Mission: Provide excellent health care by promoting wellness and healing through trusting relationships.
Vision: To be the regional center of excellence in health and wellness.

More than 30 MILLION Americans have diabetes and nearly 86 MILLION Americans have prediabetes. The number of people with diabetes is alarming in this country and it continues to rise every day. It is important to understand all the facts about diabetes so those with the disease can live healthy lifestyles and others can take preventative steps to avoid being diagnosed.

Prediabetes means that your blood sugar level is higher than normal but not yet high enough to be type 2 diabetes. Without lifestyle changes, people with prediabetes are very likely to progress to type 2 diabetes. If you have prediabetes, the long-term damage of diabetes — especially to your heart, blood vessels and kidneys — may already be starting.

There’s good news, however. Progression from prediabetes to type 2 diabetes isn’t always inevitable. Eating healthy foods, incorporating physical activity in your daily routine and maintaining a healthy weight can help bring your blood sugar level back to normal.

### Causes

The exact cause of prediabetes is unknown. But family history and genetics appear to play an important role. Inactivity and excess fat — especially abdominal fat — also seem to be important factors.

People with prediabetes don’t process sugar (glucose) properly, and as a result, sugar accumulates in the bloodstream instead of doing its job of fueling the cells. Most of the glucose in your body comes from the food you eat and when it’s digested, the sugar enters your bloodstream. Moving sugar from your bloodstream into your body’s cells requires a hormone (insulin) that is produced in your pancreas. As insulin circulates, it allows sugar to enter your cells — and lowers the amount of sugar in your bloodstream.

When you have prediabetes this process begins to work improperly. Instead of fueling your cells, sugar builds up in your bloodstream. High blood sugar occurs when your pancreas doesn’t make enough insulin or your cells become resistant to the action of insulin, or both.

### Risk Factors

The same factors that increase the risk of developing type 2 diabetes increase the risk of developing prediabetes. These factors include:

- **Weight** - Being overweight is a primary risk factor for prediabetes. The more fatty tissue you have — especially inside and between the muscle and skin around your abdomen — the more resistant your cells become to insulin.
- **Waist size** - A large waist size can indicate insulin resistance. The risk of insulin resistance goes up for men with waists larger than 40 inches and for women with waists larger than 35 inches.
- **Dietary patterns** - Eating red meat and processed meat, and drinking sugar-sweetened beverages, is associated with a higher risk of prediabetes. A diet high in fruits, vegetables, nuts, whole grains and olive oil is associated with a lower risk of prediabetes.
- **Inactivity** - The less active you are, the greater your risk of prediabetes. Physical activity helps you control your weight, uses up glucose as energy and makes your cells more sensitive to insulin.
- **Age** - Although diabetes can develop at any age, the risk of prediabetes increases after age 45. This may be because people tend to exercise less, lose muscle mass and gain weight as they age.
- **Family history** - Your risk of prediabetes increases if you have a parent or sibling with type 2 diabetes.
- **Gestational diabetes** - If you developed gestational diabetes while pregnant, you and your child are at higher risk of developing prediabetes. If you gave birth to a baby who weighed more than 9 pounds (4.1 kilograms), you’re also at increased risk of prediabetes.

Continued on page 4
This Past Year in Shining Stars

November 2016
Laura Grove

December 2016
Toby Kerlin

January 2017
John Brashear

February 2017
Richard Schlomer

March 2017
Kaitlyn Knollenberg

April 2017
Nancy Allen

May 2017
Lori Devers, Lesa Edgin & Brenda Sage

June 2017
Jim Flory

July 2017
Joyce Miller

August 2017
Miranda Newberry

September 2017
Ron Gehlken

October 2017
Macee Braun

November’s Shining Star is Mallory Hughes

Mallory Hughes, Marketing Communications Specialist, was nominated for the November Shining Star for her diligent work with the Joint Replacement Program. She worked extremely hard developing the marketing pieces for the MAKO robot and designed a display for joint replacement to use in community outreach events. Mallory also revised the joint replacement brochure and developed a new brochure for anterior hip replacements. She does all of this in a time crunch and always has a smile on her face. Although she may be overwhelmed often, she never lets that show and she always meets the deadline and exceeds the expectation. Mallory is a valuable resource and has done so much for the Joint Replacement Program and the hospital.

October’s DAISY Winner is Tonya Stoltz

Tonya Stoltz, RN in the Emergency Department, was nominated for the DAISY Award for her compassionate care of a young man and his family in the ER. The patient had passed away after coming into the ER as a code blue. He had young children and several members of the staff were impacted by his loss. After the code, Tonya made imprints of the patient’s hands using molding usually used for pediatric patients. After she got off of work, she went out and bought frames and assorted decorations. Tonya wanted to do this for the family so they would have this part of their father to hold on to. Now, the family has this part of their husband and father that they can treasure and help get them through the difficult days ahead. The family was extremely grateful for Tonya’s compassionate care.

Left to right: Dean Wagoner, Vice President of Human Resources; Tiffany Conover, Director of Marketing; Mallory Hughes; Debbie Swain, Marketing Assistant; and Rob McLin, President and CEO. Click HERE to see the presentation of Mallory’s award.

Tonya (third from right), is congratulated for being the October DAISY winner by Vicki Potts, Director of Acute Care; Karen Haak, Chief Nursing Officer; Penny Culp, ER Nurse Manager; and her fellow ER co-workers. Click HERE to see Tonya’s award video.

Contents

4 Open Enrollment
Cultivating Care Winner

5 Safety Role Model
Patient Experience

6 Radiologic Technology Week
Giving Tree

7 Anniversaries
Wellness Salute

8 Patient Success with
Diabetes Class
Congratulations to those areas who met or exceeded their patient experience goals in the third quarter. These charts represent each surveyed area’s Top Box Percentile Rank for the survey questions relating to overall rating and likelihood to recommend. Full quarterly reports for each area can be found on the Good Samaritan Intranet under Department Links > Patient Experience, or by clicking here.
For Your Benefit: Open Enrollment

Good Samaritan’s annual open enrollment period will be **November 1 — 17** for benefit eligible employees. This once a year event provides employees an opportunity to make benefit changes without having a qualifying event. It is also a good time to update beneficiaries, tax exemptions or address changes. During this time, you may drop or enroll in:

- Health, Dental or Vision Insurance
- Supplemental or Dependent Life
- Short Term Disability
- Long Term Disability (with Evidence of Insurability)

* You may also sign up for Flexible Spending for Health or Dependent care. Employees must re-enroll in Flex Spending each year.

To make changes, forms are available electronically on the Intranet, or you can visit the Benefits office in Human Resources. Office hours are Monday through Friday from 7 a.m. to 4:30 p.m.

All benefit changes must be submitted by November 17 at 4 p.m. No late forms can be accepted.

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**Diabetes Awareness Month** *(Continued from Front Page)*

**COMPLICATIONS**

The most serious consequence of prediabetes is progression to type 2 diabetes. That’s because type 2 diabetes can lead to:

- High blood pressure
- High cholesterol
- Heart disease and stroke
- Kidney disease
- Blindness
- Amputations

Research indicates that prediabetes is often associated with unrecognized heart attacks and can damage your kidneys, even if you haven’t progressed to type 2 diabetes.

**PREVENTION**

Healthy lifestyle choices can help you prevent prediabetes and its progression to type 2 diabetes — even if diabetes runs in your family.

**Try to:**

- Consistently eat healthy foods including whole grains, fruits and vegetables
- Get more physical activity — make a goal of at least 30 minutes of activity every day.
- Lose excess pounds — even a 5-7% weight loss can make a difference!
- Control your blood pressure and cholesterol

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**October’s Cultivating Care Winner is Theresa Huey**

A patient on 3rd floor was worried about her cat at home while she was in the hospital. Theresa did not hesitate to help. She drove to the patient’s house after work to feed and care for the cat, easing the mind of her patient. Theresa goes above and beyond every day and truly has a caring heart.

Theresa (center), is congratulated for being the October Cultivating Care winner by her fellow 3GM co-workers; Rob McLin, President and CEO; Karen Haak, Chief Nursing Officer; and Jenny Weger, 3GM Nurse Manager. Click [HERE](#) to see Theresa’s award video.

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**Diabetes in Indiana**

- 10% of population has diabetes
- Almost 3% of population have undiagnosed diabetes
- Diabetes is the 7th leading cause of death
- Average health care cost of person with diabetes is $11,744 per year

**If you have an elevated A1C and would like to begin making positive lifestyle changes, contact Susan in Employee Wellness at 3316 or email slyochum@gshvin.org.**

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**Light Up A Life**

**November 13, 2017 | 6:00 pm (EST)**

Vincennes University Green Activities Center  
120 W. Harrison Street | Vincennes, IN 47591

We invite you to memorialize a loved one, living or passed away, by participating in the annual Good Samaritan Hospice “Light Up A Life,” a memorial and candle-lighting ceremony.

If you would like to make a contribution or have any questions, please contact Good Samaritan Hospice at 812-885-8035 or 800-604-9203.

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**Page 4 | A Monthly Publication For and About Good Samaritan**
**Patient Comments**

<table>
<thead>
<tr>
<th>Ambulatory</th>
<th>Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I felt very comfortable and the staff made me feel at ease. They were very nice and helpful.”</td>
<td>“Everyone was very pleasant. Impressed with clean facility.”</td>
</tr>
<tr>
<td>Inpatient</td>
<td>Outpatient</td>
</tr>
<tr>
<td>“This is a wonderful hospital. All hospitals need to be like this one...excellent.”</td>
<td>“I would like to praise each person I encountered. All were extremely helpful, friendly, courteous and professional.”</td>
</tr>
<tr>
<td>Physician Network</td>
<td>Inpatient Behavioral Health</td>
</tr>
<tr>
<td>“As soon as I enter lobby, receptionists treat me like family. I feel comfortable knowing I trust every one there. Thank you.”</td>
<td>“I honestly have had wonderful care and have been treated with respect and dignity.”</td>
</tr>
</tbody>
</table>

**Performance Excellence**

**SAFETY ROLE MODEL - JULIA FINCH**

Julia Finch, 4GM RN, was recently nominated for the Safety Role Model due to her analysis of a situation that appeared to be acceptable due to no alerts received in the EMR. She followed proper protocol by scanning the medication (Ancef) along with the patient’s wrist band, and received no alerts. However, while she was hanging the antibiotic bag, she realized that typically Ancef does not require reconstitution. Further investigation revealed that the bag was labeled Ancef, but the actual medication was Rocephin. Since the label was actually for the patient’s medication, scanning would not generate an alert. Julia was focused on the task at hand and utilized the self-check technique of STAR, which is Stop, Think, Act, and Review. Her critical thinking skills allowed her to question the situation and identify a potentially harmful situation. If the patient had been given the wrong drug, a significant adverse event could have occurred if the patient had an allergy to this drug. Her questioning attitude allowed her to identify the error and stop the line in her care of this patient. Thank you, Julia, for demonstrating that Patient Safety is critical in all aspects of care the patient receives.

**Patient Experience**

When we consider the patient experience, we generally think about employees in the hospital who are clinical. They spend their days providing direct patient care. Although these employees are vital to the success of Good Samaritan, it is important to consider how non-clinical staff contribute to the patient experience as well. Each month, we will be featuring departments that help the hospital maintain high patient experience results. It takes all of us to provide world-class care!

**ACCOUNTING**

The Accounting Department is made up of 16 individuals and is located on the 6th floor of Columbian Tower East. While they do not engage directly with the patients, they contribute to the patient experience by providing support to all departments by giving them monthly financial reports, paying the hospital bills and paying employees. Accounting always strives to exceed the department and employee’s expectations.

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*“General Accounting & Payroll works to gather, compile, processes information and provide necessary reporting. All assist in Good Samaritan’s overall success in putting our patients first by providing the best quality health care services.”* - Kurtis Potts

*“Although Payroll has no part in direct patient care, we are proud supporters of those who do. I feel very fortunate to be part of the Good Samaritan Team!”* - Carol Pargin
## Promotions

**Pamela Albrecht** – Samaritan Center – Secretary – TO – Samaritan Center – Records Analyst Clerk  
**Jessica Bottoms** – Monitor Technicians – Monitor Tech – TO – Medical Pediatrics – Staff Nurse  
**Denise Chopp** – Nursing Administration – Secretary – TO – Nursing Administration – Charge Capture Specialist  
**Matthew Miller** – Nursing Services – Graduate Extern – TO – Nursing Services – Staff Nurse  
**Burnis Piper** – Laboratory – Medical Laboratory Technician – TO – Laboratory – Med Tech/MLT Section Supervisor  

**Sherri Ricketts** – Human Resources – Administrative Secretary – TO – Human Resources – Benefits Coordinator  
**Burdetta Scott** – Physician Services – Physician Practice Nurse – TO – Wound Care – Clinical Nurse Educator  
**Nicole Woodard** – Ortho Center Physical Therapy – Physical Therapist – TO – Ortho Center Physical Therapy – Sports Performance Coordinator

## Environmental Services

- Liz Emmons - Environmental Services Assistant  
- Stacey Lourenco - Environmental Services Assistant  
- William Shelton - Environmental Services Assistant  
- Alan Smith - Environmental Services Assistant  
- Taylor Whitson - Environmental Services Assistant

## Food Service

- Elena Flores - Food Service Assistant  
- Randi Flores - Food Service Assistant  
- William Ingersoll - Food Service Assistant

## Nursing Services

- Mallory Stanczak - Patient Care Technician

## Patient Access

- Jodi Leinenbach - Access Associate

## Pharmacy

- Mary Lowe - Pharmacy Technician

## Physician Services

- Ciara Gaultney - Licensed Practical Nurse  
- Gennie Gilpin - Medical Assistant, Certified  
- Angela Hodge - Medical Assistant  
- Lynna Titsworth - CRNA

## Respiratory Care

- Sarah Denny - Registry Respiratory Therapist  
- Mallory Walker - Respiratory Therapy Assistant

## Samaritan Center

- Stephanie Beard - Psychiatric Social Worker I  
- Frieda Carroll - Safety Assistant / Nurse Assistant  
- Alec Coatney - Psychiatric Nursing Technician

## September New Hires

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- William Shelton - Environmental Services Assistant  
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- Taylor Whitson - Environmental Services Assistant  

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## Celebrate Our Radiologic Technologists!

**November 5 - 11**

“Positioning to Save Lives”

National Radiologic Technology Week® is celebrated annually to recognize the vital work of Radiologic Technologists across the nation. The celebration takes place each year during the week that includes November 8 to commemorate the discovery of the x-ray by Wilhelm Conrad Roentgen on November 8, 1895.

The week-long celebration calls attention to the important role medical imaging and radiation therapy professionals play in patient care and health care safety.

## It’s time to start preparing for the Giving Tree!

Attention Santas! It is time to help local children in need. The Giving Tree program helps to brighten the lives of less fortunate elementary-aged children in Knox County schools. Get with your co-workers, family and friends and adopt a child for Christmas.

There have been some changes this year, so please keep the following information in mind:

- Employees can pick up Giving Tree tags on November 8, 9 & 10 from 7 a.m. to 5 p.m. in the Marketing office located on the 5th floor of Health Pavilion  
- Please place a black line through the bar codes of all the items you purchase with a marker.  
- **Do Not Wrap Gifts!** Feel free to include wrapping paper and boxes with your gifts, but do not wrap any of your purchases.  
- All gifts need to be returned to Marketing by **Friday, December 8**.
How did you make the change / what have you been doing? It is a state of mind for me. I know that if I want to stay as active as I have always been in my younger days, I have to be more diligent in my efforts. I use to be able to eat what I wanted, to exercise if I felt like it, and I could maintain my weight. My health wasn’t the issue. Now that I am older, it all matters.

What motivated you to make the change? The Good Samaritan Wellness labs this past July.

Tip(s) for success / staying motivated? I just try to concentrate on getting a better lab result. I know that working at a desk everyday doesn’t help matters; so it is vitally important to get some kind of exercise / stay active, even if it’s working outside in my yard or landscaping. When I feel more energized, or lose a pound or two, that’s a big motivator for me. I hope that I can stay as healthy and energetic as possible for a long time. After all, I want to be able to keep up with my granddaughter.

How have you incorporated this into your life (Ex. How do you find the time, etc.)? It’s a daily struggle. Like many of us, I work full time; and since I am single, I have a lot to do at home. I basically have to mentally map out a time budget each week, and try to stick as close to it as I can. I have to stay organized, and some days remind myself that I may not get all of my “to do list” done; and maybe that walk may be just what the doctor ordered instead, plus my little dog loves it.

How has it made you feel? I feel better about myself. I do the best I can; and then I know the rest is in God’s hands.

I had to start taking a prescription for Type 2 diabetes. I take my blood sugar levels several times a week, and I am working more diligently with my doctor. I want to lower my A1C!
Managing diabetes is not an easy task. Many people struggle with their diet, taking their insulin correctly, getting regular exercise and other factors that contribute to living a healthy lifestyle. Having treated diabetic patients for 25 years, Good Samaritan physician, Jane Bridges, MD, started an educational diabetes management class to help her patients navigate this disease.

Dr. Bridges started teaching these classes 20 years ago so she could provide an opportunity for her patients to become more accountable and work diabetes management into their lives. What once started as a small group of patients learning the basics of the disease has evolved into a four week class where ‘students’ follow a textbook written by Dr. Bridges that has detailed lessons and exercises on how to live their best lives with diabetes.

“We are offering state-of-the-art diabetes education that allows the patient to manage their diabetes in the most flexible way,” said Dr. Bridges. “It is a commitment and hard work on the patient’s part, but in the long run, patients find it very beneficial. In fact, many return for a refresher which is a compliment because getting patients to go for diabetes education is really hard.”

The amount of respect Dr. Bridges’ patients have for her is clearly seen by the number of people in the class. Each patient listens intently and contributes to class discussions because what they are learning is so important to each of them.

First time class attendant Bill Richardson of Lawrenceville, Illinois was recently diagnosed with diabetes and recommends the class to other patients of Dr. Bridges. “This class gives you a deeper understanding of the disease and you can gain specific information about what your diet needs so you can be successful and meet your goals.”

Karen Schumacher has been living with diabetes for 47 years and is attending the class for the second time. “I drive an hour to see Dr. Bridges and attend this class because it has helped me manage this disease. Dr. Bridges and Nurse Practitioner Rebecca Akers are good teachers and they really care. They are the best of the best.”

“After this class, we see empowered patients that are able to lower their A1c’s [blood sugar] and manage their diabetes confidently,” added Dr. Bridges. “Diabetes is all about math and timing. Once you figure that out, you will be able to successfully live a healthy lifestyle.”

More than 30 million Americans have diabetes and nearly 86 million Americans have prediabetes. Managing their disease is something that each diabetic struggles with, but it has become a little easier for patients of Dr. Bridges and nurse practitioner Rebecca Akers. The class is one night a week for four weeks. If interested in learning more about their educational class or to make an appointment at their office, please call 812-885-8040.