

# GREAT NEWS

RIVER HEALTH SYSTEMS

Oct. 6, 2016

## Orthopaedic clinic adds second location

Seymour Foot and Ankle Center joined Great River Health Systems Monday, Oct. 3. The Mount Pleasant, Iowa, clinic has been renamed Great River Orthopaedic Specialists.

The clinic's providers are podiatrists Micki Gerdes-Boelens, D.P.M., and Tiffany Hauptman, D.P.M. Dr. Hauptman has been on the health system's medical staff since 2001. Dr. Gerdes-Boelens joined in 2006.



Micki Gerdes-Boelens, D.P.M.



Tiffany Hauptman, D.P.M.

Great River Orthopaedic Specialists' main clinic remains in Wellness Plaza on the health system's main campus in West Burlington. It offers excellence in orthopedic care, including surgical and nonsurgical treatment of conditions that affect bones, joints and ligaments.

The clinic's other providers are:



Craig Bottke, M.D.  
Hand Surgery



Douglas Foster, M.D.  
Spine Surgery



L. Nathan Gause, M.D.  
Foot and Ankle Surgery



Theron Jameson, D.O.  
Joint Surgery



Kelly Kadel, D.P.M.  
Podiatry



Dany Saad, M.D.  
Rheumatology



Lia Kempker, P.A.-C



Kelsey Pierson, PA-C



Andrew Rendoff, PA-C



Steve Tekell, ARNP

# Twilight Service helps patient experience



Members of the Environmental Services Advisory Council are, from left, Miranda Stinson, Ashley Hester, Brad Nichols, supervisor Bianca Blanchard, Michael Jackson, Jeremy Fett and supervisor Rick Shamp.

A team of Environmental Services employees is improving patients' hospital experiences with its new Twilight Service. Although chocolates on pillows at bedtime may have been nice, the sweet treats aren't compatible with some patients' diets. So the team chose something that would benefit everyone.

Between 5 and 9 p.m. weeknights, a dedicated Environmental Services team member visits each room, excluding the Intensive Care Unit, and offers patients items to help them pass idle time.

"Playing cards is a big hit," said Bobbi West, who was hired for the job in August. "We also offer crossword and word-search puzzles, pencils, pens, crayons and stickers."

While in the rooms, West empties trash and does light housekeeping.

"The patients really enjoy it," said Rick Shamp, supervisor, Environmental Services. "Doing a final housekeeping check before bedtime helps ensure patients are as comfortable as possible in an unfamiliar place."

Twilight Service is the first project implemented by the Environmental Services Council, which began this past June. Besides department supervisors, the council comprises of five department employees labeled "high performers" by their supervisors.

The council recently chose new uniforms for the department, replacing black scrub pants and shirts with black polo shirts and khaki pants. The change will be implemented Tuesday, Nov. 1.

"It looks more professional," said council member Miranda Stinson.

Stinson is the department's new training preceptor, another improvement suggested by the council. Having one trainer will ensure all new employees are trained the same way.

The council also helped choose new cleaning carts. The carts – dubbed "gas grill carts" because of their appearance – have locked compartments for chemicals.

The council meets monthly to continually improve Environmental Services. It already has made significant changes in less than five months.

"We're looking at a new Environmental Services," said Bianca Blanchard. "That was our goal with new carts, Twilight Service and uniforms."



Bobbi West checks patients' rooms and provides activities at the end of each weekday.

# New Providers



**Vinodkumar Paddolkar, M.D.**  
**Psychiatrist**

Great River Mental Health  
Mercy Plaza, Suite 251  
1225 S. Gear Ave.  
West Burlington, IA 52655  
319-768-3700

Medical degree: Kurnool Medical College, India  
Residency: University of Mississippi



**Dawn Rohrer, C.N.M.**  
**Certified Nurse Midwife**

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

Advanced nursing degree: University of Philadelphia  
Institute of Midwifery

# Miles & Memories run/walk set for Nov. 5

The ninth annual Miles & Memories 5K Run/Walk (previously named Great River Hospice Fun Run/Walk) is scheduled at 10 a.m. Saturday, Nov. 5, beginning on Great River Health Systems' campus. The event is presented by Two Rivers Financial Group. Proceeds will support Great River Hospice House.

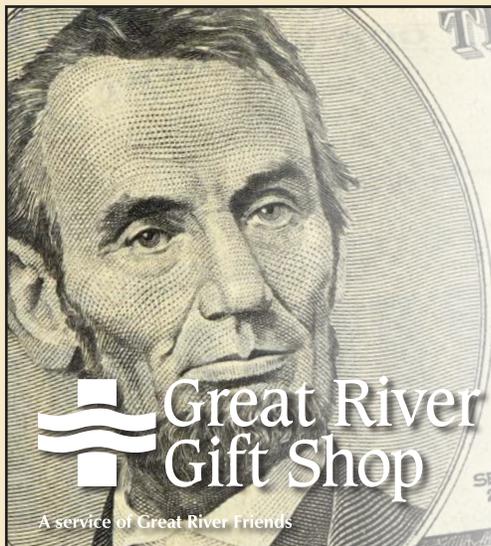
Chip timing will be used for the first time.

Participants who register for the 5K run/walk or the one-mile stroll by Tuesday, Oct. 18, will pay an entry fee of \$20 and receive a long-sleeve T-shirt. The entry fee will increase to \$25 beginning Wednesday, Oct. 19, and shirts are not guaranteed.

The top three males and females of each 5K age group will receive medals. Homemade baked goods and other refreshments will be available to participants after the race.

To register:

- Register online [HERE](#). There is a small processing fee.
- Download a registration form [HERE](#).



## It's back! \$5 Jewelry Fair

See what your friends have been talking about.

8 a.m. to 6 p.m. – Wednesday, Oct. 19

7 a.m. to 6 p.m. – Thursday, Oct. 20

7 a.m. to 3 p.m. – Friday, Oct. 21

Mercy Plaza lobby, 1225 S. Gear Ave., West Burlington

Thousands of items from Masquerade – jewelry,  
watches, scarves and other accessories

The logo consists of the letters 'GS' in a white, bold, sans-serif font, centered within a blue square. Below the square, the words 'GREAT STORIES' are written in a smaller, white, sans-serif font.

GREAT STORIES

### Compassionate care

I came to the hospital for a laboratory test Tuesday, Sept. 6. I had been fasting since midnight and began feeling shaky and clammy, probably because of low blood sugar. I decided to eat something in the hospital Cafeteria before going to work so I could take some medicines.

When I was on the elevator, a nurse overheard me talking to my husband on the phone. She introduced herself as “Stacy” and said she was there to help me. She directed me to a table and asked me what I wanted to eat. She came back to the table with a roll and juice. When I offered to pay her, she said, “No.”

Stacy is one more reason I appreciate Great River Health Systems so very much. We are blessed to have a wonderful hospital and doubly blessed to have people like Stacy who have a passion and compassion for those they serve. We have always received wonderful care and feel very safe and secure at Great River Health Systems.

Stacy went out of her way to help me, and I truly appreciated it. She reminds me of one of my favorite quotes: “It’s a rare person who can take care of hearts while also taking care of business.” Please tell Stacy I sincerely appreciate her care and concern, and I’ll pay it forward!

*Sincerely,  
Ellen Orth*

## Depression topic of Oct. 27 program

Great River Mental Health psychiatrist Amanda Winters, M.D., will discuss depression at 5:30 p.m. Thursday, Oct. 27. The ninth program in the 10-month Red Hot Mamas series will be in the Blackhawk Room on the lower level of Mercy Plaza.

Women are twice as likely to have depression as men of the same age, and menopause contributes to depression. It can change:

- Ability to handle everyday decisions and pressures
- Behavior
- Feelings
- Physical health and appearance
- Social activity

The presentation will include information about depression symptoms and treatment.

A light supper and door prizes will be available at the free program. Register [HERE](#).

Red Hot Mamas is the leading provider of menopause education and support programs in the U.S. Red Hot Mamas North America Inc. recently received the Merit Award for its website, [www.redhotmamas.org](http://www.redhotmamas.org), in the 18th annual Digital Health Awards program.

## Casual days

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

- Oct. 7 Employee Food Drive
- Oct. 21 Medication Assistance Program

CAUGHT IN THE ACT

# CIA

OF PROVIDING GREAT SERVICE

Comments are from "You're a Great Person at Great River" cards. Employees, patients and family members use the cards to recognize employees who demonstrate Great River Health Systems' EXCEL or STEEEP values.

EXCEL stands for:

- Enthusiastically friendly
- X-ceed expectations
- Caring and compassionate
- Energetic teamwork
- Leadership and professionalism

STEEEP stands for:

- Safe
- Timely
- Effective
- Efficient
- Equitable
- Patient-centered

### **Dawn Rohrer, Great River Women's Health**

Dawn sat in a dunk tank at the Breastfeeding Awareness Walk to raise money for donor breast milk for newborns.

### **Randy Gearhart, Spiritual Care**

Randy gave a patient a ride home.

### **Lynn Mathison, Great River Cancer Center**

Lynn took an appointment card to a patient's house because he wasn't answering the telephone.

### **Gina McSorley, Klein Center**

Gina took a patient to see the patient's husband on his birthday because he couldn't visit her.

### **Jill Hirte, Health Information Management**

"Jill provided excellent customer service," read the card. "She went back 15 years of records. Without them, my mother-in-law would have been out hundreds of dollars."

### **Rose Schwerin, Great River Hospice**

Rose made arrangements for a patient's favorite race car driver to send his biography with a personal message to the patient.

### **Ashley Lewis, Great River Women's Health**

Ashley performed the Heimlich maneuver on a co-worker who was choking.

# EMPLOYEE PROFILE

## Sandy Hutson

### Registration and Scheduling Trainer Information Systems

#### Start date:

2009

#### What does a typical day look like for you?

I train new clinic registration clerks how to use our registration software, Cerner Practice Manager (CPM). I am the contact support person for clinic registration and CPM issues.

#### What I wanted to be when I grew up:

A teacher

#### Hometown / Where I live now:

Fort Madison, Iowa / Dallas City, Illinois

#### Family:

My husband, John, and I will celebrate our 31st anniversary this month. We have two sons. Ross, 25, lives in Dakota Dunes, South Dakota. He is a Burlington Northern-Santa Fe engineer. Rob, 23, lives in Nauvoo, Illinois, and works at the grain elevator there.

#### Things I enjoy:

Reading murder mysteries and traveling. In 2001, I won a 10-day trip to Japan, which I shared with my mother. I like Colorado, and we're going to Florida this winter. My husband and I just built a new house so we've been busy with that.

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

Ellen DeGeneres. She is funny and kind, and she can dance.



#### People would be surprised to know ...

I was a transcriptionist for 33 years.

#### What is your motto or personal mantra?

Life's too short to sweat the small stuff. I also like what Ellen DeGeneres says at the end of her show: "Be kind to one another."

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

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

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

The Secret Society

#### Hidden talent:

I can type really fast.

#### What is your biggest achievement?

Raising my two sons to be successful adults