

GREAT NEWS

RIVER HEALTH SYSTEMS

June 14, 2017

Great River Friends awards scholarships

Great River Friends recently awarded \$10,000 in scholarships to students pursuing health care careers.

Ten \$1,000 scholarships were given in three categories. Scholarships for high school seniors were awarded to:

- Will Fox, Hamilton (Illinois) High School, pre-medicine, Monmouth College
- Nick Pothitakis, Holy Trinity High School, pre-dentistry, University of Iowa
- Zach Rashid, Notre Dame High School, pre-medicine, Yale University
- Marshall Rupe, Mediapolis High School, pre-medicine, University of Iowa

Continuing-college scholarship winners were:

- Nick Anderson, health education and promotion, University of Northern Iowa
- Lorin Fisher, pharmacy, University of Iowa
- Riley Messenger, nursing, University of Iowa
- Luis Rascon, pre-medicine, Boston University

The recipients of Great River Friends' Southeastern Community College scholarships were:

- Mikayla Brown, nursing
- Andi Langer, nursing

Great River Friends is a community of donors and volunteers that supports Great River Health Systems with the gifts of time, talent and treasure. For more information, please call Great River Medical Center Volunteer Services at 319-768-3340.

Great River Health Systems employees: 'I love my job because ...'

"Our patients are our friends and neighbors. A world-class health system is just minutes from my front door."

— Medical-Surgical Unit employee

"I work with a bunch of great people. There is always a challenge, and my work is very rewarding."

— Great River Women's Health employee

"I like to meet people and show compassion to them."

— An employee

"I always wanted to work with cardiologists."

— An employee

"It is creative, allows for growth, great people."

— An employee

"There is room for growth, and I am encouraged to do so. My managers are great people to work for, and very understanding and encouraging."

— An employee

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Celebrating CNAs

Great River Health Systems is celebrating Certified Nurse Assistants Week Monday, June 19 to Friday, June 23. A CNA has one of the most important roles on the health care team.

What our nurses say about working with CNAs:

- "We couldn't do our jobs without them."
- "They make my job more enjoyable. I love their personalities."
- "They are here to help patients."
- "They are my extra sets of eyes and ears."
- "Reliable and ready to jump in and help"
- "Time savers for the nurses"
- "They treat our patients wonderfully and give excellent customer service."
- "So fun to work with"
- "I love my CNAs! They are the most hardworking, caring individuals."
- "I couldn't do my job without them."
- "They are my second family, and I can call on them in a time of need."
- "Thank you for all you do."
- "They go the extra mile for all patients."
- "It's a comfort knowing they have my back."
- "Thank you for everything you do!"
- "You are GREAT!"
- "They brighten my day with their sweet smiles and great senses of humor."
- "They are eager to learn new things and help whenever needed."
- "Such a positive attitude"
- "We appreciate how hard they work every day!"
- "We can't be GREAT without them."

The need for CNAs is projected to increase as much as 20 percent by 2020, which is well above the national average, according to the U.S. Bureau of Labor Statistics. More certified nursing assistants will be needed to care for an increasing elderly population.

After completing a state-approved education program, such as the one offered at Southeastern Community College, nursing assistants take a competency examination.

Reasons to be a CNA include:

- Affordable career education
- Emotionally rewarding
- Job security
- Making a difference in patients' lives
- Opportunities to specialize in different fields
- Personal and professional pride
- Variety in every day



SUPERHERO
in SCRUBS

Phone app works with hearing aids

Apple has created an easy-to-use iPhone app that allows users to save the hearing aid settings that are best for locations they visit often, such as restaurants, churches and workplaces. Using GPS, the phone adjusts the sound every time users enter those locations.

Other hearing-aid technology improvements include:

- Better hearing during telephone calls. Binaural reception allows conversations to be heard through both hearing aids.

- Direct connection to televisions, cellphones and mini microphones without an additional receiver
- Less occlusion – that “plugged up” feeling
- One control for both hearing aids
- Smaller, more discreet cases, especially those that go behind the ear

Hearing aids from a variety of manufacturers are available at Great River Audiology. Appointments are required. The clinic is inside Heritage Medical Equipment and Supplies, 624 S. Roosevelt Ave., Burlington. The telephone number is 319-768-4250.



Martin named EXCEL Service Hero

Andrea Martin, Heart and Vascular Center, has been named an EXCEL Service Hero. She will be recognized at 2 p.m. Wednesday, June 21, in the hospital Cafeteria.

Martin's nomination:

Andrea was driving one early morning when she saw a man lying in a driveway, a large German shepherd by his side. The man wasn't moving. She pulled her car into the driveway and honked the horn multiple times in an attempt to get a response, but the man didn't respond.

Andrea called 911 and then continued honking until the man's wife came outside. The wife took the dog inside and then started CPR. The paramedics arrived soon after. They brought the man to Great River Medical Center, where he was treated. He survived, and his family is grateful to Andrea for stopping to help him.



Sound technology

Great River Cardiology receptionist Cassie Sheerin helps Roy Milligan with his new tablet from Telecommunications Access Iowa. The clinic helped Milligan receive the tablet, which has accessibility apps for people who are deaf or hard of hearing, or have speech difficulty. Milligan has been deaf since birth. The device converts speech to text to improve communications.



Employees speak out

'I love my job because ...'

Great River Health Systems employees were invited this spring to take an employee-satisfaction survey. Results will help determine the Des Moines Register's annual Top 150 Workplaces, which will be announced in September. The health system has placed high in the rankings of large employers since 2013.

Of the health system's 2,145 employees, 1,330 responded to the survey. The cloud graphic features words employees used frequently in their responses to the question, I love my job because ... Larger words in the graphic were used the most.

Great River Health Systems employees say:

"I'm given the opportunity to grow in my knowledge and skills. We can bring ideas to enhance our patients' experiences, and management is receptive."

— Respiratory Care Services employee

"I love my job because of the strong human values, high expectations for excellence, emphasis on patient care and support from Administration. I truly believe I make a difference for our patients and our health system."

— Pharmacy employee

"I have the freedom, flexibility and support I need to do my job to the best of my ability. Also, the positive atmosphere created by the staff and Administration make this a great place to work."

— An employee

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"We have the best work environment and facilities, and the best people!"

—Great River Physicians and Clinics
Administration employee

"I love taking care of my patients at end of life and making sure they are comfortable and pain-free. Also making sure families are comfortable with the care their loved ones are getting. And making sure they are happy."

— Great River Hospice House employee

"I have great co-workers and people all around."

— Case Management employee

"I am encouraged to better myself and my department. I don't feel micromanaged. My leaders care about me and my opinions."

— Digestive Health Center employee

"I love my job because of the support we receive from staff and management. We have great leaders in our health system."

— An employee

"It gives me the flexibility to work from home and in the office. We have a great team that works well with each other."

— Great River Physicians and Clinics
Business Services employee

"The environment is very positive and patient-centered."

— An employee

"I work with a great team in a great environment. I am excited to come to work."

— Klein Center employee

"The leadership of my manager and his secretary are awesome."

— An employee

"We make a difference in the lives of people we serve."

— An employee



Red Hot Mamas

Red Hot Mamas is a free Great River Health Systems educational series for women

Session 5:

"Palliative Care"

Speaker:

Jane Schuler, ARNP
Great River Palliative Care

5:30 p.m. Thursday, June 29

Blackhawk Room

Lower level, Wellness Plaza

1401 W. Agency Road, West Burlington

Participants will learn how people with serious illnesses can benefit from palliative care. Learn what gives life meaning, how to improve quality of life and how to document wishes.

Don't miss this free opportunity for education and a good time. **Register [HERE](#).**

 **Great River
Health Systems**

PROVIDERPROFILE

Alicia Hines, ARNP

**Family Nurse Practitioner
Great River Clinic, Wapello**

Start date:

April 1

What a typical day looks like for me:

My typical work day starts at 8 a.m., answering messages and sending refills. I see my first patient at 8:30 a.m. I am usually out of the office by 5:30 p.m. I take call for three nursing homes in the Wapello area. About one afternoon a month, I see my nursing home patients.

What I wanted to be when I grew up:

A doctor

Hometown / Where I live now:

I am from Thomasville, Georgia. I live in Burlington.

Family:

- Father: Marvin Hines
- Mother: Glenda Hines
- Sister: Megan Hines
- Niece: Madison Jones
- Brother: Christopher Hines
- Significant other: Ronald Lee II
- Three dogs: Nevah, Skadi and Luna

Things I enjoy:

Everything outdoors, especially gardening, kayaking and hiking. I recently got a bow, so I've been outside sighting it in.

If I could choose anyone, my mentors would be:

Jesus and St. Teresa of Avila (my confirmation name)



People would be surprised to know:

I took dance lessons (tap, jazz, ballet and lyrical) for 15 years.

My motto or personal mantra:

"Never, never, never – in nothing, great or small, large or petty – never give in, except to convictions of honor and good sense." (Winston Churchill)

My favorite line from a movie or television show:

"My momma always said, 'Life is like a box of chocolates. You never know what you're gonna get.'" (Forrest Gump, "Forrest Gump")

Who I root for:

Atlanta Braves, Georgia Bulldogs

The most recent app I've downloaded:

Digipass