New nuclear medicine technology: e.cam
see page 4

Healthcare News in our Community
Message from the CEO

Dear Starke community members:

The title to one of the stories in this IU Health Starke Hospital newsletter says it all; Full Speed Ahead. That’s what we’re doing here at IU Health Starke Hospital—pushing forward each and every day to improve the health of our patients and community. This push to be the best we can be in everything we do isn’t just about us inside the hospital walls. It’s about our community, the public, you, who live here, work here and raise your family here. We are your community hospital and want you to trust that we are the right choice for all your healthcare needs. We are invested in this community and plan to be here providing quality care for generations to come.

A large part of our success at IU Health Starke Hospital is due to our relationships with local and statewide partners. Becoming part of the IU Health family allows staff to provide the best outcome for all our patients. We also gain those important relationships which provide patients access to specialized care if they need to be transferred, although we do much less transferring now, as you will learn in the following pages.

We encourage you to explore just a few examples of recent improvements and accomplishments we’ve achieved at your community hospital. From staff taking the initiative to increase safety for patients, to upgrading emergency care, to providing community events to raise awareness on health issues, to the quality of our facilities—we hope you’ll be impressed as you learn about some of the improvements we’ve implemented. We’re moving ahead at full speed, and invite you to join us along the journey for your health and the health of your loved ones.

Sincerely,

Linda Satkoski
CEO/CNO
IU Health Starke Hospital

WHAT’S INSIDE:

4 New diagnostic imaging capabilities with e.cam. Join us on May 4th for a free Health Fair!

5 Full Speed Ahead, improvements in the Emergency Department.

6-7 Save the date for upcoming events! Staff Spotlight and quality and safety improvements.
Patient Satisfaction Scores Steadily Climbing

IU Health Starke Hospital utilizes a satisfaction gauge, like the one above, to make sure every patient receives the best service every time. Recent scores, over a three month period, show local patients feel more than comfortable with the hospital’s care and rank treatment among the nation’s best. Our goal is for every patient experience to be an A+ (nine or 10 ranking on the survey).

The following percentage of patients surveyed graded these departments with an A+:

- 64.4%–Rehabilitation
- 52.5%–Emergency Department and Surgery
- 51.9%–Laboratory
- 49.3%–Diagnostic Imaging

From physicians to administration, hospital staff is continuously working to improve overall care in collaboration with IU Health. Through this unique partnership with the IU Health statewide system, world renowned care and the most innovative treatment options are available in Knox. While staff hopes these percentages continue to climb higher and higher, these numbers are a great start towards investing into the health of the community.

To learn more information on how IU Health Starke Hospital exceeds patients’ expectations, visit the hospital lobby for a complete breakdown of scores.

New Mission, Vision, Values for 2012–14

IU Health Starke Hospital has been forming the framework for how we carry out our mission. We call it the strategic planning process, which weaves together introspection and reflections about how to provide compassionate, safe care with sound fiscal and best business practices.

MISSION
OUR PURPOSE, WHY WE EXIST

To improve the health of our patients and communities.

VISION
THE IMAGE OF THE FUTURE WE WISH TO CREATE

To be the best in everything that we do.

VALUES
THE PRINCIPLES THAT DRIVE OUR DECISIONS MAKING

Patient Centered Care
Quality
Compassion
Integrity
Accountability
Efficiency
Expanding diagnostic imaging capabilities with e.cam®

In a continuing effort to provide accurate diagnostic imaging and quality patient care, IU Health Starke Hospital installed a Siemens e.cam® nuclear medicine imaging system in March. The new system is ideal for the early detection and staging of cancer, heart disease and other hard-to-diagnose disorders.

CEO Linda Satkoski said, “Here at IU Health Starke Hospital, we’re full speed ahead. This latest piece of technology is another example of fulfilling our mission of investing in the health of the community.”

The innovative e.cam system performs a variety of high-definition imaging tasks, and is the first nuclear medicine camera designed to perform procedures on a variety of patients. The patient-centered equipment design accommodates patients without the “closed in” feeling sometimes associated with other imaging systems. Due to its open design and ultra thin pallet, technologists can enhance patient comfort by performing highly accurate organ- and tissue-specific studies while accommodating a stretcher, wheelchair or ambulatory patients of all sizes and body types.

Director of Diagnostic Imaging Josephine Klicek, RT (R) (CT) ARRT, said, “We expect our new e.cam nuclear medicine imaging system to significantly enhance the patient’s overall experience while improving patient outcomes.”

Nuclear medicine imaging is a method of photographing the bones, organs and tissue structures within the body. Nuclear medicine provides physicians not only what the body looks like on the inside, but also how well organs and tissue structures are functioning. Nuclear medicine is one of the finest methods for detecting early signs of heart, lung, liver, thyroid, bone or kidney disease as well as small tumors or even infections. The amount of radiation received from a nuclear medicine scan is very low—about the same as for a single chest X-ray.

“Our e.cam provides superior image quality, advanced technology coupled with a highly trained, registered nuclear medicine technologist and patient comfort to create a system that meets the needs of patients,” Klicek said. “This improvement fulfills the IU Health Starke Hospital commitment of providing the best medical solutions to the Knox community.”

Free screenings & exhibits at the Starke County Health Fair

IU Health Starke Hospital, in partnership with Community Services of Starke County and the Northwest Indiana Community Action Corporation, will host the Annual Starke County Health Fair on Friday, May 4, from 8 am to 6 pm at the Knox Community Center, 55 E. Lake St.

Screenings include (offered all day unless noted):
- Blood pressure
- Clinical breast exams (8 am – 10:30 am and 3:30 pm – 5:30 pm)
- Foot screenings
- Glucose
- Oral cancer (noon – 5:30 pm)
- Osteoporosis

Vendors from IU Health and local businesses will be available, and attendees will have the opportunity to qualify for a free mammogram voucher (which can be used the day of the event).

The event is free, and all are welcome to attend. All attendees will receive a free gift, and refreshments will be served.
If you haven’t been to IU Health Starke Hospital lately, you’re missing something amazing: the complete transformation of a modest healthcare facility into a modern quality driven community hospital.

“It’s the difference between night and day,” says Almuhannad Alfrhan, MD, medical director of the Emergency Department and Hospitalist program. “There’s hardly any comparison to what it was before. We have new technology, equipment, staff and a combined computerization system that’s hugely beneficial for the quality care of patients.”

Change of this magnitude takes time, of course; Rome wasn’t built in a day. All departments require a thorough review to determine what improvements are necessary to meet IU Health standards. New equipment has to be installed, facilities upgraded and qualified personnel trained in IU Health advanced protocols. But things are moving along at a nice pace.

“We’re constantly investing in new programs and equipment,” says Felty. “We can pretty much do anything IU Health La Porte Hospital can do now and our quality and patient satisfaction scores are increasing.” (See page 3 for more information.)

According to Dr. Alfrhan, this 180 degree turnaround has been made possible by a strong commitment of doctors, staff and administration to dramatically raise the quality of healthcare in the community. It’s been a monumental, collaborative effort that’s brought about some remarkable changes.

“Patient care suffers when there’s a lack of communication between doctors, hospitals and the people being served,” says Dr. Alfrhan. “IU Health Starke Hospital has raised the bar. It’ll take time for the community to appreciate the changes we’ve implemented, but once they’ve had positive experiences, it’s easier.”

A community hospital is not just a place folks go when they’re not feeling well; it’s a point of pride—a reflection of a community’s values and a statement of its independence. At IU Health Starke Hospital, employees take this responsibility seriously because it’s their community too, and all are committed to moving it full speed ahead.
Nurses Complete Specialty Training

Three ED nurses took the initiative to further their education for the benefit of patients by completing an advanced training course on the care and treatment of victims of sexual abuse. Training ranged from emotional support through the collection of evidence to the prosecution process of the perpetrator. The training began in October 2011 in Fort Wayne and finished with several clinical sessions in the field.

Jozaitis Passes MRI Registry

Congratulations to Jim Jozaitis, RT-(R) (MR) (ARRT), of IU Health Starke Hospital and IU Health Diagnostic Imaging at LifePlex for passing his MRI registry. Jozaitis’ newly acquired skills will aid patients in need of the specialized testing.

Smith and Tu Complete Registry Exam

Congratulations to Carissa Smith and Nicki Tu of IU Health Starke Hospital for successfully completing the Medical Laboratory Technician registry exam through the American Society of Clinical Pathology. The voluntary continuing education certifies both women have met nationally recognized standards for their profession.

Congrats to the Women’s Imaging Team

Congratulations to the IU Health Starke Hospital Women’s Imaging team of Becky Battleday, RT, (R), (M), Jennifer Radtke, RT, (R), (M), and Janet Richard, RT, (R), (M) for passing the Mammography Quality Standards Act by the FDA. All three are registered in Mammography. Thanks to the expert skills of the staff, patients are assured access to the highest quality care for the earliest detection of breast cancer.

You might qualify for a free mammogram...

The La Porte Hospital Foundation offers grant dollars to those in Starke County without insurance. This early detection opportunity to save lives is provided through grants from the Indiana Breast Cancer Awareness Trust, Inc. and the Susan G. Komen for the Cure Northern Indiana.

To see if you qualify for a free mammogram and schedule your annual appointment today, call 574.772.1177. No physician order required.
Quality and Safety Improvements

STAFF IMPLEMENT DAILY INITIATIVE TO IMPROVE OVERALL PATIENT SAFETY, CREATE MORE COMPREHENSIVE CARE

Beginning in the fall of 2010, nurses and hospital leaders meet every morning in a daily “huddle” to discuss opportunities to create the best outcome for patients. Clinical staff discusses ways to reduce falls for elderly, disoriented or weakened patients and prevent bed sores that could lead to infection.

Staff continues to go above and beyond the call of duty by again meeting later in the day. The collaborative effort between all departmental heads, hospital-wide, helps to “check in” on any issues further effecting patients such as equipment, medication, staffing…etc. Any questions or areas of concern identified are immediately addressed.

In addition, due to the commitment of Manager of Medical/Surgical/Intensive Care Unit Janet Gillon, staff visits each patient room more frequently in a proactive effort to continue to meet the needs of patients.

The extra time put in by staff is paying off for patients. In the last three months, for example, there were no patients who experienced falls.

EMERGENCY SERVICES IMPROVES TIMELY CARE FOR PATIENTS SUFFERING FROM STROKES

Staff was put to the test several times within the past six weeks when patients came to or were taken by ambulance to the IU Health Starke Hospital Emergency Department with signs and symptoms of a stroke.

The following process was put into place:

Step 1 – Patient arrives in the ED where staff quickly diagnose the type of stroke (a hemorrhage/bleeding in the brain or a blood clot clogging an artery that closes off the brain’s flow).

Step 2 – Staff speedily determines the severity of the patient’s stroke, consulting with a neurologist and following national stroke standards.

Step 3 – If a patient is suffering from a stroke caused by a blood clot and meets the above criteria, staff promptly administers a medicine, called t-PA, to break up the blockage.

Step 4 – While the t-PA is infusing over the course of an hour, staff rapidly makes arrangements to transport the patient to IU Health La Porte Hospital via helicopter or ambulance.

Staff has an extremely limited time—less than three hours—from when initial symptoms begin to the time medication is given. Without the medication, patients could suffer serious complications including death.

Thanks to the timely response of ED staff and their collaboration with the nationally certified stroke program at IU Health La Porte Hospital, all patients are expected to make a full recovery.

Upgraded EMS Services

Since March 1, Starke County residents now have access to the most advanced emergency medical services. As one of only two counties in the state left to upgrade to Advanced Life Support (ALS), Starke County was in need of the full scope of care.

IU Health Starke Hospital worked closely with county officials to upgrade the services and assist with staff training and education. Now, an ALS ambulance is only ten minutes away, instead of a couple of hours.

As the supervising hospital, IU Health Starke Hospital is responsible for the assurance of quality emergency care under the direction of the EMS medical director. The upgrades will ultimately expedite the transfer of patients in need of specialty care to other facilities.
Community Health Fair
FREE SCREENINGS
May 4 | 8 am – 6 pm | Knox Community Center