

Health Update

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

MOUNT PLEASANT, IOWA
JULY, AUGUST, SEPTEMBER 2016

A shining light during a time of need



SuzAnne Griffis with Infusion nurses
(l-r): Lara Andreasen, Deb Helmerson
and Kristy Riordan.

SuzAnne Griffis of Mount Pleasant is no stranger to Henry County Health Center. She has interacted with so many

departments that when she speaks of HCHC it is with fondness and gratitude.

Griffis' journey with HCHC began in October 2010 when she was diagnosed with inflammatory breast cancer. Her family physician referred her to Michelle Tansey, M.D., HCHC General Surgeon.

"I had complete confidence in Dr. Tansey and her qualifications and experience in treating breast cancer. I felt very comfortable with her knowledge and abilities, and found her very personable, knowledgeable, and well prepared," she explained.

Following the cancer diagnosis, Griffis underwent a mastectomy performed by Dr. Tansey, which was then followed by chemotherapy. This was all done at HCHC by people she knew and trusted.

"The Infusion/Chemotherapy nurses were always very accommodating, personable and great at explaining, providing education as well as emotional support. I appreciated the partnership with University of Iowa Oncology, and the direct communication that HCHC nurses had with my oncologist," she said.

In addition to having surgery and chemotherapy at HCHC, and seeing the visiting University of Iowa oncologists in HCHC's Specialty Clinic, Griffis also experienced Lab and Inpatient Services. She has been to Radiology for ultrasound, mammography, CT scans, bone scans, and MRIs where staff "knew her by name, and were very loving and concerned." Her therapy in Rehabilitation Services was also a positive experience.

When talking about her multitude of experiences with the different HCHC departments, the common thread was the care, compassion and individualized treatment that Griffis received from all the staff.

"This is a small community and you're bound to run into someone you know. It is a comfort knowing the people who care for me. At larger hospitals I've felt like just a number, not a person. But there's a certain family love at HCHC. You get to know people and develop friendships," she explained.

"It is reassuring to have this quality healthcare close to home and to know that if something happens I'll be cared for. It's also comforting to know that I can go anywhere in the health center and receive good care. The fact that I don't have to drive out of town for my healthcare is a blessing. I definitely recommend HCHC to others."

PATIENT SATISFACTION	2
HCHC IN THE COMMUNITY.....	3
FOUNDATION.....	4
PATIENT SATISFACTION	5
HCHC NEWS	6
HCHC NEWS	7
OUTREACH CLINICS.....	8



Patient Satisfaction

HCHC makes deliveries special

Each birth is unique and Shannon and Scott Baldwin of Mount Pleasant discovered this first hand. The couple already had knowledge of what to expect from their first child, Landon, but the arrival of their second son, Noah, had some differences.

Born at 12:02 a.m. on February 29, 2016, Noah James Baldwin earned the title of Henry County Health Center's Leap Year baby, weighing in at 6 lbs. 15 oz. and measuring 19" long. The other unique part of the Baldwins second birth experience was utilizing the services of the certified nurse-midwives at HCHC.

"Landon's doctor no longer delivers babies, so we decided to receive care from HCHC's certified nurse-midwives. We saw both Kendra Bonnesen and Kari Payne throughout the pregnancy and we were very pleased," said Shannon.

Scott was hesitant to switch providers as they had a positive experience with the first pregnancy and physician. But the certified nurse-midwives proved to be an exceptional experience.

"Having female healthcare providers was a positive for me personally. I felt they could really relate to me," commented Shannon. "We never felt rushed in appointments and had so much one-on-one time. The other benefit is that Dr. Robert Smith, HCHC's obstetrician/gynecologist, was always right there if they needed him."

The two birth experiences were quite different. With Landon, labor and delivery was more difficult than Shannon had imagined it would be. With Noah, the



Maternity Services nurse Marissa Jordan caring for baby Noah while talking with the Baldwin family.

Baldwins had a set birth plan with defined goals and they were able to follow that plan. Despite some differences in the birth experiences, the quality care was always consistent.

"Maternity Services is so positive and the nurses are so friendly and accommodating. Maternity Services is such an uplifting department during such a happy time in people's lives," explained Shannon.

Baldwins highly recommend HCHC's Maternity Services for the quality healthcare they received and some other important reasons.

"We were so thankful that HCHC was close because otherwise Noah may have been born in the car," Shannon and Scott laughed. "The other advantage of receiving care locally was the ease of making appointments and the ability to work around our work schedules. The familiar faces also brought comfort that we knew the people caring for us."

HCHC'S WOMEN'S HEALTH SERVICES

At HCHC, Robert Smith, M.D., board certified obstetrician/gynecologist, Kendra Bonnesen, ARNP, FNP, CNM, and Kari Payne, ARNP, CNM, offer women's health services for all ages and stages of women's health. Dr. Smith offers health services in women's health, obstetrics, gynecology, urogynecology (specialty in urinary incontinence), and pelvic reconstructive surgery. Kendra and Kari are advanced registered nurse practitioners and certified nurse-midwives, and Kendra is also a family nurse practitioner. To schedule appointments, call 319-385-6770.



HCHC in the Community

Classroom partners with real world learning

Students in Mt. Pleasant Community High School's Biotechnical Engineering class were again offered an opportunity to learn outside the classroom in a real world setting. MPCHS teacher Kathy Holtkamp knows that students learn in a variety of ways, but one of the most beneficial ways of teaching is hands-on learning led by professionals in the healthcare field.

"We have partnered with HCHC in past years for the Biotechnical Engineering class which has been a great experience for students. This year we returned to HCHC for a presentation on total knee

of partnerships. Joe Tansey, M.D., board certified orthopedic surgeon at HCHC, is a true believer in the value of exposing students to a variety of learning experiences. He enjoys challenging students to learn new things, and also likes to see knowledge passed on and gained by others.

In fact, this is the third year that Dr. Tansey has given the students an orthopedic surgery demonstration. Last year he presented a rotator cuff repair, while this year he demonstrated a total knee replacement similar to his presentation three years ago. Students were able to engage in hands-on learning as they operated the different surgical instruments in a mock surgery scenario.

The students who participated realized the value of this opportunity. Junior Jacob Holtkamp said, "The hands on experience, seeing real world application of biotech instruments and tools, and a look into possible careers was very valuable and a better way of learning." When asked their favorite part of Dr. Tansey's presentation, Senior Joseph Taylor said the use of the computer aided bone alignment, while Junior Jacob Feldmann liked seeing and actually using the surgical tools.

"The whole class agreed that this was an amazing opportunity. We really appreciate the time Dr. Tansey takes to do this for us," explained Holtkamp.

"It was interesting to hear about and see the day in the life of an orthopedic surgeon, and learn about the education and skills required. I just can't thank HCHC enough for the interest in and experiences provided to our students."



Junior Riley Kempker trying his hand at a mock knee replacement with Dr. Joseph Tansey and MPCHS students from the Biotechnical Engineering class.

replacements, a tour of the Lab, a demonstration of an ECG, and a presentation on nuclear medicine and radioisotopes," explained Holtkamp.

Not only did the students benefit from the experience, but HCHC did as well. The health center places high importance on interaction with area youth and giving back to our area communities through these types

HCHC Foundation

Perry family recognizes value of local health services

Who would have thought a couple's trip to HCHC's Emergency Department would have such a lasting impact? But that's exactly what happened with Clarence (Sonny) and Mary Lou Perry's visit to HCHC's Emergency Department back in 2010. Early one morning, Sonny was awakened by a pain which he knew was the passing of a kidney stone. The pain had gotten worse and he asked his wife to drive him to the Emergency Department. Mary Lou climbed behind the steering wheel and off the couple went towards the hospital. However, along the way Mary Lou appeared to have fallen asleep! Sonny was able to stop the truck, slide Mary Lou over to the passenger side and continue the drive to HCHC. By

of which led to an emergency surgery by HCHC Surgeon Michelle Tansey, M.D.). In gratitude of the valuable services, the Perry's invested in HCHC Foundation's Endow Iowa Fund.

Mary Lou remarked, "We have always been treated well by staff and doctors at Henry County Health Center. We've used the Emergency Department, had surgeries and even some of our grandchildren were born here."

"We knew we wanted to support the hospital financially and HCHC Foundation's Endow Iowa Fund let us do that plus take advantage of some additional tax savings", said Sonny.

HERE'S HOW THE PROGRAM WORKS.

- **HCHC Foundation is a qualified affiliate organization of the Greater Des Moines Community Foundation.**
- **The Community Foundation provides access to Endow Iowa Tax Credits; a 25% Iowa tax credit in addition to the Federal charitable income tax deductions for certain charitable gifts.**
- **Contributions to HCHC Foundation's Endow Iowa Fund are eligible for a deduction of up to 50% of one's adjusted gross income (AGI) for gifts of cash and 30% of one's AGI for gifts of appreciated stock, real estate and closely held stocks.**
- **Gifts of appreciated assets receive normal charitable deductions while eliminating capital gains tax on the appreciation.**
- **\$6 million in tax credits are available annually through Endow Iowa.**

the time they arrived, Mary Lou was awake and the couple walked towards the Emergency Department entrance. But Mary Lou passed out again. Sonny alerted the staff and soon both he and Mary Lou were laying side-by-side on gurneys in the triage area. After appropriate examinations, medical intervention and a few jokes about a two-for-one discount, Mary Lou and Sonny returned home.

The story didn't end there though. Mary Lou and Sonny recognized the value of the quality service and caring attention that they received not only on that trip but also on two subsequent ER visits (one

We want to thank Sonny and Mary Lou Perry and our many other donors for their commitment to the future health of our community and to HCHC Foundation. If you would like to join HCHC Foundation or have questions about the Endow Iowa program, please call us at 319/385-6541.

Patient Satisfaction

Park Place Elder Living

A HOME AWAY FROM HOME FOR ELDERS

Park Place Elder Living is committed to providing quality and compassionate care to every elder, every time. Park Place does offer a permanent residence for those elders who can no longer live independently. However, Park Place also serves as a temporary home for those individuals who need time to recover from an illness or injury before returning home. Florence Kinney of Mount Pleasant experienced that care first-hand during her time spent at Park Place.

“I had a really pleasant stay. Everyone was really nice and very helpful, always asking if there was anything they could do for me,” stated Kinney.

In addition to the dedicated staff, Kinney also noted two other things that stood out during her stay. “The food was really good. It helps make your stay better



when you have good food. I also enjoyed the company of others. It was nice to be able to socialize with others especially during meals.”

Park Place Elder Living is known for its homelike, family atmosphere where meeting the needs of elders is the top priority of staff. To learn more about Park Place, please call 318-385-6192.

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, 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 associates in the Anesthesia & Pain Management (top photo) and Surgery Departments (bottom photo) who achieved this goal.



iVantage names HCHC Top 100 Critical Access Hospital

Henry County Health Center was recently named one of iVantage Health Analytics' Top 100 Critical Access Hospitals (CAHs) in the United States.



“There are 1300 Critical Access Hospitals in the nation and to be recognized as one of the top 100 is an honor,” said Robb Gardner, CEO of HCHC. “iVantage uses publicly reported data about hospitals for their analysis. The credit for this achievement goes to our amazing associates, medical community and board of trustees who are so committed and passionate to providing the highest level of care for our patients, elders and families. The state of Iowa did exceptionally well. Out of the 100 hospitals that were recognized, 13 are from Iowa. ”

HCHC scored in the top 100 of Critical Access Hospitals on iVantage’s Hospital Strength INDEX®. The INDEX is the industry’s most comprehensive rating of rural and Critical Access Hospitals. The results recognize that the Top 100 Critical Access Hospitals provide a safety net to communities across rural America – measuring them across more than 70 different performance metrics, including quality, outcomes, patient perspective, affordability, population risk and efficiency. The list of the top 100 Critical Access Hospitals and more information about the study can be found at www.iVantageINDEX.com.

HCHC receives national recognition for excellence in financial interactions with patients

Henry County Health Center has recently been recognized as an Adopter of Patient Financial Communications Best Practices by the Healthcare Financial Management Association (HFMA), a national organization of healthcare finance leaders. As a Best Practices Adopter, HCHC demonstrated that it follows nearly 100 best practices covering all aspects of financial interactions that take place in a variety of care settings.

With all the changes in the health insurance market in recent years, HCHC’s Patient Access and Patient Financial Services (PFS) Departments have been called upon to work out payment solutions for people who may not fully understand their insurance benefits and may be responsible for paying a significant share of their bill out of pocket. HCHC has updated our

policies and procedures to provide support to the Patient Access and PFS teams and to better serve our patients and our community in these changing times.

It was due to this outstanding work that HCHC was named as an Adopter of Patient Financial Communications Best Practices. This reflects HCHC’s commitment to delivering the care and compassion that our patients expect and deserve.

The Adopter recognition is one result of HCHC’s work with the state-wide transparency initiative. The Iowa Hospital Association is focusing on transparency in the areas of hospital price, quality and patient friendly billing, and asked each Iowa hospital to adopt the Transparency Principles to highlight Iowa hospitals collective focus on leading in transparency.

HCHC News

HCHC creates \$19.9 million impact on local economy

HCHC generates 415 jobs that add \$19,953,796 to Henry County's economy, according to the latest study by the Iowa Hospital Association. In addition, HCHC associates by themselves spend \$4,463,881 on retail sales and contribute \$267,833 in state sales tax revenue.

"Henry County Health Center makes a direct positive impact on our county's economy. HCHC contributes to the strength of our economy by employing a significant number of area residents. Our associates and the health center purchase goods and services from local businesses which directly supports our economy," explained HCHC CEO Robb Gardner.

"In addition, it also benefits the county's economy when HCHC provides quality healthcare close to

home, and the services provided attract individuals from other communities who purchase from local businesses while in town. Having a strong health center is also instrumental in attracting new business, industry and residents to our area. By providing high quality healthcare services to our area communities, we serve the health needs of our population and keep our economy moving forward."

The IHA study examined the jobs, income, retail sales and sales tax produced by hospitals and the rest of the state's healthcare sector. The study was compiled from hospital-submitted data on the American Hospital Association's Annual Survey of Hospitals and with software that other industries have used to determine their economic impact.

HCHC Trustees receive special certification

HCHC Trustees recently received certification from the Iowa Hospital Association (IHA) Hospital Trustee Education Certification (TEC) Program during the 2016 IHA Hospital Governance Forum in Des Moines.

IHA launched its Hospital Trustee Education Certification Program in 2010. Through this certification program, IHA has provided a framework to support Iowa hospitals in developing highly effective board members. Goals of the program include:

- Helping hospitals use governance best practices.
- Promoting the coordination of care and the best use of resources.
- Demonstrating to community stakeholders that Iowa hospitals are dedicated to accountability and transparency and are governed at the highest level of excellence.

Currently, more than 150 trustees have successfully completed the requirements of the Trustee Education Certification program.



Pictured is (left to right): Henry County Health Center CEO Robb Gardner with HCHC Trustees Ron Clouse, Sally Olson, Robert Meyer, and IHA President and CEO Kirk Norris. Not pictured is HCHC Trustee Jan Towne. Towne and Clouse received recertification.



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QUALITY HEALTHCARE CLOSE TO HOME

The Wayland and Winfield Community Clinics are pleased to meet the healthcare needs of residents in northern Henry County. Our three providers deliver acute care, preventive care and health education at our outreach clinics allowing residents the opportunity to access quality healthcare close to home. To learn more about the providers, go to www.hchc.org/waylandwinfield/. (See sidebar for clinic hours.)



Tess Judge-Ellis, DNP, ARNP,
FNP-BC, PMHNP-BC, FAANP

Kendra Bonnesen, MSN,
ARNP, FNP-C, CNM, ANLC

Jessica Anderson, DNP,
ARNP, FNP-BC

PHYSICIANS & CLINICS *of* HcHC

WAYLAND COMMUNITY CLINIC

Jessie Anderson, DNP, 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, FAANP

110 W. Pine
319.257.6211

Clinic held on Tuesdays (Dr. Judge-Ellis
& Kendra Bonnesen, ARNP)
and Fridays (Dr. Judge-Ellis
& Dr. Anderson)
8:30 a.m.–Noon and 1 p.m.–5 p.m.
Wednesdays (Dr. 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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