

Visiting Hours

How To Participate In Your Health Care

BY CARLA HUMMEL, DIRECTOR OF VOLUNTEER SERVICES
Avera Sacred Heart Hospital

Did you know that research has shown that patients who participate in their health care not only have improved outcomes but they heal quicker?

One of the most important things you can do as a patient is pay attention to the care you receive. When a health care provider comes into your room, make sure they clean their hands. If you have not observed this, it is okay to ask them to clean their hands.

Health care providers should always identify themselves. Every time a health care provider gives you a medication or performs a treatment, it is important they make sure they are caring for the right patient by checking your identification wrist band. They should always tell you what medication they are giving you and possible side effects. If they did not, stop and ask them to. It is your right to know.

Every patient has a plan of care. A plan of care is the activities and treatments that are needed so you can safely return home to continue your recovery. You are the most important person in the plan of care and your participation helps assure the plan is carried out in a manner that will keep you safe while in the hospital and when you return home. If you do not know your plan of care, ask your health care providers to explain your plan of care to you. It

is a good idea to take notes about your care and ask questions. If you are unable to do this, ask a healthcare provider, friend or family member to help you.

Safety is an important part of a quick recovery. While in the hospital, there are many things you can do to help keep you safe.

- Ask us for help
- Use your call button if you are feeling unsteady
- Wear non-slip socks or footwear
- Lower the height of the bed or rail
- Talk to your health care provider about any side effects of medicines you are taking

Our nurses will be checking on you frequently to make sure you are "Always" getting great care. Volunteers called "Patient Liaisons" will also visit you and discuss your rights and responsibilities. They also will be asking you about the care you are receiving. Please let them know if there is anything we can do to make your stay better.

Perhaps you or someone you know would like to be a Patient Liaison Volunteer. Anyone interested in becoming a Patient Liaison Volunteer, please contact Carla Hummel, Director of Volunteer Services, 605-668-8104 or chummel@avera.org.

To learn more about being a part of you care during your hospital stay, you can view "Always Caring for you @ Avera", playing on a hospital channel 13 for the TV's within the hospital starting July 15, 2013.

Caregivers Get Compassion Fatigue

BY DR. MIKE ROSMANN

"Max," a 69 year old retired farmer and friend, takes care of his wife who suffers worsening premature dementia. Max also looks after his widowed 90 year-old mother who lives alone but is unable to drive a car and needs help with most tasks she could handle easily when younger, like paying her bills, housekeeping and cooking.

Max told me a few months ago he loved his wife and mother, but he often found himself getting into angry exchanges with them. He also couldn't understand why he was having trouble sleeping because he felt tired much of the time and was physically worn out at the end of the day.

Max said he felt like "Betty," his wife: restless, confused, at a loss for words and empty inside.

"Max," I said, "you have good reason to feel like you do. It's a normal response to giving almost constant care." It's called secondary traumatic stress.

Secondary traumatic stress (STS) is common among persons who regularly give care to others in their occupations and daily lives. Sometimes called compassion fatigue or burn-out, STS often occurs when we become overwhelmed with giving care to others.

Symptoms include: inability to relax, distressing thoughts of the events that traumatized the person being cared for, hypervigilance, restricted outlook and inability to focus on the future, feelings of detachment, irritability or angry outbursts, difficulty sleeping, lethargy and depressed mood.

A July 2012 article in Psychology Today by Dr. Susanne Babel indicated 87 percent of emergency medical technicians, emergency room nurses, and law enforcement personnel reported symptoms similar to post traumatic stress disorder (PTSD) after caring for severely traumatized persons.

When managing behavioral health programs in response to tornadoes, floods, drought and Hurricane Katrina on behalf of the state of Iowa, I saw how some crisis counselors became anxious and depressed when helping victims



Dr. Mike ROSMANN

adjust to their traumas.

People in the "helping professions," such as medical healthcare, counseling and lawyers for trauma victims, are prone to develop symptoms similar to the persons they are caring for. Persons who are conscientious, sensitive to others' needs or who believe "true love" means always placing another person's needs first, are especially likely to develop STS.

STS versus compassion fatigue/burn-out. It is important to distinguish between overly identifying with the persons being cared for and becoming tired of giving constantly.

Fearing that the persons one is caring for might suffer more and wanting desperately to prevent their suffering are typical of STS. Some care-givers, like Max, unknowingly acquire some of the same behavioral symptoms as the recipients of care.

Trauma care providers and family members of severely injured militia may become excessively vigilant about preventing further harm to those they care for. They may overly empathize with the persons they assist.

People with compassion fatigue/burn-out can so become emotionally drained they have little reserve energy and capacity to minister. Unwittingly, they may resent their demands on them; their resentment is a signal they should take a break from their duties.

Constant giving without reciprocity leads to burn-out. Max had not had "a day off" for a long while when he told me about his frustrations.

He soon asked for help from his adult children in the care of their mother. The three children, and sometimes their spouses and the grandchildren, took turns coming home periodically to assist Max and Betty.

Max signed up for home health services to assist his mother with housecleaning, laundry chores and food preparation when Meals on Wheels was unavailable. Max still managed his mother's finances and transported her to appointments, usually with Betty, which gave her an outing as well.

Respite care is available to most caregivers. Most state-operated human service departments and private social service agencies routinely offer in-home respite care for foster parents and caregivers of dependent adults. Therapeutic adult day care services are available in many areas of the country, although less available in rural locations.

ARCH National Respite Network (www.archrespite.org) offers a national respite locator service to help caregivers and professionals find respite services in their community. The network also lists state affiliates and information about various types of respite care and covering their costs.

Critical Incident Stress Management (CISM) is available to assist EMTs, law enforcement officers, fire fighters, crisis counselors, nurses and anyone else involved in search and recovery missions, rescue operations and mass traumas such as the recent Oklahoma tornadoes. Most hospitals and behavioral healthcare clinics have trained providers on their staff or affiliate with a regional provider of CISM.

CISM helps workers defuse their emotional reactions to severe trauma exposures through debriefing sessions and follow-up counseling as needed by individuals. CISM helps prevent STS.

Max is a different man today than he was a few months ago because he now knows the signals of emerging compassion fatigue and STS. He takes time to restore himself so he can care for the persons he loves.

Dr. Rosmann is a Harlan, IA psychologist and farmer. He can be reached through his website: www.agbehavioralhealth.com.

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SCHOLASTICS

UNIVERSITY OF SOUTH DAKOTA

VERMILLION — University of South Dakota students receiving academic honors for the 2013 Spring Semester have been announced.

Students achieving Dean's List honors total 1,641 full-time students while 459 part-time students have been cited with Academic Recognition honors.

Students earn Dean's List distinction by achieving a GPA of at least 3.5 while maintaining a course load of 12 or more credit hours with no incomplete or failing grades. Part-time students are eligible for Academic Recognition by completing at least 12 hours prior to the current semester earning a minimum of three and up to 11 credit hours during the term and achieving a GPA of at least 3.5 with no failing or incomplete grades.

Additionally, 21 students enrolled at the University of South Dakota School of Law attained Dean's List recognition this spring. To be named to the School of Law Dean's List, law students must achieve either a GPA of 85.00 or greater for that semester or rate in the top 10 percent of their class for that semester, whichever group is smaller. The list is not based on cumulative grade point average, and first semester, first-year law students are not eligible for the law school's Dean's List.

The South Dakota Board of Regents sets the policy for Dean's List eligibility. For more information on the Board of Regents policy, please see www.ris.sdbor.edu/policy/2-Academic_Affairs/documents/2-10.pdf.

Area students receiving academic honors for the 2013 spring semester are listed below by hometown and honor received:

NEBRASKA

- Coleridge — Sean W. Leapley;
- Crofton — Natalie Bottolfson, Kelsey R Boelter, Gina M Dendinger, Jenny Leader;
- Fordyce — Christina R. Schroeder (Academic Recognition);
- Hartington — Kala J Sudbeck;
- Laurel — Haley L. Hefner, Amy M. Pritchard;
- Newcastle — Courtney S. Addison, Luke D Rohde, Brittany A Peters;
- Ponca — Katie M Anderson, Sydney A Eiler (Academic Recognition);

SOUTH DAKOTA

- Alcester — Brittani B Liston, Becky Aunspaw (Academic Recognition), Barb J Peterson (Academic Recognition), Ashlee Wendt (School of Law);
- Armour — Michael J Nour, Courtney Ziebart;
- Avon — Lanae H Van Gerpen;
- Beresford — Anna M Limoges, Zach Orr, Andrew J. Dolan, Jessica Olson, Daniel A. Frieberg, Lennea M. Clark, Leah M Akland, Kyle M. DeLay, Brittany Wastell (Academic Recognition);
- Burbank — Brittany J. Sudbeck, Todd E Stephens, Riley M Braun, Stacey L Allen (Academic Recognition);
- Centerville — Matt Laska, Tucker J Tornberg, Joshua Rahn, Tessa M Goehring, Molly M Pingrey, Tim Norling, Nicole K. Steadman, Jennifer J. Berg (Academic Recognition), Jodi L Tieman (Academic Recognition);

- Chancellor — Melissa M. Menning, Vanessa Decker;
- Dakota Dunes — Chandler A. Hunt, Kendall W Marlin, Mary K Okine, Molly E Long, Nicole J. Funck, Nicole J. Funck, Mary Dick, Jade A Hofer, John L Sandman (Academic Recognition);
- Dante — Courtney J Krcil;
- Dimock — Alison Fergen;
- Elk Point — Courtney J Thorpe, Isaiah N Cloud, Michelle L. Corio, Kelsie J. Paulsen, Ben Staum, Seth E Cloud, Sean M Cox, Jordan Flynn, Hillary A. Howard, Cassie L Hilbrands, Casey A North, Marica Rupp, Kelsie J. Paulsen, Adrian P Ries, Emily B Zeller, Sandra A. Miller (Academic Recognition), Amanda Connelly (Academic Recognition);
- Freeman — Audrey R Graber, Ashley R Graber, Chandra J. Van Zyl, Katie N Helderbrand, Travis Uecker (Academic Recognition);
- Gayville — David J. Floyd, Katie Hirsch, Stacy A. Hirsch;
- Geddes — Derek J Steele;
- Hudson — Jesse Wilson (Academic Recognition);
- Hurley — Alex R. Rasmussen;
- Irene — Carly J. Wilson, Britney Bakke, Ann C Brockmueller, Morgan M. Lee, Susan C Bak (Academic Recognition);
- Jefferson — Nicholas R Spilger, Steven N. Harding, Masha H Fehr, Luke C Frankl, Ellie J Dailley, Stephanie L Petersen, Paige S Norton, Brittany J Miller, Lanie M Florke, Amber Nearman, Lori A. Hixon (Academic Recognition);
- Lesterville — Katrina A Vyborny, Dana R. Kubal;
- Marion — Echo M. Deelstra, Natausha P. Deurmier, Melissa A McConniel (Academic Recognition);
- Menno — Rachael D. Massey;
- Mission Hill — Noelle Link, Cory A Meng (Academic Recognition);
- North Sioux City — Tammy Ho, Gary D Christiansen, Bradley A Halverson, Adam J Brand, Alyssa Limke;
- Parker — Ashley A Janish, Alex Dysthe;
- Parkston — Morgan A. Bialas, Lucas Holden, Jared D Weber, Samantha Bialas, Blake V Proehl;
- Pickstown — Ashley Honke;
- Platte — Jesse T. Kimball, Joe Millar, Jody M. Antonsen, Shane M Hirt, Jesse T. Kimball, Keagan M Ringling;
- Scotland — Michael J Kronaizl, Mary K. Travnicsek, Ashley Alvey, Jesse R. Pechous; Selby — Jennifer N Dumdie;
- Tabor — Jessi Vlcek, Ashley D. Holec, Sara A Burbach;
- Tripp — Rachel K Heisinger (Academic Recognition);
- Tyndall — Lance M Ranek, Taylor B. Van Gerpen, Tad A Schuurmans, Kelsey M. Pesek, Bryan A Adams, Marcus J. Tjeerdsma, Kristina A. Hajek, Megan S Meyer, Weston M McGill, Kayli Adams,

Brittany M. Tycz, Camille L. Hajek, Jordan T. Kortan, Scott Rothschild (Academic Recognition);

• Vermillion — Alexis M Oskolkoff, Mike J Smith, Audrey M Smetter, Jake McBride, Tyler W. Jones, Cassie R Donahoe, Cheyenne H. Hoelsing, Gabe Mambo, Melissa a Schmidt, Joni L. Moos, Tiffany M Eide, Benedict S Gombocz, Anna Lindrooth, Shaydie Engel, Sonia Hernandez, McKenzie M. Huska, Vicki Rasmussen, Lindsay M Strong, Ashley L. Daughters, Daniel R. Davies, Daniel T Roberts, Eva L Soluk, Erica L. Geerdes, Donica J. Crichton, Laci L. Paul, Rachel L. Roth, Krissy Zalud, Leonardo Silva, Cassie A. Schleisman, Ashley Fast, Chelsea R. Albus, Sadie K Winckler, Elizabeth A Szymonski, Gina M Plotz, Christina A Huckfeldt, Malory A. Zwebber, Alissa J Olson, Lacey A. Leichtnam, Steffani E Donahoe, Eric A Roach, Andrew J. Kost, Scott J Cichos, Clint A Hubert, Long Zhou, Vanesa Salgado Perez, Lucy F Keith, Maxwell F. Swanson, Kimberly C. Sjurson, Reanna L Bertram, Jessica L. Johnson, Erik M. Ustad, Aaron R Steele, Vonda Cotton, Kanaka L Rao, Karissa S Martin, Stacie H. Kjelden, Jake Evenson, Heidi Suter, Cassie C. Kleihauer, Amy L Myron, Lauren M. Fink, Teramie Hill, Bobbi A Greenfield, Ernie Schmidt, Gina M Plotz, Liz Moyer, Erica P. Wergin, Amy M Gehling, Aaron Packard, Brian T. Muldoon, Jordan D. Hoffman, Paula J Krier, Amanda K Beynon, Christen R Smith, Megan L. Nedved, Jamie Turgeon, Rachel L. Roth, Jennifer Bye, Christina Johnson, Trisha A Callaghan, Emma L Solberg, Alicia E Ray, Sadie K Winckler, Ely J. Melby, Lauren A. Leichtnam, Amber J Walker, Leanna M. Maxson, Lindsay M. Robinet, Will E Sullivan, Sarah M Cowles (Academic Recognition), Jason Thiel (Academic Recognition), Greg Kerkman (Academic Recognition), Dustin J Kempton (Academic Recognition), John Christopherson (Academic Recognition), Jillissa E. Richey (Academic Recognition), Kyle D Jorgensen (Academic Recognition), Tim D. Goodman (Academic Recognition), Melissa J. Lee (Academic Recognition), Robin Miskimins (Academic

Recognition), Kara M Rasmussen (Academic Recognition), Jerry R. Prentice (Academic Recognition), Greg Kerkman (Academic Recognition), Nick Willan (Academic Recognition), Jerrid L. Van Sloten (Academic Recognition), Alyssa D. Hendrickson (Academic Recognition), Sara Bartscher (Academic Recognition), Erica R. Richey (Academic Recognition), Ronda J. Mayrose (Academic Recognition), Alicia A Harms (Academic Recognition), Patricia J. Carr (Academic Recognition), Amy J Dekok (Academic Recognition), Amanuel Okubatsion-Estifanos (Academic Recognition), Sara Hansman (Academic Recognition);

• Viborg — Rebecca K. Anderson, Katie L. Huber, Dana L. Mach, Barb J. Hardwick, Rebecca Vanbeek (Academic Recognition);

• Volin — Bill Conn (Academic Recognition), Krishna K. Mastel (Academic Recognition);

• Wagner — Jilanne K Doom, Alaina M. Cuka, John M Cotton, Casey J. Barnett, Jen Eggers;

• Wakonda — Melissa Hessman, Cody A Wagner, Melissa Hessman, Nancy Andresen (Academic Recognition);

• Yankton — Nick Weinandt, Hannah K Downing, Heather Rayburn, Jaclyn M Mathison, Travis Brenner, Jeremy Cap, Lauren E. Fanta, David Christianson, Trevor O. Kindie, Marc Gubbels, Emily Stevens, Brittany N. Davis, Tory N. Gross, Jordan R Callaghan, William P Hahn, Gabrielle R. Boudreau, Christine Broders, Caitlin Crandall, Carissa Wieseler, Kelsey A. Grosshuesch, Tyler J Sternhagen, Brian VanMeeteren, Riley T Paulsen, Steven M. Marlow, Alex D McKee, Thomas B Binder, Megan T. Lewno, Chris Barkl, Chris Hubbs, Alexa L. Davis, Tyler Hummel, Ryan T Henderson, Rachael M Johnson, Connor D. Fitzsimmons, Ashlea P Johnson, Nealy J Pesicka, Alex M Hohenthauer, Rachel K Weinandt, Rachel A. Ruffinott, Britta D True, Emily I. Struck, Gavin S Brandt, Chelsea E. Brooks, Britta J Stenstrom, Lacey M. Garvey, Craig T Swensen, Tyler J Sternhagen, Andy Brady, Jaclyn M Mathison, Sara M. Crisman, Sarah M Buhl, Kristen L. Sayler, Amber Leafstedt, Julie A Nowak, Brittany N. Davis, Ashley L Ogstad,

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