

CONNECTIONS

A message from Bill Leaver to our leaders across Iowa Health System | April 2010



Staying Connected

Welcome to Iowa Health System Connections, a monthly e-newsletter to share news from throughout the health system. Please share this news with others who may find it of interest.

Thanks for all you do to help us achieve our Vision of delivering the Best Outcome Every Patient Every Time.



Finley - Dubuque and St. Luke's - Cedar Rapids Honored as One of the Nation's 100 Top Hospitals

The Finley Hospital in Dubuque and St. Luke's Hospital in Cedar Rapids have been honored among the nation's 100 Top Hospitals by Thomson Reuters.

The award recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, patient satisfaction, financial performance, and operational efficiency. This is the third time St. Luke's has earned the award and the second time that Finley has been recognized with this honor.



John Knox

Finley also won the *Everest Award*, which honors an elite special group that has reached the highest level of accomplishment on the national Balanced Scorecard and have the fastest rates of long-term improvement.



The award recognizes the boards, executives and medical staff leaders who developed and executed strategies that enabled a culture of performance improvement to grow rapidly and consistently over five years within the hospital and that resulted in setting a national benchmark for excellence in the industry.

"The management, employees and medical staff of The Finley Hospital have worked hard to continually improve the care we provide to our patients, said John Knox, Finley President and CEO. "To be recognized for these efforts by Thomson Reuters as

a Top 100 Hospital and a recipient of the Everest Award is a great honor. This is a nationally recognized award. Achieving Top 100 status has been a goal of ours and I am very pleased we have reached it."

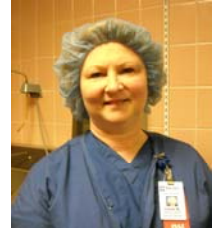
Ted Townsend, St. Luke's President and CEO said of the award, "this study is a testament to the caliber of our medical and clinical staff as well as our initiative as an organization to provide exceptional health care to eastern Iowans. Each member of our organization – doctors, employees, board members, volunteers and administrators – played a key role in helping us achieve this recognition."



Ted Townsend

Trinity – Quad-Cities Nurse Helps Develop Nationwide Certification Program for Surgery Educators

As someone heavily involved with Trinity's internal Clinical Advancement Program for nurses, Connie Melby understands the difference knowledge and skills make for Trinity's patients. She also recognizes their importance for patients across the country. When the Competency and Credentialing Institute in Denver was looking for experienced nurses to literally write the book on skills educators industry-wide should possess, she jumped at the chance.



Connie Melby

Melby, who has spent the majority of her 31-year nursing career in the OR, recently was chosen to work with other surgery educators from across the country to develop the comprehensive study guide for the Competency and Credentialing Institute's Educator Certification program. Based on their own expertise, the group developed what constitutes necessary knowledge for a surgical clinical educator to have and also how to best demonstrate having that knowledge.

The certification guide is broken down into seven modules, and each group member was invited to write one of the chapters. Melby authored the unit titled "Evidence-Based Practice." At Trinity, Melby educates nurses who provide care before, during and after surgery at all three Quad-City hospitals.

"Having a nurse with that much knowledge and expertise reflects well on Trinity," said Michael Patterson, Trinity's Chief Nurse Executive, about Melby's contribution to the guide. "It's especially impressive when you realize that her experience will ultimately impact how nurses in all 50 states will practice."

The CCI guide is scheduled to be printed in early spring. For more information, visit www.cci-institute.org/cert.aspx.

Iowa Health System Clinical Adoption Executive Announcement

St. Luke's – Cedar Rapids Chief Nurse Executive Mary Ann Osborn will lead Iowa Health System's systemwide clinical adoption of the new electronic medical record. As the Clinical Adoption Executive, Mary Ann will be the voice of the clinicians to the electronic medical record project management team as they design, test, train and implement this system. She will ensure the focus is on how the system supports the role of the clinician and the advancement of our adaptive design work.



Mary Ann Osborn

Mary Ann will continue as the Chief Nursing Executive at St. Luke's as she takes on this dual role. Some of her CNE responsibilities will be modified and her schedule flexed to assure that

priorities in both roles are met. As much as half her time will be devoted to this critical project as we move closer to implementation.

Aplington-Parkersburg Family Practice's Grand Re-Opening

Aplington-Parkersburg Family Practice marked its grand re-opening with an Open House celebration last month.

Hundreds of guests stopped by to check out the newly-renovated clinic firsthand as well as to chat with clinic staff and neighbors.

The town of Parkersburg has made great progress over the past couple of years since the devastating tornado in May of 2008.

From the moment the dust began to settle after the 2008 storm, the staff at Aplington-Parkersburg Family Practice has been involved with the recovery and rebuilding of the community of Parkersburg. Iowa Health Physicians and Clinics is proud of the dedication they have shown to their patients and community.



St. Luke's – Sioux City Staff Honored as Women of Excellence

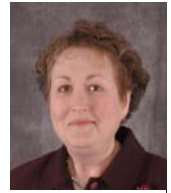
Two of St. Luke's employees have been honored as Women of Excellence by Women Aware of Siouxland. Susan Hall, executive assistant in St. Luke's Administration, and Taffy Benson, registered nurse and assistant manager in St. Luke's Emergency Department, each received Women of Excellence awards for their leadership, character and contributions to improve life in Siouxland.

Susan received the "Women Helping Women" honor for her work to raise breast cancer awareness through the Susan G. Komen for the Cure Siouxland Affiliate. In the six years she has been involved, more than \$600,000 has been raised for breast cancer education and awareness.

Taffy was honored with the "Young Women of Excellence" award. At the age of 22 and single, Taffy became a foster parent to two young boys. She would later go on to foster 18 children, adopting seven of them as her own.

She also has been involved with the local Council on Sexual Assault and Domestic Violence, including volunteer work on the Sexual Assault Response Team. She is St. Luke's first certified Sexual Assault Nurse Examiner.

Both Susan and Taffy were nominated by St. Luke's Health System because of their tremendous contributions to the community.



Susan Hall



Taffy Benson

Allen College Receives National Recognition for Community Service

Allen College has been named to the 2009 President's Higher Education Community Service Honor Roll, the highest federal recognition a college or university can receive for its commitment to volunteering, service-learning and civic engagement.

The Corporation for National and Community Service (CNCS), which administers the annual Honor Roll award, recognized more than 700 colleges and universities for their impact on issues from poverty and homelessness to environmental justice. On campuses across the country, thousands of students joined their faculty to develop innovative programs and projects to meet local needs, using the skills gained in their classrooms.



"Congratulations to Allen College and its students for their dedication to service and commitment to improving their local communities," said Patrick Corvington, CEO of the Corporation for National and Community Service. "Our nation's students are a critical part of the equation and vital to our efforts to tackle the most persistent challenges we face. They have achieved impactful results and demonstrated the value of putting knowledge into practice to help renew America through service."



The Honor Roll includes six colleges and universities that are recognized as Presidential Awardees, with an additional 115 named to the Distinction List and 621 schools named as Honor Roll members. Honorees are chosen based on a series of selection factors including the scope and innovation of service projects, percentage of student participation in service activities, incentives for service, and the extent to which the school offers academic service-learning courses.

"We are so proud of the service our generous and caring students have provided to the Cedar Valley," said Allen College chancellor Dr. Jerry Durham. "Most of our undergraduate nursing students and many of our health science students at Allen College have volunteered their time, energy and expertise to better our community."

Allen College has established 11 community partners for the 2009-2010 school year. These partners are the focus of service-learning projects developed by Allen College students. Partners include: Allen Women's Health Center; Cedar Valley Support Services; American Red Cross; Beyond Pink Team; Boys and Girls Club; Carver Washington Academy; Cedar Valley Hospice; Hawkeye Valley Area Agency on Aging; Junior Achievement of Eastern Iowa; Northeast Iowa Food Bank; and Character Counts: Young Leaders of Character.

Iowa Health - Des Moines Nurse's Featured in the Register

Iowa Health - Des Moines nurses were featured prominently in the Sunday Des Moines Register earlier this month for their involvement in developing ideal patient care. Iowa Methodist RNs Sharon Henry and Toby Riddle were pictured in the story under the headline: "New Vision, New Model, New System."

The story took a deep look at efforts taking place throughout Iowa Health System to help develop Blueprint Units. Henry, RN is on a team examining how nurses can spend more time with patients, instead of hunting for information and supplies.



Bill Leaver, president and chief executive of Iowa Health System, and Sharon Henry, a registered nurse at Iowa Methodist Medical Center, share a laugh



Kent Lehr, an Iowa Health System administrative fellow, observes the work of Toby Riddle, RN

Riddle, an RN and educator at Methodist's cardiovascular unit, said the training taking place to develop the Blueprint Unit is making a difference." This is amazing," she was quoted in The Register. "It's changing the culture out there. If you took it away, I wouldn't want to come to work. We're reforming health care at the bedside."

Trinity – Fort Dodge Receives “Get With The Guidelines” Bronze Performance Achievement Award

Trinity Regional Medical Center in Fort Dodge has received the American Stroke Association's *Get With The Guidelines* SM—Stroke Bronze Performance Achievement Award. The award recognizes Trinity's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

Trinity has developed a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency department. This includes always being equipped to provide brain imaging scans, having neurologists available to conduct patient evaluations and using clot-busting medications when appropriate. To receive the Get With The Guidelines—Stroke Bronze Performance Achievement Award, Trinity consistently followed the treatment guidelines in the Get With The Guidelines—Stroke program for 90 days.

Iowa Health System Sustainability Update

With Earth Day approaching the timing is right to reflect on Iowa Health System's sustainability efforts. By all measures, 2009 was a successful year on this front. Iowa Health System and each of the senior affiliates achieved the objectives submitted to the board of directors at the beginning of the year:

- Iowa Health System met its goal coordinating with participating senior affiliates on systemwide initiatives, including plastic and fiber recycling, energy management, instrument reprocessing and green business partner alliances.
- Allen Hospital implemented a comprehensive non-confidential paper recycling program.
- Finley started a battery recycling program that recycles more than 90 percent of its battery purchase volume.
- Iowa Health - Des Moines incorporated environmentally responsible strategies into the design and operation of Methodist West Hospital.
- St. Luke's - Cedar Rapids added a house-wide paper recycling program to its secured document program, expanded its plastics recycling program and secured significant grant funding for a sustainable steam plant.
- St. Luke's - Sioux City successfully expanded its plastic recycling program to its operating rooms.
- Trinity - Fort Dodge has added a house-wide paper recycling program to its secured document program and implemented a plastics recycling program throughout the facility.
- Trinity - Quad Cities has successfully reduced its overall trash weight by more than 10 percent through processes that capture recyclable paper, plastic and aluminum from trash.