

BetterHEALTH

Promote.
Preserve.
Restore.



**WE FOCUS ON WHAT
MATTERS MOST**

THAT'S YOU





Our Patient-Centered Philosophy: Our Priority is You

In today's rapidly changing care landscape, health systems must juggle many priorities. From compliance to quality to cost management, it can be challenging to determine what should be at the top of the pyramid.

But at DeKalb Health, that's not the case. Here, the patient is paramount—and has been since our founding 53 years ago.

In a world of big, impersonal hospitals, DeKalb Health has preserved the small-town feel and patient-centric values that have made it such a valued part of the community. It's not any one thing we do—it's many touch points, all equally important to the end result: exceptional patient care.

Here are just a few:

Size

Our patients benefit from DeKalb Health's compact profile, because it allows us to be nimble. With a small, local board, decisions can happen quickly, and we can be responsive to threats—and opportunities—as they emerge. What's that mean for you? Improved patient safety, quality, outcomes and an overall better patient experience.

Staff

DeKalb Health has implemented a number of initiatives at the staff level to improve our patients' experience. We launched "Behaviors Leading to Excellence" to provide clear and specific behavioral expectations for all of our team members that lead to excellent patient care. Hourly rounding was initiated to better

meet the needs of our patients. Communications boards were installed in each patient room, and bedside shift reports were begun to enable our patients and their families to have a better understanding of the care they are receiving. Through these initiatives and many others, we remain committed to providing the highest quality of care and an excellent experience for all of our patients.

Partnerships

DeKalb Health also shows our patients are a priority through our partnerships. To ensure that our patients have access to the best and broadest care options available today, we have forged partnerships with physician groups that provide our community access to almost every medical specialty imaginable—right here on campus.

Quality

Our commitment to quality is another key component of our patient experience formula. At DeKalb Health, that means emphasizing an ongoing commitment to excellence through a continuous process of education, communication, evaluation, efficiency and improvement.

So, what does all this mean? Here, patient experience isn't just a box checked on a survey after your stay. It's one of the cornerstones of our care philosophy. This philosophy demands hospital-wide ownership of patient experience. Each member of our team is responsible for this critical priority, and our managers and directors are all empowered to manage and support a positive patient experience.

We're Listening

WE WANT
YOUR HONEST
FEEDBACK

At DeKalb Health, our quality efforts are built on a benchmark of data—it's how we measure our success. And nowhere is this first-hand, primary data so valuable as in our efforts to quantify our patient experience.

Patient surveys are a key part of our patient experience evaluation process. Not only do surveys provide a snapshot of each individual patient's experience in key touch points, but they also offer a big-picture view of our strengths, and are used to drive continual improvement.

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a national survey that asks patients about their experiences during a recent hospital stay. This survey is the first national, standardized, publicly-reported survey of patients' perspectives of hospital care. HCAHPS scores, based on four consecutive quarters of patient surveys, are publicly reported on the Hospital Compare website medicare.gov/hospitalcompare. To learn more, visit our patient survey report card at DeKalbHealth.com.

LETTER TO THE EDITOR: *Smaller Hospital Offers Quality Care, "Personal Touch."*

On Jan. 1, 2017, I received life-threatening injuries due to an assault in Garrett.

The first words out of everybody's mouths were, "We need to go to Parkview or Lutheran; do not go to DeKalb because they are just a Band-Aid station."

Contrary to popular opinion, my decision was that we were going to DeKalb, where I received 5-star service from the nurses and nursing assistants. The injuries I incurred caused my brain to swell, which required a multitude of medicines to release the pressure. By being able to get to DeKalb in a timely fashion instead of the drive to Fort Wayne, I feel as though I was better able to regain my motor function. While there, I received two CT scans, two MRIs, and an EEG. I was followed up by doctors who spent not minutes, but hours talking and going over treatment plans with me. The nursing staff exceeded all expectations as far as wonderful and caring service. There was never a time when a button was pushed that I waited more than five minutes for someone to come and see what I needed.

I felt safe and secure the whole time, with double checks being done on all major medicines. The nurse assistants, the housekeeping, physical therapist and anyone coming into my room always asked if there was anything else they could get me and fetched it without complaint.

In my eyes, sometimes going to a bigger hospital loses the personal touch of a smaller one. I have been to the other hospitals in the past and had to spend hours to get seen in the ER, hours to even get into a room, and call lights were not always answered in a timely fashion.

At DeKalb, I didn't lose this personal touch of being an individual, and many of the staff would come into my room just to talk when they weren't busy.

Though everyone seems to think they don't have the resources of other hospitals, this is not true due to the era of technology. My scans may not have been read here, but they were electronically sent to multiple professionals who were able to go over them and report just as fast as being there.

In my eyes, no one should be detoured by DeKalb because they can give you a higher quality of care than larger hospitals, and half the battle of being an inpatient is being able to get the care you need from the everyday staff.

Craig Zahner, Garrett

(Patient Testimonial Reprinted from KPC Media)

DEKALB HEALTH SUPPORTS TRI KAPPA'S

PINK OUT

I N I T I A T I V E

Breast cancer has a major impact on our community as a whole and at the individual level. One in every eight women will develop breast cancer in her lifetime, and according to the American Cancer Society, there were more than 200 new cases of cancer in DeKalb County last year, resulting in 91 mortalities.



The event begins with a Pink Parade from Eckhart Public Library to James Cultural Plaza, and ends with a tribute ceremony and balloon release. Cancer survivors will speak including Dr. Trina Chapman Smith, a family practitioner at DeKalb Health, and local resident Nina Bennett.

Today, there is no known prevention for breast cancer—but when found in its early stages, it has a 98 percent cure rate. That's why Tri Kappa and DeKalb Health make the annual Pink Out event a priority: To raise awareness of breast cancer, and to make detection services accessible to more women in the community.

During the Pink Out on **Thursday, May 18, 4 to 8 p.m. at the James Cultural Plaza in downtown Auburn**, participants will have the opportunity to gain valuable information, receive or schedule a life-saving mammogram and participate in fundraising and awareness events.

Explore our health and wellness street fair with information booths from various local businesses, organizations, cancer resources and opportunities to schedule a mammogram with DeKalb Health or Francine's Friends.

Schedule an appointment during the month of May at DeKalb Health and receive a free Pink Out gift.

For more information, visit [Facebook.com/pages/Tri-Kappa-of-Auburn](https://www.facebook.com/pages/Tri-Kappa-of-Auburn), or schedule an appointment with DeKalb Health Women's Imaging and Diagnostic Suite at 260.333.7710.

News From PharmaCare

PharmaCare Offers Free Daily Delivery to Butler

In addition to our free delivery in Auburn, Waterloo and Garrett, PharmaCare is pleased to announce the addition of free delivery service in Butler Monday through Friday (not available on Saturday, Sunday or holidays). This applies to prescription deliveries inside the Butler city limits.

Transferring RXs

Transferring prescriptions from your current pharmacy is easy! Just provide us with the name and phone number of your current pharmacy as well as your prescription numbers, personal and insurance information, and we'll take care of the rest. We accept all Indiana Medicaid and HIP plans and Medicare D plans. We are also participating providers in almost all other commercial insurance carrier plans.

PharmaCare Auburn
260.925.8000

PharmaCare Garrett
260.553.9200



DEKALB HEALTH TAPS DR. JAMES INGRAM AS CHIEF MEDICAL OFFICER

DeKalb Health is pleased to announce that Dr. James Ingram has assumed the role of Chief Medical Officer. Dr. Ingram has been in practice since 1994. He moved to Auburn in 2002 and joined Family Practice Associates which joined DeKalb Health in 2012. In 2017, Dr. Ingram relocated his practice to join DeKalb Health Medical Group providers Lance Burton, MD, Dana Forrest, MD and Mark Colby, PA-C.

Dr. Ingram is passionate about maximizing quality of care and efficient processes. He has played an active role in DeKalb Health's peer review committee, DIGIT, and is a pioneer for electronic medical records optimization.

In addition to serving as Chief Medical Officer, Dr. Ingram will continue to provide family medicine services and procedures on a part-time basis with DeKalb Health Medical Group.

Our Community Health Partnerships

SPOTLIGHT ON ST. MARTIN'S HEALTHCARE CLINIC

DeKalb Health is proud to support the work of St. Martin's Healthcare Clinic in Garrett through the provision of physician and provider volunteers and event sponsorships.

St. Martin's Healthcare offers medical, dental and vision services for uninsured and underinsured patients at their Garrett facility located at 1359 S. Randolph Street. A few of the services you could receive include basic primary healthcare, health education classes, laboratory services, pre-employment and sports physicals, help to manage chronic illnesses and referrals for diagnostic testing and specialists. Dental services are also offered in the form of x-rays, exams, fillings, extractions, cleanings and oral education. Also, complete eye exams with dilation and prescriptions for corrective lenses are available through vision services. Find out if you are eligible for these services by calling 260.357.0077. For more information go to smhcin.org.

MEDICAL HOURS

Monday	9 a.m. – Noon 1 p.m. – 4 p.m.	Walk-in Walk-in
Tuesday	9 a.m. – Noon 1 p.m. – 3 p.m.	By Appointment By Appointment
Wednesday	9 a.m. – 1 p.m.	Walk-in
Thursday	12 p.m. – 4 p.m. 4 p.m. – 8 p.m.	By Appointment Walk-in
Friday	No Medical Clinic	

DENTAL HOURS

Monday	9 a.m. – Noon	Walk-in
Tuesday	8 a.m. – Noon	By Appointment
Wednesday	9 a.m. – 1 p.m.	Walk-in
Thursday	4 p.m. – 8 p.m.	By Appointment
Friday	8 a.m. – Noon	By Appointment

ON THE MOVE

Continuous improvement is part of our culture at DeKalb Health. What does that mean for you? It means things are once again on the move, as we optimize resources to better serve our patients. Here are a few recent and upcoming moves happening on campus:

- Home Health will relocate to its new home in the Central Business Office at East Seventh Street in the coming weeks.
- The office of general surgeon Jeff Justice, MD, Charles Morrison, MD (colorectal surgeon) and James Grey, MD (family medicine), relocated to Suite 5 in Building 1316. Patients should park in Lot A and enter Door 4, Suite 5.
- Mark Colby PA-C has joined Dr. Dana Forrest, Dr. James Ingram and Dr. Lance Burton with DeKalb Health Medical Group in Office Building 1306, Suite A. Patients should park in Lot C and enter Door 53, Suite A.
- Diabetes Education has moved to the second floor of the outpatient services building, adjacent to the imaging center. Patients should park in Lot A, enter Door 5 and go to second floor registration.
- Dr. Mohan Rao of Ear Nose and Throat Associates and The Hearing Center audiologists Laura Johnson and Lindsey Yarde have relocated to Suite 203 in Building 1314. Patients should park in Lot C and enter Door 61.





ALZHEIMER'S Speaker Series

DeKalb Health will host a four-part speaker series given by the Fort Wayne Alzheimer's Association. The events will be held once each month from 2:30 to 4 p.m. at DeKalb Health Physician Office Building 1314, Conference Room 303, 1314 E. 7th St. Auburn. Park in Yellow Lot C, Enter Door #61. Refreshments will be provided.

- April 27 Topic: Know the 10 Signs
- May 25 Topic: The Basics (Memory Loss, Dementia and Alzheimer's)
- June 22 Topic: Effective Communication Strategies
- July 20 Topic: Understanding and Responding to Dementia-related Behaviors

Provided by the Fort Wayne Alzheimer's Association. Visit www.alz.org/indiana for more information.

Have a Grievance and Need Help?

Discrimination is against the law. As such, DeKalb Health:

- Complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin or sex (including gender identity, sexual orientation, age or disability).
- Does not exclude people or treat them differently because of race, color, religion, national origin or sex (including gender identity, sexual orientation, age or disability).
- Provides free aids and services to people with disabilities to communicate effectively with us.
- Provides free language services to people whose primary language is not English.

If you believe DeKalb Health has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin or sex (including gender identity, sexual orientation, age or disability), you can file a grievance in person, by mail or fax.

If you need help filing a grievance, contact us at 260.920.2501. You can also file a civil rights complaint with:

- Indiana Civil Rights Commission (ICRC) – 800.628.2909 or in.gov/icrc/
- Indiana State Department of Health – 800.246.8909
- U.S. Department of Health and Human Services, Office for Civil Rights – 800.368.1019, 800.537.7697 (TDD), or ocrportal.hhs.gov/ocr/portal/lobby.jsf

Swing into Spring with the DeKalb Health Foundation Charity Golf Classic

Spring is upon us—which means the annual DeKalb Health Golf Outing is just around the corner! This year, the event will be held on June 6 at the Bridgewater Golf Club (1818 Morningstar Rd., in Auburn). Tee time is 10 a.m. The all-inclusive outing features 18 holes of Florida Four-Ball Scramble Golf, entry into skins, two mulligans per player, all golf games, complimentary beverages and hotdogs on course. Contests include Closest to Pin (Men and Women), Longest Drive (Men and Women), High Gross, Middle Gross, Second Lowest Gross, Skins, Putting Contest and other golf game favorites. The scramble is followed by a cookout and awards presentation, including cocktails (cash bar), door prizes and souvenirs.

Proceeds of the DeKalb Health Foundation Charity Golf Classic help fund scholarships that benefit DeKalb County residents pursuing a degree in healthcare.

For sponsorship opportunities, contact Sarah Payne at 260.920.2048 or spayne@dekalbhealth.com.

To register, contact Katyann Dick at 260.333.7671 or by email at kdick@dekalbhealth.com. Registration forms are also available online at DeKalbHealth.com. Registrations are due by Friday May 26, 2017.



Better HEALTH is a publication of DeKalb Health Marketing Department. Please call 260.920.2555 with your comments or questions. The information in this publication is not intended for the purpose of personal medical advice, which should be obtained directly from a physician. *Better HEALTH* may not be reproduced without written authorization from the Marketing Department of DeKalb Health, 1316 East Seventh Street, Auburn, Indiana 46706. Copyright ©2017. All rights reserved.

**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.

BREASTFEEDING CLASSES

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.

JUN: 6

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, 1 p.m. – 2 p.m. FREE to all.

CHILDBIRTH CLASSES

Fee \$20. Free to Family BirthPlace patients. Each class consists of three 2 hour sessions. Registration required. 6 p.m. – 8 p.m.

APR: 19 | JUL: 5, 12, 19

PRENATAL CLASS BLAST

Saturday. One day class with hour lunch break on your own) Fee \$20. Free to Family BirthPlace patients. Registration required. 9 a.m. – 4 p.m.

JUN: 4 | AUG: 6

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.

SCHEDULE A PRIVATE TOUR

Family Birthplace Tours are available any time. We recommend an advance call so we can ensure there are rooms available to view.

DEKALB HEALTH CAR SEAT CLINIC

DeKalb Health Central Business Office, 1700 E. 7th St., Auburn. Certified technicians on-site to check proper installation and safety. Contact DeKalb Health Car Seat Hotline at 260.920.2551.

MARCH FOR BABIES - DEKALB, NOBLE AND STEUBEN COUNTY 2017

Saturday, 1 p.m., Registration Time: 12 p.m.
Commons Park, 299 S John St., Angola, IN 46703
APR: 23

SPRING 2017 CALENDAR OF EVENTS

ADVANCED LIFE SUPPORT TRAINING

• **ACLS (Advanced Cardiac Life Support)**

3rd Fri. of every odd month 8 a.m. – 4 p.m., DeKalb Health Central Business Office Training Room, 1700 E. 7th St., Auburn. Registration required, contact the EMS Training Coordinator Office at 260.333.7683.

MAY: 20 | JUN: 15

• **PALS (Pediatric Advanced Life Support) in Association with Parkview Health**

2nd Wed. and Thurs., of every even month, 8 a.m. – 4 p.m. Registration required, contact the EMS Training Office at 260.333.7683.

JUN: 8, 9

ALCOHOLICS ANONYMOUS. NO FEE

For more information, call 260.927.8902 or visit serenityhouseinc.org.

• **OPEN MEETINGS**

Weekdays, Mon. – Fri. at 12 noon
Weekends, Sat., Sun. at 10 a.m.
Speaker Meeting Wed. and Sat. at 7 p.m.
Serenity House (Barn) 2438 CR 50, Auburn

• **WOMEN ONLY**

907 South Main St., Auburn.
Every Fri. 9 a.m., Sun. 5 p.m.

BLOOD DRIVE (WALK-INS WELCOME)

DeKalb Health Employee Parking Lot F
1316 E. 7th St., Auburn, 12:30 p.m. – 6 p.m.
Sign up at GiveBloodNow.com (Sponsor code: DeKalb).
For more information, contact Brenda at 260.920.2612 or Ashley at 260.920.2609.

MAY: 4 | JUN: 29

CELIAC SUPPORT GROUP

6:30 p.m. at DeKalb Health Office Building #1314, Conf. Rm. 303, 1314 E. 7th St., Auburn. Contact Anna Hartman at 260.705.6971.

JUN: 2

CPR/ FIRST AID CLASSES

DeKalb Health Central Business Office Training Room, 1700 E. 7th St., Auburn. Registration required, contact the EMS Training Office at 260.333.7683..

• **Adult** – 3rd Tues. of every even month, 6 p.m. – 10 p.m. **APR: 19 | JUN: 20**

• **Pediatric** – 3rd Tues. of every odd month, 6 p.m. – 10 p.m. **MAY: 17 | JUL: 19**

• **Healthcare Provider** – 3rd Wed. of every month, 7:30 a.m. **APR: 20 | MAY: 18 | JUN: 15 | JUL: 20**

DEKALB HEALTH FOUNDATION GOLF CLASSIC

(SEE INFORMATION INSIDE)

JUN: 2

DIABETES SELF-MANAGEMENT EDUCATION

PATIENT REFERRAL NEEDED. Contact Vicki Faux, RN, CDE at 260.920.2652. One-day session, offered monthly. 8 a.m. – 3:30 p.m. DeKalb Health Office Building #1314, Board Room, 1314 E. 7th St., Auburn.

MAY: 2 | JUN: 6 | JUL: 11

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.

JUN: 9

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.

MAY: 20 | JUN: 17 | JUL: 15

17TH ANNUAL KIWANIS BIKE SAFETY EVENT

Sat, 9 a.m. – noon. North side of the DeKalb County Jail. Corner of 8th and Union Streets, Auburn. Bring your own bike; bike safety course, free bike helmets provided by DeKalb Health and more.

MAY: 21

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 or 1234neal.ms1@frontier.com.

MAY: 16 | JUN: 20 | JUL: 18

SMOKING CESSATION "FREEDOM FROM SMOKING"

Tues./Thur., 5 p.m. – 6 p.m., DeKalb Health Cardiopulmonary Rehabilitation Department. Park in Lot A, enter Door 3. To preregister contact Cardiopulmonary Department at 260.920.2571. \$55

MAY: 3, 5, 10, 12, 17

SENIOR CITIZEN EXPO & ADULT HEALTH FAIR

Co-Sponsored with DeKalb County Council on Aging, Thurs, 8 a.m. – 1 p.m. (Health Fair until 11 a.m.). National Military History Center, Auburn, I-69 Exit 326 to 11a. Contact Meg Zenk at 260.925.3311 or mzenk@dccoa.net.

APR: 20

Find us on **facebook**

Or visit us at **DeKalbHealth.com**