

## VISITING HOURS:

**'Safety In Numbers' Is Theme Of Health Care Risk Management Week**

BY JEAN HUNHOFF

Avera Sacred Heart Hospital  
Corporate Compliance Officer

This week health care organizations across the country are promoting Healthcare Risk Management Week. The theme for this week is "Safety in Numbers." As a Joint Commission (JC) accredited health care organization, patient safety is the foundation for the care that is delivered at Avera Sacred Heart Hospital. As an accredited organization Avera Sacred Heart Hospital is committed to improving safety for patients and residents in the health care organization.

The standards for performance are aimed at risk-reduction activities and intended to reduce the risk of adverse outcomes. Almost 50 percent of the JC standards are directly related to safety,



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addressing such issues as medication use, infection control, surgery and anesthesia, transfusions, restraint and seclusion, staffing and staff competence, fire safety, medical equipment, emergency management, and security. These standards address a number of programs; the response to adverse events when they occur; the prevention of accidental harm through the prospective analysis and redesign of vulnerable patient systems; and the organization's responsibility to tell a patient about the outcomes of the care provided to the patient - whether good or bad.

In July 2002, the JC approved its first set of National Patient Safety Goals with related specific requirements to improv-

ing the safety of patient care in health care organizations. All JC-accredited health care organizations are surveyed for the implementation of the goals and requirements (or acceptable alternatives) as appropriate to the services the organization provides. The goals and requirements are drawn from a "pool" of recommendations identified as evidence-based or consensus-based, cost-effective and practical. Each year, new recommendations are added to the pool.

The 2010 goals focus on identifying patients correctly. Each time a patient receives medication or a treatment the provider uses at least two ways to identify the patient; improving communication processes among all caregivers so that as the patient moves through the system accurate information about the patient is shared among all caregivers;

use medicines safely — practices that support the administration of the right medication, right route, right dose, right time and right patient. Other safety practices that have been put into place include:

- Strategies to prevent infections with the emphasis on hand washing by all providers who have contact with patients
- Accurate check of medications that a patient is on when they come into the health care institution
- Implementing a fall prevention program for our patients
- Instructing patients and families on how to report their concerns about safety
- Watching patients closely for changes in their health and respond quickly if they need help - rapid response teams

• Prevention of errors during surgery which includes marking the site for the surgery.

All of these goals are implemented at Avera Sacred Heart Hospital. Patient safety is number one. We encourage our patients and families to speak up if they have questions or concerns. Pay attention to the care you receive. Educate yourself about your illness. Learn about the medical tests you get and your treatment plan. Ask a trusted family member or friend to be your advocate. Know what medicines you take and why you take them. Participate in all decisions about your treatment. You are the center of the health care team.

*This weekly column is produced by the public relations office at Avera Sacred Heart Hospital to promote healthy lifestyles and provide useful medical information to our community.*

**How To Bring Back Shared Intimacy**

BY VAL FARMER

Do you remember the days of your courtship and early marriage? Remember the easy flowing conversation? Remember how you exchanged private and intimate thoughts about your past, your struggles, and your hopes and dreams? Do you remember sharing your hurt and pain, the joy, excitement and the silliness and seriousness of life?

Try to remember the inside jokes, the shared view of the world, the private vocabulary and brutal honesty that you saved for one another and no one else. From your unique vantage point, you looked out and saw the world in remarkably similar ways. No one was allowed to invade this realm of privacy reserved for just you two.

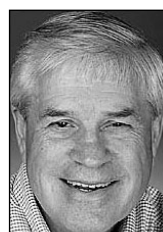
Yes, those were the days of wine and roses. Those were the days of being intensely fascinated by the details of your loved one's life. You freely shared your world and took the risk of allowing yourself to be known. There was pleasure in knowing and accepting your loved one just as he or she was. This was not a time of imposition or projection but a time of exploration and discovery.

Together you opened the floodgates of the heart and let the essence of yourselves flow freely. You trusted that the good and beautiful would be prized and cherished while the bad and ugly would be faithfully discarded with kindness and charity.

So what happened? Why are you so distant? Why are you now afraid to share your life? Why are you no longer curious to know the details of your partner's thoughts and emotions? Where is the intimacy you once had? How can you get it back?

**Problem: Too much conflict over differences.** The easy acceptance was lost as you merged your lives. Fear and frustration in solving problems lead to a retreat from honesty and a mistrust of your partner's willingness to see your needs or position as legitimate.

Anger, criticism, rejection, hostility, indifference or failure create this fear to listen and understand. Contempt,



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criticism, defensiveness or a lack of willingness to engage the problem take a destructive toll on motivation to try to solve problems.

It is too hard. It is too painful. You stop trying.

Communication breaks down. Lack of honesty and open expression are casualties of the unhealthy conflict.

**Solution: Create a safe haven for expression of needs, fears, pain, frustration, doubts, anger, and differences of opinion.** How people talk about their differences usually determines how they feel about one another. The process has to be pleasant and respectful.

Really listen and hear what is being said with your defenses down. Be as selfless as possible when listening to your partner. Screen out your own emotions and needs while focusing intently on his or her feelings and ideas. Be intuitive. Put yourself in his or her shoes. Take your partner to a deeper level of understanding.

Be a sounding board as your partner explores his or her reality. Don't intrude in this process by imposing your own judgments, opinions, arguments, assumptions, or preferred explanations on his or her flow of ideas. Encourage more disclosure, more and deeper honesty by your understanding. Patiently wait your turn to express yourself. Listen with your heart.

Be tactful, tentative, conditional and exquisitely gentle in the way you talk about problems. Show an awareness that there are two opinions that matter and that differences are legitimate and solutions are to be negotiated. Conversational manners count more than you think.

**Problem: There is not enough time for each other.** This is a crazy, stress-filled world with too many demands, distractions, and counterfeit values that rob relationships of the time they deserve. By being too busy or too wrapped up in your own separate lives, you subtract time, energy or attention to the relationship that means the most.

**Solution: Be clear about your priorities.** Love takes time. Love takes companionship and doing things together. Having time together won't happen unless you make it happen. Something else will have to give.

Find time for fun. For playfulness. For humor. For affectionate and intimate touch. For vibrant and pleasurable love making.

Love takes talk. A lot of talk. Talk about the future. Talk about your goals. Talk about today and tomorrow. Get back to being curious and learning about the details of each other's everyday lives, concerns and joys. Build and share your private world. It is amazing to me how couples can live together and not really know each other.

**Problem: Not enough personal kindness and love.** Why be intimate with someone who doesn't love you? Couples who have retreated to selfishness and meeting their own needs first undermine their happiness. Love is putting your partner first by meeting needs, faithfully and consistently though daily acts of kindness and consideration.

Either through anger, hurt or inertia, you no longer look for ways to please your partner. Not enough energy or awareness goes into ways of showing love and concern. It's too easy to be unkind.

**Solution: Go out of your way to express your love and appreciation in loving gestures and actions.** This takes thoughtfulness, cooperation and awareness of what brings pleasure to your partner. It is easy to love someone who loves you. Be the first to love.

Loving deeds have to match words. Commitments need to be honored. It is then that you will trust your heart and your feelings because you trust the love coming to you.

For more information on love and intimacy, visit Val Farmer's website at [www.val-farmer.com](http://www.val-farmer.com).

*Val Farmer is a clinical psychologist specializing in family business consultation and mediation with farm families. He lives in Wildwood, Missouri and can be contacted through his website.*

This column is sponsored by Lewis & Clark Behavioral Health.

**YAMWI Presents Mental Health Services Awards**

Yankton Area Mental Wellness, Inc (YAMWI) presented awards to key supporters promoting mental health services within the community and across the region. The awards were presented during the Twelfth Annual Mental Wellness Conference, held on June 9 & 10, 2010, at Mount Marty College.

**Board of Directors Award**

**Michael R. Miranda**  
The Yankton Area Mental Wellness, Inc. Board of Directors Award recognizes invaluable involvement, which is evidenced by the progress seen for YAMWI. The Board of Directors Award recognizes outstanding support and service for the Yankton Area Mental Wellness Conference. Michael Miranda is a Senior Manager with the firm of Williams & Company CPA PC and has over 33 years of public accounting experience. He serves as Williams & Company's tax and employee benefit consultant and specialist. Michael is currently the YAMWI treasurer with the responsibility of keeping the organization's financial records, paying bills, and filing tax returns. Michael and his company have donated computer hardware for YAMWI and has provided hotel accommodations and transportation for conference presenters. Michael's musical talents have provided connections to colleagues that have supplied musical presentations at the YAMWI conferences.

**Professional Leadership Award**

**Charles Barron**  
The Professional Leadership Award recognizes professional contributions in service to mental wellness. The award honors the individual's commitment to promoting high quality services or advocacy on behalf of those with mental illness. Charlie has been a part of the Yankton Area Mental Wellness organization for many years, and provide the ACT Program training and break-out sessions that will benefit educators. He is a past conference presenter and is YAMWI's greatest link to understanding the needs of educators for better supporting the mental health of their students. Through his work with the Yankton School District, Charlie has been excellent at promoting the conference to area and statewide educators. He also has shared information with the media on mental health topics. Charlie was the 2010 Conference Planning Committee Chairman. He has been dedicated to serving youth, which has been a primary focus of YAMWI, through his lifelong professional and personal interests.

**Conference Theme Award**

**Carla Hummel**  
Each year Yankton Area Mental Wellness, Inc. chooses a theme for the annual conference. The 12th



SUBMITTED PHOTO

YAMWI award winners are: front row left to right: Charles Barron, Carla Hummel back row left to right: Michael Miranda, Pam Kettering and Thomas Stange, Chairman of YAMWI Board of Directors.

annual conference had the theme "Counting on YOU to Make a Difference". This award is presented in recognition of the significant impact one individual can make for improving services, which fulfills the goal for the 2010 YAMWI conference theme. Carla Hummel, who is employed as the Director of Volunteer Services at Avera Sacred Heart Hospital, has been matching volunteers to volunteer opportunities for over nine years. Carla is one of only three certified administrators of volunteer services in the state of South Dakota. Her own volunteering currently includes the Yankton Area Youth Ministry Team, Dakota Dance Association, American Cancer Society's Relay For Life, and Lifelight Tour - Yankton Coordinator. She has also served with Yankton Chamber of Commerce Health & Safety Committee, 4H Club, and First United Methodist Church Youth Program. Carla was instrumental in obtaining the Avera Health Foundation grant for YAMWI to provide the ACT Program training and has brought numerous speakers to the YAMWI conference. She is a member of the Board of Directors for Yankton Area Mental Wellness, Inc. and currently the Secretary of the YAMWI Conference Planning Committee.

**Mental Wellness Community Service Award**

**Yankton Children's Mental Health Fund**

The Mental Wellness Community Service Award is presented in recognition for service to those living with mental health concerns. The recipient brings greater attention to the mental wellness conference, promotes a spirit of collaboration between service providers, assists in recognizing the talents of local mental health professionals, supports mental health service delivery, promotes sharing of information, works to increase awareness for the mental health needs of local citizens, and promotes mental wellness by example or service. The Yankton Children's Mental Health Fund was founded by Marian Gunderson and Pam & Don Kettering and their generous donations. Established through Lewis & Clark Behavioral Health Services (LCBHS), the Yankton Children's Mental Health Fund provides assistance to offset costs for children and their families needing mental health services. Children's outpatient services are the fastest growing program at LCBHS and many of those families cannot afford the medical expenses. In addition, this fund allows others to donate to children - even small donations are welcome and count up to help kids in need!

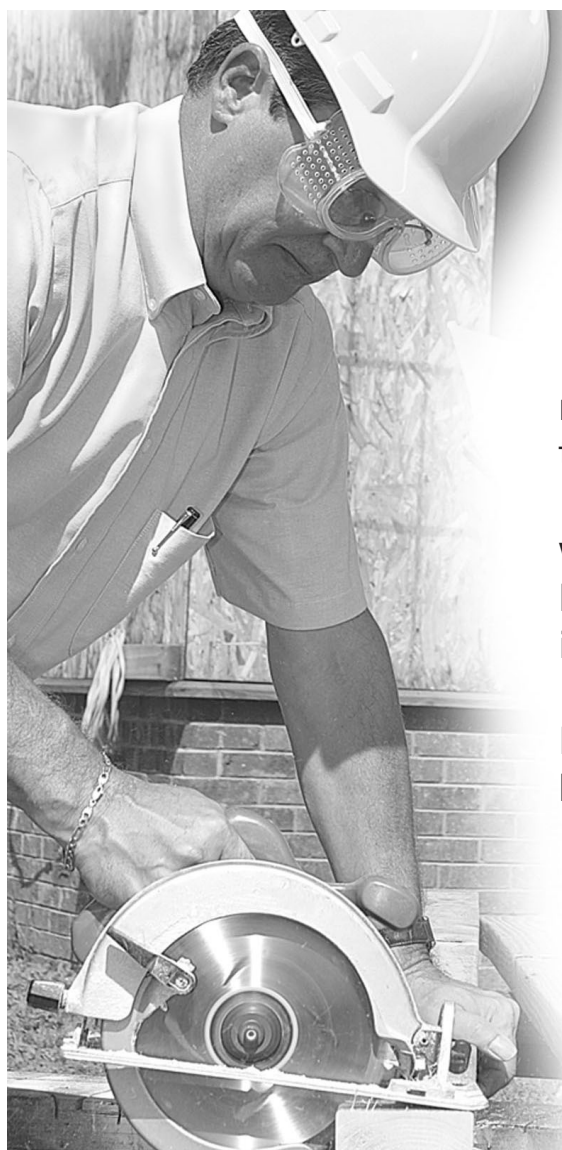


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## This Father's Day, Give Your Dad The One Power Tool That He Really Needs

Men love their power tools. But when it comes to hearing, men often shy away from the one power tool that could boost their hearing and conquer noisy environments.

Research shows hearing loss affects more men than women. Hearing loss can be easily diagnosed and treated. New hearing aids are sleek, sophisticated and virtually invisible.

This Father's Day, give your dad the gift of better hearing. Do it for your Dad. Call 605-665-0062 today to arrange for a hearing consultation with our Doctors of Audiology.



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