



Shirley and George Javor, New Leipzig, appreciate JMHCC's local services.

Finding comfort close to home

Shirley Javor didn't need the expertise of emergency care at Jacobson Memorial Hospital Care Center (JMHCC) in Elgin. Instead, she required the steady, supportive care of a swing-bed patient.

Shirley and George Javor found comfort in the local facility in many ways during Shirley's recent two-month health ordeal.

"We consider Jacobson as a real treasure and a real asset to this area. Every time we have a medical need to travel to Bismarck, it is really very difficult," George shares.

Shirley's medical difficulties began about a year ago when she had a hip replacement surgery at another facility. After the initial surgery, her femur cracked, so another surgery revised

the hip replacement.

"It never did feel quite right. I had lots of scar tissue as a result of that surgery and over the year, it bothered me a little bit," Shirley describes.

Shirley and George had retired to New Leipzig in 2006 from Loma Linda, Calif., to be closer to family. George, who has a doctorate degree in bio-

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JMHCC
601 East St. North
PO Box 367
Elgin, ND 58533
701-584-2792
www.jacobsonhospital.org

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chemistry, had taught at Loma Linda University School of Medicine, while Shirley was an elementary school teacher. The two now split their time between California and New Leipzig.

By the time they returned to New Leipzig in May this year, Shirley's hip was swollen, red and painful, so they scheduled a visit at JMHCC with Dr. Deepak Goyal.

"He saved my life," Shirley describes. "He was sure there was a real problem there." Dr. Goyal referred Shirley to St. Alexius Medical Center in Bismarck for further care. "He demanded that we go right then, we didn't stop to go home," she says.

Doctors soon discovered her hip was fully infected, and removed her hip replacement and part of her femur, inserting a temporary spacer in her hip and placing her on a six-week antibiotic regiment.

When she was released from the Bismarck hospital, she returned to JMHCC's swing-bed care to recover close to home.

"I was able to be closer to home and in a swing-bed situation. It was very good; otherwise, we would have had to travel a long ways back and forth to Bismarck and George was trying to be with me as much as he could," she says.

Shirley's antibiotic treatment included a 1.5-hour intravenous infusion each day, and the doses had to be prepared at St. Alexius. JMHCC arranged to have the doses delivered so Shirley could continue to stay close to home and George would not be forced to travel to Bismarck daily.

"That was really a big deal that Shirley could have the antibiotic treatment nearby so I could stay home here in New Leipzig and spend most of the day with her in Elgin, so the

location we really valued very much," George shares.

The couple found a warm, supportive staff at JMHCC, and credits them for Shirley's recovery.

"The personnel were very, very supportive and nice and helpful," George says. "She was totally dependent on everything and they did it without any complaint. They took very good care of Shirley."

**"Everybody was very helpful. Sometimes they went the extra mile to make me feel comfortable there. They did wonders."
– Shirley Javor**

"Everybody was very helpful. Sometimes they went the extra mile to make me feel comfortable there. They did wonders," Shirley adds.

"We were impressed with all the personnel," George says. "They were all updated on Shirley's situation. They worked as a team and we really benefitted from that."

JMHCC staff, including Linda Koepplin, accompanied her to specialist appointments in Bismarck and spent the entire time with her as she met her appointments.

"It was a really complicated thing because she could not do anything herself," George says of Shirley's hospitalization.

"I don't think they've had a patient who had a problem quite like mine before, so it was something new and different for everybody, but they just rallied and did a great job," Shirley says.

They also credit Dr. Goyal for his attention to Shirley.

"He was exceptionally caring and thoughtful and helpful," George says. "He was a friend to us, too. He was just very supportive and very helpful and wanted to make sure no detail was uncared for."

Shirley has been able to return to her home, and is anticipating another hip surgery to close this chapter on her journey.

"She was able to come home and

she's able to move about with the aid of a walker in the house and we can take care of ourselves. That was all due to the physical therapy and the other care," George says.

Shirley and George also found great support from their neighbors and friends during Shirley's hospital stay.

"They visited us numerous times and cheered us with their presence," Shirley says.

The two look forward to their continued quiet retirement in New Leipzig, a community which they adore.

"We really like to live here. It's such a nice, quiet and wholesome place. People here are so friendly," George says. And they have peace of mind knowing JMHCC is close to home. ■



East parking lot being renovated



West parking lot

Parking lot renovation begins at JMHCC

A parking lot renovation is scheduled to begin in September, and will affect patients entering JMHCC or the Elgin Community Clinic.

The project includes repairing the clinic parking lot and adding drainage for a more durable surface.

During the renovation, the clinic parking lot on the east side of JMHCC will not be used. Patients are asked to enter JMHCC's west entrance and walk through the facility to access the clinic. Signage will be placed to help patients find their way through the building and an elevator is available.

Patients are encouraged to use the parking spaces available, rather than

parking near the front entrance of the hospital, so emergency vehicles can still enter and exit as necessary.

The parking area on the lower east side of the hospital primarily serving the clinic and staff parking is in need of constant repairs due to poor sub soil drainage. This project will provide for the complete replacement of the lower parking area and will include area drains piped under the new parking surface to remove the water and provide for a more durable parking surface.

In addition, more handicapped parking will be added to the lot.

"This is a necessary project to en-

sure the long-term use of our facility," says JMHCC CEO Theo Stoller. "We know it may be disruptive for patients, but we will take every step possible to make sure everyone is comfortable during their visits to the clinic."

To fund this project, JMHCC has obtained a U.S. Department of Agriculture Rural Development community facilities loan.

Anyone who feels they need assistance entering the facility from the west parking lot should inform the clinic receptionist when they schedule their visit. ■

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Welcome!

Welcome to Lifelines, a newsletter which is published quarterly by the Jacobson Memorial Hospital Care Center and the Jacobson Memorial Hospital Foundation, serving Grant County and the surrounding area.

The mission of Jacobson Memorial Hospital Care Center:

To advance the health of patients and communities with respect, integrity, quality, commitment and accountability to accomplish peace of mind close to home.

The mission of the Jacobson Memorial Hospital Foundation:

Jacobson Memorial Hospital Foundation, in support of Jacobson Memorial Hospital Care Center, is to engage and foster health care philanthropy, and provide funds, support and programs to enhance continuous health care excellence for our region.

JMHCC launches

ELECTRONIC MEDICAL RECORDS

Sept. 22

There's no dust. No debris. No hammers or saws on this project. But Jacobson Memorial Hospital Care Center (JMHCC) in Elgin is quietly under construction – building its new electronic medical record system.

And starting Sept. 22, JMHCC and its affiliated clinics in Elgin and Glen Ullin will implement electronic medical records (EMR) for all patients.

Patients will be asked to present identification (such as a driver's license), their insurance card and answer demographic questions to start their electronic record at their next scheduled visit, beginning Sept. 22.

The first visit using electronic medical records may also take a little more time, so patients are being asked to arrive at their appointment at least 15 minutes early and exercise patience as the process gets under way.

Electronic medical records have numerous benefits for patients:

1. You will be able to check to make sure your information is current and complete.

2. Your medical history will be available when visiting a specialist or during an emergency visit.

3. You can keep track of your

medications and dosages.

4. You can keep track of health information such as vaccination records and test results.

"It is going to be a great service to our patients. It will create better com-



munication to make sure everybody is meeting expectations on the patient side and the provider side," explained JMHCC CEO Theo Stoller. "Overall, I think the quality of care at JMHCC will be better once we are fully utilizing the new EMR system rather than the out-of-date paper charts."

In the future, EMR will also allow patients to schedule appointments online, message their provider and receive alerts or messages that a screening or test is due.

As JMHCC and its clinics transi-

tion to the new EMR system, there is a possibility of errors occurring on patient billings. Anyone who believes they have received an errant billing statement is asked to contact JMHCC's business office. JMHCC will work through the issues and correct any errors that have occurred. Patients' understanding and willingness to work with JMHCC will help the transition occur smoothly.

JMHCC is implementing the electronic medical records system as mandated by the Affordable Care Act by Sept. 30, 2015. JMHCC's EMR system will cost the facility approximately \$500,000 to implement. However, about 75 percent of the cost will be reimbursed through an incentive program overseen by the Centers for Medicare and Medicaid Services. Facilities that do not implement the system will be penalized.

Another aspect of electronic medical records will be the North Dakota Health Information Network. Participants of the network – North Dakota hospitals and clinics, including JMHCC – will place EMR on a statewide health information exchange. If a patient arrives at a facility without any medical history, that facility can access the EMR exchange to review the patient's medical history online.

"That will be a wonderful thing that our providers will have access to as well," Stoller added.

JMHCC has been working on implementing Centriq, the EMR system, since 2011. The first step included foundation design, such as building the charts and forms necessary for a patient visit. Then, the hospital conducted integrated testing. During the testing process, multiple staff simulated a patient visit online, from entering the door to the payment, to make sure

all the puzzle pieces fit together.

Parallel testing was then conducted, to make sure all the information flowed through the old system and the new system. User training was then conducted for all staff.

JMHCC and its clinics currently use a hybrid system, with most electronic information using an older software system, and some paper in the charts.

The entire EMR system is secured with firewalls and offsite servers.

"We have the safeguards in place to make sure we meet security guidelines," Stoller assures patients. JMHCC and its clinics must also undergo a yearly security and risk assessment audit.



As the EMR system is implemented, patients may notice a few changes during their initial visit.

"The initial process will take a little bit more time and you'll see more electronic uses, such as signing a signature pad rather than a form," Stoller said. "But we ask everyone to be patient and offer feedback."

JMHCC has scheduled an informal question-and-answer session at 1 p.m. Sept. 16 in the hospital conference room on the lower level of JMHCC for anyone who has questions about the EMR system or the process. ■

What can you do with access to your health record?



"Because We Care"



**Questions? Call JMHCC at 584-2792. Elgin Community Clinic at 584-3338.
Glen Ullin Family Medical Clinic at 348-9177.**

Featured in

40 under 40

Jacobson Memorial Hospital Care Center CEO Theo Stoller was recently included in the *Bismarck Tribune's* "40 under 40" special section. JMHCC is proud of Theo's recognition among young professionals in North Dakota. With permission from the *Bismarck Tribune*, we reprint the segment here:

Since becoming CEO, Theo Stoller has brought a whole new energy to Jacobson Memorial Hospital Care Center in Elgin. He is not afraid to wear multiple hats, whether it's helping the maintenance department or fixing computers.

Age: 29

Position and company: CEO of Jacobson Memorial Hospital Care Center in Elgin

Family: I am married to Crystal Stoller and have two children: Brooklyn, who is 5 years old, and Easton, who is 18 months old.

Hobbies: I enjoy spending time on our family farm, ranching and hunting.

Community involvement: I serve

on the Elgin Lions Club, the New Leipzig City Council, volunteer as an EMT on the New Leipzig Ambulance Service, serve as vice president of Elgin Community Betterment and am a Mule Deer Foundation member.

Career path: I graduated from Dickinson State University with my bachelor's of science degree, majoring in human resource management, and I accepted a position at Jacobson Memorial Hospital Care Center as the human resources director in 2008. Two years ago, I was asked to serve as the CEO, and I accepted.

Mentors: My professional mentors would include Jim Opdahl, Brandon Vaughan and Gary Miller. My personal mentors would include both sets of my parents: Bruce and Genia Kasper and Myles and Wanda Stoller. An additional mentor is my ambulance squad leader, Carrie Roth.

Briefly, tell us about yourself: I feel I that I am a hard-working, dedicated professional who is always willing to learn new things. If I have stopped learning, then I have stopped growing. In my career thus far, I have learned many things, but some of the principles that I have used are to always do the right thing the right way and remember why we are all here. Basic common courtesy and ethics can get us all a long way. In my case, being in health care, we always need to do what is best for the patient.

What motivates you? Patient satisfaction

Challenges in your career path: Every day is a new challenge; it is how we grow from those challenges and make those opportunities into strengths.

What's the biggest risk you've ever taken? Serving as the CEO at Jacobson Memorial Hospital Care

Center in Elgin.

Anything of which you're particularly proud? I am sincerely proud to be a part of Jacobson Memorial Hospital Care Center. It brings a smile to my face and a tear to my eye when I know the organization that I lead saves a life or does something wonderful for the communities we serve.

What advice would you offer other young professionals? With change comes opportunity and always be ethical and honest.

For what are you thankful? I am very thankful for my supportive wife who has allowed me to take the career path I have chosen and supported me throughout. In addition, I am thankful for the rest of my family, and I could not be doing what I do without the leadership team at Jacobson Memorial Hospital Care Center and the very supportive board of directors.

What do you see yourself doing in 10 years? I would hope that I am still serving my mission in health care to be serving patients. ■



Theo and Crystal Stoller have two children, Brooklyn and Easton.

Fundraiser helps with renovation costs

Approximately 225 supporters attended the Jacobson Memorial Hospital Foundation's annual fundraiser event July 10, which was a family-friendly picnic at the Elgin City Park.

The Elgin Lions Club assisted with serving the meal of hamburgers, side dishes and dessert.

As part of the event, Diane Heupel won a drawing for a free helicopter ride that evening by Valley Med Flight from Dickinson. Raffle drawing winners included: Kara Levorsen, Rod Ulrich, Bridget Winkler, Linda Duppong, Irene Rauscher, Sandra Tibke, Dennis Rivinius, Sandy Fitzmaurice, Jenna Kilzer and Edith Hauge.

"We certainly appreciate everyone who donated to the Foundation during this event," says JMHCC CEO Theo Stoller. "Your kindness will help make a difference at Jacobson Memorial Hospital Care Center."

Proceeds from the event will be used by the Jacobson Memorial Hospital Foundation (JMHF) to support the Jacobson Memorial Hospital Care Center (JMHCC) in Elgin in an upcoming renovation project.



Jacobson Memorial Foundation Chairman Aaron Levorsen shares a bite of pie with a young friend during the foundation's annual fundraiser.

ing renovation project.

JMHCC is raising funds to renovate the Elgin Community Clinic, as well as the hospital and clinic's laboratory and diagnostics department.

JMHCC is also repairing the clinic parking lot and adding drainage for a more durable surface.

The \$1.4 million total project includes expanding the clinic from three to six patient examination rooms, with plans to link two rooms to telemedicine services.

The project also includes expanding the laboratory and diagnostics areas, which serve both the hospital and clinic. Waiting rooms will also be added to the lab and diagnostics areas, to offer more privacy for patients.

JMHCC has been approved to receive a loan through a U.S. Department of Agriculture Rural Development community facilities loan program. However, the facility must raise \$164,000 as a local match to access this funding. JMHCC needs your support! Please contact JMHCC CEO Theo Stoller with any questions you may have, or please send your donations to: JMHF, P.O. Box 367, Elgin, ND 58533, designated for the renovation fund.

"Continued support of the Jacobson Memorial Hospital Foundation and Jacobson Memorial Hospital Care Center is vital for us to complete these types of necessary projects," Stoller says. ■

Yes!

I want to donate a memorial to the Jacobson Memorial Hospital Foundation to help continue the important work of the Jacobson Memorial Hospital Care Center.

I wish to make a cash contribution of \$ _____

Name: _____ Phone: _____

Address: _____ City: _____ State: _____ ZIP: _____

_____ Please contact me to visit about other ways I can donate.

_____ Please send me information about the Gifts of Grain _____ or Gifts of Livestock _____

Please send completed form with check to: JMHF, PO Box 367, Elgin, ND 58533. Thank you!

Schedule your mammogram today.

**EARLY
BREAST CANCER DETECTION
SAVES LIVES.**



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APPOINTMENT TODAY!**

Elgin Community Clinic

8:15 a.m.-4:45 p.m MT

584-3338

**Glen Ullin Family
Medical Clinic**

8 a.m.-4:30 p.m. CT

348-9177

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