

GREAT NEWS

GREAT RIVER HEALTH SYSTEMS

Jan. 13, 2016

Great River Health Systems joins successful CMS initiative through UIHA's Accountable Care Organization

The Centers for Medicare and Medicaid Services (CMS) announced yesterday 121 new participants – representing 49 states and the District of Columbia – in an innovative initiative: Medicare Accountable Care Organizations (ACOs). This initiative will improve the care patients receive at Great River Health Systems and lowers costs.

The University of Iowa Health Alliance (UIHA) ACO was selected as one of 100 new Medicare Shared Savings Program ACOs, providing Medicare beneficiaries with access to high-quality coordinated care across the U.S. That brings the total to 434 Shared Savings Program ACOs serving more than 7.7 million beneficiaries. Great River Health Systems is one of the provider participants of the UIHA ACO. Other participants include Genesis, University of Iowa Health Care, McFarland Clinic, Mercy Cedar Rapids and The Iowa Clinic.

Physicians, hospitals and health care providers establish ACOs to work together to provide high-quality coordinated care to their patients, while helping slow health care cost growth. Beneficiaries seeing health care providers in ACOs always have the freedom to choose physicians inside or outside the ACO. ACOs receive part of the Medicare savings generated from lowering the growth in health care costs as long as they also meet standards for high-quality care.

"People across America are going to be better cared for when they go to their health care pro-

viders because these hospitals and providers have made commitments to innovation, and commitments to change how they do business and care for patients," Health and Human Services Secretary Sylvia Matthews Burwell said. "Medicare and the nation's health care system are moving toward paying providers for the quality rather than just the quantity of care they give patients."

Since ACOs began participating in the program in early 2012, thousands of health care providers have signed on to participate in the program, working together to provide better care to Medicare's seniors and people with disabilities. The new and renewing ACOs will bring about 15,000 additional physicians into the ACO program.

ACOs are delivering better care, and they continue to show promising cost-savings results. In 2014, ACOs had a net program savings of \$411 million for 333 Medicare Shared Savings Program ACOs and 20 Pioneer ACOs. Based on 2014 quality and financial performance results for Shared Savings Program ACOs that started the program in 2012, 2013 and 2014, ACOs that reported in both 2013 and 2014 improved on 27 of the 33 quality measures. Improved measures included:

- Beneficiaries' rating of their doctors
- Electronic health record use
- Patients' ratings of clinicians' communication
- Screening for high blood pressure
- Screening for tobacco use and cessation

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Shared Savings Program ACOs also outperformed group practices reporting quality on 18 out of 22 measures.

Ultimately, the Medicare ACOs announcement is about delivering better care, spending dollars wisely, and having healthier people and communities. ACOs drive progress by improving the coordination and integration of health care, and improving the health of patients with a priority on prevention. More information about the Shared

Savings Program is available at <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html?redirect=/sharedsavingsprogram/>.

For a list of the announced new and renewing ACOs, visit the Shared Savings Program News and Updates webpage: <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/News-and-Updates.html>.

Casual day, school donations reach nearly \$14,000

Great River Health Systems employees donated nearly \$14,000 through casual day contributions in 2015. On designated Fridays, employees may wear jeans to work in exchange for \$2 casual day stickers.

Donations totaled \$13,751, which was \$1,677 more than 2014. The money was given to a variety of organizations including the Burlington Homeless Shelter, Des Moines County Humane Society, Hope Haven Area Development Center, Medication Assistance Program and Young House Family Services.

Nearly \$1,200 was donated in two casual days for the Burlington Community School District and West Burlington Independent School District. The money will be used to fulfill student needs through school nurses or social workers. Employees also donated hats, mittens and other winter gear to the schools.

The health system continued its holiday-giving tradition in other ways, too. Departments and clinics that adopted families were:

- Acute Care Center
- Facilities
- Great River Addiction Services
- Great River Mental Health
- Home Health and Hospice
- Hospitalist Program
- Patient Access
- Pre-Access
- Women and Family Center (Obstetrics and Pediatrics units)

Other gifts:

- Administration – Shop with a Cop
- Great River Addiction Services, Great River Mental Health – Crisis Stabilization House
- Great River Athletic and Performance Center, Great River Health Fitness, Rehabilitation Services – Special Needs Foundation of Des Moines County
- Klein Center Nutrition Services – Des Moines County Humane Society, Klein Center neighborhoods



Working together

Members of the Behavioral Health Assessment Team, Great River Mental Health and Psychiatric Care Unit at Great River Health Systems and Des Moines County Jail employees raised \$400 for the Crisis Stabilization House. Operated by Hope Haven Area Development Center, the house provides 24-hour care to people who are in mental health crises but do not require hospitalization. The money was used to purchase household items and games.

Mosley to receive EXCEL Service Hero award Jan. 20



Heather Mosley, Great River Business Health, will receive an EXCEL Service Hero award at 2 p.m. Wednesday, Jan. 20, in the Cafeteria. Refreshments will be served.

Great River Business Health works with local companies to provide health services to their employees. Mosley was in the Business Health clinic when she learned that an employee at one of the companies she works with became seriously ill while on the job. She met him in the Emergency Department.

Because the man's family lives in another country, she drove to the University of Iowa Hospitals

and Clinics in Iowa City, where he was transferred for more tests and treatment. She stayed with the patient until he was settled in a hospital room.

One of the patient's friends wanted to go to Iowa City too, but he didn't have enough money for the unplanned trip. Heather collected money from her friends and coworkers in several departments to pay for the coworker's gas and meals so he could be with his friend.

"Heather is a great example of how Great River Health Systems employees go above and beyond every day," said Lisa Nafziger, referral coordinator, Great River Physicians and Clinics Administration. "She has the most caring nature, and she exemplifies great compassion."



Jill Nealey, Rehabilitation Services

Jill came to work on her day off to complete paperwork to help expedite insurance approval of a wheelchair for a patient.

Sherri Becker, Home Health and Hospice

Sherri delivered medicine to a patient's home.

Joyce Conrad, Rehabilitation Services

Joyce took a Rehabilitation Unit patient's clothes home and washed them.

Learn about early detection of Alzheimer's

The annual number of new cases of Alzheimer's disease and other dementias in the U.S. is projected to double by 2050 because of the increasing number of people age 65 and older. To help people learn how to recognize the disease, the Alzheimer's Association will present Know the 10 Signs: Early Detection Matters at 3:30 p.m. Tuesday, Jan. 26, at Great River Klein Center, 1307 S. Gear Ave., West Burlington.

The program will cover:

- Benefits of early detection including accessing treatment, planning for the future and participating in clinical trials
- Getting a diagnosis
- Overview of Alzheimer's disease
- Risk factors
- Understanding the difference between age-related memory loss, and Alzheimer's and dementia
- Warning signs

The registration deadline is Friday, Jan. 22. To register, please call the Alzheimer's Association at 800-272-3900.

The logo consists of the letters 'GS' in a white, bold, sans-serif font, centered within a blue square.

GREAT STORIES

Great River Nephrology

On a Friday afternoon, Great River Nephrology received laboratory test results for a patient whose first appointment in the clinic was scheduled the following Monday. The clinic's nurses recognized high creatinine and potassium levels, and they contacted the nephrologist. The patient's condition was critical.

Creatinine is a waste product of the body. As creatinine is produced, it is filtered through the kidneys and excreted in urine. A high creatinine level indicates poor kidney function. A high level of potassium, an essential mineral, also affects kidney function.

Great River Nephrology staff tried calling the patient and his wife several times before reaching the wife, who brought the man to the clinic. He was admitted to the Intensive Care Unit and remained there for several days until he recovered.

"The nephrologist said timely treatment probably saved the patient's life," said Reta Krieger, clinic manager.

Great River Pulmonology

A woman who had been treated at Great River Pulmonology a few years ago needed to return to the clinic because she was having lung problems again. Her health insurance had changed, and she was having trouble getting authorization. Great River Pulmonology staff worked with health care providers and insurance companies to get approval so the patient could be seen by pulmonologist Valerie V. Denz, M.D. The patient was very grateful.

Surgical Services Pediatrics Unit

"My brother recently was a patient in Day Surgery for a hernia repair. Although the surgery is considered simple, this procedure was not. My brother is a 6-year-old living in a 60-year-old man's body. He is mentally disabled and autistic, and he suffers from many anxieties.

"At my request, my brother was allowed to begin his experience in the Pediatrics Unit. Environment is very important, and the action in the Day Surgery patient area would have been too much for him. He immediately felt at ease when he was welcomed to the Pediatrics Unit. The nurse showed him respect and kindness while explaining information at a level he could understand.

"The Surgical Services staff provided outstanding care to meet my brother's specific needs, and they allowed me to be with him when he was waking up to reduce anxiety. The entire crew was great!

"Back in Pediatrics after surgery, the nurses calmly worked with him. Addressing his pain was a challenge because he can't comprehend pain scales. Their compassion was beyond expectation.

"My brother's care was phenomenal. As a sister of someone who cannot advocate for himself, I felt we both were valued. I am grateful for the extraordinary care he received."

Cathie Hanks-Sattler, RN
Pediatrics Unit

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The Keokuk Clinic

A woman has been a patient at The Keokuk Clinic for many years. She doesn't have a family, so the staff "adopted" her into the clinic family. One staff member has gone to the woman's house to draw blood during bad weather and when the patient was too ill to leave home. She invited the patient to have Christmas dinner with her family.

The Keokuk Clinic family sends greeting cards to the patient and escorts her to her car after appointments.

"Although we are targeting a specific patient, all of our patients at The Keokuk Clinic are special, and we help many patients in many ways every day," said Caroline O'Day, clinical manager.

Prevent winter slips and falls

Follow these tips for safe winter walking:

- Do the "penguin walk." Lean forward and bend your knees slightly. Take small shuffling steps, keeping both feet on the ground.
- Hold handrails when using stairs or ramps.
- Limit the number of items you carry so they don't block your view.
- Stay on cleared paths.
- Walk slowly.
- Wear boots and shoes with good tread on soles. You can buy YakTrax, easy-to-use traction devices that fit over the soles of shoes, at Heritage Medical Equipment and Supplies stores in Eastman Plaza and on Roosevelt Avenue.

New providers



Craig Bottke, M.D.
Orthopedic surgery/
hand surgery

Great River Orthopaedic Specialists
Wellness Plaza, Suite 101
1401 W. Agency Road
West Burlington, IA 52655
319-768-4970

Medical degree: University of Iowa
Residency: University of Michigan
Fellowship: University of South Florida
Certifications: American Board of Orthopedic Surgery (orthopedic surgery and hand surgery)



Laura Martin, WHNP-BC

Great River Women's Health
Eastman Plaza, Suite 208
1223 S. Gear Ave.
West Burlington, IA 52655
319-768-2750

University of Missouri - St. Louis

EMPLOYEE PROFILE

Charlie Meyer

Receptionist

Burlington Area Family Practice Center



Start date:

February 2014

What does a typical day look like for you?

I check in patients and make appointments all day. We are a high-volume clinic so I stay very busy.

What I wanted to be when I grew up:

A special-education teacher

Hometown / Where I live now:

Denmark, Iowa / Wever, Iowa

Family:

My parents, Dick and Tracie, are my best friends. I have one sister, Leslie. My boyfriend is Justin. My Australian shepherd, Emrie, is the most beautiful angel in the world!

Things I enjoy:

We just bought a house, and we're working on it. I also like hanging out with my friends.

If you could choose anyone, whom would you pick as your mentor?

Chelsea Handler because she's so funny, and I like to be funny

People would be surprised to know ...

I'm sometimes kind of shy.

What is your motto or personal mantra?

Keep calm and stay blond!

What's your favorite line from a movie or television show?

"Haaaave you met Ted?" (How I Met Your Mother)

Given a chance, who would you like to be for a day?

Chelsea Handler

What's the most recent app you've downloaded?

Twitter

What is your biggest achievement to date?

Buying a house