops an infection, then it is considered a hospital acquired infection. If a patient develops an infection within 30 days of discharge from the hospital, that infection is also considered hospital acquired," explained Cindy Cotton, HCHC's Infection Control Director.

### INFECTION CAUSES & PREVENTION

Hospital acquired infections may occur if the patient's normal bacteria begins to acquire the characteristics of the bacteria around them. The most common hospital acquired infections are urinary tract infections, blood stream infections, pneumonia, and surgical site infections.

However, HCHC's impressive infection control numbers are attributed to medical staff and

associates' diligence in adhering to policies and procedures that are designed to help prevent hospital acquired infections. HCHC follows these procedures to ensure infection control: hand hygiene, patient screening for MRSA, adherence to isolation precautions for specific diagnoses, mandatory vaccinations for hospital associates, collaboration between nursing and Environmental Services staff for appropriate cleaning of rooms.

"Our low hospital acquired infection rate demonstrates our commitment to patient safety and the delivery of high quality healthcare. We are dedicated to achieving our organizational mission of enhancing the health of individuals and our communities through high quality, effective and efficient services," explained Cotton.

To read the entire article, go to [www.hchc.org/infectioncontrol/](http://www.hchc.org/infectioncontrol/).



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# Upcoming Events

## CARDIAC/PULMONARY SUPPORT GROUP

Wednesday, October 20, Noon  
"Healthy Cooking Tips for the Holidays"

Elise Klopfenstein, RD, LD, CDE  
Lunch provided  
Health Education Center, HCHC

## DIABETES SUPPORT GROUP

Tuesday, November 9, 6 p.m.  
Health Education Center, HCHC

## DIABETES 2-HOUR FOLLOW-UP CLASS

Monday, November 1, 2-4 p.m.  
Health Education Center, HCHC

## DIABETES GROUP TRAINING

Tuesday, October 19 and  
Tuesday, October 26  
Call 385-6518 to register  
Health Education Center, HCHC

Tuesday, November 16 and  
Tuesday, November 23  
Call 385-6518 to register  
Health Education Center, HCHC

## PRE-DIABETES CLASS

Thursday, November 11, 4-5 p.m.  
Call 385-6518 to register  
Health Education Center, HCHC

## AUXILIARY \$5 JEWELRY SALE

Friday, October 15,  
7:30 a.m.-5:30 p.m.  
Health Education Center, HCHC

## AUXILIARY ANNUAL SOUP SUPPER

Friday, November 5, 4:30-7 p.m.  
**New location:** Calvary Baptist  
Church, Mt. Pleasant

## HCHC AUXILIARY MEETING

Monday, October 11  
9:00 a.m. Monthly Meeting  
Classroom A1, HCHC

Monday, November 8  
9:00 a.m. Monthly Meeting  
Classroom A1, 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)

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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Editor: *Shelley L. Doak*  
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