



HCHC transitions to new scheduling process

Henry County Health Center implemented a new scheduling process to benefit our patients, providers and the health center as a whole. Centralized scheduling has been identified as a best practice in healthcare, and HCHC is transitioning to this scheduling model.

“The restructuring of scheduling at HCHC is designed to improve the patient and physician experience, maximize allocation of health center resources, standardize processes and leverage the use of technology,” explained Charlie Hammel, Revenue Cycle Director and Centralized Scheduling Project Manager.

What is centralized scheduling?

Centralized scheduling is a model in which designated schedulers perform the scheduling for all patients in the health center. Scheduling is no longer done by individual departments, but instead is the responsibility of a team of scheduling experts. Centralized scheduling allows HCHC to standardize scheduling practices and processes, providing scheduling visibility across the organization to benefit patients and providers.

Why transition to centralized scheduling?

Centralized scheduling enables patients and physician offices to schedule one or more appointments simultaneously for one or more tests and procedures simply by calling one phone number. Patients and providers will have one point of contact so patients can easily pre-register saving valuable time for the patient and physician. By streamlining the process, all departments use a single point of contact and a standardized scheduling process which results in increased efficiency.

An added benefit to centralized scheduling is that insurance information is verified ahead of time and financial obligations discussed. The anticipated benefits to centralized outpatient appointment scheduling for patients include:

- Up front notification of estimated financial responsibility
- Financial counseling prior to services (if applicable)
- Prompt pay and pre-pay discount opportunities

HENRY COUNTY HEALTH CENTER
HEALTH UPDATE
MAY - AUGUST 2018

HCHC IN THE COMMUNITY 2

HCHC UPDATE 3

FRIENDS OF HCHC 4

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Monday-Friday 7 a.m.-5 p.m.

HCHC makes \$20.3 million impact on economy

Henry County Health Center generates 531 jobs that add \$20,317,984 to Henry County's economy, according to the latest study by the Iowa Hospital Association. In addition, Henry County Health Center associates by themselves spend \$4,942,529 on retail sales and contribute \$296,552 in state sales tax revenue.

"This Iowa Hospital Association study is evidence of how Henry County Health Center positively impacts our county's economy. HCHC serves the healthcare needs of our communities and keeps our economy moving forward. We employ a significant number of area residents and purchase goods and services from local businesses, both of which contribute to the strength of our economy," explained HCHC CEO Robb Gardner. "In addition, the quality healthcare services that HCHC provides brings individuals to Mt. Pleasant from other communities who purchase from local businesses while in town. Another benefit of a vibrant health center is the instrumental role HCHC plays in attracting new business, industry and residents to our area."

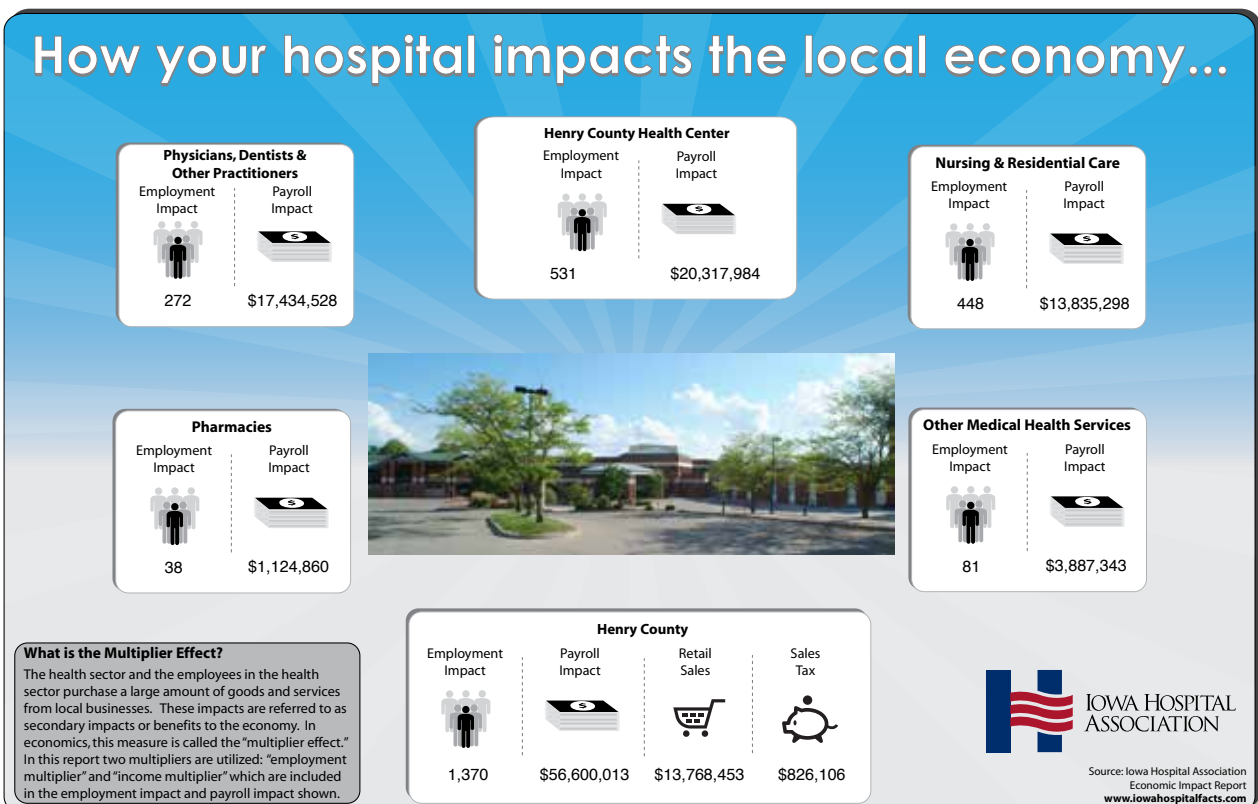
The IHA study examined the jobs, income, retail sales and sales tax produced by hospitals and the rest of the state's healthcare sector. The study was compiled from hospital-submitted data on the American Hospital Association's Annual

Survey of Hospitals and with software that other industries have used to determine their economic impact.

The study found that Iowa hospitals directly employ 74,691 people and create another 57,586 jobs outside the hospital sector. As an income source, hospitals provide \$4.8 billion in salaries and benefits and generate another \$2.3 billion through other jobs that depend on hospitals.

As possible cuts to Medicaid and Medicare are contemplated, hospital services and jobs are put at risk – and with them a large swath of the Iowa economy.

"These facts need to be front-of-mind among our political leaders in Washington, DC and Des Moines. They need to understand that when legislation and regulations financially impact hospitals and health care, they also impact jobs and business in every part of the state," said IHA President and CEO Kirk Norris.



Stop The Bleed training aims to save lives

Learning bleeding control techniques can mean the difference between life and death. Henry County Health Center has joined the Stop The Bleed national campaign to teach the general public these life-saving techniques. Similar to learning CPR, learning proper bleeding control techniques can save lives.

In collaboration with National Stop The Bleed Day on March 31st, the HCHC Emergency Department partnered with Emergency Medical Services and Henry County Public Health to hold free Stop The Bleed training courses. All participants received free Bleeding Control Kits. HCHC has held three Stop The Bleed instructor classes and now has 10 instructors, and eight Bleeding Control Basic courses have been taught, resulting in the training of 70 immediate responders. A special thank you goes to the HCHC Foundation for financial support of this initiative.

"This course is designed to encourage bystanders to become trained immediate responders and to feel empowered to assist in a bleeding emergency. Victims can die within 5 to 10 minutes from uncontrolled bleeding so it's critical to stop the bleeding quickly. Minutes really do matter in a bleeding emergency," explained Lacey Harlan-Ralls, HCHC Emergency Department Director. "You don't have to wait for professional help to arrive. Anyone at the scene can save lives if they know proper bleeding control techniques and this course teaches those methods."

BleedingControl.org is an initiative of the American College of Surgeons and the Hartford Consensus to prepare the public to perform severe bleeding control on victims as soon as possible rather than waiting for emergency medical personnel to arrive on the scene. By training civilian bystanders as immediate responders who can perform external bleeding control at the time of an incident, wounded victims have an increased chance of survival.

To learn more about Stop The Bleed Training, call 319-385-6170.



Pictured is HCHC EMS Operations Coordinator Jacob Dodds instructing Karyn Spory of Mt. Pleasant on how to correctly use a tourniquet in a bleeding emergency.

Janet Russell of New London and Marion Conner of Mt. Pleasant practice packing a wound with gauze as one method that can be used to stop bleeding.



HCHC UPDATE

SAVE THE DATE
2018 HCHC FOUNDATION ANNUAL GOLF BENEFIT
August 8, 2018

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WAYLAND COMMUNITY CLINIC
Jessie Anderson, DNP, ARNP
227 W. Main
319.256.7100

Clinic held on Mondays and Thursdays
8:30 a.m.–Noon and 1 p.m.–5 p.m.
Wednesdays 8:30–11:30 a.m.

WINFIELD COMMUNITY CLINIC
Tess Judge-Ellis, DNP, ARNP
110 W. Pine
319.257.6211

Clinic held on Tuesdays (Dr. Judge-Ellis &
Kendra Bonnesen, ARNP)
and Fridays (Dr. Judge-Ellis &
Dr. Anderson)

8:30 a.m.–Noon and 1 p.m.–5 p.m.
Wednesdays (Dr. Anderson) 1–4:00 p.m.

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