

Nursing Program Continues to Grow



Sarah Gregg and Christa Werlinger, 2013 RN Graduates

Congratulations to our two new Registered Nurses, Christa Werlinger and Sarah Gregg. They both graduated in May, 2013 with their Associates Degree in Nursing from our program, and took the NCLEX board exam in July and passed. They are both

employed in the acute care area at St. Aloisius Medical Center and doing a great job.

Our nursing program continues to grow in Harvey. The program is part of the Dakota Nursing Program which is a consortium of four state colleges that function under one curriculum. We are a distance site through Bismarck State College and are approved by the North Dakota State Board of Nursing as a site for both the practical nursing program (LPN) and associate degree program (RN). A new practical nursing class started in August of 2013 and has five students; Ashlie Carnes, Maggie Faul, Ashley Lemer, Crystal Patzer, and Salvador Rodriguez. They are all currently employed as CNA's at the St. Aloisius Care Center. This class will graduate in July of 2014.

Have you ever wished you could be part of the exciting world of nursing? We will begin a new associate degree class in August of 2014 and a new practical nursing class in August of 2015. It is not too early to prepare! If you are interested and would like more information, please contact Deb McAvoy at 701-324-4651 ext. 5417 or by email at dmcavoy@staloisius.com.

Staff honored at banquet

The following staff were honored and received service awards at the annual banquet held in December 2013 at the Harvey Eagles Club. Those who

received awards are: Activities: Jeanette Weltz; Daycare: Wendy Held; Dietary: Miranda Weninger, Lanette Mertz, Isabella Goldade, Lynette Marzolf; Housekeeping: Lora Striefel, Marcella Bickler, Cecelia Ziegler; Infection Control: Mary Prouty; Lab: Petrina Krenzle; Laundry: Diane Reimche, Shirley Fry; LTC: Michelle Ehrman, Ashley Lemer, Crystal Patzer, Sylvia Hager, Cathy Rieder, Irene Marquart; Med Surg: Evony Hansen, Melanie Long, Glenna Faul; Medical Records: Stephanie Wilner, Tami Alveshere; Pastoral



Care: Sr. Mary Agnes Huber; Pharmacy: Toni Bromley; Radiology: Krystal Wiesz. Congratulations to all those who received service awards this year. Thirty-three additional employees were recognized for having over 25 years of service.

From the CEO... Faith, Hope & Love

As this joyous Holiday Season has just passed we are reminded of hope, the promise of a Savior with life everlasting. Wow! All we need to do is have faith and believe. We are truly loved.

This has been a year of each of the above. We have taken the leap of faith and are in the process of completing Phase I of our long term care remodel. As it appears now, the residents will be moving into Unit A sometime in January. I truly believe the results will be fantastic and hope that you will place your loved one here when the time comes. Unit B remodel



ing will begin shortly after the Unit A is occupied with the entire project completed sometime later in 2014. St. Aloisius will be celebrating the renovation when both phases have been completed and we welcome you to join us then.

Dr. Ronald Skipper is our surgeon as of January. He is returning to the area and we are very pleased to bring him on board. Please welcome him.

On another note, we continue recruiting for another family physician. Unfortunately today the average length of stay for physicians is just under five years vs. twenty five to thirty years in the past. Recruitment will become more of an ongoing ministry as a result.

Believe it or not, we are now moving forward with Stage II of Meaning Use for our electronic health records in the hospital. Phase I was completed here in 2012; and we now look forward to adding new features such as a patient portal that will enable you to look at your

health record online at home.

Quality – we are now more than ever striving to provide the best care possible to you. Health care is under a microscope and should be as it is an important ministry. St. Aloisius is working diligently to improve our quality assurance and performance improvement programs. This is all for you and your loved ones who come to us for care. We can be better at what we do and I look forward to improvements here at St. Aloisius.

May your year be filled with faith, hope and love.
Rocky

St Aloisius Implements eEmergency Technology

How eEmergency Works

eEmergency is part of Avera eCARE™, a suite of innovative technology applications developed to improve patient safety and support the rural health care workforce. This innovative service, now available at St. Aloisius Medical Center, links two-way video equipment in local emergency rooms to emergency-trained physicians at a central hub in Sioux Falls, 24 hours a day, seven days a week. This provides patients immediate access to physician-rendered emergency care in their local community.

“Board-certified emergency medicine physicians take a team approach,” says Dr. Don Kosiak, Avera eCARE Services medical director. “It is best when one of us does the critical thinking and one of us is doing, so eEmergency is a play out of this team approach in the rural setting,” Dr. Kosiak explains, noting the access it gives rural providers, who often practice alone, to a consult on request.

Helping Patients and Families

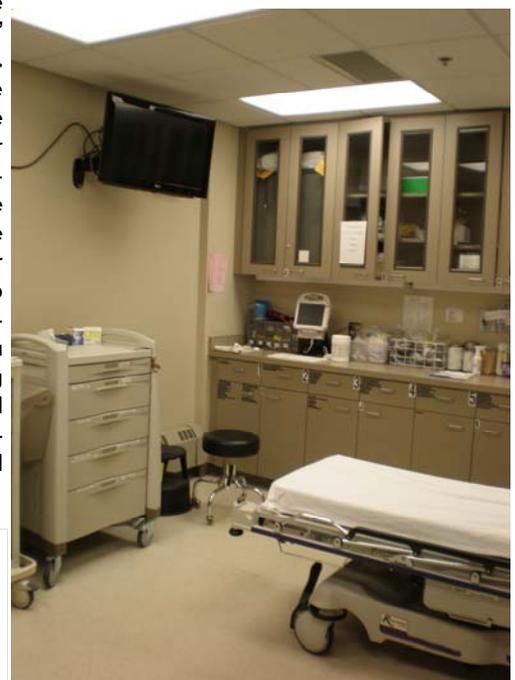
Some of the ways eEmergency supports patient care in the local community include:

- Providing the availability of physician-rendered emergency care 24 hours a day, regardless of location
- Streamlining access to specialists for better outcomes for patients with trauma, heart attacks and other emergency care issues
- Supporting activation of emergency transport teams as early as possible, saving seconds

Providing support when the local facility experiences multiple emergency cases at once
Reducing unnecessary transfers

Assuring patients’ families access to a specialty consultation at home “eEmergency gives us the ability to extend and enhance the level of health care in our community,” says Rocky Zastoupil, CEO. “It elevates the level of care that we can support in our Emergency Department to where we are able to give better care in our community and keep patients here because we have a great team standing right beside us at all times – at our fingertips when we need them.”

Pictured right is one of our Emergency Rooms at St. Aloisius with the eEmergency equipment



In Profound Gratitude...

On January 4th, 2013 I watched my mom draw in and release her very last breath in your facility. It wasn't like they show it on TV. As we sat quietly waiting beside her in the strange land we called "the home", her breathing just became less and less frequent, then stopped altogether. No last minute proclamation of love or dying wishes or anything. Just the cessation of breath. It's like that sometimes, I guess. We knew it would be, as she was a victim of a brutal form of dementia called Frontal Temporal Dementia. Her mind was ravaged, leaving her nearly immobile, unable to swallow and her use of language a distant memory only in our minds.

I never in a million years imagined that I would watch my mother's life slip away in front of me. The emotions were, of course, profoundly complex; a jumble of sadness, relief, gratitude, humility, and a wee bit of anger. Losing a parent is hard, but sometimes watching them live is harder. The hours and days leading up to her death were among the most precious, touching and difficult I've ever known. Dying is hard work as her body slowly surrendered to the malfunctions of her brain,

we saw it all close up.

As we watched this heart-breaking process, though, we also marveled at the tenderness of the caregivers who had, over the course of a few years, gotten to know a woman that we hadn't, the woman that dementia had forever altered. I knew my mom as the bread-baking, afghan-crocheting, woman filled with life, laughter, love and rhythm. The staff at St. Aloisius knew her as a voiceless soul with a gentle nature. She baked no bread for them, nor did she praise them for a job well done. She was completely dependent on them and they lovingly took care of her. They did not interact with her as a human being. They fed her, cleaned her, and spoke to her with unconditional kindness. Moreover, they cried as she struggled for air, and comforted the family as we struggled with the process of saying goodbye to someone who badly needed to fly free of this realm.

Some things are bigger than words. Our appreciation for the kindness given to our mother by the staff at St. Aloisius Medical Center is one of those things.

In profound gratitude...The Family of Terry Stadum.

Thank you for thinking of us!

We gratefully acknowledge the gifts and memorials we receive. Your support helps make it possible for us to continue our mission of "Healing Hospitality" and quality care to the communities we serve. Thank you again for your generous donations:

Donation in memory of Adeline Kanwischer from Harriet & Paul Gunderson
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 Donation to Serenity Garden from Harriet & Paul Gunderson
 Donation to LTC in memory of Sylvia Dale from Delores Baltrusch
 Donation to Serenity Garden from Bowdon WELCA
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 Donation to Med Surg remodel fund imo of Julie Buxa from Stan Buxa
 Donation to Sr. Housing Bingo prizes imo Harland Mears from Marilyn Demory
 Donation to LTC from Fessenden Thrift Store
 Donation to St. Aloisius from Gary C. Busek
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 Donation to St. Aloisius from Trinity Lutheran Church Women
 Scholarship Donation imo Julie Buxa from Kelly and Eileen Christenson
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 Donation to Hospice imo Kathryn Solberg from Kathy & Norman Kessler
 Donation to LTC Activities in memory of Joyce Ravanaas from Ruth Schuh
 Donation to Long Term Care imo Barbara Nelson from Sandy & Bruce Teubner
 Donation of a Magnifying Reader to LTC from the family of Bertha Link

140 Mammograms

October 2013, National Breast Cancer Awareness Month was celebrated by our Radiology Department with 140 women who came in for their Mammogram.

Quality Care with a Personal Touch and Now we track it!

It seems that every day, hospitals are required to submit more and more data on various types of patients. Most of this data is submitted to our Quality Improvement Organization in our state, but it all ends up in a "warehouse", owned by Center's for Medicare and Medicaid Services (CMS). The data is then looked at by their quality team to determine if hospitals are doing their "job" in taking care of patients. They are monitoring the outcomes of all patients who receive Medicare or Medicaid benefits.

A small group of Medical/Surgical nurses at St. Aloisius are particularly interested in looking at the data that is being collected from patients who complete our Patient Satisfaction Surveys.

All inpatients are mailed a survey by our vendor who then submits a quarterly report to St. Aloisius. That information then gets turned in to the CMS "warehouse". Our survey numbers are good but there is always room for improvement.

Our group of nurses plan to choose two survey questions each quarter to address and try to improve our services. This quarter we are looking at the questions regarding "quiet at night" and educating patients on new medications that they receive while in the hospital.

Our "Quiet at Night" campaign has identified several areas that we really hadn't looked at before. For example: Since our long term care is using part of the med/surg floor there are a lot more staff

and patient/residents on the move. We now know that the East door closes loudly, which certainly would disturb patients that are at the end of the hallway. Also, our kitchenette is located right in the middle of patient rooms and is a busy location. Simple things like reminding staff to keep doors closed and to watch the doors that close loudly especially during sleeping hours should help to keep it "Quiet at night." We have also stocked ear plugs and light shields for our patients who are light sleepers.

Educating patients on medications that are given during their hospital stay is another area we are watching. Patients are inundated with education during their hospital stay and nurses are required to educate each pa-

tient and involve you in your plan of care to help in your recovery and hopefully keep you well after being discharged. If patients are unable to understand the education being given or offered, we will attempt to educate the primary caregiver in the patient's care.

As part of the education process, all patients admitted to the hospital receive a blue folder. The folder is kept by the bedside and all education materials will be kept in that folder so patients can look back at something if they wish.

We are always trying to improve our service and strive make our patients as comfortable as possible during their stay.

"Quality Care with a Personal Touch" is very important to us

St. Aloisius Community Benefits Report 2013

In order to report its benefits to the community, St. Aloisius prepares an annual Community Benefit Report which is required to be attached to our IRS 990 Tax return with the Schedule H. During our fiscal year ending 9-30-13, St. Aloisius provided \$296,643 in community benefits.

RESPONDING TO THE NEEDS OF THE POOR

Our Caring Program (charity care/financial assistance program) which provides assistance to those with a financial need or catastrophic medical event provided \$14,871 net charity care.

Other costs of unreimbursed public programs, such as Medical Assistance, totaled \$173,995 during the past year.

BENEFITS FOR THE BROADER COMMUNITY

St. Aloisius is very supportive of community organizations. The following are some examples of services St. Aloisius has provided to the community at large:

- We provide meeting room space for local non-profit

groups.

- We provide office space (in kind) for Public Health and Rural Mental Health consortium staff/clients in our outpatient services building.
- We sponsor weekly radio spots where health issues are addressed
- We have 24/7 Pastoral Care services.
- We provide our Wellness program for the community in our cardiac wellness center.
- Suicide prevention education to the public schools in the county.
- We provide a Quick Response Paramedic Unit with ALS support to our local volunteer ambulance service.
- We present weekly "Did You Know" health information in the local newspaper
- Outdated supplies are sent to local missionaries for distribution world wide

It is our hope that the community of Harvey and surrounding communities realize how much benefit St. Aloisius truly provides all of you.

ForeWord is a quarterly publication for the friends and family of St. Aloisius Medical Center.

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St. Aloisius Medical Center

325 Brewster St. E

Harvey, ND 58341

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