

SUMMER 2016

# Pacesetter

Trinity Regional Medical Center | Berryhill Center | UnityPoint Clinic | UnityPoint at Home



## *A Blessing* in disguise



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## ON THE COVER:

Meet Louise Schott from Pocahontas. Read about her care journey on page 6.

## Pacesetter

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[unitypoint.org/fordodge](http://unitypoint.org/fordodge)



Quickly becoming part of the community, Mike Dewerff and his wife Candy, are enjoying all the Fort Dodge area region has to offer.

*It's hard to believe a year has already passed since I became CEO of UnityPoint Health® – Fort Dodge;* while there have been challenges along the way, today more than ever I'm excited about the care and impact we have on our families, friends and neighbors each and every day to improve their health.

In this issue will you find our 2015 financial overview. One of the many challenges we face today is to provide the highest quality health care that is fiscally responsible in an ever changing environment. You will read about our 2015 achievements and awards, which solidify our commitment to providing the best care to our community.

Reflecting on the past year helps to direct our steps for the future and one thing that has been validated to me, is how interwoven our lives are. Last year I moved from Storm Lake to Fort Dodge. Even though there are over 60 miles of highway between the two communities, I regularly run into someone I know or who I am connected to in some way. You may call it living in rural Iowa, I call it a gift. Sometimes we take living here for granted, but it only takes one story like the ones you will read in this issue to remind us how lucky we are to live in communities where we live, work and play together. We know we can count on each other to be there in times of need.

Many of the physicians who have come to visit Trinity have been impressed with the advanced technology we have for a rural community, stating we have more state-of-art equipment than many hospitals in major cities. No doubt, technology holds great importance in health care, but something else that may not be as tangible is the expertise, compassion, and collaboration of our physicians and staff. I'm very proud that the level of care and empathy the Fort Dodge region of UnityPoint Health holds for our patients, and their families, is beyond compare.

We are a community. The relationships we have extend beyond the walls of our facilities and into our everyday lives. Our connections are personal, and your health is always on our mind. We are your neighbors.

Mike Dewerff, CEO  
UnityPoint Health – Fort Dodge

We are always looking for ways to improve your health care experience. What better way than to continue to add quality providers to our growing team. Our providers are not only your health care professionals but they are your neighbors, community members and family. **Help us grow our family to better support yours by referring a physician to UnityPoint Health – Fort Dodge.**

Know of a physician practicing or in training?  
Refer a physician to UnityPoint Health – Fort Dodge and Earn **\$5,000!**

UnityPoint Health – Fort Dodge takes pride in our organization and the community we serve. And we believe the community members who support our organization and are passionate about quality health care are our most powerful recruitment tool. That's why we would like you to become a part of our recruiting efforts to add quality doctors to our team.

UnityPoint Health – Fort Dodge is offering up to \$5,000 to any community member who refers a qualified physician who is then hired to practice at UnityPoint Health – Fort Dodge.

The total reward for a qualified referral is \$5,000. When the referred candidate has been hired, the individual submitting the referral is paid the reward according to the following schedule:

- Completion of 30 days of employment: **\$2,500**
- Completion of 6 months of employment: **\$2,500**

### How to Make a Referral

1. Visit [unitypoint.org/referadoc](http://unitypoint.org/referadoc) to fill out the Physician Referral Reward Program online form or you can simply contact the Provider Recruitment department below:

#### Contacts:

Lizzy Condon  
(515) 574-6432  
[elizabeth.condon@unitypoint.org](mailto:elizabeth.condon@unitypoint.org)  
Katie Cole  
(515) 574-6514  
[kaitlin.cole@unitypoint.org](mailto:kaitlin.cole@unitypoint.org)

2. The Recruitment Department determines eligibility of the potential physician and will notify the referring individual. If the referral is approved and the physician candidate is hired, the department forwards the documents to Trinity Fiscal Services to process payment.
3. If you have any questions, please call either Lizzy or Katie.



Lizzy Condon



Katie Cole

# Celebrating Our Employees

At UnityPoint Health – Fort Dodge, we know it is our employees that are making a difference everyday in the lives of our patients and their families. We celebrate the following employee anniversaries from January through June 2016.

## Employees With 25+ Years of Service

### 25 Years

Tami Fitzgerald-Davis  
Julie Barkema  
Dawn Byrne  
Russell Vigneron  
Katherine Alcazar  
Debra Betz  
Suzanne Rickels

### 30 Years

Julie Rowland  
Katherine Stuart

### 35 Years

Dawn Lambert  
Judith Vratny  
Karen Stiles  
Jane Moeller  
Sandra Weiss

### 40 Years

Jeannine Dencklau  
Lynn Bohlke

### 5 Years

Christina Foth  
Gregory Ellendson  
Cassandra Ashton  
Susan Thedford  
Emily Larson  
Terri Bargfrede  
Lisa Springer  
Kelley Krause  
Jordan Reeder  
Sheila Stumpf  
Ryan Stepan  
Emercia Fortune  
Breann Drees  
Vinanna Inthongsay  
Sandra Kruse  
Tammy Watts  
Amy Coleman  
Alison Hanna  
Suzanne Reed  
Keri Woodard  
Tessajo Alexander  
Angela Wadsworth  
Julie Hiler

### 10 Years

Lindy Gregory  
Tracy Harp  
Joan Kitten  
Catherine Coleman  
Tamela Pattison  
Shawna Allbee  
Theresa Rogers  
Jackie Baker  
Jena Sommerfeld  
Kirstena Herrig  
Jessica Schable  
Heidi Lennon  
Elizabeth Bonde  
Kristin Thompson

### 15 Years

Brenda Erickson  
Catherine Delanoit  
Beverly Vote  
Tara Meyer  
Elizabeth Wallace  
Dawn Kirkpatrick  
Linda Henderson  
Pamela Bremer  
Jason Thomason  
Alexa Strait

### 20 Years

Staci Olson  
Jennifer Szalat  
Bonnie Wells  
Kay Blessington  
Connie Springer  
Marcia Trammell  
Valerie Clark  
Rebecca Perrizo  
Jayne Kolacia

## 2015 New Providers to UnityPoint Health – Fort Dodge

### January

**Megan Hopp, ARNP**  
UnityPoint Clinic® Family Medicine – Kenyon Road  
**Erin A Peterson, ARNP**  
UnityPoint Clinic Family Medicine – Pocahontas  
**Bushra Nauman, MD**  
Des Moines Anesthesiologists, P.C. – Fort Dodge  
**Shana Lea Coker, ARNP**  
Trinity Cancer Center – Fort Dodge.

### April

**Jamey Gregersen, ARNP**  
UnityPoint Health – Berryhill Center

### June

**Chris Carzoli, D.O.**  
UnityPoint Health – Trinity Emergency Services  
**Kelsey Christensen, DNP**  
UnityPoint Clinic Palliative Medicine

### July

**Ratna Charishma Boppana, M.D.**  
UnityPoint Health – Trinity Hospital Medicine  
**Vladimir Donchev, M.D.**  
UnityPoint Clinic Surgery  
**Nichole Schroeder, ARNP**  
UnityPoint Clinic Palliative Medicine  
**Lisa Leppert, ARNP**  
UnityPoint Clinic Family Medicine – Manson

### August

**Jessica Nees, PA**  
UnityPoint Health – Trinity Emergency Services  
**Kylie Maurer, PA**  
UnityPoint Clinic Family Medicine – Pocahontas  
**Brittney Balik, PA**  
UnityPoint Clinic Family Medicine – Kenyon Road

**Christine O’Hern, ARNP**  
UnityPoint Clinic Veterans Administration

### September

**Grant Wilson, PA**  
UnityPoint Health – Trinity Emergency Services

### October

**Janne Johnson, ARNP**  
UnityPoint Health – Berryhill Center  
**Abby Greenlee, ARNP**  
UnityPoint Clinic Family Medicine – Pocahontas

### December

**Kathleen Lee, ARNP**  
UnityPoint Clinic Pediatrics  
**Tiffany Gramblin, ARNP**  
UnityPoint Clinic Urgent Care

## EMPLOYEE SPOTLIGHT

# Jayne Kolacia

## Physical Therapist with UnityPoint Health – Trinity Rehabilitation Services

Jayne is celebrating 20 years with Trinity this year. Knowing she wanted a career in health care, Jayne felt physical therapy would offer the opportunity to be highly interactive with patients while developing relationships with patients as a result of treatments extending over a period of time.

Moving to Fort Dodge after completing her Masters in Physical Therapy was an easy decision for Jayne, “My husband and I are from this area which had a strong influence on our decision to move here 20 years ago. We felt Fort Dodge offered the kind of environment in which we wanted to raise our children in. We enjoy the small town feel that allows our family to make connections with other families.”

Trinity Rehabilitation Services at the Highland Park Center has given Jayne the opportunity to build many relationships over the years, both with her patients as well as professionally. “I enjoy working with patients of all ages from pediatric to elderly, as well as patients with diverse injuries, illnesses, or diagnoses,” shares Jane. “It’s rewarding to help patients who work so hard to achieve their therapy goals and to share in the experience of seeing patients accomplish a skill that had been limited and to help them regain their independence once again. I believe



Like most busy moms, Jayne’s hobbies at this time in her life are watching her children participate in school activities and being their biggest fan.

it’s these connections and relationships which develop throughout the course of therapy, which provides a foundation for the patient to be successful.”

Jayne attributes the success of her patients to the commitment her peers have to providing quality therapy in a caring way, stating, “The Highland Park Center has a family atmosphere as our team really enjoys working with one another which allows for a fun work environment. I believe our patients can sense this when they come into our clinic and that we are pleased that they are here and ready to be a part of their success. We also believe that by including our patients in their therapy planning and goal setting, their therapy is more meaningful to them.”

While health care has changed and evolved greatly over the past 20 years since Jayne began helping patients regain mobility, Jayne acknowledges, “It has been challenging as well as rewarding to advance my career during this time. I feel the staff I work with has

had a great effect on my development as a therapist, and I am fortunate to have the opportunity to work with the dedicated team from Trinity Rehabilitation Services.”

*“One of the most rewarding parts of my work is when I run into one of my patients out in the community and I get to see them enjoying life.”*

Jayne also shares about her career, “Probably one of the most rewarding parts of my work is when I run into one of my patients out in the community and I get to see them enjoying life: they approach me as a friend. I think that is one of the best parts of living in Fort Dodge, it’s big enough to have a very rewarding career, yet small enough to develop great friendships.” •

# 2015 Year in Review

UnityPoint Health – Fort Dodge is Webster County’s **largest employer**. According to a 2016 study by the Iowa Hospital Association, Trinity generated nearly **1,053 additional jobs** that add nearly **\$63 million** to Webster County’s economy.

## Total Operating Revenue: \$360,326,627

The sources of revenue for UnityPoint Health – Fort Dodge include patient charges, grants and miscellaneous items. In 2015, this is the total from all sources.

## Total Deductions: \$208,784,872

In 2015, UnityPoint Health – Fort Dodge was not able to collect all of the patient revenue due to charity care, bad debt and Medicare, Medicaid and commercial insurance deductions.

- **Charity Care: \$2,615,589**  
The uncollected revenue for care provided for those with little or no insurance who are unable to pay.
- **Bad Debt: \$3,914,339**  
The uncollected amount of charges, deductibles, and co-payment obligations due from individuals who chose not to pay but did not qualify for charity.
- **Medicare, Medicaid and Commercial Insurance: \$202,254,944**  
This is the deduction is the difference between charges and the pre-determined rates paid by payers. This amount is not billed to patients.

## Total Net Revenue | \$161,803,842

Net revenue is the amount remaining to operate the medical center after deductions are taken from revenue.

## Total Expenses | \$161,225,371

In order to care for patients, UnityPoint Health – Fort Dodge incurs expenses consisting of:

- **Staffing expenses: \$99,482,974**  
Includes salaries, wages and benefits.
- **Other expenses \$61,742,397**  
Includes costs of supplies, interest, depreciation and insurance.

## Total Operating Gain | \$578,471

Operating Gain is the net gain after expenses from health care operating activities. In 2015, UnityPoint Health – Fort Dodge experienced a gain from operations of approximately \$578,471. This gain is reinvested into the organization through facility improvements, medical equipment purchase and other various upgrades as well as wage and salary increases. These investments allow UnityPoint Health – Fort Dodge to continue to provide the best possible health care to the residents of northwest central Iowa.

## UnityPoint Health – Fort Dodge At a Glance

99 Providers  
137 Volunteers  
1,056 Employees  
200 Licensed Beds  
500 Births  
4,166 Admissions  
4,189 Surgeries  
514 Hospice Patients  
28 Clinics  
25,421 Home Care Visits  
292,711 Clinic Visits  
20,165 Emergency Visits

## Awards and Highlights

### January

- On January 16, 2015 A1 Home Healthcare and UnityPoint at Home<sup>SM</sup> signed an agreement to incorporate A1 Home Healthcare services into their current operations.

### February

- UnityPoint Clinic – Norma Schmoker Women’s Center announced the addition of **3D Mammography**.

### March

- UnityPoint Health became the first health system in Iowa to connect to the VA. Clinicians can electronically share patient information across systems to improve coordinated care.

### April

- Trinity Cancer Center and the Iowa Central Community College Dental Hygiene Program partnered together in providing free head and neck screenings to **164 individuals**.
- Trinity announced its re-designation of **Pathway to Excellence®** by the American Nurses Credentialing Center (ANCC).

### June

- The UnityPoint Health air ambulance service **LifeFlight**, in partnership with Air Methods Corporation, expanded its air medical service with a second aircraft based at Trinity.
- UnityPoint Clinic announced a new partnership with MDLIVE to offer people the option of receiving **Virtual Care** for minor health conditions — by phone or secure video via computer, tablet or smartphone.

- UnityPoint Clinic – Family Medicine Sac City was awarded the highest level of recognition by the National Committee for Quality Assurance (NCQA) **Patient-Centered Medical Home Program**.
- The Board of Directors of UnityPoint Health named **Mike Dewerff** as President and CEO for the Fort Dodge region.

### July

- Trinity received **Primary Stroke Center Certification (PSC)** from DNV Health care.
- UnityPoint Clinic acquired Manson Family Health.
- Trinity received the American College of Cardiology’s **NCDR ACTION Registry–GWTG Silver Performance Achievement Award** for 2015. Trinity was one of only 91 hospitals nationwide to receive the honor.
- Mike Dewerff was recognized in Becker’s Hospital Review 2015 issue of its list of **“150 Hospital and Health System CFOs to Know.”**

### August

- Berryhill Center announced that the Substance Abuse and Mental Health Services Administration (SAMHSA) awarded Berryhill Center with a grant totaling **\$1.6 million** over four years to implement a Primary & Behavioral Health Care Integration (PBHCI) Project.

### September

- Trinity Emergency Services received a **Certificate of Authorization** from the Commission on Accreditation of Ambulance Services (CAAS).

- CAAS was established to encourage and promote quality patient care in America’s medical transportation system.
- UnityPoint Clinic Pediatrics opened a satellite clinic in the **Fort Dodge Middle School**.

### October

- Trinity was recognized as one of the **most connected** hospitals for 2015 – 2016 by U.S. News & World Report.

### November

- Trinity announced the successful completion of its re-accreditation process from **DNV GL – Health care**.
- UnityPoint Health and HealthPartners® announced their plan to launch a new insurance company, offering individuals and employers an integrated option for health care and coverage.

### December

- UnityPoint at Home announced that five of its locations (Des Moines, Fort Dodge, Sioux City, Storm Lake and Waterloo) were named to the **2015 HomeCare Elite™**, a compilation of the top-performing home health care providers in the United States.
- Iowa Central Foundation and Trinity Foundation raised more than **\$975,000** surpassing their \$900,000 fundraising goal for the William G. Smith Simulation Center.



# *A Blessing* in disguise

*“It was all really a blessing,”* explains Louise on how a mass was discovered on her pancreas. While most may not consider such a serious finding a blessing, Louise’s joy for life has found a positive outlook at every turn on this journey.

This past December 7, Louise Schott, life-long Pocahontas resident was experiencing intense pain in her lower left abdomen. Knowing that a close friend happened to be going to the hospital, Louise called her and asked her to pick her up and take her with.

“My doctor, Dr. George, happened to be on call that day and he came and saw me in the ER. I was very happy to see him, he’s such a good doctor,” recalls

Louise. Dr. George first ordered an x-ray in which nothing seemed amiss. “When the x-ray didn’t show anything, Dr. George ordered a CT scan. He said, ‘We are going to get to the bottom of this,’” states Louise. The CT scan revealed possible kidney stones, which Louise would soon pass, but it was the CT scan that became her first blessing in disguise.

A few days later Louise would learn something else showed up in her CT scan, a possible mass on her pancreas. At that time Dr. George ordered an MRI, which validated Louise did in fact have a mass. Without hesitation, Dr. George referred her to Dr. Laura Miegge, a surgeon with UnityPoint Clinic Surgery in Fort Dodge, the next blessing on

Louise’s journey. “Dr. Miegge is such a wonderful person and made me feel very confident I was in the right hands.”

The next step in her journey would take Louise to Des Moines for a diagnostic biopsy of the mass in the pancreas by a GI specialist that our surgeons work very closely with. After the biopsy confirmed the mass in the pancreas to have malignant cells, Dr. Miegge referred Louise to Dr. Donchev, who specializes in diseases of the liver, bile ducts and pancreas and neuroendocrine tumors. The tumor that Louise had was both pancreatic and neuroendocrine tumor at the same time. Dr. Donchev was the right surgeon for the job, as he recently moved to Fort Dodge after

Louise Schott, life-long resident of Pocahontas, looks for the positives in life — even during difficult times.



Enjoying a moment of laughter with her surgeon, Dr. Donchev, Louise is on the mend.

he finished his training in California focusing specifically on diseases of the liver, bile ducts and pancreas and neuroendocrine tumors.

*“.. He wanted to make sure I wasn't scared, and I never was.”*

“I'm so grateful to have Dr. Donchev and his expertise so close to home,” shares Louise. “He explained to me everything I would be going through and was very open with me on what to expect. But he was also very kind to me, he wanted to make sure I wasn't scared, and I never was.”

In February, Louise would undergo surgery to remove the mass. Dr. Donchev, with the invaluable aid of fellow surgeons, Dr. Miegge and Dr. Willerth, who assisted him for various portions of the operation, performed

the procedure known as the Whipple which would provide Louise with the best outcome for her disease, a rare tumor called a neuroendocrine neoplasm. In a Whipple procedure, the surgeon removes part of the pancreas, part of the bile duct, part of the intestine and part of the stomach. Then the surgeon reconnects the remaining pancreas, bile duct and stomach to the intestine, so that pancreatic digestive enzymes, bile and stomach contents will flow into the small intestine during digestion.

Three months after her surgery, Louise is feeling well and ready to take on the next part of her journey. “I feel so good that sometimes I forget all that I have been through and maybe do something I shouldn't,” admits Louise. “I'm not sure how I will physically feel when I start chemotherapy, but I'm confident that all my doctors will take very good care

of me. Dr. Donchev has been a great blessing to me.”

In addition to her surgery, Louise met with Dr. Sarah Tofilon, an Oncologist with Trinity Cancer Center to talk about her treatment options. While Dr. Donchev was able to remove all of the mass and Louise's outlook is good, he felt they needed to be aggressive and treat any remaining cancer cells with chemotherapy. Between Louise and her health care team, they were able to decide a treatment plan that would work best for her.

Louise's prognosis is positive at this time: she's not worried about the journey ahead of her. When asked how she remains so upbeat and keeps her joyful attitude on life she responds, “My faith keeps me positive. I know God will take care of me. I also know that I have excellent doctors. They all are working together for my benefit, and I have complete faith in them.” •



Enjoying a beautiful day outside, Marge Heath (left) with good friend Cindy McCarthy (right) and companions, Sophie and Anne.



# Home is with your family

*Marge Heath never set out to find new a new family,* as her children and grandchildren are very dear to her heart. Nor did she dream a life-threatening disease would introduce her to another family that would encourage her daily, be there in time of need and lift burdens that seemed overwhelming.

It was the fall of 2014, when Marge tripped and bumped her elbow. At first, she just brushed off the injury not thinking much about it; even though it became swollen and bruised, she thought it would get better. Over the next couple months her elbow would not show much improvement and Marge started to notice patches of small red dots on her skin. She decided she should probably have it checked out by her primary care doctor, Dr. Birkett. Because Marge also had some other bruises, Dr. Birkett ordered some blood tests.

“I was at church volunteering when Dr. Birkett called me and told me I needed to go to the emergency room right away,” shares Marge, “It really took me by surprise. I asked him if it was serious, he said ‘very.’ While Marge hadn’t felt sick other than maybe a bit tired, she could tell by the urgency in his voice she probably should not question him and go.

The rest is a bit of a blur after that moment and rightfully so, as Marge would undergo several tests under the care of Dr. Bahamadi, an Oncology and Hematology specialist. During her three-week hospital stay, Marge was diagnosed with Myelodysplastic

Syndromes (MDS). MDS are a group of different bone marrow disorders in which the bone marrow does not produce enough healthy blood cells. MDS is sometimes referred to as a bone marrow failure disorder.

In the course of her hospital stay, Dr. Bahamadi would have a heart-to-heart with Marge, explaining her disease and the course of treatment she would have to undergo to treat the illness. Marge was able to cope fairly easily with the new knowledge she would be undergoing weekly infusions to keep her platelets at a healthy level, as well as sessions of chemotherapy. Also, because of Marge’s weakened immune system she would need to take special care in public areas. The hardest part of her diagnosis however, was she would have to give up her two small dogs, Sophie and Annie.

“I was crushed when the doctor told me that having my dogs in the house would not be good for my health,” shares Marge. “They were my babies.” But her heartache wouldn’t last long.

As Marge was very involved with her church, her fellow members were well aware of the sudden turn of events in her health. “I was at the beauty shop

one day while Marge was still in the hospital,” explains Cindy McCarthy, who attends the same church. “I recognized Marge’s neighbor and asked if she knew how Marge was doing. She told me that Marge was beside herself because she was going to have to give up her dogs and didn’t know who would take them. I’m not sure why, but right there and then I decided, I will take her dogs.” Immediately, Cindy picked up her phone and called Marge. When Cindy told Marge she would love to give her dogs a home, Marge was overwhelmed with relief and tears of gratitude.

“I was crushed when the doctor told me that having my dogs in the house would not be good for my health. They were my babies.”

“It was as if a weight was lifted off me,” shares Marge. “I was worried sick about finding them a good home, and when Cindy called and offered to take them, I knew they would have a good home!”

Once Marge was well enough to go home, she would start her weekly appointments at the Trinity Infusion Center. It was here that Marge would soon discover that what would seem as weekly burden to some became a time of enjoyment, laughter and connecting with a new family.

“Those girls are like my daughters and granddaughters,” expresses Marge. “I actually come here to relax! They make my time here so enjoyable by sharing photos of their family with me, taking time to talk with me and making sure I have everything I need.” Marge’s time in the Infusion Center can last anywhere from four to eight hours, depending on her platelet levels. “They all just go out of their way to take care of me.”



Infusion nurse, Julie Barkema, takes a moment during one of Marge’s treatments to share her latest family photos.

On a rare occasion if Marge’s infusion treatment lasts past the Infusion Center’s hours of operation, Marge may need to transfer to the inpatient unit until she has finished. Knowing this is a strain on Marge, recently one of her nurses stayed with her for well over an hour past closing time to care for Marge. “I told her I would be fine and she should go home and be with her family,” shares Marge, “but

she insisted. Its moments like that you know they truly care for you as a person,” a sentiment that is echoed by her dogs’ new mom, Cindy.

“They greet everyone by name there,” commented Cindy, “and treat everyone with respect, no matter who they are.” Cindy has also become one of Marge’s main drivers to her treatments, as well as a close friend. Their friendship allows Marge to have the best of worlds, as

they laugh about their, “joint custody” with Sophie and Anne.

While getting sick was never on Marge’s bucket-list, it has given her the opportunity to experience firsthand a caring community from all sides and to experience family in a way she never dreamt. “Decades ago when I first came to Fort Dodge, I thought it was such a big city,” recalls Marge, “Now it doesn’t seem so big.” •



Cindy often brings Marge’s dogs over for a visit, time spent together as they call, “joint custody.”



**Far Left:** One of the more notable areas of the new Trinity Emergency Room is the entrance and large, spacious waiting area that is bathed in natural light. **Left:** A nurse station is positioned outside of every patient room to allow for nurses to keep a very close eye on their patients. **Below:** Two triage rooms were also incorporated into the design. This allows for quick triage or treatment of a patient in the room if need be.

Photos Courtesy of Kurt Johnson Photography



## 24/7 UnityPoint Health has you covered.

**Chest pain. Shortness of breath. Uncontrollable bleeding.** If you're experiencing any of these symptoms or perhaps another medical emergency, UnityPoint Health – Trinity Regional Medical Center Emergency Room is the place to go.

Trinity Emergency Room is a Level III trauma center with emergency and trauma services, which has recently completed phase one of a new addition to better accommodate patients' needs in the Fort Dodge community. This initial phase consisted of a 9,500 square foot addition to the medical center which officially opened for patient care on April 14, 2016.

"There has been much thought and planning into every patient care space. Our overall goal with the project is to be able to provide the best care and patient experience with efficient staff workflow, as well as provide state-of-the-art emergency care for our community," states Mike Dewerff, CEO of UnityPoint Health – Fort Dodge.

*"Our overall goal with the project is to be able to provide the best care and patient experience."*

A few highlights of the ER addition include three ambulance bays, two large

trauma rooms, a climate controlled Hazmat/Decontamination shower room, two triage rooms, a large nurse and doctor station as well as consult room, security office, family room and most importantly, seven private patient rooms.

"Being able to provide patient care in a private room is so important for our patients and families," shares Daphne Willwerth, Manager of Emergency Services. "No longer will patients have to share a room or be in a curtained area, but they will have their own room. Another thing our nursing staff is very excited about are the work stations right outside of the patient rooms, so they are never far away if a patient needs them and are able to monitor them very closely."

The final phase of the ER project, which is expected to be completed in late fall of 2016, will include a complete remodel of the existing ER space, as well as adding a patient waiting area for Radiology and Outpatient Services. When the project is complete, the new ER will be more than doubled in space with a total of 15 patient rooms, including rooms designed for specific patient care such as two behavioral health rooms, isolation care rooms, an ENT patient room and a room for sexual assault patients.

### Not all medical mishaps need to be treated in the Emergency Room.

For instance, over the weekend your husband sprains his ankle running. Or, maybe a sore throat is keeping your child awake throughout the night. Your first instinct is to get medical attention as soon as possible, and the Emergency Room may seem like the only option. Some minor illnesses and injuries may

be treated best at UnityPoint Clinic® – Urgent Care.

**Urgent Care** is staffed with health care professionals who treat non-life-threatening conditions, such as: earaches, minor cuts, sprains or strains, sore throats or urinary tract infections (UTIs). It too has undergone a major remodeling to include additional patient rooms, an expanded waiting area and an overall refreshed look. The updates will improve patient flow and allow for additional provider coverage.

**Virtual Care** is another option UnityPoint Clinic offers for non-life threatening conditions. Skip the waiting room and speak to a doctor anytime. Simply go to [unitypoint.org/virtualcare](http://unitypoint.org/virtualcare) — night or day, weekend or holiday, you can speak with a provider via computer or smartphone.

"These are convenient, effective options when your primary care provider isn't available," said Patricia Newland, M.D., UnityPoint Clinic

medical director. "Urgent care clinics and Virtual Care are great for minor illnesses and injuries and cost a fraction of an emergency room visit."

### Which Option is best for you?

If you're unsure which option is best for you, UnityPoint Health nurses are here to help. It's as simple as calling your UnityPoint Clinic office and connecting with a nurse after normal clinic hours.

You can connect to a **My UnityPoint Nurse** after hours for the answers, advice and care you need. My UnityPoint Nurse provides 24/7 telephonic access to registered nurses, who are skilled at clinical assessment due to years of patient care experience. These nurses excel at listening to your concerns, answering questions and offering guidance to provide the best care possible. The call center staff provides services to the community, as well as acting as an extension of our UnityPoint Clinic. •

Your thoughts  
matter...



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[unitypointhealthinsiders.org](http://unitypointhealthinsiders.org)