



# Intelligent Medicine

*Working together for a healthy tomorrow.*

## GOING BEYOND GOOD TO EXCEL AT PATIENT SERVICE



*Within the past year, Golden Valley Memorial Hospital (GVMH) has vigorously renewed its commitment to patient service. "It's not enough to be good; we want to be excellent," says Craig Thompson, assistant administrator/professional services.*

### NEW MEDICAL OFFICE BUILDING NEARING COMPLETION

Golden Valley Memorial Hospital is excited to announce that the new medical office building will be completed in December. Recent construction projects included completion of the building interior and expanding the parking lot to provide more space for patients, visitors and staff.

Construction began in November 2005 after a location was chosen adjacent to Golden Valley Memorial Hospital. The new GVMH Medical Building replaces the Wetzel Clinic building.

### ABUNDANCE OF SERVICES IN ONE LOCATION

The new medical office building has three floors. The building houses physician and staff

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All around the hospital, patients can see this commitment. In particular, they may encounter hospital leaders doing "service excellence rounds." Twice a week, hospital leaders walk the floors, meet with patients and ask them about their experience at GVMH as a way to identify areas of satisfaction and areas that need work.

### FOCUSING ON THE PATIENT

The emergency department (ED) has experienced a dramatic improvement in patient service over the past few years. In fact, at the end of second quarter 2006, the department ranked in the top 2% of all EDs nationally for patient satisfaction, according to Press Ganey survey results. "This is a remarkable turnaround for us," Thompson comments. "Our emergency department had been in the bottom half in the past. We credit the staff for its focus on service and follow-up on patient concerns."

In addition, GVMH has a service excellence team made up of volunteers and staff who search for ways to provide even better patient satisfaction. They look for opportunities to educate staff and provide them with resources to improve service. For example, during new employee orientation, trainers give staff our Press Ganey patient satisfaction results as a benchmark for a level of service they are expected to reach.

"One unique tool each staff member has is the opportunity to spend \$25 on every patient. They may order a pizza for a patient who mentioned



having a craving for it or send flowers to someone who is feeling blue," Thompson says.

### ALWAYS MOVING FORWARD

Overall, the hospital performs highly in the patient satisfaction surveys, but that doesn't stop us from striving to improve. For instance, the outpatient services pain management numbers had been hovering at the same level for a while. Although that may be fine for some hospitals, GVMH took it as a sign to restructure processes to provide even better pain management.

"At GVMH, the bottom line is that we care about patients. It's one thing to provide great health care, but it's another to provide it with excellent service," Thompson says. "We try to make our patients' experiences as pleasant as possible. We find that they heal faster when they know we care about them."

## PAIN MANAGEMENT CLINIC PROVIDES RELIEF LOCALLY



*For the many Clinton-area residents who suffer from acute or chronic pain, finding relief is now more convenient, thanks to extended hours at the Golden Valley Memorial Hospital pain management clinic. This fall, the clinic will be open three days a week – Monday, Wednesday and Friday – in the outpatient surgery department.*

### MAKING LIFE GOOD AGAIN

“Chronic pain affects quality of life for a lot of people,” says Mark Mattes, assistant administrator/patient care services at GVMH. “The goal of the outpatient pain management clinic is to reduce patients’ pain levels so they can improve their day-to-day function and start living again.”

The clinic treats patients with a variety of painful conditions, including low back pain, disk disease, nerve pain, severe muscle spasms, cervical disk disease and other chronic pain. “The vast majority of what I see is pain related to spinal pathology, like herniated disks, lumbar spinal stenosis or degenerative disease, but it doesn’t have to be back pain,” explains Keith A. Roller, MD, one of two anesthesiologists who staffs the pain management clinic.

“The clinic can really help anyone who is having pain,” Mattes says. “If people have tried other modes of therapy without relief, they can ask their doctors about getting a referral to the clinic to be evaluated by a physician who specializes in pain management. And they can do it here locally; they don’t have to drive to the city.”

### WHAT TO EXPECT

Visitors to the clinic are first evaluated by Dr. Roller or William E. Carlile, MD. Then the doctor and patient work together to form an individualized plan of action. Doctors may suggest physical



*To learn more about the Pain Management Clinic at GVMH, please call 660-890-7162.*

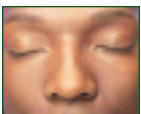
therapy, interventional pain management – which may include epidural steroid injections, trigger point injections or peripheral nerve blocks – or simply education. Learning more about lifestyle changes, such as losing weight, stopping smoking and consuming less caffeine, can sometimes help patients alleviate or eliminate their pain.

### TAKING BACK CONTROL

Pain doesn’t have to control your life. Talk to your doctor about whether the GVMH pain management clinic may be able to help you take back control of your life and focus on the things that truly matter to you.

### GVMH Sleep Lab

## HELPING THE CLINTON AREA SLEEP BETTER



You probably know what it feels like when you don’t get a good night’s sleep. You may be irritable, unable to concentrate and low on energy. But if obstructive sleep apnea or another sleep problem keeps you from getting sufficient sleep night after night, the consequences become more dire.

*For more information about GVMH’s Sleep Lab, please call the Respiratory Care Department at 660-890-7194.*

“Obstructive sleep apnea strains every system in your body,” explains Jim Witteman, director of respiratory care at Golden Valley Memorial Hospital. “It can lead to a host of other health problems, including high blood pressure and heart disease.”

The problem is growing. “With the aging of the population and the increase in obesity, obstructive sleep apnea is showing up a lot more than it used to,” Witteman states. In response to the mounting need, GVMH’s sleep lab has expanded to two beds.

### SLEEP CLOSE TO HOME

Having a sleep lab available here saves community members from having to drive an hour-and-a-half to two hours to Kansas City, Springfield or Columbia. Witteman explains the procedure: “A certified technician attaches electrodes so we can monitor air flow; brain wave activity; cardiac rate; and chest, leg and eye movement while the patient sleeps.”

A pulmonologist in Kansas City who is a board-certified sleep physician reads the study results and sends back a report. From there, a

## EXPANDING REHABILITATION SERVICES TO WINDSOR



*Golden Valley Memorial Hospital continues to expand its rehabilitation services for the community. On the heels of the recent opening of the aquatic therapy pool at Clinton's indoor aquatic center, physical therapy services are now available at the Windsor Rehab and Wellness Center.*

"We recognized the need for these services in the community, and they have been extremely popular so far," says Craig Thompson, assistant administrator/professional services at GVMH. Physical and occupational therapy can help patients who are suffering from chronic and acute pain, orthopedic problems, neurological conditions, injuries and more.

"The biggest benefit is that we've increased the community's access to health care. These services are now more accessible and convenient than ever before. Our three-day schedule is more conducive to rehabilitation, and makes it easier for patients to make appointments," Thompson says. "It's also right in town, so patients don't have to drive far."

Kevin McWilliams, a board-certified physical therapist and orthopedic clinical specialist, along with Andi Schmidt, physical therapist assistant, staff the clinic. "The center has all of the equipment necessary for rehabilitation, including treadmills, stationary bikes, cardio equipment, parallel bars, cable weight machines and more. Plans also are underway to offer occupational and speech therapy in the future.

Physical therapy sessions are available at the Windsor Rehab and Wellness Center Monday, Wednesday and Friday from 8 a.m. to 5 p.m.

*For more information or to schedule an appointment, please call the Windsor Rehab and Wellness Center at 660-647-4000, or Golden Valley Memorial Hospital Rehab Department at 660-890-7190.*



treatment plan is worked out. "A device that provides continuous positive airway pressure (CPAP) is the most common remedy," Witteman says, but other options may include dental appliances, surgical reconstruction of the tissue that's blocking the airway, medications or a weight loss regimen.



## NEW MEDICAL OFFICE BUILDING NEARING COMPLETION

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offices, a pharmacy and an optical center. According to Kyle Adkins, physician clinics' administrator, the doctors who will work in the new building represent a variety of specialties, from family practice and internal medicine to orthopedic surgery and ophthalmology. "We hope to add several new physician specialties to our services within a year," he says.

### ROOM TO EXPAND

"There's plenty of space for growth within the new structure," Adkins says, "including room to add another 10 providers." The top floor of the building is currently shelled-in to accommodate future expansion.



The official move-in is set for December. An open house for the new building is tentatively scheduled for Jan. 18, 2007. Watch for more information!

*Air Ambulance*

## FOUNDATION FUNDS LIFEFLIGHT EAGLE BASE IN CLINTON



*In an emergency, time is of the essence. And that's where LifeFlight Eagle comes in. The helicopter emergency service provides speedy care for highway accident victims, rural residents experiencing heart attacks or strokes and hospital patients who need transport to a specialty care center.*



*For more information about or to donate to the LifeFlight Eagle capital giving campaign or the GVMH Foundation, please call Karen Bullock at 660-890-7108.*

The Golden Valley Memorial Hospital Foundation is pleased to announce that it is funding the establishment of a LifeFlight Eagle base right here in Clinton. This means helicopters will arrive even more quickly at local emergencies. Currently, the closest base is in Harrisonville.

The Foundation will help raise funds to build a helicopter hangar and staff offices across from the current helipad on the GVMH campus. "Our goal is to raise \$750,000 for the project," Karen Bullock, Foundation director, says. "GVMH and the emergency department are excited about having an air ambulance based locally. And the Foundation wants to help the hospital expand its services to the community. LifeFlight Eagle is so valuable to our residents, and to be able to provide medical care even faster to emergency patients is wonderful."

Since 1997, LifeFlight Eagle has transported more than 1,700 patients from GVMH. The emergency helicopter program includes high-tech equipment for giving in-flight care to stroke, cardiac, obstetric and other critically ill or injured patients. And the use of an air ambulance can mean the difference between life and death.

Since September, a steering committee has been meeting with the community and putting together a formalized capital giving campaign.

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