

## Betterhealth Promote. Preserve. Restore.

PRIVATE ROOM OPEN HOUSE

# THE FUTURE IS BRIGHT

DEKALD HEALTH



## A HIGHER STANDARD OF CARE

NEW PRIVATE PATIENT ROOMS ARE GEARED TO PROVIDE OPTIMAL PATIENT EXPERIENCE



Over the past year, the face of DeKalb Health has changed a great deal. The opening of our North Campus this spring altered the exterior landscape of our campus in a major way. Now, later this fall, upgrades to the hospital's interior care spaces will also debut.

For the first time in the hospital's 50-year history, all patients will enjoy private rooms during their stay at DeKalb Health. This is a significant change for our hospital, and one that brings DeKalb Health another step closer to its goal of being a modern healthcare destination for recovery and wellness—inside and out.

These interior updates are one of the major—and perhaps most important—pieces of our facility modernization efforts. As a community health center, we understand that to provide the best care, our hospital and other wellness environments don't just need to offer the most advanced equipment, technology and clinical resources, they also need to be aesthetically designed to nurture healing in a comfortable and tranquil space. These cosmetic improvements are another way we are consistently working to improve the inpatient experience at DeKalb Health.

The project also optimized the space available for patient care, creating room for 57 beds as opposed to the 47 formerly housed on the inpatient floors. The two million dollar project was approved by the Board after an appeal from DeKalb Health's

leadership team; however, the improvements would not have been possible without the generous support of the DeKalb Health Foundation, who gifted \$900,000 to make these updates possible.

Renovations are being completed by project partners, Signature Construction by Mike Ley and Design Collaborative. When complete, it will feature a total of two floors, 39 private medical surgical rooms and an all-new relocated inpatient pharmacy.

"These updates are long overdue. We've gone from a very dated décor, tile floors and walls, to a more modern atmosphere and efficient space that better reflects the quality of care we provide here—and that better meets our patients' needs for privacy, quiet and comfort while they recover from an illness or injury."

- Craig Polkow, newly appointed CEO of DeKalb Health.

Donations toward the project are welcome. If you are interested in making a financial contribution, a tax deductible corporate or individual gift may be made by directing a contribution to: *DeKalb Health Medical Surgical Inpatient Capital Campaign*, 1316 East Seventh Street, Auburn, IN 46706.

An open house to debut the new space to the community is being planned for Sunday, October 4, from 2 to 4 p.m. For more information, call Terri Christiansen at 260.920.2555.

## **OPEN HOUSE**

SUNDAY, OCTOBER 4 2 TO 4 P.M.

#### Join us for refreshments and guided tours of our Private Patient Rooms and Inpatient Pharmacy.

Suggested parking lots (enter off of Wesley Road): Yellow Lots D and E Guided tours: Enter through door #36

#### **PROJECT PARTNERS:**







## THE EXPERIENCE PATIENTS DESERVE

#### PRIVATIZATION IMPROVES PATIENT EXPERIENCE

#### **Viability for the Future**

As the emerging healthcare landscape becomes more and more focused on the patient experience, safety and care, DeKalb Health continues to find and support new ways to improve care in its own facilities. With competition among providers escalating at the local level, patients now have more choices in where they receive care. HCAHPS scores and patient satisfaction, in particular, are now tied to reimbursements and hold more weight than ever for the future of any healthcare provider to remain viable.

#### **Our Approach to Addressing Increased Demands**

The patient room is home away from home and, increasingly, where all the action happens—providing countless reasons to makes sure the design is right. Our primary goal has been to provide costeffective, evidence-based solutions that will support functional operations of future care delivery, especially as it pertains to patient safety, experience and care efficiency.

The design renovation of the unit and hospital pharmacy was studied from multiple perspectives, including the patient, staff, physician and family, each with particular needs and desires.

- Patients want easy access, safety/security, privacy, accommodations for family, positive diversion/distraction, and the ability to see their providers.
- Caregivers and providers want the ability to see the patient and have accessible supplies/equipment.
- Families are demanding more and better amenities and newer facilities, which often blur the boundary between hospital and hospitality environments.

Anyone who has worked in an environment where semi-private rooms are the norm has dealt with issues caused by gender, incompatible roommates, and who gets the bed by the window. These issues lead to many differences such as transfers and rework, as well as dissatisfied patients, families and caregivers. The move to private rooms directly improves these inconveniences; and contributes to reductions of hospital-acquired infections and fewer errors as well as improved staff, patient and family satisfaction.

#### **THE ENHANCEMENTS**

#### **Patient Care and Safety**

The patient room is where patients spend the majority of their hospital stay and where they have the opportunity to interact with multiple caregivers. It also is the place where the potential for errors is greatest and more urgent challenges such as reducing healthcare-



associated infections must remain top of mind. Privatization of our medical surgical rooms will help with patient care and safety through the following enhancements:

- Nurse call system: Rauland's Responder 5. This system has the capacity of integrating smart technology by sending alarms and messages directly to the nurse's phone that is included with the system
- New beds and security exit alarms better monitor those at risk
- Special flooring for falls
- Communication boards
- Information technology upgrades
- Acuity adapted rooms

#### **Patient Experience**

We have created spaces that not only enhance outcomes but leave patients walking away from a healthcare experience with a favorable opinion, increasing patient satisfaction and HCAHPS scores.

#### COMFORT

- New furnishings
- Soothing color palette, natural earth tones
- TVs
- New beds
- New and refurbished mattresses
- Noise reduction, carpeted halls

#### PRIVACY AND SECURITY

- Private patient rooms and restroom
- Private and secure closet storage
- Private consultation room

#### CONVENIENCE FOR PATIENT AND FAMILY

- Adjacent parking facilities
- Cafeteria
- Gift Shop

#### **Staff Efficiency**

By incorporating best practice, evidence-based design, we help manage cost of care and ensure staff members have immediate and efficient access to the patient and supplies.

#### WORK FLOW AND WORK SPACE PROCESS IMPROVEMENT

- Areas organized by level of acuity, step down unit, pediatrics, general medical surgical, etc.
- Decrease the number of caregiver steps required to access equipment/supplies
- Decrease physical demands on staff
- General medications and general supplies available per each private room

### DEKALB HEALTH WELCOMES OUR NEW CHIEF EXECUTIVE OFFICER

The DeKalb Health Board of Directors has selected Craig Polkow as its new Chief Executive Officer (CEO). Polkow has taken over for Dr. Emilio Vazquez, who has been serving as interim CEO since Fred Price resigned the post in late January. Polkow's appointment was effective August 3, 2015.

Polkow brings more than 25 years of progressive healthcare experience. He comes to DeKalb Health from St. Thomas Health in Nashville, Tennessee, where he most recently held the position of Executive Vice President and Chief Financial Officer (CFO). During his tenure, he directed fiscal operations of the five-hospital system, which includes 13 Ambulatory Surgery Centers, eight Imaging Centers, a 250 physician practice and other subsidiaries.

Polkow and his wife Cathy look forward to becoming actively engaged and part of the community once again. "Cathy and I are excited to be returning to DeKalb County," said Polkow. "I am looking forward to working with the outstanding medical staff and the dedicated associates of DeKalb Health."

Polkow is no stranger to the healthcare landscape of northeast Indiana. Prior to his time in Nashville, he was CFO at Dupont Hospital in Fort Wayne and served as Interim CEO. While at Dupont, he showed a significant impact of increased earnings and reduced employee turnover. Polkow also held the CFO leadership role at DeKalb Memorial Hospital in Auburn and Madison Center in South Bend.

Polkow possesses broad expertise in both the for-profit and not-for-profit sectors of healthcare, as well as large system and smaller community-based medical facilities. Majoring in Economics at Indiana University South Bend, he received a Bachelor of Science and Master of Business Administration with highest distinction. He received a public accounting certification in 1990. Polkow has served in adjunct faculty positions at Indiana University at South Bend, Tri-State University, Concordia University and the University of Phoenix.

"Our board is very excited about the skills Craig Polkow brings to DeKalb Health," remarked DeKalb Health Board Chair Bob Menzie. "The fact that he worked here previously and wanted to return speaks volumes about our community and the potential of our hospital. In the end, we were very impressed by Craig's vision and strategies for the future, as well as his philosophy to remain independent. We see a bright future ahead for DeKalb Health."

Menzie noted the efforts of the search committee. The process was very thorough and included a broad representation of hospital personnel. "We also want to publically thank Dr. Emilio Vazquez for serving as interim CEO during the last five months," Menzie insisted. "His effective leadership during this period will make this transition much easier for all concerned."

DEKALB HEALTH



#### CRAIG POLKOW, CEO DEKALB HEALTH

## VOLUNTEERS

#### An Integral Part of the Patient and Guest Experience

Volunteers are a critical part of DeKalb Health. This special staff of men and women provides assistance throughout the hospital through a variety of roles, including greeting and welcoming visitors, wayfinding assistance, gift shop clerks, distributing Kate's Kart books to pediatric patients, and serving as host of specific areas.

These ambassadors of DeKalb Health contribute a great deal throughout our organization, and their efforts play an integral part of the patient and guest experience. "The more volunteers we have who want to help at DeKalb Health, the more services we can offer," explained Sara Ley, Patient Experience Officer. "Many departments can use volunteers, and we simply do not have enough."

In support of the many important functions our volunteers provide, DeKalb Health recently dedicated a new space specifically for their needs–Volunteer Central. In this new area, volunteers have a central area to stage projects to assist staff, hold small group meetings, post information and coordinate activities. Volunteer Central also has lockers where volunteers can store their personal belongings during their shift, and a casual seating area for breaks and downtime.

Off campus, members of the Auxiliary Guild operate and staff the Curiosity Shop. This retail, thrift shop is a well-known institution in downtown Auburn that offers gently-used or next-to-new clothing and small household items. A challenge now facing the shop is the need for more space, coupled with needed building maintenance and extensive repairs. Recently it was approved to begin the process to pursue a different building. If this is to become a reality, private and corporate donations will help the Auxiliary to continue the organization's purpose of supporting the hospital.



Top left: Every renovated medical surgical room received a new communication board, funded in part by a generous donation from the Auxiliary Guild. Shown left to right: Joy Hammer, Director of Medical Surgical Unit; Connie Haynes, Auxiliary Guild Treasurer; and Nita Webb, DeKalb Health Volunteer Coordinator

Top right: Members of the Auxiliary show off new Volunteer Central. Left to right: Mary Ellen Crawford, Bonnie Kelham and Anita Poinsett

"Volunteers at DeKalb Health are the icing on the cake," shared Nita Webb, volunteer coordinator. "They make the things we do 'sweeter' when they give of themselves with a positive attitude, enthusiasm, encouragement and warmth that touches each patient or visitor they encounter. They are valued in such a great way that it cannot be expressed in dollars and cents."

Most of the volunteers are members of the DeKalb Memorial Hospital Auxiliary Guild, a not-for-profit organization more than 70 strong. The men and women of the Auxiliary not only offer their time and talents to DeKalb Health, they also raise and contribute money and gifts that help fund the purchase of new furnishings, training equipment, establish new services and programs, and even fuel brick and mortar projects like the new nursing communication boards recently installed in every new private inpatient room.

Volunteers with a truly compassionate heart can also serve directly under DeKalb Health Hospice. These volunteers offer care to those living with a terminal illness and provide relief for caregivers in the home. More importantly, hospice volunteers also provide emotional and social support for the client and family. To volunteer for hospice, call direct to DeKalb Health Home Care and Hospice at 260.925.8699.

For more information about volunteering at DeKalb Health, call Nita Webb at 260.920.2804, or e-mail nwebb@dekalbhealth.com.



#### Agithon: Layla Leigh



### A GIFT FROM LAYLA LEIGH

One Northeast Indiana couple's loss has resulted in the gift of safer sleep for infants born at the Family BirthPlace at DeKalb Health. In May 2015, Austin and Nora Budreau donated 117 sleep sacks in honor of their daughter Layla Leigh Budreau, who passed away in November 2014 as a result of Sudden Infant Death Syndrome. The sleep sacks, which help prevent SIDS, are embroidered with "A Gift from Layla Leigh" over the heart. Austin and Nora—who is a DeKalb Health employee—also gifted the hospital with funding to support staff and patient education about SIDS.

"We are very pleased and grateful to receive this generous gift from the Budreaus, in honor of Layla," shared Britte Nihart, RN, CNM, MSN, Director of the Family BirthPlace at DeKalb Health. "Giving these sleep sacks out to our new families opens the door for our nurses to discuss the ways that new parents can minimize the risk of SIDS to their babies."

## YOU'LL FIND US UNDER THE RAINBOW

## CONVENIENT CENTRALIZED SCHEDULING LAUNCH

At DeKalb Health, we are always looking for new ways to improve the care delivery experience for our patients—and our physicians. We understand that a pre-eminent care experience starts with the very first touch point. That is one reason DeKalb Health recently launched centralized scheduling for imaging/radiology procedures, sleep studies, respiratory care and infusions.

By calling 260.333.7710, patients and physician offices can now schedule one or more appointments for one or more tests and procedures with only one call. This provides a significant convenience for our patients, reducing wait time and delivering an easier, user-friendly appointment-setting experience.

Central scheduling also provides organizational efficiencies for DeKalb Health. By streamlining multiple departments to a single point of contact, scheduling becomes simpler, more predictable and easier to staff to scale of need. It is also a time saver; central scheduling patient coordinators can pre-register patients, verify insurance and offer wayfinding assistance to patients without bouncing the caller from service area to service area.

Other departments will be phased in over the upcoming months. To schedule an imaging or radiology procedure, sleep study, respiratory appointment or infusion, contact DeKalb Health Central Scheduling at:

## 260.333.7710

## INTRODUCING



### BEHAVIORAL HEALTH AT DEKALB HEALTH

Linda Hartley, MSW, ACSW, LCSW of Summit Counseling, LLC PH 260.443.5743

Providing general counseling services to families, couples, children, and adults (individual or group). Specializing in morbid obesity, anxiety, depression, parental counseling and complicated bereavement.

Convenient appointments on campus, BLDG 1314, Suite 206, Auburn

## WELCOME TO DEKALB HEALTH MEDICAL GROUP

#### William Goudy, DO Family Medicine PH 260.927.1982

Dr. Goudy has had a successful private practice at DeKalb Health since 1980 and will continue lending his expertise through a newly announced affiliation with the medical group beginning August 1.

Convenient office location in BLDG 1306, DOOR 52, Suite B, Auburn

## NEW AMBULANCES HIT THE ROAD

DEKALBIHEALTH

The same quality EMS care DeKalb County residents have received for years now comes in a new package. After a recent rebranding, the DeKalb Health EMS Department unveiled its new logo on its fleet of ambulances and patient transport vehicles in April. This is the first brand refresh for DeKalb Health EMS since the logo was first used in 1970.

To learn more about DeKalb Health EMS, visit www.dekalbhealth.com.



## PROUDLY SUPPORTING OUR COMMUNITY

## ACD FESTIVAL

#### AUGUST 30 - SEPTEMBER 7

Visit our booth at the courthouse squar in Auburn Friday and Saturday

## DEKALB COUR FREE FALL FA

#### **SEPTEMBER 28 - OCTOBER 3**

Visit our booth at the courthouse square

## **CONTACT US**

Send inquiries to info@dekalbhealth.com or call: MEDICAL SERVICES AMBULANCE After Hours Walk-In Clinic Anticoagulation Clinic Services Cardiopulmonary Rehabilitation Services Central Scheduling Diabetes Management Services Home Health and Hospice Services Imaging and Radiology Services Laboratory Services Auburn – Main Hospital Laboratory Services Butler Laboratory Services Garrett Nutrition and Dietitian Services Obstetrical Services/Family BirthPlace Occupational Therapy Services

Pharmacare Pharmacy Physical Therapy Respiratory Services Sleep Diagnostic Services Specialty Clinic Speech Therapy Surgical Services/Outpatient Surgery Wellness Services

#### MAIN HOSPITAL

12.2

10

Administration Admitting/Registration/Patient Access CBO/Billing and Insurance Community Services CPR and First Aid Education DeKalb Health Foundation Gift Shop Media Inquiries Patient Experience Officer Patient Condition Physician Referral Prenatal Breastfeeding Education Release of Medical Information Support Group Information

911
260.920.2000
260.920.2738
260.920.2571
260.333.7710
260.920.2652
260.925.8699
260.920.2513
260.920.2602
260.868.0502
260.357.0380
260.920.2651
260.920.2510
260.920.2632
260.925.8000
260.920.2632
260.920.2574
260.920.2574
260.920.2741
260.920.2632
260.920.2639
260.920.2572
260.925.4600
260.920.2501
260.920.2603
260.333.7699
260.333.7673
260.333.7683
260.920.2504
260.920.2553
260.920.2555
260.920.2802

DIRECT LINE

011

260.920.2749 260.333.7673

260.920.2802

260.920.2556

260.920.2510





#### 1316 East Seventh Street · Auburn, Indiana 46706

Visit DeKalbHealth.com for a complete schedule.

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#### FAMILY **BIRTHPLACE** at DeKalb Health

All classes are held at the DeKalb Health Family BirthPlace Conference Room located on the information or to register for a class, please contact Julie Wagoner at 260.920.2780.

#### FAMILY BIRTHPLACE CLASSES AND 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. AUG: 31 | OCT: 19

#### **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. AUG: 3, 10, 17, 24, 31 | SEP: 7, 14, 21, 28 | OCT: 5, 12, 19, 26

#### HEALTHY EXPECTATIONS

Come to DeKalb Health's Family BirthPlace to pick up your FREE prenatal vitamins. Free vitamins

#### CHILDBIRTH CLASSES

First three Tuesdays of every month except May. Fee \$20. Free to Fámily BirthPlace patients. Registration required. 6 p.m. - 9 p.m. AUG: 4, 11, 18 | SEP: 1, 8, 15 | OCT: 6, 13, 20

#### **DEKALB HEALTH CAR SEAT CLINIC**

Auburn. Certified technicians on-site to check proper installation and safety. Contact DeKalb Health Car Seat Hotline at 260.920.2551.

#### WELLNESS CENTER CLASS

Wellness Center is located on the East Campus of DeKalb Health, 1700 E. 7th St., Auburn.

#### STAYFIT CLASS: STRETCH & FLEX

StayFit members are invited to participate in the Stretch & Flex class being held in the Wellness Center. Improving muscle tone, balance and flexibility are the goals of this 45-minute class. Fee associated. Contact: Cardiac Rehab department at 260.920.2571 Monday, Wednesday, Friday 9 a.m.

#### YOGA CLASSES

\$25 fee associated for unlimited yoga classes Instructor: Mary Goudy Contact: Kasie Milk at 260.920.2812 Yoga Core: Wed. 7:30 a.m. – 8:30 a.m. Fitness Yoga: Mon. 7:30 a.m. – 8:30 a.m., Fri. 7:30 a.m. – 8:30 a.m. Restorative Yoga: Thurs. 5:30 p.m. - 6:15 p.m.

#### SUMMER 2015 CALENDAR OF EVENTS (AUG, SEPT, OCT)

#### 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 Office at 260.333.7683. SEP: 18

• PALS (Pediatric Advanced Life Support) in Association with Parkview Health 2nd Wed. and Thurs., of every even month (except August), 8 a.m. - 4 p.m. Registration required, contact the EMS Training Office at 260.333.7683. AUG: 5. 6 OCT: 14. 15

#### **ALCOHOLICS ANONYMOUS. NO FEE**

For more information, call 260.927.8902 or visit www.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 Every Fri. 9 a.m., Sun. 5 p.m. 907 South Main St., Auburn

#### **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 www.GiveBloodNow.com (Sponsor code: DeKalb). For more information, contact Brenda at 260.920.2612 or Ashley at 260.920.2609. SFP: 2

#### **CELIAC SUPPORT GROUP**

1st Thurs. of every even month 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 or nutritionlover@gmail.com.

#### AUG: 6 | OCT: 1

#### COMMUNITY GRIEF AND LOSS SUPPORT GROUP

1st and 3rd Mon. of the month (including holidays) 6:30 p.m. - 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.

SEP: 7, 21 0CT: 5, 19 AUG: 3, 17

#### **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. AUG: 18 OCT: 20
- Pediatric 3rd Tues. of every odd month, 6 p.m. 10 p.m. SEP: 15
- Healthcare Provider 3rd Wed. of every month, 7:30 a.m. AUG: 19 SEP: 16 OCT: 21

#### **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. AUG: 3 SEP: 8 OCT: 5

#### **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.

#### AUG: 13 | OCT: 8

#### **HEALTHY HALLOWEEN FAIR**

Tue, 6 p.m. – 8 p.m. Sponsored in part by DeKalb EMS and the Auburn police and fire departments. A FREE fun Halloween event for kids and their parents or guardians. Bring your kids-in costume if they wishfor healthy treats, games, a chance to win prizes, spooky music and the haunted room. DeKalb County Fairgrounds, Union Street, Auburn. OCT: 27

#### **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. AUG: 21 | SEP: 18 | OCT: 16

#### 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 1234 neal.ms1@frontier.com. SEP: 21 0CT: 19 AUG: 17

#### PRIVATE ROOM OPEN HOUSE

(see deails inside) **OCT: 4** 

#### SMOKING CESSATION "FREEDOM FROM SMOKING"

DeKalb Health Cardiopulmonary Rehabilitation Department. Park in Lot A, enter Door 3. To preregister contact Cardiopulmonary Department at 260.920.2571. \$55

Mon./Wed., 12p.m. - 1 p.m., SEP: 14, 16, 21, 23 Tues./Thur., 5 p.m. - 6 p.m., SEP: 8, 10, 15, 17