

CONNECTIONS

A message from Bill Leaver to our leaders across Iowa Health System | March 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.

2010 Class of Great Iowa Nurses Moves Iowa Health System to More Than 100 Honorees

Twenty-seven nurses from Iowa Health System affiliated hospitals and entities have been honored among this year's 100 Great Iowa Nurses. That brings the total number of Iowa Health System nurses recognized with this award to 113 since the award's inception in 2005. The Iowa Nurses Association, Iowa Nurses Foundation and the University of Iowa College of Nursing annually partner to recognize nurses who have made a meaningful and lasting contribution to humanity and their profession and act as mentors to others.

The 100 Great Iowa Nurses may come from any sector of health care, and Iowa Health System's 2010 honorees represent a wide range of health care settings.

"This is a wonderful reflection of the quality of nurses we have at Iowa Health System. It also exemplifies the work being done every day at our hospitals, long-term care facilities and colleges," said Mary Ann Osborn, Chief Clinical Officer at St. Luke's Cedar Rapids and leader of many systemwide nursing initiatives. "This award allows us to focus on the courage, competence and commitment of not just these fine individuals but of all nurses."

100 great
Iowa nurses
courage, competence, commitment

This year's 100 Great Iowa Nurses will be honored May 2 at the sixth annual celebration in Des Moines. Recipients from prior years are invited back to be recognized.

Iowa Health System Nurses Honored as Great Iowa Nurses for 2010:

Lori Bishop, Iowa Health System - Taylor House, Des Moines
 Peggy Black, Iowa Health - Des Moines
 Chris Blair, Iowa Health - Des Moines
 Joni Boese, Buena Vista Regional Medical Ctr., Storm Lake
 Margaret Bradke, St. Luke's Hospital, Cedar Rapids
 Patricia Buls, Allen College, Waterloo
 Julie Christianson, Allen Memorial Hospital, Waterloo
 Ruselle DeBonis, Allen College, Waterloo
 Paula Geise, Allen Memorial Hospital, Waterloo
 Mary Hagen, St. Luke's Hospital, Cedar Rapids
 Cynthia Hockman, Blank Children's Hospital, Des Moines
 Debra Juffer, St. Luke's Regional Medical Center, Sioux City
 Cecelia Kirvin, Blank Children's Hospital, Des Moines
 Nancy Korpela, Iowa Health - Des Moines

Mary Means, St. Luke's Hospital, Cedar Rapids
 Paula Muchmore, Iowa Health - Des Moines
 Maria Nelson, Blank Children's Hospital, Des Moines
 Susan O'Brien, Blank Children's Hospital, Des Moines
 Linda Opheim, Trinity Regional Medical Center, Fort Dodge
 Karen Peterson, Trinity Regional Medical Center, Fort Dodge
 Elsa Seufferer, Blank Children's Hospital, Des Moines
 Melissa Temple, Buena Vista Regional Medical Ctr., Storm Lake
 Sandra Thurm, Allen Memorial Hospital, Waterloo
 Mona Walters, Iowa Health - Des Moines
 Paula Warner, St. Luke's Child Protection Center, Hiawatha
 Cheryl Weatherington, La Clinica de la Esperanza, Des Moines
 Jennifer Witt, Iowa Health - Des Moines

Something New in Allen's Outpatient Registration - Self Check-In Kiosks!!

Patients who are at Allen Hospital in Waterloo to pre-registered for a scheduled appointment can be directed to the kiosks for a quick self check-in of their demographic and insurance information. They also can scan their photo ID, insurance cards and sign their consents electronically in only one to three minutes.

Admitting tech Eileen Roberts is standing in front of the three new kiosks located in outpatient registration.



Eileen Roberts

Dubuque Visiting Nurse Association Centennial Week

One hundred years ago in Dubuque, typhoid fever, tuberculosis, and malaria were prevalent. There was no enforcement of quarantine for smallpox, diphtheria, or scarlet fever. Most babies were born at home. Driven by the obvious community health needs, the Dubuque Visiting Nurse Association, (VNA), was formed in 1910 by the Dubuque Nurses Association.

In the early years, VNA nurses made their rounds on foot, walking 14,976 miles in 1925 alone. Today, VNA staff members drive thousands of miles throughout Dubuque County serving nursing, homemaking and personal care clients, doing oral health screenings at the Hillcrest Women, Infants, and Children clinics, giving childhood immunizations at VNA, as well as serving patients for other VNA programs.

In 1996, the VNA joined forces with The Finley Hospital as a subsidiary company. This partnership has allowed the VNA to continue operations and has broadened Finley's outreach into the wider community.

VNA is celebrating 100 years of success, and is being honored later this month by the city of Dubuque with the proclamation of, "Dubuque Visiting Nurse Association Centennial Week."

Trinity – Quad-City's Offering Transitional Skills and Support for Returning Veterans

Trinity's Pastoral Care department and Parish Nurse program hosted "Care for Returning Veterans," a workshop focused on understanding and providing the care and support for military personnel who have served in Iraq and in Afghanistan and their families when transitioning from battlefield to civilian life.

The featured presenter was the Rev. Larry Conway, an active duty U.S. Army chaplain from 1985–2007 who served five months in Afghanistan, Iraq, Qatar and Kuwait. He holds certifications in the Intermediate Incident Command System, Basic Mediation Skills and Practicum and Basic and Advanced Critical Incident Stress Management.

At the completion of the program, the participants were able to recognize the nature of military culture and veterans issues, discuss appropriate interventions to help transition from combat to home and identify available resources to assist veterans and their families.

Iowa Health Physicians – Patient Satisfaction Initiative Results

In the second half of 2009, Iowa Health Physicians as an organization reached patient satisfaction targets. For the first time, Iowa Health Physicians Urgent Care overall reached the statistically significant improvement goal. During this reporting period, 25 clinics/departments achieved their goals at a statistically significant level, 80th percentile or 90th percentile. The clinics listed below achieved a 90th percentile rating for their performance:

Ankeny Urgent Care	Monticello Family Medicine
Clarence Family Medicine	Shellsburg Family Medicine
Family Practice Associates	Southglen Urgent Care
Jordan Creek Internal Medicine	Vinton Family Practice
Methodist Plaza Pediatrics	Westside Urgent Care

St. Luke's – Sioux City Spirit of Women Dance for Health

St. Luke's Spirit of Women hosted the 4th annual Day of Dance for Health, an educational event which highlights the health benefits of dance instruction and performance. Interactive vendor booths provided blood pressure and body mass index screenings.

Siouxlanders of all ages and dancing abilities took the stage to learn everything from salsa to line dancing. Over 1,000 Siouxlanders attended the free event, which included the return of Dancing with the Siouxland Stars competition in which local celebrities vie for a coveted "red shoe" trophy.

Research has shown that dancing can reduce stress, increase energy, improve overall strength and increase muscle tone and coordination. It has also been shown to be an effective exercise in the fight against heart disease.



St. Luke's College's own Mike Stiles was one of this year's dancing celebrities, showing off his moves alongside partner Dr. Delna Lee of Family Health Care of Siouxland

Iowa Health Home Care Innovative Technology Allows Video Monitoring

More patients are suffering from advanced diseases than ever before. While these patients require more care than other patients, they still can live a fulfilling life in their homes. Iowa Health System recently purchased equipment to deploy at Iowa Health Home Care in Des Moines that allows select chronically ill patients to communicate more regularly with their home-care providers through an Interactive Video Telemonitor. The units will be deployed at VNHA in the Quad-Cities and Allen Hospital Home Health Services in Waterloo later this year. While patients still will receive face-to-face home care, the technology will allow seamless oversight of a patient's condition between home visits.

The process:

1. Participating patients will have an Interactive Video Telemonitor in their home.
2. The monitor will walk patients through general health and diagnosis-related questions.
3. Patients will be educated to use the tools connected to the monitor to check their own weight, oxygen and blood pressure.
4. After questions have been answered and vitals have been entered, the patient will transmit the information.
5. The Video Health Clinician, stationed at Iowa Health Home Care's office, will receive electronic notification that the series of questions and vitals were submitted.
6. The technology allows:
 - The Video Health Clinician and the patient to use the monitor to see and hear one another, increasing successful communication and assessment.
 - Prompt intervention when the patient is symptomatic.
 - The Video Health Clinician can listen to the patient's heart, lung, and bowel sounds remotely using the stethoscope attached to the monitor.
 - The patient or caregiver can take pictures to assist in assessment, using the detachable Web camera.

The goals for the program include:

1. Reducing unplanned re-hospitalizations within the critical 30-day window
2. Supporting physician management of complex patients
3. Supporting the management of length of stay
4. Enhancing our competitive value as a system
5. Utilizing innovative technology
6. Ensuring the Best Outcome Every Patient Every Time

Video health home care aide technicians will be responsible for the installation and removal of the equipment. Iowa Health System is the first health system in the state and one of the first in the nation to invest in this technology. Iowa Health Home Care in Des Moines has deployed 10 video monitors in patient homes to date.

Trinity Wound Healing Center – Fort Dodge Receives 2009 Front Runner Award

National Healing Corporation, an industry leader accounting for almost one-third of the nation's managed and outsourced wound healing centers, has recognized The Trinity Wound Healing Center with its 2009 Front Runner Award.

Trinity Wound Healing Center's Program Director Jay Bell accepted the award during an Advanced Clinical Symposium in Orlando, Fla., which featured briefings by internationally recognized specialists on new treatment options and research that may bring additional advances in the care of chronic wounds. Other sessions included hands-on training opportunities, clinical information on accepted standards of care and safety updates.

Trinity Wound Healing Center was recognized with this award for maximizing its resources to meet the growing needs of its community.

The Trinity Wound Healing Center specializes in the treatment of chronic wounds and non-responsive conditions with state-of-the-art methodologies and treatments including hyperbaric oxygen therapy, the use of vascular studies, tissue culturing and pathology, revascularization, skin grafting and clinical or surgical debridement.

Cedar Rapids Police Receive Defibrillator Donation from St. Luke's Foundation

St. Luke's Health Care Foundation is donating 50 automated external defibrillators (AEDs) to the Cedar Rapids Police Department as part of the "Heart Safe Community" program.

"Our goal is to make Cedar Rapids a Heart Safe Community by building a cardiac safety net for our residents and visitors," said Dr. Ryan Sundermann, medical director of St. Luke's Emergency Department.

CPR and early defibrillation with an external defibrillator (AED) more than doubles a victim's chance of survival. The American Heart Association estimates 20,000 to 100,000 lives could be saved each year with AEDs. Defibrillation within the first minute of sudden cardiac arrest can save the lives of up to 90 percent of its victims.

"We are very grateful for this generous donation from St. Luke's Health Care Foundation," Cedar Rapids Police Chief Greg Graham said. "Police officers often are the first to arrive at the scene of an emergency. Having AEDs in all of our police vehicles is sure to save lives."

Iowa Health System Sustainability Efforts Awarded

Iowa Health System has been recognized with a 2010 Environmental Stewardship Award from Metro Waste Authority. Every year the waste management agency identifies businesses, institutions and individuals that are making a positive environmental impact on Iowa communities.

Iowa Health System was the sole winner from the public / nonprofit category and was recognized for its combined efforts across the organization and state. Only two years ago, Iowa Health System's linen processing partnership with ARAMARK Healthcare Management Services received the same honor from Metro Waste Authority, based in central Iowa.

Iowa Health System and five other winners will be presented with their awards at the Metro Waste Authority annual dinner on April 21 at The Meadows Event and Conference Center in Altoona, Iowa.

Iowa Health System's Green Environmental Action Team, which manages many of the system's sustainability initiatives, submitted the winning nomination. In addition to the systemwide programs outlined in the nomination, Iowa Health System's growing culture of sustainability and the many grassroots efforts by individual employees, departments and facilities were highlighted.

Blank Recognized at Community Betterment Grant Award Luncheon

Blank Children's Hospital was among more than 200 non-profit organizations recognized at the Prairie Meadows 2009 Community Betterment Grant Award Luncheon last month.

Blank received a \$10,000 grant from Prairie Meadows Racetrack and Casino through its 2009 Community Betterment Grant Program.

Accepting the grant on behalf of the Center for Advocacy and Outreach - Greater Des Moines Safe Kids Program were David Stark, Kathy Leggett, Brandi Thompson and Alissa McKinney.



Survey Seeks Feedback to Improve Patient Safety

Iowa Health System and all senior affiliate hospitals have adopted the Agency for Healthcare Research and Quality Patient Safety Culture Survey, which is used by more than 600 hospitals nationwide.

The brief, anonymous survey will provide a better understanding of the culture at each organization. Iowa Health System's Center for Clinical Transformation is working with each affiliate hospital to analyze the survey results and identify opportunities to improve safety for our patients. Next year, the survey process also will include employees at Iowa Health Home Care and Iowa Health Physicians and Clinics.