



New Urgent Care Location Opening This Spring

Urgent Care at the speed of NOW will open May 1 on San Marnan Dr. in Waterloo!

UnityPoint Clinic is introducing a new model of convenient care in a fast, comfortable and efficient environment to help patients feel better and get back to their busy lives. In order to drastically accelerate the care process, the clinic won't spend time transferring a patient's care from one team member to another. A clinical care attendant will greet patients upon arrival, remain with the same patient throughout the visit and work with a provider to handle everything he or she may need including triage, medical history and any laboratory or radiology services required.

UnityPoint Clinic Urgent Care – San Marnan will also offer a variety of unique amenities including complimentary refreshments, warm blankets and charging stations. Online check in and on-site medications will be available to shorten time spent in the lobby and eliminate an extra trip to the pharmacy.

Our community is busy with work, school, kids' activities and everything in between. UnityPoint Clinic has recognized a need to help people fit health-care into their schedules while providing another convenient location to access its services.

The clinic will be located at 1655 E San Marnan Dr. across from Crossroads Mall and will be open 8 a.m. to 8 p.m. every day including holidays.

Q: How can a manager keep switching holiday rotation every year for certain staff. This is showing favoritism and does nothing for fostering unity for all.

A: Have you talked to your manager about your concern? There may be a reason for the way things have been scheduled. If you do not get an answer feel free to talk to you HR Business Partner to inquire on the situation.

Steve Sesterhenn, HR

Q: How do you go about nominating someone for a CARE counts award?

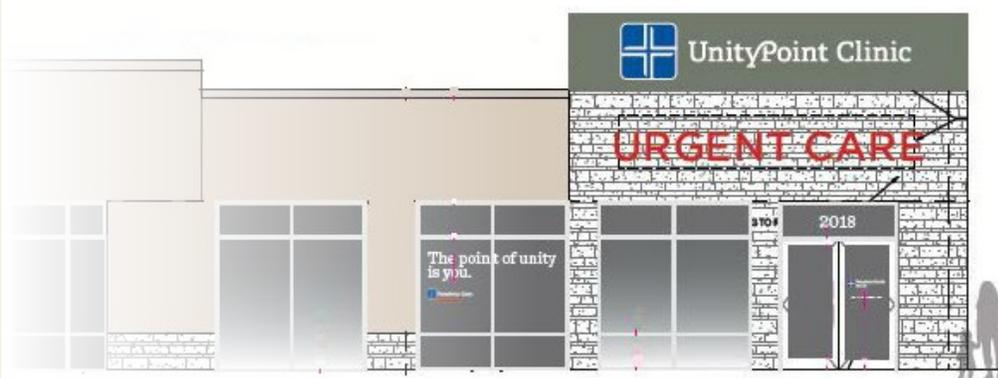
A: CARE Counts recognition is now called FOCUS Star. You can nominate a team member by clicking on "Submit A FOCUS Star Nomination" on the left-side of the Intranet homepage.

Jan Erpelding, HR

Q: I need to make changes to my health plan. How do I make changes to my plan?

A: All benefits changes for 2017 needed to be completed by November 15, 2016. Unless you have a family qualifying event, changes cannot be made.

Steve Sesterhenn, HR



This article directly relates to our strategic focus on Growth & Sustainability



Q: I read an article about a cooking demonstration in the kitchen at Prairie Parkway. Whatever happened to utilizing our own Dietitians for some of those since it is our facility? I have seen Cooking With a Cardiologist events before and they utilized Allen dietitians. Why are we not doing that anymore?

A: We are currently unable to have Allen Hospital dietitians at Prairie Parkway due to census and staffing issues. We are in the process of hiring an outpatient dietitian, and how to utilize all dietitians at Prairie Parkway and other community events is still being discussed.

Lori Fincher, Dietetics

Q: Does the \$10,000 sign on bonus transfer to other UnityPoint Health hospitals or UnityPoint Clinic if you leave Allen before the three years?

A: Yes, but if you leave the system before the promissory time you will owe all or a portion of the money back, depending how long you have been at UnityPoint Health.

Steve Sesterhenn, HR

The Importance of Consistent Badges

Steve Sesterhenn, Human Resources

Throughout the year, Human Resources receives a wide range of questions and suggestions regarding team member badges and how they are designed.



UnityPoint Health – Waterloo’s first priority is the patient experience, and we desire to make necessary information on the badges as clear and concise as possible for our patients and their families. Furthermore, we need to abide by UnityPoint Health brand standards in an effort to create consistency across our region as well as across our health system.

Here are some of the popular concerns regarding badges:

- **Can we print credentials on badges?** While we encourage taking pride in your education and background, research conducted with patients prior to designing badges indicated they may not be interested in specific credentials (RN, BSN, MSN, etc.) in comparison to the simple desire for great care. There is also a concern about the ongoing updating of credentials, delays in that process and the cost that would result.
- **Can we use badge buddies?** Badge buddies extend below the current badges to boldly indicate titles such as physician, technician or therapist. We are looking into a badge buddy that can be used with our double-sided badges. There are some issues with minimum order quantities and pricing that make it difficult to accommodate all positions in our organization.
- **Can we indicate years of service?** This, again, based on patient experience, is not a high priority item. It would result in issues concerning updates and costs on a yearly basis.

Keep in mind our badges are more than a temporary name plate – they allow access to medical records, grant access to secure areas and even let you pay for your lunch, but first and foremost we need to make sure that our patients can identify their caregivers in the best way possible.

We do appreciate suggestions and continue to consider innovate ways to accommodate the needs of both our patients and team members.

This article directly relates to our strategic focus on Patient Experience – Communication

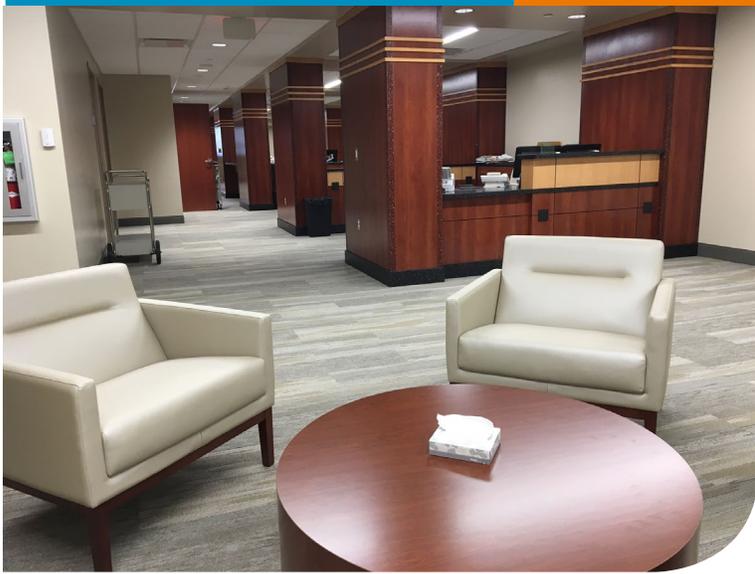
Policies & Procedures Update

Please [review the latest policies and procedures that have been updated](#) and are now available on the intranet.

You may locate these and all policies by clicking on Policies & Procedures Management System in the right-side navigation box from any page of the intranet.

February KPI update





Administration on the move

Administration will officially move this week to the renovated office space near Elevator A on the first floor. This project is the first phase of relocating services as we prepare for a new main entrance. The suite will include offices for Pam Delagardelle, Jenni Friedly, Mary Hagen, Craig Flanagan, Dr. Russell Adams, Jim Waterbury, Paula Delagardelle, Doreen Dethlefs, Pam Reiter, Kelsey Hinton and Kristina McKenna.

Once these moves are complete, other services will be relocated as we continue the process of preparing for our future needs in the interest of offering the best care to our patients. Watch for further communication as these moves take place.

Shining Stars

Welcoming New Providers

[Jamie Barnett, ARNP](#)

UnityPoint Clinic Family Medicine
– United Medical Park
(319) 833-6200



[Christy Weber, ARNP](#)

UnityPoint Clinic Family Medicine
– Evansdale
(319) 274-7060

Christy will also see patients in Oelwein and move to the new clinic in Jesup when it opens in the fall!



[Jessica Pifkin, ARNP](#)

UnityPoint Clinic Family Medicine
– Prairie Parkway
(319) 833-6200

Jessica will provide care at UnityPoint Clinic Urgent Care – San Marnan when it opens this spring!



UnityPoint Health – Prairie Parkway Focuses on Local Artwork

Artwork is often intended to lift spirits, brighten the day or otherwise make you think. Special attention was dedicated to the healing environment at UnityPoint Health – Prairie Parkway.

[Read the story at wfcourier.com!](http://wfcourier.com)



Music Therapy Now in the NICU



Allen Hospital neonatologist Dr. Pankaj Nagaraj and music therapist Katie Lahue are providing a new kind of evidence-based care for NICU patients.

[See the story on KWWL!](#)

News & Announcements



Influenza season is definitely here

Infection Control would like to remind everyone how to keep our team members and patients safe.

Influenza mainly spreads from person to person through coughing or

sneezing of people with influenza. Sometimes people may become infected by touching something with influenza on it and then touching their mouth or nose. Most healthy adults may be able to infect others beginning one day before symptoms develop and up to 5-7 days after becoming sick. That means that you may be able to pass on influenza to someone

else before you know you are sick.

Please be very mindful of visitors exhibiting symptoms. If you see a visitor exhibiting symptoms such as a cough, ask them to wear a mask. Masks are available at all the entrances and on all nursing units.

Healthcare workers (HCW) who develop fever and respiratory symptoms should stop patient-care activities and put on a mask immediately. They should be excluded from work until at least 24 hours after they no longer have a fever.

It is not too late to get vaccinated! Please contact your manager or infection control for other ways to avoid influenza.

Cedar Valley Heart Walk

Kick-Off Rally

Tuesday, February 21 | Noon
Hawkeye Community College – Tama Hall

2017 Cedar Valley Heart Walk

Saturday, June 3 | 8 a.m.
Start at Mudd Advertising | 915 Technology Pkwy.,
Cedar Falls

Auxiliary Event

Peanut Butter Sale Feb. 13-17 and Feb. 24

Donate a 16oz. jar of peanut butter and receive a 25% discount on any gift item. Jars will be used for the Northeast Iowa Food Bank's Backpack program.



THINK HEALTHY

Do you need help with your health and wellness goals? Want to earn On-Point for Health points?

Healthy Choices for Life is a 10-week, group-based program designed to improve all areas of health and wellness. Educational topics include nutrition, physical activity, stress management, and mindfulness. Classes take place at 5 p.m. on Tuesdays at Prairie Parkway beginning Tuesday, Feb. 21 through Tuesday, April 25.

Freshstart is a nicotine cessation program developed by the American Cancer Society. It is designed to help participants plan a successful quit attempt by providing essential information, skills for coping with cravings, and group support. Classes take place at 5 p.m. on Tuesdays at Allen Hospital beginning March 7 through March 28.

Completion of each program is worth 1,000 OnPoint for Health points, and additional information is available on the OnPoint for Health site under the Journey to Wellness tile. For more information or to sign-up for either program, please contact AllenWellness@unitypoint.org or call (319) 235-3701.

Pulmonary Support Group

4 p.m. Monday, Feb. 20
Allen Hospital Meeting Room 1

Submit articles to: Robin.Nicholson@unitypoint.org
Deadline for submissions: Noon the previous Friday



UnityPoint Health
Waterloo