

MANNING REGIONAL HEALTHCARE CENTER Connect

MRHC ENHANCES PATIENT EXPERIENCE WITH NEW ONLINE PORTAL

2023 kicked off with some exciting new opportunities for MRHC patients. For the past year, a team of MRHC staff have been working diligently to learn and implement a new electronic health record system that will vastly improve patients' access to care and the overall patient experience.

MRHC partnered with St. Anthony Regional Hospital to implement this system as they have used the system for a few years and could provide ongoing support.

"At MRHC, we recognize that our patients' time is valuable. The new portal allows patients to easily access their personal health information online wherever and whenever they want," said

MRHC CEO, Linn Block, RN, BSN, MHA. "Patients will eventually be able to request appointments, pre-register for scheduled appointments, request prescription renewals, and pay bills online."

This new system allows MRHC to coordinate care across providers, colleagues, and partners; reduce time lost from data transfers between

departments or clinics; and communicate more effectively with patients.

"Our theme for the past few weeks has been 'pardon our progress' as we realize this transition is stressful for staff, and it can be overwhelming for patients as well. However, we know that progress is happening and the results will be valuable for everyone," said Block.

MRHC recognizes that patients deserve to have one point of access, especially for the services accessed under one roof. MRHC benefits from one integrated record across the hospital, emergency department, and clinics as it eliminates gaps in information when patients are transferred.

"The fact that St. Anthony is already using this system; their staff could help train our team; and ultimately our systems could talk to each other was very beneficial for our patients and staff," said Block. "Plus, if a patient wants to receive care at MRHC but is typically seen at St. Anthony, we will now be able to access those records upon the patient's request, and vice versa. This improves our regional healthcare system and enhances the patient's healthcare experiences close to home."

Additional features include communicating with providers and viewing visit



history, discharge instructions, lab results, radiology reports, health summary information, allergy and medication listings, and immunization records. The system also allows patients to keep their trusted friends or family in the loop by connecting with providers and giving authorized access to their information within the portal.



Your Trusted Experts Close to Home

1550 6th Street Manning, Iowa 51455 • (712) 655-2072 • www.mrhcia.com



MANNING REGIONAL
HEALTHCARE CENTER

An Affiliate of **MERCYONE**

OCCUPATIONAL THERAPY: AGING IN PLACE



**AMANDA
ARNESON, MOTR/L**
Occupational Therapist

➤ 90% of older adults want to stay in their homes as they age. Occupational therapy at MRHC can help promote aging in place to help individuals live, work, and play more independently.

"As an Occupational Therapist, I want to help make that a reality for individuals," said Amanda Arneson, MOTR/L. "Our therapy treatments can help with aging in place by promoting independence and safety to make activities of daily living more doable."

What is aging in place?

Aging in place means that an individual makes a conscious decision to live in the residence of their choice for as long as they can with the comforts that are important to them. As they age, adding supplementary services to facilitate their living conditions and maintain their quality of life may be necessary. These could include assistance with:

- Personal care
- Household chores
- Making meals
- Money management
- Health care

What does this mean for me and my family?

Consider these questions as you consider aging in place effectively:

- What is the ideal way for you to spend your retired years?
- What type of home environment do you see yourself living in – individual, community, assisted?
- What special health care do you require or anticipate you will need?
- What other types of supplementary services might you require?
- What options have you provided for in case of emergencies, life changing events, accidents, etc.?

What can MRHC do to help?

OCCUPATIONAL THERAPY

Available for people of all ages who need specialized assistance to lead independent, productive, and satisfying lives. Services can promote independence and aging in place by assisting with:

- Getting around (adaptive devices: cane, walker, wheelchair)
- Safety concerns and fall prevention
- Home modifications: grab bars, lighting, toilet riser
- Cooking, laundry, showering, shopping, and medications
- Cognition and memory
- Muscle strengthening
- Balance

PHYSICAL THERAPY

- Beneficial for those who are suffering from an injury, recovering from surgery, or dealing with any sort of acute or chronic pain.
- To schedule an appointment, call (712) 655-8298.

SENIOR LIFE SOLUTIONS

- Outpatient group counseling program to meet unique needs of adults over 65 struggling with depression and anxiety, often related to aging.
- To schedule an appointment, call (712) 655-8262.

RECOVERY CENTER

- Are you struggling with addiction? The Recovery Center offers residential and outpatient treatment programs as well as consultation, evaluation, and detoxification.
- To learn more, call (712) 655-2300 or visit www.manningrecoverycenter.com

Learn more about living at home longer with occupational therapy.
Contact Amanda Arneson at (712) 655-8298 or by email at amanda.arneson@mrhcia.com.

MRHC AWARDED THE GUARDIAN OF EXCELLENCE AWARD

➤ MRHC was recently awarded the Guardian of Excellence Award from Press Ganey for Employee Engagement. This award honors hospitals who have reached the 95th percentile for patient experience, employee or physician engagement, or clinical quality performance –awarded annually based on one year of data.

"Learning that we were awarded the Guardian of Excellence Award was a great way to start our year off," said MRHC CEO, Linn Block.

MRHC Makes TREMENDOUS IMPACT

➤ As a non-profit critical access hospital, our mission and purpose is to serve those in the local community and provide a public benefit. Quality healthcare has a large community and economic impact, and it is essential for attracting other industries. Hospitals are generally among the largest employers. They offer highly-educated, well-paying jobs and physicians are essential to maintaining operations.

"In addition to providing healthcare services, we also provide widespread benefits to support our community," said MRHC CEO, Linn Block.

Community Impact

MRHC offers a variety of community education events, trainings, and clinics such as CPR, AED & First Aid training classes, blood drives, monthly wellness clinics, blood pressure clinics, concussion testing at the high school, and walk-in flu shot clinics. The hospital holds and participates in educational events, such as the Bike Rodeo, babysitting courses, Suicide Prevention Walk, Live Healthy Iowa Healthiest State Walk, Senior Fun Day, and Medicare Enrollment. Many of these efforts have a direct impact on the local economy and overall community health.

"We are proud to share that, in the past three years, we have provided nearly \$100,000 in donations and community health improvement services to benefit our local communities," shared Block.



MRHC has supported foundations such as the IKM-Manning School Foundation, West Central Iowa Healthcare Foundation, American Cancer Society, as well as community organizations such as Little Hawks Childcare Center, IKM-Manning Color Run, Kinderfest, Trail to Nowhere Bike Ride, Pack the Pantry, Fireman's Golf Tourney, Main Street Manning, Manning Chamber, Manning Hausbarn Heritage Park, Manning Rotary, and Boy Scouts of America.

Last year, MRHC provided \$98,873 in charity care and served more than 50 people through those efforts. Charity care is also known as uncompensated health care, which is provided for free, or at a reduced cost, to people with limited income who would otherwise be unable to pay for their treatment. Various types of financial assistance are provided to patients, and community education events and important information about health and well-being are shared through radio ads, news articles, social media, and the website.

Economic Impact

According to the Iowa Hospital Association, during the most recent reporting period (2022), MRHC provided 160 jobs representing more than \$7 million in direct payroll income and an indirect \$11.4 million impact on the local economy. The health sector and the employees in the health sector purchase a large number of goods and services from local businesses which are referred to as secondary (or indirect) impacts to the economy.

"We are grateful to be able to make such an impact on our local communities," said Block. "It takes all aspects of a community working together to be vibrant and strong."

UNIVERSITY OF IOWA GRANT TO SCALE HEALTHCARE CAREER CAMP

➤ In 2022, MRHC piloted a healthcare career camp in partnership with the IKM-Manning Community School District to provide a hands-on, immersive career experience to 24 students. The event featured an ambulance station, tours of the emergency room, laboratory, surgery, therapy, clinic, recovery center, and more.

MRHC was recently awarded a \$3,000 Community Grant from the University of Iowa College of Public Health and its Business Leadership Network to offer four additional events targeted at other area schools.

"Recruitment to the healthcare field continues to be a challenge, so we wanted to spark an interest in students starting with middle school and

high school-age students," shared CNO, Michelle Andersen, RN, BSN.

"We are grateful for the University of Iowa's support through this grant," shared MRHC CEO, Linn Block. "Like many rural areas, we are seeing a shortage in providers, medical staff, and EMT volunteers. This event helps to showcase high-quality careers right here close to home."

Scan the QR code to learn more about this grant and future healthcare career camps.



CARDIOLOGY

➤ MRHC is dedicated to fighting heart disease, the number one cause of death worldwide. To help maintain a healthy heart, here are a few tips. Eat a healthy and well-balanced diet, stay physically active, abstain from tobacco and vaping, find ways to manage stress to the best of your ability, control high blood pressure, diabetes, and cholesterol with medications if necessary, and schedule regular wellness exams with your primary provider.

If you have any heart health concerns, Cardiologist Kyle Ulveling, M.D. with the Iowa Heart Center in Carroll comes to Manning offering cardiology services on the first and third Tuesday of every month. Cardiac nuclear imaging & stress testing can be performed on an as needed basis. On the third Tuesday of the month, echocardiograms are performed in the specialty clinic. If you have a history of heart health complications or have concerns, talk to your primary care provider about scheduling a cardiology appointment. To make an appointment to see Dr. Ulveling at MRHC, call (712) 792-6500.

Scan the QR code to hear Dr. Ulveling share important information about cardiac arrest, heart attacks, and symptoms to be aware of.

MRHC also offers monthly CPR/AED training for anyone who wishes to be certified. Upcoming class dates are March 20 and April 17 at 6:00p.m. Course fee is \$45 and includes a certificate and book.

Those interested in registering for CPR/AED training should call (712) 655-8179.



HEART ATTACK SYMPTOMS



- Discomfort, tightness, or pain in your chest, arm or below your breastbone
- Discomfort in your back, jaw, throat or arm
- Fullness, indigestion or a choking feeling
- Sweating, vomiting or dizziness
- Severe weakness, anxiety, fatigue or shortness of breath
- Fast or uneven heartbeat



If you or a loved one experience any of these symptoms, call 911.

Join Our Team

Looking for a rewarding career that offers competitive wages and allows you to work in a positive team environment and develop your professional skills?

CURRENT OPENINGS

Med/Surg RN - FT - \$10,000 sign-on bonus
Lab Director - \$10,000 sign-on bonus
Dietary Cook/Aide - \$1,000 sign-on bonus
MLT, MT, or Lab Assistant - PRN & Weekends
MLT, MT, or Lab Assistant - PT, 24 hrs/week
Speech & Language Pathologist
House Supervisor RN - FT
Physical Therapist
Phlebotomist - PT



www.mrhcia.com/careers

EAR, NOSE, THROAT (ENT)

➤ Struggling with earaches, persistent allergies, hearing problems, loss of smell, difficulty swallowing, or chronic sore throats? Visiting an ENT specialist can help solve and treat issues with the ear, nose, and throat. When problems occur within these areas, it affects the senses and overall quality of life. In children, hearing loss can lead to both developmental and educational delays. Adults and children who experience disorders or conditions in the ear, nose, and throat may be referred to an ENT specialist by their primary care doctor or they are able to make self-referrals.

Dr. David Denman, M.D., F.A.C.S., is board certified in Otolaryngology & Head and Neck Surgery and is in Manning on the first and third Wednesday of every month offering pediatric and adult ENT services. He can diagnose and treat a wide variety of conditions, including hearing loss, tinnitus, ear infection, nerve damage, deviated septum, chronic sinusitis, throat cancer and vocal issues, and acute or chronic throat infections, among many others. Checkups, surgeries, and tests for many diseases associated with the head and neck can also be performed. Call (712) 655-8100 to schedule an appointment.

What to Expect During an ENT Appointment

At the first appointment, you can discuss any problems present with you or your child and a variety of tests will be done to diagnose the problem. These tests may include physical exams of the ear, nose, and throat, hearing tests, tympanometry, laryngoscopy, and imaging studies such as an MRI or CT scan. After testing is complete, Dr. Denman will discuss the results and set up a treatment plan.

Watch a video to get to know Dr. Denman, learn more about ENT services, and see what a typical visit is like by scanning the QR code.

ent specialists pc
Dr. Denman



Dermatology

Abby Behrens, MSN, ARNP, FNP-C

Clinics offered: First and third Wednesday of every month



General Surgery

Josh Smith, D.O., FACOS

Clinics offered: Every Monday



Mental Health

Katie Mogensen, PMHNP-BC

Clinics offered: Twice a month on Wednesdays



OB-GYN

Michael Woods, M.D.

Clinics offered: Second Wednesday of every month



Orthopedics

Steven Stokesbary, M.D.

Clinics offered: Second and fourth Tuesday of every month



Pain Clinic

Brian Jacobs, ARNP, CRNA, NSPM-C

Clinics offered: First and third Wednesday of every month



Podiatry

Eric Jensen, D.P.M.

Clinics offered: Every Tuesday



Urology

Andrew Bourne, M.D., FACS

Clinics offered: Every other Friday



Wound Care

Thang Luong, M.D.

Clinics offered: Every Thursday

THRIVE *Close to Home*



B.J. SCHRECK

B.J. Schreck has been in the Iowa Air National Guard for 26 years, currently serving as the Communications (IT) Flight Commander for the 132nd Wing in Des Moines. He also works full-time as the Information Technology Director at MRHC.

When he has occasional military obligations to fulfill, he receives nothing but support from administration and co-workers.

"Everyone makes it incredibly easy to focus on military obligations while I'm away and they provide the resources to get caught back up when I return. They support me and always have," said Schreck. "And at MRHC, you get to work in an environment where you're trusted to make important decisions. You're supported when the day doesn't go your way."

In addition to supporting his military commitments, Schreck also values the flexibility of his job, the convenience of working close to home, and the work-life balance MRHC offers.

"MRHC puts family first and allows me to dedicate the time I need to our schedule at home. I'm lucky to work for an employer where I don't have to miss picking up one of my daughters, miss a game, or not be able to be somewhere," Schreck said. "People here care about the people, not just the position."



read more



SARA VITITO

MRHC's Family Practice Clinic provider, Sara Vitito, ARNP, jumped at the opportunity to practice in the community she lives in as soon as a position became available at MRHC.

"Practicing close to home gives me the ability to care for those in the community and establish relationships," Vitito shared. "We have a fantastic facility to practice in, and I love the team we have here! The work environment is positive and friendly, and MRHC provides a sense of community. Patients are not just a number here; they are our friends, family, and neighbors. I love seeing different patients every day and offering same-day appointments helps improve access to care for patients in the community."

This new clinic appointment structure, launched in early 2022, provides same-day appointments for both established and new patients who need to be seen for a minor injury or illness. "This model allows patients to be seen in a clinic instead of being hit with an ER or urgent care cost," Vitito explained. "I have heard from patients how grateful they are to be seen so quickly in Manning and that they appreciate the flexibility in availability to have their children seen before and after the workday. And it has been extremely useful, especially during the cold/flu season."



read more



LEEANN CHRISTENSEN

Christensen started her career at MRHC as a night ward clerk but soon transitioned to an administrative assistant and eventually returned to the revenue cycle, working in various positions as Chargemaster Coordinator, PFS Coordinator, Patient Access Manager, and Privacy/Compliance Officer. In 2021, she began her current role as the Revenue Cycle Director.

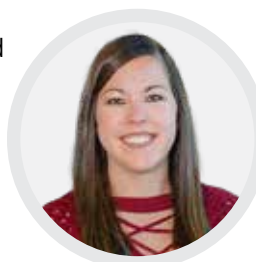
"MRHC has helped me grow, and I am extremely thankful for all the opportunities I've had to gain knowledge in a variety of departments. My experience has given me a great, well-rounded base in my journey to get me where I am today," said Christensen, MHA. "MRHC adapts as the industry changes and looks within to see how to utilize the great staff that is here. Having the support and encouragement to keep learning and growing is something that I very much appreciate!"

In addition to gaining experience within various aspects of the healthcare setting and having the opportunity to grow in her career, Christensen also values being able to work close to home. She also recognizes that it is especially important in healthcare to be surrounded by a good group of people in a positive team environment.

"MRHC has taken huge strides in promoting a positive, supportive, and uplifting team environment and we can see it throughout the facility," shared Christensen. "I really like knowing that my work at MRHC helps take care of those I love and who mean the most to me. Helping my friends, family, and loved ones is priceless. I know I can make an impact on them, even if it's behind-the-scenes."



read more



COURTNEY RUPIPER

After debating a career in business or physical therapy, Courtney Rupiper found her calling as a physician assistant and now works in the Family Practice Clinic at MRHC.

"I really enjoy getting to know all the families here at MRHC. And as I grow in my career as a PA, I hope to complete more continuing education so I can be even more help for my patients," said Rupiper, PA-C.

In addition to the meaningful work Rupiper does daily, she also values the laid-back feel of working in the clinic, the convenience of working close to home, and the work-life balance MRHC offers.

"MRHC provides a great atmosphere to work in, and I like that you know everyone," said Rupiper. "It feels like home even when I'm at work."



read more

Nissen Celebrates OVER 50 YEARS AT MRHC

➤ After 51.5 years of dedication to Manning Regional Healthcare Center, Linnet Nissen, a recognizable name and face for many current and past MRHC patients, employees, and providers, has made the decision to retire. Nissen was hired at Manning General Hospital in September of 1971, and she recalls how things were quite different back then.

"When I first started, I did switchboard, admissions, and all other office duties," Nissen shared. "I was hired to do medical transcription for all the doctors and surgeons which was interesting since I didn't have any medical background or transcription experience. I took typing in high school which consisted of the first semester on a manual typewriter and the second semester electric. I was told to leave blanks on the words I didn't know, which ended up being a lot. So, I relied on the nurses quite a bit. I would put the tape back in the Dictaphone, run it up to the nurse's station, and they would tell me what the word was. They later hired a transcriptionist to do that, and I moved into other shifts."

Since starting her career at Manning General Hospital in the early 70s, Nissen has held a variety of roles and worn several hats throughout the years.

"I have done billing for all insurances, home health care insurance billing, reconciled Medicare, XIX and BC logs for fiscal year end, admissions with scheduling, transcription, and helped with the control center for fire, ambulance, and police when Manning General Hospital had the control center in their business office. We also did rural water and lifeline for a few years," Nissen recalled. "I liked working with all the departments, but when we moved into our new building in 2014, I wanted to be up front as I enjoy taking care of and talking with our patients. I have known a lot of them for many, many years."

Throughout her 50+ years at MRHC, Nissen has seen healthcare change and evolve before her eyes. She recalls that the installation of their first computer system was one of the biggest advancements at the hospital during her career.

"I think that was in the middle 80s, and we have probably gone through at least four or five different systems since then throughout my time at the hospital," Nissen said. "With the upcoming changes for the new computer system and after working for 51 years, I decided it was time to retire."

As Nissen looks forward to retirement, she reflects on the relationships she has built with all the people she has met through MRHC.

"I have had a lot of memorable moments throughout the years. All my supervisors have been great, and I have been through it all with several personnel, weddings, graduations, deaths, and many laughs over the years," Nissen shared.

"Linnet is the epitome of dedication having worked a majority of her life at MRHC," said CEO, Linn Block. "She will be missed by so many of our patients and staff and leaves a legacy of kindness, compassion, and empathy for all those she encounters. We wish her health, happiness, and fun in her retirement."

It's no surprise that after 51 years, Nissen has grown close to many patients, employees, and providers and finds retirement somewhat bittersweet.

"I think my longevity with working at MRHC has to do with the people and patients and the fact that I really didn't want to travel to go to work. I raised my three children from the age of three months until they all graduated from high school while working here," Nissen shared. "I feel I will leave a lot of my heart and soul at MRHC because they have also been a family to me. I will truly miss the patients, families, and employees who have made my job so complete and fulfilling. This isn't goodbye, it is see you all later. Thanks for the memories..."

To join the MRHC team, visit www.mrhcia.com/careers or call (712) 655-2072 for more information on current job openings.



"She will be missed by so many of our patients and staff and leaves a legacy of kindness, compassion, and empathy for all those she encounters."



1550 6th Street
Manning, IA 51455

NON PROFIT
ECRWSS
US POSTAGE PAID
MANNING IA
PERMIT NO 35

MANNING REGIONAL
HEALTHCARE CENTER

An Affiliate of **MERCYONE.**

Linn Block Recognized as TOP RURAL HOSPITAL CEO

Becker's Hospital Review recently named its "80 rural hospital CEOs to know," which included seven Iowa hospital CEOs. The list highlights CEOs who have developed models that ensure their rural hospitals are thriving despite the financial hardships health care organizations face.

Among those highlighted is MRHC's CEO, Linn Block. Although Block has only held this position for three years, she served in a variety of nursing positions prior, most recently as MRHC's Chief Nursing Officer for four years. Block's guidance to the senior leadership and all management teams provided conscientious efforts to transform the culture of the organization, making it one of the top performing rural hospitals in the MercyOne Network.



Block has developed numerous partnerships with affiliate healthcare organizations to provide ongoing specialty services in Manning. In collaboration with St. Anthony Regional Hospital, she has facilitated the smooth transition to a new electronic health record system that improves patient transparency and access to care.

Most notably, Block identified an opportunity to make better use of the unused maternity rooms which resulted in a local capital campaign, Project Forward.

These efforts resulted in nearly \$1 million donated to MRHC over the past year. Significant legacy donations continue to be made to the organization based on the positive

impact the hospital is having on the four-county area.

"Rural healthcare reimbursement continues to be a challenge, but Linn has advocated for funding at the local, state, and federal levels," said MRHC's CFO, Amy McLaughlin, CPA, CHFP. "Her efforts have helped to increase Medicaid reimbursement, increase cash reserves, decrease the percentage of write-offs, and reduce the average days in AR. She challenges staff to think creatively to track down reimbursements, keep expenditures reasonable, and produce a bottom line in the black."

Not only is Block's financial performance high and ability to connect with people impressive, nearly all MRHC departments have seen growth over the past three years under her leadership. Specialty clinic volumes have increased, same-day appointments were added in the family practice clinic, and most recently, the substance abuse recovery center has exceeded 95% capacity monthly.

"Linn can often be seen in the hallways asking how an employee's day is going, talking to a patient to ensure they receive the care they deserve, or grabbing a coffee and talking with community members," said CNO, Michelle Andersen.

Patient satisfaction is at an all-time high with nearly 100% of patients sharing that they would recommend MRHC to others and many providing written and verbal testimonials of their care.

Block excels in community engagement by being visible in the community, serving in leadership capacities for local and industry organizations, such as Manning Rotary, and encourages employees to contribute to community causes such as boy scouts, upcoming events, the Manning Community Chest, the giving tree, hillside splash, the public library, and more.

Please help us congratulate Linn Block for this deserving award.

"Linn has brought fun and laughter into the workplace while supporting family-first values."

Read more news and find additional information at www.mrhcia.com

