

HealthLine

Summer 2008

Expanding to Meet Your Needs

- **New Ambulatory
Surgery Center Opens**

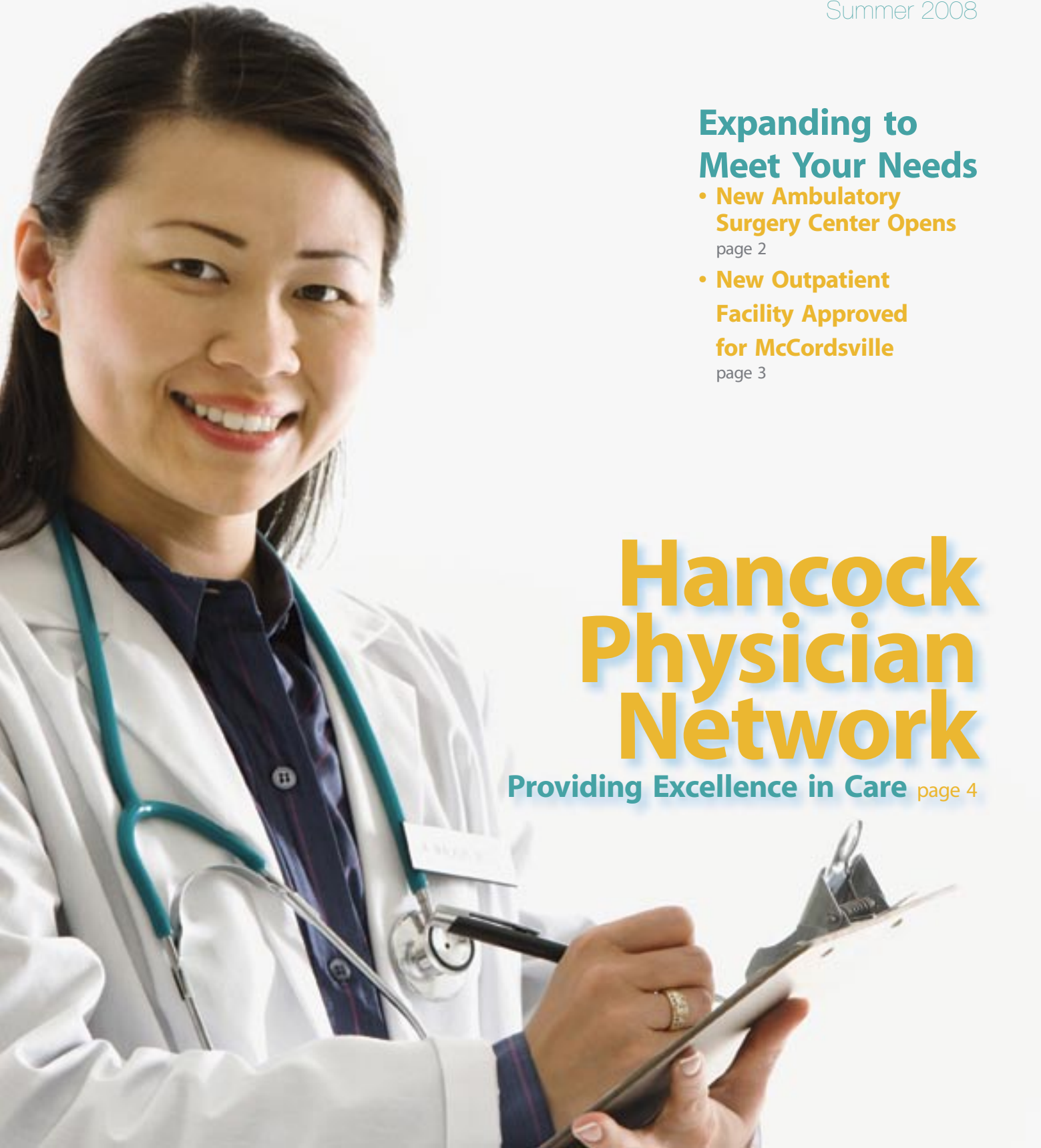
page 2

- **New Outpatient
Facility Approved
for McCordsville**

page 3

Hancock Physician Network

Providing Excellence in Care page 4



New Ambulatory Surgery Center Is Open



The new Hancock Ambulatory Surgery Center, which opened in March, provides state-of-the-art outpatient surgical services to the community. The center offers local patients the surgery options they need in a convenient environment that is enhanced through a relationship with Hancock Regional Hospital. Connected to the main hospital, the 24,000-square-foot facility includes four operating rooms and 19 private, short-stay patient rooms.

“The center features leading-edge equipment, on-site laboratory and radiology care, and a paperless charting system that allows for quicker patient processing,” says Thomas Jones, MD, OB/GYN, who performs surgeries at the center. “We are offering patients a new experience for outpatient surgery that prevents the need to travel out of town. In just our first week, we performed more than 50 surgeries.”

For more information about the new Ambulatory Surgery Center, call (317) 325-2500.

Changing Careers

Leaving the job you know so well and beginning a new career can be both exciting and stressful. Fortunately, taking a little time to chart out your career path can make a world of difference.

Here are a few tips to get you started down the path toward job fulfillment:

- » **Talk with a career counselor.** A counselor can help you pick a career that is right for you through a series of standardized tests.
- » **Gather support.** Let your family and friends know you are looking for a new career. They can offer support, encouragement, and helpful networking.
- » **Be realistic.** Don't expect a new job to happen overnight. Depending on your career, you may need additional education or certifications.
- » **Just do it.** After determining your dream job, find out the skills, experience, and education needed and map out short- and long-term goals to get you there.



HealthLine

Summer 2008

**Administration/
Editorial Board**

CHIEF EXECUTIVE OFFICER
Robert Keen, PhD, FACHE

EDITOR
Heidi Phipps

This publication in no way seeks to serve as a substitute for professional medical care. Consult your physician before undertaking any form of medical treatment or adopting any exercise program or dietary guidelines.

DEVELOPED BY **TRUE NORTH**
(800) 624-7496



Bringing Care to You

A new outpatient facility in McCordsville extends Hancock Regional Hospital's community commitment to great healthcare.

To better meet the needs of this fast-growing part of Indiana, Hancock Regional Hospital purchased 10 acres for a new outpatient facility in McCordsville. Project plans were approved in March, and construction of the 45,000-square-foot building is scheduled for completion in early 2009.

A VARIETY OF SERVICES

The new facility will house a mix of outpatient services, as well as primary care and specialist physician practices. Outpatient services will include:

- » imaging
- » lab services
- » physical therapy
- » urgent care

Hancock Regional has allocated 3,500 square feet of the new complex for consumer-driven retail healthcare services.



“McCordsville is growing rapidly and we felt like a new facility was necessary to enhance our goal of providing the community with convenient access to outstanding healthcare,” says Rob Matt, Vice President of Business Development and Marketing at Hancock

Regional. “The new facility is just one more example of Hancock Regional’s commitment to our patients.”

For more information about Hancock Regional’s comprehensive health services, visit www.hancockregionalhospital.org.

The RIPPLE Effect on Coding

New coding procedures at Hancock Regional Hospital are reducing billing delays and improving accuracy.

Since April 2007, Hancock Regional has been working on Rapid Improvement Process/People Leading Excellence (RIPPLE), an initiative designed to improve various processes and enhance patient care. As part of the initiative, teams of 8 to 10 associates from throughout the hospital meet during weeklong events to identify ways to improve these processes.

THE BILL DROPS HERE

Recently, Hancock Regional held a RIPPLE event week to look at the coding process in which medical codes are assigned to diagnoses and procedures to help in financial

reimbursements from insurance companies and government agencies.

“For many years, we did all of our coding after the patient had already been discharged,” says Sally Lacy, Health Information Services Team Leader at Hancock Regional. “This made it difficult to ensure we were billing for detailed, accurate diagnoses. It also increased both the hospital and patient’s bill times significantly.”

To improve coding, Lacy’s RIPPLE team took the top five admitting diagnoses to the hospital—congestive heart failure, chronic obstructive pulmonary disease, pneumonia,

gastrointestinal bleeding, and stroke—and began concurrently coding them in real time. As a result, coders can now clarify any coding questions they may have with the physician while the patient is still in the hospital. Additionally, insurance companies can be billed more quickly.

“Concurrent coding has reduced our bill time for these diagnoses from 18 to 4 days,” says Lacy. “Someday, we hope to do this with even more diagnoses, but for now we’re thrilled with the success.”

For more information about concurrent coding at Hancock Regional, call (317) 468-4407.

The Doctors Are In at Hancock Physician Network



Where do you turn when you need excellent primary care providers for your entire family? For more than a decade now, residents of Hancock, Marion, and surrounding counties have turned to the physicians of Hancock Physician Network.

Founded in 1997 as a partnership with Hancock Regional Hospital and St. Vincent Health, Hancock Physician Network provides a large network of primary care providers who are available to meet the medical needs of our local communities. Through this partnership, Hancock Regional physicians are able to provide many of the primary care services locally—including Internal Medicine, Pediatrics, Family Medicine, Pulmonary Medicine, and Mental Health—while referring patients to a network of physicians of St. Vincent Health in Indianapolis to provide the secondary and tertiary services not available at Hancock Regional.

“Because of this partnership, residents of our community can have a local physician who is well educated and connected with the services available in Hancock County, yet that physician can also access the advanced services and specialists available in Indianapolis,” says Bill Barteau, President and CEO of Hancock Physician Network. “This level of service might not be available from other primary care physicians in the county, so it’s a win-win situation for the patients of Hancock Physician Network.”

VALUE TO THE COMMUNITY

The role of Hancock Physician Network is to provide the highest quality of medical care services available to Hancock,

Marion, and surrounding counties. The physicians affiliated with the group offer frontline access to care for the community and work together with Hancock Regional to provide the full spectrum of medical and diagnostic services.

“Hancock Physician Network doctors provide the bulk of the community’s primary care, and they’re the gateway of patient access to the hospital,” says Rob Matt, Vice President of Business Development and Marketing at Hancock Regional. “Their commitment to good patient health, coupled with their utilization of hospital services, makes Hancock Physician Network a real benefit to the hospital and the community.”

When patients are hospitalized at Hancock Regional Hospital, their primary care physician oversees their care for the duration of their stay, ordering the tests and procedures they need while making referrals to other specialty physicians. If the patient is under the care of a Hancock Physician Network physician—who is intimately familiar with hospital procedures and capabilities because of the close affiliation of the group and the hospital—patients typically receive more streamlined, efficient care.

“Hancock Physician Network patients have an advantage because they have a primary care physician who also works

within the hospital and generally leads their care if they're admitted to the hospital," Barteau says. "Ultimately, they can provide a superior level of care because of their understanding of the services and specialists associated with the hospital."

BENEFITS OF CHOOSING HANCOCK PHYSICIAN NETWORK

Accessing healthcare from a physician within a large group such as Hancock Physician Network provides patients with many benefits, including these:

- » With almost 30 providers offering primary care services from eight different locations within the county, patients can easily select a physician close to their home or office.
- » All of our physicians are currently accepting new patients.
- » Because we have multiple providers in each office, it's usually possible to schedule a same-day appointment when you're sick and need immediate access to a physician. Some offices also offer extended hours in the evenings and on Saturday mornings.
- » Newer physicians are partnered in practices with more experienced physicians, so a complete range of primary care services can be provided. The newer physicians can benefit from the more experienced physicians, while the more experienced physicians can benefit from the fresh perspective of the newer physician.

"When you choose a Hancock Physician Network physician for yourself or your family, you know that you're getting a world-class primary care physician who is dedicated to providing outstanding medical care," Barteau says. "Our goal is to have a high rate of patient satisfaction by providing efficient and effective medicine."

To learn more about Hancock Physician Network, visit www.hancockphysicians.com.

We're Here for You

When you're looking for a physician who's close to your home or work, there's a Hancock Physician Network office that's convenient to you.

Greenfield

Hancock Family Practice

M. Carmen Cudiamat, MD, Family Practice
Matthew Surburg, MD, Family Practice
John Joven, MD, Family Practice/ Sports Medicine
120 West McKenzie Road, Suite H
(317) 462-2335

Northeast Medical Group

Michael Fletcher, MD, Internal Medicine
John Hittle, MD, Internal Medicine
Sirajabid Khatib, MD, Internal Medicine
Robert Klinestiver, MD, Internal Medicine/Pulmonary Medicine
Gary Stouder, MD, Family Practice
Amy Wooldridge, MD, Internal Medicine/Geriatrics
Barbara J. Pescitelli, MSN, ANP, BC
One Memorial Square, Suite 305
(317) 462-6662

Anderson Family Practice

Frank Murphy, MD, Family Practice
Lori Hurst, MD, Family Practice
James Anderson, MD, Family Practice/Geriatrics
Scott Capen, MD, Family Practice/ Sports Medicine
Stephen Flink, MD, Internal Medicine
Teresa Jones, MD, Family Practice
300 E. Boyd Ave., Suite 120
(317) 462-3441

Fortville

Hancock Physician Network

600 Vitality Drive
(317) 485-6406

Hancock Pediatrics

Lori Wean, MD, Pediatrics
Hemalatha Hemachandra, MD, Pediatrics
Paul J. Halter, III, MD, Pediatrics
Roger Roberts, Jr., MD, Pediatrics
300 E. Boyd Ave., Suite 250
(317) 467-4500

Hancock Counseling and Psychiatric Services

Barbara Roy, CNS, Adult and Child Psychology
Melinda Cobb, MD, Psychiatry
Andrea Baker, MA, LMFT, LMHC, Counseling/Behaviorist
John Constantine, PhD, HSPP, Adult and Child Psychology
180 W. Muskegon Drive
(317) 468-6200

Indianapolis

Northeast Medical Group-Geist

Gregory Bojrab, MD, Internal Medicine
Kristi Dickson, MD, Internal Medicine/ Women's Health
Laurie Han, MD, Internal Medicine/ Women's Health
Michael Fletcher, MD, Internal Medicine
7962 Oaklandon Road, Suite 106
(317) 823-1883

New Palestine

New Palestine Family Medicine

Jared Basham, MD, Family Practice
Elizabeth Blachly, MD, Family Practice
Kristin S. Charpentier, MD, Family Practice
7375 West US 52
(317) 861-4171

Facing the Future

Hancock Physician Network is expanding into the growing market of aesthetic services, thanks to the recent addition of a full-time licensed Aesthetician, Heather Dodds, who provides noninvasive skin rejuvenation applications such as laser hair removal, laser genesis for restoring and improving facial appearance, and spider vein treatment.

Aesthetician services are available through Anderson Family Practice, located at 300 E. Boyd Avenue, Suite 120 in Greenfield. Call (317) 462-3441 to schedule an appointment.



Positive Life Changes

June–September

PROGRAMS IN HEALTH & LIFESTYLE EDUCATION

All classes will be held in the Hancock Regional Hospital classrooms (located on the lower level of the hospital) unless otherwise indicated. Look for directional signage indicating assigned classrooms for each program.

FAMILY CONNECTIONS

Breastfeeding

Saturday, June 14, August 9, 9 a.m.–Noon,
Thursday, July 17, September 18, 6–9 p.m.,
\$30 per couple

Childbirth Preparation for First-Time Parents

Designed for couples expecting their first child.

Classes are currently being formed for August. Please contact Education Resources at (317) 468-4506 for more information or visit www.hancockregionalhospital.org. \$35 for women delivering at Hancock Regional Hospital; \$65 for women delivering elsewhere

Childbirth Preparation for the 21st Century

This class is a condensed, fast-paced discussion of labor, delivery, and recovery. Perfect for the busy first-time parent, as well as experienced parents!

Saturdays, July 12 & 19, September 13 & 20, 9 a.m.–12:30 p.m., \$35 for women delivering at Hancock Regional Hospital; \$65 for women delivering elsewhere

Natural Childbirth

This class focuses on labor preparation, breathing, and relaxation techniques for moms interested in a natural delivery.

Saturdays, June 21 & 28, August 16 & 23, 9 a.m.–12:30 p.m., Thursdays, July 17, 24 & 31, September 11, 18 & 25, 6:30–9 p.m., \$35/couple

PLAY IT SAFE

American Heart Association Healthcare Provider CPR

July 7, August 4, September 1, 8:30 a.m.–3 p.m., \$71

American Heart Association Healthcare Provider Recertification

June 23, July 28, August 25, September 22, 8:30 a.m.–Noon, June 23, August 25, 1–4 p.m., \$71

Advanced Cardiac Life Support Certification

September 18 & 19, 8:30 a.m.–4:30 p.m., \$179

Advanced Cardiac Life Support Recertification

July 18, 8:30 a.m.–4:30 p.m., \$128

Pediatric Advanced Life Support

August 14 & 15, 8:30 a.m.–4 p.m., \$179

Pediatric Advanced Life Support Recertification

June 27, 8:30 a.m.–4 p.m., \$128

First Aid and CPR Course

(Adult, infant, and child CPR, and First Aid)

Tuesday and Thursday, July 8 & 10, August 5 & 7, September 9 & 11, 6–10 p.m., \$80

WOULD YOU LIKE TO LEARN MORE ABOUT HANCOCK REGIONAL HOSPITAL?

Group Hospital Tours

Small groups have the opportunity to meet hospital CEO Bobby Keen and receive a behind-the-scenes tour of the facility. Light dessert is provided. Registration required.

Call (317) 468-4583 for more information.

TO YOUR HEALTH

Arthritis Self Management Course

Six-week course designed for those suffering from all forms of arthritis, as well as spouses and caregivers. Please visit www.hancockregionalhospital.org for more information and for fee posting, or call Education Resources at (317) 468-4506. Class fee includes course manual.

Tuesdays, June 3, 10, 17 & 24, July 1 & 8, 6:30–8:30 p.m., \$30

Made for MEN

SAVE THE DATE! Saturday, June 21 Join us for a day devoted to Men's Health. Hancock Regional will be offering a variety of screenings, classes, and education seminars specifically geared towards men's health issues. There is something for everyone. Think you're the king of the grill? Join us for our grill-off championship. Need a little help with your golf game? Stop by for our golf-swinging clinic or putting contest. Visit www.hancockregionalhospital.org or call the Hancock Regional Hospital Foundation at (317) 468-4583 for more information.

Individual Diabetes Counseling

By appointment; MD orders required. 1½–2 hours, \$114/hour

3-hour class now available! Cost: \$342 Call (317) 468-4379 for appointment and more information.

Individual Diet Instruction

By appointment; MD orders required. Monday–Friday, scheduled anytime from 8 a.m.–4 p.m.

Call (317) 468-4467 for appointment and more information.

Diabetes Monthly Program

Wednesdays, June 18, July 16, August 20, September 17, 1 p.m. Thursdays, June 19, July 17, August 21, September 18, 7 p.m.

Call (317) 468-4379 for information. Reservations normally not needed.

No charge

DIABETES EDUCATION

15 = 1 Basic Concepts of Diabetes

A three-hour class that addresses the very basics of diabetes and an in-depth study of carbohydrate counting. Participants will receive a meal plan and a copy of the booklet *Exchange Lists for Meal Planning*. Time is spent writing menus according to individual meal plans. The video, *Putting Carbohydrate Counting into Practice*, is shown.

Please register in advance for all classes. In the event a class is canceled, we will make every effort to notify you. We have established minimum and maximum numbers for class enrollment. If a class falls below the minimum, we reserve the right to cancel the class. If a class exceeds the maximum, we reserve the right to close registration for the class. Should you have questions about this policy, please call. Thank you!

Fitness Factor

A three-hour class that will explore diabetes as it relates to activity, diabetic medications, short-term complications, sick day management, long-term complications, foot care, and emotions. A game show format is used to review and reinforce information presented in this class. The video, *Preventing Long-term Complications*, is shown.

Nutrition, Weight Loss, and Lipids, Oh My!

A three-hour class on topics of nutrition including fats, reading nutrition labels, recipe modification, artificial sweeteners, alcohol consumption, and eating out. Participants will have a chance to discuss "case studies" and play a labeling game called "Sometimes, Always, Never." The video, *Pattern Management*, is shown.

All three courses are offered at the following times: Monday evenings from 5:30–8:30 p.m.; Wednesday mornings from 9 a.m.–Noon; and Thursday mornings from 10 a.m.–1 p.m.

An individual appointment (one hour in length) is needed prior to attending class. Participants are encouraged to bring a family member. A physician's order is required for Diabetes Self-Management classes. Call (317) 468-4379 for further information.

A HELPING HAND

Commit to Quit/Smoking Cessation Classes

Mondays: September 8, 15, 22, 29, 6–7 p.m.
Tuesdays, August 5, 12, 19, 26, 6–7 p.m.
\$35; Call (317) 468-4162 to register and contact the Hancock County Health Department at (317) 477-1128 to learn how to receive Nicoderm patches for free!

Tobacco-Free Teens

A tobacco cessation class for teenage users of cigarettes or chewing tobacco.
Mondays, September 8, 15, 22, 29, 3:30–5 p.m.
Tuesdays, August 5, 12, 19, 26, 3:30–5 p.m., \$25

Parenting Children of Divorce

Class provided by the Indiana Health Group. Please call (317) 467-2025 to register for this class.

Thursdays: June 26, July 24, August 28, September 25, 6–7:30 p.m.

SUPPORT GROUPS

Eating Disorders Support Group

This group will address anorexia, bulimia, and overeating disorders and will provide education and support.

July 7 & 21, August 4 & 18, September 15, 7 p.m., No charge

Breastfeeding Support Group

Come and meet other mothers and their babies in an environment of support and assistance. Scales also will be available to check your baby's growth. Led by a Breastfeeding Professional.

Thursdays, July 10, August 14, September 11, 6–7 p.m., No charge, OB Lounge, 2nd Floor

Cancer Circle Support Group

Wednesdays, June 18, July 16, August 20, September 17, 7 p.m., No charge

Alzheimer's Support

Mondays, June 30, July 28, August 25, September 29, 6:30–8 p.m., No charge

Multiple Sclerosis Support

Thursdays, June 19, July 17, August 21, September 18, 7–9 p.m., No charge

Caregivers Support Group

This support group will teach vital skills to caregivers as well as provide an environment of support and shared information about vital community resources.

Tuesdays, June 24, July 29, August 26, September 30, 1:30–3 p.m., No charge

Commit to Quit Support Group

Meets the first Thursday of every month at a local smoke-free restaurant at 6 p.m. Please call (317) 468-4162 for locations. No charge

Better Breathers

Wednesdays, July 2, August 6, September 3, 12:30–3 p.m., generously provided free of charge by donors through the Hancock Regional Hospital Foundation.

Grief Support

Second Thursday of the month, 6 p.m., No charge
Greenfield Christian Church, 23 North East Street, Greenfield

MADD

Third Tuesday of the month, 7 p.m., No charge
Greenfield Central High School, 810 North Broadway Street, Greenfield

Online registration is now available! Please visit our Web site at www.hancockregionalhospital.org for a detailed list of classes and available dates. Registration fees also can be paid online (credit/debit card payment only). You may also call Education Resources at (317) 468-4506 for class information and registration. The Education Resources Department at Hancock Regional Hospital is staffed between 8 a.m. and 4 p.m., Monday through Friday.



Laying the Foundation *for* Digital Mammography

The Hancock Regional Hospital Foundation is preparing for the new Women's Health Imaging Center through fundraising efforts for digital mammography.

Digital mammography—which uses computer images instead of X-ray film to record images of the breast—is the most advanced form of breast cancer screening currently available and will be featured in the new center when it opens in 2010.

“Costing an estimated \$400,000, digital mammography is the most expensive piece of equipment to be placed in this new center,” says Myra Bleill, Executive Director of the Foundation at Hancock Regional. “However, it is the most advanced piece of technology available when it comes to breast health, providing a faster and much more accurate diagnosis. This is why the Foundation is involved in trying to raise money for this greatly needed service in our community.”

MEETING YOUR NEEDS

While standard mammograms are completed using X-ray machines—with images taking a substantial amount of time to develop—digital mammography uses a computer to take high-quality digital images of the breasts that are available almost instantly. The high-resolution images are produced in a much faster time, allowing the radiologist to view the image on a computer screen in a matter of minutes.

“Digital mammography increases image quality for better visualization of the breast tissue,” says Lisa Wood, Team Leader at Hancock Regional. “This contributes to earlier detection and a more accurate diagnosis, which leads to better patient care and a shorter examination time.”

To make a tax-deductible donation to Hancock Regional Hospital, call Myra Bleill at (317) 468-4583, or make an online donation using your credit card by visiting www.hancockregionalhospital.org/foundation/donate.asp.

According to the American Cancer Society, 1.3 million women will be diagnosed with breast cancer each year, which is why Hancock Regional Hospital has started Women Helping Women—a program that raises money to provide free mammograms to women who are uninsured or have limited resources.



801 North State Street
Greenfield, IN 46140

NONPROFIT ORGANIZATION U.S. POSTAGE PAID Indianapolis, IN Permit No. 1627
