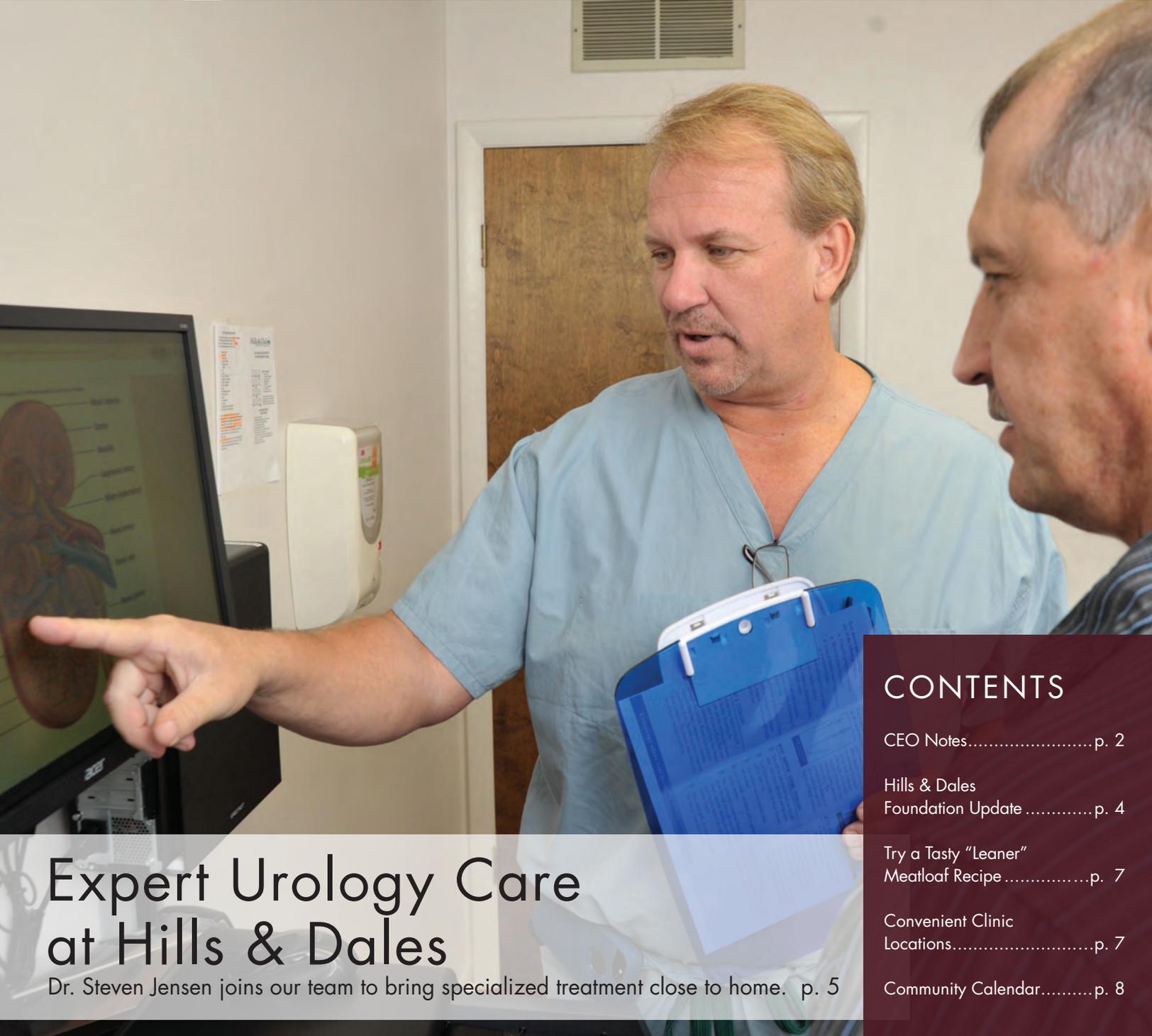




WE'LL MEET YOU AT THE CORNER

QUARTERLY NEWSLETTER FROM HILLS & DALES GENERAL HOSPITAL | Fall 2017



Expert Urology Care at Hills & Dales

Dr. Steven Jensen joins our team to bring specialized treatment close to home. p. 5

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Jean Anthony
President and CEO

A MESSAGE FROM THE CEO

Summer has come and gone. For Hills & Dales, summer was a season of change. At the beginning of June, we welcomed Spence Brothers to begin our renovation and expansion project. The progress has been incredible in just a mere three months. Most notably, the hospital entrance is different. We appreciate all the patience you have shown while transitioning to the temporary entrance.

Beyond the new entrance, Spence Brothers and other on-site contractors began demolition of the front of the hospital, which is the next step before we start rebuilding. The project is on track for an 18-month time frame. We're hoping that winter will arrive late and be mild this year!

Construction isn't the only thing happening at Hills & Dales. Our departments have been very busy as well:

- We hosted our 21st Annual Race, with just over 200 participants. It was our biggest race ever and a fun way to kick off Freedom Festival.
- Our Radiology Department earned its Mammography Accreditation.
- Our Inpatient Pharmacy earned its Pharmacy Compounding Board Accreditation.
- The Hills & Dales Hospital Foundation hosted the 19th Annual Golf Outing.
- We welcomed Dr. Steven Jensen, a urologist, to our Specialty Clinic. He'll see patients three times per month and also perform surgery at the hospital.
- Dr. Jason Wells and his staff at Cass City General Surgery have launched a new service with Epionce Facial Peels and Products and Cool Sculpting. We're excited to offer these services close to home so our patients don't have to travel for the results they want.
- Northwood Meadows hosted its 12th Annual Gypsy Ride, and what a great day everyone had! The facility has been providing expert care to its residents and assisted living options to our community for over 15 years.

We continue to monitor what's happening with the Affordable Healthcare Act and are as prepared as possible for any potential changes that continue to be discussed. Our priority remains to provide the best quality care to our patients. No matter what is changing around us, we're dedicated to you.

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.



Hills & Dales Accreditation

Multiple awards highlight a commitment to patient service.

The hospital and many of its departments have been recognized through a number of awards and distinctions that represents the dedication that Hills & Dales has to delivering exemplary health care:

HFAP Accreditation. Hills & Dales is accredited by the Healthcare Facilities Accreditation Program, an independent accrediting organization through the Centers for Medicare and Medicaid Services. Accreditation was earned after HFAP conducted an extensive and objective review of the quality and safety standards of Hills & Dales in the areas of lab, radiology, nursing, ambulatory services, physical therapy, clinic management, medical staff services, and more.

Level IV Trauma Center Designation. In January 2017, Hills & Dales was deemed a Level IV Trauma Center by the Michigan Department of Health and Human Services.

ACR Accreditation. The Mammography, Nuclear Medicine, and Computed Tomography departments, as well as the Lung Cancer Screening Center, are accredited by the American College of Radiology.

CAP Accreditation. The Laboratory and Respiratory Therapy departments are accredited by the College of American Pathologists.

PCAB Accreditation. In July 2017, Hills & Dales was awarded accreditation by the Pharmacy Compounding Accreditation Board, a service of the Accreditation Commission for Health Care, for patient-specific sterile compounding within the hospital's pharmacy. This national accreditation recognizes the stringent standards that Hills & Dales pharmacists and staff follow when preparing compounded medications.

MPRO's 2017 Governor's Award of Excellence. Hills & Dales received the 2017 Governor's Award of Excellence for Outstanding Achievement in Effective Reporting and Measurement for Ambulatory Surgery Centers, Critical Access Hospitals, and Inpatient Psychiatric Facilities from the Michigan Peer Review Organization.



Hills & Dale's Director of Quality Jill Lackowski, RN, accepts the Governor's Award from MPRO President Leland Babitch, MD, MBA.

A DEMONSTRATION OF EXCELLENCE

Hills & Dales is recognized for its work in mammography and as a critical access hospital.

Hills & Dales is proud to have been awarded a three-year term of accreditation in mammography after a rigorous review by the American College of Radiology (ACR). This professional medical society, founded in 1924, focuses on advancing the practice of radiological care by helping radiology professionals to serve patients.

The hospital earned the ACR gold seal of accreditation, which represents the highest level of mammogram image quality and patient safety. As part of the accreditation process, the ACR ensured that facilities at Hills & Dales met their practice parameters and technical standards. Medical experts and board-certified physicians assessed

criteria such as image quality, personnel qualifications, adequacy of facility equipment, quality-control procedures, and quality-assurance programs.

Mammography, an imaging test that uses low-dose X-ray, is an important tool in the early detection and diagnosis of breast disease. It is a mainstay of the women's health program at Hills & Dales.

"This accreditation is a testament to the hardworking staff we have here at Hills & Dales General Hospital," notes Director of Radiology Peggy Davidson. "In the Radiology Department, the technologists are constantly continuing their education, which is a benefit to our patients. This accreditation further shows our continued dedication to providing the best patient care possible."



DECODING YOUR DEDUCTIBLE

Understanding the rules of health insurance can be confusing, but help is available.

For many people, wading through the red tape of medical insurance can be overwhelming and confusing, but Director of Patient Accounting Kayla Lasceski says that assistance is never more than a phone call away.

“My group is always happy to help patients, and they even call the insurance companies for patients,” Lasceski explains. “We also do our best to make sure patients understand their insurance.”

In addition to guiding patients through the rules of insurances, including deductibles and co-pays, the department can provide an estimated out-of-pocket expense for any procedure or testing a patient may have scheduled.

Hills & Dales accepts all major insurances and assists patients without insurance by helping them to apply for Medicaid and offering payment plans for necessary treatments.

If you have questions regarding your medical insurance or billing, or would like to request an estimate of charges, call the General Billing Department at 989-912-6800, or the Accounting Department at 989-912-6800.

Terms You Need to Know

Co-payment (Co-pay): Fixed amount set by your insurance company that you must pay for each outpatient visit.

Deductible: Amount you must pay before your insurance company will pay a claim.

Co-insurance: Cost sharing between you and an insurance company. For example, your insurance may pay 80 percent of the cost of a medical bill and you pay the rest.

Out-of-pocket Max: Maximum amount of money you will have to pay for health care costs within an insurance policy time period.

PCP: Primary care physician.

In-network Provider: A provider contracted with your insurance plan to provide treatment.

Out-of-network Provider: A provider not contracted with your insurance plan.

Health Maintenance Organizations (HMO): A type of insurance arrangement that covers the cost of most doctor's visits and treatments, often except for emergency and specialty care.

Preferred Participating Provider Organization (PPO): A more flexible insurance arrangement that allows you to see providers in and outside of the network without a referral.

Hills & Dales Foundation Update

Another season, another popular golf outing, and now we're coming up on the annual pheasant hunt. Time goes by so fast, especially in the midst of a construction project.

This year continues to be one in which we are filled with gratitude. Our 19th Annual Golf Outing had 47 teams participating (29 at Ugly Heights and 18 at Rolling Hills)—the most we've ever had—and raised over \$31,000. As a result, we're able to fund \$28,000 in requests from several departments in the hospital—and that's what the job of the Hills & Dales Foundation is all about.

The money we raise from our events goes directly back into the hospital to help cover the cost of new equipment or upgrades, or software and technology. Each dollar makes a difference for our departments, and it's exciting to be able to help in such a large way. Our donors should feel proud knowing that their donations make an impact on patient care each and every day. We're truly grateful for the generosity of our community.



Danielle Blaine



Board-certified urologist Steven Jensen, MD, treats a variety of disorders, and is trained and experienced in laparoscopic urologic surgery.

EXPERT UROLOGY CARE

Meet Dr. Steven Jensen, the newest addition to the Hills & Dales staff.

Board-certified urologist Steven Jensen, MD, is seeing patients at Hills & Dales Urology Clinic, bringing his expertise as the managing and senior partner of Tri-City Urology to the area. Jensen specializes in adult and pediatric urology, urological cancers, female urology, and minimally invasive treatment of kidney stones and cancer. He also has specialty training in both kidney transplant and vascular surgery.

Jensen is the only urologist in the Tri-City area who is trained and experienced in laparoscopic urologic surgery. He is a state-wide leader in bladder incontinence treatment, and he also has extensive experience in ultrasonography, cystoscopy, vasectomy, and many other advanced services. For patients who have kidney or prostate cancer, Jensen is able to perform cryotherapy, a minimally

invasive treatment that offers decreased side effects compared to surgery and radiation.

After graduating from Utah State University with a bachelor's degree in biology, Jensen earned his medical degree from Utah School of Medicine. He completed training at Howard Hughes Institute, specializing in molecular genetics, in addition to his urologic residency at University of Kentucky. A diplomate of the American Board of Urology, Jensen holds memberships in the American Medical Association, American Urologic Association, and Michigan State Medical Society.

In addition to performing surgery every month at the hospital, Jensen will be seeing patients three times per month at the Hills & Dales Urology Clinic, located at 4672 Hill Street in Cass City. To schedule an appointment or consultation, call 989-912-6150.

UROLOGIC CONDITIONS

According to the American Urologic Association, there are many conditions that can warrant a referral to a urologist, such as:

- Urinary incontinence
- Sudden loss of bladder control
- Bladder leakage
- Pain or difficulty urinating
- Overactive bladder
- Kidney, prostate, testicular, or bladder cancer
- Erectile dysfunction
- Kidney stones
- Vasectomy
- Recurring urinary tract infections



The Olympus VISERA 4K Ultra High Definition System will be used by Hills & Dales physicians for many types of general and specialty surgeries.

OPERATION UPGRADE

New high-definition imaging equipment at Hills & Dales enhances surgical services.

Hills & Dales is the first hospital in the eastern region of Michigan to offer state-of-the-art advanced imaging technology, thanks to the new Olympus VISERA 4K Ultra High Definition (UHD) System for minimally invasive surgery.

The new system allows doctors to see the entire surgical field on a 55-inch monitor rather than on the standard HD one that was used previously. The new imaging offers four times the pixels, increased light, higher resolution, and wider color contrast. With the same Sony technology used in the filming of Netflix 4K high definition shows and other TV programs, the VISERA 4K UHD system enables surgeons to operate with increased precision and confidence.

“The color and contrast in the Olympus 4K image provides superb clarity, giving us images that we have never had before,” explains OR Manager Trisha Ameel, RN.

Better images are important because they provide surgeons with crucial benefits, such as enhanced light to illuminate any bleeding or cavities within the surgical area. Using the new imaging system also allows more minimally invasive surgeries, which means smaller incisions are made and a camera (endoscope) is used inside the body to project the surgical site onto the screen. And this type of minimally invasive surgical technique helps decrease patients’ pain as well as their recovery times after surgery.

GUIDING HANDS

Behind every good piece of surgical equipment is an even better doctor.

Hills & Dales physicians from many different specialties will be using the new operating room equipment for their surgical procedures. The following doctors are trained on the new imaging system and readily available for any general or specialty surgeries:

Brian Dudenhoefer, MD, Ophthalmology

Steven Jensen, MD, Urology

David Krebs, MD, Ophthalmology

Richard Moyer, DO, Orthopedics

Christopher Oravitz, MD, Obstetrics and Gynecology

Jason Wells, MD, General Surgery

HEALTHY YOU!

CLINIC LOCATIONS

Expert Care...Close to You

TIME FOR A CHECKUP

Back-to-school means back to the doctor's office for an annual wellness exam.

Andrea Mosher, CPNP

As you stock up on backpacks, lunch sacks, and other back-to-school supplies, don't forget to also schedule a physical with your child's primary care provider. The American Academy of Pediatrics recommends that all children older than the age of 3 be evaluated by their primary care provider at least once a year.

Depending on your child's age and medical history, these visits typically include a height and weight measurement, vital signs check, eye exam, routine lab work, head-to-toe physical, developmental screening,



and an immunization review. All of these measures are necessary to ensure that your child is growing and developing properly and is fully protected against vaccine-preventable diseases.

It is crucial that parents teach their children that yearly physical exams are something that should be carried into adulthood. This will set your child up for healthy habits for life and help your child grow safely into adolescence and beyond.

Additionally, any child who would like to participate in sports is required to have a sports physical form, which may be completed during the annual well-child exam. Schedule your child's checkup today!

A LEANER MEATLOAF

Lighten up a dinner classic with turkey, celery, and whole grains.

By Koree Muska, RD
Hills & Dales



- 1 pound lean hamburger
- 1-2 pounds lean ground turkey
- 2 eggs
- 1-2 sleeves whole grain crackers
- ¾ cup ketchup
- 4 large stalks of celery, chopped
- 1 large onion, diced
- 2 cloves of garlic, minced
- 2 tablespoons Worcestershire sauce
- 1 tablespoon garlic salt (optional)

Work all ingredients together and form into a loaf. Transfer into loaf pan and bake at 400 degrees for approximately 40 minutes or until internal temperature reaches 165 degrees Fahrenheit. Serves 8-10.

Nutritional information: Calories: 390, Carbs: 15.5 g., Fat: 5.7 g, and Sodium: 501-862 g.

Hills & Dales After Hours Clinic

4672 Hill St, Cass City
989-912-6114
Mon-Thurs: 5 - 9 p.m.
Fri: 1 - 9 p.m.
Sat: 9 a.m. - 2 p.m.
Sun: 9 a.m. - 2 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, Uby
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 H. Robbins, Jr., DO
Marie Haverkamp, FNP-C
989-872-8303

Hills & Dales General Surgery

6190 Hospital Dr, Ste 107, Cass City
Jason T. Wells, MD
989-872-5582

Cass City Medical Practice

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

Family Healthcare of Cass City

6230 Hospital Dr, Cass City
Melanie Kramer-Harrington, MD
Afonso Ferreira, MD
Kim Knoll, FNP-BC
Charity Caverly, FNP-BC
989-872-2410

Thumb Pediatrics

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

Kingston Family Practice

5854 State St, Kingston
Melanie Kramer, MD
Erica Knoerr, NP
989-683-8065

Uby Medical Clinic

2254 Main St, Uby
Candelaria Castaneda, MD
Angie Weber, NP-C
989-658-9191

Hospital Drive Pharmacy

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

"WE'LL MEET YOU AT THE CORNER"

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



We're excited to be in Phase 1 of our expansion and renovation project!
Be sure to check us out on Facebook to see updates of our progress.

COMMUNITY CALENDAR

We are pleased to announce...

Millwood Street Primary Care
Clinic Will Open in October



Dr. Afonso Ferreira and Family Nurse Practitioner Norma Abbott will begin seeing patients October 2 at Millwood Street Primary Care Clinic in Caro. To schedule your appointment, call 989-672-1555.

Don't Miss Out on These Fall Events

September

September 21

Diabetes Support Group. Conference Room 2, 2 p.m. Caregivers, friends, family, and companions welcome. Call Kathy at 989-912-6365 for more information.

October

October 19

Diabetes Support Group. Conference Room 2, 2 p.m. Caregivers, friends, family, and companions welcome. Call Kathy at 989-912-6365 for more information.

October 19

Better Breathers Support Group. Conference Room 2, 5:30 p.m. - 6:30 p.m. Contact Brenda at 989-912-6292 for more information.

November

November 16

Diabetes Support Group. Conference Room 2, 2 p.m. Caregivers, friends, family, and companions welcome. Call Kathy at 989-912-6365 for more information.

November 16

Better Breathers Support Group. Conference Room 2, 5:30 - 6:30 p.m. Contact Brenda at 989-912-6292 for more information.