

From the CEO:

This month's POE service sessions really hit home with a simple but powerful reminder: our service matters. Every hello, every kind word, every extra moment you spend with a patient—it all adds up. It's not just about checking boxes; it's about creating an environment where people feel seen, supported and safe. Let's keep leaning into that—because what you do every day truly makes a difference.



Sincerely,
Rob Colerick, Chief Executive Officer

April Events

- 1- Storm Lake Community Blood Drive- LifeServe Blood Center, 12:30-5:30 p.m.
St. Mark Lutheran Church
- 2- Watch Me Grow, 10 a.m.-7 p.m. **BVRMC First Embrace Obstetrics**
- 3- Young at Heart, "Alcohol Awareness Month", Speaker: Plains Area Mental Health Center 10 a.m. **Facebook**
- 16- Welcome to Medicare, 5:30-7:30 p.m. **BVRMC Kallmer Education Center**
- 18- Storm Lake Community Blood Drive- LifeServe Blood Center, 9 a.m.-1 p.m.
United Methodist Church
- 23- Childbirth Class, 6-8 p.m. **BVRMC Kallmer Education Center**

Birthday Lunch with the CEO!

If it is your birth month, look for an email invitation
for Lunch with the CEO with the time and date.



If you have anything to submit for future Online newsletters make sure to submit **no later than the 22nd of each month.** — The Marketing Team



BVRMC

Employee Banquet



Thank YOU, BVRMC employees for all you do for our community.
Thank you to everyone who attended the BVRMC Employee Banquet and made it a fun night!

GOLDEN TICKET APRIL 2025 WINNERS

Turn your excellence into sweet rewards!

Honored V.I.P. Employees

Parking Spot — Amy Jo Galles; While I was busy getting the cheese and meat platter ready for a catering, Amy tore down breakfast, restocked the breakfast cart, and cut the lunch meat for the platters. My Sunday morning was less hectic with Amy's help. Thank you for your help. A great example of team work. Recognized by: Heidi Sippel

Bistro Card — Lona Stille; Thank you for all of your help and encouragement today as I tackle new insurance experiences! I appreciate all of your help more than you will ever know! Recognized by: Trudy Schroeder

Two Movie Tickets — Lynn Overmohle; Great job getting immediate assistance to main entrance for a mom who had delivered in her car on arrival! Recognized by: Jen Magnussen

A total of 101 V.I.P.s were honored.

Employees that recognized V.I.P.

Grocery Card — Quin Kelly; Thanks, Dave, for providing new keys to two departments for the Biohaz room. Your help was greatly appreciated. Recognizing: Dave Musselman

Bistro Card — Malinda Foster; Thank you, Sam, for taking the time to run a disc over to the clinic when it was so busy. Appreciate you doing that. Recognizing: Sam Maymon

Movie Ticket — Raquel Morales; Melanie helped scan all my oncology letters while I was out sick. Thank you for helping me out! Recognizing: Melanie Fetrow

All employees honored as/recognized as V.I.P. were randomly chosen for gifts listed above.

BVRMC Recognizes April Observances



Week-Long Observances

- 7-13: National Public Health Week
- 7-11: National Cancer Registrars Week
- 11-17: Black Maternal Health Week
- 20-26: Pediatric Sepsis Week
- 20-26: National Infertility Awareness Week
- 20-26: Neurodiagnostic Week
- 21-25: Medical Laboratory Professionals Week
- 21-25: Health Information Professionals Week
- 21-28: National Infant Immunization Week
- 28-5.2: Patient Experience Week

Month-Long Observances

- Rosacea Awareness Month
- Autism Acceptance Month
- National Child Abuse Prevention Month
- Testicular Cancer Awareness Month
- National Limb Loss and Limb Difference Awareness Month
- Sexual Assault Awareness Month
- National Facial Protection Month
- Healthcare Thought Leadership and Innovation Month
- Foot Health Awareness Month
- National Humor Month
- Women's Eye Health and Safety Month
- Occupational Therapy Month
- Counseling Awareness Month
- National Minority Health Month
- Sexually Transmitted Infections Awareness Month
- Head & Neck Cancer Awareness Month
- March for Babies
- Alcohol Awareness Month
- Parkinson's Awareness Month
- World Autism Awareness & Acceptance Month
- Workplace Violence Prevention Awareness Month
- National Donate Life Month
- Defeat Diabetes Month
- Sports Eye Safety Month

Recognition Days

- 3: National Alcohol Screening Day
- 4: International Infection Preventionist Day
- 7: World Health Day
- 10: National Youth HIV & AIDS Awareness Day
- 16: Transplant Nurses Day
- 16: National Healthcare Decisions Day
- 17: World Hemophilia Day
- 26: DEA National Drug Take Back Day

The Cares for Kids Committee is now taking requests for items that would help children while at BVRMC.

You may submit more than one request. Funding will be based on the amount of applications and money available in the Cares for Kids account.

Email Katie Schwint for form, and return form to Katie by **Friday, May 2.**



Thank you for supporting Cares for Kids and helping us make BVRMC the best place for care!

BVRMC

Young
at
Heart



Buena Vista
REGIONAL MEDICAL CENTER

March Quarterly Session

BVRMC's Young at Heart program held an in-person session, "Designing a WellFit Program For You," with Amanda Caboth, BVRMC WellFit Coordinator, and Russ Chrischilles, Physical Therapy Assistant.

Caboth and Chrischilles talked about the importance of maintaining a healthy lifestyle and the different options BVRMC provides such as physical therapy, the WellFit program and the Fitness & Health Center. Attendees were also led through a short workout session.



Happy retirement to Kristi Bihrer!

BVRMC honored Kristi Bihrer's 30 years of service at a retirement celebration in March.

Bihrer, a registered nurse since 1984, has been an integral part of the Cardiac Rehab department since joining BVRMC in 1994. Throughout her career, she has provided compassionate care and support to countless patients on their road to recovery, demonstrating an unwavering commitment to improving the health of our community.



BVRMC Represented at IHA Governance Forum

Megan Beck and Jeanette Todd recently represented BVRMC as panelists at the Iowa Hospital Association's (IHA) Governance Forum. They did an outstanding job discussing best practices for driving improvement in key areas such as:

- Prevention of unnecessary C-sections.
- Prevention of readmissions.
- Follow-up visits after inpatient behavioral health admissions.



These focus areas are part of the new Medicaid Direct Payment Program aimed at enhancing quality outcomes.

A special thank you to Megan and Jeanette for stepping in and doing such a great job representing BVRMC at this important conference. Your commitment and expertise are truly appreciated!



IPQCC Simulation Team sessions at BVRMC

The IPQCC Simulation Team for OB emergencies recently conducted educational sessions at BVRMC, focused on Maternal Sepsis and Newborn HIE (the main diagnosis that can cause Cerebral Palsy birth injury).



BVRMC Celebrates Medical Laboratory Professionals Week

We appreciate our clinical laboratory personnel for your teamwork to improve the health of the people and the communities we serve.

Nicolle Botcher, Olivia Grote, Lucy Gunkelman, Kalley Henkenius, Shanda Huebner, Anne lehl, Keagan King, Erinn Meyer, Carl Napp, Julia Phathaem, Judy Rosenthal, Greta Todd, Stephanie Vohs, Kelsey West, Julie Wood



WOC Nurse Week April 13-19, 2025

WOC Nursing provides the specialized care that patients suffering from wound, ostomy and continence issues need.



Joni Boese
BSN, RN,
CWON



Deb Hinkeldey
BSN, RN



Nicole Hinkeldey
BSN, RN, CWON



Brandi Kliegl
RN



**Patient Access plays a critical role in our hospital.
Thank you for all you do!**



A Colonoscopy Could Save Your Life—Here's Why You Shouldn't Wait



If you knew you could prevent cancer, would you? During Colorectal Cancer Awareness Month in March, Dr. John Armstrong, a general surgeon at Buena Vista Regional Medical Center, explains the importance of regular screenings for colon cancer.

“Colon cancer is common, but the good news is that it’s one of the cancers we can screen for,” Dr. Armstrong says.

Despite the availability of screening, one in three people in the U.S. who should be screened for colon cancer have never been screened, according to the American Cancer Society.

This is concerning as colorectal cancer is the second leading cause of cancer-related deaths in both men and women in the United States. **In fact, one in 24 people will be diagnosed with colorectal cancer in their lifetime.**

Thankfully, colorectal cancer screenings can prevent cancer through early detection and the removal of precancerous growths. Colonoscopies are the most common colorectal cancer screening test and can help reduce colorectal cancer cases by 40% and deaths by 60%.

“Colonoscopies may be the greatest tool we have,” Dr. Armstrong states. “Not only for diagnosing colon cancer but also for detecting other issues involving the intestines and the digestive tract.”

Read the full story at <https://www.bvrmc.org/category/news/>

COLORECTAL CANCER LUNCH & LEARN



BVRMC recently hosted a Colorectal Cancer Lunch & Learn in March, where Dr. John Armstrong, BVRMC General Surgeon, educated attendees on the importance of screening, prevention and early detection. The event, held in the Kallmer Education Center, featured a complimentary light lunch provided by United Community Health Center.

DRESS IN BLUE & Jeans Day For Colon Cancer Awareness



**\$100
Raised!**

INTERNATIONAL WOMEN'S DAY CELEBRATION

BVRMC helped host an International Women's Day celebration in March. This is the third year of this event and is organized by BVRMC's Pohnpeian Interpreter, Selynna Butler. A health fair was held to

help educate on issues like diabetic education, pre-natal care and more. Speeches and dances were held to celebrate women.



BVRMC Thanks Donors at Life Saver Reception

The Buena Vista Regional Healthcare Foundation held a Life Saver Reception in March to thank donors and demonstrate life-saving equipment purchased through the Foundation's annual Life Saver Campaign.

Donors helped purchase new equipment for Buena Vista Regional Medical Center's Emergency Services Department. This included 18 Automated External Defibrillators (AEDs), two AED trainers and a LUCAS Chest Compression System.

These life-saving tools will enhance emergency cardiac response throughout the hospital, ambulances and surrounding communities. Efforts of this campaign also support community education programs, ensuring more people are equipped with the knowledge to provide life-saving aid.



FREE SEMINAR

Welcome to Medicare

A free seminar offered by the State of Iowa's Senior Health Insurance Information Program (SHIIP) and Buena Vista Regional Medical Center

"Welcome to Medicare" will cover:

- » Medicare Parts A & B benefits
- » Prescription Drug Benefits (Part D)
- » Medicare Advantage Plans
- » Medicare Supplement Insurance
- » Identify Medicare Fraud, Errors and Abuse

Wednesday
April 16, 2025
5:30 - 7:30 pm

Location
Buena Vista Regional
Medical Center
1525 W 5th St
Storm Lake, IA 50588

REGISTRATION IS REQUIRED
By April 8, 2025

Call (712) 213-8683

Seminar will be held in the
Kallmer Education Center

Enter through Main Entrance.

A light dinner will be provided.



www.shiip.iowa.gov



1-800-351-4664

Free. Confidential. Objective.

SHIIP / SMP is a service of the State of Iowa. It does not sell or promote any insurance companies, policies or agents.



This project was supported, in part by grant numbers 90SAPG0044-03-00 and 90MPPG0046-02-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201

Alta Elementary Donates to BVRMC Cares for Kids From Penny Challenge

Students at Alta Elementary School recently raised \$1,184 for BVRMC's Cares for Kids fund from their annual school-wide Penny Challenge. Money received will help provide comfort to children at BVRMC.

The winning class, Mrs. Friedrich's 2nd grade class, pictured with BVRMC Diabetic Educator, Darcy Girres, earned a pizza party sponsored by BVRMC.



**SAVE
THE DATE**

**WEDNESDAY,
JUNE 11, 2025**

**BVRMC FUNDRAISING
GOLF EVENT**

Register at www.bvrmc.org

QUESTIONS?
CONTACT KATIE SCHWINT, EXECUTIVE DIRECTOR OF COMMUNITY DEVELOPMENT
712.213.8601 OR SCHWINT.KATIE@BVRMC.ORG

04 April 2025

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



EFR EMPLOYEE & FAMILY RESOURCES



Buena Vista
REGIONAL MEDICAL CENTER

Namaste All the Way

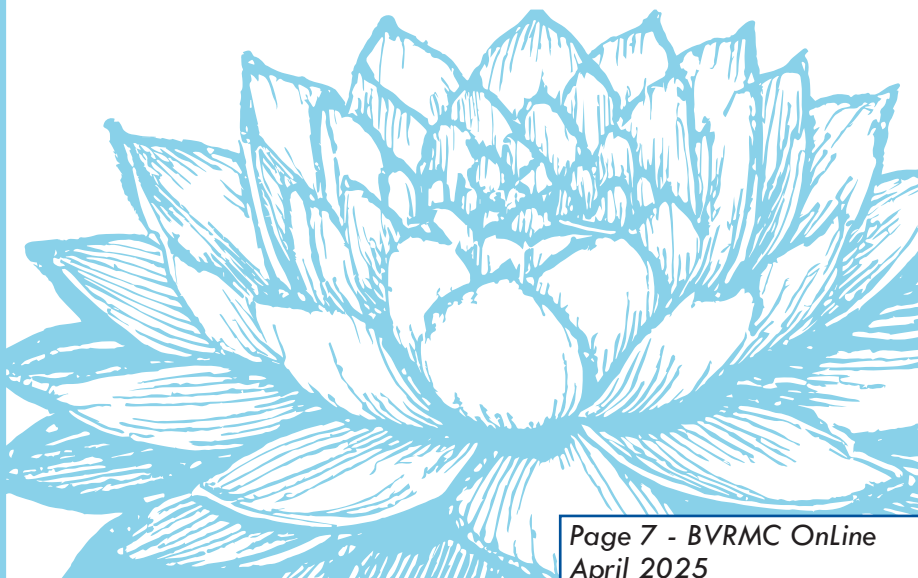
Yoga is a great way to relax, reduce stress, and connect with yourself. The great news is that you don't need anything fancy to begin a yoga practice. If you have your body and breath, you have all you need to get down, dog! Here are three ways to explore this ancient practice:

- ☐ Focus on your breath in the morning, before you start your day. This can be as little as one minute of intentional breathwork!
- ☐ Attend a yoga class in your community! Explore options in fitness centers, yoga studios, or even your local parks and rec department!
- ☐ Practice yoga in the comfort of your home by finding an instructor on YouTube!

**Scan here to find an
online yoga practice!**



**BVRMC is committed to
your overall wellbeing!**



News from Volunteer Services

APRIL DRINK SPECIALS

CADBURY EGSPRESSO LATTE

Chocolate sauce, almond syrup,
toasted marshmallow syrup, espresso,
milk & whipped topping

PEEP LATTE

Toasted marshmallow syrup, vanilla syrup,
strawberry syrup, espresso, milk & whipped topping

SPRING FEVER LATTE (HOT OR COLD)

White chocolate sauce, lavender syrup, honey,
espresso, milk & whipped topping

SPRING IN YOUR STEP COLD BREW

Raspberry syrup, vanilla syrup,
cold brew, ice & cold foam

I FALL TO PEACHES TEA

Peach syrup, iced tea & ice

Café Latte

BVRMC

Young
at
Heart

April
Young at Heart



ALCOHOL AWARENESS

with Plains Area Mental Health Center

Thursday, April 3
10:00 a.m.
Facebook



See what's new in the Gift Shop!



**Thank you to all of our
dedicated volunteers who
help us every day!**

Are you interested or know someone
interested in becoming a volunteer?
Contact Lisa Alesch at 712.213.8619.

THANK YOU VOLUNTEERS

April 20 - 26

NATIONAL VOLUNTEER WEEK

MY ACCOUNT

Your IPERS retirement toolkit

GET TO KNOW MY ACCOUNT



Recently, IPERS changed members to digital delivery for most documents.

You can now access your 2024 Annual Benefits Statement in My Account, your IPERS retirement toolkit. You will receive notification by email when your statement is available. IPERS will not provide your statement by mail unless you have selected this method as your delivery preference.

In My Account, your IPERS retirement toolkit, you can:

- Access documents and correspondence from IPERS.
- Run benefit estimates.
- Schedule an appointment with retirement benefits officers.
- See a history of all your IPERS contributions.

You can also use My Account to manage how you receive information from IPERS. To learn more, visit www.ipers.org/digitaldelivery.

New Director of Pharmacy

We are excited to announce that Mallory Eilts-Bright has accepted the position of Director of Pharmacy at BVRMC!



Mallory earned her degree from South Dakota State University and brings 15 years of retail pharmacy experience from Wal-Mart. She lives in Sioux Rapids with her husband and children and began her new role in March.

As we welcome Mallory, we also want to recognize Jon McKenna for his dedicated service as Director of Pharmacy. Jon is staying on and assisting with Mallory's transition, with his final day yet to be determined.

A special thank you to our peer interview team members—Laurie Gaffney, Nikki Ockerman, Sarah Thompson, and Jeanette Todd—for their assistance in the hiring process.

Please join us in welcoming Mallory to BVRMC!

Mallory Eilts-Bright

Director of Pharmacy

Hometown: Sioux Rapids

Spouse: Kirk

Children: Boden, Tristan, Jaida & Archer

Education: SDSU

Hobbies: Nine years as an owner of Bright Lights Dance & playing piano for Sioux Central choir

Celebrate!

Service Anniversaries

4/16/93 Jon McKenna
4/23/01 Julie Bloyer
4/01/02 Michele Ronfeldt
4/26/04 Stacy Thorpe
4/27/04 Kathy Hazen
4/16/07 Coleen Imming
4/08/09 Cliff Phillips
4/25/11 Deb Ohrtman
4/30/12 Andrea Uren
4/04/16 Julie Decker
4/25/16 Cassi Skog
4/03/17 Steve Spurlock
4/08/19 Teresa Bernal
4/08/19 Yamini Chaparro
4/29/19 Lynn Overmohle
4/06/20 Gaby Garcia-Ramos
4/05/21 Kalley Henkenius
4/04/22 Matthew Williamson
4/11/22 Savannah Mohr
4/18/22 Nicholas Thompson
4/21/22 Morgan Hohback
4/03/23 Deb Greene
4/10/23 Terry Lammers
4/10/23 Earl Stanley
4/01/24 Lyla Tuel

Birthdays

Apr 01 Gloria Luna Mendoza
Apr 03 Debbie Carlson
Apr 05 Deb Hinkeldey
Apr 05 Kris Noll
Apr 06 Carla Schubert
Apr 07 Jaqueline Ellison, DNP-ARNP
Apr 08 Chris Jungers
Apr 09 Briana Foulk, CRNA
Apr 10 Dr. Bobby Ivey
Apr 12 Savannah Mohr
Apr 13 Zuleima Martinez
Apr 15 Deidre Aube
Apr 15 Lynette Esquivel Garcia
Apr 15 Maggie Martinez
Apr 16 Jeff Jorgensen
Apr 17 Dan Bernhardt
Apr 17 Malinda Foster
Apr 18 Lucy Gunkelman
Apr 18 Korriane James
Apr 19 Ashley Hogrefe
Apr 21 Cory Flanigan
Apr 21 Grace Weiland
Apr 21 Shannon Williams
Apr 22 Nicole Galvin-Hinkeldey
Apr 22 Deanna Shupe
Apr 23 Tiffany Stern
Apr 23 Jordan Tewes
Apr 25 Tuan Truong
Apr 26 Barb Koth
Apr 26 Jocelyn Negrete Reyes
Apr 26 Dee Otto
Apr 27 April Holm
Apr 28 Emily Bodholdt
Apr 28 Emily Cantero
Apr 28 Gina Dineros
Apr 28 Shawn Nagel
Apr 28 Stacy Thorpe
Apr 30 Joyce Schnabel



HAPPY WORK ANNIVERSARY & BIRTHDAY!

new EMPLOYEES

Callie Hanlon

Care Coordinator, Cardiac Rehab

Hometown: Jolley

Spouse: Cheyne

Children: Hoyt-13, Cheylie-12, Meryn-6

Education: ICC

Hobbies: time with family, trapshooting & horseback riding



Welcome back, Nereida Cortez!



Integrity

Buena Vista Regional Medical Center measures employee work performance based on the Standards of Behavior.

Our goal is clear expected behaviors from employees.

- I will do the right thing at the right time for the right reason.
- I will be courteous, honest and thoughtful to my customers.

✓ Integrity

Accountability

Making the Best Impression

Building Relationships

Vibrancy

Respect

Moving Forward

Communication

BVRMC Pillars of Excellence



March
2025
Summary

Small Actions, Big Impact: Elevating Patient Care Through Empathy and Connection

In health care, the smallest gestures can leave the biggest impressions. March POE explored how simple yet powerful actions—like walking patients to their destinations, practicing empathy and honing emotional intelligence—can transform the patient experience.

By fostering genuine connections and prioritizing compassion, health care professionals can create a more supportive, comforting environment for those in our care. We discovered how these everyday interactions can lead to lasting positive change.



Buena Vista
REGIONAL MEDICAL CENTER

All babies cry... sometimes a lot!

Crying is normal.
Getting frustrated
is normal too,
but no matter what...

**NEVER SHAKE
A BABY!**

Learn more at
www.purplecrying.info



You can find the Organization Goals on the Intranet

- > Goals Tab (right hand side)
- > Org. Goal Improvement Plans
- > Organizational Goal Communication

YTD - THROUGH FEBRUARY 2025

BVRMC will be the best place for patients to receive care, the best place for employees to work, and the best place for physicians to provide care.

YTD 4.1	YTD 4.5	YTD 5	YTD 1	YTD 2.5
SERVICE HCAHPS 5 ≥ 82.0 4 = 80-81.9 3 = 78-79.9 2 = 76-77.9 1 < 76 NPS 5 > 88.8 4 = 86.1-88.8 3 = 83.3-86.0 2 = 80.2-83.2 1 < 80.1	FINANCE CASH ON HAND 5 ≥ 295 4 = 290.0-294.9 3 = 285.0-289.9 2 = 280.0-284.9 1 ≤ 279.9 OPERATING MARGIN 5 ≥ 12% 4 = 11.0-11.99% 3 = 10-10.99% 2 = 9-9.99% 1 ≤ 8.99%	PEOPLE TURNOVER RATE 5 = ≤ 8.0% 4 = 9.2-8.1% 3 = 10.4-9.3% 2 = 11.6-10.5% 1 = ≥ 11.7% DECREASE EMPLOYEE INJURIES 5 ≤ 4.7% 4 = 5.4-4.8% 3 = 6.1-5.5% 2 = 6.8-6.2% 1 ≥ 6.9% 4 YTD	GROWTH REPRESENTATION IN COMMUNITY EVENTS 5 > 326 4 = 319-326 3 = 311-318 2 = 304-310 1 < 304 205 YTD	QUALITY BEST CARE OF PATIENTS 5 > 51.4 4 = 48.1-51.3 3 = 45.1-48 2 = 42.1-45 1 ≤ 42 4 YTD READMISSIONS 5 = < 3.1% 4 = 4.2-3.2% 3 = 5.3-4.3% 2 = 6.9-5.4% 1 = > 7.0% 13 YTD

Improve the health of the people and the communities we serve.



Small actions, big impact highlights the idea that even minor efforts or contributions can have significant effects on patients, visitors, family members and employees here at BVRMC.

In service education, this concept could be applied in various ways:

- **Personal Greeting:** A warm, personal greeting can set a positive tone for the patient experience.
- **Active Listening:** Taking time to listen demonstrates care.
- **Clear Communication:** In a fast-paced environment, information is essential. Delivery matters.
- **Respect Every Role:** Every role is crucial in delivering quality care.
- **Do Extra:** Don't just do the bare minimum. Creating a memorable experience makes a difference.
- **Walking Patients:** Walking patients helps build connections, enhances physical well-being and boosts morale.

When we focus on enhancing patient experiences, we can positively influence satisfaction and recovery rates, ensuring our community receives the best care.



Siouxland Regional Blood Bank is a subsidiary of LifeServe Blood Center.

Siouxland Blood Drive

Tuesday, April 1
12:30 - 5:30 p.m.
St. Mark Lutheran Church

Friday, April 18
9:00 a.m. - 1:00 p.m.
United Methodist Church

By appointment only. Photo ID required.

Appointments at lifeservebloodcenter.org
Code Name: Storm Lake or call 800.287.4903.

BVRMC employees who donate blood to the Siouxland Community Blood Drive, will receive one adult movie ticket.

**Text 'LIFESERVE' to 999-777
to make your next appointment!**

**Kari
Pickhinke**
OB
2 Gallons

Congratulations

On hitting your blood
drive milestone!

Monthly Updates

71

units of
blood

4

BVRMC
employee donors

3

first-time
donors

213

potential lives saved

Fun Fact



Nine individuals in the community
achieved a milestone in March.
Together, they have all given 192
pints of blood, saving the lives of
576 people! What an amazing gift!

Thank You

The family of Celia Knoffloch gratefully
acknowledges your caring expression of
sympathy. Your kindness will not be forgotten.

Celia absolutely loved the hospital and the staff!
She hated going there but loved that everyone
knew her and talked to her! You should be proud!

Thank you, the flowers were beautiful!

Thank you! Orren & Family

Employee Health

Kylie Selk,
**Employee Health &
Infection Preventionist**



World Immunization Week: April 24-30

World Immunization Week is a great reminder to stay up to date on vaccinations, especially in light of the recent measles outbreak in Texas. Measles is one of the most contagious diseases in human history, with references to it dating as far back as the 9th century.

Because of its high infectivity rate, 95% of the population needs immunity to prevent outbreaks. Thankfully, the measles vaccine has come a long way since its early days.

John Franklin Enders, who helped develop the measles vaccine, laid the foundation for many of the live vaccines used today. The first measles vaccine, licensed in 1963, was only about 10% effective. Today, the two-dose MMR (measles, mumps, rubella) vaccine is 97% effective at preventing measles and protecting communities.

As we recognize World Immunization Week, let's remember that vaccines not only protect us but also those around us. Now is a great time to check your immunization status and encourage others to do the same!

Healthy Beginnings, Hopeful Futures

World Health Day is celebrated April 7, 2025 and will kick off a year-long campaign on maternal and newborn health, a critical aspect of healthcare that addresses the well-being of mothers and their newborns during pregnancy, childbirth, and the early stages of life. Ensuring that women have access to quality healthcare during pregnancy and childbirth reduces maternal mortality and improves the health outcomes of their children. The first month of life is the most vulnerable period for newborns. Ensuring newborns have access to skilled care, regardless of income or location, is vital.



"Caring for women during pregnancy is truly one of the most impactful ways we can support them—by helping them thrive throughout their pregnancy," says Dr. Kyle Glienke. "The health of mothers and babies is the foundation of healthy families, and the influence is limitless."

World Health Day is an opportunity to raise awareness about the importance of maternal and newborn health, advocating for greater investment in healthcare systems, policies, and education. It is an opportunity to reflect on progress made in improving maternal and newborn health and to push for continued efforts to ensure that all women and newborns can survive and thrive.

SALUD, Service Navigators & St. Mark Lutheran can't thank you enough for the very generous donation of the sofa-beds. The folks receiving them are SO appreciative. And, wow! Are those sofa-beds solid! One was delivered to a 3rd floor attic apartment. The men who hauled the bed up those narrow flights of stairs are super-heroes!

Thanks again!! Di Daniels



April is Workplace Violence Awareness Month

Did you know that health care and social service workers are almost four times as likely to be injured as a result of violence as the average private sector worker? Below are safety tips for hospital workers regarding Workplace Violence.

Maintain behaviors that help diffuse anger:

- Present a calm, caring attitude.
- Use non-threatening body language when approaching the patient.
- Use a soft voice, short sentences and active listening skills.
- When listening to the patient, make eye contact 90% of the time. When talking to the patient, make eye contact 60% to 70% of the time.
- Don't match the threats.
- Don't give orders but do set clear limits for patients to follow.
- Give choices to let them retain respect.
- Acknowledge the person's feelings (for example, "I know you are frustrated").
- Avoid any behavior that may be interpreted as aggressive (for example, moving rapidly, getting too close, touching or speaking loudly).

Be alert and watch for signals that may be associated with impending violence:

- Evaluate each situation for potential violence when you enter a room.
- Be vigilant throughout the encounter.
- Distance yourself appropriately for situation – minimum of 4 feet, 6 feet or more is preferred.
- Don't isolate yourself with a potentially violent person.
- Always keep an open path for exiting – don't let the potentially violent person stand between you and the door.
- Don't block the exit or corner the subject.
- Listen for verbally expressed anger and frustration.
- Watch their body language for threatening gestures.
- Presence of a weapon.
- Signs of drug or alcohol use.

**The Culture of Safety Survey has
been moved to June 16-27.**

Crisis Interventions when de-escalation fails:

- Contact security:
 - » Use Vocera by saying "Call Security."
 - » Double tap your Vocera button to let Security know of an emergency situation alert. Do not forget to say where you are located when double tapping the Vocera, as it is a one-way open communication link from you to security. Security cannot verbally respond back to you.
- Do not be afraid to contact Local Law Enforcement.
 - » Push a panic button.
 - » Call on the red 'Bat' phone.
 - » Call 911.
- Report any violent incidents to your management.
- Submit an Event report.

Sources: <https://www.cdc.gov/niosh/docs/2002-101/default.html> & <https://www.bls.gov/iif/factsheets/workplace-violence-2021-2022.htm>

New AEDs

Two Automated External Defibrillators (AEDs) have been added to the Specialty Clinic areas. *These AEDs were purchased by donations to the Buena Vista Regional Healthcare Foundation!*

An AED is a portable, user-friendly medical device designed to analyze a person's heart rhythm and, if necessary, deliver an electrical shock to restore a normal heart rhythm in cases of sudden cardiac arrest.

The AEDs can be found in the nurse's station in Pod J and in Northwest Iowa Bone, Joint & Sports Surgeons' hallway area across from the radiology room. For a complete list of AED locations, visit the 'Code Blue' policy in Policy Manager.





NATIONAL MONTH

Donate LifeSM is the national symbol for the cause of organ, eye and tissue donation.

National Donate Life Month is celebrated every April. It features local and national activities to educate and encourage Americans to register as donors and consider living donation, as well as to celebrate those who have saved and healed lives through the gift of donation.



BLUE & GREEN DAY is April 11!

The public is encouraged to wear blue and green to help share the Donate Life message.

Did You Know?

60% of organ, eye and tissue donors are authorized by donor registration.

National Pediatric Transplant Week



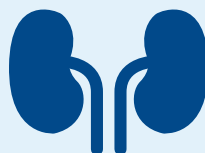
The final week of April focuses on the powerful message of ending the pediatric transplant waiting list.

More than **2,100** children under the age of 18 are on the national transplant waiting list.

More than **1,900** children were saved by the generosity of donors & donor families in 2024.

The Need is Great

More than **100,000** people are waiting for lifesaving organ transplants.



More than **48,000** organ transplants from 24,000 donors brought new life to patients and their families in 2024.

More than **78,000** corneal transplants helped to restore sight in 2023.



More than **2.5 million** tissue transplants heal lives each year.

More than **170 million** people are registered organ, eye and tissue donors.



Yes

Register your decision anytime at RegisterMe.org.

Thank you to all donors, donor families, registered donors and champions of the Donate Life cause!

What can I do to increase organ, eye and tissue donation?

- 1** Register your decision to be a donor at RegisterMe.org.
- 2** Tell your family and community about your decision to *Donate Life*.
- 3** Visit DonateLife.net to discover ways you can be a champion of the cause.
- 4** Ask others to visit DonateLife.net to learn more and register.