

# Health Update

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

MOUNT PLEASANT, IOWA  
APRIL—JUNE 2014

## Patients give HCHC Orthopedic Services exceptional reviews

Area residents don't have to travel outside of Henry County to receive outstanding orthopedic care close to home. Dr. Joseph Tansey, Board Certified Orthopedic Surgeon, has been providing orthopedic care at Henry County Health Center since last fall, and patients have been impressed with the personalized, high quality care they have received.

Stephanie Giberson, HCHC's Director of Communications, Patient Access & Health Information, and a patient of Dr.



Tansey, speaks highly of his expertise in orthopedics from her own personal experience. After injuring her shoulder two years ago, she realized that her work

as a personal trainer and other strenuous activities were beginning to take a toll. As her shoulder pain increased, Stephanie realized it was time to seek professional medical advice.

"I called for an appointment with Dr. Tansey and was seen that week. He was very personable. He ordered an MRI through HCHC's Radiology Department to determine the damage. He explained, without a lecture, that I had probably waited a little too long, and showed me clear images from the MRI as we discussed my options," explained Stephanie.

"Surgery was not his first recommendation. He felt that attempting some minor

procedures like injections could be the answer. The pain was still the same after the first injection, and we determined surgery would benefit me most. He knew that I was very determined to get back to normal activity and my busy schedule, so he asked when surgery would work best for me. He did not tell me what would work for him; this was about me and I liked that coming from a physician."

### SURGERY EXPERIENCE

Surgery can be a source of anxiety, but to be one of the first patients to experience HCHC's new Surgery Department was exciting for Stephanie. When she arrived for surgery, she was escorted to a private room. After being prepped for her procedure, her family was invited back to her room.

"Dr. Tansey explained what he planned to do. He asked if we had questions, and seeing there were none, said he would see me in surgery. My father said, 'Now THAT is a very personable surgeon. I think you are in good hands.' With my father's blessing, it seemed as though things were well on their way," stated Stephanie.

Following surgery, Dr. Tansey again checked on Stephanie and asked about her pain which was far less than what she felt prior to surgery. He said he was glad that he could help, again asking if there was anything she needed. He instructed for her to call if any problems arose, and if he didn't hear from her he would see her in a week for follow-up and removal of the stitches. He reiterated the importance of taking it easy so that her shoulder would heal.

HCHC ORTHOPEDIC SERVICES .....	2
TECHNOLOGY AT HCHC .....	3
FOUNDATION .....	4
FOUNDATION .....	5
CONSTRUCTION UPDATE .....	6
LATEST NEWS .....	7
UPCOMING EVENTS .....	8



continued on page 2

# HCHC Orthopedic Services

continued from page 1 Orthopedic Services

"I have had surgery before elsewhere and it could not even touch the way I was taken care of or how I was made to feel at HCHC by Dr. Tansey and the staff. I would most definitely recommend him to anyone who needs an orthopedist. Since my surgery, my father has seen Dr. Tansey for his hip and also highly recommends him," commented Stephanie.

*"Dr. Tansey is one of those great physicians who provide a great service and follow-up. No matter where I am, he always asks how I am doing. That is something you don't always get in larger facilities. Dr. Tansey has all the skills the larger hospitals offer right here in Mt. Pleasant, Iowa."*

## ANCILLARY SERVICES

Stephanie was also impressed with the new Surgery Department. She described the surgery suites as "a dream," but the bricks and mortar are just one of many great benefits that this new area offers patients.

"The surgical staff deserves their own kudos. Each and every one of them, from the CRNA's to the nurses, is superior in their jobs. From pre-op to recovery, to post-

op and discharge, they touched my heart in their own ways. They interjected their own personalities and caring ways, which made me feel at home as though my family was caring for me. Their kindness, caring touch and dedication were truly apparent to me the entire time," she said.

The HCHC Rehab Services Department also left a positive impression. From scheduling to physical therapy appointments, the entire staff was professional and caring. The physical therapist and physical therapist assistant offered a different perspective on her progress which she felt was more beneficial to her overall recovery.

"HCHC may be a smaller facility, but it is just the size that allows them to offer a more personal experience for their patients. I have always said that HCHC is a small facility with a huge heart, one that beats in each and every one of its associates who care for the patients who walk through their doors. From the amazing admission staff, to the warm and inviting ancillary departments, to the nurses and physicians who are dedicated to your care. HCHC is the place I will consider first and foremost for my care. Just as HCHC's tagline says "Care you trust, compassion you deserve"; that is what you receive at HCHC."

## Knee replacement patient looks forward to active future

Tamara Tweedy of Mt. Pleasant had such a positive experience with her knee replacement that she decided to have her other knee replaced a few months later. This is a true testament to the impressive healthcare services she received at Henry County Health Center.

One primary reason for having her knee replaced so soon after her first surgery was the impressive surgical care given by Dr. Joseph Tansey, HCHC's Board Certified Orthopedic Surgeon.

His knowledge and experience in orthopedics, positive bedside manner, and interaction with Tamara as a patient were all factors that made her a return patient.

*"Dr. Tansey took the time to talk to me as a person; he did not herd me through to get to his next patient. He explained the procedure in terms I understood and I had a very positive experience,"* explained Tamara.



The exceptional care didn't stop with Tamara's surgery, but continued on through her recovery process.

continued on page 3

# Technology at HCHC

## Technology benefits patients and providers

*Undergoing medical testing can be stressful for patients and families, and waiting for the test results is no easier. HCHC utilizes the latest technology to ensure that patients and physicians receive test results as quickly as possible to aid in diagnosis so treatment can begin sooner.*

The Nuance Powerscribe 360 voice recognition dictation utilized by HCHC's Radiology Department is one such technology that gets test results in the hands of physicians more quickly. The dictation system is built upon software that recognizes the radiologist's voice as they are dictating (reading) exams. The software terminology utilized is general medical terminology and also specific terminology most commonly used in radiology reports.

"Once an exam has been ordered in HCHC's HIS/RIS system, it automatically places an order in the Nuance Powerscribe system. When the radiology staff has completed the exam and has marked it completed in our GE PACS Centricity system, this notifies the radiologist that the exam is ready for dictation. When the radiologist opens the images in GE PACS Centricity, it automatically opens the Nuance Powerscribe 360 dictation system and the radiologist dictates the exam," explained Todd Steenblock, HCHC Radiology Director.

"When the exam is complete, they can review the dictation on the screen verifying that it is correct and they sign the report as completed. The completed exam is routed back to HCHC's HIS/RIS system and sent via fax or connection directly into the ordering physician's electronic medical record."

Within the Nuance Powerscribe 360 is another software component that allows the radiologist to send critical test results at the time of dictation to the ordering physician ensuring that the results have been received and acknowledged by the referring doctor. The referring physician receives a fax or text message to call and listen to the radiologist's dictation. Once completed, they indicate that the message has been received. This closes the loop of critical results indicated in the report from the radiologist and received by the ordering clinician.

"HCHC implemented the dictation system in December 2010, and the benefits have been impressive. One of the most noticeable changes is the dramatic improvement in the turnaround time for reports. In the past when an exam was dictated, it went to a transcriptionist to type the report and was sent back to the radiologist to verify and sign. Due to the typical radiologist workflow, a report typed in the morning was not signed completed until mid to late afternoon. This limited the turnaround time for the report going from the radiologist back to the ordering physician to an average time of 4 to 6 hours," said Steenblock. "With the new system, the radiologist has lowered this turnaround time to a monthly average of 10 minutes, allowing the ordering physician to receive results sooner which enables them to follow-up with patients as needed."

---

**continued from page 2** [Knee replacement patient looks forward to active future](#)

"The care I received in HCHC's new Surgery Department and my stay at the health center was excellent. All the staff was patient and supportive of my recovery. The same can be said of my two physical therapists in Rehabilitation Services. The fact that I was able to move forward and have my other knee replaced

this soon after my first surgery is evidence of a great team of people who worked hard and helped me recover," Tamara said.

Now that she has two new knees, Tamara is looking forward to enjoying an active, productive life and travel during retirement. She credits the

outstanding healthcare she received at HCHC for giving her this second chance to live life to the fullest.

"I recommend HCHC, Dr. Tansey, the surgical staff and physical therapists to anyone who has a medical condition. Personally, I am very pleased with the care I received."

# HCHC Foundation



## Henry County's Health Center

By Michelle Rosell, HCHC Foundation Director

There is nothing like a housewarming to the owner of a new home; a time where family and friends walk through the halls, peek in every room and even anticipate returning at a later date. Henry County Health Center recently experienced its own housewarming. The past year brought much transformation. On September 13 our community-wide surgery open house attracted

hundreds of guests. In January, donors toured the new laboratory and attended the dedication of the new Health Education Center. Excitement has been running high. That's because you, our community of generous friends, brought these facility enhancements to completion.

When we first suggested building a modern surgery unit and expanding our lab, outpatient services and radiology department to serve the people of our county, you unequivocally said, "yes." When we asked for financial support, you again said, "yes." That's what giving from the heart is all about. It's giving that supports people you may never meet or services you may never need.

To our community of supporters we give a heartfelt thank you! Thank you for helping to build this lifesaving facility. Thank you for supporting all of our important projects through the years. And thank you for claiming Henry County Health Center as your hospital.

**Your health center, your support ... making a difference in the lives of others.**

Visiting with our supporters is a favorite part of my job. I enjoy listening to what patients and families have to say about their experiences at HCHC and why having their own community health center is important. Their comments about what we're doing right, and sometimes how we can improve, help

ensure that HCHC is doing all we can to provide high quality and compassionate services. I see firsthand how your financial support of HCHC Foundation is helping meet the needs of our patients.

A few weeks ago I visited with Larry and Beverly Stoermer of New London. In 2010, Larry was diagnosed with cancer. In February of that year he had surgery at HCHC and started seeing U of I Oncologist Dr. Susan Raider in HCHC's outpatient specialty clinic. Larry and Beverly have been coming the past four years to HCHC for chemotherapy, lab testing, radiology tests and doctor visits. Most recent reports show that Larry is continuing to do well.

Larry and Beverly expressed their great appreciation for the modern facilities and admiration of the staff that have taken care of them. Beverly said,

*"We love HCHC and we thank our lucky stars every day that you guys are here. We love the nurses in the infusion room. The other day Larry had a CT scan and the next day a bone scan. The staff was so nice and took care of us both. Everyone treats us just perfectly. I can't sing their praises loud enough."*

Beverly commented that I probably hear more from people with complaints than I do from people who are pleased. Truth be told, it's quite the opposite. I believe that's because HCHC isn't a building full of workers collecting paychecks. Our associates and medical staff work hard every day to help and serve you. HCHC is a place that belongs to the whole community. We are Henry County's Health Center and together we do great things.

# HCHC Foundation

## Imogene and George Nuding use charitable bequest to support HCHC

Throughout their adult lives, George and Imogene Nuding devoted their time and talents to their Henry County community. Thanks to a planned gift, their generous support continues beyond their lifetime.

George Nuding, Jr. was from Chicago and served in the Coast Guard during WWII. Imogene, born and raised in Mount Pleasant, was working out east serving in the Red Cross. The couple met, married and returned to Henry County after the war. George was an ambitious and respected paint contractor. Imogene was a longtime homemaker and helped her family with many farm chores. George enjoyed auctions and collecting while Imogene loved artwork, nature and her dog.

George and Imogene started utilizing Henry County Health Center more frequently following a serious medical diagnosis. The couple was touched by the high quality and compassionate care the medical team provided them. It was the Nuding's wish to financially support HCHC and ensure that others could also be well served in their hometown community.

The Nuding estate plan included a charitable bequest to Henry County Health Center Foundation. The funds will be used towards the purchase of a new Hologic mammography machine. This x-ray machine will be located within the new Women's Center in HCHC's Radiology Department and dedicated to Imogene and George Nuding. In addition to having access to state-of-the-art mammography equipment, female patients will have a new private and comfortable waiting area with direct entry to bone density and ultrasound testing.

The Nuding's felt that Henry County Health Center is an important part of our community. They wanted us to continue serving this region as we have for so many years. The HCHC Foundation is extremely grateful for the Nuding's visionary work and commitment to the health of our communities.

To create your legacy of support with HCHC Foundation, contact Michelle Rosell at 319/385-6541 or email [rosellm@hchc.org](mailto:rosellm@hchc.org).



*During his historic trip to China in 1972, President Richard Nixon presented to Chairman Mao and the Chinese people a life-size pair of Boehm porcelain Mute Swans called "Birds of Peace." Limited quantities of smaller replica sculptures were made and a pair was donated to HCHC Foundation by Imogene and George Nuding.*



# Construction Update

## Construction draws to a close

### HCHC CELEBRATES COMPLETION OF CONSTRUCTION PROJECT

*It is time for celebration at Henry County Health Center as the three phase construction project is close to completion.*



In January 2014, the new Health Education Center and Laboratory opened. The Health Education Center (HEC) is larger, accommodates seating for more people, and will host educational classes, trainings and meetings. The Laboratory area is also larger, and features a separate check-in and waiting area and includes private lab draw stations for increased patient privacy. One room includes a table for patients to lie down for certain tests or if they become dizzy while having blood drawn.



The new registration area by the lobby and the Radiology receptionist area are also finished, allowing for enhanced patient privacy. The most recent finished areas are the new restrooms near the lobby, room improvements for outpatient cardiopulmonary services, added exam rooms for visiting specialists in Specialty Clinic, a new Women's Center in Radiology, and on-call sleep rooms.

#### PROJECT OVERVIEW

Phase One of this multi-phased facilities master plan began in November 2011 with the construction of a new Energy Center which was completed in summer 2012. The building provides the electrical, heating and cooling supply, allowing for future growth and sustainability of the health center. Phase Two included populating the Energy Center with equipment that provides the infrastructure to the organization.



Phase Three began in October 2012 with a ground breaking for the new Surgery Department which was completed in fall of 2013. This new department features 10 private, pre-operative, recovery rooms; two operating rooms plus an endoscopy suite; and a separate surgery waiting room. The Surgery Department plays an instrumental role in meeting the healthcare needs of future generations, and this project has expanded and improved the technology, comfort and privacy that patients receive.



"HCHC has a history of innovative, forward-thinking board members, and our current trustees have shown this same dedication to the delivery of quality healthcare when they committed to this project. I would like to thank our trustees, medical staff, associates, volunteers and contractors for their hard work and commitment to making this project a success," commented HCHC CEO Robb Gardner.

"I would also like to say thank you to our HCHC Foundation Board, the *Close to Home* Campaign Steering Committee, and Foundation Director Michelle Rosell for raising \$2 million to help support this worthwhile project. A very special thank you goes to all of the individuals who contributed money to the campaign to help us reach our goal. By investing in this project, donors have become an important partner with HCHC in achieving our mission to enhance the health of individuals and our communities through high quality, effective and efficient services."

# Latest News

## HCHC creates \$19.2 million impact on local economy

Henry County Health Center generates 349 jobs that add \$19,264,536 to Henry County's economy, according to the latest study by the Iowa Hospital Association. In addition, HCHC associates by themselves spend \$4,690,399 on retail sales and contribute \$281,424 in state sales tax revenue.

"Henry County Health Center benefits our county's economy in several ways. HCHC employs a large number of area residents, and the health center and our associates purchase goods and services from local businesses. All of this is significant and makes a positive impact on Henry County's economy," explained HCHC CEO Robb Gardner. "The medical and economic health of the county are impacted by changes in the health care sector. The health center plays a vital role in attracting new business, industry and residents to our area. It is crucial that we are able to provide high quality health care services to our area communities to keep our economy moving forward and to ultimately work toward HCHC's mission to enhance the health of individuals and our communities through high quality, effective and efficient services."

The IHA study examined the jobs, income, retail sales and sales tax produced by hospitals and the rest of the state's health care sector. The study found that Iowa hospitals directly employ 71,437 people and create another 57,792 jobs outside the hospital sector. As an income source, hospitals provide \$4.2 billion in salaries and benefits and generate another \$1.8 billion through other jobs that depend on hospitals.



## HCHC offers valuable online resource for patients

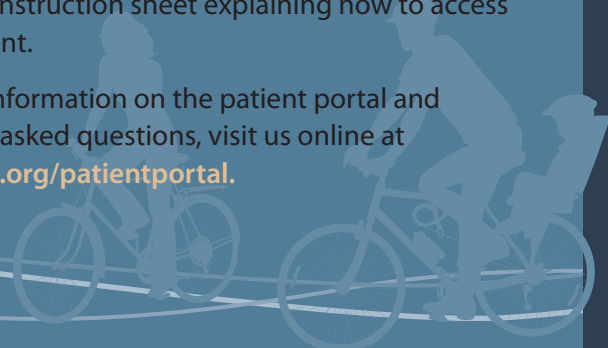
Patients can now access their Henry County Health Center clinical information online through HCHC's patient portal. The patient portal allows you to view your HCHC health history and important health information online after your appointment. With patient portal implementation, patients will benefit from enhanced communication concerning their health status.

Information contained on the portal may include:

- **Allergies**
- **Immunizations**
- **Active and inactive medications**
- **Current and past health concerns**
- **Certain test results**

It's easy to access your patient portal account. Simply provide an email address at the time of registration. Once an email address is obtained and your visit has concluded, you will receive an email with a link to the portal registration page. You will receive more information about this service during your visit, as well as an instruction sheet explaining how to access your account.

For more information on the patient portal and frequently asked questions, visit us online at [www.hchc.org/patientportal](http://www.hchc.org/patientportal).





407 South White Street  
Mount Pleasant, IA 52641

Non-Profit  
U.S. Postage  
PAID  
Cedar Rapids, IA  
PERMIT NO. 174

# Upcoming Events

## CARDIAC/PULMONARY SUPPORT GROUP

Wednesday, May 14, Noon  
Presentation by Linda Veldboom,  
RN, BA, CCP & Andrea Moeller, RN,  
BSN, CCP "Stress Management"  
Free lunch provided  
*Health Education Center, HCHC*

## DIABETES 2-HOUR FOLLOW-UP CLASS

Thursday, April 3, 2-4 p.m.  
Thursday, May 1, 2-4 p.m.  
Thursday, June 5, 2-4 p.m.  
*Diabetes Education Center,  
Suite 24, HCHC*

## DIABETES GROUP TRAINING

Tuesday, April 22 & April 29  
Tuesday, May 27  
Tuesday, June 17 & June 24  
Call 385-6518 to register  
*Diabetes Education Center,  
Suite 24, HCHC*

## PRE-DIABETES CLASS

Tuesday, April 8, 12-1 p.m.  
Tuesday, June 10, 12-1 p.m.  
Call 385-6518 to register  
*Diabetes Education Center,  
Suite 24, HCHC*

## COFFEE CLUB

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

## HCHC AUXILIARY MEETING

Monday, May 12  
Monday, June 9  
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)  
and Fridays (Dr. Judge-Ellis &  
Jessie Anderson)  
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.

Chief Executive Officer: *Robb Gardner*  
Editor: *Shelley L. Doak*  
© 2014 Henry County Health Center