

# Community Newsletter

## BCH Provider Becomes a Patient

### *A grateful patient*

When you are normally healthy, an unexpected hospital stay is the furthest thing from your mind. For one of Boone County Hospital's very own, a lengthy hospital stay is not something he likes to remember,

however, the exceptional care he received while he was a patient at Boone County Hospital (BCH) is something he speaks fondly of and will continue to talk about to whoever will listen.

Dr. William Martin, a psychologist whose clinic is located at BCH and a member of the medical staff, found himself needing immediate medical care earlier this year due to a life-threatening infection in his knees and hips. The patient experience for him was an eye opener. As a healthcare professional, he was used to seeing things from the perspective of a provider, having maintained good health throughout his life. However, three weeks in the hospital offered him an opportunity to

view care from the perspective of a patient.

Dr. Martin's first week of care began in a Des Moines hospital; he was later transferred to BCH for further care where he spent an additional two weeks. He is grateful for the wonderful care he received while a patient at BCH. And, he doesn't feel he received any special treatment, just because he's a BCH provider. On the contrary, he feels he actually "flies under the radar" at BCH. His practice is located on third floor of the hospital and because he's behind closed doors with patients most of each working day, he doesn't get the opportunity to see and visit with many employees. He says there

*Grateful Patient, continued on page 2*

*Pictured: Dr. Martin sits in front of a painting commissioned by one of his sisters Laura Martin Leland, who is a floral designer and artist. The painting is based on the Doctor Seuss book "My Many Colored Days" and depicts the many kinds of moods one can experience*



*"The employees at BCH went out of their way to provide great care, and I want to share my story. I would stack the care I received in Boone up against any other hospital."  
— Dr. Martin*

# Doctor News

Grateful patient, continued from page 1

are probably employees that see him that don't even realize he provides medical care.

"Anyone coming to BCH will be treated with exceptional care. And, I'm not just saying that because I'm a doctor at the hospital," Dr. Martin says. "Personalized care is what sets BCH apart from Des Moines," he says. "When I was a patient in Des Moines, I couldn't get any information about my care from the doctors. I felt like a sack of potatoes!" He adds, "The overall level of personalized care seemed to be non-existent."

Dr. Martin was glad to be transferred to BCH. "It was like a five-star hotel compared to the hospital I was previously in," he says. "Even the difference in room comfort was night and day."

Dr. Martin says, "When you're really sick, it's comforting to be treated in a caring way." He praises everyone from the BCH physical therapy staff to the nurses, to the aides to housekeeping as they were all polite, considerate and caring. "Numerous employees went above and beyond while I was a patient at BCH. Overall, my quality of care was exceptional," he praises.

"The healthcare professionals at BCH work together in a team effort that is making a difference in people's lives," he says. "Everyone makes a difference." Dr. Martin mentions the quality of Board members who, with

Joe Smith, BCH CEO, oversee the operations and philosophy of the hospital, the volunteers who brought him daily snacks, and the engineers who came to his room to adjust equipment on his bed. "Every single person has something to do with the care each patient receives," he adds.

"It's the little things," Dr. Martin says. "Questions like, 'Is it convenient time for you' or 'Can I clean your room now' showed me the staff cared." He gave an example of having to take medication while at BCH that was upsetting to his stomach. One of his BCH night nurses was adamant he eat a cracker or two before taking his medication so he wouldn't get sick. He said that never happened at the Des Moines hospital.

He stresses the importance of people living in and around Boone knowing they have a gem of hospital right in their own community. "Residents of Boone need to know they don't need to drive more than 10 minutes to receive exceptional care," he says.

"The employees at BCH went out of their way to provide great care, and I want to share my story," says Dr. Martin. "I would stack the care I received in Boone up against the care at any other hospital. My experience as a patient at BCH was all about the care and making me get better. I am grateful to the staff and the hospital."

Boone County Hospital (BCH) Administration is happy to announce the addition of Dr. Anderson to the BCH Medical Staff.



Joshua Anderson, D.O., will be joining Boone County Family Medicine, Boone, in July. He received his Doctorate of Osteopathy from Broadlawns Medical Center, Des Moines, and also completed a Family Medicine Residency at Broadlawns.

Tammy Chance, D.O., Boone County Hospital Emergency Room Medical Director, was recently elected as president-elect of the Iowa Osteopathic Medical Association. The association is headquartered in Des Moines and represents osteopathic physicians in Iowa.



Dr. Chance received her degree from Des Moines University, College of Osteopathic Medicine and Surgery, and is Board Certified by the American Osteopathic Board of Family Physicians. She is an adjunct faculty member for Des Moines University.

# Healthcare Heroes

## Recognizing BCH employees

As healthcare providers, Boone County Hospital (BCH) aims to make a difference in the lives of our patients. The BCH Foundation and its BCH Employee Team, made up of employees from various hospital departments, have created a new program called Healthcare Heroes. The program encourages patients and their families to let the BCH Foundation know if one or more of the BCH staff made a positive impact on their hospital experience. Healthcare Heroes offers patients and visitors the opportunity to say thank you to a BCH employee or volunteer for going above and beyond what was expected. Nominated employees and volunteers will be recognized for the exceptional care they receive.

“Grateful patient programs are having a positive impact on hospitals across the country,” says Sara Behn, BCH Foundation Director. “The benefits of a grateful patient program include the ability to connect with patients and visitors who have had an excellent experience and also to provide a platform for them to relay their story. As a result of a positive experience, the patient or the visitor have the opportunity to nominate an employee who went ‘above and beyond’ during their visit or stay. Administration is then able to recognize and promote these ‘healthcare heroes’ in our hospital and our community.” She adds, “The good feelings of a job well done will

help the nominated employee to know they are making an impact.”

If you have had a positive experience as a patient or visitor at Boone County Hospital, we would like to hear from you. Was someone exceptionally kind and compassionate? Did a staff member

*Offering patients and families  
a way to say... Thank you!*

or physician do an especially good job of communicating with you? Were you pleasantly surprised by any aspect of your care or stay with us? Did an experience at the hospital change your life? Was there an individual or a department that went above and beyond your expectations?

If you have had a great experience at BCH and would like to nominate an employee/ volunteer for a Healthcare Heroes

award, fill out one of the red, white and blue forms located in patient rooms and around the hospital and put it in the drop box by the east elevator off of the Atrium, log on to [www.boonehospital.com](http://www.boonehospital.com) or email the BCH Foundation office at [sbehn@bchmail.org](mailto:sbehn@bchmail.org). If you have questions, please 433-8470.



# BCH Family Birth Center

*Providing a personal experience*



*Pictured: Holly Stecker with her children Greta, Ethan and Sam. All three children were delivered by Dr. Tracey McIntire, holding baby Sam, at Boone County Hospital*

As a mother-to-be, your mind is racing with thoughts about you and your baby. Am I getting the right prenatal care? Am I doing the right things to take care of myself and my baby? Is my baby healthy? Do I have enough

doctor's visits scheduled? What educational classes should I take before I give birth? Where will I go to have my baby?

Being an expectant parent can be exciting and scary at the same time, especially if you're having your first child. Making sure you have a doctor you feel comfortable with and trust is of utmost importance. You want to know the nursing staff at the hospital you choose to go to are knowledgeable and will take care of you and your baby. And, you want to know the hospital you are delivering in provides exceptional care.

Holly and Chad Stecker of Boone had all three of their children at the

Family Birth Center (FBC) at Boone County Hospital (BCH). Holly speaks highly of the care she received before, during and after the birth of her children. "I've been talking to my friends about my great birthing experiences for the past four years," she says. "It's nice to be able to finally share my experiences with more people."

Because Holly and Chad live in Boone, Boone County Hospital was the ideal location for the delivery of their children: Greta, 4, Ethan, 20 months, and Sam, two months.

Holly admits, prior to Dr. McIntire joining BCH, she had never been loyal to any one doctor. "Dr. McIntire is amazing and she has great rapport with her patients," she says. "In the past, I always thought going to the doctor was intimidating. But, Dr. McIntire talks to you like you're a person, not a patient. She makes you feel very comfortable."

Because Holly was a patient of Dr. McIntire's, the logical step was to deliver at BCH. "As a patient in the Family Birth Center, I always felt like I was the only patient on the floor," Holly says. "I know that wasn't true. The October I had Greta, there were over a dozen babies due that month. When I had Ethan, there were a handful of mom's that checked in that morning, and when I had Sam, there was a delivery before and after mine." She adds, "The Birth Center was always full, but the staff made me feel like I was the only one on the floor. I didn't have to wait for

*"The friendliness of the staff and the attention to my needs is what stands out in my mind about BCH. The nurses always seemed to know what I needed before I needed it."*

*— Holly Stecker*

anything."

Holly says, "Each of my nurses were very personal and professional, and never brought any outside stressors into my room. They were also helpful with their knowledge and always asked me if I needed additional information." Holly took advantage of their knowledge. She admits that after three children, it's always good to have a refresher course, and with practices and healthcare continually changing, it's always good to be brought up to speed on what's new.

"There doesn't seem to be any turnover in the FBC," Holly says. "Over the course of four years, I built a relationship with many of the nurses on the unit. Each time I came back, all of the nurses I remembered were still there." She adds, "It was so nice because I felt like we picked up where we left off."

Holly became a regular on the unit. Due to preeclampsia and hypertension with two of her three children, she had to make weekly visits to the Birth Center from about week 32 on so the nurses could monitor her and each of the babies.

"The friendliness of the staff and the attention to my needs is what stands out in my mind about BCH. The nurses always seemed to know what I needed before I needed it. They have such a great rapport with their patients," she says. "The nurse's are a reflection of the hospital." She also speaks highly of other hospital staff such as Lab and Housekeeping

and feels they make a difference as well.

"Sometimes I think when you live in a small town, people want to pass along negative information," she says. "I feel you need to be your own advocate and take care of your own issues. I'm happy to pass on the positives about BCH. You need to be supportive of your local hospital so they can progress." She adds, "I feel the health of any community lies within its county hospital."

Holly says her family is now complete. She plans to continue receiving medical care in Boone. She sees Dr. Thiel at Boone County Family Medicine, Boone, an affiliate of BCH, for follow-up care on all three kids. He provides pediatric care to each of her children, and she says if either she or her husband needed medical care, they would also see him.

"Dr. Thiel has built a great relationship with our

family. He was at the hospital for two of my three deliveries," Holly says. "When I take one of the children into see him, he's always asking me how the other two are doing."

"Great medical care is important to me," Holly says. "I'm so glad to know Boone has a hospital with such caring employees and doctors. Each one of them really does make a difference. And, it's nice to know my children can be taken care of from birth to the toddler years to school age and beyond, all under one umbrella, under Boone County Hospital."



# Wound Healing

## BCH Wound Clinic

The skin is a barrier protecting our body from everything around us. But, when your skin has a wound such as a scrape, injury, puncture, burn, or a deep cut, and first aid treatment with soap, water and a band aid doesn't work, medical assistance may be needed to prevent infection and loss of function.

Wound ostomy and continence care has been available by nurses who specialize in wound care at Boone County Hospital (BCH) for nearly 30 years. BCH Wound Clinic nurses (pictured left to right) Cathy Wetzeler, RN, BSN, CWOCN, Ruth Anderson, RN, CWS, and Mary Lynn Papin, RN, BSN, CWCN, perform wound assessments and determine treatment plans under the direction of Dr. Richard Unger, BCH general

surgeon and Wound Clinic Medical Director. The nurses work closely with other hospital staff and doctors including physical therapists, diabetes educators, and podiatrists Dr. Mark Wetzler, Foot and Ankle Center and the BCH Specialty Clinic, and Dr. Todd Miller, BCH Outreach Services. "We really reach a broader area than just Boone County," says Cathy. "Through word of mouth and referrals, we have individuals from all over central Iowa coming to see us."

Ruth and Cathy are nationally known for presenting at national wound care conferences each year. This fall, they will attend the 27th Annual Wound Care Symposium in Las Vegas and will present a poster abstract. Mary Lynn who is completing her certification in wound ostomy and continence will be joining them; she will graduate in September with a graduate level certification through Metropolitan State University, Minneapolis.

The BCH Wound Clinic has expanded their services to more area nursing homes to provide wound care to residents who are not able to come to the hospital for their care. They also provide outreach by speaking to nursing home staff and Des Moines University physician assistant students.

The clinic offers a new procedure called Ultra Sonic Celleration Mist Therapy and

was the first in Iowa to offer it. The therapy is used for the treatment of painful contaminated, non-healing wounds. "It is painless, reduces bacteria, and accelerates healing, as well as provides twice the healing in half the time than standard care alone," says Ruth. "Recently, an individual from Florida who was visiting family in Ankeny drove up to Boone so they could receive the therapy from us as ordered by Mayo Clinic."

The staff is one of the first in the United States to provide a vacuum assisted closure on a heart patient with a left ventricular assistive device. Cathy indicates the procedure has been done in a hospital setting before, but never on an outpatient basis. By delivering negative pressure (a vacuum) at the wound site through a patented dressing, the wound edges draw together, removes infectious materials and actively promotes granulation at the cellular level.

Not only are the nurses recognized nationally and locally, but they are also recognized for their great care from employees in the hospital. The three wound care nurses were recently awarded the new BCH Healthcare Heroes (HHs) Award for the care they provided to a BCH employee's daughter (see page 3 for additional information).

The clinic is open every Monday and Thursday, and additional days as needed. For more information about wound care at BCH, call the Wound Clinic at 433-8337.

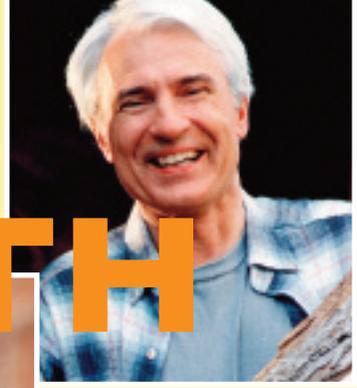




To your



HEALTH



Programs & Services

**Anticoagulation Management Service**

**Monday, Tuesday & Thursday, 8:30 a.m. to 4:30 p.m., BCFM.** This service is offered to patients taking Coumadin who need checked on a regular basis. Call Boone County Family Medicine, 432-2335.

**Basic Infant and Child CPR**  
**July 12, 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 at 433-8400 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.

**Best Shot Golf Tournament**  
**July 31, 10 a.m. registration, 11 a.m. tee-off, 4 p.m. dinner & awards.** For more information, call the BCH Foundation at 433-8470.

**Big Brother/Big Sister Sibling Class**  
**June 13, 6 p.m., BCH 4th Floor Conference Room.** This sibling class for 2 to 10 year olds helps children prepare and accept the arrival of a newborn. To register, call the Birth Center, 433-8400.

**Blood Pressure Checks, FREE**  
● **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**  
To schedule an appointment, call (800) 287-4903. Sponsored by the BCH Auxiliary.

**Boone County Nutrition Programs**  
Boone County provides meals to individuals 60-plus & older throughout the county. For more information on the Home Delivered Meal & Congregate Meal Programs, call 432-1127.

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

**Car Seat Safety Checks**  
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 to schedule a time.

**Childbirth Preparation Class**  
**June 30, 8 to 4 p.m., BCH 4th Floor Conference Room.** During this day-long class, you will take part in childbirth preparation, infant care & breastfeeding. Lunch is provided. Wear comfortable clothes & bring two pillows. To register, call the Birth Center, 433-8400.

**Diabetes Support Group**  
The support group does not meet in June, July & August.

**Educating & Empowering U**  
**June 19, noon, BCH 4th Floor Conference Room.** The program topic is "Health Wealth" and will be presented by Troy Thompson, Thompson Financial. Learn about overall health & the benefits of being at a healthy weight. Lunch will be provided. Register by calling the BCH Foundation at 433-8470.

**Gifts Galore Gift Shop**  
**Open Monday through Friday, 9 a.m. to 4 p.m., & Sunday, 11:30 a.m. to 3 p.m.**

**Home Care Services**  
Provides a wide range of home care & health promotion programs to better the community's healthcare. For more information, call 432-1127.

**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.

**Sports Physicals**  
**July 11, 19, & August 21, 6 to 8 p.m., BCFM, Boone; July 13 & 20, 9 a.m. to 12 p.m., BCFM, Ogden; Madrid, by appointment.** Physicals are \$25 & must be paid at the time of service. No insurance is filed. To schedule an appointment, call 432-2335 (Boone), 275-2417 (Ogden) or 795-4300 (Madrid).



1015 Union Street  
Boone, Iowa 50036

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US POSTAGE  
PAID  
FORT DODGE, IA  
PERMIT #4

# Providers

## 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

- Joshua Anderson, D.O. ....432-2335

- Frank Downs, M.D. ....432-2335

- Caleb Glawe, M.D .....275-2417

- 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-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

- 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

- Thomas Klein, D.O., Pain Specialists of Iowa

- 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

- 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