# Fall 2013



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#### Margaret Mary One of Three Indiana Hospitals Recognized

Margaret Mary Health has been named one of the 2013 top "100 Great Community Hospitals" in the United States by Becker Hospital Review. This is the second year in a row Margaret Mary has received this distinguished award.



This designation, according to the award criteria, recognizes high-performing hospitals, like Margaret Mary, for clinical excellence, community involvement and other efforts to improve community health. Margaret Mary is one of the smallest hospitals in the U.S. to make the 2013 national list and one of only three hospitals in Indiana.

Recipients of the "100 Great Community Hospitals" award are selected by an independent third-party and are based on objective data, recognitions and rankings provided by a variety of industry sources including iVantage Health Analytics, Thomson Reuters, HealthGrades and the American Nurses Credentialing Center. All selected community hospitals have fewer than 550 patient beds and have minimal teaching programs. Hospitals do not apply for the award and cannot pay to be included on the list.

"Of course, we are proud of our awards, but our greatest satisfaction is helping our patients and the community get well and stay well," said Dr. Tim Putnam, hospital president and CEO. "The community's trust and support are the best recognition we can receive."

Margaret Mary Health is a diversified, acute care hospital founded in 1932 by the Sisters of the Poor of St. Francis. The hospital offers a wide scope of inpatient and outpatient services including oncology, home care and hospice, rehabilitation, maternity, emergency and minor care, and occupational medicine. For more information, visit <u>www.mmhealth.org</u>.

#### **Adams Memorial Heritage Award**

The Adams Heritage Nursing Home in Monroeville has once again been honored by the U.S. News and World Report publication by being included in their annual "Best Nursing Homes in the United States" list.

USNWR used data published by the Centers for Medicare and Medicaid Services (CMS) in January 2013 which ranked nursing homes throughout the country and in that survey Adams Heritage was listed as a "five-star" facility. Only 17 percent of nursing homes in America are recognized as "five-star" facilities.

Adams Heritage Nursing Home administrator Maria Diaz says the honor comes with a lot of hard work and dedication from "an awesome staff that has many years of experience in long-term care."

Diaz said the latest survey by the Indiana State Department of Health was an intensive exam of the facility that looked at policy compliance, cleanliness and upkeep of the facility, food service, and quality of life issues. Nursing homes are inspected annually by the ISDH on an unannounced basis.

"The State comes in and examines the charts of residents checking issues such as medication management, adequacy of infection control, proper skin care and how the staff interacts with them. To receive five stars in the CMS rating, the nursing staff has to provide at least four and a half hours of care a day to each resident, including about 43 minutes from a registered nurse. And last year, CMS also began displaying the number of hours residents receive from physical therapists (therapists from Adams Memorial Hospital visit Adams Heritage regularly to provide such services)," Diaz said.

One of the strengths that Diaz said the nursing home has is the strong family involvement of residents.

"We encourage family members to come visit their loved ones often and to be involved. I have an open door policy to communicate with family members so they are involved with the care of their loved one. Monroeville is a very close community and the people here are very involved with our residents. When the Village of Heritage (as it was originally called) first opened 13 years ago it was because of the demand of area residents who wanted such a facility in their town. The majority of residents at Adams Heritage now are from the southeastern area of Allen County," Diaz added.

Adams Heritage is now in the process of changing to a system known as Answers on Demand which is switching nursing personnel from doing paper charting to electronic charting via computer.

"This is going to save our staff valuable time, time that can be spent giving them even more care and attention. It will also be a more accurate system of documentation for us," Diaz said.

Adams Memorial Hospital recently completed its hook-up of the communication system with a fiber optic tower to the nursing home giving the facility wireless capabilities throughout the building. Regular maintenance of the building is performed with new carpet having just been installed throughout the 61-bed facility.

"No one ever wants to have to place a loved one in a nursing facility," Diaz said, but concluded by adding "our staff cares for and treats our residents like family. We want family members to know their loved ones are safe and secure here. It's just a home away from home for them."

Congratulations to the Adams Heritage Staff for all their hard work and dedication in meeting the mission of Adams Health Network, which is "Serving with Compassion and Excellence."

## Adams Memorial HydoWorx Pool

Many shoe companies advertise their products as being like walking on air but for some of the therapy patients seen at Adams Memorial Hospital some of their treatments are like walking in water.

The HydoWorx Therapy Pool at the Adams Extended Care Center (AECC) offers therapists yet another treatment modality in which to utilize for patients with chronic pain and disease, weight loss programs, individuals recovering from surgery and more.

Not to be confused with a regular swimming pool, the HydoWorx Therapy Pool is about 9 x 12 feet in size but with a moveable base that can go as deep as nine feet, a treadmill, and jet streams of water, patients report relief from pain and spasms that accompany exercise, less soreness afterwards, and improved fitness and energy levels.

For example, by taking advantage of the body's buoyancy in water, the HydoWorx Pool can eliminate 20-90 percent of an individual's body weight depending on how deep the base of the pool is set. Potentially, a 200-pound patient would be bearing only 20 pounds while in the pool and in conjunction with the heated water (warmer than a regular swimming pool), there is substantial reduction in joint compression and pain.

Mary Ann Webb, director of therapy services at AMH, said the majority of cases that are referred for HydoWorx therapy are patients with low back pain, individuals with balance issues, and those who have trouble walking. There is an underwater camera that allows the therapist to watch the patient in the water to detect anything they may be doing wrong. The treadmill on the base of the pool ranges in speeds from 0.5 mph to 7 mph (although the latter is highly unusual Webb said).

Webb said that "early range-of-motion gains during rehab are immediately a reality. Gait training in a low impact environment allows a patient to have property ambulatory activity that was before postponed until pain-free, land-based training was possible with HydoWorx therapy. Hydrostatic pressure promotes the healing and strengthening of injured tissue by reducing joint stiffness, decreasing swelling, and lowering blood pressure levels."

Other benefits include increased cardiovascular stamina, muscle toning, and flexibility in the body.

A doctor's referral is required for a patient to be treated in the HydoWorx Therapy Pool but Webb said many referrals come after a therapist treating a patient suggests to a doctor that the HydoWorx program may be of benefit.

"We set up a plan of care for the patient with outcome goals and the pool therapy has been well received by the patients who have used it so far," Webb said.

All ages of patients from pediatric to geriatric can benefit from the HydoWorx Therapy protocol with sessions in the water usually lasting from 30-45 minutes. Sessions are done one-on-one with a therapist and if necessary, a therapist can get in the water along with the patient to assist in orienting them to the exercise.

Adjustable jets of water have been installed in the pool that provide resistance during walking or exercising on the treadmill and can be of benefit to some patients, Webb said.

Some of the different types of cases that HydoWorx Therapy may be indicated for include: stroke rehabilitation, sports injuries, back pain, lymphedema management, tendonitis, repetitive use injuries, workplace injuries, and pre and post-op joint replacements.

Patients wishing to continue their HydoWorx Therapy after they have completed their physical therapy care plan may schedule time for private use of the pool. All sessions are done under the supervision of a registered physical therapist from AMH.

The HydoWorx Therapy Pool was installed at AECC in 2012 and Webb said has seen a significant increase in usage in the past month or so. She said persons wishing more information may contact her at 724-2145, 589-3913 or 639-3809, ext. 1530 or by contacting their family physician.

#### Pulaski Memorial Hospital Named to Top 20 CAH List!



Pulaski Memorial Hospital in Winamac, Indiana was recently named one of the Top 20 Critical Access Hospitals (CAHs) for Quality in the country.

The Top 20 Critical Access Hospitals, including Pulaski Memorial Hospital, scored best among critical access hospitals on iVantage Health Analytics' Hospital Strength Index™ for Quality. The rankings were recently announced by the National Rural Health Association (NRHA). An awards ceremony will be held during NRHA's Critical Access Hospital Conference in October in Austin, Texas.

The Top 20 Critical Access Hospitals have achieved success in one of three key areas of performance: **Quality index:** A rating of hospital performance based on the percentile rank across the five categories of Hospital Compare Process of Care measures.

**Patient perspective index:** A rating of hospital performance based on the percentile rank on two Hospital Compare HCAHPS measures ("Overall Rating" and "Highly Recommend)".

**Financial stability index:** A rating of hospital performance based on the percentile rank on a set of balance sheet and income statement financial ratios.

"Pulaski Memorial Hospital is proud of the efforts of its physicians and staff who have contributed to our hospital achieving this designation," said Tom Barry, Jr., CEO. "Our results as a top Quality means our community can count on us to deliver the services they need now and in the future."

## Sullivan County Community Hospital Acquires Physicians' Practice

Sullivan County Community Hospital announces the acquisition of Family Practice Associates of Sullivan County, formerly Sullivan Family Practice, in Sullivan, IN. Physicians, nurse practitioners and staff are now employees of the hospital.

"We are pleased to welcome the physicians and medical staff at Family Practice Associates of Sullivan County to our hospital family services," said Michelle Smith, Chief Executive Officer. "Acquiring this practice expands our commitment to serving the health care needs for Sullivan County and its surrounding counties."

Joining the management team at Sullivan County Community Hospital is Dee Fulford, RHIT, Practice Manager for the hospital's three medical clinics. Fulford will oversee operations at the Carlisle Medical Clinic, Carlisle, IN, the Sullivan County Community Hospital Medical Clinic, attached to the hospital, and Family Practice Associates of Sullivan County.

The mission of Sullivan County Community Hospital is to create a compassionate, innovative, healing environment for our community by providing experienced staff to care for and educate friends, family and neighbors in a facility close to home.

#### **Greene County General Hospital's Emergency Department**

Greene County General Hospital's \$7.5 million expansion project is two-thirds of the way complete as the first two phases of the project are in the books.

The most recent completion involves the Emergency Department. It officially opened Sept. 24. Construction on the Emergency Department added approximately 8,000 square feet to the facility. The extra space expanded the department from three rooms to eight. The new emergency department offers private admission areas as well as a bereavement room and decontamination area. The new area also has two outside entrances – one for patients and one for ambulances.

"The new emergency department will give us the capability to significantly lower wait times for our patients, while having additional staff to serve our patients more effectively," said Greene County General Hospital CEO Brenda Reetz.

Patients needing to be seen in the Emergency Department will use the emergency entrance. The emergency entrance should also be used for patients who need to

register for lab and radiology services. The ambulance entrance will be used solely for patients arriving via ambulance.

"The ambulance entrance allows patients coming in by ambulance to have a private entrance," Reetz said. Aside from offering ambulance patients more privacy, the two entrances will also help foot traffic flow smoother.

In 2012, the emergency department logged more than 9,000 visits.

Now that Phase II is complete, Phase III has begun. Phase III includes renovating the previous Emergency Department space.







Phase I of the project was completed in May. Phase I of the project included the expansion and renovation of the main entrance and main lobby. In addition, physical therapy and pharmacy were given larger, remodeled spaces. The project also included a new gift shop and chapel.

## Perry County Memorial Hospital Groundbreaking Ceremony

Perry County Memorial Hospital celebrated the groundbreaking of its new 117,000-square-foot facility Friday, September 27, 2013 with applause, thank you's and a long line of shovels. Site work along 237 has been under way for several weeks but hospital officials decided to



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wait until there was plenty of parking before holding a ceremony. The hospital will be funded through a loan by the United States Department of Agriculture and will be repaid through hospital operations, not tax money. Joe Stuber, President and CEO of Perry County Memorial Hospital, welcomed guests to the ceremony, saying, "The future of quality health care is closer than ever as we begin construction on our new facility. We look forward to the opportunities the new hospital will provide our employees and the communities we serve." Joe thanked the many federal, state and local officials and agencies who secured funding for the project. The hospital is scheduled to be completed in early 2015 and Stuber extended an invitation to the crowd to return to the cut the ribbon on the new facility. "We are all champions for healthcare and I look forward to standing here with you upon the successful completion of the project," Stuber said. Also speaking was J.B. Land, chairman of the hospital's board of trustees. He honored the late Donnie Etienne, who served on the board for more than a decade. After remarks made by Stuber and Land, more than 50 people stepped forward for the ceremonial groundbreaking of the new Perry County Memorial Hospital.

Perry County Memorial Hospital is dedicated to providing high quality healthcare and exemplary customer service in the most caring, compassionate, and effective manner. PCMH is an equal opportunity provider and employer. To find out more about Perry County Memorial Hospital, visit: <u>www.pchospital.org</u>.

#### Six Hospital Employees Complete Black Belt Training



Six Jasper County Hospital employees recently completed Black Belt training in the Lean Healthcare Black Belt Certification Program presented by Purdue Healthcare Advisors.

Black Belt Certification participants learned evidence-based concepts, tools, and techniques used in Lean clinical and non-clinical improvement efforts to optimize care delivery and support processes. Training focused on techniques to analyze workflow processes to improve an organization's quality, while eliminating waste.



Left to right: Christina Hoaks, Judy Egan, Cindy Reed, Kirby Reed, Jackie Molter and Heather Hayes

According to Jackie the Hospital's Molter, Quality Director, "Black Belt certification helps employees serve as a trained team member promotina excellence among co-workers within his or her area of the organization."

Each participant was taught to use advanced tools and methodologies to optimize care delivery and support processes in a healthcare setting. The training utilized both workshop-based and project-based formats. The participants attended training, passed a certification examination, and will implement a project that will increase quality over the course of a 12-16 week time-span at Jasper County Hospital.

Those employees completing the training include: Jackie Molter, Quality Director Heather Hayes, Quality Assistant Cindy Reed, Radiology Services Director Christina Hoaks, Emergency/Critical Care Services Director Judy Egan, Health Information Services Director Kirby Reed, Information Systems Director

#### Hospital Receives Perfect Survey Report

Recently the staff of Jasper County Hospital underwent a survey for compliance with acute care license rules and regulations. The two day survey was completed by three surveyors from the Indiana State Department of Health. Results of the review indicated the Hospital met all aspects of the licensure regulations and there were no deficiencies noted by the survey team.

"The achievement of a deficiency free survey is a reflection of all our employees. Without the hard work by patient care, support and other departments we would not have received such a positive survey," stated Tim Schreeg, Hospital President/CEO.

The intense, two day evaluation allowed the surveyors to visit patient care areas, talk with employees and review policies/procedures as well as Medical Staff and Governance documents.

#### **Bill Hollerman Retires From Jasper County Hospital**

Bill Hollerman's retirement reception was held on September 26th at the Hospital and was well attended. Bill began employment at JCH in 1976 and officially retired this year. During that time he led the Laboratory, provided expertise in human resources and was a member of the senior management team. During the reception, Hospital CEO Tim Schreeg presented Bill with a Resolution on behalf of the Hospital's Board of Trustees and Medical Staff congratulating him on his years of exemplary service and recognizing his dedication and support to patients, employees and the community.





Tim Schreeg, Hospital CEO, presented the Resolution to Bill Hollerman during the recent Retirement Reception held at the Hospital.

