

Spring/Summer 2022

# Story Medical Source

## Better Than Ever

Dr. Kakade Performs Double Knee Replacement to Improve Quality of Life for Robyn Carver



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Visit us Online at [StoryMedical.org](http://StoryMedical.org)



# CEO Corner

During 2021, the Story Medical Board of Directors and Senior leadership team began the process of developing a long-term plan for facilities. That planning included input from inside and outside the organization and has led to an ambitious vision that will transform the way residents of Story Medical Senior Care receive services, and further improve the care delivered to patients of the Medical Center and Nevada Clinic.

The plan calls for moving Story Medical Senior Care from its current location on 6th Street to the Story Medical South Campus on 19th Street, just south of Highway 30.

Senior care is changing. As the Baby Boomers age, they are wanting more from long term care. They want facilities that are comfortable and offer a variety of amenities. Additionally,



**Nate Thompson**  
Story Medical CEO

it is important to offer convenient access to a full-service clinic and hospital care. The value that will come from our medical staff being essentially on-site is beyond measure.

A number of options for improving the environment of care at the current Medical Center are also being explored.

Health care is always changing. We have to

be sure that we are able to meet the changing needs of patients. That requires the best technologies and the best support for our teams to ensure we can recruit physicians, nurses and great talent to this community.

Our facilities are an important piece of that. With interest rates at an historic low, we are in a position to finance significant facility improvements without over-burdening the local taxpayer.

Watch for details on these projects in the months to come.

## Story Medical Source



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#### CONTACT US

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[www.storymedical.org](http://www.storymedical.org)

#### ABOUT STORY MEDICAL SOURCE

Story Medical Source is a publication of Story County Medical Center. If you have questions or story ideas, please submit them at [storymedical.org/contact](http://storymedical.org/contact).




**NEW EVENT!**  
Turn to Page 11 for information on a new event from the Story Medical Endowment Foundation and Runners United Nevada set for this summer!

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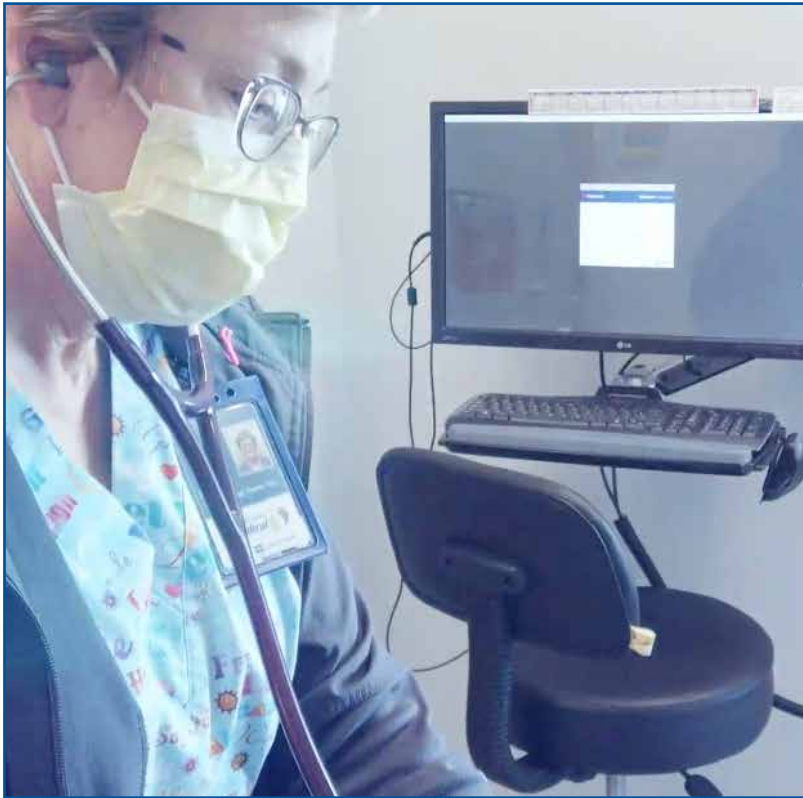
**STORY MEDICAL CENTER**  
640 South 19th Street  
Nevada, Iowa 50201  
(515) 382-2111

**STORY MEDICAL CLINIC - NEVADA**  
640 South 19th Street, Ste. 100  
Nevada, Iowa 50201  
(515) 382-5413

**STORY MEDICAL CLINIC - MAXWELL**  
403 First Street  
Maxwell, Iowa 50161  
(515) 387-8815

**STORY MEDICAL CLINIC - AMES**  
*Natural Health*  
431 South Duff Avenue, Ste. B  
Ames, Iowa 50010  
(515) 232-2979





# Certification Recognizes Quality Care at Story Medical

With a relentless focus on delivering the Best Experience Every Time to patients and the community, Story Medical recently received affirmation that it is providing exceptional care by earning full certification to the ISO 9001 Quality Management System.

“We are dedicated to providing the safest and most effective healthcare services possible,” says Story Medical CEO Nate Thompson. “ISO 9001 certification not only reflects that mission but helps to empower it. The certificate is just a piece of paper, but the effort required to achieve it fundamentally transforms the way we do business. ISO 9001 is ideally suited to the complex, people-intensive challenges of running a hospital.”

ISO 9001 is the most widely accepted quality management system in use around the world and is quickly gaining acceptance among US healthcare providers as a foundation for their quality and patient safety programs.

“Story Medical has worked hard to achieve this certification, and they have done so with unwavering commitment from their top leadership to make their hospital the best it can be,” says Patrick Horine, President of DNV Healthcare USA Inc. “ISO 9001 certification isn’t just an award or trophy for

something you’ve done, it’s public evidence that you are at the top of your game with an obvious plan in place to make excellence an everyday objective.”

ISO 9001 brings science to the art of caregiving, helping standardize processes, empowering frontline workers while creating an environment of predictability for the entire organization. The ultimate impact of ISO 9001 within hospitals is the reduction or elimination of variation, so that critical work processes are done consistently, and the “best ideas” aren’t held by one person or one department but are ingrained in the organization itself.

Businesses that implement ISO 9001 do so for both the internal and external benefits. Internally it helps staff create clear and consistent processes of patient care and ensure that progress is constantly being made toward specific quality objectives. Externally, it tells the public, as well as insurers and regulatory agencies, that the hospital is not only talking about quality, but is pursuing it with discipline and transparency.

“ISO 9001 is like sheet music for an orchestra; it gets everyone on the same page and helps us achieve our objectives,” Thompson says.



# Updated Maxwell Clinic Opens

The care team at Maxwell Clinic opened the doors of its expanded and remodeled offices on September 29, marking the completion of a six-month project. The clinic, which has served the area since 1996, received an exterior face lift and an interior reconfiguration that added some needed square footage. An Open House and Ribbon Cutting was held on October 20.

The new square footage adds clinical space, including an exam room, laboratory area and a new automated medication dispenser called InstyMeds. The addition of the InstyMeds machine enables patients to receive prescriptions for a variety of conditions including

infections, ear aches, bronchitis, sports injuries, allergies, muscle aches, pneumonia, strep throat, abdominal pain and much more.

The easy-to-use kiosk gives patients immediate access to medications at the point of care while guaranteeing safe and compliant dispensing. That means patients in Maxwell can get their most common medications in Maxwell, saving them time and the expense of a trip to a pharmacy in another town.

We thank the Maxwell Clinic team and our patients for their patience during the remodel and we look forward to continuing to deliver quality care for all ages close to home.



**If you are in search of a medical home for your family, Story Medical Clinics in Nevada and Maxwell are accepting new patients. To schedule, call 515-382-5413 in Nevada or 515-387-8815 in Maxwell.**



# Dr. Kumar Delivers Heart Care

Vishesh Kumar, MD, a board-certified cardiologist, is now seeing patients in the Outpatient Clinic at Story Medical. Dr. Kumar replaced Saurabh Aggarwal, MD, who had served cardiology patients in Nevada since 2017.

Dr. Kumar completed his medical education at St. George's Medical School at the University of Alberta in Canada. He then completed his residency and internship at Albany Medical Center in New York, and his fellowship at Sanford University of South Dakota School of Medicine. He is board-certified in Internal Medicine and Nuclear

Cardiology. Dr. Kumar is fluent in English and Hindi.

Dr. Kumar's clinical interests include cardiovascular care, invasive cardiology, nuclear cardiology and preventive health. His procedures include coronary angiogram, echocardiogram, stress cardiogram, transesophageal echo and nuclear stress tests. Dr. Kumar's care is patient-centered and focused on quality of life and prevention.

Dr. Kumar sees patients on a referral basis in the Outpatient Clinic at Story Medical in Nevada. Learn more online at [storymedical.org/cardiology](http://storymedical.org/cardiology).



**Vishesh Kumar, MD**  
Cardiology

**Those with conditions they believe can benefit from Dr. Kumar's expertise should visit with their primary care provider about being referred or call UnityPoint Cardiology at (515) 263-2400 to learn more.**

## NEED A PROVIDER? WE'RE TAKING NEW PATIENTS!



Art Check, DO  
*Nevada*  
Family Medicine



Adrian Palar, MD  
*Nevada*  
Family Medicine



Timothy Leeds, MD  
*Nevada*  
Women's Health



Audra Poterucha, DO  
*Nevada*  
Family Medicine



Kelly Check, DPM  
*Nevada*  
Podiatry



Shane Higgins, PA-C  
*Nevada*  
Family Medicine



Jyl Wonnell, PA-C  
*Nevada*  
Family Medicine



Rachel Frederick, PA-C  
*Nevada*  
Family Medicine



Michelle Jans, PA-C  
*Maxwell*  
Family Medicine



Valerie Stallbaumer,  
LAC, MSOM  
*Ames*  
Natural Health

### Story Medical Clinic Locations

Story Medical Clinic  
Nevada  
640 South 19th Street, Ste. 100  
(515) 382-5413

Story Medical Clinic  
Maxwell  
403 First Street  
(515) 387-8815

Story Medical Clinic  
Natural Health  
Ames  
431 South Duff Avenue, Suite B  
(515) 232-2979



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[StoryMedical.org/Clinics](http://StoryMedical.org/Clinics)

**To schedule an appointment with one of our providers call (515) 382-5413**



# Better Than Ever

## Double Knee Replacement Dramatically Improves Quality of Life for Story County Woman

With memories of her husband’s difficult recovery from total knee replacement surgery fresh in her mind, Robyn Carver, 59, was reluctant to consider similar surgery to address her nagging knee pain.

Robyn had received shots in her knees for years from Shane Higgins, PA-C, of Story Medical Clinic in Nevada. Those shots, along with medication, had helped her maintain a fairly normal quality of life.

As it became harder for her to get around, and the pain increased significantly, the effectiveness of the shots and medications decreased. She decided she would bring it up with her primary care provider Michelle Jans, PA-C, of Story Medical Clinic in Maxwell.

Jans recommended Robyn make an appointment with

Gautam Kakade, MD, who offers an array of orthopedic surgery options—to include total joint replacement—at Story Medical.



**Gautam Kakade, MD**  
**Orthopedics**

“I wasn’t sure about it at first because my husband had total knee replacement down in Des Moines and it didn’t go well,” Robyn says of her husband, Matt. “He wound up in the hospital for weeks with an infection and it was just really hard for him. I didn’t want that.”

### Making the Decision

After meeting with Dr. Kakade, Robyn says her perspective changed. He walked her through the surgery in detail, focusing on how it could dramatically improve her quality of life. Robyn left that initial consultation with a plan.

“During that appointment, I was shaking because I was in so much pain,” says Robyn, who has worked in construction

in the past and currently works in a prison. “Dr. Kakade saw that and told me to give him a minute while he went out of the room. He came back and told me he had both surgeries scheduled seven days apart.”

Robyn says she was told it was uncommon to be scheduled for surgery in the initial consultation, but her recent MRI, along with her obvious pain made her a priority for Dr. Kakade.

### Getting Back to Normal

Robyn says the idea of having such major surgeries scheduled just a week apart was daunting, but she had faith in her surgeon. She also commends the rehabilitation team that worked with her to get through the first surgery, ready for the second, and better than ever in the weeks and months after surgery.

“They got my knee moving as soon as possible after the first surgery,” Robyn says.

Robyn leaned on Laura Elbert, DPT, of 21st Century Rehab to help her build strength in her repaired knee while she readied for her second surgery. While it was tough for Robyn, she said that there was a noticeable difference in her new knee early on.

The second surgery went as smoothly as the first and Robyn jumped into rehab on both knees right away.

“My therapists have been my saviors,” Robyn says. “I love coming to physical therapy. They’re so good to work with at the medical center and they also give me things to do at home. I’m sure there are a lot of people who don’t like physical therapy, but I always looked forward to it.



### Back to Work

Robyn returned to work at the prison in late February and appreciates the skilled and compassionate care she has received from across the care team at Story Medical. She says the expert care delivered by Dr. Kakade, coupled with the comprehensive rehab led by Laura and the team at 21st

Century Rehab, has been life changing.

“To no longer hurt is completely different,” Robyn says. “I’m just so happy that I had the conversation with Michelle at my last physical.”

“I love my new knees,” she adds. “I just love them.”

**Story Medical offers high quality orthopedic care closer than you think. Gautam Kakade, MD, offers an array of treatment options, including surgery for those dealing with sports-related injuries, total joint replacements, and more. In addition, we can help you recover with a full range of rehabilitation services in partnership with 21st Century Rehab.**





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# Ready for Anything



As the site of the only hospital-based helipad in Story County, Story Medical's emergency services team can quickly and efficiently transfer patients in need of the most advanced care to medical centers equipped to care for them. But that ease of transfer isn't the only benefit that comes with the helipad. The relationship Story Medical's emergency care team has developed with the skilled, specially-trained pre-hospital care providers of LifeFlight has resulted in a number of advanced training opportunities.

"It is a great resource for our team," says Emergency Services Director Mandy Schiefert, RN. "Being connected to UnityPoint and the team at LifeFlight allows us access to training from individuals who are the most specialized across a variety of skills.

"It's great for our team to hear from an expert in their specific field rather than a generalist or watching videos," Mandy continues. "With LifeFlight, we have an expert that can present a situation they've been in before, and walk through the best ways to handle it."

## Advanced Training

Recently, LifeFlight hosted a training at Story Medical focused on the placement of an intraosseous (IO) line—essentially an intravenous (IV) line inserted directly into the marrow of the upper arm bone. The training offered an overview of when the procedure was called for, time for questions and answers, and a series of activities designed to give staff hands on experience in the procedure, which offers the opportunity to introduce medications and more to the body more quickly and more easily than traditional IV lines.

The IO method is called for in those who need medication administered quickly and for those who have difficult access to placement of a line in a vein because of dehydration, trauma or a handful of other factors. The procedure has been around for decades, first gaining popularity in the 1920s. Recent advancements in placement devices have seen a resurgence in its use, especially for patients who are unresponsive and pediatric patients.



Mandy says the training was engaging and her staff continues to talk about how valuable it was for them.

“We know that this is something that can help our patients, especially in the pre-hospital environment,” Mandy says. “But it is not something that a lot of our staff have experience with. Actually having experts come in, walk through it step-by-step, and offer an opportunity to practice is invaluable. It helps our staff to build confidence in using this advanced technique.”

### More than Skill Building

The skill-building is huge, Mandy says, but it is not the only benefit of hosting regular training in partnership with LifeFlight.

“Foremost, this allows our team to expand their skills and add some more tools to help them deliver excellent care,” Mandy says. “It is also a great team-building opportunity. Being in this kind of training with your co-workers is a big deal. Working together to learn something new brings people together. For days after this training, staff were still talking about it. What they learned, how they were going to apply it, all of that. It was a huge morale booster.”

Moving forward, Mandy is continuing to look for opportunities to bring LifeFlight in to offer training. While the first sessions were designed specifically for the emergency services team, she says she is looking for more general sessions that will involve care providers from across the medical center.

“We want to be sure our caregivers have training opportunities that match what is happening in larger communities,” Mandy says. “We want to counter the misconceptions that smaller communities don’t offer specialized care. We do and we are ready for anything. And if a given situation requires a more advanced level of care we can work with our partners at LifeFlight to ensure the patient gets exactly what they need.”



**Story Medical’s Emergency Department is located just one block south of Highway 30 in Nevada. It is open 24/7 with some of the shortest wait times in the area.**



## Schedule a Tour of Senior Care



Story Medical Senior Care regularly offers tours to potential residents and their family members. Our tours offer a glimpse of what it is like to live at Story Medical Senior Care while offering an opportunity to answer your questions. To schedule a tour, please call us at 515-382-7019.

# Senior Care Delivers Exceptional Service

At Story Medical Senior Care we are focused on delivering quality care for our residents in a supportive and caring atmosphere, 24 hours a day.

All of our residents are cared for by staff who are licensed or certified by the State of Iowa. In addition to providing the clinical care required, they provide an emotional connection that helps residents become a part of the Story Medical family. In building these lasting relationships, we often hear from family members who are thankful for the way we care for their loved ones. We recently received this letter from a grateful family:

*“Mom was in the hospital and I had 3 days to find her a new home. Story Medical Senior Care was the first and last facility I*

**“You’re not just a resident at Story Medical Senior Care—you’re family.”**

—Letter from a Resident’s Family

*called. I called, was given a tour and was so impressed with the staff and facility that I knew this was the right fit.*

*Mom loves it here and often remarks she wants to stay. All the staff are exceptional, nurses and all. They act like they enjoy what they are doing and want to be here. She talks about the food and how exceptional and inviting it is.*

*There is always something going on.*

*Staff are great at getting the residents to engage in exercise and activities. You’re not just a resident at Story Medical Senior Care—you’re family.”*

We appreciate the role we play in maintaining quality of life for our residents and peace of mind for family members. Letters like this one are a reminder that we are making good on our mission.

**We proudly offer comprehensive care to our residents, including regular physician visits and an emergency provider is on call at all times. To learn more about Story Medical Senior Care, visit us online at [storymedical.org/seniorcare](http://storymedical.org/seniorcare).**



# Have a Senior Care Moment!

The Story County Medical Center Endowment Foundation's *Have a Senior Moment Relay Race* is all about fitness, feeling healthy, and having fun! Join us Saturday, August 6, 2022, for our first-ever Relay Race, presented in partnership with Runners United Nevada (RUN).

This year's race is raising money for Story Medical Senior Care, with funds specifically going toward the planned new Senior Care facility.

This event features a 3-person relay style race, with each participant running a 5K. There will be a youth division (middle school through high school age) and an adult division (18 years and older). Walkers can form teams as well, walking together instead of doing a relay.

Registration is open at [www.runnevada.org](http://www.runnevada.org). Cost is \$75 per relay team in the youth division and \$100 per relay team in the adult division.

Registration includes chip timing, online results and a commemorative race t-shirt. Awards will be provided for best

relay team name and best relay team costume.

The *Have a Senior Moment Relay Race* will begin and end at Story County Medical Center (640 South 19th Street, Nevada, IA 50201). Free parking available on site. This event is supported by an Ames Convention & Visitors Bureau Community Grant.



## Consider a Gift of Securities

If you're looking for a win-win giving option, you should consider making a gift of appreciated stocks. Not only does this gift benefit Story Medical by providing vital funding for capital projects, programs and services, it provides you tax savings.

Securities and mutual funds that have increased in value and been held for more than one year have become a more and more popular way to give in recent years. Making a gift of securities

or mutual funds offers you the chance to support high quality healthcare in Nevada and the surrounding communities while receiving some important benefits yourself.

Your gift of appreciated securities or mutual funds in support of Story Medical, can reduce or even eliminate federal capital gains taxes on the transfer. You may also be entitled to a federal income tax charitable deduction based on the fair market value of the

securities at the time of the transfer.

For most of our donors, securities are most often used to support our work in the form of an outright gift or a transfer on death (TOD) account. The outright gift is simply a transfer of securities at the time of your choosing. The TOD option transfers the securities upon your death.

If you are considering making a gift of stock, we recommend you visit with your financial planner and/or attorney.

**To learn more about making a tax-deductible gift to the Story Medical Foundation, please call Crystal Davis at 515-382-7728.**



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640 South 19th Street  
Nevada, IA 50201

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Des Moines, IA

SPECIAL HOURS:

# FOR THE KIDS!

**Kids Clinic at Story Medical in Nevada & Maxwell**  
Monday-Friday from 8 to 9 a.m.

Our Kids Clinic is available for infants to children up to 18 years who are currently experiencing symptoms of illness or an injury. **Walk-ins are welcome.**

**Story Medical Clinics are accepting new patients!**

Nevada: 515-382-5413 | Maxwell: 515-387-8815



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Learn More About Story Medical Clinics at [StoryMedical.org/Clinics](http://StoryMedical.org/Clinics)