



LPN Michell Brabazon shows the eEmergency system in Jacobson Memorial Hospital Care Center's emergency room. With the push of a button, a doctor and nurse from Avera Health appear on the video screen, ready to offer any type of assistance needed by the local staff, from completing documentation to assisting with care.

## Emergency lifeline links rural hospitals

Press a button, and a doctor virtually steps into the room, even though that doctor is more than 400 miles away.

Jacobson Memorial Hospital Care Center (JMHC) in Elgin is one of several North Dakota hospitals utilizing an innovative concept called eEmergency offered by Avera Health

in Sioux Falls, S.D. The technology links Avera's emergency-trained staff of nurses and doctors located at a central hub in Sioux Falls to subscribing rural hospitals through two-way video technology.

With a push of a button, local staff has immediate access to physician-led emergency care, additional

support for local providers or simply answers to questions.

Currently, eEmergency services are available in 85 hospitals, including JMHC, in seven states.

"We use eEmergency to continue quality care," says JMHC Quality Assurance Director Joleen Roth, who

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JMHC Lifelines • Summer 2014

JMHC  
 601 East St. North  
 PO Box 367  
 Elgin, ND 58533  
 701-584-2792  
[www.jacobsonhospital.org](http://www.jacobsonhospital.org)  
[foundation@jacobsonhospital.org](mailto:foundation@jacobsonhospital.org)

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also serves as an RN.

In March 2012, JMHCC's emergency room and a monitoring room across the hall were equipped for eEmergency services, using a three-year \$278,565 Helmsley Charitable Trust grant to purchase equipment and pay initial monthly subscriber fees. In each room, a microphone hangs from the center of the ceiling, while a monitor and camera are mounted on the wall. A call button is poised at the entrance.

To use the eEmergency services, the local nurse or doctor pushes the call button, which dials the central hub in Sioux Falls staffed 24/7. Within 20 seconds, nursing staff and a doctor appear on the monitor in the local emergency room. The two-way video and audio link allows the Avera staff to converse with the local staff. Avera staff can use the camera to zoom close enough to examine a patient's eye or read a piece of paper across the room.

The system, which is provided at no cost to the patients, has multiple

applications.

While on-call local providers always arrive at the emergency room within 20 minutes, eEmergency staff is there in 20 seconds. That means nurses can immediately begin treatment under doctor supervision.

JMHCC has one registered nurse, along with either a licensed practical nurse or certified nurse's assistant, on duty 24/7, and a doctor or mid-level provider is either on duty or on call 24/7.

Having the reassurance of a stand-by staff within seconds is critical to local RNs and mid-level providers, particularly when time is vital or in the middle of the night.

The eEmergency is also beneficial when more than one emergency patient arrives at a small hospital.

By having additional emergency-trained staff and specialists via the eEmergency link, local hospitals can often avoid unnecessary transfers, keeping patients close to home.

But when transfers are necessary, the eEmergency team supports local

staff by making those arrangements, which allows providers to concentrate on the vital stabilizing care.

eEmergency staff has a list of all equipment at the local hospital, along with exactly where it is located. The hub also has contact information for the local providers, transfer facilities, and ambulance and flight services.

But the eEmergency system goes beyond just trauma care. JMHCC uses the system for a variety of uses.

eEmergency staff can help interpret an EKG, verify medication doses for local nurses or help document during a visit. eEmergency staff can also simply monitor a patient if a local nurse needs to step out of the room for a moment. Local staff can also access ongoing education and training through the system without leaving the community.

Patients have been receptive to the eEmergency system, since family members can ask questions and get answers while care is ongoing.

"It's reassuring to have it available when it's needed," Roth says. ■

## JMHCC Lifelines • Summer 2014

### JMHCC

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Elgin, ND 58533

701-584-2792

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[foundation@jacobsonhospital.org](mailto:foundation@jacobsonhospital.org)



## 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 the communities we serve through a culture of leadership, continuous improvement, and accountability.

Jacobson Memorial Hospital Care Center understands the relationship that exists between body, mind, and the human spirit.

We believe that respect, integrity, quality, commitment, and accountability are the foundation by which a health care provider should practice in accordance with respect of this relationship.

### ***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 tops quality assurance standards

Quality care is demonstrated daily by a doctor's diagnosis or the comforting hand of a nurse. But quality care is also characterized by a persistence for perfection and a demand for detail. That's the job of Jacobson Memorial Hospital Care Center's (JMHCC) Quality Assurance Director Joleen Roth, who also serves as a registered nurse at JMHCC.

JMHCC regularly reports to several entities concerning the quality of its care, including the Flex Medicare Beneficiary Quality Improvement Project (MBQIP), which recently recognized JMHCC as one of only seven critical access hospitals in North Dakota maintaining a 100 percent reporting rate for an entire year.

"We are the only facility in western North Dakota to reach this status," Roth points out. JMHCC achieved and maintained 100 percent for a full year on quality data reporting measures for outpatient acute myocardial infarction (AMI) and chest pain in the emergency department.

"This is great news as it is known that early diagnosis and treatment for heart failure and AMI are the strongest predictors for patient outcome," states a newsletter from the North Dakota Critical Access Hospital Quality Network.

Every quarter, JMHCC reports to MBQIP, which includes all 36 critical access hospitals in the state. Roth reviews patient charts, then reports the measures which were taken with each patient.

Through the program, participating critical access hospitals report on a



**Joleen Roth**

specific set of measures and engage in quality improvement projects to benefit patient care, with a goal to improve rural quality care access for Medicare beneficiaries served by critical access hospitals.

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***"We are the only facility in western North Dakota to reach this status."***

**– Joleen Roth**

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Core standards are measured every quarter, monitoring emergency room patients and patients who are admitted with chest pain or heart attacks, pneumonia or congestive heart failure. The standards measure specific actions taken with each patient, and time lines for those actions, such as aspirin being given upon arrival, and the transfer time to another facility for further care.

"We're doing what we need to do," Roth says. "We are doing all the guidelines Medicare requires of us."

While participation in the MBQIP

project is voluntary, as of March 1, 2012, all of the critical access hospitals in North Dakota had signed memorandums of agreement to participate in MBQIP. North Dakota is among 16 states in the country with 100 percent participation in the program.

The six other North Dakota hospitals reaching a 100 percent reporting rate for an entire year were Oakes Community Hospital, Cooperstown Medical Center, Sanford Hillsboro, Lisbon Area Health Services, Carrington Health Center and Mercy Hospital of Valley City.

The MBQIP is not the only quality assurance program in which JMHCC participates.

JMHCC also participates in the Rural Comprehensive Care Network, which surveys patient satisfaction and shares the results with the hospital. Roth then reviews those results with medical staff.

JMHCC is also a member of the North Dakota Critical Access Hospital Quality Network, which serves as a network for North Dakota's critical access hospitals to share resources related to providing quality care.

JMHCC also undergoes reviews by the N.D. Department of Health every three to five years, and must meet critical access guidelines set by that state entity.

Making sure quality care is a priority at JMHCC is Roth's passion.

"It's nice to know we are one of the outstanding hospitals," Roth says with pride. "One-hundred percent compliance for all four quarters. That's pretty impressive." ■

# JMHCC fundraiser event June 27

The Jacobson Memorial Hospital Foundation's annual fundraiser event will be a casual, family-friendly picnic in the Elgin City Park this year.

Everyone is invited to attend the fundraiser from 5-7 p.m. Friday, June 27, at the Elgin City Park. A meal of pulled pork sandwiches, macaroni salad, beans and kuchen bars will be served for \$10 for adults and \$5 for children ages 10 and under. Proceeds will be used by the Jacobson Memorial Hospital Foundation to support Jacobson Memorial Hospital Care Center (JMHCC) in Elgin.

"This event is Jacobson Memorial Hospital Foundation's largest annual fundraiser event, so we are hoping area residents can come out and support the foundation and its work to help sustain our local hospital," says



JMHF Chairman Aaron Levorsen.

With the theme, "Be a Hometown Hero," the event focuses on the everyday heroes who support our local communities.

"Everyone who has supported the hospital and clinics in the past is our hero," says Administrator Theo Stoller. "We wanted this year's fundraiser to be a casual, family-friendly event. We invite area residents to attend, have a great meal, visit with your friends and support the local hospital."

The event will be held in place of the usual "Hamburgers in the Park" hosted by the Elgin Lions Club Friday evenings during the summer.

"The Lions Club graciously allowed the Foundation to use this Friday evening for its event, and we appreciate their support," Stoller says.

In case of inclement weather, the event will be held at the Elgin Community Center. ■

## Fitness routes mapped

Jacobson Memorial Hospital Care Center has mapped out three walking/jogging routes in Elgin and placed fitness checkpoints with simple exercises at certain locations along each route.

Maps of each route and checkpoint locations are available in a brochure that can be found just inside the hospital's front entrance.

Pick up a brochure and complete a route at your own pace.

Here is a brief summary of each route:

### Route 1

This route will take you around the hospital grounds for a half-mile walk. Starting and ending checkpoints are at the hospital (check-

points are #1 and #10). Circle as many times as you wish to add up the miles.

### Route 2

This route will take you from JMHCC to the Elgin Golf Course and back to JMHCC, for a 1.7-mile walk. Starting and ending checkpoints are at the hospital (checkpoints are #1 and #10). Another checkpoint (checkpoint #2) is posted on the clubhouse door.

### Route 3

This route, which is about 2.3 miles, will start at JMHCC and take you around town. It includes 10 fitness checkpoints. Starting and ending checkpoints are at the hospital (checkpoints are #1 and #10).

Remember: Before you start any exercise program, visit with your provider. It is suggested that anyone with major health risks, males aged 45 and older, and women aged 55 and older should get medical clearance. ■

## More parking available at clinic

To ensure that patients have plenty of parking nearby, Elgin Community Clinic is leaving all parking spaces open for patients in the parking lot just east of the clinic.

"We made this decision as a facility to require staff to park elsewhere because patients are our priority," says Administrator Theo Stoller. ■

# Grants, donations help purchase equipment

Jacobson Memorial Hospital Care Center (JMHCC) has received several grants and donations to assist in purchasing five pieces of equipment recently.

Purchases include:

- A chemistry analyzer for the lab
- An EKG machine in the emergency room
- A weight scale in the Elgin Community Clinic
- A LUCAS 2 Chest Compression System for the

emergency room

- A treadmill for the physical therapy and cardiac rehabilitation departments

“Thanks to the generosity of donors and grants, we have been able to make these upgrades to the hospital and clinic,” says JMHCC Administrator Theo Stoller.

Information on each can be found below and on the following pages. ■

## Chemistry analyzer

\$30,000 grant from  
Elgin city sales tax  
\$27,000 donation from  
Jacobson Memorial Hospital Foundation

JMHCC replaced its outdated chemistry analyzer, thanks to a grant from the Elgin city sales tax and from donations through the Jacobson Memorial Hospital Foundation. The \$57,000 covered the entire cost of the vital equipment, used for chemistry analysis in the lab. ■



Dennis Rivinius enters information into the computer console of JMHCC's new chemistry analyzer.

## EKG machine

\$13,000 grant from  
American Heart Association  
\$7,000 donation from  
Elgin Lions Club

A new EKG machine allows for electronic transmission of results, enhancing the capabilities of JMHCC's emergency department. The equipment was purchased with an American Heart Association grant and a donation from the Elgin Lions Club. ■



The New Leipzig-Elgin Ambulance uses an EKG machine similar to the equipment purchased by JMHCC.

continued on next page



Physician Assistant Tyesha Dent demonstrates the new scale at the Elgin Community Clinic.

## Weight scale

\$1,700 donation from  
Ruth Zellner and Bob Boeshans families

A new scale is being used at the Elgin Community Clinic, purchased with a donation from the Ruth Zellner and Bob Boeshans families. The scale is much easier to step onto and has side handles so patients can steady themselves while stepping onto the scale, making it much safer to use. ■

## LUCAS 2 System

\$11,000 grant from  
Helmsley Charitable Trust

A LUCAS 2 Chest Compression System was purchased with grant funds from the Helmsley Charitable Trust. The system provides life-saving chest compressions in cases of cardiac arrest. The electronic CPR replaces manual chest compressions, providing steady, quality compressions so providers can focus on accompanying life-saving measures. JMHCC staff was trained to use the equipment, which is now in use in the emergency department. ■



Joan Cottrell, left, and Marcy Haase, right, take part in the training session on the LUCAS 2 Chest Compression System at JMHCC.

# Treadmill

\$900 donation from  
Dakota Community Bank, New Leipzig

JMHCC recently received a \$900 donation from Dakota Community Bank in New Leipzig to purchase a NordicTrack treadmill for the hospital's cardiac rehabilitation program and physical therapy departments.

"We feel the hospital is very important to the area and always try to do whatever we can to give back and help out," said Ryan Roth, the bank's branch manager.

The new treadmill includes a walking surface that can be set at an incline and side handrails for greater patient safety.

The treadmill is an integral part of JMHCC's cardiac rehab program in which patients set and meet goals following heart surgery.

"By offering cardiac rehab close to home, patients don't have to travel following heart surgery," explains Administrator Theo Stoller. "And they can exercise in a safe environment, which gives them peace of mind."

Under the cardiac rehabilitation program, patients are closely monitored while they exercise under the watchful eye of Patty Roth, a registered nurse with specialized cardiac training who is certified in advanced cardiac life support. The program also incorporates education on



**Ryan Roth, left, branch manager of Dakota Community Bank in New Leipzig, presents a \$900 donation to JMHCC Administrator Theo Stoller for the purchase of a new treadmill at the hospital.**

diet and lifestyle choices.

To join the program, patients need a doctor's referral. After a six- to eight-week recovery following surgery, patients then begin the rehab program, taking small steps toward full recovery over 36 visits. Medicare and other insurance cover a certain number of sessions.

"We certainly want to thank Dakota Community Bank for this generous donation for the new treadmill," Stoller says. "And we welcome Ryan to his new position at the bank. His predecessor, Jerry Roehrich, was a huge supporter of the hospital and we look forward to a great partnership with Ryan." ■

THANK YOU  
TO ALL WHO DONATED!

Yes!

I want to donate 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!

Pulled pork sandwiches,  
macaroni salad, beans  
and kuchen bars!  
\$10/adults  
\$5/10 and under

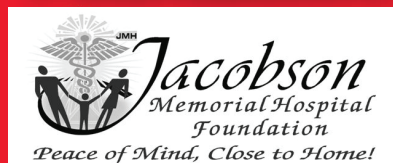
Be a  
**Hometown  
Hero!**

**FUNDRAISER EVENT**  
**5-7 p.m. • June 27**  
**Elgin City Park**

**RAFFLE DRAWING  
AT 6:30 P.M.!**



**Support Jacobson  
Memorial Hospital  
Foundation.**



**Everyone is invited to this family event!**

In case of inclement weather, event will be held at the Elgin Community Center.