

# Health Update

HENRY COUNTY  
HEALTH CENTER  
CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA  
WINTER 2011

## Henry County Health Center Provides Community Benefit

*Editor's Note: This issue of Health Update contains the first annual report of Henry County Health Center. Included is information about HCHC's revenue, expenses, tax levy rate, admissions, and patients served in 2010-2011. Also featured is information about quality, service and patient safety at HCHC. This material, combined with information about HCHC's community benefits, is important as we share our story of how the health center is working toward our mission to enhance the health of individuals and our communities through high quality, effective and efficient services.*

Henry County Health Center provides millions of dollars in community benefits to Henry County, according to an assessment of those programs and services by the Iowa Hospital Association (IHA). Based on 2010 figures, a portion of this money includes \$719,325 in free or discounted community benefits that HCHC specifically implemented to help Henry County residents.

Community benefits are activities designed to improve health status and increase access to health care. Along with uncompensated care (which includes both charity care and bad debt), community benefits include such services and programs as health screenings, support groups, counseling, immunizations, nutritional services and transportation programs.

The results for HCHC are included in a statewide report by IHA that shows Iowa hospitals provided community benefits in 2010 valued at more than \$1.3 billion. All 118 of Iowa's community hospitals participated in the survey.

HCHC offers several programs that benefit area communities, which include providing athletic training and ambulance services for area high school sporting events. Two

programs that also directly impact the health of our communities are Healthy Henry County Communities (HHCC) and Henry County Public Health. HHCC, a community partnership initiative of HCHC, was developed to make Henry County a better place to live, work, and raise a family, offering Henry County residents a broad spectrum of services. HCHC also partners with the Henry County Board of Health which contracts with the hospital to provide public health services to promote and protect the health of Henry County residents.

*"The programs and services accounted for in the survey were implemented in direct response to the needs of individual communities, as well as entire counties and regions. Many of these programs and services would not exist without hospital support and leadership."*

IHA President Kirk Norris

Iowa hospitals continue to implement strategies that increase value to their patients and communities. By seeking ways to reduce waste and increase safety, Iowa hospitals have become value leaders.

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# Annual Report

## Quality, Service And Patient Safety

*Henry County Health Center is committed to providing high quality, effective and efficient services. As a result, the organization does measure over 30 quality scores every year on the services it provides to our patients. Listed below is a sample representation of those measures.*

	NATIONAL	IOWA	HCHC	
MRSA Surgical site infection rate	0.90%	0.39%	0.00%	(Lower the score the better)
Pneumonia Patients Given Antibiotic < 6hrs	95.47%	97%	97%	(Higher the score the better)
Pneumonia patients Readmitted within 30 days	18.45%	17.57%	16.40%	(Lower the score the better)
<b>(HCHC ranks 297 of 4243 nationally; HCHC in top 7% nationally)</b>				
Heart Failure patients Readmitted within 30 days	24.86%	24%	21.8%	(Lower the score the better)
<b>(HCHC ranks 186 of 4064 nationally; HCHC in top 5% nationally)</b>				
Heart Failure, Heart Attack and Pneumonia Readmitted within 30 days	20.56%	18.81%	17.03%	(Lower the score the better)
<b>(HCHC ranks 248 of 4270 nationally; HCHC in top 6% nationally)</b>				

### HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS)

HCAHPS is a national, standardized survey of hospital patients created to publicly report the patient's perspective of hospital care. The survey asks recently discharged patients about important aspects of their hospital experience.

% OF PATIENTS WHO ANSWERED "ALWAYS"	NATIONAL	IOWA	HCHC
Nurses communicate well with patients	76%	80%	84%
Doctors communicate well with patients	80%	83%	90%
How often did patient receive help quickly	64%	69%	77%
Overall rating of the hospital	68%	75%	78%

### PATIENT SAFETY

HCHC is committed to establishing an environment in the organization where patient safety is a top priority. Keys to making this happen are that every associate in the organization makes this a priority. Administration rounds weekly to different departments to speak with staff to discuss any enhancements to the care or the environment for the communities we serve. The organization also takes an annual patient safety survey of its staff to identify any opportunities for improvement. As a result, the organization is continuing to move forward in achieving its vision of being the healthcare provider and employer of choice in the region.

# Annual Report

## Statistics

	Fiscal Year 2011	Fiscal Year 2010	
<b>ADMISSIONS</b>	Inpatient Admits	678	737
	Births	138	131
	Long Term Care Admits	89	67
	<b>TOTAL ADMISSIONS</b>	<u>905</u>	<u>935</u>
<b>DAYS</b>	Inpatient Days	2,423	2,535
	Newborn Days	280	286
	Long Term Care Days	16,100	17,103
	<b>TOTAL DAYS</b>	<u>18,803</u>	<u>19,924</u>
<b>PATIENTS SERVED</b>	Ambulance	1,517	1,414
	Inpatients	905	935
	ER Visits	9,016	8,526
	Surgery	2,256	2,273
	Wayland/Winfield Clinics	3,659	3,405
	Other Diagnostics	32,359	30,662
	<b>Total Patients Served</b>	<u>49,712</u>	<u>47,215</u>

continued from page 1 HCHC Provides Community Benefits

Locally, HCHC's Process Improvement Committee is committed to teaching and utilizing Lean principles and other process improvement techniques throughout the hospital to improve workflow by reducing waste.

"When we engage in process improvement, we are learning cause and effect for various situations at the hospital. We use this information to reduce activities that have no value, and to improve customer satisfaction. A standard process improvement methodology allows us to look at the jobs we do in a more efficient, easier and safer environment using a teamwork approach. HCHC is also partnering with the Iowa Healthcare Collaborative in the Partnership for Patients program which is designed to enhance the quality, safety, and affordability of healthcare for all Americans," explained Robb Gardner, HCHC CEO.

These efforts, along with IHA's ongoing advocacy to create fairer payment methodologies from Medicare and Medicaid, help ensure the financial stability of hospitals, making it possible for them to provide the services and programs most needed by their communities.

## HCHC reports one of lowest tax levy rates in state

In Fiscal Year 2012, HCHC ranks as having one of the lowest tax levy rates in the state of Iowa. Of the 42 county facilities that receive tax dollars, HCHC ranks 35th, which is the eighth lowest in the state in total dollars levied, which stands at \$561,647. This number includes the amount for tax dollars levied for HCHC's ambulance service, a service that not all county hospitals provide.

Broadlawns has the highest tax at \$52,614,304, while the lowest tax in Iowa comes in at \$290,764. The average tax levy for hospitals with levy rates higher than HCHC (excluding Broadlawns) is \$973,853.

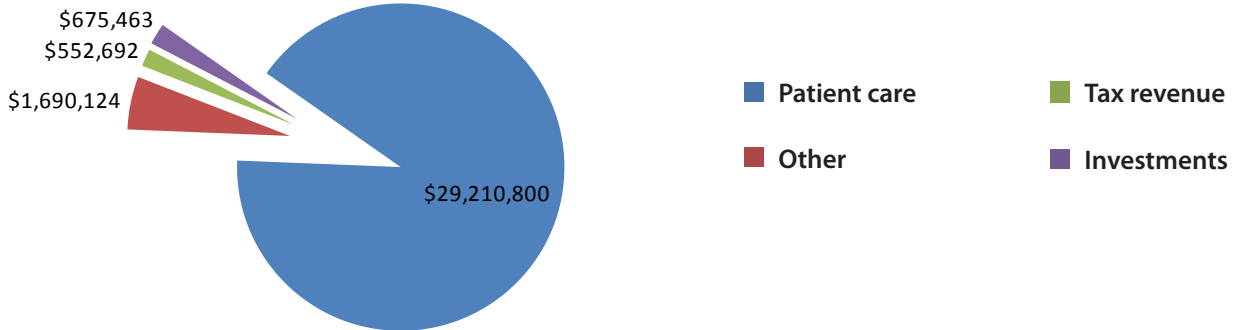
The average tax levy for the seven hospitals below HCHC is \$395,515. In addition, HCHC has only raised the tax levy twice in the past 12 years, with the levy remaining constant over the past four years.



# Annual Report

Financials for Fiscal Year 2011 (July 1, 2010 — June 30, 2011)

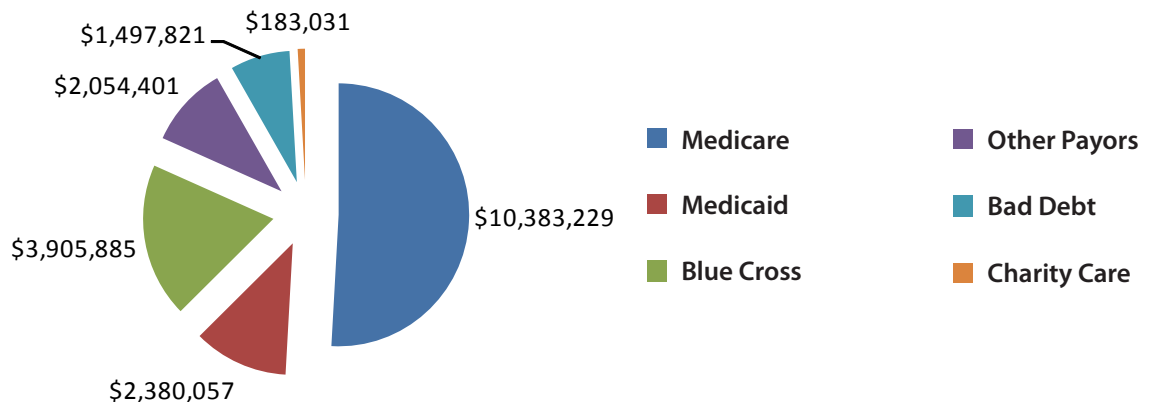
## REVENUE



## EXPENSES



## AMOUNTS NOT REIMBURSED



\*Amounts not reimbursed=charges that were not collected and were written off because of third party contracts.

# Building for the future

## HCHC remodeling project focused on meeting future healthcare needs

### ENERGY CENTER CONSTRUCTION BEGINS

Ground was broken in November for Henry County Health Center's new Energy Center. The Energy Center is the first of three phases in HCHC's facility remodeling project. This project will allow HCHC to meet the future healthcare needs of area residents, continuing the tradition of providing the same high quality and effective services that HCHC has delivered for the past 90 years.

The Energy Center will provide the electrical, heating and cooling supply for the health center. This structure will be located to the west of the health center's Park Terrace Café and to the south of Park Place Elder Living.

### PHASE II

Phase II of the building project is the construction of a new Surgery Department for the organization. This is an important project to meet the needs of patients and families for future generations as healthcare will experience many services moving toward an outpatient delivery model. In addition, patients and families expect an outstanding experience while receiving their care. This new area will be located in the open green space where the Health Education Center entrance is currently located. At the time people need to have surgery, they should have it from

a provider who can deliver outstanding care, service, and provide a healing and nurturing environment. HCHC's new facility, combined with our experienced medical staff and associates, will be well-positioned to do this. This phase of the project is anticipated to start in the Spring of 2012.

### PHASE III

The final phase of the project will focus on enhancements to HCHC's outpatient services area in the south portion of the campus. Remodeling of these services will provide increased efficiencies and enhanced patient experience for community members. This remodeling will help to centralize our services in order to minimize distance walked, decrease the possibility of getting lost, and provide the space for patients and families to receive the highest level of service and care they expect and deserve.

For updates on the building project and to view photos, go to [www.hchc.org](http://www.hchc.org) and click on "Building Project Updates" under "Latest News." This link will take you to updates on the project and construction photos. Information can also be found on HCHC's Facebook page at [www.facebook.com/HenryCountyHealthCenter](http://www.facebook.com/HenryCountyHealthCenter).



## Support the Blue Zones project!

Help bring the Blue Zones project to Henry County! Pledge your support for Mt. Pleasant online at [www.bluezonesproject.com](http://www.bluezonesproject.com). Just click "Support Your Community" or text BZP to 772937 and help Mt. Pleasant become a Blue Zone Community. People in Blue Zone Communities live longer, have lower rates of chronic disease, lower health care costs, and lower absenteeism. Those communities create healthier, happier and more productive citizens. We need your support to make this happen, so pledge your support today! If you are interested in being part of the Blue Zone transformation, contact Linda Albright at 319-385-6128.

# HCHC Services

## Elders thrive at Park Place Elder Living

*Park Place Elder Living offers a homelike, family-oriented atmosphere in a beautiful setting. A long-term care facility with 49 intermediate/skilled care beds, we provide quality care to seniors and individuals who require a higher degree of care. As an Eden Alternative Registered Home, our mission is to improve the lives of Elders and their Care Partners by transforming the communities where they live and work.*

As an Eden Alternative Registered Home, Park Place shares the belief that continued interaction with plants, animals and children is an important part of life. The many animals at Park Place Elder Living include birds, a rabbit, two cats, and certified "Pet Partner" Bella the poodle.

Residents enjoy group and individualized activities on a daily basis designed to meet their specific needs and interests. Exercises are done most every morning and there are a variety of afternoon activities along with Sunday church services. Musical guests give concerts, and local pre-school children visit monthly. There are individual activities, baking every Monday morning, and opportunities to learn about and use new communication and technology.

We create an environment conducive to healing and growth physically, mentally, socially and spiritually. A large part of the Elders' healing comes from the support of family members and friends, and it's important to us to create a welcoming environment. Family member Don Spenner explained, "I have heard very positive comments about Park Place Elder Living

in the community. One of the things I really enjoy is the ice cream that you can get anytime. It's a home-like setting and my family feels comfortable here. The connection that Park Place shares with the hospital is also a very positive thing."

Positive comments like these are encouraging and affirm we are on the right track! Brenda Ingwersen, another family member of a former Park Place Elder, commented, "I enjoy the décor and the home-like atmosphere. Park Place doesn't look or feel like a nursing home. Everyone is kind and caring. It took being at Park Place for Mom to take time to get pampered! I never thought I would recommend a nursing home until my mother came to Park Place; I do recommend it."

Park Place Elder Living has openings and is taking referrals for new residents to join the Park Place family. We accept skilled and intermediate care residents as well as private pay and Medicaid eligible individuals. Located on HCHC's campus, residents also have convenient access to healthcare services. Please call 319.385.6192 for more information.

## REHABILITATION SERVICES AT

No limits...  
**only possibilities.**

- PHYSICAL THERAPY
- OCCUPATIONAL THERAPY
- SPEECH THERAPY
- MASSAGE THERAPY
- ATHLETIC TRAINING

HENRY COUNTY HEALTH CENTER  
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# HCHC Auxiliary

## Auxiliary donation positively impacts newborn care at HCHC

The Henry County Health Center Auxiliary recently purchased an important new piece of equipment for Maternity Services as well as a gift for each baby born at HCHC.

The Auxiliary purchased an infant warmer which is a vital piece of equipment in the delivery room at HCHC. Not only does it provide warmth to the newborn, but it also supplies oxygen and suction that may be needed for resuscitation of the infant. The new Panda product offered by GE has been designed to help effectively balance the immediate needs of the infant with those of the resuscitation team, while supporting best practices in neonatal resuscitation.

"We feel very fortunate to have this top of the line product in our Maternity Services Department and we thank the Auxiliary for their continued support of our department and the patients we serve," said Shayla Malone, Maternity Services Supervisor.

The Auxiliary has also purchased sleep sacs to give to each infant born at HCHC. Leading health organizations agree that modeling proper care for a baby in hospital nurseries is the single biggest influence for how a parent will care for their child when they go home. Therefore, it is paramount that hospitals model the highest standard for safe sleep practices that includes the American Academy of

Pediatrics suggestion that caregivers use a wearable blanket when putting baby to sleep. The wearable blanket is used to replace potentially dangerous loose blankets. Thanks to the Auxiliary's donation of the sleep sacs, HCHC is able to model the safe sleep practices and provide each infant with a sleep sac to take home.

The HCHC Auxiliary contributes to the health center in several ways:

- **Staffing the Information Desk and Gift Shop**
- **Knitting or crocheting hats for babies born at HCHC**
- **Operating Lifeline**
- **Sponsoring an annual soup supper with proceeds benefiting the Scholarship Fund**
- **Awarding scholarships/loans to students entering health care careers**
- **And much more!**

To learn more about the Auxiliary and the volunteer opportunities that are available at HCHC, call 319.385.6524.

*Pictured with the new infant warmer and sleep sacs purchased by the HCHC Auxiliary are Auxiliary members (l-r): Carol McCulley, Sharon Smith, Donna Matheney, Maternity Services Supervisor Shayla Malone, Martha Hayes, Auxiliary President Jan Roth, and Mary Boal.*





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# Upcoming Events

## CARDIAC/PULMONARY SUPPORT GROUP

Friday, February 17, Noon  
**"Stress Testing", Alfred Savage, D.O.**  
Lunch provided  
*Health Education Center, HCHC*

## DIABETES 2-HOUR FOLLOW-UP CLASS

Thursday, January 5, 2-4 p.m.  
Thursday, February 2, 2-4 p.m.  
Thursday, March 1, 2-4 p.m.  
*Health Education Center, HCHC*

## PRE-DIABETES CLASS

Thursday, January 12, 12-1 p.m.  
Thursday, March 8, 12-1 p.m.  
Call 385-6518 to register  
*Health Education Center, HCHC*

## DIABETES SELF-CARE COURSE

Tuesday, February 14, 2 p.m.  
**"Love Your Heart"**  
*Health Education Center, HCHC*

## DIABETES GROUP TRAINING

January 24 & January 31  
February 21 & February 28  
March 20 & March 27  
Call 385-6518 to register  
*Health Education Center, HCHC*

## BOOT CAMP FOR NEW DADS

Saturday, March 24, 9 a.m.-12 p.m.  
Register at 319-931-0067  
*ISU Extension Office, Mt. Pleasant*

## PHYSICIANS & CLINICS of HCHC

WAYLAND COMMUNITY CLINIC  
227 W. Main  
319.256.7100

Clinic held on Mondays and Thursdays  
8:30 a.m.–Noon and 1 p.m.–5 p.m.

WINFIELD COMMUNITY CLINIC  
110 W. Pine  
319.257.6211

Clinic held on Tuesdays and Fridays  
8:30 a.m.–Noon and 1 p.m.–5 p.m.

**Tess Judge-Ellis, DNP, ARNP**

## BETTER CHOICES, BETTER HEALTH

Workshops will be offered in January to teach adults self-management skills for chronic health conditions. For more information, or to register by January 12, call 319.385.6147 or 319.385.6500.

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have a medical question, consult your medical professional.

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