

From the CEO:

Trust is essential to our culture at BVRMC, but it can be quickly damaged by gossip. POE sessions raised the point when you talk about someone behind their back, it raises concerns about whether you'll do the same to others, which erodes trust. While gossip may seem harmless, it ultimately impacts how trustworthy others perceive you. At BVRMC, trust between teams is critical for delivering excellent patient care, and a lack of trust can compromise our work. If you have an issue, address it directly with the person involved to strengthen relationships and rebuild trust.



Sincerely,
Rob Colerick, Chief Executive Officer

October Events

- 1-5 Paxtons Jewelry Cake Dig, **Paxtons Jewelry**
- 1-15 BVRMC Auxiliary Soup Sale
- 1- Storm Lake Community Blood Drive-LifeServe Blood Center, 12:30-5:30 p.m. **St. Mark Lutheran Church**
- 3- Young at Heart, "Pork Cooking & Nutrition," Speaker: Barb Determan, BV County Pork Producers 10 a.m. **Facebook**
- 3-6 Jones Nursery Pumpkin Patch & Petting Zoo, **Jones Nursery & Gift Shop**
- 5- Sassy Saturday, **Downtown Storm Lake**
- 16- Breastfeeding Support, 10-11 a.m. and 5-6 p.m. **BVRMC KEC**
- 16- BVRMC Oncology & Infusion Center and Diagnostic Imaging Open House, 4-5:30 p.m. **BVRMC**
- 18- Storm Lake Community Blood Drive-LifeServe Blood Center, 9 a.m.-1 p.m. **Methodist Church**



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 Recognizes October Observances



Month-Long Observances

National Chiropractic Health Month
National Dental Hygiene Month
Liver Awareness Month
American Pharmacists Month
National Physical Therapy Month
SIDS Awareness Month
Health Literacy Month
National Medical Librarians Month
Breast Cancer Awareness Month
Domestic Violence Awareness Month
Patient-Centered Care Awareness Month
Medical Ultrasound Awareness Month



Week-Long Observances

6-12: National Health Care Supply Chain Week
6-13: IAHS Healthcare Security and Safety Week
6-12: Healthcare Foodservice Workers Week
8-12: National Dialysis Technician Recognition Week
12-19: International Infection Prevention Week (IIPW)
14-18: Medical Assistants Recognition Week

Recognition Days

9: Healthcare Security and Safety
Officer Appreciation Day

Monthly Admin Forum

An avenue to meet with admin to share your thoughts or to just talk!

Tuesday, October 22

6:30 - 7:30 a.m.

KEC C

2:00 - 3:00 p.m.

KEC C

Admin: Carrie Turnquist,
Exec. Director of Human Resources



Buena Vista
REGIONAL MEDICAL CENTER

GOLDEN TICKET OCTOBER 2024 WINNERS

Turn your excellence into sweet rewards!

Honored V.I.P. Employees

Parking Spot – **Brooke Appleby**; Brooke was so helpful with a baby in ER yesterday! We appreciate your expertise and skill! Thank you for your help!! Recognized by: Lesley Kestel

Bistro Card – **Ashley Baker**; Thank you for always being so sweet, your compliment surely made my day. Recognized by: Ana Rivera

Two Movie Tickets – **Eduardo Guadiana**; Thank you for taking the time to answer my question about Adobe! I'm sure it wasn't something you were expecting to hear this late in the day. :) Recognized by: Katrina Chanthavisouk

A total of 199 V.I.P.s were honored.

Employees that recognized V.I.P.

Grocery Card – **Ashley Fitch**; Thank you for your help today. I know our patients have the best care here with nurses like you! Recognizing: Deb Hinkeldey

Bistro Card – **Blake Luy**; Thank you for staying late during a very busy ER with critical patients. I appreciate your dedication to our team. Recognizing: Lesley Kestel

Movie Ticket – **Bethany Hubrich**; Thank you so much for staying late last night and continuing to do work responsibilities that did not fall on you after your shift had ended while the other nurses were dealing with an emergency. Your dedication and hard work did not go unnoticed, and we all greatly appreciated it!! Recognizing: Brooke Appleby

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



Balloon Bash

OCTOBER 1 - 5

HOW IT WORKS

- BALLOON SALES START OCTOBER 1.
- EVERY \$15 DONATION GETS A BALLOON TO BASH.
- EVERY BALLOON WINS A GEMSTONE!
- PEARL WINNERS ARE CONTESTANTS IN THE CAKE DIG ON OCTOBER 5.
- CAKE DIG WINNER GETS THE GRAND PRIZE!

PROCEEDS SUPPORT



BVRMC Auxiliary Frozen Soup Sale

Makes effortless meals that are ready for you after a busy day of work or for holidays and social gatherings!

Fills a crockpot—makes 16 8-oz. servings.

Place your order from **October 1 - 15.**

Orders can also be placed by contacting Lisa Alesch at 712.213.8610 or alesch.lisa@bvrmc.org or made in-person on:

October 2, 4, 7, 10 & 14
11:00 a.m. – 1:30 p.m.
The Bistro

\$25

Pick-up: October 22 & 25 outside of Lisa's office.

Eight Kinds Available:

- Bean & Ham
- Broccoli Cheese
- Chicken Noodle
- Potato with Bacon
- Timberline Chili
- Tomato Basil
- Wild Rice & Chicken
- Wisconsin Cheese



Join Your Friends and enjoy a little Retail Therapy during

Storm Lake United's

Sassy SATURDAY

IN STORM LAKE

Saturday, October 5th, 2024

Your \$5.00 donation to Buena Vista Regional Medical Center will provide free mammograms to people with financial barriers.

Be sure to Register to win a P.i.n.k. Gift Basket

\$150 value courtesy of Buena Vista Regional Medical Center

Buena Vista REGIONAL MEDICAL CENTER

Pink Rocktober Begins!

Balloon Bash Starts October 1
Cake Dig for Grand Prize is Saturday, October 5!

Proceeds from Balloon Sales goes to BVRMC P.i.n.k.

Paxtons Jewelry
THE DIAMOND SHOP
600 Lake Ave. • Storm Lake, IA 50588 • Phone 712-732-3287

Bounce Back Bucks redeemable thru Saturday, October 31, 2024 at these Participating Businesses:

Abelardo's Mexican Fresh	Hy-Vee Storm Lake	Smokin' Hereford
Boz Wellz Pub & Eatery	Junk Rescued	Storm Lake Bakery
Brown's Shoe Fit Co.	La Isla 2 Restaurant & Bar	Storm Lake Candy Co.
The Daily Apple	Ocean Bree Nutrition	Sugar Bowl Gift Shop
The Elements by K Sorbe	Paxtons Jewelry	The Uniform Shop
Fareway Meat & Grocery	ShearROSE Beauty Bar & Salon	Wishing Wells

stormlakeunited
chamber | tourism | area development
www.VisitStormLake.com

Shop STORM LAKE

EMPLOYEE ENGAGEMENT SURVEY

We value your feedback.

The 2024 Your Voice Matters Engagement Survey takes place **September 18 - October 4**, and we want to hear from you!

How to participate:

- Between **Wednesday, September 18 and Friday, October 4**, check your email from YourVoiceMatters@perceptyx.com.
- Answer the questions and click "Submit."

All individual results are confidential. Survey administered by Perceptyx and UnityPoint Health.

Thank you for taking the time to complete the survey and for your feedback.

YOUR VOICE

MATTERS



Benefit Meal & Silent Auction + for Linē Schelle

Linē has been an OB Nurse at BVRMC Hospital for 22 years. She has always been devoted to providing the best care to her patients. Her dedication and caring attitude never go unnoticed. Unfortunately, the role is reversed and she needs the love and support from her community. Linē was diagnosed with stage 3 Pancreatic Cancer in July 2024. A benefit will be held with a silent auction. All proceeds will go to Linē to help the financial burden of medical bills. She is currently recovering from an extensive surgery while receiving chemotherapy with radiation to follow.

13 OCTOBER

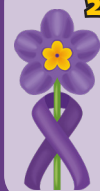
St Mark Lutheran Church
Storm Lake, Iowa
4:00pm - 8:00pm



2024 Walk to End Alzheimer's - Storm Lake

Saturday, October 5

Buena Vista University | J. Leslie Rollins Stadium
Registration: 8:30 a.m. - 9:30 a.m.
Opening Ceremonies: 9:30am
Walk Start: 10 a.m.



Pumpkin Patch & Petting Zoo

October 3 - 6

A PORTION OF
PROCEEDS BENEFIT



OCTOBER IS BREAST CANCER AWARENESS MONTH

Edwards
STORM LAKE



BVRMC P.i.n.k. helps women with financial barriers receive free mammogram services to catch cancer at its earliest stages.

DONATING

\$25

**FOR EVERY NEW VEHICLE
SOLD IN OCTOBER!**

Oncology & Infusion Center and Diagnostic Imaging Open House

WEDNESDAY, OCTOBER 16 | 4:00 - 5:30 P.M.

Come see the new chemotherapy chairs, telehealth room and mammography system. See your donation dollars to AWARE, BVRMC P.i.n.k. and Oncology at work.

Refreshments Served. Please use the Oncology & Infusion Center entrance located off West 5th Street. Parking also available in the ER.



Bomgaars Ladies Night!

**Sunday, November 3
5:00 - 8:00 p.m.**

Proceeds go the BVRMC Oncology & Infusion Center. More details to come!



Start Planning Your Cares for Kids Basket!

November 14



The Cares for Kids Basket Raffle is right around the corner! It's time for you or your department to set plans for the greatest basket.



High Five Friday

Thank you for representing BVRMC and helping our young students have a positive start to their day!



Buena Vista
REGIONAL MEDICAL CENTER

If you receive your flu shot elsewhere, you are responsible for providing a copy to Employee Health.

It's time for your flu shot!

Tuesday, October 8	11:00 a.m. - 1:00 p.m.	KEC C
Tuesday, October 22	2:00 p.m. - 4:00 p.m.	2 nd Floor Conf
Thursday, October 31	2:00 p.m. - 4:00 p.m.	2 nd Floor Conf
Wednesday, November 6	2:00 p.m. - 4:00 p.m.	2 nd Floor Conf
Monday, November 11	11:00 a.m. - 1:00 p.m.	KEC C
Monday, November 18	6:00 a.m. - 8:00 a.m.	KEC C
Friday, November 22	3:00 p.m. - 7:00 p.m.	KEC C
Thursday, December 5	11:00 a.m. - 1:00 p.m.	KEC C

- For employees and family members: spouse & children (at least four years of age).
 - **Free** with BVRMC insurance.
 - \$20 without BVRMC insurance.
- Payroll deduct available.
- Employees unable to make these dates, call and schedule with Employee Health during business hours.
- Influenza shots available in the Emergency Room as time allows.

Influenza shots are MANDATORY for BVRMC employees and must be completed by December 13, 2024.

School Colors Jeans Day



Hope Harbor Transition to Outpatient Program

Over the past several years, we have seen a significant reduction in the number of inpatient referrals to Hope Harbor. The issue was dramatically impacted by the pandemic, but has grown to another level in last 9-12 months. We believe the largest contributing factor to the lack of inpatient referrals may very well be the success and growth in the outpatient outreach of Hope Harbor. The limited inpatient referrals we do receive are coming from as far away as Illinois and have a variety of symptoms and challenges that do not fit the services and care we provide within the inpatient portion of Hope Harbor.

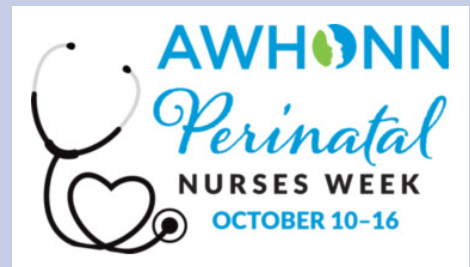
Due to the lack of patients, we have also experienced significant staff turnover within the department. This is occurring despite the organization taking steps to secure employee pay and benefits through 11/2/24 and replenishing PTO previously used due to being sent home because of low census. The staff turnover, coupled with other staff on medical leave, has reached levels that even if there were an uptick in referrals, which we do not foresee, we would now likely not have sufficient staff to care for more than one patient at a time. This is simply not sustainable.

We have reached the point where we no longer believe it is feasible nor prudent to continue the Hope Harbor inpatient operation. Effective 9/16/24 the inpatient part of our HH operations has been closed. We continue to provide outpatient services to over 70 nursing homes in Iowa and providing around 200 telehealth visits per month.

We do not view this as Hope Harbor closing, rather Hope Harbor is completing its transition to a fully outpatient department.

Michele Kelly, Chief Clinical Officer

With courage, compassion, and resilience, Perinatal Nurses play a critical role in ensuring a patient's healthy pregnancy, childbirth and postpartum experience. "There will never be a day quite as special as the day a baby is born. I feel blessed to be a part of that day for our patients," says Jen Magnussen, an OB registered nurse. "I am inspired daily when I work with my patients as to just how incredibly strong women are. I love being able to support women during this time by encouraging and laughing with them and still being able to guide them through a moment in their life they will never forget."



Coming Soon: Updated Emergency Codes and New Employee Identification Cards

A committee has worked on updating the emergency codes found on all BVRMC IDs. As we transition to new ID cards for everyone, each employee will receive a sticker with the new codes to place over the old emergency codes on their existing ID card. Department managers will be handing out the stickers in the near future. A replacement plan for updating current employees ID cards will be announced at a later date.

If a patient has a question regarding a code that is being announced overhead consider this response: "There are a variety of codes that are announced overhead when additional help is needed in an area. This code was for additional help to the OB unit."

ID card pages

Emergency Code Paging – Dial 79
 Repeat each code 3 times – speak clearly and calmly
 Active Shooter (dial 79- say location, then dial 77- say location)
 Code Blue (say department and room number)
 Code Blue Newborn (say department and room number)
 Evacuation (say from where and to which location)
 Fire Alarm (say specific location)
 Missing Person (say M/F, age, location of elopement/abduction)
 Rapid Response (say department and room number)
 Rapid Response: OB Hemorrhage, Stroke, or STEMI
 (say dept. & room number)
 Stat C-Section
 Trauma Alert (say number of patients, estimated time of arrival)

Updated: September 2024



We remember all the babies born sleeping, those we've carried but never met, those we've held but could not take home, the ones that came home but could not stay.

National Health Care Food Service Week

October 6 – 12, 2024

This is the time to recognize the integral role that Nutrition Services staff have in helping the employees and patients of BVRMC to stay well-nourished and healthy. Stop by and thank your favorite Nutrition Services staff member for their dedication and hard work they put into every day to serving you and our patients.



Brianna Aspleaf



Braeden Bailey



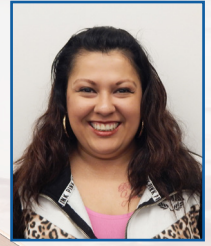
Diane Bainter



Lily Buckendahl



Angel Dykes



Saira Flores



Amy Jo Galles



Rosa Guadiana



Rosa Gutierrez



Noah Hudspeth



Heather Johnson



Kerry Meyer



Deb Mongan



Mindy Pyle



Marian Saldana



Heidi Sippel



Amelia Stark



Tracy Whetstone



Nayeli Zavala Medina



Deb Greene



Buena Vista
REGIONAL MEDICAL CENTER

Cleanest Hospital



BVRMC Recognized as one of 350 Cleanest Hospitals in the U.S.

Becker's Hospital Review recently recognized BVRMC as one of 350 Cleanest Hospitals in the U.S. BVRMC is one of 13 Iowa hospitals who were recognized with a 5-star cleanliness rating.

"BVRMC is very fortunate to have employees who take pride in curating a clean environment for patients each and every day," says CEO Rob Colerick. "This recognition is a testament to all of our hardworking staff who continuously provide excellent patient care."



Buena Vista Regional Medical Center recently held the 17th annual AWARE 5K Walk/Run and Kid's Fun Run with almost 400 registrations and over 200 participants.

The top three medalists for female participants were Ashlee Glienke, Alison Myrtue and Tania Toj. The top three medalists for male participants were John Schwint, Heath Kampbell and Jesus Olivares.

AWARE is an ongoing fundraiser benefiting patients receiving cancer treatment at BVRMC, helping to purchase items such as wigs, gas cards for treatments and custom clothing items for ports or mastectomies.



AWARE JEANS DAY

\$221 raised! Thank you to everyone who participated!





Monthly Motivators

October 2024

Use the calendar to keep track and the tips provided to help you reach your goal!



GOAL:

Create a few financial goals and see how well you can stick to them!



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	31		

Financial Tips:

- Write down your goals regarding finances.
- Set up a budget and follow it.
- Track all your expenses.
- Cut spending on one 'unnecessary' item.
- Put away the plastic and try to use cash for all the non-essential buys.
- Eat out less by making meals at home.
- Create an emergency fund/savings account.
- Start an investment strategy.

BUILD-YOUR-OWN Trail Mix Bar



Financial Resources

The Consumer Financial Protection Bureau (<https://www.consumerfinance.gov/consumer-tools/financial-well-being>) website offers a **short 10-question Financial Well-Being survey**. This survey will give you an idea of where you are at financially and will offer various online resources for your needs.

BVRMC's new Employee Assistance Program, Employee & Family Resources, offers a **free, 30-minute telephonic consultation**. Common calls for financial consultation include debt management, budgeting, college tuition planning, bankruptcy, loans and more! Visit their website for more information (<https://www.ehr.org/financial>).

Thank You

Dear Health Care Professionals,

Hello! I am writing to say thank you! During the pandemic, your dedication and hard work was amazing!

As we look back, no doubt the effects: physical, economic, emotional will be felt for some time. COVID-19 made history. Historic too, was your response!

Whether your medical ethics or your love of neighbor (Matthew 22:39) motivated you; we were grateful! So who comforted the comforters, like you? Maybe you know this verse: Isaiah 41:10, "Do not be afraid for I am with you. Do not be anxious for I am your God. I will fortify you, you will help you, I will really hold onto you with my right hand of righteousness."

Until then, thank you so much for all of your sacrifices and your efforts!

With gratitude, G Davis

Thank you so much for the goody bag you donated for the 4th annual Cookie Memorial Mini Golf Tournament!

I can never thank the BVRMC Oncology & Infusion Center enough for the care they gave Kevin while he battled ALL. We do have a donation we will be bringing to the Center soon!

It was a great day! We had 207 golfers! Thanks again!

Denise Cook, Ryan & Brandon



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

Siouxland Blood Drive

Tuesday, October 1

12:30 - 5:30 p.m.

St. Mark Lutheran Church

Friday, October 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!

FREE ADULT ENGLISH CLASSES IN STORM LAKE



MYIOWA.INFO/ICCC



SIGN UP NOW FOR THE NEXT ORIENTATION

Morning & Evening Classes
10 AM - 12:30 PM
5:30 PM - 8 PM

Storm Lake Learning Center
323 W 20th St.,
Storm Lake, IA 50588

Call: 515-574-1961

Text: 515-373-1270

Email: peterson_e@iowacentral.edu

Blood Donation Thank You



One in seven people entering a hospital need blood. Females receive 53% of blood transfusions and males receive 47%.

Monthly Updates

2 blood drives
88 units of blood

6 BVRMC employee donors

150+ local hospitals supported

264 potential lives saved

BVRMC End of Summer Celebration in August

BVRMC employees, thank you for **STICKING** with us!



News from Volunteer Services

OCTOBER Drink Specials

SCARY GOOD HOT COCOA
Hot cocoa, salted caramel syrup, dark chocolate & whipping topping

THE BLACK WIDOW
Dark chocolate sauce, raspberry syrup, cold brew, milk & whipped topping

HOCUS POCUS LATTE
Pumpkin pie sauce, white chocolate sauce, cinnamon syrup, espresso, milk & whipped topping

ZOMBIE LATTE
Hazelnut syrup, almond syrup, vanilla syrup, espresso, milk & whipped topping

WITCHES COLD BREW
Butterscotch syrup, pumpkin spice syrup, cold brew, milk & whipped topping


Café Latte

BVRMC
Young at Heart

October Young at Heart

NATIONAL PORK MONTH COOKING TIPS & NUTRITION
with Barbara Campbell Determan, Pork Producer Volunteer

**Thursday, October 3
10:00 a.m.
Facebook**



Thank you for your continued support of the BVRMC Auxiliary. The auxiliary made \$868.90 profit from the recent Iowa/Iowa State Popcorn sale. We could not do what we do without your help. The Hawkeye sales beat out the Cyclone sales, 155-121.






See what's new in the Gift Shop!






BVRMC September Young at Heart Quarterly Session

“Preventing Scams & Fraud,” featuring Storm Lake Assistant Police Chief, Patrick Diekman

Diekman provided an overview of the police department and the various ways they serve the community. He shared information about the many tactics scammers use and the different ways people can stay alert to avoid scams and fraud. He advised people to be cautious, slow down to avoid making rash decisions and consult with a family member, friend or local authority.

Attendees enjoyed the short informational program, delicious snacks and the chance to reconnect with friends. This short program is one of Young at Heart’s in-person quarterly sessions offered to members. The Young at Heart program, a free information club, is dedicated to offering health education, motivation and wellness services to individuals aged 55 and above in our community.



New Employees

Shannon Henry

Housekeeper,
Environmental Services

Hometown: Storm Lake

Hobbies: Hang out with family and friends & reading



Kim McCoy

Speech Therapist, Rehab Services

Hometown: Galva

Spouse: Dave

Children: Logan-23, Preston-20 & Maddux-16

Education: Central Missouri State University

Hobbies: Attending sons' sporting events, traveling & reading



Lucy Gunkelman

Phlebotomist, Lab

Hometown: Alta

Children: Levi-4 months

Education: Attending ICCC

Hobbies: Golfing, reading & traveling



Noah Hudspeth

Nutrition Specialist,
Nutrition Services

Hometown: Newell

Spouse: Samantha

Children: Thalia-18 months

Hobbies: Anime, video games



Lynette Esquivel Garcia

RN, ER

Hometown: Alta

Spouse: Juan

Education: ICCC

Children: Sabrina-20, Anthony-19, Jayson-17, Jose-14, Albert-13, Jack-9, Juan-3 & Matias-2

Education: ICCC

Hobbies: Spending time with family



Celebrate!

Service Anniversaries

10/12/87 Penny Sivinski
10/15/97 Stacey Tiefenthaler
10/28/98 Hope Anderson
10/01/99 Dr. Roy Grant
10/01/01 Julia White
10/31/01 James Wise
10/31/06 Chris Conlon
10/29/07 Jill Baron
10/29/07 Nicolle Botcher
10/07/09 Amanda Thompson
10/10/16 Jill Anderson
10/31/16 Kayla Tjaden
10/01/17 Rachele Randall, PA-C
10/23/17 Quin Kelly
10/01/19 Dr. Robert Whitmore
10/05/20 Julia Phathaem
10/05/20 Dale Stuhr
10/12/20 Carla Schubert
10/26/20 Josue Castro
10/01/21 Ashley Baker
10/04/21 Keagan King
10/25/21 Leon Wipperling
10/03/22 Tracy Johnson
10/17/22 Allison Hoberman
10/24/22 Dianne Tiefenthaler
10/16/23 Tonia Donelson

Birthdays

Oct 1 Tricia Morenz
Oct 1 Jordan Ostrander
Oct 1 John Tewes
Oct 2 Deb Mongan
Oct 3 Amber Shupe
Oct 3 Margie Toepfer
Oct 4 Hunter Boggs
Oct 4 Char Jeppeson
Oct 5 Selynna Butler
Oct 5 Russ Chrischilles
Oct 6 Kristi Bihrer
Oct 7 Alli Magnussen
Oct 7 Randy Stephan
Oct 8 Katrina Chanthavisouk
Oct 8 Rosa Guadiana-Escamilla
Oct 8 Gina Muckey
Oct 9 Mary Larison
Oct 10 Darcy Girres
Oct 12 Tami Laursen
Oct 13 Erinn Meyer
Oct 15 Teresa Bernal
Oct 15 Quin Kelly
Oct 15 Stephanie Piddington
Oct 16 Kalley Henkenius
Oct 16 Tony Hogrefe
Oct 16 Jon McKenna
Oct 18 Shelly Rock
Oct 19 Laurie Tewes
Oct 21 Devin Sly
Oct 21 Madi Wipperling
Oct 22 Tara Gonzalez
Oct 22 Anne Iehl
Oct 22 Terry Lammers
Oct 23 John Dahl
Oct 26 Lily Broeg
Oct 26 Firyal Damanhoury
Oct 30 Greta Todd
Oct 31 Wendy Leyva-Gardea

**HAPPY WORK
ANNIVERSARY
& BIRTHDAY!**



HR Reminder

Schedule your annual wellness physical! Doctor's schedules are filling up fast, so don't wait until the last minute. Reminder: if you are enrolled in either of BVRMC's Wellmark plans, you do not need a full calendar year between the date of your previous physical.

1. Schedule your Physical with Your Doctor Today

- Deadline is December 13, 2024.
- Any physical in 2024 is eligible.
- Completed voucher by your doctor gives you credit.
- Turn voucher into Human Resources.

2. Complete Health Questionnaire

- Click link [here](#).

Keep \$300 in your pocket

(\$600 if your spouse is on BVRMC health insurance).
\$25 BVRMC Health Insurance discount per month.
(spouse an additional \$25 per month).



Buena Vista University

**BUILD THE LIFE
YOU DESERVE
AT BVU**



**ONLINE
CLASSES
START OCT. 21**

Through a Strategic Partnership with your employer, you are eligible for partner grant funding—up to a 30 percent discount off BVU's convenient, flexible online undergraduate programs and master's in organizational leadership graduate program—to lower the overall cost of attending BVU.
For more information visit: BVU.EDU/STRATEGIC-PARTNERSHIPS.



You can find the Organization Goals on the Intranet

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

YTD – thru August 2024

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

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 3.8	YTD 3	YTD 5	YTD 1	YTD 2
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 < 80.5	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% 0 YTD	Growth Representation in Community Events 5 > 326 4 = 319 - 326 3 = 311 - 318 2 = 304 - 310 1 < 304 88 YTD	Quality Best Care of Patients 5 > 51.4 4 = 48.1 – 51.3 3 = 45.1 - 48 2 = 42.1 - 45 1 < 42 2 YTD Readmissions 5 = < 3.1% 4 = 4.2-3.2% 3 = 5.3-4.3% 2 = 6.9-5.4% 1 = > 7.0% 2 YTD



Service HUB
MONTHLY SERVICE EDUCATION

Is Knowing How to Respond to Codes Part of “Service”?

Generally when we talk about “Service” to our patients we talk about the soft skills – friendliness, positive attitude, listening, all of which are very important. It is these soft skills that we are generally evaluated on by our patients. Building relationships, trust, helping out, are the things we talk about regarding “service” to our internal customers – each other.

So my initial response is “No – knowing how to respond to codes isn’t about service, it’s the technical skills that we need to do our job.” But as I think about this more, there are components of knowing how to respond that are about service.

Ask yourself... When a code is announced overhead do I:

- Know what the code means so I can easily explain it to patients and visitors if needed, to put them at ease and decrease anxiety?
- Recognize that there may be families and friends that come in that may need a little extra emotional support or a private place to go?
- Know what the code means so I can anticipate where additional help may be needed or where I may want to avoid so there aren’t too many people in the area?

So although knowing when to call a code, how to call a code and when to respond is not part of “service,” how we respond to our patients and visitors, as well as how we help out our co-workers is service.

We will be updating our processes for calling codes. New information is coming in the near future. With that update there will be additional education provided. Please take advantage of the additional education provided so we can continue to offer the best care to our patients and their families.

IPERS

The road to retirement takes planning and preparation.

That’s why IPERS offers members several opportunities for education ranging from individual counseling to workshops. IPERS is here to help you understand your benefits and plan for a secure retirement.

Individual Counseling:

Call 1-800-622-3849 or log in to My Account on the IPERS website to schedule an appointment.

Creating a Secure Retirement:

Online workshop that brings together everything you need to know to plan a financially secure retirement. The workshop is intended for all IPERS members within five years of retirement.

Respect

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 value both internal and external customers by treating them with respect at all times.
- I will show compassion and concern for our customers.

- ✓ **I**ntegrity
- ✓ **A**ccountability
- ✓ **M**aking the Best Impression
- ✓ **B**uilding Relationships
- ✓ **V**ibrancy
- ✓ **R**espect
- M**oving Forward
- C**ommunication

BVRMC Pillars of Excellence

September 2024 Summary



In September we focused on the importance of trust and teamwork in the workplace. An important aspect of trust in the workplace incorporates psychological safety. If employees feel safe they are more likely to speak up, ask questions, or make suggestions. In November, we will be diving deeper into psychological safety.



Employee Health

Cassi Skog, Employee Health & Infection Preventionist



2024-2025 COVID-19 Vaccinations are available locally at HyVee and Walmart

*Employee Health does not carry the updated vaccine

Recommended COVID-19 Vaccines

Three vaccines are available for use in the United States. There is no preference for one vaccine over the other when more than one vaccine is recommended for an age group.

Vaccine	Recommended for:
2024-2025 Moderna COVID-19 Vaccine	Everyone ages 6 months and older
2024-2025 Pfizer-BioNTech COVID-19 Vaccine	Everyone ages 6 months and older
2024-2025 Novavax COVID-19 Vaccine	Everyone ages 12 years and older

Staying Up to Date with COVID-19 Vaccines

WHAT TO KNOW

- Everyone ages 6 months and older should get a 2024-2025 COVID-19 vaccine.
- The COVID-19 vaccine helps protect you from severe disease, hospitalization, and death.
- It is especially important to get your 2024-2025 COVID-19 vaccine if you are ages 65 and older, are at high risk for severe COVID-19, or have never received a COVID-19 vaccine.
- Vaccine protection decreases over time, so it is important to stay up to date with your COVID-19 vaccine.



Goal of **100 or less.**

Hand swabs before hand hygiene:

456 - Pharmacy
408 - Pharmacy
400 - Pharmacy
120 - Pharmacy
116 - Physician

Hand swabs after hand hygiene:

35 - Pharmacy
31 - Pharmacy
19 - Pharmacy
7 - Pharmacy
3 - Physician

Random hand swabs:

36 - IS
32 - EVS
20 - DI
14 - OB RN
12 - M/S RN

SHARE YOUR PRODUCE

THROUGH OCTOBER

Produce must be clean and bug free.

Designated tables located under the coat rack in the KEC hallway or the employee west entrance.

HR Reminder

Kings Pointe water park passes are not available for indoor waterpark at this time. Passes are expected to be available for the outdoor park before the summer season starts next year.

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Health & Safety

Quin Kelly,
Health & Safety
Coordinator

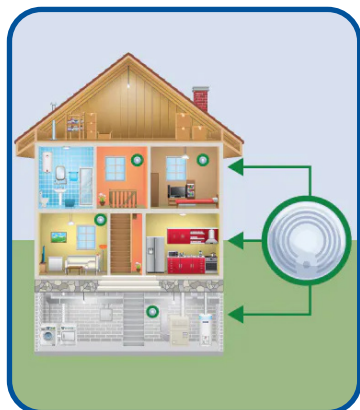


National Fire Protection Week – October 6-12

Since 1922, the National Fire Protection Association (NFPA) has sponsored the public observance of Fire Prevention Week. In 1925, President Calvin Coolidge proclaimed Fire Prevention Week a national observance, making it the longest-running public health observance in our country.

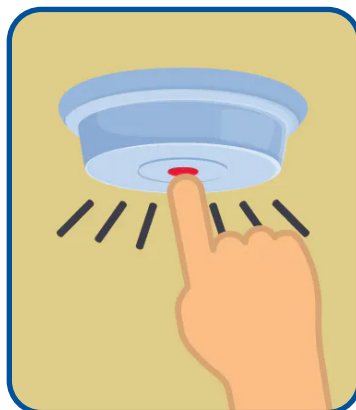
National Fire Protection Week surrounds the topics involved in all things fire safety related. It is celebrated each year on the week of October 8th to commemorate the Chicago fire of 1871. This year's campaign, "Smoke alarms: Make them work for you!™" strives to educate everyone about the importance of having working smoke alarms in the home.

Key Smoke Alarm Safety Tips & Guidelines



Install

Install smoke alarms in every bedroom, outside each separate sleeping area (like a hallway), and on each level (including the basement) of the home.



Test

The hospital's alarm settings are activated and appropriately monitored according to units' specific criteria or test smoke alarms at least once a month by pushing the test button.



Replace

Replace all smoke alarms when they are 10 years old or stop responding when tested.

Health Care Facilities

Our Maintenance Department oversees fire safety including the drills in the hospital. They follow the 2012 editions of the NFPA 101 Life Safety Code and the NFPA 99 Health Care Facilities Code books. These requirements are also found in the Joint Commission standards.

Do you know what to do in the hospital if the fire alarms go off? Visit the "Fire Response Plan and Drills" policy in policy manager to learn, and/or contact April Degner or Quin Kelly with your questions.

History of FPW (nfpa.org)

<https://www.nfpa.org/Education-and-Research/Building-and-Life-Safety/NFPA-resources-for-CMS-requirements-on-NFPA-99-and-NFPA-101>

Fire Extinguisher Training

May use training as a competency if you have not used it prior.

Open to all employees.

Contact Quin Kelly or April Degner to register for the training or if you have any questions.



October 8, 2024
2:00 – 3:00 p.m.
Maintenance Building