


A publication of
BLESSING HEALTH SYSTEM

Personal BLESSING

OUR PATIENTS. THEIR STORIES.

FALL/WINTER 2018



When life turned upside down, Theresa found health care on her terms at Blessing

READ HER INSPIRING STORY
ON PAGE 4

INSIDE THIS ISSUE

PAGE 8

Fracture care retains international accreditation

PAGE 10

World traveler stops at Blessing for knee replacement

PAGE 11

Meet the new doctors serving the region

Published by the Marketing, Communications & Community Relations staff of Blessing Hospital, *Personal Blessing* provides general information on health-related topics. It is not intended to be a substitute for professional medical advice, which should always be obtained from your physician.

**The Blessing Health System
Mission Statement:**

To improve the health of our communities

**The Blessing Health System
Vision Statement:**

We will be the region's health care leader.

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Building better health care access for you

By Maureen Kahn, RN, MHA, MSN, President/Chief Executive Officer, Blessing Health System/Blessing Hospital



Thanks to your support of Blessing Health System, access to care continues to improve.

On Blessing Hospital's 11th Street campus (*photo above*), a project is underway to finish the currently empty 4th floor of the Moorman Pavilion and add a 5th and 6th inpatient floor to the building.

The additional rooms will not increase the number of patient beds, but will make the majority of medical-surgical rooms single-bed rooms.

To the east, we are building a medical office building (*photo below*). The structure, at 48th and Maine Street in Quincy, will be 80,000 square feet on seven acres. It will include provider offices, physical therapy, select radiology and laboratory services and a durable medical equipment store.

The medical office building will help house the providers we are actively recruiting to meet the health care needs of the region.

Both projects will be completed by 2020.

Speaking of access, inside this magazine you will learn more about the newest member of the Blessing Health System, Hannibal Clinic, and about Blessing's Convenient Care Clinics (*see back cover*).

You will better understand how Blessing's role as a non-profit health care provider makes a difference – a \$66 million difference supporting programs and services vital to the region.

You will hear the stories of people whose lives were changed by Blessing care and meet the providers who delivered that care.

Finally, to see how all this is possible, simply look in the mirror. It is through your support of Blessing Health System that the health of the communities making up this wonderful region is improved. ■



B BLESSING HOSPITAL



The local, state and federal governments have identified certain taxes from which Blessing Hospital and other non-profit health care providers are exempt. At Blessing, we invest that money into programs and services to improve the health of our communities. These expenditures are known as “community benefit” investments. We invest more in community benefit programs and services than we would pay in the taxes from which we are exempt.

This partnership allows government to focus its attention and resources on programs and services in which it has expertise while allowing us to do what we do best - address health care needs in the communities we serve.

In addition to community benefit investments, we work side by side with other agencies to identify the health care needs of the people and communities we serve and create plans to address them.

We report our community benefit investments annually to the government and to you because we are a community-owned hospital, and you are the community. Thank you for your support.

During Fiscal Year 2017 (10/1/16 through 9/30/17) Blessing Hospital invested
\$66,900,270
into Community Benefit programs and services.

Following is where some of those dollars were invested. The complete report is on blessinghealth.org/publications.

\$6 million in FREE CARE to those in need
Number of lives touched: 2,447



\$1.6 million
to support delivery of
BLESSING HOME CARE services
Number of home care visits annually:

Not all hospital services financially support themselves. When the service involved is vital to meeting community-wide needs, as is Blessing Home Care, Blessing Hospital provides support.

Blessing Home Care registered nurses, certified nursing assistants and certified therapists work with a patient’s provider to deliver home-based health care to people recovering from illness or surgery or living with a chronic condition.

48,000

The Merriam-Webster dictionary defines the phrase “game face” as a look of intense determination. The definition brings to mind visions of sneers, scowls and snarls. Theresa Hocking wears a different game face. She sports a smile.

“I am not going to let this define me,” said the 60-year-old mother of four and grandmother of eight. “If I do, I am just going to be sitting in a corner—depressed—and I am not going to.”

Theresa smiled in the face of a vicious opponent, triple-negative breast cancer, the most aggressive form of the disease for which there are fewer treatment options than other forms of breast cancer.

Blessing Health System medical oncologist, Bassel Jallad, MD, says only 25-30 percent of women with breast cancer have the triple-negative form.

“You must act quickly because the cancer is aggressive,” said Dr. Jallad.

MEET THERESA’S TEAM

As a fan of her grandchildren’s sporting events, Theresa recognizes and appreciates teamwork. Her team of Blessing Health System providers helped her keep a smile on her face in spite of the devastating diagnosis.

“It’s been amazing,” Theresa exclaimed. “It’s one big team. From the receptionists to the nurses and doctors, they have been

awesome and very compassionate.”

“It makes you feel important,” she continued. “They have your best interest at heart, every single one of them. They are there for the whole journey, talking to you and holding your hand.”

Theresa’s journey began when she felt a lump a week before her annual mammogram at the Blessing Breast Center. Seven days after the mammogram, a biopsy led to the diagnosis of triple-negative breast cancer.

Theresa’s team of Blessing Health System providers put the pedal to the metal. Within a week of the biopsy, she

consulted with Dr. Jallad, surgeon Dr. Emmanuel Bessay and radiation oncologist Dr. Rob Johnson. They immediately began to build her treatment plan. By her side every step of the way was Blessing Breast Center patient navigator, Sheila Hermesmeier, RN.

“It’s very impressive,” Dr.

Jallad said of the teamwork of Blessing Health System cancer providers.

Dr. Jallad worked in Detroit, Chicago and St. Louis before coming to Blessing.

At left is Theresa Hocking and below are members of her care team: Drs. Jallad, Johnson and Bessay and navigator Hermesmeier

NO ONE PUTS THERESA IN A CORNER





Breast cancer survivor Carol J. Rankin (left) and her daughter, Schantelle Holt, BSN, RN, Blessing oncology department Carol said Schantelle told her she would get the care she needed wherever she chose to receive it. Carol chose Blessing, receiving care from Drs. Jallad and Johnson, and surgeon Chris Zwick, MD, of the Quincy Medical Group and Blessing Hospital medical staff.

“I think I received very good care,” Carol stated. “I would not have gone anywhere else.”

“If he (Dr. Jallad) didn’t do a good job, I would have made her go somewhere else,” said Carol’s husband Larry. “But he did a good job.”

SCREENING CAN BE A GAME CHANGER

Because she never had a problem before, Carol admits she did not get screening mammograms as often as recommended once she retired. Fortunately, Carol continued doing self-exams regularly.

“With the lump, one day it was just there. I had not noticed anything before and all of a sudden, it just popped up.”

Carol and Theresa encourage all women to conduct breast self-exams and to get regular screening mammograms.

Dr. Jallad estimates that 70 percent of his breast cancer patients come to him as a result of cancer found during screenings.

“I wish the other 30 percent had found their cancer because of screening,” he said. “It increases the chance of finding the cancer at an earlier stage.”

For more information on breast cancer care at Blessing, go to blessinghealth.org/cancer. ■

“When working in a big medical center, it’s sometimes difficult for providers to get together to make sure everyone is on the same page. Here, we are close together. We can get together quickly, and the patient can be seen quickly. It leads to better care.”

Theresa’s care included chemotherapy, followed by bilateral (double) mastectomy and radiation therapy.

“It was my decision to have the bilateral mastectomy. I don’t want to do this again,” she said.

THE TEAM’S GAME PLAN

The guidelines of the National Comprehensive Cancer Network (NCCN) are a foundational element of care at Blessing.

“The guidelines were established by the best cancer care programs in the nation,” said Dr. Johnson. “They are best practice for evaluation, testing and treatment.”

“We use these guidelines, the same ones they use at Mayo, Barnes Jewish and MD Anderson,” he concluded.

“The treatment we provide here is comparable to the breast cancer treatment you would find at large medical centers,” added Dr. Bessay. “If you can get that level of care close to home, with the support of your family, it helps. There is a lot of emotional weight that comes with a diagnosis of breast cancer.”

Patient navigator Sheila Hermesmeier’s job is to help women carry that emotional weight, if they need help, and to understand their treatment and remove any barriers in their way.

“It is such a strange, scary subject,” Sheila said. “It just kind of comes out of the blue. Women are living their lives and all of a sudden they feel a lump, or they were just getting their annual screening mammogram. When they get the diagnosis, they are caught off guard by it.”

“OH, MY! IT WAS SCARY!”

That’s how Carol J. Rankin of Loraine, Illinois, described her experience. At 69 years old, she found a lump that was confirmed as breast cancer.

Carol had a less aggressive form of breast cancer than Theresa, but still had the Blessing team in her corner. In fact, her daughter, Schantelle Holt, is one of Dr. Jallad’s nurses.

Hannibal Clinic brings new technology and advanced training to area women

Women in need of breast care have access to the latest technology and specially trained surgeons at Hannibal Clinic.

For breast biopsies, women have access to the Brevera® breast biopsy system with CorLumina® imaging technology and a prone, stereotactic breast biopsy table. This system allows for a shorter procedure with less time under compression and real-time core imaging.

“By using this advanced technology, patients can be sedated for their biopsy, which allows them to experience less anxiety and be more comfortable,” said Aphrodite Henderson, MD, general surgeon, Hannibal Clinic. “Because of the 3D technology, we are able to visualize and access very small, subtle lesions. The images are very crisp and clear, which makes it very easy to find areas of concern,” she continued.

The prone table increases the physical comfort of women, in relation to their positioning, and allows for sedation, if needed.

“The prone table is the only one in the region, and only the second in the entire state of Missouri,” Dr. Henderson added.

In addition, Dr. Henderson, and fellow Hannibal Clinic surgeons, Patricia Hirner, MD, and Melissa Matrisch, MD, are trained in Hidden Scar™ breast cancer surgery. This progressive approach to breast cancer surgery hides scars, minimizing the daily emotional reminder of a breast cancer diagnosis. This cutting-edge advancement expands options for women in the region with a procedure that effectively treats the cancer while optimizing cosmetic results.

Hannibal Clinic is the only imaging facility within a 90-mile radius to hold the American College of Radiology (ARC) distinction of Breast Imaging Center of Excellence. The ACR gold seal of accreditation represents the highest level of image quality and patient safety.

For more information on the providers and care available at Hannibal Clinic, visit hannibalclinic.com. ■



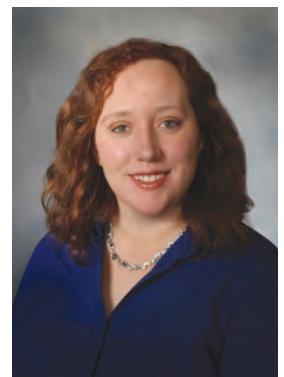
Kim Mann, RT (R)(M)(CT), Radiology supervisor, Hannibal Clinic, is seated at the Brevera® breast biopsy system with the prone stereotactic breast biopsy table in the background.



Aphrodite Henderson, MD



Patricia Hiner, MD



Melissa Matrisch, MD



In the operating room as in life—first things first

By Warren Hagan, MD, plastic and reconstructive surgeon, Blessing Physician Services



The following story documents the experience of an actual patient of mine who requested her name not be used to preserve her privacy, but to share her story for the benefit of women in a similar situation.

My patient was a very busy mother and wife 23 years ago when breast cancer struck her, requiring a mastectomy. She survived the cancer and thrived but her surgeon never addressed the possibility of reconstructive surgery.

Fast forward to the fall of 2018. The woman attended an educational program I presented on behalf of the American Society of Plastic and Reconstructive Surgery. She learned that the Federal 1998 Women's Health and Cancer Act covers the medical costs of breast reconstruction, even years after breast cancer treatment. This knowledge allowed her to take action and address self-image issues she wrestled with for more than two decades.

When a woman faces breast cancer, she has two distinct concerns—one is curing the cancer, and the

other is the effect of treatment on her self-image and shape. These issues must be considered separately by her treatment team.

Cancer treatment should never be compromised due to concerns about leaving conditions easier for reconstruction. The cancer surgeon must deal with the cancer as required and not compromise the attempt to eradicate the cancer. Then, the plastic and reconstructive surgeon deals with the uncompromised cancer resection situation and reconstructs accordingly. Today, the team approach allows simultaneous removal of the breast cancer and reconstruction.

Whether it is immediate reconstruction at the time of removal, or 23 years after mastectomy, breast reconstruction is a federally mandated benefit that is covered by all insurance programs.

For more information on all the services I provide, go to blessinghealth.org/treatments/plastic-and-reconstructive-surgery. ■

Break Free helps woman beat the clock

Twila Stevenson is an uncommon person living with a common problem—the bone-weakening disease, osteoporosis.

As people age, they lose bone strength from a variety of causes. Almost 44 million U.S. women and men aged 50 and older live with osteoporosis and low bone mass. That represents 55 percent of the people aged 50 and older in the country.

At 80 years old, Twila did not know she had osteoporosis until January 22, 2018, when she fell in her home and broke her osteoporosis-weakened right hip.

“That is typical,” said Rena Stewart, MD, orthopedic traumatologist, Quincy Medical Group, and medical director of Blessing Hospital’s Break Free program for osteoporotic-related fractures. “Osteoporosis has no symptoms. So, unless they have had a bone-density test, patients don’t know they have osteoporosis until a bone fracture occurs.”

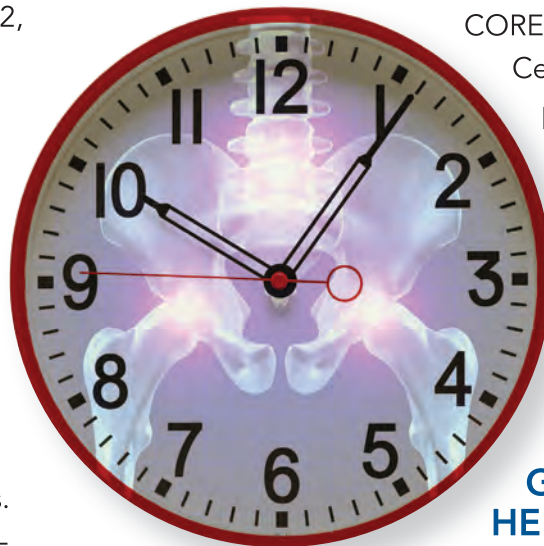
THE CLOCK STARTS

“Somehow I fell. I am not sure how it happened, it happened so fast,” Twila recalled. “I fell directly on that right hip. It made such a thud. I was just positive it was broken.”

At that moment, the clock began ticking for Twila. According to national statistics, approximately 20 percent of those who experience a hip fracture will die in the year after the fracture. To beat the clock and the odds, patients need surgery quickly to get back on their feet as soon as possible and resume

their daily activities. Those are among the goals of Blessing Hospital’s Break Free program. It employs processes and protocols based on leading literature and best practices to improve outcomes for patients suffering from bone fractures and breaks related to osteoporosis – also known as geriatric or fragility fractures.

Break Free holds the highest level of certification for Geriatric Fracture Care Programs from The International Geriatric Fracture Society (IGFS) CORE Certification Program. The CORE Certification Program recognizes programs worldwide that exceed outcome benchmarks in the management of geriatric fractures. Blessing’s Break Free program is one of only 21 certified programs internationally and the only certified program in Illinois.



GETTING TWILA BACK ON HER FEET

A resident of Arbela, Missouri, Twila was home alone when she fell. She had to drag herself about 25 feet to reach her phone and call the ambulance that transported her to Scotland County Hospital, Memphis, Missouri. Twila was stabilized and transferred that night to Blessing Hospital for surgery the next day by Dr. Stewart.

“Research says a surgery time under 24 hours after the break improves a patient’s long-term outcome,” said Dr. Stewart. “Through Break Free program processes and protocols, our patients get to surgery, on average, in under 18 hours.”

The day after surgery, Twila was out of bed and receiving help walking from Blessing physical therapists.

On January 26, four days after she broke her hip, Twila was discharged back to Scotland County Hospital for the rest of her recovery, 20 days of inpatient physical therapy and one month of outpatient physical therapy.

"We have an excellent therapy department. I wanted to do my rehab at Scotland County so I would be closer to home," Twila stated.

"Twila came from Blessing, and she already knew what the path to recovery was and what she needed to do," said Megan Weber, PT, DPT, director of rehabilitation, Scotland County Hospital. "She was already very well educated. It made our job a bit easier."

"Some people won't do therapy because it hurts. It does hurt. But you must do it if you are going to get back on your feet," Twila stated. "You must do what they tell you, and you must do it well. No pain, no gain."

A third goal of Blessing's Break Free program is for every patient to be seen and treated for their osteoporosis to reduce the risk of another fracture. Twila is now on medication to strengthen her bones.

BUSY, BUSY, BUSY

What makes Twila uncommon? At an age when most people have slowed down, she moves at the pace of a woman half her age. Twila has two children, four grandchildren and four great-grandchildren and is a more than 40-year member of the Scotland County Hospital Auxiliary, a member of the Scotland County Genealogical Society, the treasurer and a member of the Arbela Baptist Church, board member and treasurer of the Hickory Grove Cemetery Board and clerk of the Arbela Village Board. She doesn't have time for broken bones.

"I am a good volunteer," Twila admitted. "If they ask me to do something, I don't know how to say no, I guess."

She credits her deep faith in God and the care of her doctors, nurses and therapist for getting her back on her feet.

"I am doing great," she concluded. "I am doing all the things I was doing."

For more information on orthopedic services at Blessing, visit blessinghealth.org/orthopedic. ■



Rena Stewart, MD



Twila Stevenson, seen here volunteering at a blood drive, is back on her feet and a welcome presence in her community after surgery at Blessing for a hip fracture.

.....

"Research says a surgery time under 24 hours after the break improves a patient's long-term outcome. Through Break Free program processes and protocols, our patients get to surgery, on average, in under 18 hours."

.....

Dr. Rena Stewart

ARE *you* READY?

During one of her many exotic international adventures, Debbie Franke of Ewing, Missouri, found herself in conversation with a fellow traveler.

"I had on shorts and she noticed the scar," Debbie recalled. "She asked me when I had it done. I told her October and she said, 'And you are here? Five months out, I would never have considered a trip like this!'"

The scar was a result of Debbie's knee replacement. The conversation she had is growing more common these days.

AN EXPLOSION ON THE HORIZON

"People are more active than 20-30 years ago, and we have a huge baby boomer population," said George Crickard, MD, orthopedic surgeon, Quincy Medical Group and Blessing

Hospital medical staff member. "Those two facts lead to the forecast of an explosion in number of total joint replacements that will be done across the country in the next 10 years."

The match lighting this explosion is arthritis. It damaged Debbie's left knee. The pain brought her to Dr. Crickard.

THE LAST STOP ON THE TRAIN

Dr. Crickard calls total joint replacement surgery, "the last stop on the arthritis train," because all types of surgeries carry risk and total joint replacements wear out. Depending on a patient's age, they may eventually need a revision to their joint replacement.

He says patients should consider all non-surgical treatments first.

"If you try everything and nothing has worked, and you're not happy with who you are and what you're doing, then your only choices are to live with it or have your joint replaced," said Dr. Crickard.

That's the decision 64-year-old Debbie faced.

"I was wearing a knee brace. I had been getting shots, but they didn't help," she said. "I was getting to the point with my knee where it really affected the way I walked. I couldn't sleep. Life was getting pretty miserable because of my knee."

ON THE ROAD—PAIN FREE

Debbie chose replacement of her left knee and says she made the right decision.

"I've received relief from it, and it's been a wonderful

experience," she proclaimed.

The trip Debbie took five months after her surgery was to Iwo Jima, site of a harrowing battle between United States Marines and the Japanese during World War II.

"Just to be able to do that was amazing, absolutely amazing," she said.

For more information on the orthopedic care available at Blessing Hospital go to blessinghealth.org/orthopedic. ■



Debbie Franke's knee replacement allowed her to have the experience of a lifetime, a visit to Iwo Jima. Mount Suribachi is in the background.



George Crickard, MD

Welcome new doctors to medical staff

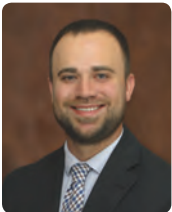


Kristi Gillette, DO, and **Ben Panbehi, MD,** have joined the hospital medicine program of Blessing Hospital.



Dr. Gillette is a graduate of A.T. Still University-Kirksville College of Osteopathic Medicine and completed her internal medicine residency at Northeast Regional Medical Center, Kirksville, Missouri.

Dr. Panbehi earned his medical degree from Rush Medical University in Chicago and completed his family medicine residency with the Southern Illinois University Center for Family Medicine-Quincy.



Erik Nothold, DC, has joined the chiropractic department of Blessing Physician Services.

A Quincy native, Dr. Nothold received his doctorate of chiropractics from Logan University, Chesterfield, Missouri.



Vinay Patel, MD, practices endocrinology with Blessing Physician Services.

Dr. Patel is certified by the Board of Internal Medicine, Endocrinology and Metabolism. He earned his medical degree from Ross University School of Medicine and completed a fellowship and residency at Louisiana State University Health Sciences Center.



Sam Rickerl, MD, has joined the Blessing Physician Services Department of Obstetrics and Gynecology.

Dr. Rickerl is certified by the American Board of Obstetrics and Gynecology. He earned his medical degree at the University of Iowa College of Medicine and completed residencies at Blodgett Memorial Medical Center and Butterworth Hospital, both in Grand Rapids, Michigan.



Elise Scoggin, DO, has joined the Blessing Physician Services Department of Dermatology.

Dr. Scoggin earned her medical degree from A.T. Still University-Kirksville College of Osteopathic Medicine, and completed an internship at Broward Health Medical Center in Fort Lauderdale, Florida, and a dermatology residency at Lehigh Valley Hospital/Philadelphia College of Osteopathic Medicine, Allentown, Pennsylvania.



Darin Thomas, DO, has joined Illini Community Hospital, Pittsfield, Illinois, as an emergency room physician.

He earned his medical degree from Touro University Nevada College of Osteopathic Medicine, Henderson, Nevada and completed residency with the Southern Illinois University Center for Family Medicine-Quincy.



Barbara Tuley, MD, internal medicine, has joined Hannibal Clinic.

She graduated with honors from the University of Missouri, Kansas City, School of Medicine and completed residency at Butterworth Hospital, Grand Rapids, Michigan.



James Uhles, MD, has joined the Blessing Physician Services Department of Pediatrics.

Certified by the American Board of Pediatrics, Dr. Uhles earned his medical degree from the University of Illinois College of Medicine at Urbana-Champaign and completed a pediatric residency at Southern Illinois University School of Medicine, Springfield.

Welcome



EMPLOYEE ACCOMPLISHMENTS

Andrea Chbeir, PharmD, BCPS, Infection Prevention, has been appointed to the American Society of Health System Pharmacists, Section on Pharmacy Practice Managers' Advisory Group on Patient Care Quality. She will work with more than two dozen pharmacy leaders from across the country to advise and effect change on quality measures and other standards affecting the medication use process within health systems.

Jacob Edmondson, Associate Information Security and Compliance Analyst, earned Security+ SY0-501 information security accreditation from CompTIA, validating his knowledge of information security fundamentals, basic risk identification and analysis, threat identification and assessment, information technology infrastructure security, cryptography, operational security and general security processes, including incident response and business continuity.

Anthony Lara, Information Security and Compliance Analyst, has earned three information security accreditations: Security+ accreditation from CompTIA,

demonstrating knowledge and experience in designing, creating, maintaining and managing security infrastructure; Accredited Configuration Engineer (ACE) status, demonstrating the knowledge to configure Palo Alto network firewalls and Cylance Security Professional (CSP) accreditation, demonstrating administrative knowledge of Cylance's anti-malware solution to secure organizations from advanced threats.

Stacie Owens, MT, MBA, Regulatory Compliance Officer, Illini Community Hospital, Pittsfield, Illinois, a member of Blessing Health System, has earned the status of Certified Healthcare Safety Professional (CHSP) from the International Board for Certification of Safety Managers.

Cindy Shinn, lead social worker, Blessing Hospice & Palliative Care, has earned recertification as an Advanced Certified Hospice and Palliative Care Social Worker (ACHP-SW) from the National Association of Social Workers with the support of the National Hospice and Palliative Care Organization.



CONGRATULATIONS DAISY AWARD WINNERS!

Recognizing care that goes above and beyond

Five more Blessing Hospital nurses have joined the ranks of international DAISY award recipients for exceptional nursing care based on nominations received from patients or their family members, visitors, doctors, hospital staff members or volunteers.

Jen Stephenson, RN, was nominated by the mother of one of her patients. "Her care and concern has made a difference in our lives."

The nominator of **Molly Waterkotte, RN**, said, "It is so great to see someone of the younger generation not only have respect for us older ones, but respect for their job and their employer."

A patient who received care from **Beth Zanger, RN**, wrote, "She was very good to my wife, answering her questions and getting her what she needed. Beth treated us like family."

Emergency Center nurse **Jessica Bichsel, RN**, was nominated by the sister-in-law of a patient to whom she provided care during a heart attack. The patient died. "I don't remember everything Jessica said but will always remember how she made us feel. I thank God he sent Jessica our way during this gut-wrenching experience."

Kaylan Drebes, RN, received a winning nomination that said, "I felt blessed for all the Progressive Care Unit staff involved in my care, but on this admission, Kaylan's halo was just a smidge brighter."

We thank the following donors for their support of quality health care. For information on giving opportunities through The Blessing Foundation, go to blessinghealth.org/blessingfoundation or call (217) 223-8400, ext. 4800.

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