

BetterHEALTH

Promote.
Preserve.
Restore.



"we are
LISTENING"

Council Photo Left to right:
Don Lauer, DeKalb County Sheriff, resident of Auburn
Nancy Moore, retired nurse and house supervisor 33 years, resident of Butler
Ron Dicke, former board member and local insurance agent and small business owner, resident of Garrett

focusing on the **PATIENT EXPERIENCE AT DEKALB HEALTH**



SARA LEY, PATIENT EXPERIENCE OFFICER

Doctors, nurses and other caregivers are experts in their fields, and there's no question that they know what you need as a patient in order to get the best outcome. But there's one more expert with whom DeKalb Health wants to consult—you!

"We think our patients are our experts, and if we listen to them, we're going to be very successful," says Sara Ley, who joined DeKalb Health this spring as Patient Experience Officer. Delivering a better patient experience is her one and only focus, and she knows where the task begins. "It's really putting patients first, listening to what they have to tell us and responding to how they want to be treated when they're with us."

Patients Have Choice

There are a lot of great reasons for putting a brighter spotlight on the patient experience and getting patients more involved. First, patients typically have more than one physician participating in their care. Having multiple providers requires greater communication to ensure the best outcomes. This becomes a shared responsibility. "Historically the emphasis on quality outcomes, patient safety and having a great experience were separate expectations. Today these same measurements have become a required transparency in healthcare effecting patient choice," Ley points out.

Just as important, better patient experiences have been shown to result in more successful medical outcomes. A comfortable environment and close relationship with caregivers can help patients heal faster. More effective communications can help patients avoid unexpected return visits to the hospital and an improved experience can reduce stress. And who doesn't want a better outcome and a great experience?

A Cultural Transformation

There are many facets to DeKalb Health's focus on the patient experience. Bringing Ley onboard is certainly one of them. Her job is to bring about change, inspiring the rest of the team to find new and better ways to provide services and care. "We've got to get people thinking outside the box. We've done things one way for so long that sometimes it's really hard to envision how to do it differently," she says. "We're not embarking on a program, we're engaging in a cultural transformation."

Part of that transformation involves making closer connections with patients and family members, who can offer a wealth of great ideas. Even the simplest suggestions can make a big difference. Hospital CEO Fred Price and other leaders make it a point to strike up conversations with patients and family members, in order to gather such suggestions. "We want to learn by listening," Ley says. "We are meeting with our patients and listening to their needs and suggestions."

For example, on one occasion a patient told Price that they would have been more comfortable if there would have been a bench placed outside the emergency department. Price took that feedback to the right person, and within a few days a bench was in place. The patient was so grateful they brought Price a peach pie.

Survey feedback from patients also recently encouraged DeKalb Health to evaluate provider relationships and consider alternative partnerships. The hospital is now evaluating relationships to create a shared vision in patient outcomes and experience. The hospital strives to maximize patient satisfaction.

Better Outcomes

Donna Wisemore, Chief Nursing Officer and Vice President of Patient Care Services, says better connections with patients have helped DeKalb Health create a more seamless experience, from before admission to patient discharge. Pre-admission testing helps patients avoid surprises that might have delayed a surgery. Meanwhile, post-discharge phone calls put caregivers in touch with patients to answer questions that have arisen since they returned home.

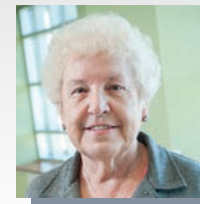


"The experience is not just about being in the hospital," Wisemore says. "It's about the care before and the care after, to ensure that patients are getting what they need to heal."

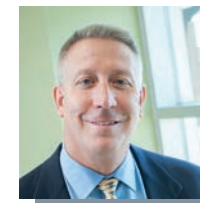
Such extended contact helps caregivers really understand what patients are going through, with greater empathy. "For us, many things are routine, but for patients, they are not," she says. More communication offers more opportunity to put patients and family members at ease.

DeKalb Health collects ideas from many other sources as well. For example, the organization is part of the Indiana Hospital Association's Coalition for Care, which includes hospitals around the state working collectively to increase patient satisfaction and achieve better outcomes. The coalition offers a wide range of assistance in improving processes and finding new ways to reduce readmissions, among other things.

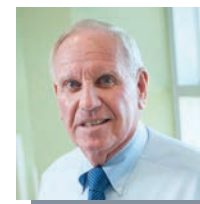
Focusing on the patient experience is an ongoing effort, because there's always room to improve. "This is a marathon, not a sprint," Ley says. "We expect to see a lot of good things happen. It makes sense. It supports our mission fully. It's the right thing to do for all the right reasons."



"DeKalb Health is our community's hospital, serving healthcare needs throughout the county. As a member of the Patient Advisory Council and citizen of Butler, I appreciate the opportunity to participate in an initiative designed to further enhance patient care locally." **Nancy Moore**



"I think it's crucial to the success of a community that it has quality, comprehensive healthcare. As a member of the Patient and Family Advisory Council, I look forward to representing the community and sharing its ideas and concerns in a manner that will help DeKalb Health better serve its patients." **Don Lauer**



"After having two surgeries at DeKalb I am very appreciative that our community has such a quality hospital to serve our health needs. Patient satisfaction has always been a focus and now the Staff and Board is desirous to take this to even a higher level of such. I feel honored to be a part of this effort for continuous improvement." **Ron Dicke**

CONNECTING WITH PATIENTS

DeKalb Health is making new connections with patients through the Patient and Family Advisory Council, made up of community members who have agreed to share feedback and partner with DeKalb Health in planning improvements. Sara Ley, DeKalb Health's patient experience officer, says council members and the public at large offer a wealth of valuable input. For example, she says, "Patients can tell you how easy or hard it is to access your services. They can tell you how helpful you are, how informed you are when they call with questions, how easy it is to find you, how long they have to wait and how well you manage that wait time."

The Advisory Council includes community members Don Lauer, DeKalb County Sheriff; former nurse and house supervisor Nancy Moore; small business owner and former board member Ron Dicke; Meg Zenk, DeKalb County Council on Aging and Richard Hathaway.

Council members representing DeKalb Health include Sara Ley, Patient Experience Officer; Fred Price, CEO; Donna Wisemore, CNO; Beth Gardner, Quality Officer; Kelley Dunham, VP Community Outreach, Government Affairs & Compliance and Cheryl Clark, Community Services Coordinator.

TAKING A LOT OF PILLS? HERE'S A WAY TO SIMPLIFY

Making sure you're taking all of your medications—and taking them at the right times—can be tricky when you have multiple prescriptions. In fact, it's been estimated that as many as three out of every four people don't always take their medications as prescribed.

DeKalb Health has a great way to simplify this important part of staying healthy. It's the PacRx medication packaging program from DeKalb Health PharmaCare.

Here's how it works:

- Choose DeKalb Health PharmaCare to fill your prescriptions, and sign up for PacRx.
- The pharmacy will package your medications in a special disposable pill pack, with plastic bubbles for each day containing the right pills to take in the morning, at midday, in the evening and at bedtime.
- You'll get a new package every Friday, available for pickup at PharmaCare or delivered at no additional charge if you're in Auburn, Garrett or Waterloo.
- The cost of the service is \$25 per month (plus the cost of the medications). There's a \$15 fee if medications need to be packaged or delivered on a day other than Friday.
- PharmaCare can bill most insurance carriers for your medications.

PacRx is just one more personal touch you'll enjoy when you trust PharmaCare for your medication needs. To learn more, please call 260.925.8000 or 800.791.3251, or visit PharmaCare on the first floor of DeKalb Health, in the Physician Office Building, Entrance #1314.



260.925.8000, 800.791.3251
1314 E. SEVENTH STREET, SUITE 104,
AUBURN, IN 46706



connect WITH YOUR DOCTOR ON LINE

If you are a patient of DeKalb Health Medical Group, staying connected with your physician is easier than ever, thanks to myDeKalbHealthMD, the new secure on line patient portal from DeKalb Health Medical Group.

Without even picking up the phone, you can now sit down at your computer and...

- Request a prescription refill.
- Ask a non-urgent question, including billing matters.
- Take a look at your medical history, including details about your medications.
- Check your lab and testing results, usually in four days or less.
- Update your information with the clinic.

You can even share access to your portal information with a family member or other representative, who may be acting on your behalf.

To get started, contact your DeKalb Health Medical Group provider's office today.



CONTACT US

Send inquiries to info@dekalbhealth.com or call:

| MEDICAL SERVICES | DIRECT LINE |
|--|---------------------|
| AMBULANCE | 911 |
| After Hours Walk-In Clinic | 260.920.2000 |
| Anticoagulation Clinic Services | 260.920.2738 |
| Cardiopulmonary Rehabilitation Services | 260.920.2571 |
| Diabetes Management Services | 260.920.2652 |
| Home Health and Hospice Services | 260.925.8699 |
| Imaging and Radiology Services | 260.920.2513 |
| Laboratory Services Auburn – Main Hospital | 260.920.2602 |
| Laboratory Services Butler | 260.868.0502 |
| Laboratory Services Garrett | 260.357.0380 |
| Nutrition and Dietitian Services | 260.920.2651 |
| Obstetrical Services/Family BirthPlace | 260.920.2510 |
| Occupational Therapy Services | 260.920.2632 |
| Physical Therapy | 260.920.2632 |
| Respiratory Services | 260.920.2574 |
| Sleep Diagnostic Services | 260.920.2574 |
| Speech Therapy | 260.920.2632 |
| Surgical Services/Outpatient Surgery | 260.920.2639 |
| Wellness Services | 260.920.2812 |
| MAIN HOSPITAL | 260.925.4600 |
| Administration | 260.920.2501 |
| Admitting/Registration/Patient Access | 260.920.2603 |
| CBO/Billing and Insurance | 260.333.7699 |
| Community Services | 260.333.7673 |
| CPR and First Aid Education | 260.920.2701 |
| DeKalb Health Foundation | 260.920.2048 |
| Gift Shop | 260.920.2553 |
| Media Inquiries | 260.920.2555 |
| Outpatient Clinic Scheduling | 260.920.2741 |
| Patient Experience Officer | 260.920.2802 |
| Patient Condition | 260.920.2518 |
| Physician Referral | 260.920.2556 |
| Prenatal Breastfeeding Education | 260.920.2510 |
| Release of Medical Information | 260.920.2749 |
| Support Group Information | 260.920.2518 |

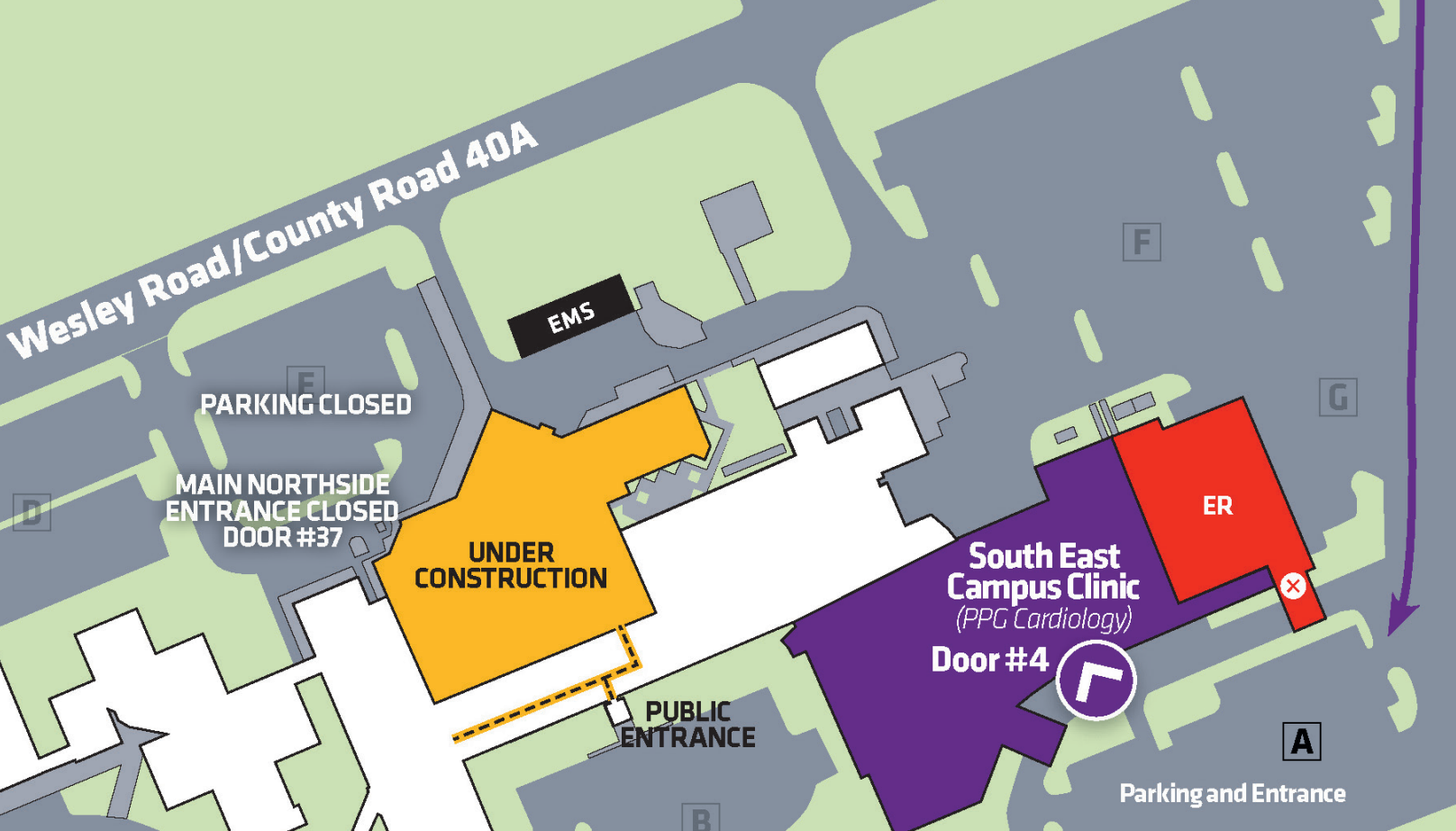
HEALTHY HALLOWEEN FAIR

It's time again for the annual Healthy Halloween Fair, a free and fun event for kids 11 and younger and their parents or guardians. Bring your kids—in costume if they wish—for healthy treats, games, a chance to win prizes, spooky music and the haunted room. This year's fair, sponsored in part by DeKalb EMS and the Auburn police and fire departments, is October 28 at the DeKalb County Fairgrounds, from 6:00 to 8:00 p.m.

New this year is a costume contest, with first- through third-place ribbons in five categories—scariest costume, cutest, most original, best traditional, and best character, profession or celebrity. There's also an overall best costume trophy, and a people's choice award. Register by 5:30 p.m. in Middaugh Hall. Winners will be announced at 7:30 p.m., and must be present to win.

VISIT DEKALBHEALTH.COM FOR MORE INFORMATION ABOUT THIS EVENT!





CONSTRUCTION UPDATE



HOSPICE HOME *Benefit*

AUBURN CHRYSLER • DODGE • JEEP • RAM & AUBURN FIREFIGHTERS LOCAL 2454

Present

2015 Rockin' Country New Year's Eve with Choice and Cheyenne

Proceeds to benefit



Kick off to raise \$ for a Hospice Home

\$25 Per Person
Wednesday, December 31, 2014
Doors Open - 7pm | Music- 8:30pm

Ticket price includes: Dinner, Party Favors, Champagne Toast, Games and Giveaways, Live and Silent Auction. Cash Bar available

Must be 21 to enter

Limited space – Tickets are available at Auburn Chrysler and Carbaugh Jewelers

Event organizers are currently seeking live auction items. If interested in donating, call DeKalb Health Hospice at 260.925.8699.

Hospice Volunteers Needed

DeKalb Health Hospice, a division of DeKalb Health, is a not for profit agency servicing DeKalb County and adjacent areas. Hospice volunteering is a special opportunity to provide friendship and emotional support to terminally ill patients and their families. We offer comprehensive training to volunteers before placing them with patients and families. Hospice volunteering is a great opportunity for individuals looking to donate their time and talents.

Our Needs

- Visits with patients and families
- Make "tuck in" phone calls
- Office support
- Recruitment
- Help facilitate memorial service
- Respite Care

Make a caring choice to join our Hospice Volunteer Team. Find out how you can make a difference. For more information, please call Lindsay Stangland, MSW at 260.925.8699 or 1.800.925.4600, ext. 4103 or email lstangland@dekalbhealth.com.

Do you need a speaker for your next event?
DeKalb Health Hospice – 260.925.8699

DEKALB HEALTH NEWS

ORTHOPEDICS

ADVANCED HIP REPLACEMENTS AT DEKALB HEALTH

THE ANTERIOR APPROACH

Moving forward with our mission to bring state-of-the-art technology and procedures home to DeKalb County, our team of orthopedic surgeons is now offering anterior-approach hip replacement surgery. An alternative to traditional hip replacement, the anterior approach has the potential for a quicker recovery, shorter hospital stay, reduced pain and minimized risk of dislocation. We're here to get you back to your active lifestyle – faster. We encourage you to discuss our advanced care option with your physician to determine if the anterior-approach may be right for you. To learn more, call our Surgery Department at 260.920.2905 or visit dekalbhealth.com.

WOMEN'S HEALTH

OCTOBER IS BREAST CANCER AWARENESS MONTH!

During October, have a mammogram at DeKalb Health and be entered for a chance to win a Visa gift card. Enjoy refreshments in a private waiting area for women only. A winner will be drawn each week!



Call 260.920.2513 to schedule your October appointment.



1316 East Seventh Street · Auburn, Indiana 46706

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Visit **DeKalbHealth.com**
for a complete schedule.

FAMILY BIRTHPLACE *at DeKalb Health*

All classes are held at the DeKalb Health Family BirthPlace Conference Room located on the 2nd Floor, 1316 E. 7th St., Auburn. For more information or to register for a class, please contact Julie Wagoner at 260.920.2780.

FAMILY BIRTHPLACE CLASSES & GROUPS

Let us help you with all of your questions concerning breastfeeding or bottle feeding.

4 p.m. – 6 p.m. Fee \$5. Free to Family BirthPlace Patients. Registration required.

Oct: 27 Dec: 15

BREASTFEEDING SUPPORT GROUP

Are you new to breastfeeding? Trying to figure out how to maintain your milk supply when returning to work? Just want to meet other breastfeeding moms? Join us! Every Monday from 1:00 p.m. – 2:00 p.m. FREE to all.

Oct: 6, 13, 20, 27

Nov: 3, 10, 17, 24

Dec: 1, 8, 15, 22, 29

HEALTHY EXPECTATIONS

Come to DeKalb Health's Family BirthPlace to pick up your FREE prenatal vitamins. Free vitamins available to all women of childbearing age.

HEALTHY PREGNANCY CLASSES

Come join us for lots of fun, tour the Family BirthPlace, and learn how to make the most of this special time. Each trimester class will discuss topics specific to that part of pregnancy. Come to all three sessions! Light refreshments and a few surprises included..

• *First Trimester* – The first Wednesday of each month from 10:00 a.m. – 11:00 a.m.

Oct: 1 Nov: 5 Dec: 3

• *Second Trimester* – The second Wednesday of each month from 10:00 a.m. – 11:00 a.m.

Oct: 8 Nov: 12 Dec: 10

• *Third Trimester* – The third Wednesday of each month from 10:00 a.m. – 11:00 a.m.

Oct: 15 Nov: 19 Dec: 17

CHILDBIRTH CLASSES

Fee \$20. Free to Family BirthPlace patients. Registration required.

Oct. 25 : 9 a.m. - 4:30 p.m.

Dec 8, 9, 10: 6 p.m. - 9 p.m.

FALL 2014 CALENDAR OF EVENTS (OCT., NOV., DEC.)

ADVANCED LIFE SUPPORT TRAINING

Registration required. Call for training room location.

3rd Fri. of every odd month 8 a.m. – 4 p.m., contact Doug Taylor at dtaylor@dekalbhealth.com or 260.925.4600.

Nov: 21

PALS (PEDIATRIC ADVANCED LIFE SUPPORT) IN ASSOCIATION WITH PARKVIEW HEALTH

2nd Wed., Thurs. of every even month, 8 a.m. – 4 p.m., contact Mary Dooley at mdooley@dekalbhealth.com.

Oct: 8, 9

Dec: 10, 11

CELIAC SUPPORT GROUP

1st Thursday of every even month 6:30 p.m. – 8 p.m. at DeKalb Health Office Building #1314, Conf. Rm. 303, 1314 E. 7th St., Auburn. Contact Anna Hartman at 260.925.6058.

Oct: 2

Dec: 4

COMMUNITY GRIEF AND LOSS SUPPORT GROUP

1st & 3rd Mon. of the month (including holidays) 6:30 p.m. to 8 p.m., Sponsored in part by DeKalb County Council on Aging. Heimach Senior Activity Center 1800 E. 7th St., Auburn. Contact DeKalb Health Home Care and Hospice 260.925.8699.

Oct: 6, 20

Nov: 3, 17

Dec: 8, 22

CPR/ FIRST AID CLASSES

Registration required. Call for training room location. Contact Doug Taylor at dtaylor@dekalbhealth.com or 260.925.4600.

• *Adult* – 3rd Tues. of every even month, 6 p.m. – 10 p.m.

Oct: 21

Dec: 16

• *Pediatric* – 3rd Tues. of every odd month, 6 p.m. – 10 p.m.

Nov: 18

• *Healthcare Provider* – 3rd Wed. of every month, 7:30 a.m. – 11:30 a.m.

Oct: 15

Nov: 19

Dec: 17

DIABETES SELF-MANAGEMENT EDUCATION

Patient referral needed. Contact Vicki Faux, RN, CDE at 260.920.2652.

Oct: 6

Nov: 3

Dec: 1

DIABETIC SUPPORT GROUP

2nd Thur. of even months. Sponsored in part by DeKalb County Council on Aging. 1:30 p.m. Heimach Senior Activity Center 1800 E. 7th St., Auburn. Contact Vickie Faux, RN, CDE at 260.920.2652 or Meg Zenk at 260.925.3311.

Oct: 9

Dec: 11

DIABETES FAIR (NEW LOCATION)

Free and open to public. Area experts provide valuable information about diabetic products, medications and programs.

Wed. 8 a.m. – noon DeKalb Health Central Business Office, in the Wellness Center, 1700 E. 7th St., Auburn. Contact Vickie Faux at 260.920.2652.

Nov: 19

HEALTHY HALLOWEEN FAIR

(see more details inside)

Oct: 28

HIP ON HEP C SUPPORT GROUP

3rd Fri. of every month, 6 p.m., DeKalb Health Office Building #1314, Conf. Rm. 303, 1314 E. 7th St., Auburn. Contact Christie Soaper at 260.927.8180.

Oct: 17

Nov: 21

Dec: 19

MULTIPLE SCLEROSIS SUPPORT GROUP

3rd Mon. of every month, 7 p.m. DeKalb Health Office Building #1314, Conf. Rm. 303, 1314 E. 7th St., Auburn. Contact Neal Esselburn at 260.637.3820.

Oct: 20

Nov: 17

Dec: 15

NARCOTICS ANONYMOUS-OPEN AREA MEETINGS

Every Fri., 7 p.m., Dayspring Community Center "One Hope" (Discussion), 1700 E. 7th St., Auburn, Serenity House Barn "New Dreams" (It Works: How and Why) 2438 County Rd 50, Auburn. For more information call 260.427.9113.

Oct: 3, 10, 17, 24, 31

Nov: 7, 14, 21, 28

Dec: 5, 12, 19, 26

PHARMACARE COAT DRIVE

Monday through Wednesday, 10 a.m. – 4 p.m., DeKalb Health Office Building #1314, 1314 E. 7th St., Auburn. Bring any size gently new or used coats with zippers in working condition and/or non-perishable, non-expired canned food items. Donors will receive discount coupons. At the close of the drive, coats will be distributed to the Retired Senior Volunteer Program (RSVP) and food items to St. Martin's food pantry. For questions contact Rachel at 260.925.8000.

NOV: 17 – 20

SMOKING CESSATION "FREEDOM FROM SMOKING"

DeKalb Health Office Building #1314, Conf. Rm. 303, 1314 E. 7th St., Auburn.

To preregister contact Cardiopulmonary Department at 260.920.2571. \$55

Oct: 6, 8, 13, 15, 20 Mon/Wed, noon -1 p.m.

Oct: 7, 9, 14, 16, 21 Tue./Thur, 5 p.m.-6 p.m.