

Caring beyond borders

Surgeons take medical mission trip to Guatemala

Cass Regional Medical Center

general surgeons Jack Hudkins, MD, FACS, and Michael Kohlman, MD, set aside time annually to venture to Clínica Ezell in Montellano, Guatemala, to complete surgeries for those in need. During their August 2016 trip, they performed about 30 of 80 total surgeries that were done during their week at the clinic.

“There were four general surgeons and two plastic surgeons, so the general surgeons repaired a lot of hernias. We also removed some breast cancers and did biopsies of skin lesions and subcutaneous lesions,” Hudkins said. “There were a lot of hernias—the youngest was about 2 years old, and the oldest was about 90 years old.”

Dr. Hudkins explained that the region’s residents don’t get a lot of protein in their diets and have to carry a lot of heavy items, which increases the incidence of hernias.

“They don’t have running water, so they walk to the wells and carry it back,” he said. “A lot of jobs they do are labor-intensive. There are a lot of rubber tree farms, so they walk around, draining sap out of trees into buckets they carry. A lot of them cook with wood, so they are cutting wood down and carrying it too.”



General surgeons Jack Hudkins, MD, (left) and Michael Kohlman, MD, (right) prepare for surgery during a recent mission trip to Guatemala.

Dr. Hudkins has completed four mission trips to the area, and Dr. Kohlman has done three. The doctors volunteer through the organization Health Talents International (HTI). Outside of providing health care, the organization also focuses on education, from keeping children in school to helping young adults attend college or medical training.

“They try to keep students within the country. They build them up to be self-sufficient. All of their primary care doctors are local people,” Dr. Hudkins said. “They are a long way from having their own surgeons, so once a month, they bring down a surgical team and their primary care doctors line people up for us. When we get there, they tell us what they think the patient has and we set them up for surgery.”

Seeing people’s happiness when told they can be surgically fixed is most important to Dr. Hudkins during these

mission trips. Many in Montellano go years without the option of having surgery.

“They have free health care, yet they don’t, because if they go to have surgery they say, ‘We can do the surgery for you, but you have to bring your own sutures and anesthetic,’ but they can’t,” Dr. Hudkins said. “‘Free’ suddenly becomes thousands of dollars. The patients there, from what we’re seeing, don’t have any real chance to get something fixed unless someone comes there to do it for them.”

Every month, various medical specialists travel to Clínica Ezell to provide services to Guatemalans who need health assistance. Dr. Hudkins considers himself and Dr. Kohlman to be small cogs in the wheel of the whole HTI system.

“You help a lot of people, but in turn, you help yourself,” Dr. Hudkins said. “It gives you a new perspective of what’s going on in the world.”



SEARCHING FOR DR. RIGHT?
Try our physician directory at
cassregional.org.

Alzheimer's Support Group

Tuesdays, April 11, May 9, June 13,
July 11, 6 p.m.

Conference Room 1

Contact Jeanne Reeder at
jeanne.reeder@alz.org, or call
800-272-3900.

COPD Support Group

Wednesdays, April 12, June 14, 11:30 a.m.

Conference Rooms 1, 2 and 3

Contact Gary Skiles, RRT, at
816-380-5888, ext. 4160, or
email gskiles@cassregional.org.

Community Blood Center Blood Drive

Fridays, April 14, July 21, 2 to 6 p.m.

Conference Rooms 1, 2 and 3

Appointments welcome but not
necessary. To schedule an appointment,
go to savealifenow.org.



Diabetes Support Group

Thursdays, May 18, July 20, 6:30 p.m.
Conference Rooms 2 and 3

Join us in May for a presentation on skin
and wound care. In July, join us for a
discussion on new diabetes medications,
including new noninsulin injectables.
Contact Liz Whelan, RN, MSN, CDE,
at 816-380-5888, ext. 6010, or email
lwhelan@cassregional.org.

Free High School Sports Physicals

Wednesday, April 12, 3 to 5 p.m.,
Drexel Medical Clinic

Wednesday, April 19, 4 to 6 p.m.,
Archie High School

Tuesday, May 2, 4 to 6 p.m.,
Garden City Medical Clinic

Contact John Hoffman, PT, at
816-380-5888, ext. 4230, or email
jhoffman@cassregional.org.

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 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
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 - Qualified interpreters
 - Information written in other languages

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Cass Regional Medical Center
Brent Probasco, Corporate Compliance Officer
2800 E. Rock Haven Road
Harrisonville, MO 64701
816-380-3474, extension 6610

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Corporate Compliance Officer Brent Probasco is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

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German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-816-380-3474.

Arabic: ملحوظة: إذا كنت تتحدث الأعراب، فلان خدمت عداسملاء توافرة لغوييالا لك اجملابن. جبرق لصنارا ه مققف مصلا واليكم: 1-816-380-3474.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-816-380-3474 번으로 전화해 주십시오.

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French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-816-380-3474.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-816-380-3474.

Pennsylvania Dutch: Wann du Deitsch schwetzschit, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf sell Nummer uff: 1-816-380-3474.

Persian: سرفا نابز هب رگا: هجوت ینابز تالی سرت، دی نک یم وگتفگ یم مهارف امش یارب ناگیار تروصب دیری گب ساچت 1-816-380-3474 اب. دشاب

Cushite (Oromo): XIYYEFFANNA: Afaan dubbattu Oromiiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-816-380-3474.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-816-380-3474.

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም ለርዳታ ድርጅቶች: በነጻ ሊያግዝዎት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ 1-816-380-3474.

wellness matters

Information in WELLNESS MATTERS 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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Stay safe and healthy at work

You go to work to bring home a paycheck—not the flu, carpal tunnel syndrome or some other health problem.

So how do you stay safe and healthy on the job? Here are five key safeguards.

1 Protect yourself from disease-causing germs. Get a flu vaccine every year—as soon as you're able. It's the best way to avoid getting a nasty case of the flu from a co-worker and missing work—or worse, getting sick enough to be hospitalized.

Also:

- ▶ Wash your hands often with soap and water. And avoid touching your eyes, nose and mouth. Germs spread this way.
- ▶ Do your co-workers a favor and stay at home if you're sick with a flu-like illness.

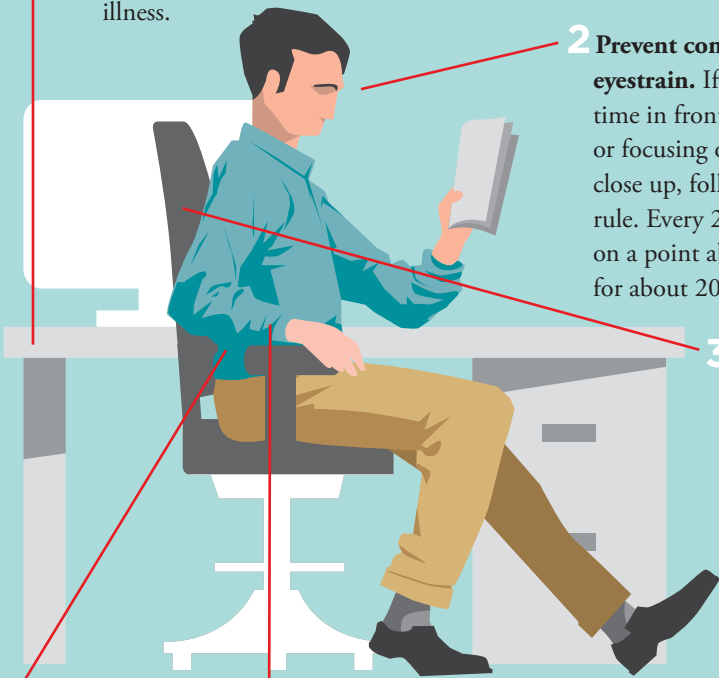
2 Prevent computer-related eyestrain. If you spend a lot of time in front of the computer or focusing on any one thing close up, follow the 20-20-20 rule. Every 20 minutes, focus on a point about 20 feet away for about 20 seconds.

3 Sit smart at your desk. Keep your back in a normal, slightly arched position, with your head and shoulders erect. Make sure your chair supports your lower back. Try to stand and stretch every couple of hours.

4 Avoid a sore back by lifting properly.

Picking up something heavy? Get close to the object, bend at both knees and lift with your leg muscles. Don't bend at your waist.

5 Guard against carpal tunnel syndrome. You're at risk for this painful disorder of the wrists and hands if you do the same hand movements over and over throughout the day. To help prevent it, take regular breaks from repeated hand movements. And if possible, switch hands during work tasks. If you use a keyboard, adjust the height of your chair so that your forearms are level with the keyboard and you don't have to flex your wrists to type.



The ins and outs of hernias

You've probably heard of hernias. You may have even joked that you're going to get one if you have to lift a heavy object. But how much do you really know about this common condition that is sometimes dangerous? Read on to learn more.

What is a hernia?

A hernia happens when the lining inside the abdomen pops through the belly wall, forming a sac. Sometimes the hernia sac includes part of the intestine. Hernias can cause soreness or pain. Or they may cause no symptoms at all.

Men most often get an inguinal hernia, a bulge in the groin that can stretch down to the scrotum. Inguinal hernias are the most common type of hernia.

Women most often get a femoral hernia, which appears in the upper thigh.

Anything that places pressure on the belly wall or tissues can lead to a hernia, such as:

- ▶ Frequent constipation and straining during bowel movements.
- ▶ Chronic cough.
- ▶ Heavy lifting.
- ▶ Excess weight.

How are hernias treated?

Inguinal hernias often can be monitored until they become painful—which may not occur for years.

But if a portion of intestine gets stuck in the abdominal opening, the blood supply to that part of the intestine can be cut off. This is known as a strangulated hernia, and it's always a surgical emergency.

Because femoral hernias are at high risk for strangulation, they too require a surgical fix.

If you have a hernia, review your treatment options with your doctor.

Sources: American College of Surgeons; National Institutes of Health

2016

Community Benefit Report

This Community Benefit Report highlights some of the advancements Cass Regional made last year regarding our five operational Pillars of Success: people, quality, customer service, growth and financial strength.

People

- ▶ We continued to add new staff positions and now employ approximately 470 individuals, the majority of whom live in Cass County. These jobs result in approximately \$30 million in salaries and benefits that are reinvested locally through the residents who live and shop in our area communities.
- ▶ Effective Feb. 1, 2016, we increased the minimum starting wage within the organization from \$9.14 to \$10.50 per hour.
- ▶ At our annual Employee Appreciation Dinner in April 2016, we honored 64 employees for their combined 810 years of service to the organization.
- ▶ Two of our trustees, Amy Catron and Chris Kurzweil, received Governance Excellence certificates from the Missouri Hospital Association for voluntarily completing a series of educational workshops designed to strengthen their knowledge and skills as hospital board members.
- ▶ We welcomed Toni Wiseman to the board of trustees in April, following her election to the board by the citizens of Cass County.
- ▶ Cass Regional Medical Center Foundation awarded \$8,500 in scholarships to six students from Cass County who are pursuing careers and/or continuing education in health care, and our Auxiliary awarded one \$1,500 scholarship to a Cass County resident who is pursuing education in a health-related field.
- ▶ Our Auxiliary members donated more than 14,621 hours of service, helping patients, visitors and staff in several areas of the organization.

Quality

- ▶ We improved in a majority of our core quality measures, including two that had 100 percent compliance for the year: heart failure and stroke/heart attack/chest pain. We also exceeded our goal, and were above the 90th percentile nationally, on our Emergency Department core measure of arrival-to-discharge times for nonadmitted patients.
- ▶ We earned accreditation by the American College of Radiology (ACR) for our 64-slice CT scanner, nuclear medicine camera and ultrasound system. The ACR conducts a review by board-certified professionals who assess and score multiple medical images submitted by the certification-seeking facility. The ACR gives accreditation to medical imaging facilities that attain high standards of practice.
- ▶ We experienced a successful triennial Joint Commission accreditation survey, as well as a favorable state trauma center designation survey.
- ▶ We made improvements to our network and information systems infrastructure to continue to support the development of a single integrated patient record across the organization.
- ▶ We invested in equipment to improve patient care safety and quality, including the replacement of cardiac monitors.
- ▶ Our Marketing and Public Relations department was recognized with an AMPS award from the Social Media Club of Kansas City, receiving a gold-level trophy for a Facebook campaign about breast cancer awareness and 3-D mammography. The department also earned “Best PR/Marketing Project for a Small Rural Hospital” at the Missouri Association for Healthcare Public Relations and Marketing (MAHPRM) Summer Forum Show-Me Excellence Awards for a video that highlighted a patient’s orthopedic surgery experience at Cass Regional.



WANT TO LEARN MORE?

Call 816-380-5888, ext. 4650, during regular business hours, Monday through Friday, or email questions@cassregional.org.

Growth

- ▶ We completed a \$2.3 million, 7,000-square-foot expansion to house a new MRI machine, grow and enhance services offered within Medical Imaging, and provide shell space for future Emergency Department growth. Donors to Cass Regional Medical Center Foundation assisted in this effort by supporting "The Inside Scoop," a special event that raised over \$70,000 for the project.
- ▶ We welcomed urologist Billy B. Perry Jr., MD, to the medical staff, and increased nurse practitioner coverage at both Garden City Medical Clinic and Kingsville Medical Clinic.
- ▶ We completed a strategic plan update and a community health needs assessment to guide our organization's priorities through 2019.

Customer service

- ▶ We improved our inpatient and Emergency Department patient satisfaction over the prior year, with an overall ranking in the top 25 percent of facilities within the national Press Ganey survey database.
- ▶ Our Auxiliary gave our patients 1,542 comfort items, including cough pillows, rice bags, walker caddy bags, lap throws, shawls and hats, as part of the Helping Hands Project. The items were made and donated by several groups and individuals from the region.
- ▶ The Hospitality Cart, operated by the Auxiliary, provided refreshments totaling more than \$3,400 to patients and visitors to make visits to the Cass Regional campus more enjoyable.

Financial strength

- ▶ We closed on refinancing of the 2007 hospital revenue bonds, which will save the organization approximately \$1 million per year in interest expense.
- ▶ We again exceeded budgeted expectations related to operating margin and days of cash on hand.

Cass Regional Medical Center key operating statistics

	2014	2015	2016
Admissions	2,974	2,846	2,632
Outpatient visits	22,680	22,981	22,548
Emergency Department visits	14,604	15,564	14,847
Family Practice Clinic/General Surgery Clinic visits	51,935	55,438	56,062

Balance sheet

(consolidated with Cass Regional Medical Center Foundation and Cass Medical Center Improvement Corporation)

	2014	2015	2016*
Assets	\$112,283,454	\$113,856,065	\$115,830,639
Liabilities	\$ 54,544,046	\$ 50,618,440	\$ 45,341,690
Fund Balance	\$ 57,739,408	\$ 63,237,625	\$ 70,488,949

*unaudited figures

	2016*
County maintenance tax appropriation received	\$ 2,057,016
Bad debt expense	\$11,198,047*
Charity care	\$ 1,018,581*
Total Charity Care & Bad Debt Expense	\$12,216,628*

*unaudited figures

Payer mix

- Medicare and MCR HMO: **49.1%**
- Medicaid and MCD HMO: **10.3%**
- HMO/PPO: **31.2%**
- Self-Pay: **7.1%**
- Other: **2.3%**



Special Tribute Gifts Enhance Hospital Campus

Donors to Cass Regional
Medical Center Foundation
made possible several additions
to the hospital campus in 2016.



TO LEARN MORE

about how you can honor or memorialize a loved one with a special gift, please contact the Foundation at **816-380-5888, ext. 4810.**



The children of C.W. and Helen Meyer donated a bench in memory of their parents. Mr. Meyer served as the hospital's administrator for nearly two decades.

Bench placed to memorialize parents

Rebecca Morton and William Meyer purchased a granite bench for the Memorial Garden at Cass Regional to honor their late parents, C.W. and Helen Meyer. C.W. Meyer was the administrator of Cass Regional Medical Center from 1963 to 1982 and was beloved by staff and patients alike. The bench in his and his wife's memory is placed near the employee memorial area in the garden.



Dr. Richard and Linda Price were on site for the installation of the wind sculpture they donated in memory of Linda's father.

Wind sculptures honor special men

Dr. Richard and Linda Price donated a wind sculpture titled "Nautilus" in memory of Linda's father, Tony Picarella. The sculpture, created by artist Lyman Whitaker, was placed next to the footbridge in the Healing Garden courtyard. Mrs. Price chose the piece to honor her father's career as a fire chief. The sculpture is placed near the bench that the Prices donated in 2009 in memory of Linda's mother, Carmen Picarella.



Colleagues, friends and family of Dr. Marvin Cohen gathered in December to dedicate a wind sculpture in his memory.

When retired general surgeon Marvin Cohen, MD, died in August 2016, his friends, family and coworkers donated gifts in his memory to the Foundation. His family chose to use the gifts to purchase a Lyman Whitaker wind sculpture, "Double Helix Sail," which was placed in the rose garden at the front entrance of Cass Regional. The sculpture was selected because of Dr. Cohen's love for the water, and because it resembles the staff of Aesculapius, which is often used as a symbol for medicine.

Water feature pays tribute to donor's children

When Dorothy "Dotti" Harper, a member of the Cass Regional Auxiliary, lost her adult children, she had no local resting place to visit and remember her son, Terry, and her daughter, Shere. In light of her children's love for the water, Harper donated a bubbling boulder water feature for the Memorial Garden in their memory. The boulder was placed near the dining terrace and provides a soothing sound element to the garden.



Auxilian Dotti Harper donated a water feature for the Memorial Garden in memory of her children.



Am I having a heart attack

The fear of embarrassment can keep you from doing a lot of things.

It might stop you from singing karaoke, for example. Or it could convince you not to make your skating debut on the ice rink in the center of the mall.

But it should never stop you from getting medical help if you think you might be having a heart attack.

According to the National Heart, Lung, and Blood Institute, people often delay calling for emergency help after a heart attack starts. One major reason: fear of being embarrassed if it turns out to be a false alarm.

Getting help at the first sign of a heart attack is the essence of the motto “Better safe than sorry.” Quick treatment is so

critical to surviving a heart attack that health experts urge you to call 911 for an ambulance rather than ride to the hospital in a private car.

You should call 911 if you have any of

these symptoms or signs of a heart attack:

- ▶ Feeling pressure, squeezing, fullness or pain in the center of the chest.
- ▶ Having discomfort in one or both arms, the back, the neck, the jaw, or the stomach.

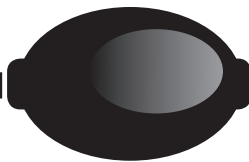
- ▶ Feeling short of breath.
- ▶ Feeling nauseous or light-headed or breaking out in a cold sweat.

You should get medical help even if your symptoms disappear after a few minutes.

Additional source: American Heart Association

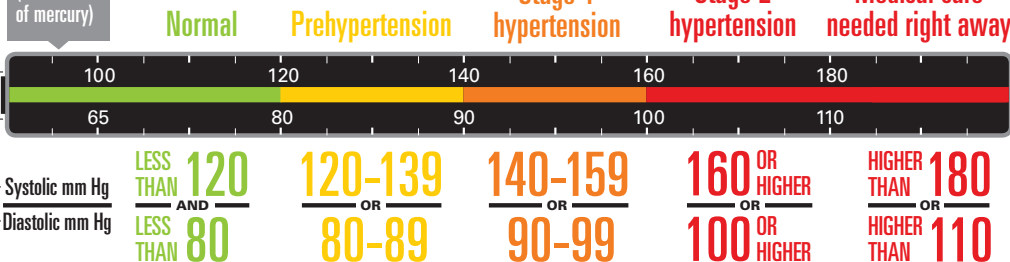
Our emergency department is always ready to help if you have a medical crisis.

BLOOD PRESSURE by the NUMBERS



Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension, can cause your heart to work too hard. This raises the risk for serious health problems, including heart attack and stroke.

Measured in mm Hg (millimeters of mercury)



KNOW YOUR NUMBERS

Talk with your doctor about your blood pressure. Ask how often you should have it checked.

Sources: American Heart Association; National Heart, Lung, and Blood Institute



How we
helped in 2016
Pages 4–5



Quinoa with cauliflower and broccoli

Makes 8 servings.

Why we're keen on quinoa

"Mother grain." That's what the Incas called quinoa (KEEN-wuh). This whole-grain seed was first domesticated in Bolivia, Chile and Peru more than 5,000 years ago. Today, it's earning a reputation as a superfood. Here's why: Cooked quinoa delivers 8 grams of gluten-free protein per cup. That's more than wheat, corn or rice contains—and nearly twice what oats have. And quinoa is a complete protein, which means it has all the essential amino acids your body needs. It also contains a host of other nutrients, including calcium, copper, folate, iron, magnesium, potassium and zinc.

Sources: Academy of Nutrition and Dietetics; U.S. Department of Agriculture

Ingredients

- 1 tablespoon extra-virgin olive oil, divided
- 2 cups cauliflower florets
- 2 cups broccoli florets
- 1 medium green bell pepper, sliced into strips
- 1 medium red bell pepper, sliced into strips
- 1 cup chopped onion, divided
- 3 cloves garlic, minced
- 1 tablespoon fresh thyme, chopped medium (1 teaspoon dried may be substituted)
- 1 tablespoon fresh oregano, chopped medium (1 teaspoon dried may be substituted)
- 1 cup quinoa
- 2 cups reduced-sodium vegetable broth
- Salt
- Freshly ground black pepper

Directions

- ▶ In skillet, heat 2 teaspoons olive oil over medium-high heat. Add cauliflower, broccoli, peppers, ½ cup onion and garlic. Sauté 5 minutes until vegetables start to soften. Stir in herbs and sauté 2 minutes. Remove from stovetop and set aside.
- ▶ In strainer, place quinoa and rinse thoroughly with cold water. Using your hand, swish quinoa under running water for 2 minutes to remove bitter natural coating. Drain and set aside.
- ▶ In medium saucepan, heat remaining teaspoon olive oil over medium-high heat. Add remaining onion. Sauté about 3 to 4 minutes. Add broth and quinoa. Increase heat to bring mixture to boil. Reduce heat to medium-low, cover, and simmer until quinoa is tender, about 20 minutes.
- ▶ Gently stir in vegetable mixture and combine well with quinoa. Season with salt and pepper to taste. Serve.

Nutrition information

Serving size: ⅓ of recipe. Amount per serving: 120 calories, 3.5g total fat (0g saturated fat), 20g carbohydrates, 5g protein, 4g dietary fiber, 50mg sodium.

Source: American Institute for Cancer Research