



Henry County Health Center achieves accreditation with ACHC

Henry County Health Center is pleased to have received approval of accreditation status by Accreditation Commission for Health Care (ACHC) for the services of HCHC's Sleep Lab.

Achieving accreditation is a process where healthcare organizations demonstrate compliance with national standards. Accreditation by ACHC reflects an organization's dedication and commitment to meeting standards that facilitate a higher level of performance and patient care.

"The successful accreditation status by Accreditation Commission for Health Care (ACHC) of our sleep lab serves as confirmation of our outstanding practice. Our community and our patients can be confident that their sleep health needs are being met by a facility and staff who have been certified by an independent organization ensuring that HCHC meets those prescribed standards," commented Devan Rhum, Director of Specialty Services. "We have worked hard to attain this certification and we will continue to follow the high standards to maintain our certified status."

Sleep Studies at HCHC

HCHC's medical team can effectively diagnose and treat sleep problems at HCHC's Sleep Diagnostic Lab. For individuals who think they might have a sleep disorder, they should first consult with their primary care physician, who will take a medical history and may do a physical exam. If necessary, a sleep study is done.

A sleep study is performed during normal sleep hours. A quiet, comfortable room free of distractions is provided. Before patients go to sleep, electrodes are attached to the face, scalp, chest and legs

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**HENRY COUNTY HEALTH CENTER
HEALTH UPDATE**

OCTOBER - DECEMBER 2017

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



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HCHC offers 3-D mammography

Early detection is the best protection against breast cancer. October is Breast Cancer Awareness Month and HCHC patients receive advanced breast imaging with HCHC's 3-D mammography.

Breast tomosynthesis, often referred to as 3-D mammography, allows doctors to see masses and distortions associated with cancers and precancerous cells significantly more clearly than conventional 2-D mammography. Fine details are more visible with 3-D imaging and no longer hidden by the surrounding tissue. With 3-D mammography, more images per exposure are acquired giving the radiologist more information and the ability to see finer details.

Studies have shown that 3-D mammograms result in the following benefits for patients: 30-35 percent increase in cancer detection; 11 percent decrease in biopsy rate; an approximate 40 percent reduction in recall rates; 40-50 percent increase in invasive cancer detection.

In addition, 3-D mammography has superior diagnostic accuracy for all breast types. Very low x-ray energy is used during exams, with the total patient dose being well within the FDA safety standards for mammography.

HCHC's mammography technicians are specifically trained in this imaging. In addition to offering cutting-edge 3-D mammography, HCHC's Women's Center provides a private and comfortable waiting area with direct entry to mammography, bone density and ultrasound testing.

To schedule a mammogram, contact the Imaging Services Department at 319.385.6157.

And the survey says...

Do opinions really count on surveys?

At Henry County Health Center the answer is yes!

HCHC wants to ensure that we provide quality healthcare and customer service that our patients expect and deserve. A key way to hear our customers is through patient satisfaction surveys.

HCHC has transitioned to the patient satisfaction survey company, Press Ganey, to assess patient satisfaction. Patients will notice shorter surveys, email surveys for outpatient testing and Emergency Department patients, as well as patient surveys for Physicians & Clinics which includes Women's Health Services, Orthopedics, General Surgery and the Winfield & Wayland Community Clinics. HCHC now also has the ability to survey Park Place elders.

"The survey measures our patients' experience while receiving services at HCHC. We send surveys to a percentage of patients who received outpatient testing and Emergency

Department services. All patients in Maternity Services, Inpatient Medical/Surgical Services and outpatient surgery receive a survey as well," explained Sue McBride, HCHC's Patient Representative/Risk Management nurse.

Patient feedback key to success

Patients receive surveys about two weeks after the time of service, and the survey results are returned to HCHC in reports so that department leaders can analyze the data. The survey results are anonymous; however, patients who would like to have the hospital contact them can provide their name and phone number.

"We want our patients to receive quality care, to be educated about their medical options, and to be treated with courtesy and respect," said McBride. "Listening to our patients' feedback is our most important way to know

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HCHC Associates participate in community events



Over the summer months, Henry County Health Center Associates actively volunteered in the community at several special events.

HCHC and Healthy Henry County Communities (HHCC) participated in this year's Henry County Fair Kids Fun Day in July. HCHC had games for kids, while HHCC provided healthy treats. Families enjoyed the activities offered that day at the fair grounds at McMillan Park. During the week of the Henry County Fair, HHCC sponsored a healthy food booth daily, giving fair attendees healthy food options and promoting wellness among children and adults. HCHC Emergency Medical Services also provided support at the fair's Demolition Derby.



In addition, HCHC was a sponsor for the Mt. Pleasant Area Chamber of Commerce Rock Around the Block. On July 21st, HCHC associates joined the public at Mt. Pleasant's Central Park to provide information about health center departments, services and programs. Departments created games for families to participate in with prizes awarded. The life size "Operation" game made by HCHC's Maintenance Department was a big hit with kids of all ages!

HCHC Associates also participated in the Salem Old Settlers Fun Run/Walk. HCHC and Alfred Savage, D.O., FAAC, were sponsors of the wellness event held during Salem Old Settlers in August. This annual event is a great way for HCHC to reach out and be active participants in a community we serve, and provides an opportunity to promote health and wellness in Henry County.



Through these types of events, HCHC is able to give back to our community. As a community health center, HCHC believes in the importance of being active in Henry County and showing support for important events such as these.

Throughout the year, HCHC Associates can also

be found working in area school district concession stands, volunteering at the Mt. Pleasant Festival of Lights, picking up litter on the highway adopted by HCHC, and more.

2017 HCHC Foundation Golf Benefit The 9th on the 9th!

The 9th Annual HCHC Foundation Golf Benefit is in the books and what a day it was! Seventeen teams took to the links on what some described as the most beautiful day of the year for golfing.

Golfers took aim for a \$10,000 cash prize Hole in One Contest sponsored by Gamrath, Doyle & Vens Insurance, and a \$3,000 Putt Contest sponsored by Kent & Pat White. After a day of mulligans, whiffs, missed putts, shots into the woods and the occasional long, straight shot players joined dozens of community supporters for a delicious dinner prepared by Mount Pleasant Golf and Country Club, sponsored by Pilot Grove Savings Bank. There was a silent auction through the day and a very spirited live auction directed by Jim Huff after the meal which included great items like Metal Yard art for the Cyclones, Hawkeyes, Cubs and Cardinals, wine baskets, gift certificates galore, garden hoses and tickets to sporting events. The goal - raise over \$30,000 to help fund programs aimed at improving access to care for southeast Iowa residents and fulfillment of medical provider needs. A big thank you to our MPGCC members who provided carts, local businesses and individuals who provided auction items, our corporate sponsors and the many individuals who made this event successful. Until next year... happy golfing!



Golfers take to their carts for the shotgun start.



Left: Todd Ralls squares away on a shot.



Right: Some of the Auction items donated to HCHC Foundation.



Golfers in action at the Foundation Golf Tournament.

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to monitor brain, nerve and muscle activity. Breathing patterns and eye movements are also monitored. All of the information from the study is evaluated by a physician trained in sleep disorders. The physician will be able to diagnose a disorder and recommend treatment.

The diagnosis and treatment costs of most sleep disorders are covered by medical insurance.

Call your health insurance company if you have questions regarding coverage.

For more information about sleep disorders or about HCHC's Sleep Lab, please call 385-6104 or visit www.hchc.org/home/health-services/cardiopulmonary-services/sleep-lab/.

Citizens or Superheroes?

Growing up many of us read about masked defenders who come out of nowhere to help where it is most needed. But that couldn't happen in real life... or could it?

Like many other critical access hospitals (25 beds or less) across the state, Henry County Health Center identified a potential problem – recruiting medical professionals to practice in rural Iowa. Getting new graduates to come here is a challenge. How could HCHC Foundation help alleviate the problem... and where would we find a caped crusader to come in with starting finances?

The answer proved simple... local financial institutions. David George from Two Rivers Bank and Trust, Linda Moeller from Great Western Bank and Trust, and Eric Rawson from Pilot Grove Savings Bank set an awesome example for our community by leading the charge and making generous commitments to kick off HCHC Foundation's Provider Recruitment Campaign. They are the superheroes in this story.



Pictured is David George from Two Rivers Bank and Trust (above) and Eric Rawson from Pilot Grove Savings Bank along with Linda Moeller from Great Western Bank and Trust with HCHC Foundation Director Mark Hemen.

The good news is you don't need a cape to be a philanthropic crusader.

The Provider Recruitment Campaign makes employment at HCHC more attractive by helping new providers with medical school loans, insurance premiums and other expenses.

The good news is you don't need a cape to be a philanthropic crusader. All it takes is a kind heart and a phone call to your financial planner or tax advisor. Tell them how you'd like to make a gift to the HCHC Foundation. Like these fine businesses, you could give to the Provider Recruitment Campaign and ensure HCHC continues to provide local, qualified medical professionals to care for our residents and their families. Or you could give to the Foundation for any other reason... as part of your will, a gift of appreciated securities, life insurance or retirement plan assets... your donation to HCHC Foundation makes you a superhero.

Call your financial advisor today to get started, or call HCHC Foundation Director Mark Hemen at 319-385-6541.

continued from page 2 Survey says...

and learn about their experiences with our staff and the services we provide. We measure patient satisfaction to understand and find opportunities to improve future patient experiences. Department directors and staff review the data and comments monthly. We

also compare our scores to other hospitals that use Press Ganey to see how we compare."

The next time you receive a survey from HCHC, please be sure to fill it out. Your comments and suggestions will help ensure that we provide the care you trust and compassion you deserve.



FOUNDATION

Park Place offers dementia training for public

HCHC's Park Place Elder Living is committed to the mental, physical, emotional and spiritual well-being of elders at Park Place and in the community. To help educate the public about dementia, Park Place will offer training for the general public on Thursday, October 12, at 6 p.m. in the HCHC Health Education Center.

"This training will assist families in understanding what their family members are going through and how to better care for them. The training helps caregivers to feel confident that they are providing

The dementia training reviews understanding dementia, communicating with the individual with dementia, and understanding behaviors associated with dementia.

their family member with the care they deserve. It also helps with the frustration that is sometimes present when it is difficult to communicate and care for those particular individuals," said Michelle Hanson, Executive Director of Park Place.

For more information about the training and to RSVP, please call 319-385-5350.

News from Park Place Elder Living

The elders at Park Place Elder Living had an adventurous summer! In June, elders enjoyed a picnic and sightseeing in Oakland Mills. Later that month they were out again for a scenic country drive to visit a farm and Geode State Park where they enjoyed some spectacular views. Park Place extends a heartfelt thank you to John Henriksen, Superintendent of Mt. Pleasant Community Schools, Ted Carlson, Transportation Director, and bus driver Anna Carlson for making the outings possible.

Park Place elders also enjoyed a visit from Elvis in August! Elvis Impersonator, Junior Talley, entertained the elders, their families and staff by performing several Elvis songs. The dining room was decorated for the event complete with props.

For more information about the benefits of Park Place Elder Living, call 319-385-5350.



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 promotes professional enrichment and growth for HCHC associates, and endorses HCHC's vision to be the healthcare provider and employer of choice.

HCHC's Career Ladder recognizes, facilitates and compensates 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 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. The Career Ladder Program also enhances our community by advocating service and leadership in community activities and organizations.

"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 of People, Service, Community, Quality, Finance, and Growth. It is impressive to see the impact this is making on both the HCHC community and the local community," explained Lynn Humphreys, Human Resources Director.

"This program encourages associates to grow and use their leadership skills at HCHC and in our community. We had participants from clinical and non-clinical departments at all four levels of the program."

"These recipients displayed that they were committed to going above and beyond the requirements of their jobs to improve themselves. This results in a better place to work and better care for our patients. The program emphasizes the high priority HCHC places on promoting careers that matter. The investment by the associate and HCHC results in achievement of outstanding patient satisfaction and customer service through the delivery of high-level care and service excellence. Our 2017 Career Ladder recipients are role models for how to work toward this goal and give back to the community."



Congratulations to HCHC's 2017 Career Ladder recipients. First row l-r: Carolee Benz, Berdelle Severson, Deb Steenblock; second row l-r: Jill Daniel, Laurie Gotsch, Deanna Balderas; third row l-r: Brian Sinclair, Gale Bittle, Stephanie Gerdom; fourth row l-r: Lara Andreasen, Ali Welcher, Todd Steenblock; fifth row l-r: Andrea Moeller, Debra Helmersen, Casey Mangold, Devan Rhum, Kelly Carr; sixth row l-r: Mary Murphy, Gary Brose, Stacy Speidel; seventh row l-r: Sara McClure, Brent Wilson, Angie Ackles.



First row l-r: Elise Klopfenstein, Prudy Mallams, Jennifer Vantiger; second row l-r: Gloria Fear, Linda Veldboom; third row l-r: Laurie Hoyer, Jill Burtlow, Jean Glandon.

Not pictured: Lacey Clark, Emily Curry, Rachelle Fear, Julie Humes, Jessica Wilson, Carman Davis, Maureen Ewinger, Erika DuVall.

HENRY COUNTY HEALTH CENTER

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PHYSICAL THERAPY

Bump and Bruise Program

Henry County Health Center's Bump and Bruise Program offers **FREE ASSESSMENTS** of middle school and high school students injured in an extracurricular activity.

Please call
Rehabilitation
Services at
319.385.6102 to set
up an appointment
with a physical
therapist.



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
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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