

GREAT NEWS

IVER HEALTH SYSTEMS

August 12, 2015

Burlington Area Family Practice Center marks 25th anniversary

First building on Great River Health Systems campus

Today is the 25th anniversary of the ribbon cutting for Burlington Area Family Practice Center. The clinic that began with four physicians now has 14 board-certified/board eligible family practice physicians, three board-certified family nurse practitioners, two board-certified physician assistants, a licensed clinical psychologist and a licensed mental health counselor.

Burlington Area Family Practice Center was the first building on Great River Health Systems' campus. Its story began when a 1988 study showed an immediate need for family physicians in the Burlington area. Six physicians had left the community and four were set to retire. Access to primary care was in critical condition.

Primary-care physicians, nurse practitioners and physician assistants are the first contacts and principal points of continuing care for patients in a health care system. They provide diagnosis and treatment of acute and chronic illnesses, health maintenance, patient education, counseling and health promotion, and they coordinate care with other specialists as needed.

Gary Mansheim, M.D., was the only family physician in Burlington when he approached Great River Health Systems administrators about forming a family physician group practice.

"My goal was to create a team of physicians who would provide high-quality, cost-effective and



Burlington Area Family Practice Center's first four physicians cut the new clinic's ribbon Aug. 12, 1990, with Chamber of Commerce Ambassadors. From left are James McCabe, David Carlson, Gary Mansheim and Thomas Boyd. Former Great River Health Systems President and CEO Glen Heagle is on the right.

compassionate medical care in a sophisticated office," he said. "We have achieved more than I dreamed."

James McCabe, M.D., a New London, Iowa, native who had been practicing in northwest Iowa, was the first to join him. By the time the new clinic opened, Thomas Boyd, D.O., and David Carlson, M.D., had joined the group after finishing their residencies.

Dr. Mansheim worked with the health system and architects to develop a plan for a building for

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six health care providers. The building grew as the number of primary-care providers increased. In 2008, both ends of the building were expanded. In 1998, part of the lower-level was finished to add examination rooms, and it was completely finished in 2012.

In 25 years, Burlington Area Family Practice Center has cared for 135,000 patients. They have had nearly 1.5 million clinic visits, 1.6 million laboratory tests and about 95,000 X-rays.

This summer, four new providers have joined its staff to help meet the community's ongoing need for primary-care providers. Three of them are working at the new Great River Family Practice Clinic (see story below).

"We are proud to have contributed to the Burlington area's quality of life," Dr. Mansheim said. "Our patients have been kind, understanding and grateful. The community has supported our growth and we have, in turn, provided the best service possible."

New clinic opens in Mercy Plaza



Michael AbouAssaly, M.D.



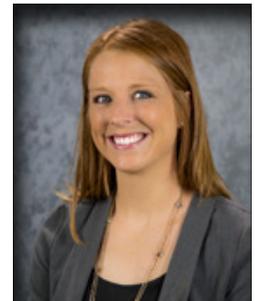
Peter Reynen, M.D.



John Thurman, D.O.



Abby Cling, PA-C



Lisa Lake, D.N.P.

Great River Family Practice Clinic opened Thursday, Aug. 6, to help meet the community's need for more primary-care providers. It is part of Burlington Area Family Practice Center. New providers are:

- Abby Cling, PA-C, physician assistant
- Lisa Lake, D.N.P., nurse practitioner
- John Thurman, D.O., physician

The clinic is in Mercy Plaza, Suite 159, 1225 S. Gear Ave., West Burlington, Iowa. To make an appointment with a new provider, call 319-768-1570.

Michael AbouAssaly, M.D., and Peter Reynen, M.D., will move their practices to the new clinic Monday, Aug. 24.

These services also will move to the new clinic:

- Diabetes Education Program – Individual outpatient and inpatient counseling, group outpatient classes and instruction on insulin administration and self-glucose monitoring

- Healthy Living Clinic – A comprehensive, physician-managed program for reaching weight-loss goals and making lifestyle changes by incorporating physician appointments, meal plans, exercise and education.

Great River Family Practice Center has a demonstration kitchen for cooking classes and a conference room for educational programs.

Help guide county's health improvement efforts

Great River Health Systems and its public-health partners are gathering information about our community's health needs through an online survey. This survey is part of the Des Moines County Community Health Needs Assessment. We invite you to complete the survey and help guide our health improvement efforts over the next three to five years.

[Click HERE](#) to take the 5-minute survey. If you prefer paper copies for yourself or others, please call Great River Health Systems' Corporate Education Department at 319-768-4000.

Aspelmeier retires from board

Ken Aspelmeier has retired from Great River Health Systems Board of Directors after 20 years of service, which includes a term as president. A new hospital was built and more than 15 clinics created during his tenure.

"Kenny Aspelmeier has been one of the most influential board members I have ever worked with," said Mark Richardson, president and CEO, Great River Health Systems. "He has always been committed to Great River Health Systems and the betterment of the communities we serve. His leadership and common-sense approach to issues will be greatly missed."



Osteoporosis topic of Aug. 27 program

Family physician Hannah Heckart, M.D., Great River Women's Health, will discuss osteoporosis at 5:30 p.m. Thursday, Aug. 27. The seventh program in the 10-month Red Hot Mamas series will be in the Blackhawk Room on the lower level of Mercy Plaza.

Osteoporosis affects more than 10 million people – mostly women – in the U.S., and 35 million more have low bone density. Many people who have the disease don't know it until they break a bone, usually a hip, spinal vertebrae or wrist. Dr. Heckart will explain how bone stays healthy, bone changes at menopause, tests that identify osteoporosis and treatment options.

A light supper and door prizes will be available at the free program. Reservations are requested. Please call 319-768-4070.

Red Hot Mamas is a program that educates women about the physical and psychological changes that occur at menopause and helps them make informed health care decisions. It has been educating and engaging women, and health care providers, since 1991. For more information, please visit www.redhotmamas.org.

Relay for Life events Aug. 28, 29

The American Cancer Society Relay for Life of Des Moines County will kick off with a 5k fun run and walk around Great River Health Systems' lake at 6:30 p.m. Friday, Aug. 28. Local band Kross Kountry will play from 5:30 to 9 p.m. Refreshments will be available.

The cost is \$15 per person, which includes a drawstring backpack, water bottle and koozie. [Click HERE](#) to register. Proceeds will benefit the American Cancer Society.

The Annual Relay for Life is scheduled from 2 to 10 p.m. Saturday, Aug. 29, along the lake. For more information, [click HERE](#).

EMPLOYEE INFORMATION

Casual days

Employees purchase \$2 stickers for the opportunity to wear jeans to work on designated Fridays. The next casual days and projects they benefit are:

- Aug. 21 St. Jude Children's Research Hospital
- Sept. 11 Employee Food Drive

Employee parking spaces moved

Employee parking on the south side of the campus has changed. To make room for patients' vehicles, there are fewer employee spaces at the far end of the Mercy and Eastman plazas parking lot. The number of employee parking spaces in front of the hospital has increased. New white lines across the parking lot will be painted soon. To see a map showing employee parking areas, [click HERE](#).

Paint-a-thon volunteers needed

Volunteers are needed for the health system's team for the 23rd Annual Paint-a-Thon the week of Sept. 8. Work times will be announced.

The Paint-a-Thon helps local residents who are 55 and older or disabled who cannot afford to pay for the work. About 470 homes have been painted since it began.

Sign up in Human Resources. For more information, call Todd Brissey, Information Systems, ext. 4422, or Daryl Wolff, Plant Operations, ext. 3805.

Insurance premium discount returns for 2016

Benefits-eligible employees enrolled in medical plans 1, 2 or 3 or the Health/Health Savings Account can earn a \$500 to \$1,000 discount on health insurance premiums in 2016. To get the discount, you must:

- Meet the qualifications of the free wellness screening in October.
- Get a flu shot.
- Be nicotine-free.

Are you prepared to qualify for your health-insurance premium discount?

The wellness screening helps determine your risks for heart disease, stroke, diabetes and other life-threatening conditions. You must meet a minimum of three of these measurements to qualify for the discount:

- Blood pressure – Lower than 130/85
- Fasting blood sugar – Less than 100mg/dl
- HDL (good cholesterol) – Men: At least 40 mg/dl; women: at least 50 mg/dl
- Triglycerides – Less than 150 mg/dl
- Waist measurement – Men: Less than 40 inches; women: less than 35 inches

Employees who are enrolled for single coverage will receive a \$500 discount. Employee-plus-one and family-plan enrollees will receive \$1,000 discounts if their covered spouses qualify.

Screenings will begin Thursday, Oct. 1. The schedule will be announced.

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Quit using tobacco and nicotine products

The health system's medical insurance covers up to two nicotine-cessation attempts per year. This includes all Food and Drug Administration-approved nicotine-cessation medicines (prescription and over-the-counter) for a 90-day treatment regimen when prescribed by a health care provider.

Another source of help is Quitline Iowa, a free telephone and online service for Iowa residents who are at least 14 years old. It connects callers with expert coaches who help people overcome common barriers, such as dealing with stress, fighting cravings, coping with irritability and controlling weight gain. If you are 18 or older, you may be eligible for up to eight weeks of free nicotine-replacement therapy such as gum, lozenges or patches.

Get evaluations, help now

You can make an appointment for blood pressure, waist circumference and body fat percentage measurements now. Exercise and fitness specialists will help you set health and fitness goals and show you how to use equipment in the Wellness Gym. Call ext. 4191.

To meet with a registered dietitian and receive a detailed nutrition plan, call ext. 4100 to schedule an appointment. The fee is \$30.

For more information, email or call:

- Health Fitness: Lishay Allen, fitness specialist, ext. 4299
- WellEXCEL: Kelsey Weitzel, corporate wellness specialist, ext. 4209

Eat well

MyPlate replaced the Food Guide Pyramid in 2011 (ChooseMyPlate.gov). Its illustration shows a plate divided into four sections: fruits, vegetables, grains and protein. A smaller circle sits beside it for dairy products. To meet MyPlate goals:

- At least half of the grains you eat should be

whole grains. Look for the gold Whole Grain stamp on products.

- Choose lean sources of protein, such as chicken breast and 90 to 95 percent lean ground beef. Sirloin steak is leaner than highly marbled cuts such as rib eyes and T-bones.
- Eat a variety of vegetables.
- Eat calcium-rich foods: Low-fat cheese, yogurt and milk; dark leafy greens (kale, spinach, turnips, collard greens); soybeans; and fortified cereals and orange juice.
- Eat more fruits.
- Reduce your sugar, sodium, and saturated and trans fat intake.

Exercise

According to the American College of Sports Medicine, adults need at least:

- 2.5 hours of moderate-intensity aerobic activity like brisk walking every week. Walking for 30 minutes on most days is best.
- Muscle-strengthening activities that work on all major muscle groups (abdomen, arms, back, chest, legs, hips, shoulders) at least two days a week

Manage stress

Managing your stress can keep you feeling calm, which helps control your blood pressure and risks for chronic conditions. Try these:

- Focus on positive self-talk.
- Get organized.
- Give up bad habits.
- Participate in healthy social interactions.
- Practice relaxation techniques.
- Remember to laugh.
- Slow down.
- Try not to worry

Make great handoffs

Every time customers go from one person, department or facility to another, they experience a handoff. Handoffs occur when customers are escorted, telephone calls are transferred and tasks are delegated. Poor handoffs can decrease customer satisfaction.

Why handoffs are important

Patients' anxiety builds during handoffs because other people who need to understand and become responsible for the patient's care become involved. Even simple outpatient visits can have several handoffs:

- Information Desk
- Registration
- Laboratory technician
- Physician
- Clerk

For safety, we ask some of the same questions repeatedly, which can make patients wonder if our staff communicates with each other. Besides patient and family anxiety, ineffective handoffs can lead to:

- Duplicate or unnecessary tests
- Medical errors
- Patients and families feeling like they are "falling through the cracks"
- Stressed employees
- Wasted time

How to make an effective handoff

Communication is the key to good handoffs. Good handoffs ease transitions, which reduces patient anxiety.

- Tell customers where they are going, when, why and how. Help them understand what to expect.
- Transfer trust. Build customers' confidence in the next person or service that will help them. Making customers feel like they are in the hands of a connected team will increase positive expectations.
- Help coworkers feel positive about receiving the handoff.

- When you receive a handoff, show that you have connected with the caregiver or service before you.

Great expectations

All Great River Health Systems employees are expected to:

- Always refer to our next service
- Not promote our competition. If customers leave for an outside service they may take all their business.
- Be knowledgeable about our services.

New Employees

Theresa Bellegante

Phlebotomist, Great River Family Practice Clinic

Melissa Claassen

Social Worker, Great River Hospice

Tara Eaton

Fitness Specialist, Athlete and Performance Center

Emily Foels

Certified Nursing Assistant, Klein Center

Jacinda Halawith

Certified Nursing Assistant, Acute Care Center

Lisa Harwood

Aide, Nutrition Services

Holly Holloway

Respiratory Therapist, Respiratory Care

Andrew Klein

Critical Care Paramedic, Superior Ambulance

LV Knighten

Certified Nursing Assistant, Klein Center

Michelle Madden

Certified Nursing Assistant, Acute Care Center

Carneisha Pickens

Certified Nursing Assistant, Acute Care Center

Bonita Scott

Housekeeping, Environmental Services

Hannah Sackett

Phlebotomist, Laboratory

Shawna Sanders

Registered Nurse, Acute Care Center

Joseph Seitz

Licensed Practical Nurse, Klein Center

Randi Shaffer

Aide, Nutrition Services

Bethany Weeks

Certified Nursing Assistant, Klein Center

Erin White

Medical Assistant, Great River Orthopaedic Specialists

EMPLOYEE PROFILE

Gary Mansheim, M.D.

Burlington Area Family Practice Center

Start date:

I began my medical practice in Burlington in August 1982, and moved to Burlington Area Family Practice Center when it opened in August 1990.

What I wanted to be when I grew up:

I enjoyed science and biology in high school, and I wanted a career in which I could help people. I decided in my first year of college that medicine was the perfect combination.

Hometown / Where I live now:

I grew up on a farm between Donnellson and Argyle, Iowa. I live in Burlington.

Family:

I met my wife, Ruth, when I was a medical student working in the hospital's Emergency Department. She is a nurse. We have been married for 38 years. We have three children. Patrick is an accountant in Des Moines. He and his wife, Mary, are expecting their first child this week. Tim, an electrical engineer in Cedar Rapids, is engaged to Kristina. Jill works at an advertising agency in downtown Chicago.

Hobbies:

History – particularly the Civil War – bicycling, gardening and reading

Area I'd like to learn more about:

Dermatology is fascinating in the varied presentations of common problems.

Great River Health Systems connections:

My wife works at Burlington Area Family Practice Center.



Favorite memory:

Vacations with family and friends

People would be surprised to know:

I make beer.

If I could, I would ...

Travel – the U.S. first, then around the world

Most interesting thing on my desk:

A 1920s lamp that belonged to my parents

Hidden talent:

Not computers! I do a good job on project design and travel planning.

Proudest moments:

When our children were born

Must-have guilty pleasure:

Rocky Road ice cream