



Outpatient Services Plaza to Open Nov. 1

Greater convenience for medical care

Two services in Great River Health's new Outpatient Services Plaza will begin Monday, Nov. 1 – Urgent Care and Diagnostic Imaging. The 25,000-square-foot building is near the Gear Avenue entrance to Southeast Iowa Regional Medical Center. More than half of the structure will remain unfinished until a future use is determined.

Urgent Care

The health system's QuickCare clinic will close permanently at 4 p.m. Sunday, Oct. 31. Opening at 10 a.m. Nov. 1, Urgent Care will offer the addition of x-ray and in-house laboratory services in a larger clinic. Patients as young as 6 months old will be accepted.

Urgent care is for sudden illnesses and injuries that aren't life-threatening. It's a more affordable alternative to an emergency room visit, and suitable when you can't wait for an appointment with your primary care provider or when other clinics are closed.

Urgent Care will be open every day except Thanksgiving and Christmas. Beginning Tuesday, Nov. 2, weekday hours will be 7 a.m. to 7 p.m. Saturday and Sunday hours are 9 a.m. to 4 p.m.

Diagnostic Imaging

Patients can have MRI, mammography and DEXA bone-density scanning services in Outpatient Services Plaza with approval from a health care provider. You should check with your insurance company about coverage for diagnostic imaging services in the hospital compared to Outpatient Services Plaza.



KNOW WHERE TO GO



Choosing the right place for health care can save you time and money. It also can increase satisfaction with your treatment. Use this list to help you choose the best options for the care you need.

Illness/Injury	Primary Care	Urgent Care	Emergency Department
Chest pain			Call 911
Stroke symptoms			Call 911
Abdominal pain	+		+
Allergic reaction (minor)	+	+	
Animal bite	+		+
Bleeding (uncontrolled)			+
Broken bone	+	+	+
Burn (minor)	+	+	
Burn (severe)			+
Chronic illness management	+		
Chronic pain	+		
Cold sore	+	+	
Cough and congestion	+	+	
Cut (possible stitches)	+	+	
Earache	+	+	
Foreign object in eye or nose	+	+	
Headache/migraine (without trauma)	+	+	
Healthy lifestyle management	+		
Immunizations	+		
Insect bite	+	+	
Laryngitis	+	+	
Nausea, vomiting, diarrhea	+	+	
Painful urination	+	+	
Physical (sports, camp)	+	+	
Pink eye	+	+	
Poisoning			+
Rash	+	+	
Recurring illness	+		
Runny nose, sneezing	+	+	
Sexually transmitted infection	+		
Sinus infection	+	+	
Sore throat	+	+	
Sprain or strain	+	+	+

This information is not intended to be as a substitute for professional medical advice, diagnosis or treatment. It's not a complete list of illnesses and injuries. Always seek the advice of your physician or a qualified health care provider with questions about your medical condition.

Kirchner Dedicates 51-Year Career to Nursing

Great River Health's longest-tenured employee retired Oct. 1. Registered nurse Joyce Kirchner worked at the Fort Madison campus for 51 years. After leading nearly every nursing care area in the hospital, she spent the last six years of her career helping patients in a different way. Kirchner joked that moving to the Informatics Department near the back of the building took her several steps closer to the door – literally and figuratively.

As a clinical analyst, Kirchner approached health care from behind the scenes by ensuring health care information is documented correctly in patients' electronic medical records.

"Care delivery and documentation are different now," Kirchner said. "Technology plays a huge role in patient care and safety. But the commitment and compassion of the nurse doesn't go away. Patients always remained my priority."

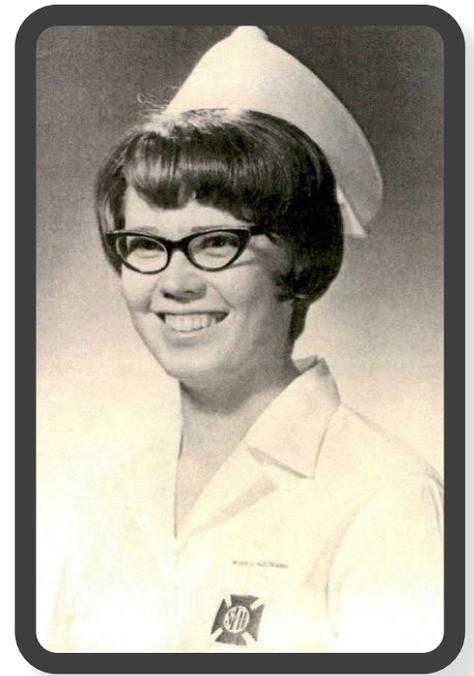
Kirchner felt a calling to be a nurse when she was young. To ensure she was making the right choice, she became a "candy striper" at Fort Madison's former Sacred Heart Hospital in 1964. Candy strippers were young volunteers who wore red-and-white-striped uniforms that were reminiscent of candy canes. She began her career there as a registered nurse July 6, 1970.

During five decades, she worked through three additions to Sacred Heart Hospital before the new Fort Madison Community Hospital opened in 1987. There have been additions to that hospital, and the name was changed to Southeast Iowa Regional Medical Center this past July.

"I was fortunate to have a lot of mentors along the way to support and guide me on my journey, which I am very thankful for," Kirchner said.



'Care delivery and documentation are different now. Technology plays a huge role in patient care and safety. But the commitment and compassion of the nurse doesn't go away. Patients always remained my priority.'



Joyce Kirchner, RN
Early in her career

Kirchner continued her career several years past the traditional retirement age of 65 "because of my love for nursing," she said. "Also, I didn't want to abandon my teammates. There was a lot of work to do, and there still is a lot of work to do."

The same is true about her family's life on the farm. Throughout her career, Kirchner has helped her husband, Jack, and sons Jamie and Joe with the family's cattle, hogs and sheep. That work continues. Her connection to the hospital remains in her daughter, Joanie Hawk, who is a physical therapist in Rehabilitation Services.

"It was a challenge, and I tried to commit myself 100% to those challenges," Kirchner said. "I've had a very full career, and I have a super family who allowed me to do that."

Hospitalist Program Begins in Fort Madison

Southeast Iowa Regional Medical Center's Hospitalist Program expanded services to its Fort Madison campus in early October. The care of most adult patients who are admitted to the hospital is now overseen by hospitalists – physicians who specialize in providing inpatient care.

Hospitalists communicate with patients' primary care providers throughout their stays. When patients are discharged from the hospital, their care returns to the primary care providers.

By practicing only inpatient medicine, hospitalists excel at managing acute diseases. Because hospitalists are based at the hospital, decisions are made quickly as situations arise. Treatments are modified and test results receive immediate follow-up. This helps prevent medical complications, reduces the length of hospital stays and lowers costs.

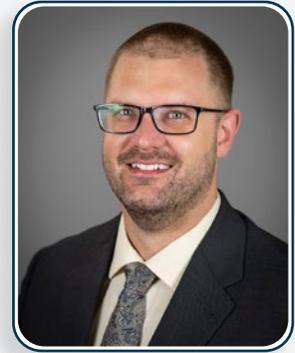
"The use of hospitalists helps ease the workload of primary care providers, many of whom may spend 12 to 14 hours a day caring for patients in their offices and the hospital," said Matt Wenzel, president and CEO, Southeast Iowa Regional Medical Center. "With hospitals nationwide facing a shortage of physicians, having a hospitalist program helps retain the quality providers we have on the medical staff and is an asset in attracting new physicians to southeast Iowa."

More than 80% of hospitals in the U.S. of comparable size to Southeast Iowa Regional Medical Center have hospitalist programs. It was introduced at the West Burlington campus in 2010. The program has grown from a couple of hospitalist physicians to 12 full-time and five part-time physicians.

Learn more about our hospitalist program.



New Providers



James Coker, DO

General Surgery
Surgical Specialists-Southeast
Iowa Regional Medical Center
Eastman Plaza, Suite 202
1223 S. Gear Ave., West Burlington
319-768-4350

- Medical degree: Des Moines University, Des Moines, Iowa
- Residency: Rocky Vista University, Lone Tree, Colorado



Robert DeMuth, MD

Hospitalist
Southeast Iowa Regional
Medical Center
Fort Madison and West Burlington

- Medical degree: Texas Tech University, Lubbock, Texas
- Residency: Tripler Army Medical Center, Honolulu, Hawaii
- Certification: American Board of Internal Medicine

GRHS-FMCH Community Health Foundation Pledges \$1.5 Million to Fort Madison Marina Project

The GRHS-FMCH Community Health Foundation has pledged to provide \$1.5 million to Fort Madison's marina revitalization project. The funding is designated for an expansion of the city's trail system along the jetty wall.

The GRHS-FMCH Community Health Foundation was created in 2018 as part of an agreement to provide funding for projects or initiatives that help improve the health of communities served by Great River Health System. Although the name of FMCH has been changed to Southeast Iowa Regional Medical Center, the foundation's name has not changed. It is not part of the Great River Health Foundation.

The GRHS-FMCH Community Health Foundation \$1.5 million pledge is contingent on the marina project receiving estimated funding of \$6.5 million. The City of Fort Madison and Southeast Iowa Regional Riverboat Commission each have committed \$1.5 to the project.

The four-year marina project began earlier this year with dredging and removing the existing docks. When completed, the Fort Madison riverfront will be enhanced with covered and uncovered docks with 170 public-access boat slips and a hospitality building offering gas, food, beverages and convenience items.

In meeting its mission to improve health, GRHS-FMCH Community Health Foundation also has donated \$2.84 million to Promoting Outdoor Recreational Trails (P.O.R.T.) of Fort Madison.

Des Moines County Community Health Needs Assessment Process Begins with Survey

Southeast Iowa Regional Medical Center, Des Moines County Public Health and Community Health Centers of Southeastern Iowa are conducting a Community Health Needs Assessment (CHNA) for Des Moines County. A CHNA helps health care service providers and the community better understand the barriers, opportunities and issues Des Moines County residents face when trying to be healthy.

Take the survey.

The three planning organizations will host a virtual community town hall meeting from 1 to 3 p.m. Friday, Nov. 19. Participants will assess county-level data, analyze the survey results and identify priority health needs. To participate, please contact Vanessa Watson at 319-768-4459 or vwatson@greatriverhealth.org.

Information gathered in the survey and town hall meeting will help guide health improvement planning in the county.

New Providers



Jenna Foiles, PA
Orthopedics

Orthopedics-Southeast Iowa
Regional Medical Center
Wellness Plaza, Suite 101
1401 W. Agency Rd., West
Burlington
319-768-4970

Master's degree: University of
Dayton, Dayton, Ohio



Michelle Houghton, MHNP
Geriatric Behavioral Health Unit
Southeast Iowa Regional Medical
Center, Fort Madison

Master's degree: Walden University

Hospital Earns National Recognition for Efforts to Improve STEMI Treatment

Southeast Iowa Regional Medical Center's West Burlington campus has received the American Heart Association's Mission: Lifeline® EMS Gold Achievement Award for implementing specific quality improvement measures to treat patients who suffer severe heart attacks.

Each year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it is critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

The American Heart Association's Mission: Lifeline program helps reduce barriers to prompt treatment for heart attacks – starting from when 911 is called, to EMS transport and continuing through hospital treatment and discharge. Optimal care for heart attack patients takes coordination between the individual hospital, EMS and health care system.

"EMTs and paramedics play a vital part in the system of care for those who have heart attacks," said Tim Henry, MD, chair of the Mission: Lifeline Acute Coronary Syndrome Subcommittee. "Since they often are the first medical point of contact, they can save precious minutes of treatment time by activating the emergency response system that alerts hospitals to an incoming heart attack patient."



New Provider



Zeina Hajar, MD
Infectious Diseases

Medicine Specialists-Southeast
Iowa Regional Medical Center
Eastman Plaza, Suite 101
1223 S. Gear Ave., West Burlington
319-768-1520

- Medical degree: Lebanese University, Lebanon
- Residency: Lebanese University and Case Western Reserve University/University Hospitals Cleveland Medical Center, Cleveland, Ohio (internal medicine)
- Fellowship: American University of Beirut Medical Center, Lebanon, and Case Western Reserve University/University Hospitals Cleveland Medical Center (infectious diseases)



Robb Gardner, CEO
Henry County Health Center

Henry County Leader Gardner Receives Award

Henry County Health Center Chief Executive Officer Robb Gardner received the Iowa Hospital Association's Excellence in Leadership Award at the association's annual meeting Oct. 6. The award is presented annually to an outstanding Iowa hospital or health system executive who shows achievement in local, state and national health care affairs, leadership among peers and contributions to the community. Gardner has been CEO since 2009.

10-digit dialing required for local calls

The Federal Communications Commission (FCC) has transitioned to a three-digit dialing code (988) for the National Suicide Prevention Lifeline. Because of this change, people with numbers in the 319 and 515 area codes in Iowa must now use 10-digit dialing for all local calls.



New Shelter Along Lake

Now there's a place to rest in the shade along Great River Health's .8-mile walkway around the lake. The shelter, built with funds donated by Great River Friends (now Southeast Iowa Regional Medical Center Auxiliary) is near the Klein Center on the south side of the lake.



Cardiac Calcium Scoring



Know Your Heart Attack Risk

No injections, treadmills or fasting

\$49

Painless, safe and accurate

How cardiac calcium scoring works

Specialized software uses images from a CT scan of your heart to measure the amount of calcium in your coronary arteries. Buildup can lead to blockage.

Make an appointment

To make an appointment, call your health care provider. A referral is required.

Cardiac calcium scoring is a screening test. Payment is due before the test is done.



Fort Madison | West Burlington
greatriverhealth.org





The Love Tree

The Love Tree PROGRAM

Recognize friends and family members during the holiday season and help raise money for students pursuing health careers and services that enhance patient and family care.

\$25 per ornament

Your choice of Love Tree:

- Southeast Iowa Regional Medical Center lobby, West Burlington
- Klein Center
- Southeast Iowa Regional Hospice House

At this time, it is unknown whether the auxiliary can host its traditional Love Tree ceremony because of the continuing COVID-19 pandemic. Donors will be notified about picking up ornaments before Christmas.

Please print

My donation is in

memory of honor of

memory of honor of

memory of honor of

Please place my ornament(s) in this location:

Hospital Lobby Klein Center Hospice House

Number of ornaments _____

@ \$25 each Total _____

Donor's name _____

Address _____

Telephone _____

Email _____

Make checks payable to Southeast Iowa Regional Medical Center Auxiliary.

Mail to: Love Tree
1221 S. Gear Ave.
West Burlington, IA 52655

Phone orders: Auxiliary Gift Shop
319-768-3480



SOUTHEAST IOWA REGIONAL

Medical Center Auxiliary

New Providers



Wendy Hunting, DNP
Hematology & Oncology

Hematology & Oncology-
Southeast Iowa Regional Medical
Center
Cancer Care Plaza
1315 S. Agency Rd.
West Burlington
319-768-3434

Doctor of Nursing Practice
degree: Grand Valley State
University, Allendale, Michigan



Andrew Monroe, ARNP
Urology

Urology-Southeast Iowa Regional
Medical Center
Eastman Plaza, Suite 303
1225 S. Gear Ave., West Burlington

5409 Avenue O, Fort Madison
319-768-3925

Master's degree: Chamberlain
University

New Providers



Lynette Prickett, ARNP
Nephrology

Nephrology-Southeast Iowa
Regional Medical Center
Eastman Plaza, Suite 205
1223 S. Gear Ave., West Burlington
319-768-4380

Master's degree: Chamberlain
University



Mohaddeseh Sharifzadeh, MD
Rheumatology

Medicine Specialists-Southeast
Iowa Regional Medical Center
Eastman Plaza, Suite 101
1223 S. Gear Ave., West Burlington
319-768-1520

- Medical degree: Shiraz University of Medical Sciences, Iran
- Residency: Icahn School of Medicine at Mount Sinai, Queens Hospital Center, Long Island, New York (internal medicine)
- Fellowship: Zucker School of Medicine at Hofstra/Northwell, Long Island (rheumatology)

New Providers



Maria Story, MD
Nephrology

Nephrology-Southeast Iowa
Regional Medical Center
Eastman Plaza, Suite 205
1223 S. Gear Ave., West Burlington
319-768-4380

- Medical degree: University of Iowa, Iowa City, Iowa
- Residency: University of Iowa (internal medicine)
- Fellowship: University of Iowa (nephrology)



John Vu, MD

Hospitalist
Southeast Iowa Regional
Medical Center
Fort Madison and West Burlington

- Medical degree: Nova Southeastern University, Fort Lauderdale, Florida
- Residency: Baylor Scott & White Memorial Hospital, Temple, Texas

TAKE 5 WITH GREAT RIVER HEALTH



KAISHA ANDERSON

Assistant, Training & Development
West Burlington
7 months



CAROL KLESNER

Specialist, Facilities
Fort Madison
14 years



JENNY LAMBERT

Technician, Laboratory
Henry County Health Center
5 years

What was your first job?

Hy-Vee

Grocery store checker and stocker

Thrifty Drug in my hometown of
Streator, Illinois

What's your favorite type of music?

Country

Oldies rock and roll

Country pop

What is one thing you cannot resist?

A great cup of coffee first thing
in the morning

Cookies

Rocky road ice cream

What would be your ideal vacation?

Traveling to Italy with my family

Hiking in national parks

Colorado with my kids

What are three words that describe you?

Kind, positive, funny

Reliable, funny, kind

Kind, funny, compassionate