

# Health Connection

BROUGHT TO YOU BY RED BUD REGIONAL HOSPITAL

**Patient satisfaction**  
Our first priority

**Overcoming  
the Catch-22 of  
caregiving**

**Living well with  
heart disease**

**Meet our  
staff members**

**Mammograms  
save lives!**  
RBRH has a  
digital option



RED BUD  
Regional Hospital

[www.redbudregional.com](http://www.redbudregional.com)

## A MESSAGE FROM OUR CEO



Shane Watson  
Chief Executive Officer

Dear friends,

**R**ed Bud Regional Hospital and Red Bud Nursing Home (RBNH) are proud to be your community's health-care resources. Our team is committed to providing comprehensive service to our patients, and each year, we've made strides to improve that service.

In planning for 2009, we recognized the need for capital upgrades. A significant focus was given to the imaging department. With older units, the team quickly implemented digital mammography, a new Philips radio/fluoroscopy room, a Toshiba ultrasound/echo unit and a portable X-ray unit. Our laboratory received a Siemens Xpand Chemistry Analyzer that runs up to 44 different tests, including those for the liver, heart enzymes, cholesterol, blood sugar and triglycerides. For blood counts, we installed a Sysmex Hematology Analyzer. RBNH received attention with new wood flooring in patient rooms and extra wheelchairs.

As we continue to expand our services and improve technology, we'll continue to implement new ways to deliver personal care to you and your family.

Thank you for your confidence and trust.

Sincerely,

SHANE WATSON  
Chief Executive Officer  
Red Bud Regional Hospital



RBRH's ED team includes (from left) Shane Watson, chief executive officer; Steven Elster, M.D., medical director of the ER; Shawn Powers, ED director; Julie Kelley, M.D., ED physician; Donna Herring, R.N.; and Melanie Nieweglowski, R.N.

## Our patient-satisfaction scores climb

**D**ue to the commitment Red Bud Regional Hospital (RBRH) has made to improve patient care, our emergency department (ED) again ranks No. 1 in customer service in 2009, according to HealthStream Research survey data.

HealthStream Research works with hospitals across the nation to examine patient experiences through personal, one-on-one phone surveys. The survey covers all aspects of the ED visit.

### KEY INDICATORS

When reviewing survey results, RBRH only looks at very satisfied scores. These scores are a key indicator of what's working well in the organization and also highlight areas that need improvement. The team compares the scores to previous quarter results and to national results.

RBRH was able to increase scores over the fourth quarter 2008. For example, very satisfied scores for whether patients would recommend this hospital to others if they needed emergency care increased 9 percent, and the scores for concern and caring by physicians increased 10 percent.

We're also pleased that RBRH exceeded national comparisons in all categories for very satisfied results. For overall satisfaction compared to the national norm, our scores are 20 percent higher, registration scores are 23 percent higher and nursing and nursing care scores are 24 percent higher.

RBRH recognizes patients as the No. 1 resource for insight to honest, accurate information about hospital services. Thanks to the patient-experience survey results, RBRH will continue to improve services and enhance care so all experiences will rank beyond expectation.

**!** Visit us online!

**T**o learn more about  
RBRH's services, visit  
[www.redbudregional.com](http://www.redbudregional.com).

# Relieving the pressures of caregiving



**R**ed Bud Nursing Home (RBNH) recognizes that caregivers are under immense stress while caring for their children and their elder family members. That's why RBNH offers respite care services. Respite care allows a caregiver to bring elder family members to the nursing home for short-term care. Respite care visits are a minimum of 24 hours up to a few weeks. These short-term breaks relieve stress, restore energy and promote balance in the caregiver's life.

## TAKE CARE OF YOURSELF

RBNH knows that most caregivers dedicate their time to caring for someone other than themselves. But it's harmful to the caregiver when they refuse to accept help, which results in fatigue, trouble sleeping, health problems and more. Agreeing to take a break is the first step to achieving a better quality of life for both the caregiver and the person receiving care.

That's why RBNH provides a competent team of medical professionals to address any medical needs, a

vibrant activity department to provide personal enrichment opportunities and a home away from home to simply renew the caregiver's and the patient's strength and spirit.

The next time you plan a shopping day, need to travel with work or feel overwhelmed with stress, consider RBNH's respite services to provide care for your loved one.

**!** We can help!

**T**o learn more about RBNH's respite care services, call **(618) 282-3891**.

# Medical staff on the move



Carlotta Taylor White  
Adult Nurse Practitioner

**C**arlotta Taylor White, adult nurse practitioner, values the real-life experiences of each patient. With a personal approach to health-care, Taylor White treats each patient as an individual. She brings experienced care for chronic illnesses such as diabetes to the community. Taylor White promotes health education by offering diabetes cooking classes and support

groups to her patients and the community. She's accepting new patients. To schedule an appointment at her office at 1335 Jamie Lane in Waterloo, call **(618) 939-1551**.



Shelly Kempfer  
Family Nurse Practitioner

**S**helly Kempfer, a certified family nurse practitioner, has always loved the people and quality of life in her hometown of Sparta. That's why she's opened a practice there. Kempfer provides adult and pediatric care and well-woman exams. She offers same-day appointments, extended office hours and walk-in visits. She's now

accepting new patients. Call **(618) 443-3295** to schedule an appointment. Her office is located at 1408 Sparta Centre Drive in Sparta.



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70RBR

# A better kind of mammogram

## Digital option comes to RBRH

**B**reast cancer often makes itself known in its early stages, when there's a good chance for a cure. But here's the catch: You must be doing the right screenings to detect breast cancer. That includes monthly breast self-exams, regular clinical breast exams and regular mammograms.

Red Bud Regional Hospital (RBRH) recently upgraded its imaging to include digital mammography, making it the first hospital in Randolph County to go digital. RBRH's medical staff member Stephanie Skelly, M.D., a board-certified gynecologist, was one of the first patients to receive a mammogram with digital mammography. "Digital mammography is the preferred technique for those women who have denser breast tissue," says Dr. Skelly. "Clinical studies have shown that the digital mammogram is more sensitive at detection of abnormalities in this subset of patients."

### BENEFITS OF GOING DIGITAL

With digital mammography, our radiologist reviews electronic images of the breast using special high-resolution monitors. The physician can adjust the brightness, change contrast and zoom in for close-ups of specific areas. Being able to manipulate images is one of the main benefits of digital technology.

Another convenience of digital mammography over film-based systems is that it can greatly reduce the need for retakes due to over- or underexposure. This potentially saves time and reduces your X-ray exposure.

Because they're electronic, digital mammography images can be transmitted quickly across a network. Digital images can also be easily stored, copied without



RBRH's new digital mammography system is ideal for women who have dense breast tissue.

any loss of information and transmitted and received in a more streamlined manner, eliminating dependence on only one set of original films.

### Commit to breast health!

**M**ake your commitment to early detection today by scheduling a mammogram and encouraging your friends to do the same. Call (618) 282-4900 to schedule your annual mammogram at RBRH.