A Place at the Table

G
ood food inspires a great sense of community. Unfortunately, there are too many people in too many of our communities who don’t have consistent access to good, healthy food. Mary Greeley is working to change that, and, as a result, families are eating better. We received a $50,000 State Innovation Model-Iowa grant, which is funded by the Centers for Medicare and Medicaid Services and awarded by the Iowa Healthcare Collaborative. It is being administered by the Mary Greeley Foundation.

We pursued the grant with the goal of addressing food insecurity needs in Story County. To accomplish this, we partnered with several local organizations, including Primary Health Care, the Mustard Seed Community Farm, Salvation Army, and Good Neighbor.

The impact is already being felt. Primary Health Care will be able to expand its terrific Farm to Clinic program, which provides “shares” of locally grown fruit and vegetables for its clients, as well as education about healthier eating. The clinic for the uninsured and underinsured has acquired new food storage equipment, including a refrigerator. They’ve ordered more shares of vegetables and additional winter shares, which includes greenhouse greens, milk, and eggs. Mustard Seed Community Farms, which provides Primary Health with vegetables, lost a greenhouse in a recent storm. The grant is going to help replace it, ensuring a steady supply of healthier eats.

Salvation Army has used grant support to purchase food shares and storage equipment for a new cargo van, which will be used to distribute food in smaller communities that don’t always have access to fresh, healthy foods. Good Neighbor was also able to purchase vouchers for healthy foods that can be used by their clients at local grocery stores.

Mary Greeley expects to use some grant funds as well to support chronically ill patients who are a part of our Transitions of Care program after discharge. A home health care nurse will visit the patient, provide education on the importance of a healthy diet in their recovery process, and ensure a steady supply of healthier eats. The Mission is to “Advance health through specialized care and personal touch.” We demonstrate our commitment to this mission in many ways. Our effort to create more access to healthful foods through this grant is a wonderful example, and one we hope to continue to build upon.

Thank you to our Mary Greeley Foundation Sponsors

The Mary Greeley Foundation would like to thank and recognize these business partners who provide annual support for the highest priorities of the medical center-including mental health services, the William R. Bliss Cancer Center, community health & wellness, diabetes & nutrition, education, cardiac care, hospice, Grand Rounds, and more.

CONNECT WITH US!

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Members of Mary Greeley’s Patient & Family Advisory Council (PFAC) provide valuable perspectives on how patients experience care at the medical center. Formed in 2014, PFAC meets quarterly to learn about new and existing initiatives, and to offer advice and personal insights into how these initiatives could be improved.

Here, Allie Wulfekuhle, one of PFAC’s first members, offers thoughts on her PFAC experiences, including the opportunity to represent PFAC at a Centers for Medicare and Medicaid conference.

**Q: How did you get involved in PFAC?**
When Mary Greeley decided to start a PFAC, Karen Kiel Rosser (vice president and chief quality officer) asked the nursing directors of various departments if they had suggestions for patients who would be a good fit, and Tara Webber (supervisor of Mary Greeley’s Pediatrics Unit) gave Karen my name. Karen was looking for people who would share constructive criticism as well as ideas and solutions, and Tara felt I fit the bill.

**Q: Why do you think she felt you’d be good on PFAC?**
Our daughter has chronic medical issues and spent time as a patient in the medical center. Formed in 2014, PFAC meets quarterly to learn about new and existing initiatives, and to offer advice and personal insights into how these initiatives could be improved.

**Q: Why did you ultimately decide to join?**
Patients with chronic medical needs and their caretakers have many experiences in healthcare. Some are good, some bad, some hard, some happy. PFAC was a chance to share our experiences and ideas. Along with other dedicated committee members and with a direct line to Mary Greeley leadership, I’m able to draw upon my hard experiences and make a positive impact.

**Q: What has been the most eye opening for you?**
As a PFAC member, I have an inside view of what makes a great medical center. We’ve toured numerous departments—my favorite was Sterile Processing—and have met with department leads. No subject is off limits during PFAC meetings, and we’ve talked about everything from strategic planning to the patient’s experience during bedside shift change. The most eye-opening thing for me was how dedicated the leadership is to creating an environment focused on patient-centered care, with the help of PFAC. Again, we have a direct line to those who can make things happen. Brian (Dietz, president and CEO of Mary Greeley) and Karen, as well as Board of Trustee members, are all at the table. PFAC meetings are a dedicated time to listen to patients, ask questions, and brainstorm ideas and solutions.

**Q: Do you feel like PFAC has had an impact?**
I do. It is easy to see the impact when you get to see the final products of your work. We reworked the patient services guide, reordering information to reflect importance to patients, and the new guide is currently in patient rooms. We gave input into the hand hygiene campaign that was featured in Health Connect. Sometimes our work is brought to the table by leadership as an issue to work through or an idea that needs input. We’ve reworked billing statements and discharge paperwork to be more patient friendly. We’ve given input into facility planning. We’ve had great discussions on emotional harm and service recovery, sharing experiences and bringing perspectives that may be easily missed by those “on the inside.” I was invited to a Mary Greeley service recovery leadership training to share a personal re-admit experience and my perspective on what patients really need when things don’t go well. This was initiated from a conversation at PFAC in which I shared an experience at a different hospital with Karen and she responded with “our people need to hear your experience.” Our members don’t want to rotate off this committee and we all rarely miss a meeting, which speaks to the impact we see happening through PFAC.

**Q: You recently attended the Centers for Medicaid and Medicare Services (CMS) Quality Conference in Baltimore, Maryland. What was that experience like?**
I went as a guest of Iowa Healthcare Collaborative (IHC), a nonprofit organization promoting quality improvement in healthcare. Mary Greeley works closely with IHC and through Mary Greeley’s much-respected PFAC program, I have had the opportunity to share a patient perspective at IHC conferences and trainings. This conference was an opportunity to continue that work on the national level. A focus of this year’s conference was expanding collaboration among all stakeholders toward high-quality, affordable, patient-centered care. More than 200 patients joined the 3,300 attendees, hearing voices from within the healthcare continuum. I participated in a roundtable session with other patients, organizations, and CMS faculty from around the nation, where we brainstormed ideas for patient engagement. I learned how other hospitals utilized their PFACs and met patients passionately sharing their stories and advocating for the importance of the patient voice.

**Q: INTERESTED IN PFAC?**
Mary Greeley is looking for a diverse group of people to serve on our Patient & Family Advisory Council. PFAC members represent the typical healthcare consumer. Members are expected to be open minded, positive, and willing to voice their ideas and opinions. You can learn more and apply at www.mgmc.org/pfac.
Getting patients up and about is an important step in the healing process. It reduces the chances of post-surgical complications such as hospital-acquired pneumonia and pressure ulcers. It can decrease the length of a hospital stay and increase the likelihood of discharge to home.

Here’s the catch, though: Patients are often in a vulnerable state, which poses the risk of fall. Hospitals hate falls. They can lead to injuries and extend hospital stays. That’s why Mary Greeley has a major fall prevention effort involving a variety of interventions to reduce falls with injury. We also provide training to teach staff how to lower patients to the floor when they are losing their balance.

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Here’s a look at what we do to keep patients safe, as well as the roles patients and families play in the effort.

### Room Location
Our highest-risk patients are placed nearest the nursing station to keep them closest to help if needed. We also have low beds available for high-risk patients.

### Patient Armbands
Identifying those who are at risk with armbands allows all staff members to know at a glance that they need to provide ambulation assistance from wheelchair to destination.

### Telesitters
Telesitters help alert staff to an attempt to stand, sending information to a technician who will remind your loved one not to climb out of bed or the chair unassisted.

### Volunteers
Our Patient Safety Volunteer Program provides trained volunteers who visit patients to ensure safety protocols are in place. This may involve checking chair or bed alarms, or placing a fall risk band on a patient’s wrist. Since April 2012, Patient Safety Volunteers have visited more than 29,000 patients.

### Fall Risk Signs
Notices placed on doors alert us to a patient’s status, but they also remind visitors to help keep patients safe. If you see a sign outside your loved one’s room, encourage her or him to wait for professional help before getting out of bed or a chair. Your intervention could make all the difference!

### Bed, Chair Alarms
Patient beds are equipped with alarms that can be activated for those who are fall risks, and alarms can be added to chairs. When the alarms go off, they help remind patients to remain seated and alert staff to the need for immediate attention. Never turn off the bed or chair alarm please. Yes, the sound may be a bit annoying, but that alarm is one of the most important safety tools in a patient room.

### Hourly Rounds
By checking on our patients every hour, we strive to meet their needs before they need help with medications, position adjustment, trips to the bathroom, or personal items. Regular visits help keep them comfortable and content.

### Data to Stand By
Here’s how we reduce falls by studying falls.

Mary Greeley routinely studies incidents of fall to determine the causes and gather insights into prevention. Recently, the medical center launched a project to compile statistical data related to individual fall incidents. We use data from past falls, including falls with and without injury, to help our care teams understand why falls happen and come up with meaningful solutions for reduction.

Here is what we’ve learned:
- Patients often fall in the bathroom.
- Patients who fall have often already been identified as a fall risk.
- More falls happen in the evening.
- More staff need to use proper technique to lower patients to the floor without injury.
- Falls happen when Telesitters were not available because all are already in use.

Here is what has happened as a result of what we’ve learned:
- All clinical staff took training on how to lower patients to the floor without injury.
- Education around bathroom safety was increased.
- Non-clinical staff have been trained to check bed alarms and chair alarms.
- More Telesitter equipment was added.
Time to Move

On average, patients move from bed to chair at least three times a day for meals. When you consider bathroom breaks and exercise walks, that’s a lot of moving. Fall-risk patients require extra attention and, sometimes, extra equipment to manage their transfers. Besides canes and walkers, which are often used within hours of surgery, you might see the following:

**GAIT BELTS**
These simple straps wrap around a patient’s waist to allow medical professionals to help steady her or him. They work best for patients who are a bit unsteady on their feet.

**HOYER LIFTS**
Those who cannot bear weight enjoy extra security during transfers from bed to chair, thanks to patient lift devices such as the Hoyer Lift. These devices help reduce staff injuries, as well!

**SARA STEDY**
Sit-to-stand devices such as Sara Stedy work for patients with some muscular strength, but not enough to safely stand up by themselves.

FOLLOW THE GUIDE
Each patient room has a blue Patient, Family, and Visitors’ Guide to Our Services, which includes information about fall prevention. Take a moment to read the section on Fall Prevention, which explains how we help patients and families understand how to prevent falls. If nothing else, please remember this great tip: Ask a hospital staff member if you need help to get out of bed or use the bathroom. Don’t try to do it yourself or with assistance from a visitor. Mary Greeley staff are trained to move you safely.

PRACTICE, PRACTICE, PRACTICE
Mary Greeley staff take computer-based learning courses on fall prevention. Our Rehab & Wellness physical therapists also trained all clinical staff how to assist a patient if they are falling. The key is supporting the patient from behind, using your knee to slowly lower a patient to the floor to avoid injury.

Staff, Patient and Guest Education

**VIDEO**
Learn more about how Mary Greeley is protecting patients from falls at mgmc.org/falls

Clinical staff go through training so they can safely lower patients to the bed or floor if necessary. Supporting a patient from behind with your knee and appropriate use of a gait belt (hold it underhand) is part of the training.
We once told a touching story in Health Connect magazine about an intellectually disabled man who needed cardiac rehab therapy at Mary Greeley.

We successfully treated this gentleman by creating a therapy program that fit his special needs. It was a wonderful story that generated a lot of great feedback.

We had an opportunity to tell this story again in our application to be a Magnet-recognized hospital. It was one of several stories we told in the 300-page application about the vital role of nurses at Mary Greeley.

Our application earned a site visit from Magnet examiners, which, in turn, led to our earning Magnet-recognition in February. Magnet recognition is considered the gold standard for nursing and the highest honor given by the American Nurses Credentialing Center (ANCC).

Mary Greeley nurses work closely with physicians, pharmacists, therapists, and other healthcare professionals to ensure our care is always outstanding. Our nurses are significantly involved in inpatient and outpatient care—not only in day-to-day care, but also in developing and improving the processes we use to deliver care.

Research indicates that organizations that have received Magnet recognition have lower rates of patient falls and higher patient satisfaction with nurse communication, availability of help, and discharge information. Magnet-recognized organizations also have higher levels of job satisfaction.

Pride
Mary Greeley employs approximately 500 nurses—more than half have earned their B.S. in Nursing (BSN). Studies have shown that organizations with high percentages of BSN-prepared RNs have better patient outcomes.

The Magnet Recognition Program was developed by the ANCC to recognize healthcare organizations that provide nursing excellence. Currently, only 491 of the more than 6,000 U.S. healthcare organizations have received the credential.

We are understandably proud of being a Magnet-recognized hospital. This recognition means a lot to our nurses. It means even more for our patients.

Involved Nurses
This achievement came after a rigorous application and review process. With emphasis on quality, patient care practices, and performance outcomes, the Magnet Recognition Program measures how an organization involves nursing in leadership and decision making, and it provides nursing staff with tools and training to drive continual improvement and innovation.

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On a wintry day in January 2014, an Allina Health ambulance collided with an SUV in Buffalo, Minnesota. The accident would lead to important changes in ambulance design, and, ultimately, impact Mary Greeley’s ambulance fleet.

The medical center now has three new ambulances with technology and features that make them a safer ride for patients and paramedics. The design considered everything from new ways to store medical supplies to how the vehicle would absorb a crash. (See details of Mary Greeley’s new ambulances on page 13.)

Mary Greeley is the first hospital in Iowa to have these advanced ambulances.

Driven
Allina Health is a not-for-profit healthcare system based in Minneapolis. After the accident that critically injured its ambulance crew, Jeff Czyson, Allina’s director of Emergency Medical Services Workforce, decided it was time to create a safer ambulance.

He assembled a design team of mechanics, Allina Health leaders, EMTs, and paramedics to gather as much input as possible regarding the creation of a new rig.

Czyson took that information and approached three different manufacturers. He asked each to make a prototype, which his crews would test drive. He would then select a manufacturer to outfit Allina’s fleet.

Mary Greeley Connection
Fast forward to October 2016. Dieter Friton, director of Mary Greeley’s Mobile Intensive Care Services (MICS), was attending a trade show in Minneapolis.

And there he saw it. The Icon 2.0.

“We are always trying to make ambulances safer for both our paramedics and our patients,” Friton said. “The Icon 2.0 had safety features that I’d never seen in an ambulance before and I knew that I needed to do what I could to get them at Mary Greeley.”

After contacting Crestline and having multiple conversations with Crestline rep Jeff Grasto, Mary Greeley’s own version of the Icon 2.0 began to take shape.

“We were excited about having a great ambulance that’s a great performer in numerous ways,” said Grasto. “We became even more excited, though, when Mary Greeley embraced the safety features and even offered up some suggestions of their own.”

One Mary Greeley paramedic who offered input was Aaron Boor.

“It was really a collaborative effort between us, Allina, and Crestline, which made the work really impactful,” said Boor. “We would make suggestions and take them to Crestline and Allina and vice versa. In the end, we ended up with an ambulance that’s better for everyone involved.”

With the design in place for Mary Greeley’s ambulances, Crestline went to work and in October 2018, Grasto proudly delivered three brand new ambulances to the medical center.

“I remember that day very vividly,” said Grasto. “The crews that were working the day we delivered them were so proud when we showed up. There was a little bit of excitement with there being a ‘shiny, new toy,’ but it was really more about the fact that they’d had input in this ambulance that was going to keep their patients safer.”

Grasto also mentioned that for Crestline, it’s about the paramedics as well.

“While we certainly want our ambulances to be safe for patients, we want paramedics to be safe as well,” said Grasto. “If there’s one thing we can do to make medics’ lives better, it’s to make sure they come home”

Ready to Respond
The new ambulances have been in service at Mary Greeley since the beginning of 2019. There are currently no other ambulances like them in the state of Iowa.

“Our vision at Mary Greeley is simply “To be the best,” said Friton. “These ambulances say that, as they are arguably the best ones on the market right now. We have some of the safest ambulances in the state of Iowa, and we are proud to be able to transport patients in them.”

How Mary Greeley paramedics helped shape one of the safest ambulances in Iowa.

BY STEPHANIE MARSAU

RIDE OF YOUR LIFE

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CRUMPLE ZONE

Lightweight plastics used in the front of Mary Greeley’s ambulances can absorb energy from an impact by creating a “crumple zone.” This zone acts as a cushion to protect the occupants of the ambulance, as well as people inside the other vehicle involved in a collision.

In March 2018, a new Allina Health ambulance with a “crumple zone” was involved in a crash that involved another car. Five people were involved in the accident, including those in the ambulance. Nobody was seriously injured.

EFFICIENT STORAGE

Ambulances need cabinets for supplies. The Icon 2.0’s FERNO INTRAXX system helps reduce the number of cabinets, allowing for more room for crew and patients. It also lessens the likelihood of a patient or paramedic sustaining an injury from falling items.

The system is installed in such a way that paramedics are able to reach everything they need from a sitting position. The pouches that accompany the system can be put wherever the crew needs them and are safely secured. This helps paramedics to be more efficient, while keeping supplies secure. Mary Greeley paramedics played a central role in creating the INTRAXX configuration for the new ambulances.

BACKPACK SEATBELTS

Ambulances typically have bench seating on either side, with the patient in the middle. The bench seating positions the paramedics so they are looking directly at the patient.

These seats, often referred to as squad benches, are equipped with rarely used seatbelts. Emergency situations don’t always lend themselves to buckling and unbuckling a seatbelt. Because of this, paramedics often find themselves unrestrained.

According to a study by the Emergency Medical Services division of the National Highway Traffic Safety Administration, there are 4,500 vehicle crashes involving an ambulance every year. In 84 percent of those accidents, paramedics in the patient compartment were not restrained.

In Mary Greeley’s new ambulances, all of the seats either forward-face or rear-face, and are equipped with what is referred to as a backpack seatbelt. This harness slips over a paramedic’s shoulders. It allows the paramedic full mobility. They are still able to turn to the side to tend to the patient, they are able to stand up and access equipment needed to care for the patient being transported. It acts much like a regular seatbelt and should an accident occur, could protect the paramedics from serious injury.

You may think that the ambulances don’t quite look like your prototypical emergency vehicle. They may look more like a moving truck. That is no surprise. These ambulances have been placed on a Freightliner chassis, which is the same kind you’d find on U-Haul trucks. The reason is simple: fuel-efficiency. Placing the boxes on this type of chassis allows the ambulances to average 14.1 miles to the gallon, which is almost double what more traditional ambulances get.

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COT LOADER

One of the most recognizable pieces of equipment inside an ambulance is the gurney, or stretcher, on to which patients are loaded. Mary Greeley’s new ambulances have been outfitted with a Stryker Power Load Power Cot. This power system loads and unloads cots with the touch of a button. This protects the paramedics from injuries that can occur by lifting and lowering patients into the back of the ambulance. It also makes it easier on the patients, as the loading and unloading that occurs is a much smoother process. Once inside the ambulance, the robust fastener system that accompanies the lift allows the cot to be secured to the floor of the ambulance.

Mary Greeley’s Paramedics at mgmc.org/ambulance

Learn more about Mary Greeley’s Paramedics at mgmc.org/ambulance
How Mary Greeley paramedics ensure security at the medical center.

When it comes to safety, Mary Greeley's Mobile Intensive Care Services (MICS) staff have a role that goes beyond emergency response.

MICS paramedics and EMTs also serve on the hospital's security team, ensuring patients, visitors, and staff are safe while on the medical center campus.

In the early 1980s, staff were tasked with checking locks as a way to stay busy when they weren't out on ambulance calls.

"Back then there were key stations throughout the hospital," recalls Rick Stowell, a former paramedic who worked at Mary Greeley from 1982 to 2015. "You would walk around to the key stations, checking the locks and then would punch a card after you checked them. This was how others could verify that you had checked the locks since there were no security cameras back then."

Changes

As modern life has gotten more complex, so has Mary Greeley. As technology has advanced, so have security measures, including:

- The ED can, at times, be a high stress environment, especially on nights and weekends. MICS has partnered with the ISU Police Department, which is now providing a uniformed officer on site during evening hours Wednesday-Saturday.
- The hospital's North Addition entrance is locked from 7 p.m. to 7 a.m.
- Because of the vulnerability of patients, Birthways and Pediatrics are locked departments that require people to be buzzed in. "Mary Greeley has a special policy.

MICS personnel and other medical center staff go through training to learn strategies to appropriately handle combative patients and visitors. MICS staff also go through active-shoot training.

While safety at Mary Greeley is a primary focus, MICS staff also keep people in our community safe. They are a fixture at every home Iowa State football game, as well as men's and women's basketball games. They provide medical support for other large scale events in the community, such as Iowa Games.

A SPECIAL RIDE FOR SPECIAL PATIENTS

A new mini-ambulance transports youngsters to surgery.

Our youngest patients now ride to surgery in a mini-ambulance that looks just like a real Mary Greeley ambulance.

The ambulance is remote controlled, and provides a fun way to transport boys and girls to surgery. Patients also get a Junior Paramedic sticker.

Amber Deardorff, vice president of Clinical and Support Services, brought the idea to Brian Van Broklin, director of Surgical Services at Mary Greeley. After clearing it with Infection Control (always have to monitor the spread of germs, especially with young patients), Van Broklin got to work on the project.

Joe Carmichael, a maintenance engineer in Mary Greeley's Facilities department, created all the decals to for the mini-ambulance. The Mary Greeley Foundation provided funds.

"The kids and the families get really excited when they see the ambulance drive up to take them to surgery," said Van Broklin. "Patients take pictures and the kids smile from ear to ear, and that's what it's all about. Giving them something to smile about during what can be a scary time."

For a good stretch of time, ambulance service in Ames was provided by a funeral home.

That changed on Jan. 1, 1973, when Mary Greeley took over the service from Stevens Funeral Home. The first paramedics went out of state to become certified, as the state of Iowa had no such designation.

It was not until 1979, when Iowa created its Advanced Care Law for Emergency Medical Services, that Mary Greeley was officially recognized as the first paramedic service in Iowa and became known as Mobile Intensive Care Services, or MICS. Shortly after, Mary Greeley became authorized to provide testing and teaching for certifications of all paramedics within Iowa.

Mary Greeley had the first paramedic class in the state and went on to provide advanced care training for nearly two decades, until paramedic and EMT programs started to be offered at schools around the state.

Offline

In addition to being recognized as the first paramedic service in Iowa, Mary Greeley was also the first service to be fully online. What exactly does that mean? In the early days, if paramedics were going to perform advanced procedures in the field, they had to call in to the hospital and receive permission from an attending physician. With the extensive training that Mary Greeley paramedics had undergone, approval was given to allow for the call and not waste valuable time in treating patients.

Former paramedic Rick Stowell, who joined MICS in 1982, recalls that Mary Greeley was a pretty progressive place.

"The advantage of that is that it always seemed as though someone had your back when it came to ideas you had, or decisions you made," said Stowell.

I REMEMBER PUTTING ON WADERS, grabbing the jaws of Life and going into that water," Stowell said. "You don't think about hypothermia at the time, you're just trying to get the victim out of the car. I had to go underwater to use the jaws of Life and eventually the door wouldn't open. You didn't realize until after we got back from the call that I must have cut my hand somehow and ended up having to get stitches."

One function that paramedics still perform today within the hospital, is starting IVs. If hospital staff has a hard time starting an IV, they often rely on paramedics to help.

"We had to be able to start IVs out in the field, and as you can imagine, sometimes you're having to do that in less than ideal conditions," said Stowell.

Mary Greeley has been a leader in emergency medical response.

IOWA'S FIRST PARAMEDIC SERVICE

Mary Greeley has been a leader in emergency medical response.
When we decide to donate to an organization, we want to know our gifts are making an impact. At Mary Greeley, your gifts do just that. Each department of the medical center has been impacted by our generous donors. We are so grateful to those who invest in our organization. You see a need and want to help fill it. You’ve been inspired by the care you or a loved one has received. You believe in what we do for the health and well-being of communities we serve.

As we step back and review our last fiscal year, we are humbled by the thousands of people who participated in our events, championed our causes throughout the communities we serve and contributed financially to make sure we continue to provide the best care possible. The William R. Bliss Cancer Center and Hospice Care have been priorities for many years and will continue to receive our attention. What you may not know, is that Mary Greeley is leading the conversation about other community challenges, including Mental Health, Community Health and Wellness and how to retain the best workforce. These are big conversations and the solutions will require ongoing input and investment from our donors and friends.

We are looking forward to working with people like you, who influence and impact the future of healthcare in our community.

– Austin Woodin –
FONation Board Chair

– Melissa McGarry –
EXECutive Director

MARY GREELEY MEDICAL CENTER MISSION
To advance health through specialized care and personal touch.

FoundaTion MISSION
To support the mission of Mary Greeley Medical Center through philanthropy and engagement.

Honoring a Beloved Wife & Nurse

It was the summer of 1939. Two high school buddies were serving as lifeguards at the Methodist Bible Camp on Lake Okoboji when a couple of young women, strolling along the beach after evening worship, approached them and struck up a conversation. One of the young men was George Burnet and one of the young women was Betty Riggs, who was about to steal George's heart.

Once camp was over, the two returned to their neighboring towns and finished high school. George enrolled at Iowa State University, only to put his education on hold a couple years later to enlist in the Army and serve our country during WWII. After high school, Betty completed a general year of study at Britten Junior College, and though it was a tumultuous time in history, she pursued her dream of becoming a nurse. She was admitted to the competitive Cadet Nursing Corp program at the Mayo Clinic, which was a three-year, full-time program.

A Life Together

George and Betty were married in 1944 while he was home on leave. After being discharged, he resumed his education at Iowa State and went on to earn his Ph.D. in chemical engineering. He worked in the industry for a brief time before accepting a faculty position at Iowa State, where he served with distinction for the next 39 years. Betty worked in obstetrics and as a surgical nurse at Mary Greeley.

The Burnets enjoyed a wonderful, full life together raising six children, five of whom were born at Mary Greeley. Sadly, Betty passed away in 1993 after battling a brain tumor for 16 years. In her final months, Betty received in-home health care provided by Mary Greeley.

Endowment

As a way to honor Betty and the profession that was so important to her, George endowed the Betty Riggs Burnet Nursing Continuing Education Fund through the Mary Greeley Foundation.

"Betty was an advocate for education and I know she would be very proud of this fund to support professional development for nurses," said George. "She had a meaningful career and felt privileged to work at Mary Greeley."

"We are very grateful for this gift of foresight," said Cory Geffe, vice president and chief nursing officer. "This fund will help nurses attain the skills necessary to provide the highest level of care for Mary Greeley patients by funding on-site nurse certification training, sending nurses to professional conferences or specialty training, supporting professional speakers on site, and more."

George's generous investment in nursing education will not only allow Betty's legacy to live on, but it will impact nurses and patients at Mary Greeley for many decades to come.

(From the top) George Burnet established a nursing scholarship fund in honor of his late wife, Betty Riggs Burnet. The Burnets in the early days of their marriage. Betty was a nurse at Mary Greeley.
Thanks to our wonderful donors and community partnerships we are able to impact our community in a variety of ways. Here are some ways your dollars are making a difference.

Your Gifts in Action

PATIENT PROGRAMS $720,474
Support for the Cancer Resource Center, Israel Family Hospice House, Diabetes and Nutrition Education Center, Birthways and more

STAFF EXCELLENCE & SUPPORT $99,997
Nursing certifications, Grand Rounds, educational conferences, educational materials and employee emergency support

HEALTH & WELLNESS $60,445
Mary Greeley Mileage Club, Bicycle helmets for Ames 3rd grade students, Baby Basics classes, the Diabetes Prevention Program and other community outreach programs

TECHNOLOGY, EQUIPMENT, BUILDING & FURNISHINGS $99,823
NurseNav software for Oncology patients, mannequins for CPR training, patient education models for the Pain Clinic, furniture for Oncology family comfort suite, Xbox consoles for Pediatrics and more

SCHOLARSHIPS $9,000

OTHER $27,312

Total Funds Supporting the Mission of Mary Greeley Medical Center $1,017,050

Annual George Hegstrom Symposium
More than 100 people attended the Annual George Hegstrom Symposium to hear James Painter, PhD, an expert on food psychology and nutrition present “Current Issues: Fats in Vogue, Wheat Woes, Uh-Oh GMOs” and “Food Psychology: Why We Eat More Than We Think.”

Bike Helmets
“Seeing the faces of third graders when we gave each of them their own bike helmet made my day! They were excited to get one fitted and learn how to wear it correctly. I am very pleased the Mary Greeley Foundation has joined with Healthiest Ames to help keep our kids safe.”
– Dr. John Shierholz, Healthiest Ames Co-Chair

SIDS Prevention
Mary Greeley is committed to helping reduce Sudden Infant Death Syndrome (SIDS). In partnership with Variety - the Children’s Charity, each baby born at Mary Greeley receives a HALO SleepSack to promote safe sleeping practices.

Baby Basics
Last year, more than 350 new parents attended Baby Basics classes, offered in partnership with Mid-Iowa Community Action (MICA). This free class is held monthly and is designed for any expectant parent and their partner. Each session is taught by a registered nurse with additional instruction from a dental hygienist, dietitian and a developmental specialist. The goal is to provide new parents with factual information and helpful hints so they can provide the best start possible for their baby.

An Evening of Bliss
During Breast Cancer Awareness month, author Heidi Marble shared her cancer journey with more than 125 attendees at Reiman Gardens. Her story of the human spirit and call to rise up from adversity was inspiring to all. Each attendee received Heidi’s book “Waiting for Wings.”

Mileage Club
Each spring, the Mary Greeley Mileage Club encourages local students to walk or run during designated recesses. Students are rewarded for being physically active and for trying fruits and vegetables during this 8-week program. In 2018, elementary students from 15 Story County schools logged more than 46,600 miles!
Dignity in End-of-life Care

Celebrating 20 Years of Dignity in End-of-life Care

So many stories have unfolded at Israel Family Hospice House over the last two decades. They are touching, inspiring stories flowing with memory and emotion. They are stories of end-of-life care delivered with compassion and respect. They are life stories.

As we take note of Israel Family Hospice House’s 20th anniversary, we think of these stories and how much this incredible facility has meant to so many families in the communities we serve.

A Vision

More than 20 years ago, a group of visionaries, motivated by personal experiences and a clear need in our community, led the effort to make the Israel Family Hospice House a reality. It involved one of the largest fundraising campaigns in the community at the time.

Gillian Draper, Fred Miller, and Jim Stephenson took the lead by raising community awareness about end-of-life issues. With support from hospital leadership and an amazing group of volunteers, they generated community support to build the house. Four years later, another group continued their work by raising funds for the Frank and Bessie Strathman Endowment, ensuring that the services offered by the Israel Family Hospice House remain available to our community.

“Committing to build a hospice house in Ames was a forward-thinking decision Mary Greeley made and one that so many have benefited from the past twenty years,” said Gillian Draper, cochair of the original fundraising campaign.

“It is a loving, caring, peaceful place to be, with nurses, doctors, staff, and volunteers all taking part in the circle of care,” she added. “They surround those who hurt in many different ways, but they always allow the dignity of the patient to be foremost. Treating the whole family is a part of hospice care, and family members have expressed their gratitude many times.”

Gratitude

Since opening its doors on February 11, 1999, the Israel Family Hospice House staff, physicians, and volunteers have provided compassionate end-of-life care for thousands of area residents and their families. Today, the Mary Greeley Foundation receives more than 1,000 gifts annually to support hospice, with nearly two-thirds of those being memorial gifts.

Notes of gratitude from family and friends often accompany those gifts. Following are two examples:

“Words can’t express the gratitude I feel for the entire staff and volunteers at the Hospice House. Thank you so much for the caring and compassion shown toward Bob and our family. He really loved his nurses and aides. He told me how he appreciated your kindnesses in preserving his dignity as much as possible. I heard him tell his care team, ‘Thank you for taking care of me.’ Also, ‘I’m happy to see you!’ and ‘I feel happy today.’ You all played a large part in making his final days ‘happy’ and I appreciate that more than I can say. You are angels on earth and I will forever be grateful.”

— The family of Dorothy Blood, hospice patient

“Thank you for loving on our Mom like you did—may you be blessed as you continue to care for others.”

— The family of Dorothy Blood, hospice patient

The Israel Family Hospice House is a place dedicated to the memory of many, and our most sincere gratitude is extended to people like Gillian Draper, Jim Stephenson, Fred Miller, Warren and Mary Israel, Frank and Bessie Strathman, Barbara Parks, Kim Russel, board and committee members, and of course the staff and volunteers who have made the Israel Family Hospice House the special place it is today.

As we celebrate the 20th anniversary, we are grateful for the thoughtful leadership and for each member of our community who invested in the building and endowment. Your commitment, both then and now, continues to make an impact. We are grateful for the thoughtful leadership and for each member of our community who invested in the building and endowment. Your commitment, both then and now, continues to make an impact.

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“There is not a better place that Mom could have spent her final five weeks—a beautiful and peaceful facility with the most wonderful caring people to look after her (and us)!” Each one of you is not only a caregiver, but also a friend. Thank you for loving on our Mom like you did—may you be blessed as you continue to care for others.”

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Prime Time Alive & More

Prime Time Alive programs are designed to help you achieve a vital balance of the physical, financial, emotional, and spiritual components in your life. Don’t miss all the fun and learning! You can become a member and register for events online at www.mgmc.org/pta or by calling 515-239-2423 or 800-303-9574. Preregistration is required for all Prime Time Alive programs.

- **Cancer and Older Adults**
  - Thursday, May 16, 2 p.m. 
  - Mary Greeley Atrium A
  - Presented by Jason Rasmussen, MD, McFarland Clinic Cardiology.
  - For more than 100 years, aspirin has been used as a pain reliever. Its use as a treatment to manage heart disease is not nearly as old. Join Dr. Rasmussen for a discussion on the history of aspirin and its role in primary prevention of cardiovascular events.

- **Aspirin and Cardiovascular Events**
  - Thursday, May 23, 2 p.m. 
  - Mary Greeley Atrium A
  - Presented by Jason Rasmussen, MD, McFarland Clinic Cardiology.
  - For more than 100 years, aspirin has been used as a pain reliever. Its use as a treatment to manage heart disease is not nearly as old. Join Dr. Rasmussen for a discussion on the history of aspirin and its role in primary prevention of cardiovascular events.

- **PTA Overnight Trip: Lincoln, Nebraska**
  - Tuesday and Wednesday, June 4 - 5
  - Join your Prime Time Alive friends on an overnight trip to Lincoln, Nebraska.
  - Highlights of the trip include, the elegant Dawes House, a tour of the Nebraska State Capitol, a step-on guided tour of Lincoln Memorial Stadium tour, and a mystery stop. Must be a Prime Time Alive member to attend. Please call Prime Time Alive at 515-239-2423 for space availability.

- **Welcome to Medicare**
  - Tuesday, June 18, 5:30 p.m.
  - Mary Greeley Atrium A
  - Presented by Bruce Johnson, volunteer Senior Health Information Insurance Program counselor.
  - Are you eligible for Medicare in the near future? Have you been on Medicare and want to better understand what it offers? Do you have a family member who helps with Medicare issues? This program will cover Medicare Part A and Part B benefits, the prescription drug benefit (Part D), Medicare Advantage plans, and Medicare supplement insurance.

- **Keeping Your Feet and Ankles Healthy for a Lifetime**
  - Wednesday, July 24, 2 p.m. (This is a repeat of the February 12 program.)
  - Mary Greeley Atrium A
  - Presented by Barb Wollan, Human Sciences Specialist, Family Finance, Iowa State University Extension and Outreach.
  - When you need to find a document, you usually need it now. But will you be able to find it? Or, if someone else needed to hunt through your papers, would they be able to find it? This session offers guidance on what to keep, where to keep it and for how long, as well as tips for getting (and keeping) your files in order.

**Art Schedule**

- **APRIL**
  - Dick Shook Paintings
  - Main entrance, west hallway
  - Joyce Meyer Photography
  - Main entrance, west extended hallway

- **MAY**
  - Maureen Powers Photography
  - Main entrance, west hallway

- **JUNE**
  - Maureen Powers Photography
  - Main entrance, west hallway
  - Andrew Kingsbury Decadence
  - Main lobby display case

- **JULY**
  - Regina Reddy Photography
  - Main entrance, west hallway

- **AUGUST**
  - Regina Reddy Photography
  - Main entrance, west hallway
  - Diane and Kendall Kusterart Paintings and prints
  - Main entrance, west extended hallway

**Gift Shop**

- **MGMC Auxiliary Gift Shop**
  - Main lobby display case

**Miscellaneous**

- **Valentine’s Day**
  - Monday, February 11, 9 a.m. to 5 p.m.
  - Main lobby display case

- **Mayo Clinic Heart Health Month**
  - May 1 - 31
  - Main lobby display case

- **MGMC Auxiliary Gift Shop**
  - Main lobby display case

- **June 15, 2019 at Ames Middle School**
  - Run or walk • Donate • Volunteer
  - Register at www.mgmc.org/HopeRun

**Volunteer**

- Mary Greeley Medical Center’s Volunteer Program
  - Welcome to Medicare: Where Is It When You Need It?
  - July 24, 2 p.m.
  - Register at www.amschools.org/volunteer

- **Valley West Uniforms**
  - Tuesday, May 7, 7:00 a.m. - 4:30 p.m.
  - MGMC Auxiliary Gift Shop
  - A one-day sale during Nurses Week, with a wide selection of scrubs, shoes, support socks, lanyards, layering pieces, lab coats, stethoscopes, and other clinical/medical apparel.

**Healthcare**

- **Emergency Services**
  - 515-239-2199

- **Cardiology**
  - 515-239-2423

- **MGMC Auxiliary Gift Shop**
  - Main lobby display case

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Clinics

- **Health Clinics**
  - Mary Greeley Medical Center offers health clinics for Story County residents every week at Mary Greeley’s Home Health Care office located at 1114 Duff Avenue.
  - The clinic site is open Monday and Wednesday from 10 a.m. to 2 p.m.

- **Adult Immunization Clinics**
  - Mary Greeley Medical Center offers adult immunization clinics for Story County residents every week at Mary Greeley’s Home Health Care office located at 1114 Duff Avenue.

**Clinics & Classes**

- **Routine Vaccinations**
  - Mary Greeley’s Home Health Care office located at 1114 Duff Avenue.
  - The clinic site is open Monday and Wednesday from 10 a.m. to 2 p.m.

- **Senior Health Clinics**
  - Mary Greeley Medical Center Senior Health Clinics offer foot care, blood pressure screening, blood sugar testing, and health education for Story County older adults. Call 515-239-6730 for more information.

- **Ames**
  - Green Hills Health Care Center
  - Tuesday, May 7, June 4, July 2
  - 1 to 3:30 p.m.

- **Heartland Senior Services**
  - Thursday, April 11, 18, 25
  - May 19, June 16
  - 9:30 a.m. to noon

- **Keystone Apartments**
  - Thursday, April 25, May 23, June 27, July 25
  - 1 to 2:30 p.m.

- **Northridge Village**
  - Wednesday, May 1, June 5, July 3
  - 1 to 2:30 p.m.

**Family Birthing Classes**

- **Register online at mgmc.org/classes or call 515-956-2371 for Ames classes or 515-733-4029 for Story City classes.**

**Support Groups**

- **Alzheimer's Caregiver Support Group**
  - The Alzheimer’s Caregiver Support Group is free and open to the public.
  - The group meets the second Thursday of the month from 6:30 to 8:00 p.m.
  - In Atius B at Mary Greeley Medical Center.
  - Call 515-239-2502 or 515-239-8662 for more information.

- **Courage in Motion**
  - This fitness program is for people who are undergoing cancer treatment or have gone through cancer in the past year.
  - The patient’s caregiver is also eligible.
  - There is no charge for this program which is cosponsored by the William R. Bliss Cancer Center Cancer Resource Center and Ames Recquet and Fitness Club (ARFC).
  - The program begins with a 6-week course of exercise at Mary Greeley Medical Center.
  - Participants can then choose to continue with a 12-week program at ARFC.
  - Contact the Cancer Resource Center at 515-956-4440 for information.

- **Grief Support Groups**
  - There are two grief support groups at Israel Family Hospice House, 400 S. Dakota, Ames.
  - Understanding Your Grief meets on Tuesdays from April 2 to May 14, 10 a.m. to 11:30 a.m.
  - Morning Coffee is 10 a.m. each Friday.
  - For more information, contact Mike Willer, Bereavement Coordinator, 515-956-6088 or willer@mgmc.com.

- **Living with Cancer Support Group**
  - For information, contact the William R. Bliss Cancer Resource Center, 515-956-6440.

- **Power Hour**
  - Pump it up and join us for this total body strength training workout using free weights, bars, tubing, and more.
  - This workout is appropriate for all fitness levels.

- **Power Sculpt**
  - Challenging but easy to follow, this class combines light hand weights with yoga flow to work muscle groups that will enhance your yoga practice.
  - We add core exercises, stretching, and fun music. Great for all ages!

- **SweatSneakers**
  - Fun and movement to the music through a variety of exercises designed to increase muscular strength, range of movement, and activity for daily living skills. Weights, elastic tubing with handles, and a ball are offered for resistance, and a chair is used for seated or standing support.

- **TBYW (Total Body Workout)**
  - The TOTAL package—cardio, strength, and interval training. Build metabolism-boosting muscle and improve cardiovascular endurance in this fun, fast-paced, hour-long workout.

- **Tramp & Strength**
  - This fun workout will get your heart pumping by using the Urban Rebooster mini trampoline intermixed with strength exercises.

- **TRX**
  - This small group specialty class uses the TRX suspension system to create unique exercises challenging your core, strength, stamina, and cardiovascular system. Class is limited to 10 participants. Please preregister at the front desk for each class you attend.

- **Yoga**
  - Combine traditional yoga postures with modern fitness moves for an excellent mind/body experience—perfect for those seeking strength, flexibility, stress reduction, and total relaxation. Bring your own yoga mat.

- **Birthways Tour**
  - Includes a tour of the hospital for individuals with arthritis, fibromyalgia, and other related conditions. Using a wide variety of gentle exercises, the focus is on improving flexibility and range of motion, plus enhancing cardiovascular and muscular endurance.

- **Moms in Motion**
  - Designed for prenatal women, this aqua class includes gentle stretching, strengthening, and mild cardiovascular exercises. Following guidelines from the American College of Obstetricians and Gynecologists, Moms in Motion prepares women for the physiological changes associated with pregnancy and develops stamina and strength for labor and delivery. Class participants enjoy a unique bond exercising with other moms-to-be.

- **Dakota, Ames**
  - Understanding Your Grief
  - Begins with a 6-week course of exercise
  - Participants can then choose to continue with a 12-week program at ARFC
  - Contact the Cancer Resource Center at 515-956-4440 for information.

- **Joints in Motion**
  - This 45-minute aqua class is designed for individuals with arthritis, fibromyalgia, and other related conditions. Using a wide variety of gentle exercises, the focus is on improving flexibility and range of motion, plus enhancing cardiovascular and muscular endurance.

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- **Story City Classes**
  - **50/50 Fit**
    - This class incorporates functional moves using a variety of equipment. Mix in some low-intensity cardio moves and you have a workout that improves your muscular strength and heart at the same time.

- **Barre Core**
  - Tone your arms, legs, booty, and abs in this 45-minute class.

- **Boot Camp**
  - Our boot camp provides you with the latest tools and strategies to take your fitness to the next level. Join us for fun and games as you rev up your metabolism and greet the day energized, ready to burn calories all day long.

- **Core Blitz**
  - Focus in on your core strength and stability in this 45-minute total core workout!

- **Family Birthing Classes**
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  - Preregistration is required.

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- **Power Hour**
  - Pump it up and join us for this total body strength training workout using free weights, bars, tubing, and more.
  - This workout is appropriate for all fitness levels.
Demystifying Breast Cancer Screening

Tuesday, May 7, 2019
6:30 pm
Ames City Auditorium

Join Dr. Douglas Lake, Radiologist with McFarland Clinic, as he shares options for breast cancer screening and diagnosis. This event is free and open to the public. Questions? Contact Mary Greeley Community Relations at 515-239-2129.

Register for this event at www.mgmc.org/cancerscreening