



WE'LL MEET YOU AT THE CORNER

QUARTERLY NEWSLETTER FROM HILLS & DALES GENERAL HOSPITAL | Spring 2015



Getting Stronger Every Day

Patients benefit from new Pulmonary Rehabilitation Program p. 5

Brenda McComb, RRT, and patient Robert Compeau

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Jean Anthony
President and CEO

A MESSAGE FROM THE CEO

We're off and moving in 2015—and are busy here at Hills & Dales General Hospital! Without spending too much time looking back, I want to highlight some important items from 2014.

- Hospital Drive Pharmacy is coming up on its one-year anniversary! What a great year it has been for them. When the doors opened, the staff was filling about 200 scripts per week. As you may have noticed, they are *much* busier these days. In filling over 500 scripts per week plus over-the-counter medications, the Hospital Drive Pharmacy staff is thrilled to be serving our community members!
- In 2014, we provided care to: more than 500 inpatients; 3,200 patients in our After Hours Clinic; and more than 5,700 individuals through our ER. We also welcomed three new nurse practitioners to our clinic staff. They, as well as our physicians, are busy treating patients. We're proud to see this many patients, and we thank you for letting us be your health care provider.
- We've implemented a new electronic medical records system called Epic. (You may recall seeing signs around the hospital asking for your patience during the transition.) We are six months into the transition and it has gone very well! Epic is one of the top five medical record systems in the nation, and it allows us to provide our patients with a continuum of care that wasn't possible with our previous system.
- We also introduced MyChart, an online application, which allows you to review your lab results and X-rays, schedule appointments, request prescription refills, and ask your provider questions. To use MyChart, go to www.hdghmi.org, and click on the MyChart logo.

You will continue to read headlines every day about the Affordable Healthcare Act and how health care is changing. With an election coming up in 2016, those headlines will only become more frequent. With the help of our dedicated staff, physicians, and Board of Trustees, I'm confident we're heading in the right direction to align with the changes that are coming our way. As we continue to navigate through it all, our patients will remain our top priority—and we look forward to serving you throughout 2015.

Jean Anthony
President and CEO

VISION
To be the premier
Critical Access Hospital
in Michigan

+

MISSION
To be the Provider
of Choice and the
Employer of Choice in
our primary markets

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 dblaine@hillsanddales.com. And visit us at www.hdghmi.org.





The 128 slice SOMATOM Perspective CT Scanner includes metal artifact (such as hip or knee replacement parts) reduction software. This enables radiology specialists to get a clear image of the metal—and its condition—that patients may have in their bodies.

HILLS & DALES LEADS THE WAY IN THE THUMB WITH A 128 SLICE CT SCANNER

Patient-centric features make for a relaxed and comfortable diagnostic experience

Better image quality. Faster image reconstruction. Lower patient radiation dose. These are benefits patients will realize as Hills & Dales General Hospital introduces its new 128 slice SOMATOM Perspective CT Scanner.

The technologically advanced CT (computer tomograph) scanner allows radiology technologists to view the CT images from any secure computer. As a result, the radiologist team can read CT images anytime, day or night, making for a quicker diagnostic turnaround.

An advantage of the new 128 slice scanner is that it includes metal artifact reduction software, which allows technicians and physicians to capture a clear image of any metal hardware patients may have in their bodies. A specialist is able to observe whether metal hardware, such as screws in the back or hip or knee replacement parts, may have broken and are in need of repair.

The scanner also includes an oncology module that offers advanced options for patients having a scan performed for diagnosis, cancer stage determination, or follow-up assessment. It can measure the density and size of a lesion, and shows whether there has been lesion growth from one scan to another.

Hills & Dales Director of Radiology Peggy Davidson says, “We are the first hospital in the Thumb area to install 128 slice CT scan

technology. This new scanner [and the technological advancements it brings] truly encompasses everything we strive to achieve for our patients—who are our top priority.”

The new CT scanner will be installed in early June.

Do I Need a CT Scan?

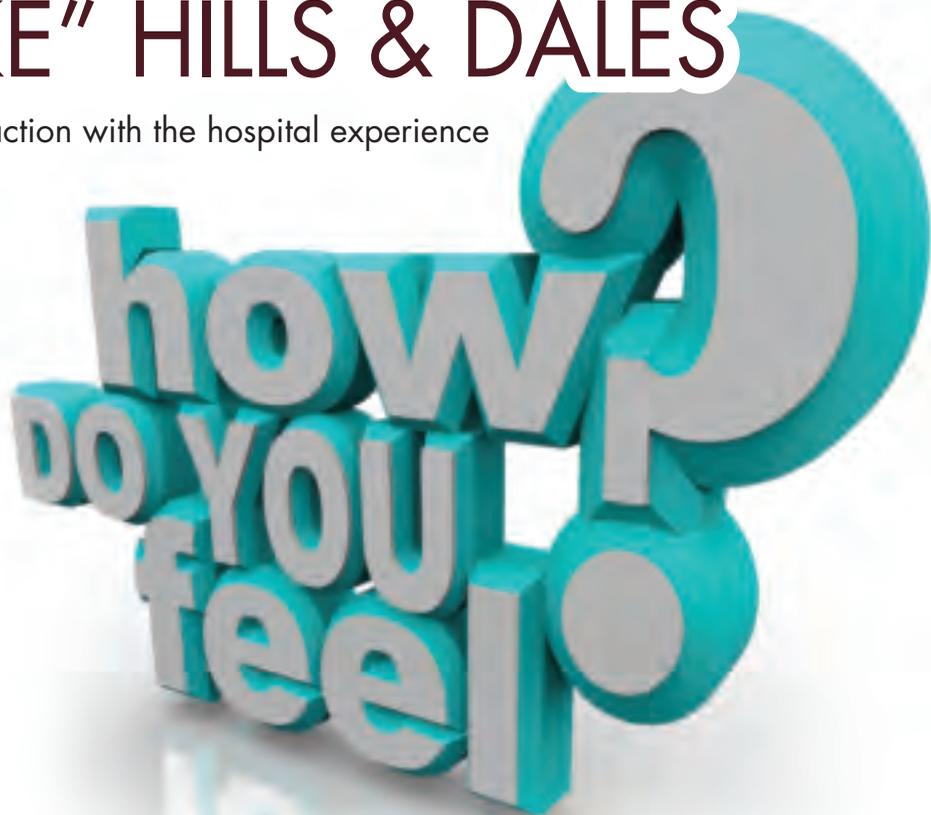
Take a closer look at why your doctor might order this test

CT scans, commonly called “cat” scans, use several layers of X-rays to build one complete picture. This test may be ordered by a doctor for a variety of diagnostic, pre-treatment or pre-surgery, or follow-up assessments. Examples include when patients are experiencing:

- Abdominal or chest pain
- Oncology concerns
- Post-trauma concerns
- Vascular/cardiac concerns
- Headaches

PATIENTS "LIKE" HILLS & DALES

Sample survey comments address satisfaction with the hospital experience



- "I had surgery at Hills & Dales and had nothing but good experiences. The ladies in registration were very helpful; the nurse who started my IV was excellent; [and] someone from the staff even called to ask how I felt the next day. The staff at Hills & Dales is the reason I drive 90 miles every month just to get my physical therapy. They are great!"
- "We had just sat down [in the waiting room] when the nurse escorted us back to surgery. My husband enjoyed the nurse bringing him coffee while he waited for me. The entire staff works well together. They went out of their way to make sure everything was right. We appreciate Hills & Dales."
- "An RN from the surgery staff was asked to come and insert the IV needed for the test I was having. I have bad veins due to past chemo. She was very kind and understanding of the discomfort IVs are for people like myself. She is greatly appreciated!"
- "All the doctors were very reassuring and thorough. Dr. Robbins expressed true compassion and determination in figuring out my condition. Because of this, I have made him my primary care physician!"
- "I have come to Hills & Dales General Hospital since my children were young—and I will continue to do so. Hills & Dales is great!"

Hills & Dales Foundation Update

Oftentimes when you hear about the Hills & Dales Foundation, it's about our annual events such as the Golf Outing or Millionaire's fundraiser. These events raise a large amount of money for the Hills & Dales Foundation each year.

But have you ever thought about other options for giving to the Hills & Dales Foundation? What about an estate gift? Making a gift like this will continue to benefit Hills & Dales for many years to come. Often arranged through a will or trust, this giving tool is very common and is relatively easy for legal counsel to prepare.

As we reach out to community members who have a charitable intent, we ask you to consider a future gift from your estate that will benefit Hills & Dales General Hospital. In every case, an estate gift benefits the donor and the recipient. It's a great option for someone wishing to leave a legacy.

If you don't think an estate gift is the right opportunity for you, there are many other choices that can benefit you now and later. For more information about estate gifts or other options, please contact me at 989-912-6401.

– Danielle Blaine, Director, Hills & Dales Foundation



Danielle Blaine

HEALTHY YOU!

DIABETES SUPPORT FOR PATIENTS AND FAMILY

A Hills & Dales program provides education and encouragement toward disease management

The founders of the Diabetes Education Program at Hills & Dales know that learning to manage the disease is an essential component of diabetes treatment—and that care often takes the support of family, caregivers, and the



The comprehensive Diabetes Education Program at Hills & Dales helps patients and families learn to manage daily living with diabetes.

community. The program aims to give patients and caregivers the tools they need to understand diabetes, manage the disorder, and reduce unnecessary complications.

Recognized through the Michigan Department of Community Health, the Diabetes Education Program is the only American Diabetes Association (ADA) accredited program in Tuscola County. It covers topics such as:

- What is diabetes
- Nutrition and meal planning with a registered dietitian
- Exercise and activity
- Managing and monitoring the disorder with prevention, detection, and medication
- Coping strategies

According to the ADA, approximately 4,657 people are diagnosed with diabetes every day. If you or a loved one are experiencing symptoms such as frequent urination, increased thirst and hunger, extreme fatigue, or blurry vision, be sure to contact your health care provider to get tested for diabetes.

A doctor's order is needed to enroll in the Diabetes Education Program, and the class is covered by most insurances.

For more information, contact Kathy Dropeski, RN, Certified Diabetes Educator, at 989-912-6365.

DELICIOUS DARK CHOCOLATE DISKS



5 tablespoons coconut oil
¼ teaspoon liquid sugar substitute
Sprinkle of salt
7 tablespoons non-alkalized unsweetened cocoa powder

Get your antioxidant on with this recipe for a fudgy treat

Sarah Zmierski, Senior Dietetics Student, CMU, and Diana Achatz, RD, Hills & Dales

Melt oil in a saucepan. Add sugar substitute and salt, stirring thoroughly. Remove from heat. Stir in cocoa powder until smooth. Pour into cupcake tins, and freeze 2 hours until the mixture is firm.

Makes 7 servings.

One serving: 103 calories, 10.5g fat, 3g carbohydrate, and 1g protein.

CLINIC LOCATIONS

Expert Care...Close to You

Hills & Dales After Hours Clinic

4672 Hill St, Cass City
989-912-6114
Mon-Fri: 5 – 9 p.m.
Sat: 9 a.m. – 2 p.m.
Sun: 2 – 6 p.m.

Hills & Dales Center for Rehabilitation

6190 Hospital Dr, Cass City
989-872-2084
1186 Cleaver Rd, Caro
989-673-4999
2201 Main St, Ubley
989-658-8611

Hills & Dales Orthopedic Clinic

6190 Hospital Dr, Ste 104, Cass City
Richard A. Moyer, DO
989-912-6115

Cass City Family Practice

6190 Hospital Dr, Ste 106, Cass City
Surendra Raythatha, MD
989-872-5010
Donald Robbins, DO
Angela Zaucha, FNP-BC
989-872-8303

Hills & Dales General Surgery

6190 Hospital Dr, Ste 107, Cass City
Francis Ozim, MD
989-872-5582

Cass City Medical Practice

4674 Hill St, Cass City
Richard Hall, DO
John Bitner, MD
Marlene Schank, FNP-BC
989-872-8202

Family Healthcare of Cass City

6230 Hospital Dr, Cass City
Melanie Kramer-Harrington, MD
Elizabeth Paling, FNP-BC
Erica Knoerr, FNP-C
989-872-2410

Thumb Pediatrics

6190 Hospital Dr, Ste 105, Cass City
Nancy Wade, MD
Darcy Schlund-Tenbusch, FNP-BC
Angie Weber, FNP-BC
989-872-8503

Kingston Family Practice

5915 State St, Kingston
Melanie Kramer-Harrington, MD
Elizabeth Paling, FNP-BC
Erica Knoerr, FNP-C
989-683-8065

Ubley Medical Clinic

2254 Main St, Ubley
Candelaria Castaneda, MD
Darcy Schlund-Tenbusch, FNP-BC
Angie Weber, FNP-BC
989-658-9191

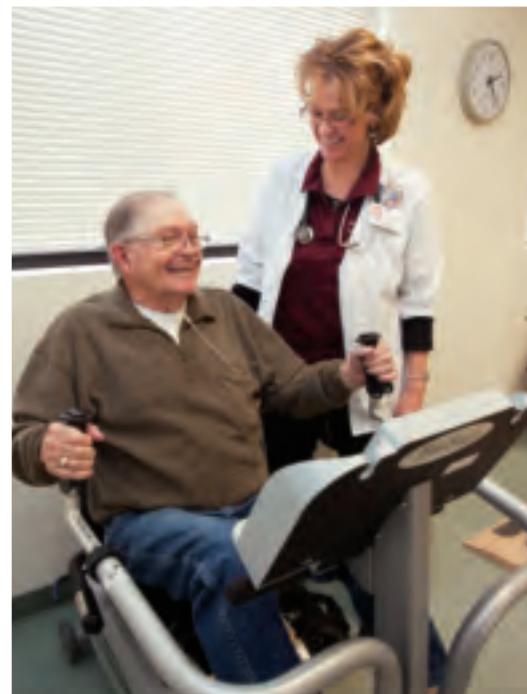
Hospital Drive Pharmacy

An Affiliate of Hills & Dales
General Hospital
6190 Hospital Dr, Cass City
989-912-6061



Left: Pulmonary Rehabilitation patient Robert Compeau and his wife, Connie, participate in an education session with Respiratory Therapist Brenda McComb.

Below: Robert Compeau completes an exercise during a pulmonary rehabilitation session.



BREATHE EASIER WITH HILLS & DALES PULMONARY REHABILITATION

The new program aims to improve the lives of those with lung conditions

When Robert Compeau decided to give pulmonary rehabilitation at Hills & Dales General Hospital a try, he wasn't thinking about much more than saving himself a few driving miles. "I had started sessions at Covenant (HealthCare in Saginaw) and one of the nurses mentioned that Hills & Dales was starting a brand new program. So, I thought, gee, that sounds like half of the drive time," Compeau says.

Compeau, 76, who suffers from severe chronic obstructive pulmonary disease (COPD) and emphysema, was pleased with what he found in the program, headed by Respiratory Therapist Brenda McComb.

McComb enjoys the work that she does. "I like taking care of patients," she says, "and sitting down with them and explaining about their disease process and educating them on it."

And one of the ways McComb helps her patients, of course, is through pulmonary rehabilitation. Through the hospital's program, patients with chronic

lung conditions, such as COPD, or after a lung transplant or lung reduction, go through twice-weekly sessions that focus on education and exercise to build up strength and stamina to resume daily activities. Patients with COPD, for example, may be so short of breath that even the simplest of tasks, such as brushing their teeth, may exhaust them.

"We slowly build up [the patient's] endurance to do activities without causing any injuries," explains McComb. "Each person has his or her own pace, and we increase their exercise when they're ready."

Compeau appreciated how the program was tailored to his activity level. "You don't feel like you're a number, by any means," he says.

After successfully completing the program, Compeau has noticed a difference in his endurance level throughout the day. Now continuing to employ the exercises he learned at Hills & Dales, Compeau says he feels "very fortunate" for the program. "I would definitely recommend it," he says.

WHO IS A CANDIDATE FOR PULMONARY REHABILITATION?

Some of the qualifications to enter the Pulmonary Rehabilitation Program at Hills & Dales include:

- Pulmonary function test: Candidates must have at least 30 percent lung function in order to enroll.
- Lung condition: Patients with moderate to very severe COPD, having had a lung transplant or lung reduction, or having pulmonary fibrosis would qualify.
- Physician approval: Patients must have a doctor's order and cardiac clearance to participate.



Hills & Dales Family Nurse Practitioner Erica Knoerr assesses a patient.

WHAT'S NEW TO BENEFIT YOU

Hills & Dales Welcomes New Family Nurse Practitioner

After nine years of nursing experience, Erica Knoerr is joining Hills & Dales as a Family Nurse Practitioner. She will be working alongside Melanie Kramer, MD, at Kingston Family Clinic, and also at Family Healthcare of Cass City and Hills & Dales After Hours Clinic.

Knoerr started her journey as a registered nurse at Covenant HealthCare in the medical/oncology unit in 2006. Since then, she has worked as an adjunct faculty member at Delta College, teaching clinical nursing, and has gained clinical experience in many places, including North Branch Family Healthcare, Mayville Family Healthcare, Lapeer OB/GYN, and

Thumb Pediatric Clinic. Knoerr graduated from Saginaw Valley State University with a Master of Science in Nursing as a Family Nurse Practitioner.

A Mayville native, Knoerr is thrilled to start practicing in a small town setting again. "My roots are in Mayville. I really wanted to come back to a small town to provide care," she says.

Knoerr also notes that she is looking forward to working with Dr. Kramer, saying, "She is a tremendous physician. I know I will learn a lot from her."

To make an appointment with Family Nurse Practitioner Erica Knoerr at Kingston Family Clinic, please call 989-683-8065.

WHAT IS A NURSE PRACTITIONER?

Learn how these trained clinicians play a role in your health care

What exactly are nurse practitioners and how do they fit into your health care team?

According to the American Association of Nurse Practitioners (AANP), nurse practitioners (NPs) are highly trained clinicians who diagnose and treat health conditions and focus on preventive care. NPs can choose specialty areas and subspecialties that range from women's health to emergency care.

In addition to completing an educational program to be a registered nurse, NPs receive advanced training through a master's and/or doctoral program in order to serve as a primary care provider or alongside physicians.

According to the AANP, nurse practitioner duties may include:

- Ordering, performing, and interpreting diagnostic tests such as lab work and X-rays
- Diagnosing and treating acute and chronic conditions such as diabetes, high blood pressure, infections, and injuries
- Prescribing medications and other treatments
- Managing overall patient care
- Offering counseling and preventive care with education

Hills & Dales has six nurse practitioners who look forward to seeing you!



An Affiliate of Covenant HealthCare

"WE'LL MEET YOU AT THE CORNER"

Hills & Dales General Hospital
4675 Hill St
Cass City MI 48726



Don't Miss a Thing!

Follow us on *Facebook* for the most up-to-date information about what's happening at the hospital!

COMMUNITY CALENDAR

Don't Miss Out on These Spring Events!

Featured Event

Annual Spring Health Fair
Friday, April 10
7 a.m. - 1 p.m.
Hills & Dales General Hospital

Discounted screenings including HBA1C, TSH, cholesterol, and carotid artery ultrasounds, with free blood pressure and oxygen checks. Refreshments served. Please call Community Education at 989-912-6365 for more information.

April 2015

Starts April 6 (8-week program)

Freedom from Smoking (smoking cessation program). Conference Room 1, every Monday, 5:30 – 7 p.m. Need physician referral. Contact Brenda at 989-912-6292 for more information and questions about payment/insurance.

April 8

Cancer Support Group for the Tri-County area. Conference Room 1, every second Wednesday of the month, 4:30 – 6 p.m. Survivors, caregivers, friends, family, and companions welcome. Contact Deb Doherty at 989-673-4999.

April 10

Annual Spring Health Fair. (See details, at left.)

April 16

Diabetes Support Group. Conference Room 1, every third Thursday of the month, 2 - 3 p.m. Free for all people living with diabetes and for those who care about them. Contact Kathy Dropeski at 989-912-6365.

May 2015

May 13

Cancer Support Group for the Tri-County area. Conference Room 1, every second Wednesday of the month, 4:30 – 6 p.m. Survivors, caregivers, friends, family, and companions welcome. Contact Deb Doherty at 989-673-4999.

May 21

Diabetes Support Group. Conference Room 1, every third Thursday of the month, 2 - 3 p.m. Free for all people living with diabetes and for those who care about them. Contact Kathy Dropeski at 989-912-6365.

July 2015

July 4

Hills & Dales General Hospital 5K/8K Walk and Run. Visit www.hdghmi.org for more information and to register.

July 15

Hills & Dales Foundation's 17th Annual Golf Outing. Held at Ubyly Heights Golf & Country Club. Registration begins at 8:30 a.m., with shotgun start at 9:30 a.m. Cost is \$85 per person, or \$340 for a team of four.

