

Community Newsletter

Bedside Reporting

A new initiative on the medical/surgical unit at BCH

Excellent patient care is the number one priority at Boone County Hospital (BCH). Part of providing quality care is keeping the lines of communication flowing. In an effort to improve the communication process for the patient and caregivers, the Medical/Surgical

Department at Boone County Hospital has implemented "bedside reports."

Bedside reports will keep the patient better informed about their plan of care, medications, tests and progress while they are a patient at BCH. The patient's nurse will

provide bedside reporting in the presence of the patient at each shift change to ensure all of the patient's healthcare information has been communicated correctly to the nurse coming on duty; it is also an opportunity for the patient to meet the nurse.



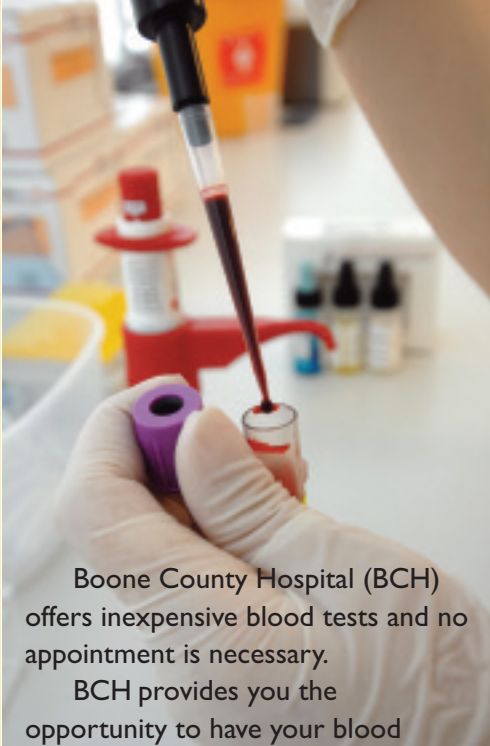
Data indicates communication issues are the root causes of about 30 percent of patient safety events. Improved communication between caregivers will greatly improve patient care and outcomes.

"We're hoping this new process between caregivers and the patient will help in setting goals for the patient's recovery. It's also an opportunity for the patient to ask

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Walk-in Wellness Screens

Reporting continued from page 1



Boone County Hospital (BCH) offers inexpensive blood tests and no appointment is necessary.

BCH provides you the opportunity to have your blood tested without going through your physician. If you want to know your blood type, your cholesterol level or if you have concerns about diabetes, anemia or prostate cancer, our walk-in wellness tests are for you.

The BCH profiles are offered every day from 6:30 to 10:30 a.m. in the Laboratory. Costs are kept low because you pay up-front, and no insurance filing is necessary.

All profiles:

- Require a 12 hour fasting period prior to blood being drawn.
- Include our pathologist's interpretation with the exception of the ABO/RH wellness.
- Can be combined.

All profile results will be mailed to your home within 72 hours. For questions about our walk-in wellness screens, call the BCH Lab at (515) 433-8170.

questions,” says Denise Turner, Director of Med/Surg at BCH.

Bedside reporting has many positive benefits for the patient. They will:

- See and hear from a team of professionals who are providing their care.
- Be reassured that everyone is getting the necessary information.
- Feel more informed about their care, thereby, making them less anxious and more compliant with their care and treatments.
- Be more satisfied because they know things are being done and monitored throughout the shift.
- Know who their nurse is on every shift.

to the family and staff are:

- Decreases the potential for misses and mistakes.
- Increases patient involvement and addresses keeping patients informed.
- Increases trust for the patient and family.
- Decreases patient wait time at change of shift.
- Increases accountability for nurses as they report off visually in front of patients and each other.
- Increases new RN skill level—RN's can see and hear what the experienced RN is doing and why.
- Increases teamwork between shifts.

*“It isn't about us, our schedule or our comfort zone.
Our priority must be the patients. After all,
they are the reason why we are here.”*

— Denise Turner, Med/Surg Director

According to Denise, many patients perceive the time during shift change to be a time when no one is around. Data indicates communication issues are the root causes of about 30 percent of patient safety events. Improved communication between caregivers will greatly improve patient care and outcomes.

Additional benefits of bedside reporting to not only the patient, but

Bedside reporting allows staff to maintain the high quality of care the patient deserves and expects as a patient at BCH. “We want the patient's perspective because their input is important to us,” says Denise. “It isn't about us, our schedule or our comfort zone. Our priority must be the patients. After all, they are the reason why we are here.”

New BCH Women's Health Program

Helping Women with Incontinence

It's embarrassing, it's sometimes unpredictable, and it happens on occasion to one out of three women. It's urinary incontinence, the act of losing urine by accident. For women in and around Boone County suffering from incontinence, help is as close as Boone County Hospital. In September, BCH Rehab Services began offering a Women's Health Program.

The new Women's Health Program involves physical therapy to assist with incontinence and prolapse due to pelvic floor weakness. Studies have shown that 36 percent of women over the age of 45 years suffer from incontinence. More concerning is only 25 percent of women who experience incontinence discuss it with their physician. And, of the women who report incontinence, only 12 percent seek further treatment.

"We knew there was a need for a program focusing on women's incontinence and we've been wanting to develop it and implement it for several years, but didn't have the right person available with the appropriate training until Chandi was hired in 2010," says Tony Mack, BCH Rehab Services Director. "The need for such a program has been great. Up until now, patients from the Boone area have been driving to Ames or Des Moines for treatment. Plus, with our growing obstetrical department, and two OB/GYNs on our Medical Staff, we knew the program needed to be a priority."

Chandi Kelsey, DPT, is the BCH physical therapist overseeing the new program. She has a Bachelor of Science Degree in Kinesiology from Michigan State

University, and received her Doctor of Physical Therapy Degree from Des Moines University.

Because incontinence for women can be a sensitive issue, all evaluations and treatments occur in a private room created for the comfort of the patient in the hospital. All women's health therapy will be provided by Chandi, or another female physical therapist or physical therapy assistant in her absence.

Chandi says the pelvic floor training program utilizes the technology of biofeedback. "Both the patient and I are able to visually observe pelvic floor contraction and relaxation on a computer screen via a small internal sensor," she says. "Goals can then be set using measured outcomes and can be monitored during each session which can give the patient a better understanding of her progress."

Goals for women's physical



therapy can range from having to use fewer pads per day, going to the bathroom less often, decreasing the degree of prolapse, and having fewer leaks throughout the day. "A key component to the success of pelvic floor rehabilitation is the home exercise program" says Chandi. "Patients can expect to receive a personalized home program to achieve the best outcomes possible. Ultimately, my goal is to help a woman to make each day better by achieving the best quality of life."

A physician's referral is required for the Women's Health Program. Please talk with your physician and have him/her refer you to BCH Rehab. If you would like to learn more about the program, call Rehab Services at 432-7729.

Pictured: Chandi Kelsey sits by the computer monitor which shows a typical biofeedback session. The red on the screen indicates a time to contract the pelvic floor. If it were green, it would indicate a resting period.

Home Care and Beckwith Family Adult Day Services

Offering Experience and Comfort to Boone County Residents

After treatment for an illness or surgery, most of us want to return to a familiar setting. Extended care is often necessary when a patient returns home. If you or a family member are recovering at home from an accident, illness or are needing assistance to stay in your home, Home Care Services of Boone County Hospital (BCH) would be happy to provide a variety of customized home health care services. BCH Home Care has been serving the Boone community since 1938 and has been under the BCH umbrella since 1985.

Home Care Services offers registered nurses, home care aides, and physical, occupational and speech therapies. Lifeline provides a 24-hour emergency response system to individuals living in their home. A new feature called Auto Alert is also available for the current Lifeline system and senses if someone experiences a significant fall and places a phone call for the individual. Meals on Wheels are home delivered noon meals, and Congregate Meals are offered at noon in a social setting to anyone age 60 and older. Meals are served at the Boone Senior Center and at the Cedars in Madrid. Both meal options are nutritionally balanced.

“One of the biggest perks about our home care program is that most of the staff live in Boone County,” says Vicki McCambridge, Home Care Services Director. “Many of our patients know our staff because they

are from Boone. It adds a sense of trust for our patients, and they feel more confident in the care they are receiving because they know their care provider,” she says. “In addition, our patients have consistency and familiarity with their healthcare provider because they have the same nurse at each visit.”

Beckwith Family Adult Day Services was opened in 2004. The program is certified and open weekdays 8 a.m. to 4:30 p.m. to provide an environment for adults ages 55 and older who are in need of assistance, support and socialization with others. A referral is not necessary. If someone feels they have a loved one that requires care during the day, they can call Beckwith.

“Our services are helpful to individuals who would like their loved

one to remain at home as long as possible, but need additional help,” says Vicki. The staff at Beckwith consists of a nurse and certified nursing assistants with special training in dementia. Currently, one-third of the Adult Day participants also receive Home Care. “A participant might have a decreased ability to do things for themselves, maybe they are forgetful, unsteady on their feet, or have been diagnosed with dementia or Alzheimer’s. Maybe they just need more socialization and need to be around others. That’s what Beckwith is all about... socialization and keeping them as active as possible,” says Vicki.

Currently, there is an Elderly Waiver program available for individuals who qualify and need assistance with the cost of adult day care. Adult Day is also working with



Pictured: Home Care nurse Debi Pestotnik with Theresa Lowman, Home Care patient and Beckwith Family Adult Day Services participant

Doctor Receives Board Certification

Veterans Affairs to become a provider of a program that will help cover the cost of adult day care for veterans. The details for this benefit are still being worked out.

A big benefit for both Home Care and Adult Day is they have an excellent working relationship with the doctors on the BCH Medical Staff, as well as hospital staff. Because the staff and the doctors are all under one entity, it makes for cohesiveness and better communication. Dr. Mehlhaus, a family practice physician, sits on the Advisory Board for Home Care.

Vicki wants Boone County residents to know, even if you receive your healthcare outside of Boone, you can still ask to be referred to BCH Home Care Services. She says, "They just need to speak up and tell their doctor they want to be referred to Boone County Hospital Home Care. Everyone has that choice." Vicki also indicates it's important to remember if you are getting a referral to a home care agency in Boone, don't assume you are getting BCH Home Care. Ask specifically for the Home Care associated with BCH.

BCH Home Care Services is open 8 a.m. to 4:30 p.m., Monday through Friday. There is a nurse on call after office hours, weekends, and holidays.

For additional information and phone numbers, log on to www.boonehospital.com and click on Programs and Services to find Home Care Services and Beckwith Family Adult Day Services.



The American Board of Family Medicine (ABFM) and Boone County Hospital are pleased to announce Caleb Glawe, M.D., Boone County Family Medicine (BCFM), has successfully completed his Certification Examination. Board certification confers a standard of excellence in knowledge and practice to physicians who not only certify via the examination process, but who also work diligently on the maintenance of these skills during the cycle between examinations.

To achieve and maintain certification by the ABFM, Dr. Glawe must possess a full and unrestricted license to practice medicine in the United States, complete online education self-assessment modules, verify the completion of 150 hours of acceptable continuing medical education every three years, demonstrate ongoing, systematic quality improvement within practice, and successfully complete a one-day, written examination of cognitive knowledge and problem-solving abilities. This examination covers, but is not limited to: adult medicine, care of newborns, infants and children, and adolescents, maternity and gynecological care, community medicine, care of the older patient,

human behavior and mental health, and care of the surgical patient.

Dr. Glawe joined the Boone County Hospital Medical staff in the fall of 2009. He is currently seeing patients at BCFM in Boone. Beginning December 5th, Dr. Glawe will be working out of BCFM in Ogden full-time. He received his Medical Degree from St. Matthew's University School of Medicine, Grand Cayman Island, BWI, and completed a Residency from the Quad Cities Family Medicine Residency Program, a University of Iowa affiliation, at Genesis Medical Center, Davenport.

The American Board of Family Medicine, one of 24 member boards of the American Board of Medical Specialties, is the second largest medical specialty board in the United States. Founded in 1969, it is a voluntary, not-for-profit, private organization whose purposes include improving the quality of medical care provided to the public by family physicians, establishing and maintaining standards of excellence in the specialty of family medicine, improving the standards of medical education for training in family medicine, and determining by evaluation the fitness of physicians who apply for and hold certificates in the specialty of family medicine.

For an appointment with Dr. Glawe, please call 432-2335 (Boone) or 275-2417 (Ogden).

For more information about the ABFM, log on to www.theabfm.org.

Volunteers Recognized Annual Wellness Visit



Boone County Hospital (BCH) Volunteer Auxiliary members were recognized at their Annual Fall Meeting/Supper in the BCH Atrium in October. Over the past year, the Auxiliary has given 11,986 hours of their time to the hospital. Not only do they provide assistance in various departments, but they help to raise money for the hospital through various events they hold throughout the year.

Ruth Bryant (pictured right) was one of 45 Iowa Auxilian's/Volunteers recognized as a "Shining Star" by the Iowa Hospital Association at their Annual Meeting in October. Each hospital had the opportunity to designate one outstanding, extra special volunteers from their hospital to be honored as a "Shining Star."



Pictured, volunteers recognized for their milestone hours: front, left to right: Maureen Walter (1,500), Ruth Bryant (4,000), Janice Clark (1,000); row two, left to right: Connie Kruck (4,000), Heather Morrissey (3,000), Jean Iben (4,500), Lynn Johnson (1,000), Pearl Hamman (1,000), Carol Keithley (500), Glenda Camelin (1,000), Dorothy Huffman (9,500), Clara Crook (500), Ann Gustason (500), Ann Browning (2,500); not pictured: Fran Fisher (2,500)

With recent changes in Medicare benefits this year, Medicare insured patients can now receive an Annual Wellness Visit (AWV). This visit with a nurse is a benefit to the patient. Medicare does pay for this visit with no co-pay, deductible and/or coinsurance due from the patient.

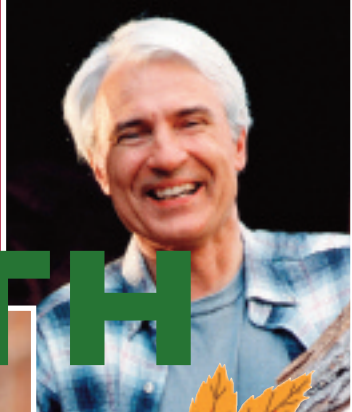
The AWV is not a complete physical but includes:

- Review of your medical and family history
- Measurement of height, weight, body mass index, blood pressure, and other measurements deemed appropriate by your medical/family history
- A list of current providers involved in your medical care
- Detection of any cognitive impairments
- Review of potential risk factors for depression
- Review of functional ability and level of safety
- A written screening checklist/schedule for next five to ten years as appropriate
- Personalized health advice and referrals to health, education and/or preventative counseling services or programs as needed.

The AWV exams are available Tuesdays, Wednesdays, and Thursdays at Boone County Family Medicine. For more information, contact the clinic. If you are a patient at the Ogden Clinic, please call the Boone Clinic at 432-2335 as the Ogden Clinic does not currently perform this exam.



To your



HEALTH



Programs & Services



Basic Infant & Child CPR Class
November 15, 6:30 to 8:30 p.m.,
BCH 4th Floor Conference
Room. This free educational class is for parents & will be taught by BCH EMTs/paramedics. No certification will be given. Call the Family Birth Center, ext. 8400, to register.

Beckwith Family Adult Day Services
Open Monday through Friday, 8 a.m. to 4:30 p.m. The program offers a home-like environment with fun activities, noon meals & individualized care for adults 55 years of age & older who do not need 24 hour care, but cannot be left alone for long periods of time. Call 432-2275.

Big Brother/Big Sister Sibling Class
November 16, 6:30 p.m., BCH 4th Floor Conference Room. This sibling class helps children ages 2 to 10 prepare & accept the arrival of a newborn. To register, call the Birth Center at 433-8400.

Free Blood Pressure Checks
 ● **BCH Specialty Clinic Every Friday, 8 a.m. to Noon, BCH.**
 ● **Madrid Family Practice Clinic (MFPC) Every Monday, Wednesday, Friday, 8 to 9 a.m., MFPC.** No appointment is necessary.

Boone Community Blood Drive
 Call (800) 287-4903 to schedule a time to give blood in Boone. Sponsored by the BCH Auxiliary.

CPR Classes
 CPR classes are provided as requested. Call 433-8190.

Car Seat Safety Checks
Second Tuesday of every month, 4 to 8 p.m., BCH. If you would like a car seat safety technician to check your child's car seat & make sure it's installed correctly, call 433-8196.

Childbirth Preparation Class
November 19, 8 to 4 p.m., BCH 4th Floor Conference Room. During this day-long event, you will take part in classes for Childbirth Preparation, Infant Care and Breastfeeding. Lunch is provided. Wear comfortable clothes & bring two pillows. To register, call the Birth Center, 433-8400.

Diabetes Support Group
November 17, 4 p.m., BCH 4th Floor Conference Room. "Holiday Survival" will be presented by Shelley Woodall, RD, LD, BCH Dietary. No pre-registration required.

Educating & Empowering U
November 15, 6 p.m., BCH 4th Floor Conference Room. The program will be "Informed Decision Making During Medicare Open Enrollment" & will be presented by Sharon Dowd-Jasa, BCH SHIIP Volunteer. What should you consider when you select or change health plans? What are the costs for health plans for 2012? Dinner provided. Call 433-8470 to register.

Festival of Trees & Holiday Open House
November 12, 9 a.m. to 4 p.m., & November 13, 11:30 to 4 p.m., BCH Atrium & Gifts Galore. Enjoy a 20 percent discount in Gifts Galore, homemade goodies, free gift wrapping, holiday music, drawings for special items & a visit from Santa. A large assortment of trees, wreaths, stockings & tree skirts will be available to bid on through a silent auction. Bids will be accepted from November 5th through the 19th.

First Aid Classes
 This OSHA approved course will teach participants how to initially respond to medical emergencies & injuries. For scheduled dates & to pre-register, call 433-8190.

Lab Wellness Profiles
Offered seven days a week, 6:30 to 10:30 a.m., BCH Lab. Seven different blood tests are available. Cost is low; no insurance filed. Call 433-8170.

SHIIP
 A SHIIP (Senior Health Insurance Information Program) volunteer is available to assist you with your Medicare Prescription Drug Plan. To schedule an appointment, call 432-1127.

Volunteer Auxiliary
 The BCH Auxiliary is looking for men & women volunteers of all ages. To become a volunteer, please fill out a volunteer application at www.boonehospital.com.



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Visit the Boone County Hospital web site at www.boonehospital.com

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 Center433-8500
- Business Office.....433-8142
- Cardiac Rehab433-8120
- Comprehensive Specialty Care ..433-8700
- Diabetes Education433-8624
- Family Birth Center433-8400
- Foundation433-8470
- Gifts Galore Gift Shop433-8180
- Home Care Services432-1127
- Madrid Family Practice Clinic.....795-4300
- Medical/Surgical433-8230
- Rehabilitation Services:
Occupational Therapy433-8686
Physical Therapy.....432-7729
Speech Therapy433-8625
- Sleep Disorders433-8260
- Specialty Clinic.....433-8300
- Wound Clinic433-8337

BCH 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.D.432-2335 (Boone)
.....275-2417 (Ogden)
- Brian Mehlhaus, M.D.432-4444
- Laura Moeller, M.D.432-4444
- Sascha Parsons, M.D.....432-4444
- Eric Peterson, M.D.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-C.....432-2335

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., Medical Center Anes.
- 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