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A
fter a long winter and late spring, we are finally heading into summer to enjoy warmer

temperatures and the beautiful outdoor scenery with which we are surrounded. Reflecting

on the first six months of the year, a lot has happened for Hills & Dales. We continue
to strive each and every day to serve our patients in Cass City and the surrounding
communities in the best way possible—even as we continue to improve in all areas as we
face the challenges of modern-day health care.

Here are some 2014 highlights so far:

• We opened Hospital Drive Pharmacy to serve not only our patients but the community members.

We are thrilled with the results so far, and, if you haven't yet done so, we hope you will use this
convenient service.

• Our laboratory and respiratory therapy (RT) departments were awarded College of American
Pathologists accreditation, which is the gold standard in laboratory and RT inspections. After a
rigorous and unannounced inspection, both departments were awarded accreditation, joining 7,500
other laboratories worldwide. This is a significant accomplishment that is a testament to our staff
and their dedication to quality and patient safety.

• Our Foundation hosted its 15th Annual Millionaire’s Fundraiser. It was a very successful event,
raising just over $14,000. Through the Foundation’s efforts, money is raised to support Hills &
Dales General Hospital with its equipment and technology needs.

• Hospital staff achieved 100 percent compliance for four months straight on their core measure
quality indicators, a first-time-ever achievement. This means that the standards of care and
procedure protocol given by the Centers for Medicaid & Medicare for disease categories, including
acute myocardial infarction, heart failure, pneumonia, surgical care, and outpatient services, were all
100 percent compliant for Hills & Dales General Hospital.

Hills & Dales General Hospital continues to focus on quality and patient safety. We are dedicated to
providing expert care close to home. There is no need to travel outside of Cass City for your medical
care; we can conveniently provide almost any service you need. Whether it is lab work or an ER visit, or
you need to have a hip or knee replacement or general surgery, our state-of-the-art hospital and qualified
staff are happy to serve any of your health care needs.

Jean Anthony
Interim CEO

WE WANT TO HEAR FROM YOU!
Whether you call, write, send an email, or like us on Facebook, we
welcome your feedback! Call Danielle Blaine, Director, Hills & Dales
Foundation, and Director, Public Relations, Hills & Dales General
Hospital, 989-912-6401, or email dablaine@hillsanddales.com.
And visit us at www.hdghmi.org.
The new team at Hospital Drive Pharmacy is welcoming some new faces. In addition to housing one full-time and one part-time pharmacist, the new pharmacy also is staffed by three new full-time certified pharmacy technicians.

The technicians will assist in helping the pharmacists take orders and fill prescriptions, and, above all, provide excellent customer care. Knowledgeable, friendly, certified technicians deliver that expert customer service.

“We mandate that technicians have to be certified,” says Craig Bellew, Director of Pharmacy at Hills & Dales General Hospital. “They go through a certification process and sit for a state exam, so it’s a very challenging program."

Bellevw explains that the certification program warrants that the technicians are prepared for their new roles.

“Patient safety is paramount to the entire pharmacy team. “There’s no sense in seeing a doctor if you won’t get the right prescription [if one has been prescribed],” says Bellew.

To keep patient safety as the No. 1 priority, the pharmacy is using a new computer system that scans all drugs through barcodes, so medications are correctly identified even before going into a bottle.

Bellevw says that the new technicians will be friendly faces to answer questions and assist customers however they can.

“We looked specifically for people who would be interactive with the community and trustworthy,” he says.

Safely Dispose of Drugs

Learn how to correctly discard expired and unused medications

We’re all guilty of it: wondering what to do with that expired medication in the cupboard, or how to properly dispose of medical waste. Aaron Barrigar, Hospital Drive Pharmacy Pharmacist, has a few recommendations for safely getting rid of any unused or expired medications.

Follow doctor’s orders. To avoid the problem of having unused medications in the first place, it’s important to finish the complete dose of antibiotics that your doctor has prescribed.

Put a lid on it. Use coffee cans with lids to store and dispose of used diabetic needles and syringes before placing in the garbage.

Don’t flush. Do not dispose of liquid medications by pouring them down the drain or flushing them down the toilet.

Turn them in. The Caro State Police Office offers a drug take-back program twice a year for unwanted prescription medications. Call 989-673-2157, or visit michigan.gov/msp for more information.
A FRIENDLY FACE

A retired Hills & Dales health care professional continues to give to the hospital community through her volunteer service.

There may be one smiling face here at Hills & Dales that you might recognize, that of dedicated volunteer Floy Arnold. Arnold, a former employee of Hills & Dales General Hospital, worked for 13 years as a certified nurse aide and for 15 years as a ward clerk. Since her retirement, Arnold has donated more than 2,500 hours in her three years as a Hills & Dales General Hospital Auxiliary volunteer.

Three days a week, Arnold primarily assists with duties in the stockroom. Dubbed the "Jill" of all trades by stockroom supervisor Dawn Rick, Arnold truly does it all. In addition to delivering medical/surgical supplies from the stockroom to the ER and OR floors, she also tags and stickers inventory and answers the door for deliveries. Arnold is also responsible for restocking, filling orders, and pitching in just about anywhere she is needed.

About her volunteering, she says she most enjoys seeing the friendly, familiar faces of former colleagues. And the Hills & Dales community is likely to say it enjoys seeing her friendly face, too.

"[Arnold] is a true delight," says Phlebotomist Julane Fritz. "She is genuine and funny, and we are so thankful that she volunteers. She really helps the hospital by giving her time. We are blessed to have her."

BEHIND THE VOLUNTEERING SCENES

Although their numbers can be counted, Auxiliary efforts are immeasurable.

Just what do volunteers like Floy Arnold do as part of the Auxiliary team of Hills & Dales General Hospital? In 2013 alone, a total of 40 volunteers contributed 6,854.5 hours toward tasks such as clerking in the gift shop, overseeing stockroom deliveries, hosting annual raffles, managing fundraisers, and delivering mail throughout the hospital.

The Hills & Dales Foundation has had a busy 2014 so far! We started out the year with our 15th Annual Millionaire’s Fundraiser, where we raised just over $14,000! With a Mardi Gras theme, guests enjoyed a night full of fun while supporting the foundation. We are now gearing up for our 16th Annual Golf Outing, which happens in July.

The amount of support we continue to receive at each of our events is truly astounding. The funds raised directly benefit the hospital by underwriting the cost of new equipment, updated technology, free programs, and more. We wouldn’t be able to provide the outstanding patient care that we do without the support of these events.

We thank you for your generosity. It is making a lifelong change for Hills & Dales General Hospital.

—Danielle Blaine, Director, Hills & Dales Foundation
Goodbye gallbladder stones. Farewell appendix.

Patients requiring general surgery are in the capable hands of Francis Ozim, MD, and the expert surgical team at Hills & Dales General Hospital.

Known as the doctor who can take care of all “the lumps and the bumps,” Dr. Ozim leads the surgical staff of the Hills & Dales OR with the precision expected of an experienced surgeon.

After graduating from medical school in 1976, Dr. Ozim completed his internship at Georgetown University Hospital and a residency at Howard University Hospital. He is board certified by the American Board of Surgery.

In addition to performing hundreds of surgeries at Hills & Dales General Hospital, Dr. Ozim sees patients and does follow-up care out of his Cass City office. In 2013 alone, he performed more than 550 surgeries. His surgical experience includes gallbladder and gallbladder stone removal; hernia repairs; bowel re-sectioning; endoscopy surgery, which includes colonoscopy and esophagastroduodenoscopy (EGD or upper GI endoscopy); appendectomy (appendix removal); and breast biopsies.

Cynthia Sanborn, a long-time patient of Dr. Ozim’s, has had gallbladder, hernia repairs, and bowel re-section surgeries performed at Hills & Dales. She commends her doctor and says, “He is phenomenal.

There are no words to describe his abilities.”

Dr. Ozim is part of the hometown staff and small-town hospitality that makes Hills & Dales so unique. And that professional and caring attitude extends throughout the surgical experience.

“We received the best care from the time we walked in to the day of discharge,” Sanborn says. “From the ER, to the OR staff and the nurses, we are so thankful to have such a wonderful hospital like Hills & Dales nearby. We wouldn’t go anywhere else.”

General Surgeon Dr. Francis Ozim reviews post-surgical reports with patient Cynthia Sanborn.
WHAT’S NEW TO BENEFIT YOU

New certified Rural Health Clinics improve patient access to health care in remote areas

Hills & Dales General Hospital is proud to be a rural community neighbor in Cass City and the surrounding areas. Yet, rural living can present certain challenges for patients trying to access health care services.

To combat the challenges, certified Rural Health Clinics were introduced in 1978, allowing health care clinics the opportunity to better meet the needs of their rural patients.

“A Rural Health Care Clinic is designed to improve access to primary care in underserved, rural areas,” says Joann Hall, Physician Practice Director.

Hall explains that Rural Health Care Clinics use a team approach to patient care, often calling upon the expertise of a physician and a nurse practitioner working in tandem.

“They [the doctor and nurse practitioner] work in conjunction to expand availability of clinic services,” Hall says. “For example, Sanilac and Tuscola counties don’t have an optimal number of care providers, so [the program] improves their access to care.”

To become a certified Rural Health Care Clinic, an office must go through an intensive qualifying process. This includes surveying on 11 different points to identify the best patient experience, in areas such as building safety, readiness for non-medical and medical emergencies, laboratory procedures, medical records and charting, and extensive on-going staff education.

Hills & Dales currently offers a total of five certified Rural Health Care Clinics, although Hall is quick to point out that the “gold standard” of the designation doesn’t end with a certificate.

“At Hills & Dales, we apply that gold standard to all of our clinics,” she says.

CLOSE TO HOME AND CONVENIENT

Families can easily access health care at certified Rural Health Clinics

According to the Department of Health and Human Services, there are numerous specific benefits that patients can expect to receive when they visit a certified Rural Health Clinic. In addition to being able to access health care in rural areas, benefits include:

- Increased offering of health services
- More in-office providers
- Physician services can be targeted to patients needing the most intensive care
- Access to mid-level providers, such as nurse-practitioners, physician assistants, certified nurse-midwives, clinical psychologists, and clinical social workers
- Provider access to health care services and supplies
- Availability of Medicare Part B-covered drugs (with provider prescription)
- Access to visiting nurse services for the homebound in qualifying areas
- Access to on-site basic laboratory services
HEALTHY YOU!

DON’T TEXT AND DRIVE
Safe driving practices help guard your health and happiness

Hillary Coltharp knew she wasn’t supposed to text while driving, but the 26-year-old mother thought it couldn’t hurt anything if she sent a few quick texts to her friends. Although sending text messages while driving is illegal in many states, including Michigan, unfortunately many people still do it. As Coltharp discovered, driving conditions can change quickly enough that even a second’s distraction can have disastrous results.

Coltharp was driving down the highway en route to meet her family for dinner, but texting caused her to lose control of her car. She crossed the median, her vehicle rolled three times, and she was thrown 75 feet from her car. She suffered a skull fracture, severe brain trauma, multiple broken bones, and a collapsed lung. She has spent the five years since her accident in hospitals and rehabilitation, learning how to function again after the effects of her brain injury.

Not everyone is as lucky as Coltharp; texting while driving has caused more than 16,000 deaths in the past six years. Distracted driving is just too dangerous to be worth the risk. Waiting to text until you’re done driving could save your life.

Learn more about Coltharp’s story and the effects of texting and driving at http://www.mcphd.org/pdfs/KoHS_Voice_April2012_final.pdf

DON’T TEXT AND DRIVE

SERVE UP A SUMMER SALAD
Make the most of Michigan’s fresh and local ingredients with this seasonal dish

By Diana Achatz, RD, Hills & Dales

Strawberry Spinach Salad

6 cups fresh spinach
1 cup washed strawberries, sliced
¼ cup feta crumbles or shredded mozzarella cheese
¼ cup slivered almonds (optional)
1-2 tablespoons poppy seed dressing

In a large bowl, toss together spinach and strawberries; mix in cheese. Top with almonds and dressing. Serve individually on chilled plates, if desired. Serves 4.
COMMUNITY CALENDAR

Don’t Miss These Great 2014 Events!

Featured Events
The 18th Annual Hills & Dales General Hospital 5K Run, 5K Walk & 8K Run, and Toddler Trot
Sat, July 5, 2014
Hills & Dales Medical Arts Building
6190 Hospital Dr, Cass City

Hills & Dales Foundation
16th Annual Golf Outing
Wed, July 16, 2014
Ubly Heights Golf & Country Club
2409 E Atwater Rd, Ubly
Registration: 8:30 a.m.
Shot Gun Start: 9:30 a.m.
Cost: $85/player

For additional information about registration or sponsorship opportunities for both of these events, contact Danielle Blaine, Foundation Director, 989-912-6401 or dblaine@hillsanddales.com

June 2014
June 19
Diabetes Support Group. Free for all people living with diabetes and for those who care about them. Every third Thursday of the month. Conference Room 1 at hospital, 2 - 3 p.m.

July 2014
July 5
The 18th Annual Hills & Dales General Hospital 5K Run, 5K Walk & 8K Run, and Toddler Trot.
July 16
Hills & Dales Foundation’s 16th Annual Golf Outing. Held at the Ubly Heights Golf & Country Club. Sponsorships are available.
July 17
Diabetes Support Group. Free for all people living with diabetes and for those who care about them. Every third Thursday of the month. Conference Room 1 at hospital, 2 - 3 p.m.

August 2014
August 21
Diabetes Support Group. Free for all people living with diabetes and for those who care about them. Every third Thursday of the month. Conference Room 1 at hospital, 2 - 3 p.m.

September 2014
September 18
Diabetes Support Group. Free for all people living with diabetes and for those who care about them. Every third Thursday of the month. Conference Room 1 at hospital, 2 - 3 p.m.

October 2014
October 11
Annual Women’s Wellness Health Fair. Featuring refreshments, pampering, health screenings, door prizes, and raffles. Look for more information to come.
October 18
The 2nd Annual Hills & Dales Foundation Fall Ball. Limited seating. Event features raffles, a cash bar, entertainment, professional photos, and dinner.