



Parkland  
HEALTH CENTER

BJC HealthCare

# *Annual Report*

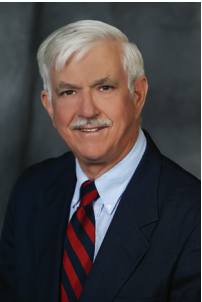
Parkland Health Center  
Parkland Health Center Foundation  
2013



**Tom Karl**  
President  
Parkland Health Center



**Katie Rhodes**  
Board Chair  
Parkland Health Center



**John Crouch**  
Foundation Board Chair  
Parkland Health Center  
Foundation

Dear Friends,

At Parkland Health Center, we know that being “good enough” is never good enough. At Parkland Health Center, excellence is our only option. We invite you to review our second annual report to the community. It is our privilege to welcome you in to take a look at how our organization has changed, evolved and improved over the past 12 months.

The current state of health care is fluid, changing almost daily. Our strong clinical staff and our relationship with BJC HealthCare, one of the largest not-for-profit health care systems in the United States, has allowed Parkland Health Center to continue to invest in technology and initiatives that make it possible to provide the very best care for you, our patients.

Our relationship with BJC HealthCare and the work of the Parkland Health Center Foundation have made it possible for Parkland to engage with the St. Louis Children’s Hospital Transport Team, in a project that has already saved dozens of young lives in our area, and for 250 miles around us. Our partnership with Missouri Baptist Medical Center, a BJC HealthCare sister hospital, has made a life-and-death difference for our STEMI heart attack patients.

Even through uncertain times, Parkland Health Center and BJC HealthCare have remained a strong community partner. You’ll see our staff volunteering for worthwhile causes all year long. You’ll see our marketing dollars being spent to support the communities we serve, rather than to simply advertise our services. As one of the largest employers in St. Francois County, we are in your schools, churches and neighborhoods, making a difference in the health of the community along with the residents who live here.

We are community led, by our hospital and foundation boards of directors. We are community driven, by the needs identified in our comprehensive community health needs assessment. We are community minded, in all the decisions that we make as an organization.

Please join us in our journey, as the pages of this report share the continued investment Parkland Health Center and BJC HealthCare have in the Parkland. The features on these pages will demonstrate how the Parkland Health Center family continues to provide the best care for your family, close to home.

As health care continues to change and evolve under new legislation and new technology, Parkland Health Center and BJC HealthCare will remain constant, supporting and investing in the communities we serve.

**Tom Karl**  
President  
Parkland Health Center

**Katie Rhodes**  
Board Chair  
Parkland Health Center

**John Crouch**  
Board Chair  
Parkland Health Center Foundation



**Parkland Health Center** is part of BJC HealthCare, a comprehensive network of health care services that also includes BJC Behavioral Health, BJC Medical Group, BJC Home Care Services and BJC Hospice.

Chances are, someone in your family or in your neighborhood is connected to BJC HealthCare, either through employment with us, or because we have taken care of them at one time.

With a payroll in excess of \$40 million in St. Francois County alone, BJC is one of the largest employers in the area. We have an important interest in the well being of the area's residents. From the top quality care we provide to our health and wellness outreach programs, we are your community partner for better health.

The numbers on this page tell part of that story. The other pages of this annual report tell the rest of the story.

## 2013 NUMBERS



**3,155**  
patients admitted  
Parkland Health Center



**2,879**  
surgery cases performed  
Parkland Health Center



**4,336**  
surgery cases performed  
the Surgery Center



**379**  
babies delivered  
Parkland Health Center



**288,397**  
outpatient lab tests



**89,076**  
physician visits  
BJC Medical Group  
in Farmington



**13,855**  
BJC Home Care  
visits to  
patients' homes  
BJC Home Care Services in Farmington



**34,775**  
patients cared for at  
our two emergency  
departments  
Farmington & Bonne Terre



## St. Louis Children's Hospital transport team

Since May 2013, St. Louis Children's Hospital has housed a transport team at Parkland Health Center.

The transport team includes:

- two registered nurses with extensive training in newborn and pediatric intensive care and pediatric trauma
- pediatric-certified paramedic
- KidsFlight helicopter and specially trained pilot
- pediatric mobile intensive care unit (MICU)

The transport team can:

- respond within minutes
- serve rural hospital emergency departments within a 250-mile radius
- transport a patient to SLCH in record time
- assist the PHC staff with the medical care of a baby or child when not on a call

The transport team has been warmly welcomed in the Parkland community. The PHC Foundation provided the funding needed to complete the living quarters for the crew, a new helipad and a canopy for the MICU.

## St. Louis Children's Hospital Transport Team at Parkland Health Center

The St. Louis Children's Hospital KidsFlight helicopter, mobile ICU and clinical transport team arrived at Parkland Health Center in Farmington on May 6, 2013. Their arrival marked the beginning of a partnership that has added a new level of care for critically ill infants and children in the area.

Since May of 2013, the team and specialized equipment have been available 24 hours a day, seven days a week to transport the most critical pediatric patients from rural community hospitals in southern Missouri, Illinois and Kentucky to specialists at St. Louis Children's Hospital. The St. Louis Children's Hospital transport team stationed at Parkland Health Center includes a pediatric-certified paramedic, two registered nurses with extensive training in newborn and pediatric intensive care and pediatric trauma, and a pilot.

"Having the St. Louis Children's Hospital transport team housed at Parkland Health Center is a tremendous advantage for young patients in our area," says Tom Karl, president, Parkland Health Center. "We are excited about this partnership."

Through funding provided by the Parkland Health Center Foundation, a new helicopter landing pad was constructed at Parkland Health Center for the KidsFlight helicopter. The Foundation also provided funding to build a canopy for the mobile pediatric ICU unit, as well as sleeping quarters for the clinical transport team. "We believe our donors will be very pleased to see that their generous gifts to the Foundation are being used to potentially save lives and raise the bar on health care delivery in this area," says John Crouch, chairman of the Parkland Health Center Foundation.

Clinical staff members from the transport team have been available to Parkland Health Center's emergency and OB departments when not on a transport call. The team routinely assists Parkland with medical needs such as starting IVs or doing blood draws on infants, assisting in the operating room in premature births or births that are of concern to the OB department, and providing in-service training for the OB department on topics such as cooling and neonatal resuscitation.

In reflecting on having the transport team at Parkland Health Center, Barbi Berrong, chief nurse officer at Parkland Health Center, summed it up by saying, "Having the SLCH transport team in Farmington has made a huge difference to the lives of the pediatric patients in our community and the surrounding area. I have numerous accounts of lives being saved due to their presence and not just at our facility. There was an ATV accident last summer involving a young boy. The transport team being in close proximity literally saved this boy's life. I am not sure anyone can measure the impact of this team and what their expertise has meant to us. We truly feel like we have been given a gift."



The entire St. Louis Children's Hospital transport team conducts approximately 2,500 transports annually. Most transports involve newborn or critically ill babies who require specialized care in the St. Louis Children's Hospital Neonatal Intensive Care Unit (NICU), or children who have suffered injury or trauma requiring care at the region's only level one pediatric trauma center verified by the American College of Surgeons.

Success in overcoming a traumatic injury is often determined within the first hour after the injury. Quick arrival to a level one trauma center can set the course for that child's recovery, or even survival. By stationing one team at Parkland Health Center, the overall St. Louis Children's Hospital transport team is positioned to respond to any call within 10 minutes. Medical dispatch, control and oversight has remained at St. Louis Children's Hospital, which has continued to be the hub for the hospital's fixed-wing plane, three additional mobile ICUs and second KidsFlight helicopter.

Highly specialized transport services like maternal-fetal (for pregnant women requiring specialized transport) and Extracorporeal Membrane Oxygenation transport, originate from St. Louis Children's Hospital. In 2012, *U.S. News & World Report* named St. Louis Children's Hospital to its Honor Roll of America's Best Children's Hospitals. Children's Hospital was one of 12 hospitals on the elite list. The hospital has been honored by *U.S. News & World Report* for 10 consecutive years. For additional information about St. Louis Children's Hospital and Parkland Health Center, please visit [www.stlouischildrens.org](http://www.stlouischildrens.org) and [www.parklandhealthcenter.org](http://www.parklandhealthcenter.org).

## History of Parkland's "corner of Liberty and 'A' Streets" is one of giving and helping

### Parkland donates prime real estate property to city for new library

Some may remember when a fine two-story private home was located at 201 North "A" Street (the corner of Liberty and "A" Streets) in Farmington, but many remember that corner as Medical Arts Clinic's original location. Medical Arts Clinic was the first medical office building in the area. It was a state-of-the-art medical facility with a lab, X-ray, small operating room, a pharmacy, doctors' and dentists' offices and even a small emergency room. The clinic's founding doctors were Dr. George Lancaster Watkins and Dr. F.R. Crouch. These two visionaries had been in private practice together in Farmington since 1938, and then formally organized the clinic and planned and implemented the construction of the clinic building, which was completed in 1948. Soon they were joined by Dr. George Linn Watkins, Dr. C. E. Carleton, Dr. C.W. Chastain, Dr. George Oliver, Dr. R.A. Huckstep, Dr. A. G. Karraker and Dr. Tom Burcham. The



### Transport Team Statistics Parkland Health Center location

May 6 – Dec. 31, 2013

Total trips	313
Helicopter trips	113
MICU trips	197
Fixed-wing trips	1
Other ambulance	2



*Farmington Mayor Stuart "Mit" Landrum (left); Tom Karl, president of Parkland Health Center and Katie Rhodes, chairperson of the Parkland Health Center Board of Directors, take a moment for a photo at a Farmington City Council meeting, immediately following the announcement of Parkland's land donation to the city of Farmington for the purpose of building a new library.*

*Photo courtesy of The Daily Journal*

## Leader and Employee of the Year



Employee of the Year  
Wanda Jones

Patient Access Representative

*"She exhibits a passion for extraordinary service every day that she works."*



Leader of the Year  
Donna Ferguson

Manager, Health Information  
Management Department

*"In the past six years, she has transformed the HIM department at Parkland."*

clinic has grown significantly over the years, and now has 16 physicians, one physician assistant and two nurse practitioners on staff.

In the early years, Medical Arts Clinic, described as "an amazing and modern building with a nice design and a beautiful waiting room," drew patients from all over the region. Over the years, three major additions as well as several minor additions were made to the building. As the need for medical care grew, the clinic eventually paved the way for doctors and other community leaders to form Farmington Community Hospital, which opened in 1969. Farmington Community Hospital was a predecessor to today's Parkland Health Center.

Located adjacent to Farmington's downtown, it was also a landmark that was frequently used for giving directions: "Turn right at Medical Arts Clinic."

When Medical Arts Clinic relocated to its present facility in the medical office building at Parkland Health Center, part of the old building was utilized for Parkland Therapy Services and the rest remained unoccupied. When administrators at Parkland became aware of the need for a location for the newly forming Parkland Pregnancy Resource Center (PRC), their response was to donate this space to the PRC during its start-up years. This contribution played a role in launching the successful PRC ministry. In addition to housing the PRC, Parkland also provided space in the building for Mark's Place, a support organization for families affected by HIV/AIDS.

The PRC was housed in the old Medical Arts Clinic building beginning in June 2005. It became so successful that it outgrew the facility. In January 2009, the PRC moved to its present location in Park Hills where it continues to thrive. Meanwhile, Parkland Therapy Services moved several times, and is now in its beautiful location at 1280 Doctors Drive in Farmington.

The result? An empty building that was showing its age. The solution? Tear it down and donate the land to the city of Farmington for its new library.

Next year, when library patrons are browsing in the new library at 201 North "A" Street, some will have memories of going to that same location to see their doctor or dentist, maybe during an emergency, maybe to hear good news from test results, maybe just for a checkup. Some will remember going there for therapy. And some will remember going there to learn about a healthy pregnancy and good parenting. But before long, we will hear a younger generation saying, "Turn right at the library..."

## Heart LifeLine Alliance Award

Parkland Health Center received top honors during the annual Heart LifeLine Alliance Symposium in November 2013. Parkland's emergency department was honored for having the fastest time in the entire alliance in implementing its "STEMI protocol," a streamlined set of medical steps and partnerships that take place during a patient's life-threatening heart attack.

Every minute counts when a patient is having a serious heart attack. That's why Parkland Health Center is a participant in the Heart LifeLine Alliance with Missouri Baptist Medical Center (MBMC). Getting a patient to a catheterization lab as quickly as possible can mean the difference between life and death, and it can also change the quality of life for a heart attack survivor.

### Every minute counts when a patient is having a serious heart attack.

Heart LifeLine Alliance was developed by the cardiologists at Missouri Baptist Medical Center in partnership with rural hospitals and medical helicopter and ambulance services. With one phone call from a local hospital's emergency department, a patient who is having an acute heart attack known as ST-elevated myocardial infarctions (STEMI), is transferred by helicopter or ambulance to the 24/7 cath labs at MBMC where he or she can receive lifesaving treatment. The Heart LifeLine Alliance has a goal for Parkland Health Center of 120 minutes from the time a patient reaches the emergency department until the patient is in the cath lab at MBMC receiving lifesaving treatment.

Parkland Health Center received top honors for the fastest time in the system, at 91 minutes from the patient's arrival at Parkland to his or her arrival at Missouri Baptist's cath lab. Within that 91 minutes, the patient at Parkland's emergency department underwent testing to diagnose the type of heart attack he or she was experiencing, and was transferred by AirEvac Lifeteam to Missouri Baptist Medical Center's cath lab where a waiting cardiac team placed lifesaving stents in the patient's heart.

"The protocol developed through the Heart Lifeline Alliance gives our patients the very best chance for recovery from a devastating STEMI heart attack," said Kathy Ferguson, RN, BSN, nurse manager at Parkland Health Center's emergency department. "We are so pleased to be honored for our efforts. Even more important is the knowledge that we were able to participate in saving the lives of many patients."



*Parkland Health Center Emergency Department staff accepts the award for the fastest time in the Heart Lifeline Alliance in 2013. Pictured from left to right are: Annette Casey, RN, BSN, STEMI coordinator for Missouri Baptist's Heart LifeLine Alliance; Kathy Ferguson, RN, BSN, emergency manager, Parkland Health Center; Lisa Carey, RN, charge nurse, emergency department, Parkland Health Center; Tamara Lawson, RN, emergency nurse, Parkland Health Center; Andrea Eckenfels, RN, emergency nurse, Parkland Health Center; Dr. Stuart Higano, medical director, Heart LifeLine Alliance at Missouri Baptist Medical Center*

### **Parkland Health Center underwent a Community Health Needs Assessment in 2013.**

**To see the results, as well as Parkland's implementation plan, visit our website at [www.parklandhealthcenter.org](http://www.parklandhealthcenter.org).**

**If you need help paying your hospital bill, you can apply for financial assistance.**

The BJC Financial Assistance program will help you with your bills at all BJC hospitals, as well as doctor visits with BJC Medical Group physicians.

BJC HealthCare and ALL not-for-profit hospitals offer financial assistance for patients that meet certain criteria.



## A Decade of Wisdom

### Parkland Health Center's Seeds of Wisdom began in 2004



From menopause to mental health; from irregular heartbeats to osteoporosis; from cultivating your grandchildren to caring for your aging parents, participants at Seeds of Wisdom have heard these topics and more. Other topics have included diabetes, obesity prevention, physical, emotional and spiritual health, dealing with grief, staying healthy, memory loss, depression, exercise, cooking, living a balanced life, vitamin D, coronary artery disease, portion control, volunteering, healthy relationships, medical technology, health care reform, and the list goes on!

For 10 years, Parkland Health Center has offered this free health event for women. In addition to the multitude of speakers, Seeds of Wisdom includes a complimentary breakfast and lunch, as well as numerous exhibitors who have health screenings and health information available.

Parkland Health Center partners for this event with BJC Behavioral Health, BJC Hospice and BJC Home Care Services. Seeds of Wisdom draws its presenters from the experts from these four partnering entities. In 2012, Seeds of Wisdom had the honor of hosting Steve Lipstein, president of BJC HealthCare, as keynote speaker.

A typical Seeds of Wisdom event includes presentations on various aspects of physical, mental and emotional health as well as an interactive exercise session and a motivational keynote address. Always a highlight each year is the awarding of the beautiful luncheon centerpieces as door prizes, each made by the BJC Behavioral Health Clubhouse.

**Special thanks to Dr. David Yahnkee,** retired Parkland Health Center physician, for serving as honorary host at Seeds of Wisdom during its first decade.

## Patient Care



### Diagnostic Radiology

In addition to existing technology such as a 64-slice CT and a 1.5 Tesla MRI system, Parkland Health Center has recently added the following to its diagnostic radiology department:

- Digital radiology room equipped with Siemens Ysio Wi-D digital X-ray equipment, provided by the Parkland Health Center Foundation in 2011.
- Breast MRI – The addition of the Sentinelle Vanguard S-Series breast coil enables Parkland's radiology department to perform breast MRIs in conjunction with mammography and breast ultrasound. The breast coil was a gift from the Parkland Health Center Foundation in 2010.
- Parkland added CT capability in its Bonne Terre location in 2011.



### Vocera Project: Phase II

Implemented in December 2012, Vocera Voice Communication enables hands-free, voice-controlled wireless communication, saving medical staff steps and time, and potentially saving lives. Vocera enables communication at critical hospital speed, driving better outcomes for the patient and caregiver. Phase II of the project was implemented in 2013, allowing patients the ability to call their nurse directly. Vocera was a project of the Parkland Health Center Foundation.

## Telemedicine

### Parkland Adds Fourth Telemedicine Unit

Parkland now has four telemedicine units, each with a unique medical purpose. The latest addition allows a physician at Missouri Baptist Medical Center (MBMC) to work with the local emergency physician to evaluate an emergency transfer patient via telemedicine. The physician at MBMC is then able to make decisions and make the arrangements for the patient to be transferred directly from Parkland's emergency department to their room at MBMC, with appropriate follow up testing and appointments scheduled by the time they arrive. This telemedicine unit has been in place at Parkland since June 2013.

The emergency department also has a stroke telemedicine unit which links Parkland's emergency physicians with neurosurgeons and neurologists at Barnes-Jewish Hospital (BJH). This technology allows the specialists at BJH to evaluate a stroke patient, make a recommendation to the emergency physician, and if necessary, make arrangements for a seamless transfer to BJH. The current stroke telemedicine unit replaced "Maestro, the stroke robot," in 2012.

Parkland's obstetrics telemedicine unit was implemented in 2012. This unit links obstetricians and pediatricians at Parkland Health Center with leading physicians at St. Louis Children's Hospital. This new technology allows the specialist to examine the infant immediately when needed, in real time and in high definition. In a questionable situation, this technology can possibly save the infant and family from making the trip to St. Louis. But if the trip is deemed to be necessary, the St. Louis Children's Hospital transport team, located at Parkland Health Center, can transport the infant to St. Louis Children's Hospital in minutes, either in the KidsFlight medical helicopter or in the mobile pediatric intensive care unit.

Since 2011, children in the Parkland area who need to see a psychiatrist have been able to do so without having to go to St. Louis. Through a special telemedicine unit provided by the Parkland Health Center Foundation, pediatric patients can actually meet with a specialist from St. Louis Children's Hospital via technology located in the medical office building at Parkland. The technology is high speed, high definition and real time.



*A Parkland emergency department nurse consults with Dr. Leonard Winer, MD, FACEP, medical director, telemedicine at Missouri Baptist Medical Center regarding a patient who will be transferred. This technology enables the MBMC physician to evaluate the patient and then set up a seamless transfer in which the patient goes directly to his room at MBMC, with follow-up testing and appointments in place when the patient arrives.*



*St. Louis Children's Hospital (SLCH) transport team examines a newborn and consults with SLCH pediatrician Dr. Samuel Julian via the obstetrics telemedicine unit that has been in place at Parkland since 2012.*



*Also in Parkland's emergency department is the stroke telemedicine unit, which links Parkland's emergency physicians with neurosurgeons and neurologists at Barnes-Jewish Hospital (BJH). This telemedicine unit, shown above next to Kathy Ferguson, nurse manager of Parkland's emergency department, allows the specialists at BJH to evaluate the stroke patient, make a recommendation to the emergency physician, and if necessary, make arrangements for a seamless transfer to BJH.*

## Health Literacy Outreach at Parkland Health Center

Parkland Health Center takes its role of educating the community seriously. Medical experts from Parkland offer a wealth of information to the public, free of charge. In one venue, it even comes with a complimentary cup of coffee!

Here are some ways in which Parkland offers free health education to the community:

**Coffee With a Doc** – This is a free monthly gathering at Bauhaus Kaffee in downtown Farmington in which Parkland treats its guests to coffee. A different specialist is featured each month. Following a brief presentation by the specialist, the guests have plenty of time to ask questions. Coffee With a Doc has been very well received in the community.



*Dr. Kirkley*



*Dr. Kotagiri*



*Misty Shaw, NP*

**Radio Shows** – KREI-AM 800 Radio and KFMO-AM 1240 Radio both offer a monthly Parkland Health Center radio show. Each month, a guest and topic are featured, with the purpose of educating the public on health issues.

**Seeds of Wisdom** – This annual women's health event features multiple presenters from Parkland Health Center and BJC Behavioral Health, as well as exhibitors who distribute health information and perform screenings. This free event focuses on health education. Parkland has been offering this event to the community for ten years. (See related article on the first decade of Seeds of Wisdom.)

**Health Minutes** – For years, Parkland has utilized much of its radio advertising to educate the public on health issues. For example, topics such as awareness of heart attack and stroke symptoms, healthy lifestyle tips for teenagers and prenatal care for expectant moms are aired for the purpose of education.

## 2013 Parkland Health Center Health Literacy

### Outreach Participants

Brett M. Dickinson, MD, Family Practice  
Raul A. Borrego, MD, Internal Medicine  
Michael A. Morris, MD, Ophthalmology  
Phillip Kintner, MD, Obstetrics/Gynecology  
Rachel Dickerson, MD, Internal Medicine and Pediatrics  
Chaitanya K. Kotagiri, MD, Family Practice  
Scott D. Kirkley, MD, Internal Medicine  
Misty Shaw, Nurse Practitioner  
Bishnu P. Subedi, MD, Psychiatry  
Soubhi Bahna, MD, Hospitalist  
Patrick W. O'Hara, MD, Family Practice  
Sujatha R. Ayyagari, MD, Pediatrics  
Thomas P. Berkgigler, DO, PT, Orthopedics  
Jamesy C. Smith, DO, Family Practice  
Gabriel Crawford, RN, MSN, Nurse Manager,

### Senior Support

Doug Rose, RN, MSN, Nurse Practitioner  
Madonna Weiss, Nurse Practitioner  
Tom Karl, President  
Jordan Davidson, Performance Improvement Engineer  
Donna Ferguson, Manager, Health Information Management  
Jeff Cunningham, Manager, Cardiac and Pulmonary Rehab  
Matt Weber, Lead Exercise Specialist  
Andrew Mayfield, MSW

### Outreach Topics

Women's Health  
Looking Out for Healthy Eyes  
Keeping your Heart Healthy  
Resolving to Take Care of Yourself  
Disease Prevention and Maintaining Health  
The Role of the Hospitalist  
The Role of the Nurse Practitioner  
Dealing with Depression  
Shingles and Strep  
Autoimmune Diseases  
Dealing with Grief  
Healthy Kids  
Medicaid Expansion/Affordable Care Act  
Geriatric Psychiatry  
Summer Safety for Kids  
Vaccinations and Back to School Advice  
Flu Season  
Depression and Mental Illness in the Elderly  
Your Medical Records  
Carpal Tunnel Syndrome, Cubital Cervical Radiculopathy, Peripheral Neuropathy  
Cardio-Pulmonary Rehabilitation  
Stroke Symptoms  
Heart Attack Symptoms  
Diabetes Warning Signs  
Preventing and Managing Diabetes  
Healthy Lifestyle for Children  
Earaches in Children

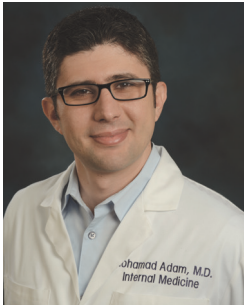
Special thanks to the following for partnering with us  
in keeping our community informed:

KREI-AM 800 Radio • KFMO-AM 1240 Radio • Bauhaus Kaffee



## New Physicians in 2013

Parkland Health Center proudly welcomed several new physicians to its medical staff in 2013. Physician recruitment is a top priority of the hospital, the BJC Medical Group and the Parkland Health Center Foundation.



Mohamad Adam, MD  
Hospitalist



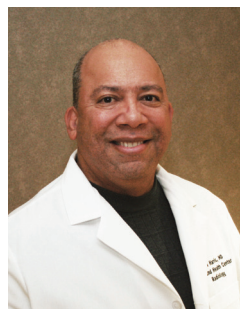
Soubhi Bahna, MD  
Hospitalist



Thomas Berkgigler, DO  
Orthopedic Surgeon



Subhash Bushyal, MD  
Psychiatrist



Alan Harris, MD  
Radiologist



Sharad Sathyan, MD  
Nephrologist



Bishnu Subedi, MD  
Psychiatrist

### Medical Arts Clinic now accepts walk-ins!

**Come in during  
business hours, and  
you'll be seen by a  
BJC Medical Group  
physician. No  
appointment needed.**

Our relationship with BJC HealthCare also gives us an opportunity to bring other specialties to our community on a regular basis. In 2013, we expanded our offerings in cardiology and obstetrics.

A group of four Missouri Baptist Medical Center cardiologists now sees patients at Parkland Health Center on a regular basis:

Marc K. Lewen, DO  
Martin W. Schwarze, DO  
Kenneth B. Trimmer, DO  
Gary A. Vlahovich, DO

### We expanded our offerings in cardiology and obstetrics

Parkland Health Center's OB staff has expanded to include visiting OB/GYNs from Missouri Baptist Medical Center.

John Appelbaum, MD  
Richard Hartman, MD  
Mark Jostes, MD  
Christine Ladd, MD  
Jennifer McDonald, DO  
Jeffrey Mormol, MD  
Timothy Philpott, MD  
Aaron Pile, MD  
Ann Rockamann, MD  
Jerome Sachar, MD  
David Weinstein, MD



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Carol sums up her 34 year-and-counting career by saying, "I have been blessed with opportunities to do things. I had to take the steps and opportunities that God gave me; some people don't get to do that. My family, my coworkers and my community all see me as a nurse; it's me...it's my life... it's what I am."

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## Well-known nurse and administrator Carol Coulter semi-retires

After 34 years of service to Parkland Health Center and its predecessor, Bonne Terre Hospital, Carol Coulter, administrator of Parkland Health Center-Bonne Terre and risk management coordinator of both the Farmington and Bonne Terre facilities, semi-retired on April 1, 2013. Carol has continued part-time in the role of risk management coordinator.

Coulter came to work as a nurse's aide at Bonne Terre Hospital in June 1979. She graduated as a registered nurse in 1980 from Mineral Area College's nursing program and has never looked back. "The day that I enrolled in nursing school was the first day of the rest of my life," says Coulter. "It was there that I found a vocation and a career that would change my life forever." Coulter has held a variety of positions at Parkland Health Center over the years, ranging from nurse's aide to administrator, and has found opportunities to help people in each of her roles. "It has been very rewarding to have the opportunity to help patients when they needed care. It has also been very rewarding to help nurses be even better at taking care of patients."

Coulter was a key player in several milestones in Parkland's history: the merger of Bonne Terre Hospital and Farmington Community Hospital to form Parkland Health Center in 1992; ten successful Joint Commission accreditations; and the 100th anniversary of Bonne Terre Hospital in 2011.

Coulter has seen a multitude of changes in health care throughout her long career. In 2012 she teamed up with Barbi Berrong, chief nurse executive, to present a program at Parkland's annual Seeds of Wisdom event about the changes in health care technology. Some of the changes in patient care and technology through the years include nurses wearing white uniforms and white hats then vs. wearing scrubs now; nurses charting with paper and pen vs. a computer at every bedside; and patients ringing a little bell vs. calling the nurse directly on the new Vocera communication system.

In reflecting on the many changes, Carol recalls how, years ago, the patients were as informed as the doctor wanted them to be. Now, patients are very well informed and have a much better understanding of medical needs, procedures and medications, with the nurses and doctors carefully explaining everything and nurses serving as their advocates. In addition, through myBJC, a patient at Parkland can access his or her test results online as soon as they are ready, rather than waiting for the doctor to call. It's a change that has been a win-win, benefiting both patients and doctors.

Carol has also been extremely involved in the community, including the Bonne Terre Chamber of Commerce, Rotary Club and Big River Chautauqua. Carol also served as the first chairperson of the Caring Communities board of directors, now known as St. Francois County Community Partnership, and she is very pleased with where the

organization is today. Another highlight is the honor of being selected as Bonne Terre's Citizen of the Year in 2002.

Carol was also nominated and chosen to carry the Olympic torch in 2002. She recalls that the Olympic Committee had extremely strict security around the event, as it fell the year following the September 11 terrorist attacks. Her dream was to carry the torch at night, and she was able to do just that. The torch that she carried and photos of the event are on display in the lobby of Parkland Health Center-Bonne Terre. She has had a "show and tell" opportunity by showing and telling about the torch to over 1,000 school children in Missouri and Illinois.

She considers her biggest blessing since semi-retirement to be that her mother can hear again. Through Dr. Stanley Thawley's office, Carol was able to connect her mother with a specialist, and spend the time that it took for her mother to have a special procedure performed. Carol proudly said, "Mother can hear today. She recently heard her pastor and Sunday School teacher for the first time in eight years."



### Long-time administrator takes the reins at Bonne Terre

Steve Marler, assistant administrator at Parkland Health Center-Farmington, became the administrator at Parkland Health Center-Bonne Terre in April 2013, upon the semi-retirement of Carol Coulter (see related article on Coulter). Marler, who holds a Bachelor's Degree in Business Administration from Southeast Missouri State University and a

Master's Degree in Health Administration from Webster University, has nearly four decades of hospital administration experience. He has held the position of assistant administrator at Parkland Health Center-Farmington since 2008. He is currently serving in both administrative positions simultaneously.

In his new position at Bonne Terre, Marler provides oversight of administrative activities. In his position as assistant administrator at Parkland Health Center in Farmington, he participates in strategic planning, provides oversight of ancillary and support services, oversees capital and construction projects, administers leases and serves as hospital liaison for corporate compliance.

### Services Offered at our Parkland Health Center-Bonne Terre Location

- Inpatient services for patients that meet certain criteria
- 24-hour emergency department, lab and radiology, including CT scans
- Oncology/hematology services
- Infusion center
- Sleep disorder center
- BJC HealthCare specialists in:
  - Pediatric Cardiology
  - Gastroenterology
  - Orthopedics

Marler described his initial experience in his new position by saying, "Overall it's just been a very positive experience for me. I have enjoyed getting to know the staff at Bonne Terre and I have a great appreciation for their dedication and for the quality of service we provide there. I certainly enjoy every minute that I can spend in that facility."



## Parkland-Bonne Terre admits inpatients

In late 2012, Parkland Health Center-Bonne Terre began admitting inpatients who meet certain criteria. Three inpatients can be cared for at any time at Bonne Terre. Steve Marler, administrator of Parkland-Bonne Terre, explains that prior to late 2012, patients needing to be admitted to the hospital from the emergency department were always transferred. Now, patients who meet certain criteria can stay right in Bonne Terre. "This has changed our care model and has been a change for our nursing staff," says Marler. He went on to explain that patients who have been admitted at Parkland-Bonne Terre have had a great experience. It's obviously a very small volume, and the same warm, cozy atmosphere of the rest of the facility applies to the inpatient section too.

Marler sums it up by saying, "It is no surprise that patients have a good experience at Bonne Terre."



*Members of Parkland Health Center's Patient and Family Advisory Council pose as their "Tree of Life" project is unveiled. The tree was created by artist Brandon Warren, who is also a radiologic technologist at Parkland. From left are Christie Dobrzeniecki, Jimmy McCarver (who donated the accompanying ship's bell), Peggy Gillespie, Brandon Warren, Carol Rigdon, Connie Lee and Bob Lee.*

## New program for oncology patients is well received

Two new additions in 2013 to Parkland Health Center-Bonne Terre are the Tree of Hope and its accompanying ship's bell. Located in a prominent position in the expanded and remodeled oncology department, the Tree of Hope and bell project were the brainchild of the Patient and Family Advisory Council (PFAC), a group made up of hospital personnel and former patients and their family members. The PFAC wanted to create a way for oncology patients to symbolize the beginning and end of their treatment; signing the Tree of Hope marks the beginning, and ringing the beautiful bell marks the end of treatment.

The Tree of Hope painting was created by Parkland Health Center's own radiologic technologist Brandon Warren. Warren is a long-time artist, and this project became much more than just a painting to him. He immersed himself in the project and wrote a thoughtful letter to be given to each patient who signs the tree. The original letter is framed and displayed next to his painting. Warren created the tree with bare branches. Each patient chooses a color of ink and places their thumbprint on a branch of their choice to create a leaf, symbolizing life and hope. The patient then initials or signs and dates the leaf, and poses for a photo which is given to them in a card signed by the oncology staff. The patient is then presented with the letter from Warren.

The ship's bell was contributed by PFAC member and Parkland Health Center volunteer Jimmy McCarver. McCarver explained that the PFAC came up with the idea of having a bell for patients to ring, and he happily said, "I have a bell!" McCarver contributed a beautiful Navy ship's bell that is a family heirloom. It once belonged to his stepfather who was a commander in the Navy and it was a gift to McCarver from his mother after her husband passed away.

This thoughtful project has been very well received by Parkland's oncology patients. In its first year, many oncology patients have signed the tree and rung the bell.



*Oncology nurse Julie Hosking, RN, poses in December 2013 near the Tree of Hope, showing the many colorful "leaves" that have been added to the tree in 2013. To the right is the ship's bell which is rung at the end of a patient's treatment.*

**Parkland Health Center and the Parkland Health Center Foundation would like to thank the many donors who have provided financial gifts that help us achieve our mission of providing extraordinary care to our patients.** The generous financial gifts from the following donors helped make the following projects possible:



- Meals on Wheels for Special Diets
- The Landrum-Hirsch Scholarship for nursing
- The St. Louis Children's Hospital Transport Team quarters and helipad at Parkland Health Center
- Vocera communication system
- Expansion of the oncology department at Parkland Health Center - Bonne Terre
- Digital radiology room equipped with Siemens Ysio Wi-D digital Xray equipment
- Sentinelle Vanguard S-Series breast coil
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