

HIGHLIGHTS

LCHC's Employee Newsletter

Volunteer Services Launches Atrium Greeter Position

In an effort to better serve our patients, Volunteer Services is launching a new volunteer position - Atrium Greeter.

The goal of this position is to provide hospital and patient assistance for locating services and assisting with additional tasks for patients and visitors. Primary tasks include:

- greet and escort patients
- bring wheelchairs out to cars and assist with putting away wheelchairs
- maintain wheelchair inventory and cleanliness
- assist with transporting patients in wheelchairs
- provide patient amenities (water, tissues, etc.)
- promote and have a basic knowledge of the clinic, hospital, and community support

If you have any questions about the position or the responsibilities, contact Kristine Kennedy, Volunteer Services Manager, at (641) 774-3226 or kkennedy@lchcia.com.

Welcome, New Employees!

Angela Blankenship
Hospitalist - Med/Surg

Molly Christensen
RN - Clinic

Ryan Vandonsler
EMT - Ambulance

Jay Christensen
CFO - Administration

Ella Kopytko
RN - Clinic

Alison Winston
RN - ER

Paydays Moving to Fridays

Beginning July 1, 2020 LCHC's payday will move from Thursdays to Fridays. We are giving advanced notice so you can adjust your auto payments, drafts from your bank accounts, etc.

Cardiac Rehab Silent Auction

Cardiac Rehab will hold their 5th Annual Silent Auction the week of February 10th in the Atrium. Bidding will open at 9 AM on Monday, February 10th and will close at 12 PM (noon) on Friday, February 14th.

While Phase 1 of Cardiac Rehab is covered by insurance, Phase 2 is not. Often times our patients need to continue in to this phase of the program to maintain their health, but their finances do not allow them to do so. Therefore, LCHC has created a scholarship program for Phase 2. All proceeds from the silent auction will directly benefit this scholarship program.

Donors include:

- Blank Park Zoo
- Chicago Cubs
- Des Moines Performing Arts
- Des Moines Playhouse
- Drake Bulldogs
- Fridley Theaters
- Greater Des Moines Botanical Garden
- Green Bay Packers
- Iowa Barnstormers
- Iowa Children's Museum
- Iowa Wolves
- Kansas City Zoo
- Lakeside Casino
- Omaha Zoo
- Funny Bone
- Des Moines Symphony
- ...and more are expected!

If you have any questions, contact Jena Wiley in Marketing.

Volunteer Services Scholarship

Lucas County Health Centers Volunteer Services is now taking applications for 2019 - 2020 scholarships.

The Volunteer Services program will award two scholarships in May. One will be awarded to a graduating high school senior from Chariton High School and the second scholarship will be awarded to an applicant continuing their education. Both scholarships are for individuals going into the health care profession and are \$500 each.

Lucas County Health Center Volunteer Services is proud to award these scholarships each year.

Applications can be completed online at www.lchcia.com/volunteers. You may also pick up an application at LCHC's front desk, the LCHC Volunteer Services office, or at the Chariton High School.

Contact Kristine Kennedy in Volunteer Services at (641) 774-3226 with questions.

HIPAA Reminder:

LCHC employees are reminded to be conscious of HIPAA policies to ensure the safety of our patients' protected health information.

If you have any issues, questions, or concerns regarding HIPAA, contact the following people:

HIPAA Privacy Officer - Terri McCurdy
HIPAA Security Officer - Lori Johnson

You may also call our Anonymous Compliance Hotline at (641) 774-3290.

FEBRUARY						1
2	3	4	5	6	7	8
			PALS (Full Course) Education Room 9 AM	PALS (Full Course) Education Room 9 AM	New Employee Training Education Room 8:30 AM	
9	10	11	12	13	14	15
		Diabetes Support Group Education Room 6:30 PM		Fudge Sale Atrium 9 AM - 5 PM Cardiac Rehab Open House 9:30 - 11 AM	Fudge Sale Atrium 8:30 AM - 3:30 PM	
16	17	18	19	20	21	22
			BLS Training: 8 AM First Aid Training: 3 PM CPR Training: 6 PM	Respiratory Therapy In-Service Education Room 11 AM - 12 PM		
23	24	25	26	27	28	29
		NRP Review Education Room 9 AM - 2 PM Board Meeting Board Room 6:30 PM	Managers Meeting Education Room 2 PM	Telemetry Education Room 9 AM		

Anniversaries

23 Years:

Kami Welch - February 27

21 Years:

Cindy Gustafson - February 18

18 Years:

Holly Hysell - February 15

11 Years:

Peggy Davison - February 3

9 Years:

Jade Burgett - February 3
Cindy McCracken - February 11
Heidi Braby - February 17

7 Years:

Alicia Lynch - February 4

6 Years:

Kurt Reineck - February 18

4 Years:

Samantha Carter - February 1
Cody Keyes - February 5
Karen Sherrick - February 8

3 Years:

Gerry Probasco - February 20
Amanda Snider - February 27

2 Years:

Sara Anderson - February 15
Cameron Koffman - February 21

1 Year:

Aaron Keeney - February 11
Sharon Squibb - February 20

Birthdays

February 1 - Erin Phillips
February 1 - Karen Sherrick
February 3 - Allison Krutsinger
February 3 - Dr. Sundquist
February 4 - Mary Coddington
February 9 - Erin Lang
February 15- Denise Smith
February 18 - Tori Reynolds
February 20 - Yelena Krongart
February 21 - Kassidy Stark
February 24 - Amanda Condra
February 25 - Terri McCurdy
February 28 - Johanna Pendroy

A-Team Fundraiser

Treat your co-workers to something sweet for our upcoming "It sure is sweet to work with you!" fundraiser!

For only \$1, employees have the opportunity to send their co-worker a small bag of Hershey's Kisses and a note.

To purchase, pick up an order form at the time clocks or stop by the Marketing office. Payroll deduct forms will be accepted for payment.

Ordering is open now until February 7th. Delivery will be on Friday, February 14th.

All proceeds are used to purchase prizes, gifts, decorations and more for Winterfest and Hospital Week!

Kudos!

Thanks to LCHC for providing an ambulance presence during a fire at 420 N. Grand on December 2nd. It was greatly appreciated.

Jim & Janet Ripperger

Dear Staff and Admin of LCHC -

Thank you so much for the lovely azalea you sent for Mom's service. I'm sure I don't need to tell you the love and pride she felt for the hospital. You were an enormous pat of her life. Many thanks for all of that!

Dee McKnight, David and Chuck DeBok

During a time like this, we realize how much our friends and relatives really mean to us. Your expression of sympathy will always be remembered.

The Family of Larry Lovett

Thank you for thinking of us and for the plant. Thank you to all of the ER and Med/Surg staff for all the wonderful care Mike was given.

*Leann Norton &
Christina Umbenhower*

Appointment Reminders

In an effort to improve communication between patients and providers, LCHC has rolled out an automatic appointment reminder system, Televox.

Patients who use the Patient Portal can sign up for text message reminders by texting LCH to 622622. Patients will be able to opt out of text reminders should they wish and can choose the method of delivery for their reminder. Those without mobile phones will receive a call to their preferred phone number.

Currently Televox is being used in LCHC's Physical Therapy department and at LCHC Medical Clinic.

Note: This is an update as we were given the wrong code previously. (Make sure you are using LCH instead of UPH for the code!)

Clinic Appointments

Don't forget that LCHC's website has a "Request an Appointment" button on our homepage!

Additionally, the Clinic expects to launch "Self-Scheduling" sometime in February! Be on the lookout for more information about this new service.

Huddles

Medical Clinic
Daily at 7:45 AM

Med/Surg
Daily at 3 PM

Finance
Tues., Fri. at
11:15 AM

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

What is a Critical Access Hospital?

At LCHC we are often asked “What is a Critical Access Hospital?” This week, we thought we would explain a little about the Critical Access Hospital designation and what it means for our facility and our community.

More than 46 million Americans, or 15 percent of the U.S. population, live in a rural area. Because of transportation issues, the distance required to travel to larger facilities, and lower incomes, this same population tends to be older and sicker than those who live in urban areas.

Critical Access Hospitals (CAHs) like Lucas County Health Center (LCHC) are used to help fill the gap and reduce barriers to healthcare. The CAH designation is designed to reduce the financial vulnerability of rural hospitals while keeping essential services available, thus reducing the need to travel. Since rural hospitals are often one of the only sources of care in rural communities, they are more likely to offer services that would not otherwise be accessible to residents in rural areas.

To accomplish the goal of keeping services available, CAHs receive benefits, such as cost-based reimbursement from Medicare. However, to be eligible, CAHs must meet several guidelines, including:

- May have no more than 25 beds
- Must have an average duration of hospital stay under 96 hours
- Must be more than 35 miles from another hospital, with exceptions allowed
- Must offer 24/7 emergency care
- Must have a provider able to be on-site within 30 minutes
- Must have all the equipment and medications required for essential medical treatment
- Must have agreements in place with larger hospitals for the transport of patients in need of further care

Being a CAH does not mean that fewer services are offered in the hospital – it means that the services that are offered are aimed to meet the unique needs of the community. These are the types of services that matter when seconds count and, ultimately, can reduce out-of-pocket costs for patients. Each CAH facility is unique and may offer different services than that of another CAH facility.

So what is the advantage of being a CAH?

The primary advantage to LCHC is cost-based reimbursement. This means that instead of standard fixed reimbursement rates, LCHC receives cost-based reimbursement from Medicare.

The advantages to the community far outweigh the advantages to the facility. First and foremost, by being a CAH, LCHC is able to provide critical care services to our community. These are services that would otherwise not be available without driving out of county, such as physical therapy, radiology, inpatient hospital stays, and more.

Additionally, as one of the largest employers in Lucas County, LCHC provides over 250 job opportunities and creates an economic impact of \$6 million per year.

To learn more about Lucas County Health Center and the services provided, visit www.lchcia.com.

Healthcare can be confusing, especially to our patients. If you often hear a phrase or word and are unsure of what it means, or frequently have patients ask, please share with our Marketing department.

It sure is

Sweet

to work with you!

Ordering until February 7
Delivery: February 14

For \$1, you can buy a small bag of Hershey's kisses and send them to your co-workers.

To purchase, please stop by the Marketing office or fill out an order form located by the time clocks. Payroll deduct accepted.

All proceeds benefit A-Team and is used for Winterfest/Hospital Week Festivities!





LUCAS **LC** COUNTY
HEALTH **HC** CENTER

An Affiliate of  UnityPoint Health

CARDIAC REHAB SILENT AUCTION

All proceeds benefit Cardiac and Pulmonary Rehab and will be used to provide scholarships to patients who cannot afford the Phase III services.

ITEMS TO BID ON INCLUDE DONATIONS FROM:

- Blank Park Zoo
- Chicago Cubs
- Des Moines Performing Arts
- Des Moines Playhouse
- Drake Bulldogs
- Fridley Theaters
- Greater Des Moines Botanical Garden
- Green Bay Packers
- Iowa Barnstormers
- Iowa Children's Museum
- Iowa Wolves
- Kansas City Zoo
- Lakeside Casino
- Omaha Zoo

Fudge Sale

VOLUNTEER SERVICES
SCHOLARSHIP FUNDRAISER

FEBRUARY 13TH

9 A M - 5 P M

FEBRUARY 14TH

8:30 A M - 3:30 P M

LCHC ATRIUM

(WHILE SUPPLIES LAST)

FLAVORS INCLUDE:

CHOCOLATE PEANUT BUTTER,
MINT CHOCOLATE, CHEWY
PRALINE, ROCKY ROAD, SUGAR-
FREE OPTIONS, AND MORE!



CARDIAC & PULMONARY REHAB OPEN HOUSE

Tour The Facility
Meet The Staff
Grab a Refreshment
Enter To Win Door Prizes

Tuesday, February 11th from 9:30 – 11 AM
LCHC Cardiac & Pulmonary Rehab