

GREAT NEWS

GREAT RIVER HEALTH SYSTEMS

Aug. 26, 2015

60+ Lifestyle Expo set for Sept. 16

Great River Health Systems and Milestones Area Agency on Aging, community leaders in providing services for seniors, are co-sponsoring the 60+ Lifestyle Expo. More than 40 organizations and services will be in one location from 9 a.m. to 12:30 p.m. Wednesday, Sept. 16, at Westland Mall, 550 S. Gear Ave., West Burlington.

The expo targets people who are 60 years old and greater, and caregivers. Flu shots will be available for \$25 from the Des Moines County Public Health Department.

Free screenings include:

- Balance
- Blood oxygen level
- Blood pressure
- Body mass index
- Bone density
- Diabetic feet
- Lung function
- Vision

Displays will have information on health care, community services, government agencies, leisure activities, Medicare, scam prevention, senior housing, volunteer opportunities and more.

Schedules, maps and door-prize registration will be at welcome tables near the west mall entrances. Refreshments will be available.

For information, contact Peggy at Milestones Area Agency on Aging toll-free at 855-410-6222 ext. 212 or www.milestonesaaa.org.



Hospital provides hearing, language services

Great River Medical Center provides free services for patients with hearing impairments or special language needs.

Hearing impairment

All hospital telephones are hearing-aid compatible. These services are available:

- **Closed-caption television** – All televisions display closed-caption dialogue on the screen.
- **Hearing-aid maintenance** – This service is available from Great River Audiology. There is a charge for batteries.
- **Personal amplifiers** – Personal amplifiers are generic amplification devices that people with mild to severe hearing impairments can use to improve communication.
- **Sign-language interpreters** – Internet sign-language interpreters
- **Telecommunication Device for the Deaf (TDD)** – A TDD is a telephone system that allows a deaf person to communicate by telephone by typing a message and receiving information in the same way.

Verbal language interpreters

Interpretation service for non-English-speaking patients and family members is provided by Language Line Services, an over-the-phone service that offers interpretation for more than 150 languages. Language Line's professionally trained and tested interpreters don't interpret word-for-word, but meaning-for-meaning. As such, you may notice that non-English conversations are longer. Many English concepts communicated in one or two words can take several phrases to accurately describe in another language, and vice versa.

Language Line also can translate written documents.

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.

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:

- Sept. 11 Employee Food Drive
- Sept. 25 National Marfan Foundation

What is Marfan syndrome?

Marfan syndrome is a genetic disorder that affects connective tissue. It most-often affects the heart, blood vessels, bones, joints and eyes. About one in 5,000 people have Marfan syndrome, which is inherited in 75 percent of cases. For more information about Marfan syndrome, [click HERE](#).

Tips for good hospital visits

Visits by family and friends are important in patients' recoveries. These visitor tips can help you make the most of your visits while ensuring the comfort and well-being of our patients:

- Generally, the best time to visit is between 1 and 9 p.m. Mornings are the busiest for patients and staff.
- Call the patient before you visit.
- Knock first. Wait for the patient to invite you into the room.
- If your normal greeting is a handshake or hug, do so.
- Sit if a chair is available. Patients may be uncomfortable when visitors stand over them. Sit close enough for the patient to hear, but keep your voice soft because patients are more sensitive to noise than usual.
- Be a good listener. Focus on the patient and the visit. Don't talk about your problems.
- Flowers, books and magazines make good gifts. Ask the patient's nurse about gifts of candy or food before bringing them. The patient may be on a special diet. Also, because of allergy concerns, please do not bring latex balloons. Mylar balloons are available in the Gift Shop.
- Be specific. Ask, "What can I get you?" or "How may I help you?" This conveys warmth and honesty.
- Suggest a stroll if the patient can walk or sit in a wheelchair. A change of scenery can be refreshing and stimulating. Check with the patient's nurse before doing this.

- Make your visit short and pleasant. Wait in the hallway if other visitors are in the room before you. If others arrive while you are visiting, try to wrap up your visit so others may see the patient.
- If a patient is scheduled for surgery, ask the nurse or a family member if visiting is advisable on the day of surgery. Often, patients are recovering from the effects of anesthesia and feel obliged to stay awake for visitors instead of getting needed rest. It usually is best to wait a day or so before visiting.
- Tell children and teenagers what to expect before they visit. Let them know the condition and appearance of the patient and other patients on the unit.
- Don't visit if you have a cold or feel ill. You may add to our patients' troubles and endanger their lives.
- Don't give medical advice or share stories of similar illnesses. This could create doubt and cause the patient unnecessary worry. Be encouraging, and bring some good news.



EMPLOYEE INFORMATION

News briefs



Gabe Giesel



Christa Hinojosa



Tammi Kramer



Jesse Low

Gabe Giesel and **Christa Hinojosa**, Klein Center; **Tammi Kramer**, Great River Orthopaedic Specialists; and **Jesse Low**, Laboratory, were recognized for their contributions to Great Every Time, a customer-service program for new employees. It teaches staff to advance from “good” to “consistently great” in everyday situations, including greetings, referrals, problem-solving, handoffs and goodbyes.

Luminarias for the American Cancer Society Relay for Life of Des Moines County will be sold from 12:30 to 1:30 p.m. Friday, Aug. 28, in the Cafeteria. The relay is scheduled from 2 to 10 p.m. Saturday, Aug. 29, on Great River Health Systems’ campus.



Linda Annegers



Jan Marshall



Terry Lasswell

Linda Annegers and **Jan Marshall**, PreAccess, and **Terry Lasswell**, Rehabilitation Services-Patient Access, earned the Certified Healthcare Access Associate designation from the National Association of Healthcare Access Management.

Register for preceptor training Oct. 26

Preceptor training is scheduled from 8 a.m. to 3 p.m. Monday, Oct. 26, in the Blackhawk Room. Preceptors serve as role models and facilitate the socialization and orientation of new staff. Staff from any health system department may attend training with their department directors' approval. Training includes department-specific work sessions with new preceptors and their leaders.

Register in NetLearning by Monday, Sept. 21. At least 12 people must be registered for the training.

State of the Health System

By Mark Richardson
President and CEO

Wednesday, Sept. 23

7:30 a.m.

10 a.m.

3 p.m.

6 p.m.

Oak Room

10 p.m.

Surgical Services Conference Room

Thursday, Sept. 24

Noon

Burlington Area Family Practice Center

Wednesday, Oct. 21

1:30 p.m.

Klein Center



New Employees

Darby Chaplin

Telephone Scheduler, Great River Family Practice Clinic

Aaron Ertz

Engineer, Plant Operations

Ashlee Gibbs

Certified Nursing Assistant, Acute Care Center

Shannon Goss

Billing and Insurance Specialist
Great River Physicians and Clinics Billing Office

Jocelyn Hennings

Operator, Switchboard

Cindy Jones

Housekeeper, Environmental Services

Shatara McClendon

Certified Nursing Assistant, Klein Center

Hope Mixer

Certified Nursing Assistant, Acute Care Center

Bradley Mowen

Licensed Practical Nurse, Business Health

Tamara Riley

Billing and Insurance Specialist, Klein Center

Natasha Ritchey

Cook, Klein Center

Catrina Roark

Licensed Practical Nurse, Klein Center

Morgan Smith

Sitter, Acute Care Center

Matthew Waterman

Associate, Stores

Madison Wolkenhauer

Rehabilitation Technician, Rehabilitation Services

EMPLOYEE PROFILE

Rose Hills

Telephone Scheduler

Great River Family Practice Clinic



Start date:

Jan. 13, 2003

What I like about my job:

I like talking to people. They're always interesting.

What I wanted to be when I grew up:

An architect

Hometown / Where I live now:

Fort Madison

Family:

- Husband, Bradley
- Daughter, Kayla
- Beagle, Jeep

Things I enjoy:

Playing saxophone while my daughter plays clarinet, collecting Superman comic books and memorabilia, organizing church dinners, baking unique cakes like hummingbird cake, which has crushed pineapple, applesauce and bananas

I recently demonstrated the health system's EXCEL values by:

Helping open a new office after moving from Burlington Area Family Practice Center

Department I'd like to learn more about:

Health Fitness

Great River Health Systems connections:

My cousin Sherry Blanchard works in Corporate Education.

People would be surprised to know ...

I like working on cars.

If I could, I would ...

Design and build my home by myself

Weirdest thing I've eaten:

Raccoon. I grew up on a farm, and my grandma made it.

Proudest moment:

Birth of my daughter

Must-have guilty pleasure:

Baked potatoes with lots of butter