

SENIOR SERVICES DIRECTORY 2012



St. John's is Mercy.



Senior Services Directory

Services & Phone Numbers

Asthma & Diabetes Resource Center	1
Auxiliary	2
Behavioral Health Services	3
Telephone Screening Assessment	
Toll-free Telephone Screening Assessment	
Crisis Intervention	
Cardiopulmonary Rehabilitation	4
Clinic Business Office	6
Consulting Pharmacist	7
Corporate Health & Wellness	8
Emergency Medical Services	9
Faith Community Nursing	9
Fitness Center	10
Health Information Center	12
Home Care Services	12
Inpatient Palliative & Supportive Care Team	14
Integrative Medicine	14
Medical Social Work Services	15
Memory Disorders Clinic	16
Mercy Health Aging Program	17
Mercy Health Plans Medicare Advantage	18
Mercy Medicare Management	18
Mercy Villa	19
Nutrition Services	20
Ozark Neuro Rehab Center	20
Pain Management Center	21
Pastoral Services	23
Rehab Therapy	23
Orthopedic Based Services	
Neurologic Based Services	
Neuropsychology Services	
Skilled Nursing Facility (Medicare)	26
St. John's Arthritis Center	27
St. John's Hospital Business Office	28
Stroke Center	28

Senior Services Directory

Services & Phone Numbers

Asthma & Diabetes Resource Center	890-4100
Auxiliary	820-2041
Behavioral Health Services	
Telephone Screening Assessment	820-7447
Toll-free Telephone Screening Assessment	866-785-7447
Crisis Intervention	820-7447
Cardiopulmonary Rehabilitation	
Congestive Heart Failure Home Follow-Up	820-3699
Clinic Business Office	829-4620
Complementary Health Services	
Arthritis Aquatic Services	820-2169
Diabetes Management	890-4100
Consulting Pharmacist	820-3488
COPD Disease Management Program	820-3182 or 1-800-662-9962
Corporate Health & Wellness	820-3400
Emergency Medical Services (administrative office)	820-5454
Faith Community Nursing	820-2770
Fitness Center	887-9868
Health Information Center	888-8888 OR 800-909-8326
Health Plans Medical Management – PremierPlus	820-3182 OR 800-662-9962
Home Care Services	820-3211 OR 800-572-1376
Home Infusion Services	820-7099
Hospice Skilled Services	820-7550
In Home Services	820-6673
Medical Supply	820-7115
Inpatient Palliative & Supportive Care Team	820-2492
Medical Social Work Services	820-3462
Memory Disorders Clinic	820-2936 or 800-607-9221
Mercy Healthy Aging Program	841-0333
Mercy Health Plans	837-0200 OR 800-330-8449
Mercy Villa	820-8500
Nutrition Services	820-2040
Ozark Neuro Rehab Center	269-9300
Pain Management Center	820-2064
Pastoral Services	820-2735
Rehab Therapy	
Orthopedic Based Services	820-7981 OR 820-2160
Neurologic Based Services	820-2230 OR 820-2135
Neuropsychology Services	820-7708
Skilled Nursing Facility (Medicare)	820-2909
Southwest Regional Arthritis Center	820-3446
St. John’s Hospital Business Office	820-2700
Stroke Center	820-6435



ASTHMA & DIABETES RESOURCE CENTER

■ Asthma Management

Contact: 890-4100

Medical Directors: John Brabson, M.D. & Greg Lux, M.D.

Physician Assistant: Dave Renner, PA-C

Purpose: To educate and assist in the management of asthma

Activity: To incorporate a thorough one-on-one educative process for asthmatics and/or their family

When to Refer: Any diagnosed asthmatic who needs or seeks education about Asthma

■ Asthma Education

- Newly diagnosed asthmatics
- Problematic asthmatics
- Asthmatics needing further education

■ Initial Visit

- Interview with patient by health care provider
- Comprehensive history and physical
- Medication assessment/adjustment as needed
- Educational Tools
- Extensive pathophysiology and disease process review
- Provide peak flow meter and proper instruction
- Provide "spacer" for Metered Dose Inhaler

■ Follow Up Visit

- Re-assessment of patient status
- Evaluation of patient understanding of disease process and medications
- Establishment of Asthma Action Plan
- Complete Pre- and Post-bronchodilator spirometry evaluation
- Return to Primary Care Provider for continued management

■ Diabetes Management

Contact: 890-4100

Purpose: To educate and provide the knowledge tools needed for individuals to successfully manage diabetes.

Activity: St John's Diabetes Educators provide individualized and group instruction to include the following:

- Meal Planning
- Eating Out
- Diabetes Medications
- Insulin Pumps
- Intensive Insulin Therapy
- Exercise or Activity

- Blood Glucose Monitoring
- Coping with Diabetes
- Stress Management
- Prevention of Long Term Complications
- Hyperglycemia and Hypoglycemia
- Goals of Management
- Sick day Management

When to Refer: All newly diagnosed individuals with diabetes should be referred to the education program. In addition, those who have not received education in the past, have poor diabetes control, or those needing an update should also be referred.



AUXILIARY

Contact: Molly Holtmann 820-2459

Auxiliary: Volunteer Services

Purpose/Activity: Volunteer support is provided to hospital departments and other St. John's sites.

Service areas include clerical, escort services, patient mail and flower delivery, information and reception areas, thrift shop, gift shop, surgery waiting desk, ICU waiting room. Volunteers also assist with projects that are either ongoing or special requests.

Application Process: Each applicant must complete an application and be interviewed by the Auxiliary Director. Upon acceptance, the applicant will be required to attend hospital orientation. The volunteer will be assigned to an area based on his/her interest, and day and time available for service.

Benefits: Active volunteers who work a minimum of 4 hours weekly, are eligible for a pharmacy discount. A meal ticket is provided on the day the volunteer works. Volunteers are also invited to the annual hospital picnic and participate in Mercy Day each year. Special events are held throughout the year to recognize our volunteers.

Fundraising: Through the gift shop, thrift shop and other annual fundraisers, the Auxiliary gives an annual gift to the hospital each year. Volunteers who wish to participate in fundraising may sign up to assist with these events.



BEHAVIORAL HEALTH SERVICES

Contact: 820-7447

- Screening In-Person Crisis Assessment in the Emergency Department
- Telephone Screening Assessment at 417-820-7447
- Crisis Intervention at 417-820-7447

■ SCREENING IN-PERSON CRISIS ASSESSMENT IN THE EMERGENCY DEPARTMENT

Available 24 hours/day.

Evaluation includes psychobiological assessment, Psychiatric Review of Systems, mental status by psychiatric nurse in consultation with a psychiatrist and subsequent referral/disposition.

When to refer: If patient is having a psychiatric emergency with evidence of dangerousness to self or others including inability to care for self, active suicidal/homicidal ideation, psychoses or dementia.

Follow up: Patient may or may not be hospitalized at the Marian Center but in any event will be connected with services based on individualized assessment of psychological, social, financial and environmental needs.

■ TELEPHONE SCREENING ASSESSMENT

This will include brief psychosocial evaluation and referral to appropriate services along a continuum of behavioral health care.

When to refer: When a patient or family member expresses any level of emotional or mental distress: mood changes or persistent grief over the death of a family member, friend, pet; loss of home, finances or lifestyle; poor physical or mental functioning; functional impairment; poor coping with medical regime; licit or illicit substance abuse; limited or marginal social support; multiple medically-unnecessary visits to PCP; whenever information about or access to any St. John's Behavioral Health service is desired.

Follow up: Referring PCP will be notified of follow-up by patient to any service.

■ INPATIENT SERVICES

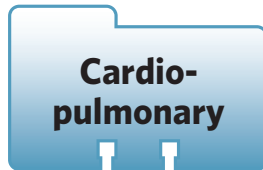
Acute adult psychiatric inpatient treatment is available at the Marian Center and includes psychiatric and crisis intervention, medical stabilization, continuity of care planning.

When to refer: If patient is in a psychiatric emergency and perceived to be a danger to self or others, contact should first be made with the psychiatric evaluation nurse at 417-820-7447 for appropriate direction.

Individual, Family and Group Therapy are included as part of the individualized plan of care. Psychosocial assessment and diagnosis of individual patient and family using brief therapy interventions to address both personal dynamics as well as social/environmental issues.

Individuals will be encouraged to continue with any therapeutic activities that were initiated while inpatient.

Follow up: Continuity of care will include appropriate dispositions, appointments and or referrals to outpatient services and community resources. Telephone follow up calls are provided routinely by a psychiatric nurse 3 to 7 days post discharge.



CARDIOPULMONARY REHABILITATION

Contact: 820-3699 (Inpatient Services)

- Congestive Heart Education
- Anti-coagulant Education
- Risk Factor Education
- Inpatient Smoking Cessation
- Stroke Education
- Inpatient Diabetes Education
- Phase I Cardiac & Pulmonary Rehab

Contact: 820-3031 (Outpatient Services)

- New Images
- Smoking Cessation
- Phase II Cardiac Rehabilitation
- Phase III Cardiac Rehabilitation
- Phase II Pulmonary Rehabilitation
- Phase III Pulmonary Rehabilitation
- Outpatient Nutrition Consult

■ CONGESTIVE HEART FAILURE FOLLOW-UP (820-3433)

Purpose: Reduce need for rehospitalization and maintain control of CHF utilizing phone follow-up by nurses.

Activity: Routine calls to patients to track compliance with medical regimen, signs and symptoms of worsening failure, provide ongoing education.

When to refer: Patients with symptomatic CHF. New onset CHF.

■ ANTI-COAGULANT EDUCATION

Purpose: Provide patients tools for safe use of anti-coagulants.

Activity: Consultation to educate patients about anti-coagulant use.

When to refer: New order for anti-coagulants (Ticlid or Coumadin). Patient poor control or upon request.

■ RISK FACTOR EDUCATION

Purpose: Assist in cardiac risk factor modification.

Activity: Individualized education to identify personal risk factors, teach appropriate lifestyle modifications.

When to refer: Individuals with any major risk factor (hypertension, hypercholesterolemia, obesity, smoking) or more than two risk factors for cardiac disease.

■ NEW IMAGES

Purpose: This program offers a sensible alternative to conventionally rigid and unrealistic diet plans.

Activity: Provides participants with the tools they need to manage their weight in a positive way, without adverse side effects. Participants learn to set realistic, attainable weight goals and to establish lifelong healthy eating and activity habits.

When to refer: Patients who are 20 lbs. or more overweight.

■ SMOKING CESSATION

Purpose: Assistance in smoking cessation.

Activity: Provide tobacco users with information about cessation. Assess readiness to quit. Provide consultation and support for those desiring to quit. Provide smoking cessation aids as needed.

When to refer: Any patient who smokes or who is being affected by second-hand smoke.

■ PHASE II CARDIAC REHABILITATION

Purpose: Provide comprehensive outpatient rehabilitation for patients hospitalized within last 6 months with a cardiac event, or those with stable angina.

Activity: Medically supervised program provides telemetry monitored exercise three times weekly. Individual and group consultations and education focus on topics pertinent to survival skills and lifestyle modification for this population. Services individualized according to needs assessment.

When to refer: Patients who have experienced a cardiac event in last six months.

■ PHASE III CARDIAC REHABILITATION

Purpose: Provide supervised exercise and lifestyle modification program for those with cardiac risk factors. Provide ongoing rehabilitative services for those having completed the Phase II program.

Activity: Supervised exercise program; maintenance program for Phase II graduates. Group and individual education according to needs assessment.

When to refer: Candidates are graduates of Phase II program and those with CAD risk factors that have not suffered a cardiac event.

■ PHASE II PULMONARY REHABILITATION

Purpose: Provide comprehensive rehabilitation services for those with lung disease with goal of attaining and maintaining optimum level of functioning.

Activity: Medically supervised program provides individualized exercise with frequent monitoring of oxygen saturation. Individualized and group education focus on learning to live with lung disease.

When to refer: Individuals with lung disease. Medicare guidelines require FVC or FEV1 be less than 60% of predicted.

■ PHASE III PULMONARY REHABILITATION

Purpose: Provide maintenance of benefits gained in the Phase II program. Provide medically supervised exercise for those with Pulmonary Disease, who do not qualify for Phase II. Early recognition of signs and symptoms requiring medical attention thereby reducing hospital admissions.

Activity: Supervised exercise sessions, education as needed.

When to refer: Candidates are graduates of Phase II program. Physician referral required.

■ OUTPATIENT NUTRITION CONSULTS

Purpose: Diet instruction by a Registered Dietitian.

Activity: Individual patient consultation to provide guidelines for diet specific to needs.

When to refer: Any patient with an illness or health need requiring specific nutrition habits.



CLINIC BUSINESS OFFICE

Contact: 417-829-4620

The staff can assist with inquiries pertaining to billing for clinic services.



CONSULTING PHARMACIST

Contact: Terry Barks 820-3488

- Prepare (or update) a Patient-Specific Drug Therapy Database
- Identify Drug-Related Problems
- Recommend a Pharmaceutical Care Plan
- Monitor the Pharmaceutical Care Plan

■ PREPARE (OR UPDATE) A PATIENT-SPECIFIC DRUG THERAPY DATABASE

Purpose: Collect data for analysis and use the opportunity to establish a professional pharmacist-patient relationship based upon the Mercy Health Systems core values of Dignity, Justice, Service, Excellence, and Stewardship.

Activity: Interview the patient, and, if necessary, the family, friends, and caregivers for the purpose of compiling a Drug Therapy Assessment Worksheet (DTAW).

When to refer: All referrals are to this level, be it a first time referral or follow-up for an established patient. PRA PLUS score greater than .5; noted compliance difficulties.

■ IDENTIFY DRUG-RELATED PROBLEMS

Purpose: Identify opportunities for improvement.

Activity: Identify drug-related problems by the criteria below. The patient has a medical condition:

- that requires drug therapy that is not being provided,
- for which the wrong drug is being taken,
- for which too little of the correct drug is being taken,
- for which too much of the correct drug is being taken,
- resulting from an adverse drug reaction,
- resulting from a drug-drug, drug-food, drug laboratory interaction,
- that is the result of not receiving the prescribed drug,
- that is the result of taking a drug for which there is no medical indication.

■ RECOMMEND A PHARMACEUTICAL CARE PLAN

Purpose: To optimize medication therapy.

Activity: Make recommendations accompanied by written or verbal rationale and be prepared to support the recommendation with peer-reviewed literature where appropriate.

■ MONITOR THE PHARMACEUTICAL CARE PLAN

Purpose: To determine if the anticipated outcome is being realized, and if not, why not.

Activity: Define therapeutic goals of the medication regimen in consultation with the PCP or Case Manager as appropriate. This includes objective goals such as: BP or O2 saturation in acceptable range; decreased nocturia, SOB, or seizure activity; reversal of thrombocytopenia or hypokalemia; and subjective goals such as improved quality of life. Define monitoring parameters as recommended in various authoritative resources. This includes objective parameters such as hematology, chemistry, urinalysis, and serum drug level monitoring; and subjective parameters such as those obtained by observation and interview.



CORPORATE HEALTH & WELLNESS

Contact: 820-3400

■ MASSAGE THERAPY SERVICES

Contact: 820-3400

Purpose: Therapeutic massage may be beneficial in stress reduction and relief of muscle tension and discomfort caused by exercise and overexertion.

Activity: Therapeutic massage is scheduled by appointment in 30 or 60 minute sessions at Corporate Health, 3265 S. National, call 820-3400. Each session involves intake of patient/client information to determine massage appropriateness and massage of specific effected areas of the body.

When to refer: Any individual requesting therapeutic massage services, experiencing stress and excessive muscle tension and discomfort. Most insurance plans will not cover therapeutic massage.

■ REFLEXOLOGY

Purpose: Like massage, it is helpful both physically and emotionally. Reflexology is primarily used for relaxing tension and stress that can affect your health.

Reflexology deals with the reflex areas in the feet that correspond to all parts of the body. It is a safe and effective way to better health that can improve blood supply, unblock nerve impulses and return the body to its normal, natural state. 30-minute and 45-minute sessions are available.



EMERGENCY MEDICAL SERVICES

Contact: Bob Patterson 820-5454

- Community/Group Presentations
- Educational programs (Emergency Medical Technician, Paramedic, 1st Responder, and Continuing Education). Brochures for current course offerings are available through the EMS office.
- Emergency and Non-Emergency service in 12 service areas throughout Missouri and Arkansas. (Greene, Dallas, Lawrence, Wright, Stone, Howell, Texas, Shannon and Carroll Counties)
- Dispatch services for ground ambulance and aircraft program

Emergency requests should be handled via the 911 system as available in the community. Non-emergency requests can be coordinated through our dispatch center at 885-3003.



FAITH COMMUNITY NURSING

Contact: Minuen Odom, 820-2770

St. John's Department of Education and Organizational Development promotes the development of congregational-based health ministries through educational preparation of Faith Community Nurses. Faith Community Nursing is a specialized area of professional nursing practice which focuses on the promotion of health within the context of the values, beliefs, and practices of a faith community. Faith Community Nurses serve several roles:

- Integrator of Faith and Health
- Health Educator
- Referral Agent
- Coordinator of Volunteers
- Health Counselor
- Health Advocate
- Developer of Support Groups

The preparation courses utilize the standardized core curricula developed through the International Parish Nurses Resource Center in consultation with the National League for Nursing and the American Nurses Association Credentialing Center.

Foundations of Faith Community Nursing course is offered each spring and fall at Mercy Springfield Hospital. All healthcare workers and interested persons are invited to attend.

■ HEALTH MINISTRY NETWORK

Contact: Minuen Odom 820-2770

St. John's Department of Education and Organizational Development promotes the development of congregational-based health ministry by supporting the Health Ministry Network. The mission of Health Ministry Network is "to give organizational support to those called to health ministry within the faith based

communities in Southwest Missouri. Health Ministry Network meets on the second Thursday evening from 5:30 – 7:30 p.m. each month at St. John’s hospital for presentations from area support and referral services followed by a time of sharing experiences.

■ PARISH/FAITH COMMUNITY NURSING

Contact: Minuen Odom 820-2770

St. John’s Department of Education and Organizational Development promotes the development of congregational-based health ministries through educational preparation of parish/faith community nurses and health ministers within congregations. Those interested in health, healing, and wholeness of others have the opportunity to be prepared to focus on promotion of health within the context of the values, beliefs, and practices of a faith community.

The Foundation of Faith Community Nursing Course, which utilizes the standardized core curricula developed through the International Parish Nurses Resource Center in consultation with the National League for Nursing and the American Nurses Association Credentialing Center, is the foundation for the preparation. The course is offered twice annually.



FITNESS CENTER

Contact: Belinda Mercer 887-9868

- Strength
- Flexibility
- Aerobics
- Fitness Evaluations

■ STRENGTH

Purpose: To provide a structured exercise class for individuals desiring to improve muscular strength.

Activity: Forty-five (45) minutes of upper and lower body strength training. The class consists of a warm-up, toning exercises, and stretching done to the beat of music. Light hand weights are used.

When to refer: Apparently healthy individuals are eligible to participate. Individuals should be able to raise themselves from the floor.

■ FLEXIBILITY

Purpose: To provide a structured exercise class for individuals desiring to improve joint range of motion.

Activity: Thirty (30) minutes of slow exercises designed to stretch the major muscle groups of the upper and lower body. This class is suitable for all fitness levels.

When to refer: Apparently healthy individuals are eligible to participate.

■ SILVER SNEAKERS®

Purpose: To provide an innovative health, exercise and wellness program helping older adults live healthy, active lifestyles. Get fit, have fun, make friends!

Activity: It is a muscular strength and range of movement class designed to increase strength, range of movement, agility, balance and coordination and to improve participants' functional capacities, physical fitness level and sense of well-being. This class is for anyone. We use chairs, and standing exercises are optional.

■ AEROBICS

Purpose: To provide a structured exercise class for individuals desiring to improve cardiorespiratory fitness.

Activity: Sixty (60) minute class consisting of a warm-up, aerobic dance and steptraining, strength, and stretching. Designed to elevate the heart rate and condition the heart. (Not recommended for beginners.)

When to refer: Apparently healthy individuals are eligible to participate.

■ ARTHRITIS AQUATIC EXERCISE PROGRAM

Contact: 820-2169

Purpose: To provide a structured aquatic class specifically designed for individuals with Arthritis in order to maintain mobility and range of motion. Helps maintain balance, coordination and flexibility.

Activity: Each aquatic class includes warm up, range of motion, aerobic and cool down. We are trained through the Arthritis Foundation and Aquatic Exercise Association.

When to refer: Refer individuals with arthritis and fibromyalgia.

Classes include:

- Water Walking
- Arthritis Plus
- Aquasize
- Basic Arthritis
- Senior Aquasize

■ FITNESS EVALUATIONS

Purpose: To establish a baseline fitness level for individuals prior to beginning an exercise program.

Activity: A test battery measuring cardiorespiratory endurance, body composition, blood pressure, heart rate, strength, and flexibility is administered to individuals.

When to refer: Apparently healthy individuals who desire a specific exercise plan are eligible to participate.



HEALTH INFORMATION CENTER

Contact: 888-8888 or toll free 1-800-909-8326

Event registration and information.
Physician referral.

Health Info.: General health information accessed through a database including over 1500 health topics that can be printed and mailed to callers at their request. Included within this database is a drug index, and pediatric OTC medication dosing information. Referral to the service can occur anytime a patient or health care provider desires additional information about any health related topic.

Event registration: St. John's events that require a reservation.

Physician referral: A database containing demographic information for each St. John's affiliated physician. A series of search criteria can be entered to identify specific requests or needs of the caller. Anyone seeking a St. John's physician can access this service.



HOME CARE SERVICES

Home Health ▪ Referral Intake: 820-3211 or 800-572-1376

Services are available to make an easy transition from hospital to home care. We evaluate the client's overall condition from all aspects including the physical, social, mental, and functional health needs. We provide physician ordered medical services along with the following programs:

- Home health nursing
- Physical therapy
- Occupational therapy
- Speech therapy
- Medical social work services
- Home Health Aides

Mission: to provide high quality, compassionate home care services in the community we serve, supporting the Christian philosophy and healing ministry of the Sisters of Mercy.

■ IN-HOME SERVICES

417-820-6673 or 800-525-9137

We assist with activities of daily living, medication set up, venipuncture, general health assessments, nail care, meal preparation, errands, and housekeeping. The client may be referred by a case manager or request help for private duty.

Pricing and Insurance: Most services are covered with private duty nursing.

We accept the following:

- Medicare/Medicaid
- Medicare Replacement Programs
- Premier Health Plans
- Private Insurance
- Workers Compensation
- Long Term Care Insurance
- Private Pay
- VA

■ HOME INFUSION SERVICES

417-820-7099 or 800-873-9466

This service allows medications to be administered in the home, which in turn reduces the amount of time needed for hospital stay. Our specially trained staff provides all supplies and equipment needed to complete the infusion therapy. Staff members also work one-on-one with the patient or caregiver to provide proper instruction on how to administer, operate and/or care for equipment/medication.

- IV Antibiotics
- Chemotherapy
- Pain Management
- Hydration
- Steroid Therapy
- Total Parenteral Nutrition (TPN)
- Dobutamine Therapy

■ HOSPICE

417-820-7550 or 800-330-8304

Patients who are in the end stage of their life have special medical, spiritual, and emotional needs. St. John's Hospice provides a variety of services to meet those end-of-life needs. Services are provided where the patient resides, whether they reside in their own home, or a nursing home facility and are coordinated through a team of dedicated professionals who include the following people: the patient's physician, a nurse practitioner, experienced nurses, home health aides, social workers, chaplains, and trained volunteers.

Focus: Our primary focus is to provide comfort, care, and support to enable our patients to live life to the fullest extent possible.

■ MEDICAL SUPPLY

820-7115 OR 800-942-3044

St. John's Medical Supply assists the client, family, and caregivers with activities of daily living in the home setting through use of medical equipment and supplies. We strive to assist the client in order to achieve increased functional and safety status. We have nine locations to serve you throughout Southwest Missouri and Northwest Arkansas.

Supplies we provide:

- Hospital beds including mattresses and accessories
- Incontinence supplies
- Lift chairs and other patient lifts
- Phototherapy units
- Canes, crutches and walkers
- Ostomy supplies
- Diabetic shoes
- Compression stockings
- Rehab/mobility equipment – standard and custom
- Oxygen and other Home Respiratory Equipment



**Inpatient
Palliative Care**

INPATIENT PALLIATIVE & SUPPORTIVE CARE TEAM

Contact: 820-2492

Purpose: Palliative Care is a comprehensive approach to treating patients with serious illnesses. Its main focus is to keep patients free of pain and other distressing symptoms, and to minimize suffering by addressing a person's psychological and spiritual needs as well as their physical discomfort.

Activity: The program is comprised of a multidisciplinary team who assists with symptom management and advance care planning.

When to refer: Symptom management, care planning, advanced directives, and family and patient education.



**Integrative
Medicine**

INTEGRATIVE MEDICINE

Contact: 820-2282

Purpose: Some patients and medical conditions do not respond well to conventional therapeutic approaches. Our Integrative Medicine team serves patients, physicians and other health professionals by answering questions and providing complimentary approaches for optimal health and healing.

Activity: Focusing upon each patient's unique needs, we provide a non-surgical, hands on therapeutic approach to optimize health. These services often cost much less than standard treatments and they bring positive results with high patient satisfaction.

Integrative Medicine is based upon four core principles:

- Emphasis on the whole person including body, mind and spirit.
- Patient and practitioner are partners in the healing process.
- Lifestyle behaviors critically influence health outcomes
- Effective interventions, that are natural and less invasive, utilized whenever possible and appropriate.

Key Therapies:

- Acupuncture
- Auriculotherapy
- Botanical, Vitamin and Nutrition Supplement Education
- Breathwork
- Chiropractic
- Counseling
- Fitness Training
- Guided Imagery/Hypnotherapy
- Healing Touch
- Integrative Pain Rehab
- Medical Nutrition Therapy Specialist
- Medical Therapeutic Massage- An excellent cost-effective alternative/adjunct to traditional medical therapy for acute and chronic painful injuries and illness
- Meditation/Mindfulness
- Naturopathic Advising
- Reflexology
- Strain-Counterstrain
- Tai Chi
- Therapeutic Pilates
- Therapeutic Yoga
- Weight Management



MEDICAL SOCIAL WORK SERVICES

Contact: 820-3462

- Disposition Services
- Information & Referral Services
- Financial Counseling Services
- Psychosocial Counseling Services
- Consultation Services
- Protective/Legal Services

■ DISPOSITION SERVICES

Purpose: Assist clients to locate and secure new living environment.

Activity: Locating and contacting appropriate living accommodations, including institutional.

When to refer: When patient has repeated visits to hospital or ETC without indication for acute admission. When patient/family expresses concerns for patient's ability to live independently. Physician/nurse assessment of patient and patient support system indicates need for alternative living arrangement.

■ INFORMATION & REFERRAL SERVICES

Purpose: Assist client in receiving integrated services appropriate to his/her situation.

Activity: Identifying and contacting community resources for specific needs.

When to refer: Physician/office personnel or patient/family perceive need of patient requiring services or agencies within the community.

■ FINANCIAL COUNSELING SERVICES

Purpose: Assist client in maintaining sufficient income to assure adequate standard of living and provide for basic care needs.

Activity: Identifying community support services and government agencies/programs that can provide assistance.

When to refer: Patient has refused treatment or service related to cost. Patient concerns regarding financial problems interferes with normal day-to-day function in home and /or adversely affects health. Physician or patient request.

■ CONSULTATION SERVICES

Purpose: Evaluation of client's non-medical condition.

Activity: Evaluation of client's overall functional status: physical, mental, social, economic, and environmental.

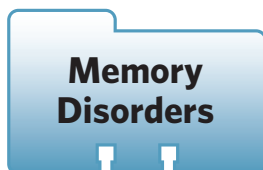
When to refer: Generalized feeling by staff that patient is failing to thrive at home. Numerous calls to clinic unrelated to medical problems-more related to social/environmental/financial issues.

■ PROTECTIVE/LEGAL SERVICES

Purposes: Assist client/family with legal and protective services.

Activity: Counsel and assist client/family in providing protection of the client from abuse, exploitation, or neglect. Assist in the reporting of abuse, obtaining guardianship, conservatorship, etc.

When to refer: Physician/nurse request upon evidence of abuse. Physician determination that patient is unable to make appropriate decisions for self. Family request for assistance with guardianship or conservatorship.



MEMORY DISORDERS CLINIC

**Contact: Diana Todd 820-2936,
Toll-Free for MO/AR/KS/OK 800-607-9221**

Provides a multidisciplinary approach to diagnosis and treatment of persons with memory disorders.

Assists families and caregivers in the management of issues encountered in caring for individuals with memory disorders.

Provides education to patients, caregivers, professionals, and community members about memory disorders, treatment options, and behavior management.



MERCY HEALTH AGING PROGRAM

Contact: Valerie Sharlin, Kathy McBee or Betty Payne, 417-841-0333

- Information/Educational Program
- Services to the Seniors of the Community
- In-house Partners
- Community Links
- St. John's Seniors Program
- Volunteer Opportunities

Goal: To serve as the link between the hospital services and seniors. To act as a resource center for the seniors of the community and area. To act as a liaison within the hospital, community and the senior network.

■ INFORMATIONAL/EDUCATIONAL PROGRAMS

- 55 Alive Safe Driving Program - monthly
- Dine with the Docs - monthly
- Focus on Finance - quarterly
- New Connections - monthly
- Birthday Parties - monthly
- Computer Classes - monthly
- Aging Care Facility Tours - monthly
- Support Groups - monthly: Diabetes, Grief and Caregiving

■ ST. JOHN'S SENIORS PROGRAM - MEMBERSHIP BENEFITS INCLUDE:

- CLAIM program: Health insurance counseling, assistance for Medicare beneficiaries and their families; provided by trained volunteers from the Missouri Department of Insurance. Supplemental Insurance Counseling and Prescription Assistance - daily.
- Vial of Life: For those with serious medical conditions who, in an emergency, may not be able to communicate essential medical information.
- Annual events such as the Seniors Dance.
- Trips: Various bus tours, both day trips and overnights, throughout the year.
- New Connections: Life-enhancing programs and social support for single adults who find themselves alone.
- Tax Assistance - weekly during tax season (Feb. - Apr.)
- Stroke Ambassadors - daily
- Flu Shot Immunization Program - October
- Men's Only Club: Group designed just for men. Group meets for activities and tours museums/various establishments.

■ IN-HOUSE PARTNERS

Programs are developed and implemented with the assistance of the following system departments as examples:

- Hammons Heart Institute
- Skilled Nursing
- Stroke Center
- Senior Health Center
- Rehabilitation Unit
- Eye Center
- Pharmacy
- Fitness Center
- Nutrition Center

■ DISCOUNTS AND ADVANTAGES TO SENIORS WHO ARE MEMBERS:

- 10% discount on cafeteria items that receive a healthy (star) designation
- 7% discounts on pharmacy
- St. John's Healthy People quarterly magazine subscription
- Pocket-sized Wellness Record to keep track of your personal health history
- Advance notice of St. John's Seniors programs and trips
- Visits from our Senior Ambassadors should you be a patient in St. John's Hospital
- Assistance with Advance Directives and notary service



Mercy Health Plans

MERCY HEALTH PLANS MEDICARE ADVANTAGE

Contact: 417-837-0200 or 1-800-330-8449

At Mercy Health Plans Medicare Advantage, we are committed to making health care more affordable and accessible for everyone. Our contract with the Center for Medicare (CMS) allows us to offer a Medicare Advantage Plan to Medicare beneficiaries in Southwest Missouri.



Mercy Medicare

MERCY MEDICARE MANAGEMENT

Contact: Medical Management 417-820-3182 or 1-800-330-8305

Purpose: Care management is provided for MHP/Coventry Medicare Advantage patients to assist in navigating through the complex health care system.

Activity: The Care Management activities are focused on health system services, resources, and education to provide a higher quality care in a cost effective manner. All Case Managers and Disease Management Nurses are experienced Registered Nurses.

When to refer: Nurses are available to provide MHP/Coventry Medicare Advantage patients the opportunity to maximize their quality of life through health and illness education and coordination in complex care issues.

■ COPD DISEASE MANAGEMENT PROGRAM

Purpose: Prevent COPD exacerbations and assist the patient in self-managing their disease.

Activity:

- Provides assessment and stratification of the COPD patient
- Intermittent phone follow-up by registered nurses, frequency dependent on stratification. Patients are educated and coached regarding their COPD. If a patient is found to be at risk for a COPD exacerbation, they are steered to the appropriate provider (PCP, Urgent Care or ER) for treatment.
- The physician may order antibiotic standing orders for their COPD patient. The patient must meet specific criteria before an antibiotic is initiated for a patient.
- Patient is supplied with COPD education and tools.
- Facilitation of referrals to smoking cessation and pulmonary rehab.

When to refer: Patient has repeated hospitalizations and/or ER visits for COPD exacerbations. If you would like to refer a patient for education and assistance in managing their COPD, call Corporate Health & Wellness at 417-820-9459. If you would like refer a patient for a smoking cessation class, call Hammons Heart Institute Smoking Cessation Program at 417-820-3400.



MERCY VILLA

Contact: Don Swafford, Administrator 820-8500

Admission Referral: Diane Bryan, Director, Social Services 820-8500

Licensed Skilled Nursing Facility
 Medicare/Medicaid Certified
 PremierPlus Skilled Nursing Provider

Services include:

- 24 hours registered professional nursing coverage
- Interdisciplinary team approach toward assessment and care planning
- Physical, Occupational, Speech Therapy available
- St. John's Pharmacy services
- St. John's Laboratory and Radiology services
- Respite/Recoup (short stay) services available
- 24/7 admissions accepted
- Hospice services available



NUTRITION SERVICES

Contact: Donna Medlin 820-2040

■ HOME MEAL REPLACEMENT

Purpose: To offer meals to senior citizens that do not wish to prepare food.

Activity: St. John's Senior membership cards can be used for a 10% discount on cafeteria items that receive a healthy (star) designation. Meals can be obtained in carry out dishes.

When to refer: Available to all. No referral necessary.

■ SENIOR CITIZEN FORUM

Purpose: To educate clients on general nutrition and food safety topics.

Activity: Group education class. St. John's Seniors coordinator will schedule this activity.



OZARK NEURO REHAB CENTER: A JOINT VENTURE BETWEEN ST. JOHN'S & COX

Contact: 269-9300

■ CARF ACCREDITATION FOR STROKE CARE AND TBI CARE

■ PHYSICAL THERAPY

- Progressive gait, transfer and mobility training
- Vestibular/balance training
- Pain control techniques
- Orthotic/bracing recommendations
- Community reintegration

■ OCCUPATIONAL THERAPY

- Upper extremity therapeutic activities, strength and coordination activities
- Visual perceptual/perceptual motor training
- Cognitive training
- Activities of daily living training
- Adaptive equipment, assistive device recommendation and instruction
- Home evaluation
- Community reintegration

■ SPEECH THERAPY

- Speech language training (articulation, fluency and voice)
- Dysphagia intervention
- Cognitive/communication training
- Augmentative communication training

■ NEUROPSYCHOLOGY

- Adjustment/coping intervention
- Anger management
- Patient/family education

■ CASE MANAGEMENT

Return to work/school training

Who to refer: Patients with a diagnosis of head injury, stroke, post-concussion syndrome or a related disorder who have experienced a sudden or progressive decline in their functional ability and have the potential for community reintegration.

How to refer: Contacts: Joe Trebbe, Program Director, Case Manager
Pam Mosier, Clinic Manager, Phone: 269-9300



PAIN MANAGEMENT CENTER

Intake: 820-2064

■ EVALUATION AND MANAGEMENT CLINIC:

Location: Surgery Center, 1229 E. Seminole, Suite 320

Purpose: When traditional medical management does not control effective pain management, a referral to Pain Management Center may be useful.

The Pain Center uses a combination of interventional nerve blocks, medication management, physical therapy, electro-medicine, and behavioral health for coping strategies and teaching the elicitation of the relaxation response to help reduce and control pain. Referrals accepted at fax 820-8716. For more information, contact 820-2064.

■ INTERVENTIONAL PROCEDURES

Intake: 820-2064

Location: 2230 South Glenstone, Springfield, MO 65804

Purpose: To provide diagnostic and/or therapeutic injections that have Some likelihood of major physiologic effects, such as alteration in vital functions.

- Injections: nerve block, caudal block, epidural steroid, trigger point
- Implanted devices: spinal cord stimulators, intra-theal pumps, long-term epidurals
- Neuroablative: IntraDiscal Electro-Thermal procedure (IDET), radiofrequency, neuroablation, chemical rhizotomy
- Diagnostic: discogram, selective nerve blocks

How to refer: Referrals are accepted at fax 820-8716. For more information contact 417-820-2064.

■ MULTI-DISCIPLINARY PAIN MANAGEMENT PROGRAMS

Contact: 820-2170

Location: 2135 S. Fremont, lower level

Purpose: Work with patients who have been suffering from pain for longer than six months. This department uses a team approach including physicians, nurses, health psychologists and physical therapists.

Activities:

- Individual and group treatment
- Individual and group physical therapy
- Aquatic therapy, massage, biofeedback, relaxation groups, eye movement desensitization reprocessing (EMDR)

How to refer: All services require a referral and physician orders. Fax orders to 417-820-2340.

■ SPINE CENTER

Intake: 820-2064

Location: 1229 East Seminole Suite 320, Springfield, MO 65804

Purpose: Comprehensive group of physicians to evaluate, diagnosis and treat spine conditions.

Treatment Team Includes: Neurosurgeons; Orthopedic Spine Surgeons; Physical, Medicine and Rehabilitation Doctors; Neurologists; Pain Management Physicians; Internal Medicine Physician; Psychologists; Radiologists; and Physical Therapists

How to refer: Referrals accepted at fax 820-8716. For more information, contact 820-5165.

■ HEADACHE MANAGEMENT

Contact: 820-2170

Location: 2135 S. Fremont, lower level

Purpose: Individual treatment by a registered nurse, nurse practitioner and/or a physician for patients suffering chronic headaches and/or migraines.

How to Refer: All services require a referral and physician orders. Fax orders to 417-820-2340.



PASTORAL SERVICES

Contact: 820-2735

Spirituality: Is the unique capacity of the human soul to create meaning and find purpose in every life event. It is also the foundation from which we relate to God and others. Our spirituality impacts and influences every part of our life: physical, emotional and mental.

Referral: Chaplains are available on a referral basis to physicians to assist with spiritual care and support for their patients and families, both inpatient and outpatient.

Availability: 24 hours/day seven days a week.

When to Refer: Spiritual support is available to you through St. John's whenever you:

- Are frightened and would like to discuss a problem.
- Are anticipating surgery.
- Are coping with a long-term illness.
- Get a critical or unexpected diagnosis.
- Need to discuss end-of-life concerns.
- Are having difficulty communicating with family.

Follow-up: How to Contact a Chaplain:

A chaplain can be reached by dialing St. John's Hospital in Springfield at 417-820-2735. This number is answered 24 hours a day, 7 days a week. If the hospital Operator answers the phone, please ask to speak with the chaplain on duty. The chaplain on duty will either respond or make a referral for someone to contact you later.



REHAB THERAPY

Contact: Home Care referral 820-3211

■ Home Health Rehabilitation Therapy

- Physical Therapy
- Occupational Therapy
- Speech Therapy

■ Basic Skilled Therapy Services

PHYSICAL THERAPY

- Progressive ROM and strengthening activities
- Progressive gait, transfer and mobility training
- Balance training
- Pain control, mobilization techniques
- Home program and safety instruction

OCCUPATIONAL THERAPY

- Upper extremity therapeutic activities, strength and coordination training
- Visual perceptual, perceptual motor training
- Cognitive training
- Activities of daily living training
- Adaptive equipment, assistive device recommendation and Instruction
- Home Evaluation

Speech Therapy

- Speech language training (articulation, fluency and voice)
- Dysphagia intervention
- Cognitive/communication training
- Augmentative communication training
- Aural rehabilitation
- Communication effectiveness training (accent reduction)
- Hearing screening for identification of other communication disorders

When to refer: When there is a sudden or progressive decline in function related to any of the above areas.

■ Orthopedic Based Services

Contact: Mark Huslig 820-7981 or 820-2160

- Orthopedic rehabilitation (spine and extremities)
- Spine network referral
- Biomechanical foot orthotics/knee braces
- Aquatic rehab - pool therapy
 - MS Aquatic exercise program
 - Arthritic program
 - PT directed and independent pool programs
- Guided fitness program
- Lymphedema
 - Post mastectomy program
 - Vestibular/balance disorders
- Fibromyalgia
- TMJ Syndrome
- Neuro rehabilitation
- Industrial rehab program
 - Work hardening
 - Functional capacity evaluations
 - Post-offer screenings
 - Ergonomic services (job task analysis)
- Back school
- Hand therapy

■ Neurologic Based Services

Contact: Peter Fayard 820-2230 or 820-2135

PHYSICAL THERAPY

- Progressive gait, transfer and mobility training
- Balance training
- Orthotics/bracing
- Wound care
- Fall prevention

OCCUPATIONAL THERAPY

- Upper extremity therapeutic strength and coordination training
- Visual perceptual, perceptual motor training
- Cognitive training
- Activities of daily living training
- Adaptive equipment, assistive device recommendation and training
- Home Evaluation
- Drivers Assessment
- Wheelchair Seating Clinic

SPEECH THERAPY

- Speech language training (articulation, fluency and voice)
- Dysphagia intervention
- Cognitive/communication training
- Augmentative/Alternative communication training
- Aural rehabilitation
- Voice treatment

When to refer: When there is a sudden or progressive decline in function related to any of the above areas.

■ Neuropsychology Services

**Contact: Michael Whetstone Ph.D., ABPP, Philip Mothersead, Ph.D
820-7708**

Neuropsychology Services are routinely consulted in the following instances: Traumatic Brain Injury, Stroke, Dementia and other general neurologic disorders and diseases (ie, M.S., Parkinsons, Huntingtons, etc.). We see patients with physical and mental disabilities to assist physicians in diagnosis and to provide education and psychotherapy to the patients.

Evaluations for Alzheimer's Disease and dementia, competency issues, and diagnosis of learning disorders or attentional problems are also a primary part of our service.


**Skilled
Nursing**

SKILLED NURSING FACILITY (MEDICARE) - TRANSITIONAL CARE UNIT

Dr. Tim Wilson-Medical Director

Contact: JenJen Liang-Acting Nursing Director 820-2909

Kim Warefield, Assistant Nursing Director 820-6009

Jane Barnett-Social Worker 820-6536

■ SERVICES:

The Transitional Care Unit (TCU) bridges the gap between the acute care hospitalization and home, or the next appropriate level of care, which could be an extended long-term care facility. TCU provides services that meet Medicare's guidelines for skilled nursing services.

The care is "outcome-oriented" and provides a proactive interdisciplinary team approach. The interdisciplinary team includes: the patient, attending physician, nurse, case manager, social worker, activity therapist, physical, occupational, respiratory and speech therapist, dietitian, pharmacist and Pastoral Care all working in a coordinated effort to assess and monitor patients' needs.

The Consulting Pharmacist conducts medical reviews relating to pharmacy services and medication use from admission through discharge. Recommendations are communicated to medical and nursing to facilitate compliance with CMS standards.

Emphasis is placed on the plan of care, incorporating treatment and patient teaching with the goal of improving function for a safe and appropriate discharge disposition. The interdisciplinary team approach and active participation of the patient and family will ensure that the complex needs of the patient are identified and addressed.

This service provides daily monitoring of medications, lab findings, and various rehabilitative therapies making it an effective step in the integrated continuum of care.

■ ADMISSION QUALIFICATIONS

MEDICARE

- A Medicare patient must have qualifying skilled nursing service and have Medicare Part A (hospital) benefits
- Three (3) consecutive overnights in acute hospital within past 30 days
- Skilled stay must be related to the treated diagnosis of the acute stay
- Services must be ordered by a physician
- Skill must be performed on a daily basis
- Must have available skilled benefit – days to use

EXCEPTIONS

- PremierPlus does not require 3 consecutive overnights in acute hospital
- Private insurance companies do not require the 3 overnights

- All insurance companies are required to observe Medicare skilled criteria. Insurance policies differ, and it is suggested the insurance company be consulted regarding skilled nursing benefits.

As long as there is a skilled service, Medicare pays 100% of reasonable and necessary charges for the first 20 days. Each Medicare recipient is responsible for \$141.50 per day after day 20 on TCU. There are no Medicare benefits after 100 days on the TCU.

MEDICAID

St. John's TCU does not participate in the Medicaid program.

■ EXAMPLES OF CRITERIA FOR SKILLED CARE

- IV and IM Medications Daily
- IV Therapy/TPN
- Tube Feedings
- Pain Management
- Physical Therapy, Occupational Therapy or Speech Therapy
- Wound Management with Sterile Dressings and Whirlpools
- Pressure Sores
- Tracheotomy Care
- Bowel and Bladder Re-training
- Traction of Fracture Not Stable
- Patient Teaching and/or Training Activities
- Unstable Medical Conditions

Contact Nursing Director or care coordinator for further clarification.

■ GENERAL INFORMATION

Length of stay is usually 7-10 days. Patients are evaluated daily and estimated length of stay may change according to medical condition and treatment. Required documentation from admitting physicians include a current H & P and admitting orders, with indications for drug therapy.



**St. John's
Arthritis**

ST. JOHN'S ARTHRITIS CENTER

Contact: Margaret Lindsey 417-820-3446 or 1-800-835-5197

The mission of the Arthritis Center is to promote optimal health care and quality of life for people with arthritis. This is accomplished through comprehensive diagnosis and treatment. The activities that are included:

- Arthritis Education
- Arthritis Exercise Programs
- Aquatic Programs
- Tai Chi for Arthritis
- Support Groups
- Quarterly Arthritis Newsletter

- Speakers Bureau
- Professional Education
- Juvenile Arthritis
- Self-Management Courses
 - Arthritis Foundation Walk with Ease
 - Chronic Disease
- Patient Education

Roughly 60 million Americans, including 213,000 children, have one of the more than 100 types of Arthritis. Arthritis commonly strikes between the ages of 20 and 50 and usually becomes a chronic lifetime disease.

The St. John's Arthritis Center provides services throughout 23 counties in Southwest Missouri. The goal is to provide resources and low cost programs for people with Arthritis.



ST. JOHN'S HOSPITAL BUSINESS OFFICE

Contact: 417-820-2700

The customer service staff can assist with inquiries pertaining to billing for hospital services.



STROKE CENTER

Contact: 417-820-6435

Stroke-screening and preventive education programs for St. John's 34-county service area.

- Diagnostics: CT scan, Magnetic Resonance Imaging (MRI), cerebral angiogram, carotid ultrasound, and echocardiography.
- Stroke Team Active Responders (STAR) - team players in the rapid response and treatment of stroke utilizing Telestroke technology, including thrombolytic therapy with IV rt-PA.
- Interventional neuro-radiology, angioplasty, coiling, and stenting.
- Research in conjunction with St. John's Medical Research Group.
- Neuro-Trauma Intensive Care Unit, Step-down Unit, and dedicated stroke unit beds on Neuro Intermediate floor.
- In-hospital rehabilitation services: physical therapy, occupational therapy, speech therapy, recreational therapy, community re-entry, neuropsychologists and stroke education.
- Outpatient rehabilitation services: day treatment, pool therapy, driving evaluations, and an adapted fitness program.