

# Community

## Newsletter & Annual Report

# BCH RECEIVES AWARD

## *Honored for National Quality Initiatives*

Boone County Hospital (BCH) recently received an award for demonstrating continuous quality excellence and innovation, and proved its commitment to offering the highest quality care to its patients and the communities they serve. There are only eight hospitals in the entire United States that received this award.

The National Rural Health Resource Center has recognized BCH for their participation in national quality initiatives. BCH was nominated for the award by the Iowa Department of Public Health, Flex Program. A special awards ceremony was held on February 12th in the BCH Atrium with hospital administration, staff and physicians in attendance.

BCH publicly reports to Hospital Compare and participates in the Medicare Beneficiary Quality Improvement Project with HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems, a



national standardized, publicly reported survey of patients' perspectives of hospital care). BCH participates in the Agency for

*Pictured: the BCH Dietary staff, along with Shannon Williams, Quality Improvement, discuss their huddle board, a quality improvement initiative implemented in several hospital departments in 2011*

*Quality Award, continued on page 2*

*“We continually review our data, implement improvements, and strive to be a high performer while continuing to show progress and safer care.”  
— Howard Eikenberry, BCH Administration, Quality Improvement*

*Quality Award, continued from page 1*

Healthcare Research and Quality TeamSTEPPS training, a powerful solution to improve patient safety, and an evidence-based teamwork system to improve communication and skills among health care professionals. They have implemented Lean, an idea to maximize patient value while minimizing waste, as well as continuous quality strategies to improve process and patient care outcomes.

As a critical access hospital, BCH has consistently demonstrated excellence in quality initiatives with documented outcomes by scoring above average on the majority of patient safety measures when compared to other Iowa hospitals. “We continually review our data, implement improvements, and strive to be a high performer while continuing to show progress and safer care. This improvement occurs because everybody in the hospital is on the same page for the quality of

patient care,” says Howard Eikenberry, BCH Assistant Administrator of Information Technology/Quality Improvement. “The hospital also actively participates in the Centers for Medicare and Medicaid Services Partnership for Patients Program. We have completed improvement efforts to reduce infections in the hospital, and have also implemented policies and processes to eliminate early elective deliveries that are not medically needed.” Physicians, staff, and leadership have engaged in the quality improvement process and are active participants.

The National Quality Award was established by The Center and the Federal Office of Rural Health Policy to recognize the excellent work in critical access hospitals (CAHs) throughout the country.

This year, out of 1,331 CAHs from across the United States, 20 hospitals were nominated for recognition. “This year’s recipients embody both outstanding quality and meaningful innovation,” said Terry Hill, Executive Director of the National Rural Health Resource Center. “They demonstrate that rural hospitals can lead the way in the rapidly changing health care industry.”

Health care delivered in rural communities is affordable, high quality, and necessary to the good health of the entire community. “Having high quality health care services available locally is crucial to the safety, health, and economic well-being of our community,” says Joe Smith, BCH CEO.

“Boone County Hospital is one of 82 CAHs in the state that are improving coordination of care across health systems and implementing best practices in patient safety. BCH is committed to using evidence-based practices to improve patient outcomes and increase communication and teamwork among health care professionals,” said Kate Payne, Iowa Flex Program Coordinator, Iowa Department of Public Health.

## DID YOU KNOW?

Boone Family Practice at 120 South Story, Boone, offers extended hours. They are open Monday’s until 7 p.m. and Saturday’s

from 8:30 to 11 a.m. They extended their hours due to multiple requests from patients and to meet the needs of those that work during the day. To schedule an appointment with Drs. Brian Mehlhaus, Sascha Parsons, Alexandra Vander Meide, Joel Vander Meide or Paul Volker, call 432-4444.



# OUR VISION

Change occurs more and more rapidly in our society, and changes in healthcare will lead the way over the next few years. Hospitals and physicians across the country are looking for ways to improve the processes we use to provide quality care. Boone County Hospital (BCH) is no exception. During the past year, we have invested a great deal in developing systems and processes that we believe will help us provide better and safer care.

Over the past 12 to 18 months, BCH has been in the process of choosing and implementing a new hospital computer system. Our transition to the new Meditech system took place on January 15, 2013. This system provides us with a fully electronic health record (EHR). An EHR will make it possible for you and your physician to work with other providers seamlessly. The system allows us to keep a much closer eye on possible drug interactions or other possible adverse events. The system allows physicians to monitor your care and your radiology and laboratory results from anywhere, at anytime. Our patient verification systems allows us to double and triple check that medications are delivered to the right patient, at the right dose, at the correct time. EHRs also allow payor (both private insurers and governmental payors such as Medicare) to more closely monitor the level of quality care that is delivered at individual hospitals.

Soon, hospitals and physicians will be paid, in part, on the quality of care they provide.

During the past year, BCH also focused on a number of other patient care initiatives. For example, we have been working with our nursing staff to make sure patients and their families understand more about their illness at treatment prior to their discharge from the hospital. Patients need to understand their medications, the purpose for those medications, and any possible problems that might arise. In regard to their medical condition, they need to understand as well as possible, the course of their treatment and their disease, and early signs or symptoms that might require follow-up. We now have much more intentional patient education processes to improve outcomes and reduce readmissions.

A number of services that have been started at BCH in the last few years continue to grow. For example, total joint replacement services at BCH continues to grow with an almost 50 percent increase in joint replacements from 2011 to 2012. In addition to our growing orthopedics service at BCH, physical therapy continues to grow steadily year after year.

During 2012, BCH welcomed two new family practice physicians to the BCH Medical Staff. Dr. Jason Sheffler and Dr. Joshua Anderson joined our team and have been very well received. We continue to believe

that Boone is blessed with a very solid primary care medical community that is second to none in rural Iowa.



*Joe Smith, CEO*

Don't forget about our monthly Educating and Empowering U series sponsored by the BCH Foundation. Each month a different topic is presented free of charge to the public; lunch is provided. On February 19th, our three nationally-known nurses from the Wound Clinic, Cathy Wetzeler, Ruth Anderson, and Mary Lynn Papin, will speak on "Wound Scene Investigation" and on March 19th, our guest speaker is from the West Lakes Sleep Center. The program is "Sleep: Why Don't We Sleep and How Can We Get More of It?" For a complete listing of the 2013 program topics, log on to [www.boonehospital.com](http://www.boonehospital.com).

Look for changes and improvements to continue at BCH throughout the coming years. As we plan for our future, remember "bettering our communities healthcare" will be our number one goal, and the goals around which we measure our success. Thanks for your continued support.

# NEWBORN SCREENING

## *BCH Now Offers Congenital Heart Disease Test*

Congenital heart disease (CHD) is a problem in the structure of the heart or its main blood vessels, and is most common with a birth defect. Some forms of CHD are serious and can cause the baby to become sick soon after birth.

In September 2011, the U.S. Health and Human Services Department approved the addition of screening for critical congenital heart disease (CCHD) to each state's newborn screening panel. In October of 2012, the Family Birth Center at Boone County Hospital (BCH) began offering this screening. BCH is one of the 30 percent of Iowa hospitals that currently administer the test.

Before the baby goes home, Birth Center staff will check for a sound in the baby's heart called a heart murmur, abnormal heart rate, breathing or blood pressure, and will do a pulse oximetry test to check for low oxygen levels. A pulse oximetry

test is simple and painless, and measures how much oxygen is in the blood. A sticky-strip, like a band-aid, is placed on the baby's hand and foot. A small red light on the strip measures the baby's oxygen level. It will not hurt the baby. Low oxygen can be a sign of CHD. If your baby has CHD, the pulse oximetry test may tell the nurse before a newborn becomes sick. Results of the

*“The CCHD screen is a painless test that has the potential to discover a problem that could save a newborn's life.”*  
—Dena Systma, Director,  
Family Birth Center



screening are reviewed with the mother before the baby leaves the hospital.

According to the Centers for Disease Control and Prevention, about 7,200 children are born with critical congenital heart defects each year. An estimated 200 of those are discharged without the defects even being detected.

“The CCHD screen is a painless test that has the potential to discover a problem that could save a newborn's life,” says Dena Sytsma, Director of the Family Birth Center.

*Pictured: Shannon Hill, Birth Center nurse, places a sticky strip on a newborn's foot to test the baby's oxygen level*

*BCH is one of the 30 percent of Iowa hospitals that currently administer the test.*

# NEW TECHNOLOGY

## *Patient Care and Safety are Priorities*

Over the years, many advances have been made in information technology. Today, people can access information at their fingertips. Information technology in health care has been following close behind. In the last decade, numerous technology tools have become available to improve health for you, your family and the community.

Information technology in health care is called EHR, an electronic health record. The EHR provides a computerized version of the paper

chart you have seen your doctor or nurse with in the past, and includes a collection of information about you, the patient. It is a record in the digital format that can be shared across different settings such as a hospital, clinic and pharmacy if required for your care. EHRs include a variety of data such as demographics, medical history, medication and allergies, immunizations, lab tests results, radiology images, vital signs, billing information, and more.

In January, 2013, Boone County Hospital (BCH) transitioned to an electronic health record. According to Howard Eikenberry, BCH Assistant Administrator of Information Technology/Quality Improvement, the transition was a huge endeavor that took a lot of time and hard work from employees. The change affects almost every hospital department, as well as the affiliated clinics, in one way or another.

BCH spent two years looking at

different electronic record systems. Staff, including doctors, were involved in the process. In all, staff looked at five different systems finally deciding on a system they felt best met their needs and met the hospital's budget. "Our goal is to provide the hospital a computer system that provides meaningful use for patients, meaning it will provide patient care and safety," says Howard.

Congress requires all hospitals to purchase or upgrade a system by the fall of 2015. If a system is purchased and all requirements are met, the government can reimburse the hospital 80 percent of the cost of the EHR implementation. BCH chose to purchase a system. "Meditech had the best integration within our price range for a hospital of our size. They offer a complete hospital and clinic system that has worked together for a long time," says Howard. In addition, Meditech offers a home care system called Maestro. That system was implemented in BCH's Home Care Services in October 2012.

The EHR at BCH includes a record that is up-to-date, complete, accurate, and with the click of a few buttons can be in the hands of the doctor when the record is needed. "Our goal is to improve the quality of care for our patients," says Howard. "Because the EHR allows for the exchange of health information electronically, it allows



*Pictured: Clinical Informatics Analyst Heather Addy assists Dr. Anderson, Boone County Family Medicine, on the new EHR system*

*Technology, continued on page 6*

# STEWARDSHIP

Technology, continued from page 5

health care providers to offer higher quality and safer care for their patients.”

Benefits of the electronic health record for the hospital and clinics are: enhanced privacy and security of patient information, enhanced clinical alerts, reminders and medical information, safer and more reliable prescribing, quick access to patient records, legible and easily read reports for coding and billing, and a connection with registration, labs, and any other area with an EHR.

Besides patient safety, what does the new EHR mean for you, the patient? There will be less paperwork that means fewer and shorter forms for you to complete. Your information will get into the hands of the people who need it quickly. All of your providers, as you permit them, will be able to obtain your information through the EHR allowing them to have accurate and the most up-to-date information about your care. And, the EHR allows for different specialist doctors to coordinate your care with your primary care doctor and protect your safety so there is no duplication of services such as unnecessary tests and procedures.

By the fall of 2013, BCH plans to implement phase II of the EHR which will offer a patient portal allowing patients to log in, schedule appointments, check on prescriptions and send a message to their doctor.

## STATEMENT OF OPERATIONS Year Ending June 30, 2012

Patient Revenue .....	43,360,691
Property Tax Revenue .....	1,059,000
<b>Total Revenue .....</b>	<b>44,419,691</b>

### Expenses

Salaries .....	22,133,055
Supplies .....	5,148,678
Other .....	10,491,119
Depreciation .....	1,851,990
Bad Debt.....	3,683,940
Charity .....	392,100
<b>Total Expenses .....</b>	<b>43,700,882</b>

Operating Income .....	718,809
Other Income .....	76,197
<b>Net Income .....</b>	<b>795,006</b>

### FISCAL YEAR 2010-2011

### 2011-2012

<b>Inpatient Admissions</b> .....	1,185	1,250
Births .....	176	139

### Department Statistics

Ambulance Trips .....	2,170	2,558
Emergency Room .....	9,301	9,390
Home Health .....	14,281	14,612
Laboratory .....	114,659	126,162
Physical Therapy.....	33,359	34,437
Radiology		
CT Scans .....	2,177	2,144
MRI .....	791	701
Nuclear Medicine .....	289	319
Radiographic Procedures .....	10,125	10,342
Ultrasound .....	2,535	2,594
Specialty Clinic .....	7,558	8,765
Surgery .....	1,657	1,766
Technical Services		
Cardiology Tests .....	2,947	3,223
Respiratory Tests .....	10,287	9,134
Stress Tests .....	249	243

# PROVIDERS

## **BCH ALLIED HEALTH & MEDICAL STAFF**

### **Anesthesia**.....433-8358

- Rebecca Clark, CRNA, MS, ARNP
- Christopher Hanson, CRNA, MS, ARNP
- 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**

- Joshua Anderson, D.O. ....432-2335
- Caleb Glawe, M.D.....275-2417
- Brian Mehlhaus, M.D. ....432-4444
- Sascha Parsons, M.D. ....432-4444
- Eric Peterson, M.D. ....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-C .....795-4300

- 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
- Amar Nath, M.D., Iowa Health Cardiology
- Teresa Sieck, MPAS, PA-C, Ph.D., Iowa Heart

### **Dermatology**

- Kathy Cook, M.D., Skin Solutions Dermatology
- Scott Green, M.D., Mid-Iowa Dermatology
- Katherine Blomgren, PA-C, Mid-Iowa 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

## **Oncology**

- Joseph Merchant, M.D., McFarland Clinic

## **Ophthalmology**

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

## **Pain Management**

- Clay Ransdell, 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

## **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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# NURSES RECOGNIZED

## *Seven Receive Inpatient Obstetric Nurse Certification*

Congratulations to seven nurses from the Boone County Hospital Family Birth Center for receiving National Certification Corporation (NCC) certification as an inpatient obstetric nurse (INP).

The credential is earned by meeting educational and/or practice requirements and taking a rigorous examination that covers the specified specialty areas.

Sarah Droste, Autumn Grossnickle, Shannon Hill, Katie Merriam, Heather Wilson, Gina Wolter and Dena Systma have joined over 100,000 health care professionals that have earned this prestigious NCC credential since 1975. Maintenance of the credential is required every three years and involves a continuing competency assessment and earning continuing education. NCC is a not-for-profit

organization that sponsors a national certification program in obstetric, gynecologic and neonatal specialties.



*Pictured, left to right: Autumn Grossnickle, Shannon Hill, Katie Merriam, Gina Wolter, Dena Systma, Heather Wilson, Sarah Droste*