



## HCHC Maternity Services makes patient safety top priority

Of all the hospitals that deliver babies, how do you know which facility is the best choice? For years, Henry County Health Center's Maternity Services has delivered personalized care and an outstanding birthing experience. Healthy moms and babies have been proof of this successful service, and HCHC has data that supports the health center's primary focus on patient safety.

Nationwide focus has been aimed at lowering cesarean section (c-section) rates for unnecessary c-section births, and HCHC's success in this initiative is significant. The Centers for Disease Control (CDC) reports the national c-section rate is 32% and primary rate is 21%. Iowa's state average is about the same. However, HCHC is pleased to report that its c-section rate from 2016 was 7% with the primary rate at 1.5%.

"This is the lowest c-section rate I have seen since beginning here in 2000," stated Maternity Services Director Shayla Malone. "I feel this is a reflection of the entire Maternity Services team culture. We do not schedule inductions before 39 weeks unless it is medically indicated. HCHC's OB/GYN Dr. Robert Smith and our certified nurse-midwives are very patient and will let the healthy mom be pregnant for up to 42 weeks before scheduling an induction. By doing this we are not forcing a mother's body into labor that is not ready."

Malone also attributes patient education as a key component to this low rate. Patients are well educated by the providers on early labor versus active labor. By waiting to come to the health center until they are in active labor helps to enhance the labor process. In addition, HCHC's strong nursing staff is trained in labor support. As more patients want a natural birth, staff support that decision by utilizing diversion activities such as walking, showering, birthing and peanut balls, aromatherapy, music, hypnobirthing and more. [continued on page 5](#)



"The UIHC providers were even quoted as saying 'This is one of the best delivering hospitals in Iowa' and 'The documentation is the best in the state.'"

HENRY COUNTY HEALTH CENTER  
HEALTH UPDATE  
JULY, AUGUST, SEPTEMBER 2017

HCHC IN THE COMMUNITY ..... 2

HCHC IN THE COMMUNITY ..... 3

FOUNDATION ..... 4

HCHC UPDATE ..... 5

HCHC NEWS ..... 6

HCHC NEWS ..... 7

ROCK AROUND THE BLOCK ..... 8

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

“I was given the opportunity to intern on the Med/Surg floor at HCHC. I was welcomed by the wonderful nursing staff. They showed me how they treated their patients professionally with amazing care. I am going to be a nurse when I am older, and HCHC has a wonderful teaching program that I am lucky to have been a part of.” -Cali Liechty

## Area youth realize the value of experience

Thanks to the partnership between Henry County Health Center and Mt. Pleasant Community High School, this past year several students received valuable education both inside and outside the classroom. Through the MPCHS Internship program, students were able to get insight into healthcare careers at HCHC to help determine potential career paths.

Sarah Johnson, MPCHS Internship Supervisor, explained that internships give students a valuable window into the world of work, where they can learn specific career-related skills, attitudes and processes. Working and observing allows students to determine a career path and develop desirable employee skills and qualities. Interns work one or two class periods per day, and spend time with peers reflecting and sharing on a variety of topics including employment laws, teamwork, customer service, time and project management, communication skills, and employee attitudes.

“All of us involved from the high school really appreciate all that HCHC did for our students.



Pictured are first semester interns Kirsten Smith and Brock Wilson.

I can't speak highly enough about the experiences that our students were able to have and how it has helped them focus and feel confident about their college choices,” she said.

Todd Liechty, MPCHS Principal, echoed those sentiments, saying,

“The willingness of the hospital to allow our students’ access to the many careers available in healthcare gives them a tremendous advantage as they head off to college. They will already know what they want to pursue as they’ve had exposure to multiple career paths first hand.



Second semester interns were (l-r): Kylie Sourwine, Allison Buckert, Aleigha Cam, Jocelyn Steenblock, Cali Liechty, Olivia Oetken, Brea Mueller, Sydney Heise. (Not pictured: Julian Bujanowski, Shyanne Johnston)

They will also know what they don't want to do which is also an advantage as they won't waste time taking classes that would lead to a career that doesn't make them happy.”

After speaking with the students who interned at the health center, Johnson heard from several who found the work environment so favorable that they hope to return after college. There were others who also enjoyed and found value in their HCHC experience, but plan to specialize in areas not offered locally. Students interned in physical therapy, occupational therapy, infusion therapy, Med/Surg nursing, phlebotomy and radiology. Following are some of the students’ thoughts on their internship experience at HCHC.

“Having interned in the Radiology department and working with such great people, I would like to return to HCHC after college. I really enjoyed the people I worked with and they helped me enjoy the program. I would definitely pursue a career at HCHC.” -Kylie Sourwine

continued on page 3

# Classroom learning comes to life

Mt. Pleasant Community High School's Biotechnical Engineering class visited Henry County Health Center in May for a presentation and hands-on learning opportunity. Joseph Tansey, M.D., orthopedic surgeon at HCHC, continued what has become an annual event of working with students to introduce them to the world of orthopedic surgery. This year, students in Kathy Holtkamp's class were able to experiment with equipment used for knee replacement surgery.

This partnership between Dr. Tansey and the high school is beneficial for several reasons. Dr. Tansey realizes the value of providing students with a variety of learning experiences. He also enjoys challenging students to learn new things and passing knowledge on to them. In addition, Dr. Tansey and the health center place great importance on interaction with area youth and giving back to our area communities through these types of partnerships.



**"I am tremendously thankful for all that the hospital does for us. It enables our classes to experience far more than the normal curriculum requires. One of the concepts we study is the impact that engineers have on medicine. This year Dr. Tansey allowed the students hands on experience working with the new computerized surgical equipment,"** explained Holtkamp.

"We also study ECG machines and how they have improved over the years. Devan Rhum, Specialty Services Director, showed the students the new ECG machines explaining how they work, and why they are a great diagnostic tool. We, as a school district, are very fortunate to have a hospital and staff that cares about our students and offers these opportunities."

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continued from page 2 Area youth realize the value of experience

"Through my various internship locations, I was able to experience every part of the hospital that I will hopefully be a part of in the future. The hospital was very helpful in being available to work with for finding places I could work and learn." -Brock Wilson

"Since starting my internship in January, I have been able to intern at the Radiology, Dermatology, and Infusion Therapy departments. I want to thank the staff at HCHC for allowing us to work with them and teaching us so much this past semester!" -Allison Buckert

"Having the opportunity to do an internship with the occupational therapists has given me a look into my future career choice. This internship has shown me what occupational therapy really looks

like. I have gotten the experience to see patients regain the strength they needed to recover from an injury." -Jocelyn Steenblock

"There is a ton of teamwork where I was interning and I would like to work in such a positive environment." -Brea Mueller

"My Internship at HCHC this semester has helped me understand the skills I will need to work in my desired field (physical therapy). I love the fact that you get to really make a difference in someone's life. Every day I saw patients come in who were doing better than what they were the last time I got a chance to see them. This is what being a physical therapist is all about to me." -Julian Bujanowski



## Foundation benefits from generosity of Park Place Elders

**It has been said that a picture is worth a thousand words, but it won't take a thousand words to get the message sent by nine local artists at Park Place Elder Living: You can have fun and be generous at the same time!**

Recently some residents of HCHC's Park Place Elder Living attended a painting workshop. Nine of those residents donated their completed pieces to the Henry County Health Center Foundation.

Their flag artwork reflected the theme of National Nursing Home Week May 14 thru 20 which was "Spirit of America." For the artists, there was little hesitation in their excitement to participate.

Mary Lou Pfeiffer, 91, said "Painting is relaxing."

Margaret Molander enjoyed "being creative," while May McKenzie let the paint do her talking.

Eileen Watson claimed she'd never painted before in her 79 years, and Marilyn Jones, 87 said she was surprised she could. She said "I'm not a painter."

Dorothy McCormick, 99, and Deloris Benge, 87, thought it was very nice to have the opportunity to paint, and Janet Olson enjoyed seeing the artistic talents of her co-artists. She said "I liked all the pictures."

Daniel Dorn, 89, said he liked being with other people and painting in a group. "Of course being patriotic helps."

While their reasons for enjoying painting may all have been different, they did have more in common than simply their flag painting - they all shared a desire to give to the HCHC Foundation.

All nine pieces of art were sold at a silent auction during Park Place's Open House during National Nursing Home Week - the total raised was \$335.

"I am humbled by their kindheartedness," said Foundation Director Mark Hempen. "It just goes to show that generosity presents itself in a variety of different ways. We've never done an art auction with Park Place before."

If you feel motivated to give a gift to HCHC Foundation through your will, living trust, endowment, memorial, gift of grain, or cash donation, please contact Mark Hempen, HCHC Foundation Director, at [hempenm@hchc.org](mailto:hempenm@hchc.org) or call 319-385-6541.

**2017 HCHC FOUNDATION  
GOLF BENEFIT**  
Wednesday, August 9, 2017

Mount Pleasant  
Golf and Country Club  
Golf Outing and Dinner  
with Silent and Live  
Auctions

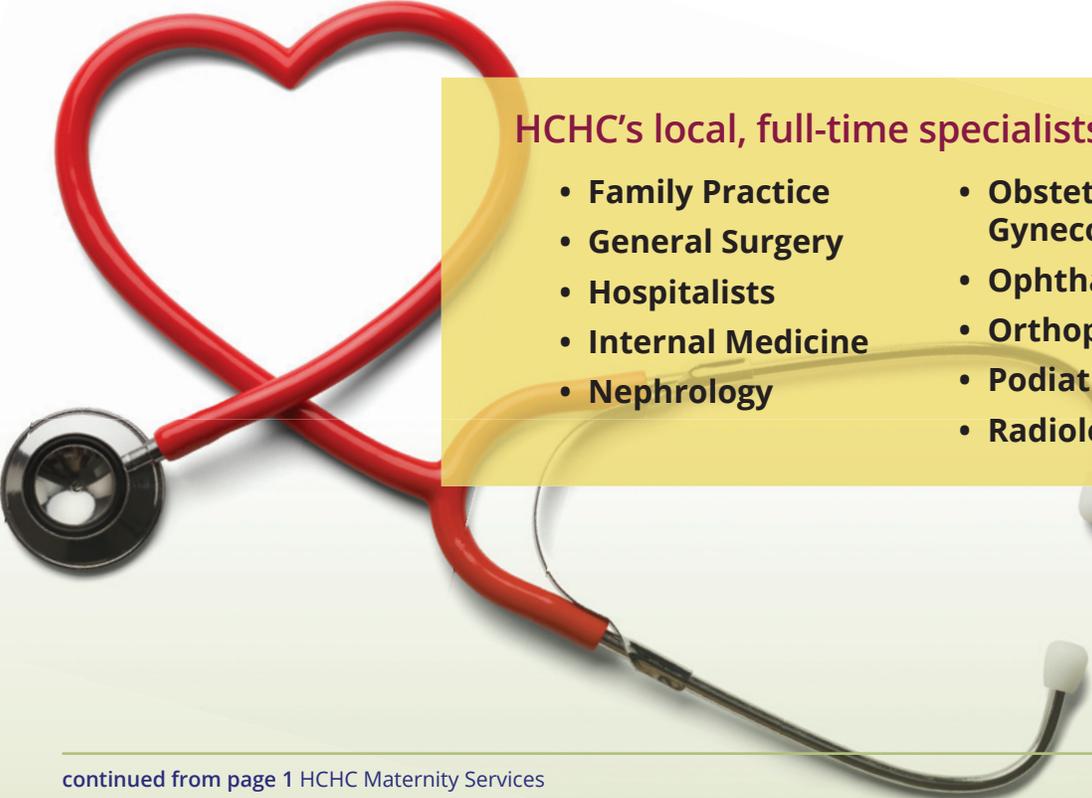
For more information,  
please call 319.385.6541

# Specialty care offered locally at HCHC

Did you know that in addition to our local, full-time specialists, Henry County Health Center offers the services of visiting specialists?

These specialists from Iowa City, Cedar Rapids and Burlington see patients in HCHC's Specialty Clinic. This is a great benefit to area residents who don't have to travel and can receive specialty care close to home. In addition, many of the tests and procedures ordered by these visiting specialists can be done locally at HCHC so patients can continue to receive the care they trust and compassion they deserve at their community health center. Take a look below at the specialties offered, and for more information visit [www.hchc.org/find-a-clinic](http://www.hchc.org/find-a-clinic).

- Audiology
- Cardiology
- Dermatology
- Ears, Nose, Throat
- Endocrinology
- Gastroenterology
- Neurology
- Oncology/  
Hemotology
- Plastic Surgery
- Pulmonology
- Urology



## HCHC's local, full-time specialists include:

- Family Practice
- General Surgery
- Hospitalists
- Internal Medicine
- Nephrology
- Obstetrics/  
Gynecology
- Ophthalmology
- Orthopedics
- Podiatry
- Radiology

continued from page 1 HCHC Maternity Services

"Along with all of this, the providers encourage birth plans. The patient has a voice and is the ultimate decision maker in her care. This leads to higher patient satisfaction," explained Malone.

In fact, a recent review by The University of Iowa Perinatal Team reiterated the high quality of HCHC's Maternity Services program. This team travels the state of Iowa and reviews all delivering hospital services every two years. According to Malone, HCHC's program review was the best she's experienced in her 17 years at the health center.

"The team from The University of Iowa was extremely complimentary of our low c-section rate," said Malone. "The UIHC providers were even quoted as saying 'This is one of the best delivering hospitals in Iowa' and 'The documentation is the best in the state.'"

To learn more about HCHC's Maternity Services, visit our web site at [www.hchc.org/home/health-services/maternity-services](http://www.hchc.org/home/health-services/maternity-services).

# Henry County Health Center creates \$18.7 million impact on local economy

Henry County Health Center generates 372 jobs that add \$18,704,917 to Henry County's economy, according to the latest study by the Iowa Hospital Association. In addition, HCHC associates by themselves spend \$4,428,112 on retail sales and contribute \$265,687 in state sales tax revenue.

"This Iowa Hospital Association study is evidence of how Henry County Health Center positively impacts our county's economy by employing a large number of area residents, and purchasing goods and services from local businesses. This all contributes to the strength of our economy. The quality healthcare services that HCHC provides also bring individuals to Mt. Pleasant from other communities who purchase from local businesses while in town. In addition, a vibrant health center plays a vital role in attracting new business, industry and residents to our area," explained HCHC CEO Robb Gardner.

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.

"By providing high quality healthcare services to our area communities, HCHC is able to serve the healthcare needs of our population and keep our economy moving forward."

HCHC CEO Robb Gardner

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

## New name, new opportunities

Beginning July 1, the name Henry County Health Center Auxiliary will transition to be called Friends of Henry County Health Center. Even though the name is changing, the vital work of the organization will remain the same. However, the name change will allow the group to expand its purpose and impact the health center beyond raising money.

While raising money will remain an important part of Friends of HCHC, volunteer opportunities will also expand to include Comfort Care Volunteers. This new position will allow volunteers to help on Med/Surg and in the Emergency Department with providing for patients' basic needs like a warm blanket or a drink of water. They will also play a role in helping the families of those patients. There



will also be opportunities to help with activities at Park Place. In addition, HCHC is exploring the possibility of offering a volunteer program for high school students. The name change will also help with recruiting new members.

The role of our current Auxiliary members won't change unless individual members want it to. There will continue to be a board of directors and monthly business meetings. Everyone who volunteers is encouraged to donate \$5 to show support of the Friends of Henry County Health Center. The rollout of the new name will be July 1<sup>st</sup>. Please call 319-385-6524 for more information or to join Friends of Henry County Health Center.



Pictured are (left to right) Henry County Health Center Trustees Carmen Heaton, Sally Olson, Robert Meyer, CEO Robb Gardner, Jan Towne and Ron Clouse. Heaton received IHA Board Certification while Olson, Meyer, Towne and Clouse were recertified.

## HCHC Trustees Receive Education Certification from IHA

Henry County Health Center Trustees received certification from the Iowa Hospital Association's (IHA) Board Certification Program during the 2017 IHA Hospital Governance Forum in West Des Moines.

IHA launched its Board Certification Program in 2010. Through this certification program, IHA has provided a framework to support Iowa hospitals in developing highly effective board members. Goals of the program include:

- Helping hospitals use governance best practices.
- Promoting the coordination of care and the best use of resources.
- Demonstrating to community stakeholders that Iowa hospitals are dedicated to accountability and transparency and are governed at the highest level of excellence.

Currently, more than 150 trustees have successfully completed the requirements of the certification program. The Iowa Hospital Association is a voluntary membership organization representing hospital and health system interests to business, government and consumer audiences. All of Iowa's 118 community hospitals are IHA members.

## Standards of Behavior defined at HCHC

Beginning April 1, Henry County Health Center implemented the Standards of Behavior. The Standards of Behavior are based on HCHC's qSTART organizational values of Quality, Service, Teamwork, Accountability, Respect and Trust. The purpose of the Standards of Behavior is to more clearly define our qSTART values and their meaning for associates. This clarity of values is a key step for every successful organization, and will help HCHC reach our mission and vision. The Standards of Behavior set the expectation of how each associate interacts with our patients, elders, customers, medical community and associates.

As of April 1st, employment at HCHC is contingent upon reviewing and signing the Standards of Behavior. In order to keep the Standards of Behavior at the forefront of the organization, each month is dedicated to focusing on a different standard. This focus includes group activities and discussions and monthly workshops led by the Standards Team. To view the Standards of Behavior, please feel free to visit our website at [www.hchc.org](http://www.hchc.org) and scroll to the bottom of the screen to select "Standards of Behavior."

HENRY COUNTY  
HEALTH CENTER

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You are invited to

Rock for our  
Health

Henry County Health Center  
is partnering with the  
Mt. Pleasant Area Chamber  
of Commerce to present  
**JULY'S ROCK AROUND THE BLOCK!**

Friday, July 21  
5:30-10 p.m.

Mt. Pleasant Central Park

interactive  
games and  
activities

life-size  
game of  
Operation

PRIZES!  
PRIZES!  
PRIZES!

PHYSICIANS & CLINICS  
of HCHC

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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question, consult your medical professional.

Chief Executive Officer: Robb Gardner  
Editor: Shelley L. Doak  
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Meet our Associates  
and learn about our  
services  
5:30-8 p.m.

We hope to see  
you there!

The Chamber will also have food and a band from 6-10 p.m.

