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Community

Newsletter & Annual Report

A TEAM EFFORT

Iowa Health Physicians and Boone County Hospital

The medical staff at Iowa Health Physicians (IHP), known in the Boone community as Boone Family Practice, has been a vital partner with Boone County Hospital (BCH) in providing exceptional health care to residents of Boone County. Boone Family Practice has consistently provided care to thousands of patients, both through services provided in their Story Street office and through inpatient and outpatient services at BCH.

Even before physicians Dr. John Murphy, Dr. Gerald Sutton, and Dr. Paul Volker joined IHP in 1994, they were part of a group that had provided decades of service to the community that at one time included long time physicians Dr. John Wall and Dr. Robert Manderscheid. These physicians and other physicians that now follow in their footsteps have a commitment to providing quality care in Boone and have a proven track record of supporting BCH. They are dedicated to providing the best care possible, right here in Boone.

Currently, in addition to long-

time physician Dr. Volker, the clinic is staffed by Dr. Brian Mehlhaus, Dr. Sascha Parsons, Dr. Laura Moeller, and Drs. Joel and Alexandra Vander Meide. Each of these family physicians is uniquely qualified to provide a broad range of medical services and offer care for all members of the family from birth through the senior years. The group works hard to develop long-term relationships with their patients and to become the “medical home” for all members of the family. The physicians are equally able to care for patients with acute needs to those with more long term, chronic needs.

“These physicians are committed to the provision of the best care possible in Boone. The group now



*Pictured, left to right:
Dr. Parsons, Dr. Mehlhaus, Dr. Moeller,
Dr. Volker, Dr. J. Vander Meide,
Dr. A. Vander Meide*

and in the past has been tremendously supportive of BCH as we have grown to better meet the needs of our patients,” says Joe Smith, BCH CEO. “Without the support of these physicians, our

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SPOTLIGHT

Team, continued from page 1

hospital would not have been able to achieve the positive results we have seen in the nearly past 20 years.”

All of the IHP physicians are Board Certified by the American Board of Family Medicine. Dr. Volker has been serving his Boone patients since 1988; Dr. Mehlhaus since 1997; Dr. Parsons since 2001; and Dr. Moeller since 2007. These four physicians have not only served our patients well over the years, but they have also served BCH through their service in Medical Staff governance. Each has served as the Chief of the Medical Staff at BCH. Dr. Volker has served in that role twice during his career.

Dr. J. Vander Meide and Dr. A. Vander Meide are the most recent additions to the Boone Family Practice team and began practicing in Boone in 2009. They began their medical careers in the armed forces. The Vander Meide's have been a very welcome addition to the group and to the medical community in Boone.

Each and every physician in Boone is a very important partner with Boone County Hospital in furthering our mission to improve our community's healthcare. Boone is very fortunate to have an abundance of quality physicians who are not only committed to the care of their patients but also to their community and their local hospital.

Tracey McIntire, D.O.



Dr. McIntire, Obstetrics and Gynecology, passed her American Osteopathic Board of Obstetrics and Gynecology in

October and is now Board Certified.

Dr. McIntire has been providing obstetrical and gynecological care at Boone County Hospital since 2006. She received her Medical Degree from Chicago College of Osteopathic Medicine-Midwestern University, Downer's Grove, Illinois, and completed an Obstetrics/ Gynecology Internship and Residency at Midwestern University, Olympia Fields, Illinois.

The American College of Osteopathic Obstetricians and Gynecologists (ACOG) is dedicated exclusively to women's health. As a fellow of ACOG, a D.O. OB/GYN has undergone rigorous training. After four years of medical school, the completion of a four year obstetrics and gynecology residency is required. To merit certification in obstetrics and gynecology, D.O.s must pass special oral and written examinations, and while in practice they are examined by the American Osteopathic Board of Obstetrics and Gynecology. A D.O. OB/GYN must then continue the educational process by attending conferences, seminars and teachings.

Jason Sheffler, D.O.



Boone County Hospital is pleased to welcome Dr. Sheffler to its Medical Staff. Dr. Sheffler will begin practicing at Boone County

Family Medicine, Boone, in mid-February.

Dr. Sheffler received his Doctor of Osteopathic Medicine Degree from Des Moines University, Des Moines; he received a Bachelor of Arts in Biology from Central College, Pella. He completed a Family Medicine Residency at the University of Minnesota, Mankato, where he obtained extensive hands-on experience in general medicine as well as pediatrics, obstetrics and gynecology, and training in both inpatient and outpatient medicine; he also completed a Transitional Rotating Internship from Michigan State University, Kalamazoo, Michigan. Dr. Sheffler is Board Qualified by the American Osteopathic Board of Family Medicine.

Dr. Sheffler looks forward to making his home in Boone and getting to know his patients. For an appointment with Dr. Sheffler, please call (515) 432-2335.

OUR VISION

Happy New Year! I hope 2012 brings you, among many things, health and wellness. As a non-profit governmental hospital, Boone County Hospital (BCH) exists to provide quality healthcare to our patients, an exceptional place to work for our employees and physicians, and outstanding benefits to our community. Our Community Newsletter/Annual Report will give you a look at our physician relationships, the many benefits we offer to the community, and our financial growth.

From a financial perspective, BCH is above budget in nearly every outpatient category, as well as inpatient admissions. While some years have exceeded our expectations and others have fallen short, each year we have seen a profit.

Over the past year, we have made investments in bringing quality physicians to Boone. In February, Dr. Emily Chang joined our growing obstetrics and gynecology staff. Recently, patient satisfaction data indicated our overall scores for OB were in the 99th percentile. Our excellent scores are a reflection of the great staff and doctors in our OB department. Last spring, Dr. Katie Howe joined our Emergency Services Medical Staff. By employing our own emergency doctors, they have an invested tie to our community. We are excited to have our physician clinic back to where it needs to be in regards to the number of physicians and are pleased to welcome three new providers to Boone County Family Medicine—Dr. Wahid Alfonse joined in



Joe Smith, CEO

Boone Clinic to the Ogden Clinic full-time. One of his goals when he began practicing in Boone was to one-day work more closely with Dr. Vermillion. We will be losing one physician this summer as Dr. Frank Downs will be retiring.

Plans are underway for the implementation of a new information technology system. This multi-million dollar project will keep us extremely busy in 2012 as we assess the new system, receive and test the new software, train our employees, and then go live in most of the departments by the end of the year.

Last summer, we implemented a program called the Leadership Development Institute (LDI) for our department directors. Leadership education and professional development is critical to the success of our organization. Good managers typically have happy employees and doctors, which lead to satisfied patients and families. BCH Administration is committed to the leadership training and will hold sessions quarterly for

August, Dr. Jason Sheffler will join in February, and Dr. Joshua Anderson will join this summer. Dr. Glawe has moved from the

managers; managers are responsible for “homework” in between sessions. We are doing this to help us meet our organizational goals of improving the quality of service we provide, the level of care we provide, the level of employee satisfaction, and to help the hospital grow needed services.

During the course of the past year and a half, I’ve had two opportunities to experience BCH first hand—a shoulder surgery, and the birth of my first grandchild. After these two experiences, it is easy for me to see why our staff consistently ranks at the top of the Press Ganey surveys we use to measure patient satisfaction. It seems to me, more than anything else, our employees “get it” in terms of how to treat our patients and their families. Our employees strive to treat our patients with a real sense they are important and they are cared about, not just as patients, but as neighbors, friends and even co-workers. I’m very proud to be a part of such a great team!

As always, your comments are important to us. Your input is our way of making improvements to the care we provide. If you have been a patient at our hospital and receive a survey in the mail after you return home, please take the time to fill it out.

Thanks for your support of our hospital and best wishes for a healthy 2012.

BENEFITS

to the Community

Boone County Hospital (BCH) provides \$3,225,770 in community benefits to Boone, according to a recently completed assessment of those programs and services. That amount, based on fiscal year end June 30, 2011 figures, includes \$2,720,803 in uncompensated care and \$353,419 in free or discounted community benefits that BCH specifically implemented to help Boone County residents.

Community benefits are activities designed to improve health status and increase access to health care. Along with uncompensated care (which includes both charity care and bad debt), community benefits include such services and programs as health screenings, support groups, counseling, immunizations, nutritional services and transportation programs.

The results for BCH are included in a statewide report by the Iowa Hospital Association (IHA) that shows Iowa hospitals provided community benefits in 2010 valued at more than \$1.3 billion. All 118 of Iowa's community hospitals participated in the survey.

Boone County Hospital provides many benefits and services to the community that are designed to improve health. "Several good examples of community benefits are our Foundation's Educating and Empowering U Series which provides a health-related program each month, Family Birth Center classes for expectant parents and Diabetes

classes for diabetics, and many of the services our Ambulance Department provides such as Car Seat Safety Checks, medical coverage at special events in the community and CPR training," says Joe Smith, BCH CEO. "Many of our doctors and staff volunteer their time at the Boone Free Clinic, just one more way we are benefiting the community." He adds, "Educating and providing services to Boone County helps us fulfill our mission of improving our community's health."

The programs and services accounted for in the survey were implemented in direct response to the needs of individual communities, as well as entire counties and regions. Many of these programs and services simply would not exist without hospital support and leadership, says Iowa Health System President Kirk Norris.

But the ability of Iowa hospitals to respond to such needs is continuously challenged by the ongoing economic downturn as well as by huge losses inflicted upon hospitals by Medicare and

Medicaid.

Total uncompensated care in 2010, including charity care and bad debt, was valued at more than \$850 million, an increase of \$54 million (6.8 percent) over 2009.

These efforts, along with IHA's ongoing advocacy to create fairer payment methodologies from Medicare and Medicaid, help ensure the financial stability of hospitals, making it possible for them to provide the services and programs most needed by their communities.

Pictured: The BCH Foundation brought nationally recognized author, speaker and spokesperson Chris Smith, The Diabetic Chef, to Boone to make a presentation as part of the Foundation's Educating and Empowering U Series in May 2011



VISITATION

at Boone County Hospital

BCH

Website

Federal law requires all hospitals that accept Medicare or Medicaid reimbursement, including critical access hospitals such as Boone County Hospital (BCH), to allow competent, adult patients to designate whom their visitors will be while hospitalized. Visitor designees must be given the same visitation privileges as an immediate family member of the patient. This regulation became effective in 2011.

“Visiting hours are unrestricted at Boone County Hospital,” says Laura Krieger, BCH Nursing Administration. “However, during certain situations, we may impose restrictions to visitors.” These restrictions include:

- When the patient is undergoing care interventions.
- When there may be infection control issues.
- When visitors may interfere with the care of another patients.
- Disruptive behavior of the visitor.
- Patient’s or roommate’s need for privacy.
- Court order limiting or restraining contact.
- Substance abuse treatment protocols requiring restricted visitation.
- Behavior presenting a direct risk or threat to other patients or staff.

“It’s important if you are sick or have a disease that can spread, you do not visit a patient,” says Laura. Such diseases include chicken pox, measles and whooping cough. Those who have been exposed to influenza or other infectious processes should not visit until it is safe for them to do so. Laura indicates you should always check with the patient’s care provider before bringing a gift such as food, keep visits brief and enjoyable, and speak in a moderate tone.

For the security of and privacy of our patients, all hospital doors are locked at 9 p.m. After 9 p.m., access is available only through the Emergency Department (ED). All visitors are required to stop at the ED Registration Desk where they will be signed in and issued a 24 hour name badge. When

visitors leave, they are required to sign out at the ED Registration Desk.

“We have the best interest of the patient in mind and understand that visits from friends/family are important to our patients,” says Laura. “By following these visitation guidelines, we can keep a safe environment for our patients and provide them the care they need.”



The information on the Boone County Hospital’s (BCH) website is updated on a regular basis to serve you better. Log on to www.boonehospital.com for the latest BCH news. Did you know you can pay your hospital bill online or pick out and personalize a greeting card for a loved one in the hospital that will be delivered to their room Monday through Friday? Learn about our doctors and the many specialties we offer through our Specialty Clinic. If you are visiting a patient in the hospital or you have an appointment in the hospital and you would like to eat lunch here, check out the breakfast and lunch menu online. Do you want to know more about the many services we provide? Our “Services” tab will help. Or, are you wondering about making a monetary donation to the BCH Foundation? A “Donate Now” button is available in the upper right hand corner of the home page. Become a friend of the foundation on Facebook. And, watch for Facebook soon on the home page of our site!

STEWARDSHIP

STATEMENT OF OPERATIONS

Year Ending June 30, 2011

Patient Revenue	40,530,726
Property Tax Revenue	1,039,731

Total Revenue 41,570,457

Expenses

Salaries	21,171,553
Supplies	6,214,783
Other	9,245,679
Depreciation	1,901,800
Bad Debt	2,720,803
Charity	353,419

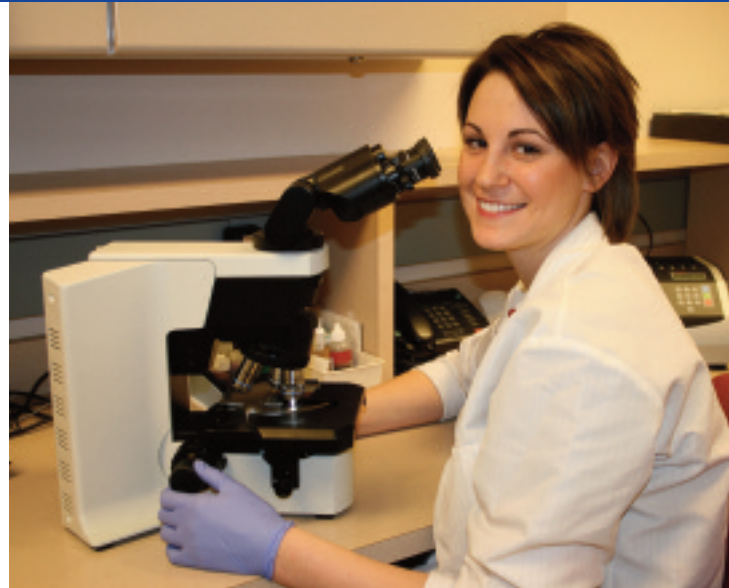
Total Expenses 41,608,037

Operating Income.....	(37,580)
Other Income.....	120,209

Net Income 82,629

The health benefits of having Boone County Hospital in Boone County are immeasurable. Professional, skilled services, conveniently located close to home benefit our community's quality of life.

Following are some of the services provided at Boone County Hospital.



FISCAL YEAR 2009-2010

2010-2011

Inpatient Admissions	1,120	1,185
Births	155	176

Department Statistics

Ambulance Trips	2,187	2,170
Emergency Room	9,398	9,301
Home Health	15,365	14,281
Laboratory	109,642	114,659
Physical Therapy	31,526	33,359
Radiology		
CT Scans	2,401	2,177
MRI	719	791
Nuclear Medicine	406	289
Radiographic Procedures	9,856	10,125
Ultrasound	2,397	2,535
Specialty Clinic	7,242	7,558
Surgery	1,657	1,657
Technical Services		
Cardiology Tests	3,215	2,947
Respiratory Tests	8,806	10,287
Stress Tests	291	249

PROVIDERS

BOONE COUNTY HOSPITAL

- Joe Smith, CEO433-8481
- Main Number432-3140
- Beckwith Family Adult Day Services
.....432-2275
- Boone County Family Medicine
Boone.....432-2335
Ogden275-2417
- Boone Orthopedic Center ..433-8500
- Business Office433-8142
- Cardiac Rehab433-8120
- Comprehensive Specialty Care
.....433-8700
- Diabetes Education433-8624
- Family Birth Center433-8400
- Foundation433-8470
- Gifts Galore Gift Shop433-8180
- Home Care Services.....432-1127
- Madrid Family Practice Clinic795-4300
- Medical/Surgical433-8230
- Rehabilitation Services:
Occupational Therapy.....433-8686
Physical Therapy432-7729
Speech Therapy433-8625
- Sleep Disorders433-8260
- Specialty Clinic433-8300
- Wound Clinic433-8337

BCH ALLIED HEALTH & MEDICAL STAFF

- Anesthesia**433-8358
- Rebecca Clark, CRNA, MS, ARNP
- Christopher Hanson, CRNA
- Larry Lee, CRNA, ARNP
- Clinical Psychology**
- William Martin, Jr., Ph.D.433-0343
- Emergency**433-8150
- Tammy Chance, D.O., ED Medical
Director
- Rick DesCamps, D.O.
- Katie Howe, D.O.
- Brent Liebert, M.D.
- Family Practice**
- Wahid Alfonse, M.D.432-2335

- Frank Downs, M.D.432-2335
- Caleb Glawe, M.D275-2417
- Brian Mehlhaus, M.D.432-4444
- Laura Moeller, M.D.432-4444
- Sascha Parsons, M.D.432-4444
- Eric Peterson, M.D.432-2335
- Jerald Phipps, D.O.432-2335
- Jason Sheffler, D.O.432-2335
- Scott Thiel, M.D.432-2335
- Alexandra Vander Meide, M.D.
.....432-4444
- Joel Vander Meide, D.O.432-4444
- Richard Vermillion, D.O.275-2417
- Paul Volker, M.D.432-4444
- Nicole Goliber, PA-C795-4300
- Kris Shaver, PA-C432-2335
- General Surgery**
- Richard Unger, Jr., D.O.433-8500
- OB/Gyn**
- Emily Chang, D.O.432-7766
- Tracey McIntire, D.O.432-7766
- Orthopedic Surgery**
- James Mueller, M.D.433-8500
- Pathology**
- John Cook, M.D.433-8173
- Radiology**
- Tom Gleason, D.O.433-8160

BCH OUTREACH SERVICES

- General Surgery**
- Jeffrey Maire, D.O.433-8500
- Podiatry**
- Todd Miller, D.P.M.433-8500
- Ophthalmology**
- Nicolas Hamouche, M.D.239-4460

BCH SPECIALTY CLINIC, 433-8300

- Allergy**
- Jay Brown, M.D., McFarland Clinic
- Audiology**
- Kent Weaver, AuD, Woodard Hearing
Center
- Lisa Gardner, MS, CCC-A, Mercy ENT

Cardiology

- Jeffrey Boyd, M.D., Iowa Heart
- Teresa Sieck, MPAS, PA-C, Ph.D., Iowa
Heart

Dermatology

- Kathy Cook, M.D., Skin Solutions
Dermatology

Ear, Nose, Throat

- Cory Mineck, M.D., Mercy ENT
- Matt Morgan, M.D., Mercy ENT

Nephrology

- Jacob Alexander, M.D., McFarland Clinic

Neurology

- Michael Kitchell, M.D., McFarland Clinic
- Seldon Spencer, M.D., McFarland Clinic

Oncology

- Joseph Merchant, M.D., McFarland Clinic

Ophthalmology

- Daniel Vos, M.D., Wolfe Eye Clinic

Pain Management

- Thomas Klein, D.O., Pain Specialists of
Iowa
- Clay Ransdell, D.O., Metro Anesthesia &
Pain Management
- Christopher Stalvey, D.O., Metro
Anesthesia & Pain Management

Physical Medicine and Rehab

- Todd Troll, M.D., Iowa Clinic

Plastic/Reconstructive Surgery

- Kyle Ver Steeg II, M.D.

Podiatry

- Charles Gilarski, D.P.M., McFarland Clinic
- Mark Wetzell, D.P.M., Foot & Ankle
Center

Pulmonary Medicine

- Greg Hicklin, M.D., The Iowa Clinic
- Katrina Guest, M.D., The Iowa Clinic
- Steven Wanzek, M.D., McFarland Clinic

Spine Surgery

- Daniel McGuire, M.D., Iowa Spine Care

Urology

- Brian Gallagher, M.D., The Iowa Clinic

Vascular Surgery

- Doug Massop, M.D., Iowa Clinic



1015 Union Street
Boone, Iowa 50036

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PERMIT #4

HEART MONTH

An Educating and Empowering U Program

February 21st, noon

Presented by Teresa Sieck, PA-C, Iowa Heart Center
4th Floor Conference Room
Boone County Hospital



Learn about risk factors for heart disease including family history, high blood pressure, poor diet, inactivity, high stress levels, diabetes, smoking, obesity, aging and gender. Teresa will discuss signs and symptoms of congestive heart failure, as well as treatment and prevention. Lunch will be provided.

Educating and Empowering U is a FREE monthly series sponsored by the BCH Foundation. Please R.S.V.P. your attendance by calling the BCH Foundation Office at (515) 433-8470.

The March program will be a “Babysitter Meet and Greet” and will be held on March 17th from 9 to 11 a.m. For more information, log on to the BCH website at www.boonehospital.com and click on Foundation.

