

SMC Heartbeat Newsletter

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New Electronic Medical Record System - August 1

The Shenandoah Medical Center (SMC) is pleased to announce the launch of a new electronic health record (EHR) in August: **Allscripts Sunrise**. This is an exciting step forward to improving the patient experience as **Allscripts Sunrise** will bring care coordination to an advanced level, which will vastly improve the patient experience. An EHR is an electronic version of a patient's medical history. For example, if a patient uses the Wellness Center, the Physicians Clinic and Emergency Room – all of the patient's history will then be stored in one electronic record.

SMC selected **Allscripts Sunrise** after a thorough evaluation of multiple EHR's and it was chosen based on extensive feedback from key stakeholders and multiple reviews of the flexibility and robust clinical functionality. SMC strives to continuously improve the patient experience and **Allscripts Sunrise** is a step forward in that direction. The importance of this investment cannot be understated.

The EHR will:

- 1) Make health information available to authorized health care providers wherever and whenever a patient receives care, improving the coordination and continuity of care and promoting informed decision-making;
- 2) Provide patients more complete and accurate information to inform decision-making about their own health care;
- 3) Reduce preventable medical errors and avoid duplication of treatments and procedures;
- 4) Reduce clerical errors;
- 5) Enhance research;
- 6) Reduce waiting time for office appointments and improve appointment scheduling through integrated scheduling systems;
- 7) Decrease unnecessary tests and

- immunizations;
- 8) Provide patients with quick, easy access to their health information and give them the peace of mind their information will be secure and available to the right people in the right place at the right time.

When patients are being registered into the EHR, **Allscripts Sunrise**, they will need to provide a photo identification, their medication list, list of allergies and current address and phone number even if the individual has been a long-standing patient at SMC. We apologize for any inconvenience and ask you pardon our progress! Thank you for joining SMC in this important step forward in patient care! For questions call Shenandoah Physicians Clinic at **(712) 246-7400**.



Employee Spotlight - Jeanette Harrington

Recently, a patient had an amazing experience in the SMC OB department. A mother went into labor unexpectedly. The challenge of labor was not only in itself but the fact it onset quickly, leaving no time for family to be present. The labor happened so quickly not even the doctor was able to join the experience! The nurse attending, Jeanette

Harrington acted swiftly. While it may have been just another day on the job for Jeanette, a firsthand account stated "[Jeanette] was like a superhero. She stayed calm and delivered the baby like it was no big deal. I couldn't believe how easy she made it seem!" While every day our healthcare providers and support staff defy the odds, accomplish the impossible

and ultimately save lives, sometimes we neglect to recognize your heroism! Healthcare workers are, in fact, unsung heroes. While every day at work may be typical for you, the privilege of an unexpected witness may remind us how important our team members are. Thank you Jeanette for making our team great! We are proud of you!



Jeanette Harrington, RN
OB-GYN

NEW Oncology Services Offered in Shenandoah

Shenandoah Medical Center (SMC) is thrilled to welcome to our provider team two new Oncology providers who will bring to the Shenandoah community five-day-a-week Oncology care. This is an important step forward in care as patients will now be able to access Oncology care close to home. Dr. Pavankumar Tandra of Omaha, NE and Kristen Thatcher, ARNP of Agency, MO will begin to see patients at the end of July.

Dr. Pavankumar Tandra completed his fellowship at the University of Nebraska Medical Center, NE in Hematology and Oncology. Dr. Tandra attended the Osmania Medical College in

Hyderabad, India and is Board Certified in Internal Medicine and completed his residency in June 2012 at Saint Joseph Hospital, Chicago, IL. During his residency at Saint Joseph Hospital, Dr. Tandra received "Outstanding Resident" for the year 2012 among other numerous awards.

Kristen Thatcher, ARNP has worked with Oncology patients for more than 12 years. Kristen received her Bachelor's of Science degree in Nursing from Missouri Western State University in Joseph, MO and a Master of Science Degree in Nursing, Family Practitioner, from Graceland University in Lamoni, IA. Kristen previously worked with

Heartland Regional Medical Center as a Breast Health Nurse Navigator; Saint Joseph Oncology as Chemotherapy Infusion Nurse; Homeward Bound Home Health and Providence Medical Center.

SMC is pleased to offer these key medical services in our community and to take important steps in growing the Oncology services offered in Shenandoah.

We welcome your inquiries and/or to make an appointment with one of our Oncology providers, please contact our helpful staff:

(712) 246-7400.

Congratulations! ***Employee*** ***Educational*** ***Achievements***

Daniel Owen
RN - Southwest
Community College

Randi Nielsen
Board Certified - ARNP

Kimberlee Jones
RN-BSN -
Clarkson College

Shala Davidson
Board Certified Dietitian

Ryannan Ruckman
BSN - Chamberlain
College of Nursing



Volunteer Program Implemented

SMC is pleased and proud to welcome a new group of volunteers to the hospital this summer. The newly created *Volunteer* program was launched this summer in an effort to attract volunteers who are of high school age, which will afford young people an opportunity to learn more about various

medical professions while donating time to their community. If you visit SMC and see young people in the *Volunteer* tee-shirt, please take time to say thank you. You will find them to be of great assistance with daily operations at SMC, particularly during construction.

If you know a high school student with an interest in the medical field who would like to give back to their community or who is in need of volunteer hours, please contact the Director of Volunteer Services, Becky DeWild: **(712) 246-6131**.

Provider Spotlight - Mary Nissen, ARNP

SMC is delighted to celebrate Mary Nissen who joined the Shenandoah Medical Center (SMC) team one year ago. Mary's rich background includes research, education, and an urgent care clinic start-up. Mary established an urgent care clinic in Sioux City, Iowa and in that clinic; she worked as a provider for 10 years. Mary's skills in urgent care were the perfect fit for the Shenandoah Physicians Walk-In Clinic, which just celebrated one year of successful operations. A walk-in clinic and an urgent care serve a similar population – people who normally would not seek provider care if it were not for convenient, flexible hours. Since the opening of the Shenandoah

Physicians Walk-In Clinic, 2,770 patients have visited; of which many have established regular care with SMC. SMC is proud to have made this investment in our community because many of the visitors served by the Shenandoah Physicians Walk-In Clinic would have had to travel outside Shenandoah for care prior to its opening. Since Mary joined our team of dedicated

providers, several providers have been added and are dedicated to accommodate increased clinic hours. The Walk-In Clinic is available thanks to the following providers:

- Heather Babe, MD
- Vicki Britson, ARNP
- Susannah Green, FNP-BC
- Heidi Grimes, ARNP
- Todd Isaacson, MD
- Renee Johnson, FNP-BC
- Randi Nielsen, ARNP



Interventional Radiology Services at SMC

The SMC diagnostic department is now performing Interventional procedures with the addition of Diagnostic Radiology P.C. from the Council Bluffs and Omaha facilities. A vast array of new services has been implemented such as:

1. Epidural injections for pain management
2. Procedures for acute fractures of the spine
3. Joint injections for joint pain
4. Thoracentesis (fluid drainage around the lung)/ Paracentesis (removal of fluid from the abdomen)
5. Ultrasound guided biopsies
6. Mammography guided biopsies
7. CT guided biopsies
8. Stereotactic biopsies (x-ray guided biopsy)
9. Sentinel node nuclear medicine biopsies for difficult to extract areas of concern
10. PICC lines for treatment services

Dr. Robert Forbes, Dr. James Smith and Dr. Doug Niemann are experienced in performing these procedures and have performed for years at Jennie Edmunsden

Hospital and the Bellevue Medical Center. Exams are performed in SMC Radiology department. Pathology is sent to UNMC.

Services added to Shenandoah Medical Center allow many patients to complete their continuum of care without having to travel out of town. Talk to your regular care provider today for procedural availability right here in town!

Schedule an appointment today!

(712) 246-7400

Construction Parking Update

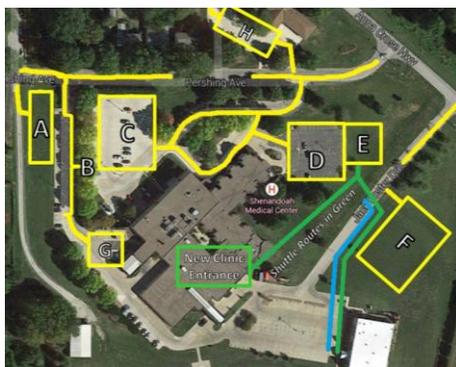
As of Monday, June 29, construction began in the current clinic facility at Shenandoah Medical Center. We anticipate re-routed foot traffic through the hospital and clinic to accommodate construction zones. Volunteers will be available throughout the project to assist in way-finding. Please note signage indoors and outdoors for appropriate

entrance use. Further, information regarding changes in parking will be disseminated as soon as possible as the project moves along.

Shenandoah Medical Center is looking forward to the end result over a two year span to better serve patients and employees in delivering exceptional healthcare.

Please notify us of any suggestions or concerns at the time of your appointment or by calling ahead!

(712) 246-1230



Shenandoah Medical Center

300 Pershing Avenue
300 Park Avenue
1 Jack Foster Drive
2 Jack Foster Drive
Shenandoah, IA 51601
(712) 246 - 1230

Elm Heights Long Term Care Center

1203 South Elm
Shenandoah, IA 51601
(712) 246 - 4627

Mission: To make a difference by providing exceptional patient care.

Vision: To be the Southwest Iowa Regional leader in enhancing health.

Values: Integrity, Teamwork, Compassion



New Team Members - June 2015



Justin Welchans,
EMT



Matt Franks,
Paramedic



Bill Greenleaf, LPN
Clinic



Morgan Humphrey,
Supv Patient Registration



Tammy Livingston
Medical Scribe



Katrina Lee-Somarriba
Unit Clerk, Med-Surg



Kim Shepherd, RN
Clinic



Linda Terry, Generalist
Human Resources



Susannah Green,
FNP-BC, Walk-In Clinic

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FREE SPORTS PHYSICALS

Thank you for participating in the event!



78 physicals were completed for area students!

