



HCHC Associates recognized for professional growth

Henry County Health Center is pleased to recognize 34 associates who participated in HCHC's Career Ladder Program. The Career Ladder was developed to promote professional enrichment and growth for every HCHC Associate. This program endorses HCHC's vision to be the healthcare provider and employer of choice by acknowledging that growth.



Clockwise l-r: Brent Wilson, Jill Daniel, Laurie Gotsch, Kimberly Novak, Kaitlyn Bentler, Casey Mangold, Gwen Richardson, Gale Bittle, Prudy Mallams, Gary Brose, Andrea Moeller, Stacy Speidel, Ali Welcher.

The purpose of HCHC's Career Ladder is to recognize, facilitate and compensate associates for demonstrating increased levels of excellence through personal accountability, professional practice, leadership, and service in the community. The program encourages all staff to excel at their current position or take the initiative for professional growth in their field, thereby enhancing quality of care, improving patient outcomes and promoting patient satisfaction and staff engagement and retention. Participation in the Career Ladder Program also enhances our community by advocating service and leadership in community activities and organizations.



Clockwise l-r: Elise Swanson, Linda Veldboom, Angie Ackles, Elise Klopfenstein, Diana Fricke, Deanna Balderas, Maureen Ewinger, Erika DuVall.

"This is a career ladder, not a clinical ladder, which means that every associate is eligible to participate in the program. It is impressive to see the areas this covers and the impact this makes on both HCHC and the local community. This program encourages associates to challenge themselves and use their leadership skills at work and in our community," explained Lynn Humphreys, Human Resources Director.

"These investments by the associates and HCHC result in outstanding patient satisfaction through service excellence and the delivery of high-level care. Our 2019 Career Ladder recipients are role models for how to work toward this goal and give back to the community."

Congratulations to HCHC's 2019 Career Ladder recipients!

Not pictured: Wendy Conley, Cassie Swailes, Jennifer Arbogast, Baylee Pfeiffer, Emily Curry, Julie Humes, Jessica Wilson, Berdelle Severson, Carolee Benz, Deb Steenblock, Todd Steenblock, Gloria Fear, Jill Lees.

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SEPTEMBER-DECEMBER 2019

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

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Editor: Shelley L. Doak
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HCHC receives national MAP Award



Henry County Health Center received the 2019 MAP Award for High Performance in Revenue Cycle, sponsored by the Healthcare Financial Management Association (HFMA). As a national award winner, HCHC has met industry-standard revenue cycle benchmarks, implemented the patient-centered recommendations and best practices embodied in HFMA’s Healthcare Dollars & Sense® initiatives, and achieved outstanding patient satisfaction.

In 2009, HCHC received HFMA’s High Performance in Revenue Cycle Award and was recognized in HFMA’s Patient Friendly Billing Project. Of the 14 hospitals recognized, HCHC was the only Iowa hospital and the only Critical Access Hospital (CAH) in the nation. HCHC again won the award in 2013 and 2018. HCHC is the only CAH in the nation to have won the MAP Award more than once.

“HCHC has always done an excellent job on the revenue cycle, but it took the hospital as an organization to achieve this status with our improvement in patient satisfaction scores, process improvement and price transparency,” explained Dave Muhs, HCHC Chief Financial Officer.

“HCHC is proud to be a leader in rural healthcare which is shown through this year’s national recognition of the MAP Award and Top 100 Critical Access Hospital Award.”

Created by and for healthcare leaders, HFMA’s MAP initiative sets the standard for revenue cycle excellence in the healthcare industry.

HCHC creates \$22.4 million impact

HCHC generates 428 jobs that add \$22,454,962 to Henry County’s economy, according to a study by the Iowa Hospital Association. In addition, HCHC associates by themselves spend \$5,462,368 on retail sales and contribute \$327,742 in state sales tax revenue.

“Henry County Health Center is pleased to provide high quality healthcare services to our area communities. By serving the health needs of our population, we positively impact Henry County’s economy. Along with employing a significant number of area residents, the health center and our associates purchase goods and services from local businesses which directly supports our economy,” explained HCHC CEO Robb Gardner.

“Additionally, the healthcare services HCHC provides attracts individuals from other communities who often purchase from local businesses while in town. A strong health center is also important when recruiting business, industry and new families to our area. All of these things help move our local economy forward in a positive direction.”

The IHA study examined the jobs, income, retail sales and sales tax produced by hospitals and the rest of the state’s health care sector. The study was compiled from hospital-submitted data on the American Hospital Association’s Annual Survey of Hospitals.



Be informed about Advance Directives

It is important for all adults to complete advance directives before they are faced with a serious illness or unexpected accident. If you are unable to speak for yourself, advance directives are helpful legal documents that give you a way to make your wishes known about your health care.

Tell your health care team if you have an advance directive so they are aware and can honor your health care choices. Here are answers to some common questions about advance directives.

What are Advance Directives?

Advance directives tell your doctors and other health care workers what types of care you would like to have and the person you would like to speak on your behalf, if you are not able to make medical decisions.

What is a Living Will?

A living will is a document that describes the type of medical treatment you want in certain situations. It is only used if you are terminally ill or permanently unconscious.

What is a Health Care Power of Attorney?

A health care power of attorney is another type of advance directive. This documents lets your health care team know who you have chosen to speak on your behalf if you are unable to do so.

Who should I tell about my Advance Directives?

Be sure to tell your health care team if you have an advance directive. It is a good idea to have a current copy with you for each hospital admission or doctor visit.

How can I make or change my Advance Directives?

You can change or make a new advance directive at any time. Simply destroy the old form and complete a new one. For additional information or to obtain a copy of the Iowa advance directive forms go to www.caringinfo.org where you will be able to download the Iowa forms. Additional resources are available on the Henry County Health Center website at www.hchc.org/patients-and-visitors/advance-directives/.

SHIIP located in new space

The Senior Health Insurance Information Program (SHIIP) has moved to a new location! SHIIP is now located to the left of Henry County Health Center's front entrance below Southeastern Renal Dialysis in the former Public Health area.

SHIIP is a service of the State of Iowa Insurance Division that provides free assistance to individuals who are retired or over the age of 65. SHIIP counselors help answer questions related to Medicare benefits, organizing medical bills and Medicare statements, filing claims, comparing and evaluating Medicare supplement policies, providing information on long term care insurance policies, understanding Medicare managed care, employer retiree plans, and evaluating new prescription drug cards. SHIIP counselors are also members of the Senior Medicare Patrol, a program focused on healthcare fraud, errors and abuse. SHIIP counselors see clients by appointment only by calling 319-385-6774.

An open house for the new SHIIP office is planned on Tuesday, October 1, from 4-6 p.m.

The Friends of HCHC financially supported expenses associated with the relocation. HCHC is the local sponsor for SHIIP.



**HENRY COUNTY
HEALTH CENTER**

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Mount Pleasant, IA 52641

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You're Invited!

Henry County Health Center Foundation

Make A Difference M.A.D. Banquet

Thursday, October 3, 2019
Union Block
111 West Monroe, 3rd Floor
Mount Pleasant, Iowa 52641

Drinks 6pm - Dinner 6:45pm

Opportunity to win a trip for two to the 2020 Ark Encounter
and Creation Museum from Burlington Trailways

\$100/person or \$800/table
Send checks to HCHC Foundation
407 S. White Street
Mount Pleasant, Iowa 52641

All proceeds support HCHC capital projects!

Join us!



PHYSICIANS & CLINICS of HCHC

New London Clinic

111 W. Washington St.
New London, IA 52645
319.367.2241

Clinic Hours:

Mondays, Tuesdays, Thursdays, Fridays:
8 a.m.-Noon; 1 p.m.-5 p.m.
Wednesdays: 8 a.m.-Noon

Mt. Pleasant Clinic

407 S. White Street, Suite 103
Mt. Pleasant, IA 52641
319.385-6770

Clinic Hours:

Mondays-Fridays:
9 a.m. - Noon; 1-5 p.m.

Wayland Clinic

227 W. Main, Suite 1
Wayland, IA 52654
319.256.7100

Clinic Hours:

Mondays & Thursdays:
8:30 a.m.-Noon; 1-5 p.m.
Wednesdays: 8:30-11:30 a.m.

Winfield Clinic

110 W. Pine, Winfield, IA 52659
319.257.6211

Clinic Hours:

Tuesdays & Fridays:
8:30 a.m.-Noon; 1-5 p.m.
Wednesdays: 1-4 p.m.

