



## MedForce Has New Helicopters

MedForce began using two new EC135 Eurocopters® in late December. One is based at Great River Medical Center. Both Eurocopters are equipped with night-vision goggles that provide an added level of safety. MedForce is the only regional provider using this technology.

“The National Traffic Safety Board and the Federal Aviation Authority are preparing new guidelines for safety, and we’re making the necessary changes before the mandates are released,” said MedForce President and CEO Kevin Takacs. “Our goal is to provide safe, appropriate, critical care transportation to our patients. The new helicopters allow us to continue to do that.”

## Masquerade Jewelry Continues to Be a Big Hit

The Masquerade Jewelry Fair Feb. 10 and 11 was a huge success. A lot of shopper’s took the opportunity to buy that special gift for Valentine’s Day! Thanks to all shoppers who continue to support Great River Friends through our fundraisers! Our next Masquerade Jewelry Fair is scheduled Thursday, June 2, and Friday, June 3, the Mercy Plaza lobby.

## See Us on Facebook

Look for these pages on Facebook. You can “like” them all!

- Great River Friends
- Great River Gift Shop
- Great River Hospice
- Great River Hopsice Run
- Great River Klein Center
- Great River Athletic Training
- Great River Business Health
- Great River Medical Explorers
- Great River Women and Family Center

## Board Member Profile

Name: Carolyn Bouquet

Board position: Secretary

Year I joined Great River Friends: 1993

Why I am a Great River Friend:

I began volunteering when I quit working. I like being around people and wanted to keep busy. It’s a good service to the community. The health system treats its volunteers very well. I take advantage of free Health Fitness membership for volunteering at least 160 hours a year. The meal tickets are great. I had the privilege of being a tour guide during the construction of our new center, and I recruited a number of volunteers during that time. I keep my “antenna” out for new volunteers.

Former occupation:

I was a secretary in the Burlington Community School District. I last worked at Horace Mann, where I went to school.

Family:

My husband, Nick, and I were married for more than 55 years. He was the second patient at the hospice house when it opened in 2007. He was a Burlington fireman. We have three children: Jim, an engineer in Maine; Sandra, a radiation therapist in Maine; and Bob, a certified public accountant in Texas. I have six grandchildren and one great-grandson.

My hometown:

Burlington. For 51 years, Nick and I lived in the house where he was born.

Things I enjoy:

- Music – I play the hand bells and sing in the choir at First United Methodist Church.
- Bridge – Playing bridge is my passion. I’ve been in one card group for 47 years. I’m in four groups so I can play every week.
- Skype® – I see and talk to my family on the computer. It’s the best thing in the world!



A service of Great River Health Systems  
1221 S. Gear Ave.  
West Burlington, IA 52655-1681

## Great Service, Great Support, Great River Friends

### Mission

To explore, enjoy and support Great River Health Systems through the gifts of time, talent and treasure.

Great River Friends Board of Directors

Jackie Marion, president

Carolyn Bouquet, secretary

Loren Stein, treasurer

Directors at Large:

Don Close

Joyce Corder

Bev Fisher

Rhonda Foster

Tammy Hayes

Fred Kelly

Donna Logan

Rosie Lohmann

Kaye Sladky

Connee Stevens

Cindy Vavroch

Volunteer Services Office, (319) 768-3340

Gift Shop, (319) 768-3480

Gift Shop Manager, (319) 768-3485

www.greatrivermedical.org

## Calendar

The Great River Friends scholarship application deadline is Tuesday, March 15. Applications are available in high-school counselors’ offices and at [www.greatrivermedical.org](http://www.greatrivermedical.org).

**Volunteer In-service and Get-togethers**  
9:30 a.m.  
Tuesday, March 22  
Oak Room

9:30 a.m.  
Tuesday, May 24  
Oak Room

**Blue Ribbon® Book Fair**  
8 a.m. to 5 p.m.  
Thursday, April 7  
and  
7 a.m. to 3 p.m.  
Friday, April 8  
Mercy Plaza lobby

**National Volunteer Week**  
Sunday, April 10, to  
Friday, April 15

**Annual Volunteer Recognition Event**  
4 to 6 p.m.  
Thursday, April 14  
Mercy Plaza lobby

**Masquerade® Jewelry Fair**  
8 a.m. to 6 p.m.  
Thursday, June 2  
and  
7 a.m. to 3 p.m.  
Friday, June 3  
Mercy Plaza lobby

## Friends Gifts Help Support Health System

By Jackie Marion, president, Great River Friends

Hello, everyone!

We have survived another Iowa winter, and spring will be in the air soon!

We always talk about our “gifting” to Great River Health Systems, so I thought I would explain how the process works.

In January, the Great River Friends treasurer closes the books for the year, determines the amount of money available for gifting and reports to the Great River Friends Board of Directors at its February meeting.

In February, directors of hospital departments, including the Hospice House and Klein Center, may submit requests for funding special projects or equipment for their departments. All requests are reviewed by the hospital’s senior management team and the Great River Friends Board. Approval is based on strategic goals and the overall goal of enhancing patient care and quality of services. In March, the results are provided to each requesting department director.



Funded projects are announced at the annual recognition event in April. Departments must use their gifts by the end of the year.

Besides our gifts to the health system, we annually fund:

- Babies Need Books program with the Burlington Public Library
- Uniforms for Junior Volunteers
- Up to \$10,000 in scholarships to area students pursuing careers in health care
- Yarn for newborn caps and booties knitted by our at-home Virtual Volunteers

Thanks to donations from our Great River Friends membership, fundraising events and proceeds from the Great River Gift Shop, we meet our mission to support Great River Health Systems, the patients and their families it serves, and our community.



## In Celebration of YOU

It is time to celebrate you at *Spring Fling!*, Great River Friends' annual recognition event. Mark your calendars for 4 to 6 p.m. Thursday, April 14. All Great River Friends are invited as we celebrate our many wonderful volunteers and financial donors who gave their time, talent and treasure during 2010.

We continue to see the compassion you share, the rewards of your financial support and the time you give. There is no doubt that our patient care and services would not be the same without you. You bring a very special gift to Great River Health Systems. Thank you for believing in our mission and making a difference!

We hope you will join us as we have fun with some delicious food, enjoyable entertainment and great people – all in celebration of YOU! Watch for your invitation in the mail.

## Love Tree Program a Success

Our 18<sup>th</sup> annual Love Tree Program was a success with more than 140 name cards and ornaments adorning Love Trees in the hospital, Klein Center and Mercy Plaza lobby. Donors were invited to the fourth annual Love Tree Celebration Ceremony Tuesday, Jan. 4. There was a short program led by the Spiritual Care Department. It included a reading of the names of those honored and remembered. Donors received their loved ones' name cards and ornaments as keepsakes.

We thank all who participated in the Love Tree Program. Its success allows us to continue awarding scholarships to area students and transitioning adults who are pursuing careers in health care. We couldn't do it without all our *Friends!*

## Teen Volunteer Program Begins in June

Teens who are at least 14 years old by June 1 are invited to apply for the summer Junior Volunteer program. It is scheduled from Monday, June 13, to Friday, Aug. 5. The eight-week program provides opportunities to explore health-care careers, gain work experience, fulfill volunteer requirements for school and service projects, and just have fun.

Positions for Junior Volunteers and parent/teen teams are available at the hospital and Great River Klein Center. Teens will be scheduled to work a minimum of one four-hour shift per week, and they must be present seven of the eight weeks.

Teens must complete an application packet to be considered. Other requirements include:

- Background check
- Group interview
- Minimum 2.5 grade point average
- Participation in orientation Thursday, June 2
- Pledge of confidentiality
- TB screen
- Written references

The deadline for applications is Friday, April 1, without exception. For more information or an application packet, please call Volunteer Services at 768-3340. Applications also are available at [www.greatrivermedical.org](http://www.greatrivermedical.org).

## Helping Hands

Great River Friends is very lucky to have a wonderful group of people to work with at Great River Health Systems. We thank these departments for their ongoing support to our mission:

- Environmental Services
- Human Resources
- Nutrition Services
- Plant Operations
- Print Shop
- Public Relations

## Klein Center Builds Household Model for Living

By Ann Abolt, administrator, Great River Klein Center

Traditionally, nursing homes have not been places people like to visit, much less live. Many people think of nursing homes as cold and sterile. People in wheelchairs are lined up by the nurses' station with nothing to do. Although they're called "homes," they don't fit the description of a comfortable, loving atmosphere.

We need to remember what "home" means in our own lives. For most of us, home is a basic necessity for a whole and balanced life. It is where we retreat, regroup and find sustenance. This doesn't change as we get older. Creating a loving home to fill the essential needs of our elders is of utmost importance to the Klein Center. Therefore, we have adopted a household model of living.

This means we are creating a new foundation for long-term care:

- We have a home instead of an institution. Elders, no matter how frail, should enjoy the comforts and security of their home.
- People are more important than systems.
- Elders make their own decisions or share decisions instead of being told what to do. They choose how to spend their days and thrive in spontaneity. They enjoy relationships that bring meaning and purpose to their lives.

Each household has 16 elders. Other members of a household are:

- Household coordinator – The "parent" of the house makes sure elders and staff have what they need to live and work in the household.
- Licensed practical nurse
- Two certified nursing assistants
- Homemaker – The primary responsibilities are cooking and cleaning.



All staff in a household are certified as universal workers. Like family members at home, they help elders with all their needs, including housekeeping, nutrition, activities or personal care. Staff work consistently with the same elders so they know elders' likes and dislikes, and understand their decision-making abilities. Staff intervene minimally so elders can make decisions about their days, such as the times they get up, go to bed and take a shower, what they want to eat and which activities they will do.

The Klein Center's first neighborhood, on third floor, has two households – Cobblestone Hill and Stony Hollow Hideaway. It began Sept. 6. The second neighborhood of two households – Blackhawk Boulevard and Starrs Hollow – opened Dec. 13 on second floor. The next two neighborhoods on second floor are scheduled to open Monday, May 2.

Elders who are in households seem happier. I believe it's because, besides having their needs met, they feel like part of a family. Some elders who did not come out of their rooms for activities are now participating. With a smaller group, it's not so overwhelming for them. Also, elders rarely use their call lights because our staff has learned to anticipate their needs. That is a great thing.

Our staff say they love the households. The arrangement gives them more time to spend with our elders while they are providing care, cleaning their rooms or playing cards with them. We encourage game playing in our households; it benefits elders and staff.

Although we are just embarking on this adventure, it has been a very positive experience so far. There is a sense of family, purpose and belonging to those who live and work in our households. It's a long way from the traditional nursing home we used to have. Our new Klein Center (construction is expected to begin later this year) will be designed in the household model. When it opens, we will have a home like no other.

Stop by and see us. You will be surprised at the difference!

## Great River Hospice Provides Grief Support

Great River Hospice continues to focus on meeting the needs of the bereaved in the community besides serving people at the end of their lives and their families. Several grief-support programs are planned this spring.

### Tear Soup: A Recipe for Healing

Saturday, March 19

9 to 11:30 a.m.

Iowa Wesleyan College, Mount Pleasant, Iowa

1:30 to 4 p.m.

Great River Hospice House

1306 S. Washington Rd., West Burlington

This free bereavement workshop provides positive suggestions for working through grief and helping others with their grief.

### Hats My Mother Wore

9 a.m. Saturday, May 7

Great River Hospice House

This event is free and open to any woman who has experienced the loss of her mother. The unique feelings associated with the loss of a mother and strategies for coping with grief will be discussed.

### First Friday Share

5:30 p.m. the first Friday of each month

Great River Hospice House

This support program for people who have experienced the loss of a loved one includes a short presentation followed by a potluck dinner, and visiting and sharing with others.

For more information about bereavement programs or Great River Hospice, please call 768-3350.

## Hospital Headlines

### CinemaVision® Makes MRIs Easier

Thanks to Great River Friends, Diagnostic Imaging has a new \$40,000 fiber-optic digital audio-visual entertainment system. It helps distract patients from claustrophobic feelings and banging sounds during MRI procedures. With noise-reducing headphones and viewing goggles, CinemaVision® is similar to watching a high-resolution 62-inch screen from 5.5 feet away. Patients can watch broadcast television or DVDs.

"Patients love it," said Greg Fields, director, Diagnostic Imaging. He learned about the equipment at a Radiology Society of North America equipment show last year and requested a donation from Great River Friends to purchase it. Great River Medical Center is the only hospital in Iowa with CinemaVision.

The television system is connected to one of the hospital's two MRI scanners. Patients who anticipate discomfort during their procedure can request the scanner with CinemaVision when scheduling their appointments. It is compatible with most procedures except adult head scans because the headphones and goggles don't fit in the stabilization unit that holds the head in place during the procedure.

"We're very grateful to Great River Friends," Fields said. "We wouldn't have CinemaVision without their help."

