Blank Children’s Specialty Clinic Earns National Recognition for Quality Care

Blank Children’s Cancer and Blood Disorders Center has received recognition as a Patient-Centered Specialty Practice (PCSP) by the National Committee for Quality Assurance (NCQA). The clinic is the first pediatric cancer center in the nation to earn this distinction and the first specialty clinic of any kind in the state of Iowa.

Earning NCQA Recognition shows that the Blank Children’s Cancer and Blood Disorders Center has gone through a rigorous review proving the team is committed to communication, coordination and providing simple steps for timely care. In addition, the clinic works well with primary care physicians to be an effective partner in caring for patients.

“I would like to thank the entire Blank Cancer and Blood Disorder’s Center team for this accomplishment,” said Dr. Wendy Woods-Swafford, medical director of Blank Children’s Cancer and Blood Disorders Center. “Harry S. Truman said ‘It’s amazing what you can accomplish if you don’t care who gets the credit.’ This simple quote encompasses our work. We believe in coordinating and delivering patient centered quality care for every patient we touch and we are grateful for this recognition.”

Blank Children’s Cancer and Blood Disorders Center met or exceeded national standards for:

- Communicating with primary care clinicians to exchange key information and establish coordinated care plans.
- Providing timely access to care and clinical advice based on patient need.
- Using a systematic approach to track referrals and coordinate care.
- Measuring and improving performance over time.

PCSP recognition is modeled on and complements NCQA’s Patient-Centered Medical Home (PCMH) Recognition program. A medical home is a way of organizing primary care that uses teamwork and technology to improve quality, improve patients’ experience of care and reduce costs. Blank Children’s Pediatric Clinic and Adolescent Clinic have both been recognized by NCQA as a PCMH.
Fight the Cancer. Spare the Heart.

Radiation therapy is a highly effective treatment for breast cancer but the proximity of the left breast to the heart leaves the heart vulnerable to radiation exposure. This has been shown to lead to serious long-term cardiac complications. Clinical data suggests that among a significant number of patients treated for left-breast cancer, 27% exhibited cardiac perfusion defects within six months.

Many centers are now beginning to use Deep Inspiration Breath Hold (DIBH) as a means to move the heart away from the breast during therapy. However, achieving this can be challenging.

This is why John Stoddard Cancer Center has expanded its use of the leading (SGRT) Surface Guided Radiation Therapy enabling system, AlignRT. SGRT uses the patient’s external surface to help ensure that radiation dose is reproducibly applied in accordance with the treatment plan.

During treatment, patient motion is tracked by AlignRT. The radiation beam is only activated once the patient is correctly positioned, and the beam is automatically held if the patient moves.

AlignRT uses three camera units to monitor thousands of points on the patient’s skin. The system can sense movements in size degrees of freedom – up and down, forward and back, and side to side, plus all rotations – with sub-millimeter accuracy.

To arrange a meeting or to learn more, please call Melanie Travis at 515-241-4330 or visit us at www.johnstoddardcancer.org/alignRT

UnityPoint Health – Des Moines Excellence in Patient Experience Awards

The new UnityPoint Health – Des Moines’ Excellence in Patient Experience Awards debuted in January 2017 as a way to recognize teams for their continued focus on the patient experience and outstanding achievement. The quarterly awards began in April 2017 with recognition of Most Improved (from Q4 2016 to Q1 2017) and Award of Excellence (highest performance) in Q1 2017.

Q1 2017 Excellence in Patient Experience Award Winners:

CAHPS Award of Excellence: UnityPoint Health – Des Moines Laser Eye Surgery Center

CAHPS Most Improved: IMMC Younker 7

Press Ganey Award of Excellence: Blank Children’s Hospital Emergency Department

Press Ganey Most Improved: Blank Children’s Hospital Emergency Department
A big THANK YOU to all of the providers that practice in these areas for helping provide an EXCELLENT patient experience! Below are the criteria for the UnityPoint Health – Des Moines Excellence in Patient Experience Awards.

**CAHPS: awarded to an individual inpatient unit, Ambulatory Surgery department or BCPC Clinic (excluding Psych) based on Rate Hospital 0-10, Rate Facility 0-10 or Rate Provider 0-10 Top-Box Score**

1. **Award of Excellence** – based on **highest top box score** for HCAHPS “Rate Hospital 0-10”, OAS-CAHPS “Rate Facility 0-10” or CG-CAHPS “Rate Provider 0-10”.

2. **Most Improved** – based on **most improved top box score** for HCAHPS “Rate Hospital 0-10”, OAS-CAHPS “Rate Facility 0-10” or CG-CAHPS “Rate Provider 0-10”.

**Press Ganey: awarded to an individual campus-specific department based on percentile rank (includes Emergency Department, Outpatient Behavioral Health, Inpatient Behavioral Health, Outpatient Services , Blank Children’s Inpatient, Blank Children’s Outpatient Psych, Radiation Oncology, TCU & Rehab)**

3. **Award of Excellence** – based on **highest Press Ganey percentile rank** for “Standard Overall”.

4. **Most Improved Score** – based on **most improved Press Ganey percentile rank** for “Standard Overall”.

**Excellence in Patient Experience Awards – Award Criteria**

- Awards will be given out on a quarterly basis (January, April, July and October) as well as the annual awards (January). The quarterly awards will be based solely on quarterly performance, not YTD performance.
- In order to be eligible to win an award, the unit or department must have at least 30 returned surveys (n) during the allotted time period.
- The awards will be a poster signed by the UPH-DM Board of Trustees that can be hung in each unit/department. The posters will be modeled after the clinical award posters that are currently in circulation.
- The award will not travel and can be displayed in each area indefinitely.
- The same unit/department cannot win the Award of Excellence (highest score/percentile rank) for more than one quarter each year. However, the unit/department could win the Award of Excellence for a quarterly award and the annual award if it has the highest score/percentile rank for the entire year as well.
- If a unit or department has both the highest score and the most improved for the quarter or year, they are eligible to win both awards.
- Once award winners are chosen, Paige Moore, Director of Patient Experience, will reach out to unit/department leader for patient experience stories in order to encompass the entire care team (inclusion of EVS, Food & Nutrition, ancillary services, nursing, providers, etc.).

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**Des Moines Orthopaedic Surgeons Opens Neck and Back Evaluation Center**

The DMOS Neck & Back Evaluation Center is the ideal place to send patients with a variety of cervical or lumbar spine problems. These problems might include acute low back pain, chronic low back pain that needs orthopaedic evaluation, upper extremity pain that could be from the cervical spine, or lower extremity pain that could be from the
lumbar spine. Amber Buyck, P.A.-C., will staff this clinic and has extensive experience and expertise in the evaluation and treatment of spine disorders. She worked as a physician’s assistant with Dr. Lynn Nelson, assisting in surgery and evaluating spine patients in an outpatient setting, for over eight years.

Welcome New Providers to UnityPoint Health – Des Moines

Iowa Lutheran Hospital Family Medicine Residency:

![Kevin Hanigan, DO](image)

**Kevin Hanigan, DO**

Dr. Hanigan graduated from Des Moines University in May of 2015. He received a B.D. in Microbiology and Psychology from Iowa State University, a M.S. in Clinical Anatomy from Creighton University, and a M.H.A. in Healthcare Administration from Des Moines University.

His hometown is Johnston. His hobbies include playing chess, going camping (hiking and rock climbing), reading, and DIY (Do-It-Yourself) projects.

![Valerie Willis, DO](image)

**Valerie Willis, DO**

Dr. Willis graduated from the University of North Texas Health Science Center at Fort Worth Texas in May of 2016. She received a B.S. in Mathematics and a B.A. in Biology from the University of North Texas and a M.S. in Medical Sciences from the University of North Texas Health Science Center.

Her hometown is Denton, Texas. Her hobbies include playing video games, martial arts, crafts (sewing, drawing, painting, and artistic metal work), traveling, baking, and tennis.

HeartReach Mobile Lab – JUNE Schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, June 1, 2017</td>
<td>Pella Regional Health Center</td>
<td>404 Jefferson Street, Pella</td>
</tr>
<tr>
<td>Tuesday, June 6, 2017</td>
<td>Iowa Methodist Medical Center</td>
<td>1200 Pleasant Street, Des Moines</td>
</tr>
<tr>
<td>Wednesday, June 7, 2017</td>
<td>Pleasant Hill Hy-Vee</td>
<td>4815 Maple Drive, Pleasant Hill</td>
</tr>
<tr>
<td>Tuesday, June 13, 2017</td>
<td>Iowa Lutheran Hospital</td>
<td>700 E. University Ave, Des Moines</td>
</tr>
<tr>
<td>Wednesday, June 14, 2017</td>
<td>Lakeview Medical Park</td>
<td>6000 University Ave, West Des Moines</td>
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<tr>
<td>Thursday, June 15, 2017</td>
<td>Altoona Hy-Vee</td>
<td>108 SW 8th Street, Altoona</td>
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<tr>
<td>Tuesday, June 20, 2017</td>
<td>Mahaska Health Partnership</td>
<td>410 N. 12th Street, Oskaloosa</td>
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<tr>
<td>Wednesday, June 21, 2017</td>
<td>Urbandale Senior Center</td>
<td>7305 Aurora Ave., Urbandale</td>
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<tr>
<td>Thursday, June 22, 2017</td>
<td>West Des Moines Fareway</td>
<td>329 Grand Ave., West Des Moines, IA 50265</td>
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<tr>
<td>Wednesday, June 28, 2017</td>
<td>Westside Community Center</td>
<td>134 6th Street West Des Moines, IA 50265</td>
</tr>
<tr>
<td>Thursday, June 29, 2017</td>
<td>The Reserve on Walnut Creek</td>
<td>2727 82nd Place, Urbandale</td>
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CME Opportunities:

“Understanding Codependency”

Iowa Lutheran Hospital
700 East University Avenue, Des Moines, IA 50316
Level B, Conference Room A/B
June 30 | 9:00 am to 3:00 pm

Audience: Hospital staff members, Behavioral Health staff-includes clinical partners and therapists in mental health departments, case managers, social workers, chemical dependency therapists, counselors and clients

Purpose: To enable the learner to apply evidence-based information to develop healthy client relationships

Objectives:
- Describe the characteristics of codependency
- Identify how shame and guilt impact client relationships and behaviors
- Recognize the impact of manageable and unmanageable behaviors on therapeutic and interpersonal relationships
- Identify behaviors and beliefs that support healthy behaviors
- Discuss non-shaming communication and behavioral skills to help develop healthy therapeutic client relationships

Presented by: Kristin Hepworth, MFT, CADC, Powell Marriage & Family Therapist & Substance Abuse Counselor
Jennifer Hall, MA, M.Div., Chaplain Educator at UnityPoint Health-Des Moines

Program Fee: UPHDM Staff: $25
- Non-staff: $35
Powell CDC Clients & Family Members: $10

Approved for 0.61 CEUs by Iowa Board of Nursing. Provider #31, UnityPoint Health-Des Moines
$12 CEU recording fee for non-UnityPoint Health employees

Pre-registration and payment are required 3 days prior to workshop

Register at Powell CDC with Family Staff:
Kristin Hepworth at kristin.hepworth2@unitypoint.org or 515-263-4007
Save the Date

Evidence Based Practice Research Symposium

*Improving Patient Care One Question at a Time*

Thursday, August 3rd, 2017
8am-1pm
Multiple breakout sessions
Research posters on display - Beginning at 7am
UnityPoint Health – Des Moines
Education Research Center | 1415 Woodland Ave
Des Moines, Iowa
<table>
<thead>
<tr>
<th>Title</th>
<th>Speaker</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Intended Audience</th>
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<tbody>
<tr>
<td>Surgery/Trauma M &amp; M</td>
<td></td>
<td>Thu/01</td>
<td>7 am</td>
<td>Thompson Aud.</td>
<td>Surgery Teaching Service Only</td>
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<tr>
<td>Surgery Grand Rounds: Topic To Be Announced</td>
<td>Christopher Healey, MD</td>
<td>Thu/01</td>
<td>8 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<td>Neonatal Nutrition Education: Iron - From Fetus to Follow-Up</td>
<td>Michael Georgioff, MD</td>
<td>Thu/01</td>
<td>12:15 pm</td>
<td>Hill Aud.</td>
<td>Ped/ FM</td>
</tr>
<tr>
<td>Pediatric Grand Rounds: Fetal Nutritional Origins of Adult Disease</td>
<td>Michael Georgioff, MD</td>
<td>Fri/02</td>
<td>12:15 pm</td>
<td>Hill Aud.</td>
<td>Ped/ FM</td>
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<tr>
<td>Internal Medicine Grand Rounds: Qi Team Presentations – Part 1</td>
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<td>Wed/07</td>
<td>7:30 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<td>Surgery/Trauma M &amp; M</td>
<td></td>
<td>Thu/08</td>
<td>7 am</td>
<td>Thompson Aud.</td>
<td>Surgery Teaching Service Only</td>
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<tr>
<td>Surgery Techniques and Triumphs</td>
<td></td>
<td>Thu/08</td>
<td>8 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<tr>
<td>Pediatric Grand Rounds: Qi Projects</td>
<td></td>
<td>Fri/09</td>
<td>12:15 pm</td>
<td>Hill Aud.</td>
<td>Ped/ FM</td>
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<td>Internal Medicine Grand Rounds: Qi Team Presentations – Part 2</td>
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<td>7:30 am</td>
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<td>Surgery/Trauma M &amp; M</td>
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<td>Thu/15</td>
<td>7 am</td>
<td>Thompson Aud.</td>
<td>Surgery Teaching Service Only</td>
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<tr>
<td>Surgery Grand Rounds: Topic To Be Announced</td>
<td>Molly Gross, MD</td>
<td>Thu/15</td>
<td>8 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<tr>
<td>Pediatric Grand Rounds: Qi Projects</td>
<td>Fred Klingeke, MD</td>
<td>Fri/16</td>
<td>12:15 pm</td>
<td>Hill Aud.</td>
<td>Ped/ FM</td>
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<tr>
<td>Internal Medicine Grand Rounds: Resident Awards Ceremony (no CME credit)</td>
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<td>Wed/21</td>
<td>7:30 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<tr>
<td>Surgery/Trauma M &amp; M</td>
<td></td>
<td>Thu/22</td>
<td>7 am</td>
<td>Thompson Aud.</td>
<td>Surgery Teaching Service Only</td>
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<tr>
<td>Surgery Grand Rounds: Journal Club</td>
<td></td>
<td>Thu/22</td>
<td>8 am</td>
<td>Thompson Aud.</td>
<td>Surgery</td>
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<tr>
<td>Pediatric Grand Rounds: Clinical Pathology Conference</td>
<td>Amanar Moodley, MD Orrin Probst, DC</td>
<td>Fri/23</td>
<td>12:15 pm</td>
<td>Hill Aud.</td>
<td>Ped/ FM</td>
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<td>Internal Medicine Grand Rounds</td>
<td></td>
<td>Wed/28</td>
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<td>Next Program Scheduled: Thursday, August 30, 2017</td>
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<td>Surgery/Trauma M &amp; M</td>
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<td>Thu/29</td>
<td>7 am</td>
<td>Next Program Scheduled: Friday, July 3, 2017</td>
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<td>Surgery Grand Rounds: Indications</td>
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<td>Thu/29</td>
<td>8 am</td>
<td>Next Program Scheduled: Thursday, July 2, 2017</td>
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</tbody>
</table>

2017 Hospital Provider Directories are available – please call or email Monica Aunan to receive a copy.
To submit articles, please send to Monica Aunan, Physician Liaison at monica.aunan@unitypoint.org or call 515-241-3480

UnityPoint Health - Des Moines Region ACO Members

Abrahamson, Tim, MD (Dermatology)
Allergy and Asthma Associates, PC
Associated Ophthalmologists
Associates in Kidney Care
Blank Health Providers-UPHDM
Boone County Comprehensive Specialty Care
Boone County Family Medicine
Boone County Hospital
Broadlawns Medical Center
Bussey Family Health Center
Cass County Hospital
Central States Medicine (Iowa Pain Clinic)
Clarke County Hospital
Dermatology, PC
Des Moines Anesthesiologists
Des Moines Eye Surgeons
Des Moines Internal Medicine
Des Moines Orthopaedic Surgeons, PC
Des Moines Pastoral Counseling Center
Des Moines Pediatric & Adolescent Clinic
Des Moines University Medical Clinic
Eyerly Ball
Ganske, John Gregory (Greg) MD

Greater Regional Medical Center
Greene County Medical Center
Guthrie County Hospital
Huxley Physical Therapy
Iowa Arthritis & Osteoporosis Center
Iowa Diabetes and Endocrinology Center
Iowa Digestive Disease Center PC
Iowa Endoscopy Center
Iowa Ear Center
Iowa ENT, INC
Iowa Head & Neck, PC
Iowa Kidney Physicians, PC
Iowa Pathology Associates, PC
Iowa Radiology, PC
Iowa Retina Consultants, Inc
Iowa Surgery Center, PC (Dr. Praveen Prasad)
Koch Facial Surgery
Lakeview Surgery Center
Lifeworks
Lucas County Health Center
Madrid Family Practice- Boone County Hospital
McClaren, Willis C., Jr MD (Surgery) Gen Surg Physician, PC
McFarland Clinic, P.C.
McFarland Clinic - Jefferson
Medical Oncology & Hematology Assoc (MOHA)  
Metro Anesthesia and Pain Management  
Mid-Iowa Fertility, PC  
Midwest Oral and Facial Surgery, PC  
New Sharon Medical Clinic  
Newton Clinic, PC  
Orchard Place  
Orthopaedic Outpatient Surgery Center (OOSC)  
Pediatric and Adult Allergy, PC  
Pediatric Cardiology, PC  
Pella Medical Clinic  
Pella Regional Health Center  
Physicians' Eye Clinic  
Porto, Dennis P MD  (ENT)  
River Valley Therapy Clinic, LLC  
Story County Medical Center  
Surgery Center of Des Moines  East and West  
The Iowa Clinic  
The Iowa Clinic Endoscopy Center  
The Iowa Clinic West Lakes  
The Iowa Clinic West Lakes-Cardiology  
The Iowa Clinic - Family Medicine  
The Iowa Clinic - Internal Medicine  
UnityPoint Health - Des Moines  
West Des Moines Children's Clinic  
Wolfe Eye Clinic, PC  
Wolfe Surgery Center  
Women's Care Clinic, PC  
West Lakes's Sleep Center  

**Skilled Nursing Facilities**

The Bridges at Ankeny  
Calvin Community  
Edgewater  
Fountain West  
Hearthstone  
Kennybrook Village  
Mill Pond  
North Ridge Village - Ames  
Norwalk Nursing and Rehab Center  
On with Life, Inc  
Parkridge Specialty Care  
Prairie Vista Village  
Spurgeon Manor  
Sunnyview Care Center  
Urbandale Health Center  
Valley View Village  
Wesley Retirement Services-UnityPoint Health Des Moines  

List updated 5/30/2017