



Lifeline

A Mercy Hospital Publication
WINTER 2014

Hundreds of Hats

Smiles. They are what Jim Lind sees every time he brings in the baby hats knitted by his wife, Wanda, to Mercy's Birthing Center.

"Everybody gets a smile whenever I deliver these," Jim said. "The nurses are so happy to see them."

And it's not only the nurses. Families of newborns especially love the color and warmth of the donated custom beanies. For Wanda, the hats are a labor of love.

"This is something I enjoy," she said. "It's a way I could do something and give back."

Often using leftover yarn, Wanda keeps the pattern simple so she can make more hats. She can knit one in a day or six to seven on a weekend.



"Wanda does wonderful work," said Rhonda Skelton, RN, OB manager. "We really appreciate the time, materials and love she puts into these hats."

For three years, Wanda has been donating her handiwork to the newborns at Mercy. That amounts to hundreds of hats... and smiles.

Mercy's Birthing Center

Custom hats are only one of the special aspects of Mercy's Birthing Center. As a family



Wanda Lind holds Addison Joy Schoenrock who is modeling one of Wanda's handmade hats.

friendly facility, our dedicated, highly skilled obstetric nurses provide individualized teaching to prepare families for the birth and care of their newborn. Our care is

focused on providing a happy and memorable birth experience that is personalized to each family.

Mercy partners with physicians from Gateway Family Health

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Clinic in providing care to new families. The seven family practice physicians who provide obstetric care include:

- Dr. Kathy Brandli
- Dr. Dania Kamp
- Dr. Maggie Neudecker
- Dr. Randy Rice
- Dr. Lynn Stottler
- Dr. Steve Tekippe
- Dr. Chris Thiessen

As part of our family centered focus, Mercy's Birthing Center offers the following services:

- **Childbirth education** classes to help parents prepare for their new arrival.
- **Private birthing suites** where mothers stay for labor, delivery and post-partum care.
- **A full range of analgesic options**, including intrathecal and epidurals.
- **A whirlpool bath** in each suite for pain management during labor. A birthing ball is also available.
- **Hearing screening** for all newborns before they go home.
- **Certified Lactation Counselors** to answer breastfeeding questions and assist with breastfeeding as needed.
- **Celebration dinner** for the new parents.
- **New car seat** to keep baby safe.
- **Screening for CCHD** (Critical Congenital Heart Disease) as recommended by Minnesota Department of Health.

Our nurses and physicians make every effort to honor a mother's personal choices for birth. After delivery, we help facilitate the "Golden Hour" which allows mom, dad and baby the once in a lifetime special bonding experience. We encourage parents to hold baby skin to skin after delivery. Baby will continue to room in with the parents throughout their stay to help them learn about their baby with their nurse always nearby to ensure they are confident in caring for their newborn.

When it's time to go home, we send newborns home in a new car seat, a gift from us to keep baby safe. In addition, our staff members are certified child passenger safety technicians trained to make sure baby's car seat is installed correctly.

For more information about our OB services or to arrange a tour, please call us at **218.485.5521**.



OB Clinical Directors Dr. Dania Kamp and Dr. Steve Tekippe join Rhonda Skelton, RN, OB Manager, in front of the banner recognizing Mercy's work in reducing early elective deliveries.

MERCY RECOGNIZED FOR REDUCING EARLY ELECTIVE DELIVERIES

Mercy Hospital was one of 35 Minnesota hospitals recently recognized by the Minnesota Hospital Association (MHA) and the March of Dimes for reducing the number of elective inductions and Cesarean deliveries performed before 39 completed weeks of pregnancy. Babies delivered before full term are at increased risk of serious health problems and death in their first year of life. As part of the recognition, Mercy received a banner to display that spreads the message that "Healthy Babies are Worth the Wait."

Banner recipients were determined by reviewing the MHA Perinatal Safety Roadmap and early elective delivery outcome data submitted to the Patient Safety Registry. All recipients had less than a 5 percent early elective delivery rate for four quarters, a hard stop policy with clearly defined medical indications for deliveries less than 39 weeks, and a process to monitor the scheduling of Cesarean sections and inductions of labor prior to 39 weeks gestational age.

BABY FRIENDLY

Mercy Hospital is one of three northeast Minnesota hospitals registered with Baby Friendly USA with the intent to implement the "Ten Steps to Successful Breastfeeding," a quality initiative on the state and national level that consists of evidence-based practices that have been shown to increase breastfeeding initiation and duration. Mercy has already completed many of the steps outlined in the initiative.

"While we honor a mother's choice, we do support and encourage breastfeeding because of the multitude of health benefits for both moms and their infants," said Rhonda Skelton, RN, OB manager. "We want to ensure a positive and successful breastfeeding experience for our new families."

An Uplifting Approach to Safety

Transferring a sick patient from bed to wheel chair or from gurney to exam table is not always an easy maneuver for either patient or staff member. Mercy's Safe Patient Handling Committee has been working hard over the last year to identify problems and evaluate solutions in order to develop a safer approach to patient handling tasks for both patients and staff.

Designed to enhance patient safety and reduce employee injury, the comprehensive program focuses on three important elements: patient assessment, patient and employee education, and patient handling equipment.

"The Safe Patient Handling Committee believes this three-part approach is key to safer patient transfers," explained Kristin Grave, RN, Safe Patient Handling Coordinator. "Not only is this approach good for patients, it will also help reduce injuries for our staff, especially back injuries."

In support of the program, Mercy is investing in new patient handling equipment, such as patient lifts and slip sheets. This equipment is partially funded by a \$10,000 matching grant from the Minnesota Department of Labor and Industry and a \$16,000 grant from The Mercy Foundation. The Department of Labor and Industry's Safety Grant Program is administered by Minnesota OSHA Workplace Safety Consultation and awards matching funds up to \$10,000 to qualifying employers for projects designed to reduce the risk of injury and illness to their workers. (More information about the program is available online at www.dli.mn.gov/Wsc/Grants.asp.)

"After careful study, one of our committee's biggest recommendations was to add lifts throughout the hospital, instead of centralizing the equipment in one department," Kristin said. "By increasing availability to this equipment for all patient-care staff, we hope to improve staff compliance and decrease risk of injury for both patients and employees."

The committee invited staff to evaluate a variety



Mercy staff receive training on the types of new safe patient handling equipment that will be introduced in multiple departments throughout the hospital.



of patient handling equipment before making final recommendations. Patient-care staff members recently received training on the types of equipment that will be introduced into multiple departments throughout the hospital.

"Mercy is committed to patient and employee safety," Kristin said. "Safe patient handling is an ongoing program. We will continue to evaluate our procedures and equipment as well as seek employee feedback on future needs."



THE MERCY FOUNDATION

Mercy Foundation Puts Out the WELCOME MAT(CH)

The Mercy Foundation's Board of Directors recently announced it is building upon the early success of its Well Within Reach building fund campaign by launching a \$50,000 challenge grant in the community.

Named THE WELCOME MAT(CH), the goal of this challenge is not just to raise funds for the building project, but to broaden The Foundation's base of community support by bringing new donors into its fold. Executive Director Cindy Carlson explained, "We are truly putting out our welcome mat: inviting those who have never supported The Mercy Foundation to do so now, and matching their gifts dollar for dollar, until our \$50,000 in funds are happily claimed.

"But it's also a 'welcome back' match," Carlson continued. "Donors who supported us at one time but from whom we have not heard since October 1, 2011 will also be welcomed back at the same dollar for dollar match."

The Mercy Foundation WELCOME MAT(CH)

continues through April 30, 2014. There are no geographic limits to the challenge match, and it can apply to individuals, donor groups or businesses. In order to keep the challenge funds available for new community donors, Mercy employees and Gateway Family Health staff are exempt from the match. All gifts are tax deductible. "And," Carlson reminds us, "all monies raised from this community STAY in this community, where it can be used for the better health of all."

The Mercy Foundation encourages you to consider making a gift, earn matching funds and spreading the word to bring new friends to our cause.

Direct questions to Carlson at **218.485.5586** or via e-mail: ccarlson@mercymooselake.org.

YOU ARE MOST WELCOME!

Heart to Heart

The Mercy Foundation recently responded to a request from the Willow River Schools to help fund the purchase of two new Automated External Defibrillators (AEDs) for use at the school's playing fields with a grant of \$500.

"The Foundation gives a \$1,000 scholarship to Willow River, Cromwell, Barnum and Moose Lake schools each year," stated Executive Director Cindy Carlson. "Because of this, we generally do not give financial support for extracurricular activities. But this request was different; it is directly



Willow River School Nurse Eileen Quittem welcomes the \$500 grant from The Mercy Foundation's Cindy Carlson.

related to student and community health and safety. The medical personnel that serve on the Foundation's board consider AEDs a real asset to the area, and coaches know the importance of having this potential life-saving equipment available as well. Moreover, this equipment is compatible with the equipment in Mercy's ambulances and Emergency Department."

Community CPR courses that include teaching the safe operation of AEDs are offered periodically at Mercy Hospital. If you are interested in brushing up on your CPR skills, contact Mercy Hospital at **218.485.5572**.

Tributes & Memorials

The Mercy Foundation receives gifts from those who wish to honor the memory of their friends and family as well as those who wish to pay tribute to others or to celebrate happy occasions, great or small. Following is a list of tributes and memorials received by The Mercy Foundation from October 22, 2013 through February 12, 2014.

TRIBUTES

In honor of Maury & Betty Coughlin
Mr. & Mrs. Dale Peterson

For The Mary Bothwell Memorial Library in honor of Jennifer Schatz, RN

Mr. Mel Nefstead

MEMORIALS

For Mercy Home Care in memory of Ken Rice

Mr. & Mrs. Rob Erickson
Mrs. Kenneth Rice
Dr. & Mrs. Frank Skalko

For the Well Within Reach Campaign

From the Estate of Lois Greene

In memory of Dale Gregory Anderson

Mr. Carl Anderson

In memory of Marlene Anderson
Mercy Hospital

In memory of Dawn Bengtson
Mercy Hospital

In memory of Lester Deusler
Mercy Hospital

In memory of Florian Gresczyk
Mrs. Arlene Gresczyk

In memory of Richard Hambly
Mercy Hospital

In memory of Clayton Hartman
Mr. & Mrs. Dennis Arnold
Mr. & Mrs. Doug Skelton

In memory of Mike Hayes
Mr. & Mrs. Maurice Coughlin

In memory of Ebba Hellerstedt
Mr. & Mrs. Dennis Arnold
Mr. & Mrs. Maurice Coughlin
Mercy Hospital

In memory of Dick Huhta
Mr. & Mrs. Dennis Arnold

In memory of Bernard (Bernie) Katchmark
Mr. & Mrs. Maurice Coughlin

In memory of Milton Kiminski
Mrs. Maxine Kiminski

In honor of Marian Kuban
Mr. & Mrs. Maurice Coughlin

In memory of Laverne Latouneau
Mercy Hospital

In memory of Rolph Lattu
Mrs. Joyce Lattu

In memory of Harold Nelson
Ms. Carol A. Agurkis

In memory of Mildred Paulson
Mercy Hospital

In memory of Richard Puhl
Mercy Hospital

In memory of Alfredo Rangel
Mercy Hospital

In memory of Sophia Schmidt
Mercy Hospital

In memory of Dr. Robert Schultz

Mr. David Benidt
Mr. Raymond Book
Mr. Robert Book
Ms. Ruth H. Busta
Mr. & Mrs. Kevin Smith
Dr. & Mrs. James E. Stevenson
Mr. & Mrs. Joel Stone

In memory of Emma Silampa
Ms. Carol A. Agurkis
Mr. & Mrs. Dennis Arnold
Mercy Hospital

In memory of Brian Storck
Mr. & Mrs. John Mandernach

In memory of Wayne (Dutch) Thornton
Mrs. Gail Thornton
Mercy Hospital

In memory of Jordan Lee Tucker
Mr. Jeffrey L. Tucker

In memory of Elnor Waseen
Mercy Hospital

In memory of Samuel Westphall
Mercy Hospital

In memory of Thomas Wickstrom
Mercy Hospital

NAME _____ PHONE _____

DELIVERY ADDRESS: _____

E-MAIL ADDRESS: _____

I WISH TO MAKE THE FOLLOWING:

- GIFT
- PLEDGE
- I'D LIKE TO DISCUSS PAYMENT OPTIONS, please call me.

I'D LIKE MY GIFT TO BE LISTED AS

- ANNUAL CAMPAIGN _____
- WELL WITHIN REACH BUILDING FUND _____
- MEMORIAL _____
- TRIBUTE _____



THE MERCY FOUNDATION

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Smooth Transitions

By Leslie Bakhtiari, RN, Admissions/Discharge Planner

Several years ago, I worked for Augustana Care in Minneapolis. In 2008, my husband and I decided to move to the Moose Lake area to enjoy a smaller community and a great place to raise our family.

Since then, we have become involved at Moose Lake Schools and at Hope Lutheran Church. When I heard that Augustana Care was coming to

Moose Lake, I knew that I once again wanted to work for this great organization and with the seniors needing the services provided by Augustana Care. At first, I was hired as a nurse manager. This past year, I became the Admissions /Discharge Coordinator. This has been an exciting new position for me and it's one that matches my gifts and interests.

These days after a hospitalization, people often need to move to a less expensive care setting, for example a transitional care center. Last year, our transitional care unit helped nearly 150. It's not uncommon for transitional care patients to have a complicated treatment plan, experience changes in their condition, and need several different types of rehab or other therapies. Once rehabilitation is completed, the transition to home can also require services like skilled nursing care, home health aides, rehab therapists, medical equipment, meals, follow-up appointments and transportation. Finally, in the mix, is the question of who will pay for what. Medicare, private or secondary insurance, and the individual all have certain responsibilities. As an admissions and discharge

coordinator, I work with our nurses and others to coordinate all the necessary services/equipment required for a smooth transition to home.

Over the past few years, Augustana Mercy Health Care Center has worked with hundreds of people coming from Mercy Hospital to our very successful transitional care unit. We also work with the Duluth hospitals and pay for transportation costs to Augustana Mercy which is close to home, family, and friends for Moose Lake area residents .

Here are a couple of tips to rehab close to home. First, let us know your plan. Then if you go to a Duluth hospital, you need to tell them you want to return to Augustana Mercy in Moose Lake. When you do, we will be ready to provide a ride, a beautiful room, a ready team of dedicated therapy staff, and an excellent nursing team. Together we work hard to help every person return home. Most patients return home in one or two weeks.

In addition to getting people home, minimizing re-hospitalization is also an important quality indicator. Augustana Mercy's nursing staff works carefully and with other care providers to reduce this likelihood. In 2013, our transitional care unit had a re-hospitalization rate well below the state average.

It's good to know that we at Augustana Mercy help patients go home and through what may seem like the health care maze. For me, it's really interesting and challenging, but most all it's rewarding to see people back in their homes, back in the community and back at church again.

News Notes

MERCY UNVEILS NEW AMBULANCE

Mercy Hospital recently added a new, state-of-the-art ambulance to its Emergency Medical Services (EMS) department.

One of the hospital's two ambulances, the custom-made ambulance replaces a 2004 vehicle which Mercy donated to the Carlton County Sheriff's Department for use by the SWAT team.

Mercy's new ambulance features state-of-the-art technology, including touch screen controls.

Mercy's EMS department provides 24-hour/seven-days-a-week emergency service to northern Pine and southern Carlton Counties, answering 800 ambulance calls each year. Mercy ambulances are staffed by Medical Technicians (EMTs) and Paramedics.

CONSTRUCTION UPDATE

Construction on Mercy's expansion and renovation project continues, although winter weather has impacted the project schedule. There are opportunities to make up some of the lost time, however, and completion of the new addition is still slated for late this year.



Project milestones to date include:

- Concrete is 100% on main floor.
- Second story roof is at 90%.
- Patient floor wall framing is at 90% with electrical and plumbing rough in occurring. Ventilation ductwork is in process. Sheetrock install has started.
- Main roof top air handlers are scheduled to be installed by crane in early March.
- West and south stairwells are complete for access to roof and patient floor.

Go to our website at www.mercyooselake.org for more information about our project. Follow the link to the blog and live web cam for construction updates.

Stroke is an Emergency

Act FAST & CALL 911 IMMEDIATELY

Face

Ask the person to smile.

Does one side of the face droop?

Arms

Ask the person to raise both arms.

Does one arm drift downward?

Speech

Ask the person to repeat a simple phrase.

Is speech slurred or strange?

Time

If you observe any of these signs,
call 911 immediately.

EVENING DIGITAL MAMMOGRAPHY

To make it easier for women to schedule this important screening procedure, Mercy offers evening digital mammography appointments. Evening appointments are available on the following dates:

- **March 11 & 26**

To schedule an appointment, call **218.485.5578**.

FREE INJURY OR BALANCE SCREENING

Is a nagging strain or pain bothering you? Are you concerned about your balance and falling? Mercy Physical Therapists can help you answer these questions with a FREE Injury or Balance Screen available by appointment at Mercy Hospital Physical Therapy.

Please call **218.485.5597** to schedule your appointment.

Caring for Your Community, One Person at a time

Urgent Care

Monday-Friday: 5 p.m. to 9 p.m.
Saturday-Sunday: 9 a.m. to 3 p.m.

Birthing Classes

■ April 12; 9 a.m. to 2 p.m.
■ May 6 & 8; 6:30 p.m. to 9 p.m.
■ June 21; 9 a.m. to 2 p.m.
Call **218.485.5572** to register

Caring for Your Newborn

■ March 18; 6:30 to 8:30 p.m.
Call **218.485.5572** to register

Breastfeeding Education Class

■ May 14; 6:30 to 8 p.m.
Call **218.485.5572** to register

Diabetes Education Program

Moose Lake (Mercy):

■ March 11 & 25; May 13; August 5; 2 to 5 p.m.
■ April 8 & 22; July 8; October 14; 2 to 5 p.m.
■ May 6 & 20; July 8; October 14; 2 to 5 p.m.
Call **218.485.5836** to enroll.

Hinckley (Gateway Clinic):

Call **218.485.5836** to set up individualized sessions.

Diabetes Wellness Group

Meets the second Monday of every month; 2:30 p.m.;
Conference Room, Mercy Wellness Center.

■ March 10 - Traveling with Diabetes
■ April 14 - Snacking Tips and Tricks
■ May 12 - Moving Towards a Healthier You

Grief Support

Pre-registration is required: Call 218.485.5508.

■ **Grief Support Group:** Meets the fourth Thursday
of every month; 10-11:30 a.m. or 7-8:30 p.m.

■ **Child Loss Grief Support Group:** Meets the
first Thursday of each month; 7-8:30 p.m.

Community First Aid/CPR

■ May 8; 6 to 10 p.m.
Call **218.485.5572** to register. Cost: \$50.

CPR for Health Care Providers

■ March 20; 6 to 10 p.m.
Call **218.485.5572** to register. Cost: \$50.

Cancer Support Group

For those with any type of cancer and their caregivers; meets
the second Tuesday of every month; 6:30 p.m.; Community
Room 1. Call **218.485.5599**.

Cardiac Rehabilitation - Phase II

This monitored outpatient program for heart patients is
offered on a continuous basis. Call **218.485.5696**.

Pulmonary Rehabilitation Program

An eight-week program of exercise, education, breathing
retraining and nutritional counseling. Call **218.485.5677**.

LUNGS R US - A Better Breathers Club

Meets third Wednesday of month; 2 p.m. Call **218.485.5677**.

Exercise Classes at the Mercy Wellness Center

Check our website for class descriptions and schedules. To
register for an exercise class, call **218.485.5557**.

Alzheimer's Group for Family Caregivers

Meets third Thursday of month; 10 a.m.; Hope Lutheran Church.
Sponsored by Carlton County Public Health.

Call **218.485.4481** for more information.

www.mercymooselake.org 