

Winter 2014



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Jay County Hospital Recognized as a Coalition for Care Hospital



Jay County Hospital was recently recognized by the Indiana Hospital Association as a *Coalition for Care* hospital. Certificates of Recognition were received for the following areas:

- For achieving a 20% reduction or attaining *Partnership for Patients* improvement targets in Readmissions in the IHA *Coalition for Care* Hospital Engagement Network
- For achieving a 40% reduction or attaining *Partnership for Patients* improvement targets in Surgical Site Infections in the IHA *Coalition for Care* Hospital Engagement Network
- For achieving a 40% reduction or attaining *Partnership for Patients* improvement targets in Injuries from Falls in the IHA *Coalition for Care* Hospital Engagement Network
- For achieving a 40% reduction or attaining *Partnership for Patients* improvement targets in Early Elective Deliveries in the IHA *Coalition for Care* Hospital Engagement Network
- For achieving a 40% reduction or attaining *Partnership for Patients* improvement targets in Venous Thromboembolisms in the IHA *Coalition for Care* Hospital Engagement Network

In April 2012, the Indiana Hospital Association launched the *Coalition of Care* Hospital Engagement Network. They partnered with the AHA's Health Research and Educational Trust to meet the CMS *Partnership for Patients* goals of reducing harm by 40% and readmissions by 20% by the end of 2013. In the last 20 months, Jay County Hospital has been participating in many events to gain knowledge and implement improvements within the organization.

One of the improvements made includes the addition of a full-time Case Manager RN to follow patients from admission to discharge, to make sure patients understand discharge orders, and to call patients back after discharge to follow-up. Jay County Hospital has also teamed up with Kaup Pharmacy to begin utilizing KaupPac, a specially designed package system which ensures that patients take the correct medications and amounts at the correct time of day. In addition, all RN's and physicians are thoroughly trained in all areas to ensure better care is provided and to work toward initiatives in keeping patients healthier at home.

West Jay Clinic Renovation

The residents of Dunkirk are seeing some changes occur to the West Jay Clinic (WJC). The WJC is a family healthcare clinic which provides primary care for pediatrics to geriatrics, and has been around for 35 years.

The WJC is getting a much-needed major update, which includes the creation of a new entrance, an expanded and updated waiting area, and a new check-in/check-out area. In addition, a new lab work area, new provider and nurse work area, new furnishings and finishes, updated handicap accessible restrooms, refinishing of the parking area (done in the spring) and new signage. The renovations began in early October with a completion date around February 2014.

The WJC was built in 1978 by Dr. J Craig Hutchison. Dr. Francis Bonser joined the practice in 1983, and they both continued practicing until 2000. The Caylor-Nickel Clinic owned the WJC from 2000-2006 when Dr.



Steven Myron purchased it. During this time, Dr. Marvin McBride; Bobbie Sims-Wells, FNP; Mary Lou Quirk, FNP; Dr. Dinesh Doshi and Dr. Eric Betts practiced at the clinic. The following year, Jay County Hospital purchased the practice and then Dr. Betts, along with Brenda DeArmond, FNP, and Deb Jones, FNP, began seeing patients at the WJC.

The managing physician at WJC is Dr. Eric Betts. Dr. Betts is Board Certified with the American Board of Family Practice. He is a graduate of Michigan State University and Ohio State University College of Medicine. He completed his internship and residency at Ft. Wayne Medical Education Program. Dr. Betts previously worked as a Family Medicine Physician with Primecare, Family Healthcare of Middlebury and Preferred Family Physicians.

"The West Jay Clinic building really needed some TLC, so I'm excited that Dunkirk, the surrounding area, and all of my patients can now visibly see the care and concern that Jay County Hospital and I have for our current and future patients," said Dr. Eric Betts.

While the West Jay Clinic (WJC) is undergoing major renovations to its interior and exterior, the providers will continue seeing patients during normal business hours.

Sullivan County Community Hospital Partners with Indiana Breast and Cervical Cancer Program

In support of medically underserved women in southwest Indiana, Sullivan County Community Hospital hosted its 6th semi-annual Women's Clinic on October 23 and 24, 2013. Funded by the Indiana Breast and Cervical Cancer Program (BCCP), the clinic provides free pap tests to women ages 40-64 and mammograms to women ages 50-64.

According to the BCCP, uninsured, underinsured, and women who have income below 200 percent of the federal poverty level qualify for services. This year, 23 women were seen by SCCH providers Dr. Barbara Mowery, and nurse practitioners Bonnie Cross, Tabitha Simpson, and Stacy Smith. The YWCA Women's Cancer Program partners with the hospital on the yearly event.



"We help qualifying women by linking them with providers and hospitals nearest to them to get screened. If a woman is diagnosed with cancer, we facilitate her with getting the money she needs for treatment. If a woman needs further diagnostic services, we pay for those services, as well, and help navigate her through that process until she has an answer as to whether or not she has cancer," said Kauffman.

Since 2006, Sullivan County Community Hospital has hosted a BCCP Women's Clinic. Hospital Radiology Director, Stanley Hobbs, helps coordinate the program by recruiting local clinicians and providing radiology services at the hospital.

"At the hospital, we are committed to providing screening mammograms and supporting women's health for all women, especially those who don't have insurance or a policy that doesn't sufficiently cover their medical needs."

In 2013, according to the American Cancer Society, it is estimated that 4,540 women will be diagnosed with breast cancer, and 260 women will be diagnosed with cervical cancer in Indiana.

"The hospital offers financial assistance for mammograms for women who qualify. I highly encourage women in the Sullivan County service area to contact us for more information," said Hobbs.

For more information on the Indiana BCCP Cancer Program, call 1-855-HELP-1ST (1-855-435-7178) or go to www.in.gov/isdh/24967.htm.

Gibson General Hospital Earns “Top Performer” Recognition from the Joint Commission

Gibson General Hospital today was named a *Top Performer on Key Quality Measures*[®] by The Joint Commission, the leading accreditor of healthcare organizations in America.

Gibson General Hospital is one of 1,099 hospitals in the U.S. and one of 30 Indiana hospitals earning the distinction of *Top Performer on Key Quality Measures* for attaining and sustaining excellence in accountability measure performance. Gibson General Hospital was recognized for its achievement in pneumonia care.

Hospitals are recognized as *Top Performers* for exemplary performance in using evidence-based clinical processes that are shown to improve care for certain conditions. The clinical processes focus on care for heart attack, pneumonia, surgery, children’s asthma, stroke, venous thromboembolism and inpatient psychiatric services, as well as immunization for pneumonia and influenza. Ratings are based on an aggregation of accountability measure data reported to The Joint Commission during the 2012 calendar year. The number of *Top Performer* organizations increased by 77 percent from last year and represents 33 percent of all Joint Commission-accredited hospitals reporting accountability measure performance data.

Gibson General Hospital and each of the hospitals named as a *Top Performer on Key Quality Measures* must: 1) achieve cumulative performance of 95 percent or above across all reported accountability measures; 2) achieve performance of 95 percent or above on each and every reported accountability measure where there are at least 30 denominator cases; and 3) have at least one core measure set that has a composite rate of 95 percent or above, and within that measure set all applicable individual accountability measures have a performance rate of 95 percent or above. A 95 percent score means a hospital provided an evidence-based practice 95 times out of 100 opportunities. Each accountability measure represents an evidence-based practice.

“Gibson General Hospital and all the *Top Performer* hospitals have demonstrated an exceptional commitment to quality improvement and they should be proud of their achievement,” says Mark R. Chassin, M.D., FACP, M.P.P., M.P.H., president and chief executive officer, The Joint Commission. “We have much to celebrate this year. Nearly half of our accredited hospitals have attained or nearly attained the *Top Performer* distinction. This truly shows that we are approaching a tipping point in hospital quality performance that will directly contribute to better health outcomes for patients.”

“We understand that what matters most to our patients is safe, effective and patient-centered care. That’s why we have made a commitment to Joint Commission accreditation and to positive patient outcomes through evidence-based medicine. Gibson General Hospital is extremely proud of its distinction as a Joint Commission *Top Performer on Key Quality Measures*,” says Emmett Schuster, president and chief executive officer, Gibson General Hospital.

In addition to being included in today’s release of The Joint Commission’s “[Improving America’s Hospitals](#)” [annual report](#), Gibson General Hospital will be recognized on The Joint Commission’s Quality Check website (www.qualitycheck.org).

Adams Memorial Hospital Medical Office Complex Renovations

The first phase of moving physician offices in the Adams Memorial Hospital Medical Office Complex has been completed with the physicians of Decatur Family Medicine--Drs. Kathleen Heimann, Jessamine Hippensteel, and Crystal Jencks--switching from one side of the building to the other on December 30.

When the building was first constructed by the hospital two years ago, it was decided to finish only one half side of the interior structure but with the addition of new physicians and changing locations of services being offered, the AMH Board of Trustees authorized construction work last fall to complete the other half.

Thus, the Decatur Family Medicine practice now is located in the new section of the recently-completed building (finished over a month ahead of schedule) and the office gives the doctors much-needed additional

space to enhance patient care. The new space houses eight patient exam rooms, as well as procedure rooms for fetal monitoring of obstetric patients.

AMH director of physician services John Martinsky pointed out “more room was needed for the Decatur Family Medicine practice since the original group was just Drs. Jencks and Hippensteel. When Dr. Heimann came on board last year, it soon became evident we needed to increase their service capacity.”

Located next to the original DFM office was the office of Adams General Surgery. Originally staffed by Dr. Anthony Nigliazzo, the office now includes Dr. Lindsay Hardley and nurse practitioner Felicia Colclesser; and they have also seen their practice increase in numbers. They will be staying in the same location as where they are now but with some modifications of the old DFM office, they will be assuming that space as well to take over the majority of the left side of the building.

When that work is done (estimated date is early March), orthopaedic surgeon Dr. David Coats and his physician assistant Erin Whitman will bring their orthopaedic practice along with the AMH Sports Medicine Clinic to the surgery wing of the building. They are currently located in the Paul and Kathryn Strickler Oncology Center.

Another facet to the renovations and additions will be the presence of a central reception desk for patients to report at upon their arrival. Martinsky emphasized this site will greatly improve patient flow throughout the building.

Once the work for the Adams General Surgery is done and Adams Memorial Orthopaedics has been moved, several services offered in the hospital will be moved to the Strickler Oncology Center.

Neurologist Dr. Yu Liu, internist Dr. A. Baher, and physician’s assistant Brad Boyle (the latter is in charge of the AMH Diabetes Pump Clinic) will move from the third floor of the hospital to the Oncology Center on the space currently occupied by Dr. Coats.

Another change that will be accomplished within the next two weeks will find the Decatur out-patient counseling service of the Behavioral Health Services moving to the back portion of the Adams Medical Office Complex. Counselors included in the move are Dee Diehl, Emily Porter, Baldemar Silva, Mary Lou Scheumann, and Carrie Binegar; and they will be in a section of the building that was originally completed but has never been used. Their office is currently off High Street.

Counseling services offered by Behavioral Health Services in Berne will not be affected by this move, and they will continue to see patients at their office on W. Main Street, Berne.

All of the physicians in the Adams Medical Complex are hospital employees, currently welcoming new patients, and may be reached by calling: Decatur Family Medicine at 72-3843, Adams General Surgery at 728-3982, Adams Memorial Orthopaedics at 728-3900, and Behavioral Health Outpatient Counseling at 728-3906.

Perry County Memorial Hospital Wins Studer Group’s Excellence in Patient Care Award



Perry County Memorial Hospital received an Excellence in Patient Care award from outcomes firm Studer Group®. The hospital received the award – which was presented at the 11th annual What’s Right in Health Care® conference – for its exemplary “discharge instructions” results on the HCAHPS patient survey. The What’s Right in Health Care® conference took place October 21-23, 2013, in Atlanta, Georgia.

Studer Group® gives its Excellence in Patient Care awards to select partners based on various categories. Perry County Memorial Hospital’s

outstanding results ranked them among the highest from a database of over 850 organizations coached by Studer Group.

“Perry County’s leadership team embraced the Evidence-Based tools we coach such as Post-Visit Calls and patient-focused Discharge instructions with results that are impressive. Patients receiving care at Perry County are clearly benefitting from this great team’s effort,” said Debbie Caskey, RN, Account Leader and Coach



“Receiving this award verifies Perry County Memorial Hospital’s dedication to quality patient care. Perry County Memorial Hospital works diligently to make the hospital a better place for patients to receive care, employees to work and physicians to practice medicine,” remarks Joe

Stuber, President and CEO of Perry County Memorial Hospital.

Decatur County Memorial Hospital Receives National Award



Decatur County Memorial Hospital
The Quality Care You Want. Close By.

Decatur County Memorial Hospital recently received an award for demonstrating excellence and innovation in the area of community engagement. Decatur County Memorial Hospital is committed to engaging and communicating with patients, partners, and the communities they serve. The National Rural Health Resource Center (The Center) recognized DCMH for their demonstrated excellence and innovation in initiatives for improving population health, in leadership engaging and communicating with patients, partners, and the community, and for established methods for gathering data from the community and incorporating results into project planning.



The Community Engagement award was established by The Center and the Federal Office of Rural Health Policy (ORHP) to recognize the excellent work in critical access hospitals (CAHs) throughout the country. The recognition promotes excellence and innovation and honors the achievements and results of CAHs while publicizing successful strategies.

This year, 16 CAHs were nominated for recognition. “This year’s recipients embody both outstanding commitment to their communities and meaningful innovation,” said Terry Hill, Executive Director of The Center.

“They demonstrate that rural hospitals can lead the way in the rapidly changing health care industry.”

Health care delivered in rural communities is affordable, high quality, and necessary to the good health of the entire community. “Engaging our patients, partners, and community members is crucial to understanding the needs of our patients and ensuring the continued success of our hospital,” replied Linda Simmons, hospital CEO and President.

The Indiana State Office of Rural Health was pleased to present this award to Decatur County Memorial Hospital on behalf of The Center on National Rural Health Day, November 21, 2013. The presentation took place at DCMH in their Conference Center among hospital staff and local and state officials.

DCMH was featured in The Center’s January newsletter regarding this recognition. DCMH is the first Indiana hospital to receive the award and are one out of five hospitals in the nation to receive the recognition this year.

For more information or questions about this recognition, please contact Lynzee McDowell at (812) 663-1228 or lynzee.mcdowell@dcmh.net.

After a Busy 2013, The Hospital Foundation of Decatur County Heads for the South Pacific



HOSPITAL
FOUNDATION
of Decatur County

2013 marked a big year for the Hospital Foundation of Decatur County: a new Director, a Capital Campaign wrapped-up, and \$48,000 in grants for new projects and programs for Decatur County Memorial Hospital.

Bryan Robbins took over for David Fry as the new Hospital Foundation Director in June and hit the ground running in attempt to fill the large shoes of his predecessor. Summer's closing meant the end of the "Reach" Capital Campaign and the unveiling of the new Med Surge Unit for Decatur County Memorial Hospital. The campaign raised over \$1.4 million to increase patient privacy and care, adding 22 private rooms with cutting-edge technology, as well as a fourth floor for future growth. The community came out in large numbers to tour the new facility in September, and the increased patient visits and outstanding reviews are a tribute to all of the support that made the project possible.



The Hospital and Community celebrate the official ribbon cutting of Decatur County Memorial Hospital's new Med/Surg unit

The Hospital Foundation also held its 8th annual Event "Fore" Caring Golf Outing, which saw 100 golfers take to the links for a great cause. The foursome sponsored by First Federal Savings and Loan of Greensburg were the victors on the hot day, which proved to be one of the most successful golf outings in the last five years.



The Decatur County Extension Homemakers take a break to pose while planting 350 daffodil bulbs on the Decatur County Memorial Hospital campus in conjunction with the Hospital Foundation's annual Daffodil Campaign

Equally, the women of the Decatur County Extension Homemakers took to the Hospital grounds to plant 350 daffodil bulbs as part of the Hospital Foundation's Daffodil Campaign, in which generous donors give to the Foundation in memory of individuals, special occasions, extra efforts, or simply as a thank you. An according number of daffodils are then planted to bloom each spring; and since 2007, over 2,100 daffodils have been planted, providing a beautiful landscape for employees and visitors alike.

As 2013 comes to a close, the focus for The Hospital Foundation is now their annual gala fundraiser in the spring. The event will be held on Friday, April 11, 2014 with a theme of "South Pacific Sunset," transporting guests to Polynesia and beyond during the 1940's. The grand dinner and entertainment will take place at The Commons in downtown Columbus, and will feature the trademark games, side-shows, and silent auction that make the evening

special. The gala benefits the important work of Decatur County Memorial Hospital and has quickly become the social event of the season. To help with the event, provide a sponsorship or donation, or to attend call the Hospital Foundation Office at **(812) 663-1220**, e-mail them at foundation@dcmh.net, or visit www.dcmh.net/gala for more information as the event approaches.

Heidi Leeper Earns Award



Heidi Leeper, RN, has been selected as one of 60 recipients of the 2013-2014 Association for Professionals in Infection Control and Epidemiology's (APIC) Competency Advancement Assistance (CAA) awards. APIC received over 500 inquiries about the program and more than 200 applications.

The CAA program awards grants to cover costs associated with obtaining the Certification in Infection Prevention and Control credential. Heidi is the Infection Control Nurse at Jasper County Hospital. Heidi stated, "I am happy to have been chosen as an award recipient. I look forward to the certification process." Certification shows a commitment to best practices in infection prevention and control leading to improved patient care.

Rush Memorial Hospital is the recipient of the 2013 Most Wired Award



This year marks the 15th anniversary of Health Care's Most Wired Survey. In that time, hospitals and health care systems have made great strides in establishing the basic building blocks for

creating robust clinical information systems aimed at improving patient care. This includes adopting technologies to improve patient documentation, advance clinical decision support and evidence-based protocols, reduce the likelihood of medication errors, and rapidly restore access to data in the case of a disaster or outage.



Why Should Hospitals Engage in Enrollment Assistance or Refer for Assistance for the Marketplace Plans?

Help residents identify which plans are in the network of their family provider and community hospital. During December 2013, enrollments increased 7 fold, which means the website is working and people are seeking insurance coverage. **Enrollment remains open until March 31, 2014.** After that time, all uninsured residents filing a tax return will be penalized unless they qualify for an exemption (<https://www.healthcare.gov/exemptions/>). Please ask your self-pay patients if they are aware of the new law requiring them to secure health insurance and whether they need some help with enrollment.

Reach out to all uninsured residents to help them make an informed decision about healthcare insurance. There will be tax breaks and / or subsidies, to improve access to the qualified health plans for families between 133-400% poverty level. Some will learn that they are eligible for Medicaid. Help residents understand what they need to consider when deciding on a plan, i.e. it covers their prescriptions they need and is in your network.

Where Can You Refer Patients Looking for Face to Face Enrollment Assistance?

- If you currently do not offer Marketplace enrollment assistance, simply go to Healthcare.gov and select **Find Local Help** which will give a list based upon zip codes. You can post these sites or provide handouts for visitors to your hospital and hospital ED.
- You could also set up a computer in the waiting room for residents without a computer to use. Place a sign (<http://marketplace.cms.gov/getofficialresources/publications-and-articles/open-enrollment-poster.pdf>) above it to reserve it for enrollment or Marketplace shopping.

- Throughout the state, Federally Qualified Health Centers, Community Mental Health Centers, Ivy Tech Colleges, United Way 211 offer onsite or phone assistance.
- Watch for events hosted by Indiana Navigator, ASPIN; some of the Medicaid Managed Health Organizations or some of the pharmacy chains.

Resources for Helping Consumers

Could you incorporate this YouTube in your waiting room monitors?

- <http://marketplace.cms.gov/getofficialresources/multimedia/multimedia.html>
- Look at Health Care Plans and Prices Before Applying - <https://www.healthcare.gov/how-much-will-marketplace-insurance-cost/>
- What to know about seeing your doctor - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/seeing-your-doctor.pdf>
- What to know about getting your prescription medications - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/getting-your-prescription-medications.pdf>
- Appealing your insurers' decision not to pay - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/appealing-your-insurers-decision-not-to-pay.PDF>
- I signed up, but don't have health coverage. What should I do? - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/signed-up-but-no-coverage.pdf>
- Getting emergency care - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/getting-emergency-care.pdf>
- What you should know about early renewal of health coverage - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/early-renewal-of-coverage.pdf>
- What you should know about provider networks - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/what-you-should-know-provider-networks.pdf>
- Contacting your Health Plan's Customer Service Phone Number- (includes a link to a database containing the customer service phone numbers for all of the Qualified Health Plans <https://data.healthcare.gov/dataset/QHP-Customer-Service-Phone-Numbers/vryg-tdzf?>) - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/contact-health-plan.pdf>
- (New) Helping consumers with the application process: <http://marketplace.cms.gov/help-us/helping-consumers-with-application.PDF>
- (New) Helping consumers with eligibility and plan selection: <http://marketplace.cms.gov/help-us/helping-consumers-with-eligibility.PDF>
- Helping consumers that need extra troubleshooting for their specific case (casework): <http://marketplace.cms.gov/help-us/helping-consumers-with-casework.pdf>
- (New) Helping consumers with eligibility and the application process: <http://marketplace.cms.gov/help-us/eligibility-and-application-process.pdf>
- (New) Have new Insurance? Here is what you need to know <http://www.whitehouse.gov/share/have-new-insurance-heres-what-you-need-know>