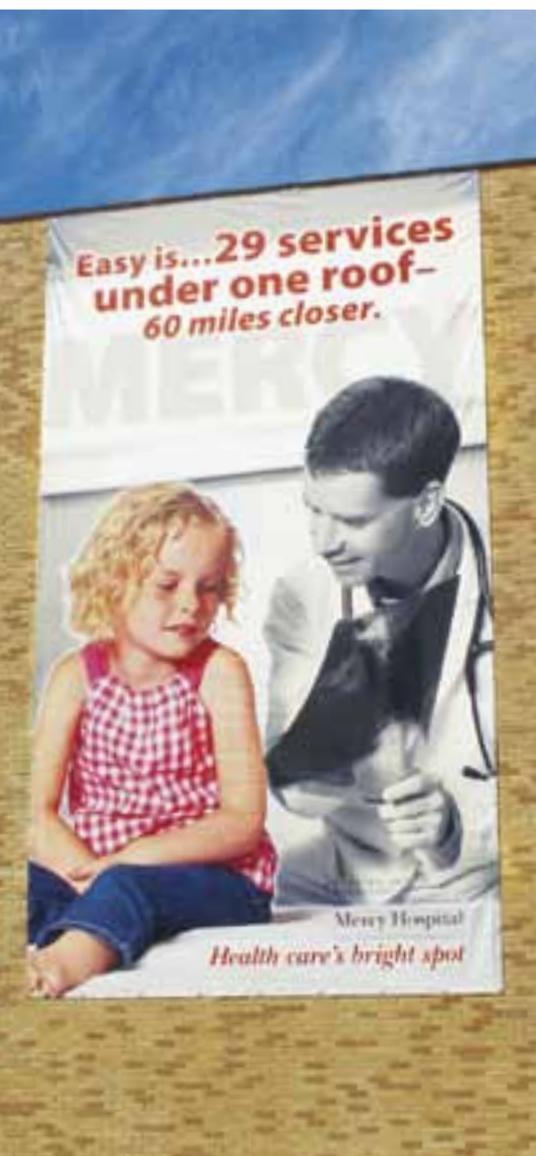


Mercy Insights

Health care's bright spot

FALL 2010



Why leave town?

Your best care is right here

MERCY Hospital has been a part of the Valley City community since 1928. We take pride in delivering high-quality care close to home. Over the years, we've progressed to meet the needs of the community, so whether it's a routine gallbladder removal or an unexpected broken arm, we're here for you—just down the road.

You are the reason we exist, and it's important to us that we communicate with you so you know what's happening at Mercy. You're reading our new *Mercy Insights* newsletter, which replaces the *Communicator* and will arrive in your mailbox three times a year. Our goal is to keep you better informed about the services we offer and better connected to your hospital, which is here for you 365 days a year.

Our goal is to help you learn about our services and get to know your hospital.

on our core values of reverence, integrity, compassion and excellence. It's important that

Kauffman, PA-C, and Grace Struble, daughter of Leslie Struble, home health secretary. We unveiled the banner on July 28—in front of an enthusiastic crowd of employees and community members—as part of the official launch of our new campaign: *Mercy Hospital—health care's bright spot*.

“We care deeply about this community, and we want to do what we can to help ensure that our future is bright here in Valley City,” says Keith Heuser, administrator. “We are an organization of excellence centered

the community knows they can receive quality health care at Mercy, and that they can come to us for their health care needs.”

Bright spots

Other aspects of the campaign include posters inside the hospital and throughout the community that feature Mercy employees. And coming soon, you'll see big changes to our website aimed at making it more useful and easier to navigate.

Under sunny skies: Mercy Hospital unveiled a new banner and image campaign promoting the facility as “health care's bright spot” in our area.

A banner year

Along with *Mercy Insights*, you will see a few more changes at Mercy. Come by the hospital today, and you can't miss a new banner hanging on the outside wall. It features Russell



Nothing to LOL about: Distracted texting can be hazardous

Are you looking where you're going?

If you're texting or talking on your cell phone, you probably aren't. And if you're sending a text at the wrong time, such as while driving a car, you may end up in a serious accident.

Emergency room doctors are seeing an increase in injuries and deaths as a result of texting at inappropriate times—especially among teens and young adults.

Often, accidents happen when people try to text while doing something else, such as walking, biking or skateboarding.

The American College of Emergency Physicians offers the following common-sense precautions:

- ▶ Never text or use a cell phone during any physical activity that requires sustained attention.
- ▶ Never text or use a handheld cell while driving or motorcycling.
- ▶ Keep your cell phone in an easy-to-find place, such as a phone pocket or pouch, to avoid the distraction of rummaging through backpacks or bags.
- ▶ Ignore the call or message if it might interfere with your concentration.
- ▶ If you're going to be doing something where incoming calls or messages might be annoying or even dangerous, turn off your phone.



WE WANT YOUR INPUT! You can help make Mercy Hospital better

Mercy Hospital is forming a Patient and Family Advisory Council to gather insights and ideas about how the organization can improve quality, safety and the care experience for patients and their families.

"A hallmark of the best hospitals across the country is the voice and perspective

of patients and families," says Camille Settelmeyer, RN, assistant administrator for clinical services. "We want our community to know that we're listening and will act on input from the advisory council to make care better."

If you would like to help improve the patient experience at Mercy and are interested in joining the Patient and Family Advisory Council, please call Settelmeyer at

701-845-6487 or e-mail her at camillesettelmeyer@catholichealth.net.



Sharing Mercy news and services

Welcome to the inaugural issue of *Mercy Insights*, a newsletter for residents of Valley City and the neighboring communities.

Mercy Hospital will use the publication to share news and background information about its services and staff, plus some general health care information that may be helpful to you.

Congratulations to Sandy Farrelly, patient access representative, who submitted the winning entry in the employee Name the Newsletter contest.

If you have story suggestions or comments about *Mercy Insights*, please call Keith Heuser at **701-845-6400**.



Fast facts about Mercy Hospital

We offer more than **29 health care services.**



We provide more than **\$616,000 in charity care each year.**



We are one of the largest employers in Valley City, employing **156 people.**



We are close to home—**60 miles closer than Fargo.**



Patient insights

As an employee and a patient, Karen Christenson experienced Mercy Hospital's full range of care

A patient access representative at Mercy Hospital, Karen Christenson is familiar with staff members in many departments.

Early this summer, she gained new insights into the hospital setting, arriving at Mercy's emergency department after being badly injured in a pedestrian/car accident.

The emergency department assessed her injuries and reviewed x-rays taken by imaging services. Then they stabilized her and helped transfer her to Fargo for surgery.

When Christenson returned to Mercy to begin the long rehabilitation journey, she was stable but needed extended care.

"I can't thank the nursing staff enough for their patience and diligence in taking care of all the duties that encompass a patient in my condition—and they did it without any complaints," Christenson says.

Caring for a severely injured patient requires a team effort.

"We work together in the best interest of the patient, to reach the optimum situation for when the patient is able to go home," says Katie Karlen, RN.

Christenson's long-term treatment at Mercy included services from nearly every department. The nursing staff helped with pain control and preventing complications. The dietary staff helped her build strength with nutritious meals.

Moving forward

Physical therapists also were long-term members of Christenson's care team. They helped her work up to basic movements, such

as getting from the bed to the bathroom.

Mercy's physical therapists see patients seven days a week—an uncommon schedule among care facilities. Like many Mercy patients, Christenson had physical therapy twice a day nearly every day—just once on Sundays. She started with non-weight-bearing exercises to slowly regain her strength.

As Christenson progressed, the physical therapy team adjusted her exercises. Christenson says that the staff kept her motivated and challenged, especially on days when she didn't feel like doing anything.

Again, many hands were there to help. The occupational therapist taught Christenson the best ways to shower and dress while dealing with her injuries.

Through it all, the hospital lab helped the care team keep an eye on Christenson's internal health.

"Mercy has a highly qualified staff that goes beyond expectations," she says.

Help with the details

Christenson also expressed her gratitude to Mercy's nonclinical staff. Social services helped her arrange doctor appointments and transportation, and her supervisor handled leave-of-absence and payroll necessities.

Mercy's home health department



View from the inside: Mercy Hospital employee Karen Christenson saw the facility from the patient's viewpoint as she recovered from a pedestrian/car accident. And the skilled, caring staff far exceeded her expectations.

coordinated Christenson's transition from hospital to home. The care team discussed physical therapy visits and medication that would keep her on track to full recovery.

With help from the entire Mercy team, Christenson is getting back to work and her free-time favorites: photography, computers, crocheting and, eventually, lots of walking.

"I am very grateful to have Mercy Hospital so close," Christenson says. "I was comfortable and surrounded by familiar, loving, caring people who made me feel more at home during my stay."

"I was comfortable and surrounded by familiar, loving, caring people."

MERCY INSIGHTS is published as a community service for the friends and patrons of MERCY HOSPITAL, 570 Chautauqua Blvd., Valley City, ND 58072-3199, telephone 701-845-6400, www.mercyhospital.biz.

Keith E. Heuser, Administrator

Information in MERCY INSIGHTS comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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Big-city technology at Mercy

A new computed tomography (CT) scanner is the latest high-tech addition to the already comprehensive imaging services available at Mercy Hospital.

"We offer a range of quality services; patients have the right to ask their doctor to have imaging services here instead of going out of town," says Brad Schiller, imaging services manager.

In addition to CT, Mercy's imaging services include x-ray, ultrasound, nuclear medicine, magnetic resonance imaging (MRI), dual-energy x-ray absorptiometry (DXA) scans for bone density and fluoroscopy procedures.

A clearer view

Mercy's new CT scanner uses a

The better to see you with:

The new CT scanner at Mercy Hospital pairs with a computer to provide high-quality electronic images of a patient's organs, bones and blood vessels.

computer to produce multiple detailed, cross-sectional images.

"The new equipment is faster than what we had before, and the quality of the images is incredible," Schiller says.

Going digital

Mercy will soon be adding digital mammography to its list of imaging services, providing electronic images instead of traditional film images.

These digital images can be magnified and adjusted, making it easier to analyze changes or abnormalities. Sharing of images is also made easier through digital technology.

RADIOLOGY

Giving doctors an insider's look

Advances in imaging technology allow physicians to get a close-up view without surgery. Imaging tests commonly used to examine various parts of the body include:

Computed tomography (CT), which can help detect brain tumors, herniated disks and other conditions.

Magnetic resonance imaging (MRI), which can help detect inflammation, infection, and brain and spinal cord tumors.

Ultrasound, which uses sound waves to help spot inflammation and tears in ligaments, muscles and tendons in the back.

Dual energy x-ray absorptiometry (DXA, previously DEXA), which measures bone mineral density and most often is used to diagnose osteoporosis.

Mammography, which takes images of the breast that most often are used to detect breast cancer.

Fluoroscopy, which uses a contrast dye to show function in the digestive and urinary systems.

Nuclear medicine, which uses a very small amount of radioactive material with a pharmaceutical to study the organ's structure and function.

If you would like to have your imaging procedures done locally, ask your provider's office to make arrangements with Mercy's imaging department.

