

# HIGHLIGHTS

LCHC's Employee Newsletter

## Dr. Anderson Named Hospital Hero by Iowa Hospital Association



Lucas County Health Center congratulates Kenneth Anderson, DO for being named a 2019 Iowa Hospital Hero by the Iowa Hospital Association (IHA).

"I am profoundly honored to be recognized for this award. I am sure there are many others more deserving. We have a great team at Lucas County Health Center and all are heroes," said Dr. Anderson.

The Iowa Hospital Heroes award is presented to those who have performed a heroic deed or tirelessly given of their time, talent, and expertise to improve their

organization and the world around them. These leaders exemplify honesty, integrity, humility, courage, and commitment. Dr. Anderson was one of only 11 people from across the state who were chosen and recognized on October 9, 2019 at the IHA Annual Meeting in Des Moines.

"For Dr. Anderson, serving his patients is what fuels his passion for excellence," said Brian Sims, CEO. "He has served and cared for southern Iowa for more than 38 years and is viewed as a hero, not only in our hospital, but in our community."

Dr. Anderson began his family practice in Humeston serving patients in both Wayne and Lucas counties as he delivered babies and made house calls. After completing his residency, he returned to Chariton where he founded LCHC Medical Clinic. He has practiced medicine in Lucas County for more than 38 years and currently serves as the Clinical Medical Director and Chief Medical Officer at LCHC.

## Dr. Sundquist Receives Wound Care Credential



We would like to congratulate Philip Sundquist, MD for obtaining his Wound Care Certified credential through the National Alliance of Wound Care and Ostomy.

The Wound Care Certified (WCC) credential validates higher-level knowledge and skills required to use today's advanced wound therapist, such as negative pressure wound therapy, biologic skin equivalents, and hyperbaric oxygen treatments. The WCC credential includes rigorous education and experience requirements, as well as passing an exam.

"This credential only further demonstrates how dedicated Dr. Sundquist is to his field and to his patients," says JoBeth Lawless, Chief Nursing Officer. "He has elevated our Wound Care Program and we are proud to have him as a member of our healthcare team."

Dr. Sundquist sees patients at LCHC's Wound Care Center on Tuesdays and Wednesdays.

## We're moving!

The following people in the Medical Clinic have moved!

Cathy Heston

- moved to what was Kerri Guthrie's office (behind clinic registration area)

Kerri Guthrie

- moved across the hall

Dr. Muhm

- will be in Cathy Heston's old office

Deb Black

- moved to Dr. Cohen's pod

## Master Facilities Plan

Lucas County Health Center has begun a Facility Master Plan (FMP) with the assistance of the Murray Company. The purpose of an FMP is to provide information about the facility on whether to remodel or rebuild a new, smaller hospital when we are ready to make changes. The process will take four to five months to complete. After the FMP has been completed the Board will determine what, if anything, will be done at this time.

One of the factors driving the FMP, at this time, is a new pharmacy regulation that will be in effect at the end of this year. To comply with this new regulation, a remodel totaling \$500,000 needs to be done to the pharmacy. Before investing \$500,000 into the facility, it was prudent to complete an FMP. LCHC has a plan to comply with the new pharmacy regulation until we are ready to make changes to the facility.

## Huddles

**Medical Clinic**  
Daily at 7:45 AM

**Finance**  
Tues., Fri. at 11:15 AM

**Med/Surg**  
Daily at 3 PM

**Rad/ED/Amb/Lab**  
Mon., Tues., Thurs.  
at 11:15 AM

## Stream of Excellence

Stream of Excellence recognizes employees who create an environment in which people are connected to their work, their colleagues, and our patients.

Sarah Newton is the November winner and was recognized by Nikita Rowell who said "Thank you for guiding me in the right direction! You have taught me a lot and I appreciate you for taking the time to explain things to me as a new nurse! Your kind words of encouragement have boosted my confidence!"

Stream of Excellence recognition boards are located in the hallway near Surgery and in Bistro 61. All employees are eligible for this award.

# NOVEMBER

					<b>1</b>	<b>2</b>
<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
			<b>ACLS (Renewal)</b> Education Room 9 AM		<b>New Employee Training</b> Education Room 8:30 AM	
<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>
		<b>Diabetes Support Group</b> Education Room 6:30 PM	<b>Soup &amp; Bread Taste Fair</b> Carpenter's Hall 11 AM - 1 PM			
<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>
		<b>PALS (Renewal)</b> Education Room 9 AM	<b>Employee Celebration Meal</b> Hall behind Educ. Room 11 AM-1 PM, 6:30-7:30 PM  <b>BLS Training: 8 AM</b> <b>First Aid Training: 3 PM</b> <b>CPR Training: 6 PM</b>			
<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
		<b>Board Meeting</b> Board Room, 6:30 PM	<b>Managers Meeting</b> Educ. Room, 2 PM			

## Anniversaries

### 13 Years:

Sheri Shore - November 21

### 10 Years:

Sheila Hoch - November 18

### 9 Years:

Tiffany Nickell - November 10

### 5 Years:

Diana Irving - November 24

### 4 Years:

Tereasa Emerson - November 16  
Karey Brandon - November 24

### 3 Years:

Stacia Black - November 8

### 2 Years:

Callie Davis - November 27

### 1 Year:

Yelena Krongart - November 26

## Birthdays

November 2 - Raeshel Andrews

November 4 - Kendall Hardie

November 5 - Jaclyn Martin

November 7 - Brian Sims

November 8 - John Pierce

November 10 - Holly Hysell

November 11 - Hannah Bullington

November 11 - Staci Doering

November 11 - Cody Keyes

November 11 - Dale Schilling

November 13 - Kami Welch

November 14 - Carol Metcalf

November 15 - Jessica Kline

November 16 - Angie Shriver

November 19 - Jade Burgett

November 21 - Twilla Kruzic

November 25 - Diane Musick

November 26 - Andrea West

November 28 - Shannon Holmes

November 28 - Nikita Rowell

November 29 - Jessica Goben

November 29 - Paige Nelson

November 29 - Kara Rich

November 30 - Sarah Carter

November 30 - Becky Moore

## Billing/Claims Forms

Reminder: Billing and claims forms (as well as questions about them) should be routed to the Business Office, not to Health Information.

## Annual Appeal

With generous donations totaling nearly \$26,000 from last year's Annual Appeal, LCHC was able to update equipment in our Cardiac/Pulmonary department. The new cardiac stress testing treadmill system provides early detection of cardiac abnormalities and assists with identifying problems that saves lives.

In our continuous efforts to improve the patient experience, we are appealing for a variety of projects that benefit the patients, our staff, and our community. Updating our furnishings in our Infusion Center would allow patients to feel more comfortable, especially at a time when they are receiving care, including chemotherapy treatments, and more. We believe keeping this area comfortable, while offering state-of-the-art medical care, is necessary to foster an environment that promotes healing.

Additionally, we are appealing for digital radios for improved communication in the emergency room and ambulances. Upgrading from analog to digital would allow us consistent sound, a larger calling range, and increased, reliable coverage.

Finally, the tables and chairs located in our meeting rooms, including the Education Room and Conference Room A, need replaced. The current furnishings are worn and offer little flexibility. Many organizations from the community and surrounding areas use these meeting rooms that require different set ups with little time in between meetings. We would like to upgrade to tables and chairs that are on wheels for easy set up and ease of moving.

Will you consider making a donation?

Employees have the option to payroll deduct their tax-deductible donations. No gift is too small and will help us improve the quality of care that is so important to you, your family, our patients, and our community.

For more information about making a donation, contact Lana Kuball in Administration at x3202 or lkuball@lchcia.com.

## Employee Meal

Let's celebrate a successful year and being named a Top 20 Critical Access Hospital in the nation!

All employees are invited to a special meal on November 20th. Lunch will be served from 11:30 AM - 1 PM in the hallway behind the Education Room. Dinner will be served from 6:30 - 7:30 PM and will be in the kitchen off the Education Room.

The meal will be catered by Chariton's own Wide Open BBQ.

## Thank you

**Thank you for the Azalea plant and the many texts, calls, and kind words to comfort us during the loss of our loved one.**

Karmel Kemper & Family

## A-Team Fundraiser

A-Team is preparing for the holiday season and will be selling cookie dough - sugar cookie and gingerbread. (This is the same company used last year.)

Orders are open now and are due by November 26th. Expected delivery date is December 4th.

Be on the lookout for more information!

## Social Media Best Practices For All LCHC Employees

Social media includes, but is not limited to: blogs, podcasts, discussion forums, RSS feeds, video sharing, consumer ranking sites such as Yelp, and social networks such as Facebook, Instagram, Snapchat, Twitter, and LinkedIn.

### 1. Like content published on official Lucas County Health Center accounts.

Feel free to use the like button or any other reaction for content published by an official Lucas County Health Center account.

### 2. Stay focused at work.

Use your break time or time off to check social media.

### 3. Share our accomplishments.

Use the share button to post a story or article on an official Lucas County Health Center account to your personal account.

### 4. Use personal email for social media accounts.

Do not use your work email to create a social media account.

### 5. Don't friend patients! OR "like" a post/image a patient has posted of you.

Employees in patient care roles should not initiate or accept friend requests unless an in-person friendship pre-dates the treatment relationship. Decline friend requests from patients. As Lucas County Health Center employees, we are bound to rules, like HIPAA (Health Insurance Portability and Accountability Act), so keep your relationships professional.

### 6. Don't share patient information.

Do not share any information that could identify a patient or confirm that a patient was receiving treatment or care within our walls.

Some examples include:

- Liking a patient's post that mentions their care in any way.
- Commenting 'thank you' to a patient's post on any social media account.

### 7. Don't speak on behalf of Lucas County Health Center.

Never speak on behalf of your employer on social media.

### 8. Don't post images or videos with patients.

PHI (Protected Health Information) and HIPAA are in place to protect patients. It is never acceptable to post images, videos or live stream patients or patient information.

## Changes to Payroll Deduct

Effective November 1, we will no longer use paper to document payroll deduct purchases. Instead, employees will be issued a payroll deduct card to use as a form of payment.

This is ONLY for the gift shop and the Bistro. Fundraisers, A-Team events, etc. will continue to use payroll deduct forms.

If you would like to have a card issued to you, kindly sign the form included in this edition of Highlights and return it to HR.

If you wish to make a purchase in the Bistro or gift shop after November 1st and do not have a payroll deduct card, you will have to use other forms of payment (cash, check, debit card.)

If you do not want to use payroll deduct, you do not need to sign up for a card. You can sign up with HR at a later date if you decide you would like a card.

Questions? Contact Kristine Kennedy at x3226 or via email at

SAVE THE DATE

# WINTERFEST 2020

SATURDAY, JANUARY 25, 2020

CARPENTER'S HALL

5 PM - MIDNIGHT

JOIN US FOR A CASUAL BACKYARD GAMES  
THEMED NIGHT OF FUN!

## JoBeth Lawless Receives IONL Scholarship



JoBeth Lawless, Chief Nursing Officer, was awarded a scholarship from the Iowa Organization of Nurse Leaders at this year's Iowa Hospital Association Annual Meeting. Congratulations, JoBeth!

## Interpreting Services

To access Interpreting Services at LCHC:

- Use any phone and dial 833-625-9557. An operator will connect you with an appropriate interpreter, OR
- Use one of the Video Interpreting carts. We have two carts. One will be housed in the clinic and one in the ED. Physical Therapy also has an iPad for interpreting in their area. Any department that needs to use one of these devices may borrow the cart from one of these areas. Please make sure to return the cart when you are finished. These carts can be used for video interpretation and over-the-phone interpretation.

Other information:

- The operator or interpreter should ask you for your department number and a patient medical record number in order to track the services being provided to the patient. Additionally, please make sure to document in the patient's record that an interpreter was used in facilitating the visit and include the date/time of the call along with the interpreter name and #.
- Carts will need to be cleaned after each use. Please do not use disinfecting wipes on the screen of the iPad. The iPad screen should only be wiped clear of any fingerprints with a microfiber cloth.
- If you need phone stickers for your area that list our interpreting line, please contact Lori Johnson at x3360. We have a few stickers remaining.

# Soup and Bread Taste Fair

**Weds., November 13**

*Carpenter's Hall*

**Lunch: 11 AM - 1:30 PM**

**\$6 all you care to eat!**

*Proceeds benefit  
LCHC Volunteer Services*

**Sponsors:**

**LUCAS  COUNTY  
HEALTH  CENTER**

An Affiliate of  UnityPoint Health



Community 1<sup>st</sup> Credit Union  
Together is Better



# Phishing

## What you need to know



Stop and think before clicking any links or attachments.



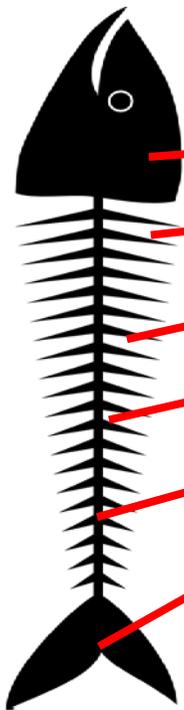
If things look “phishy,” verify with the sender through a different avenue.



“When in doubt, throw it out.” It is better to be safe than sorry when we are protecting our network.



## Anatomy of a Phishing Email



Contains links or attachments

Poor grammar, punctuation, and spelling

Requests personal or sensitive information

High sense of urgency and/or privacy

Discusses confidential subjects like salaries

Incentivizes through threat or reward

It is not always an email from your long-lost Arabian prince cousin who would like to give you 5 million dollars. These criminals are smart and are looking for any way into our network. They can camouflage as someone you know and can steal information in seconds. Be on guard for phishing emails.

**You are the last line of defense.**



## Specialty Clinic Schedule - November 2019

CLINIC	PROVIDER	PHONE #	APPT. DATES
Allergy	Ravinder Agarwal, MD	(888) 226-0990	4
Audiology	AnnMarie Kinsella, HIS	(712) 623-4802	18
	Tyler Duraes, AuD	(800) 233-4327	5, 19
	Michael K. Webb, AuD	(712) 623-4802	11
	Leah Uthe, AuD	(515) 225-2242	No clinic
	Sarah Titman, MS, CCC-A	(712) 366-0503	TBD
Cardiology	Martin Aronow, DO	(800) 670-9428	6
	Craig Hoffman, PA-C	(800) 670-9428	20
ENT	Simon Wright, MD, PhD	(515) 223-4368	7
	Dave Wonnell, PA-C	(515) 223-4368	7
Oncology	Seema Harichand, MD	(641) 774-8103	12, 26
Ophthalmology	Matthew P. Rauen, MD	(800) 542-7956	Weekdays
Orthopaedics	Ian Lin, MD	(800) 688-3980	1, 15
Pulmonology	Amerlon L. Enriquez, MD	(515) 875-9550	18
Surgery Clinic	Dapka Baccam, MD	(641) 774-8103	Wednesdays
	Tim Mayfield, MD	(641) 774-8103	Fridays
Vascular Surgery	Eric Scott, MD	(515) 875-9090	22
Wound Clinic	Philip Sundquist, MD	(641) 774-3362	Tues., Weds.



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