A Message from Administration
from Marty Guthmiller, CEO

Our world is full of acronyms. So much so that sometimes it seems that the acronym actually becomes a “word” in and of itself. Want to go to “IHOP” for pancakes? Did you enjoy watching the “NFL” yesterday?

Healthcare, of course, is not immune to this and, in fact, at times we speak a foreign language by stringing multiple acronyms together in a sentence. For example, “The IHA along with the AHA advocates for OCAHS and CMS to protect CBR under the ACA to ensure sufficient EBIDA to sustain our ability to care for people in the ER and other OP settings.” Make sense? Silly example, but illustrates how we sometimes communicate.

Here’s one acronym that you should be aware of: MACRA. On October 4 the Centers for Medicare and Medicaid Services (CMS) issued a final rule implementing key provisions of a new physician payment system required by the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA). This law, passed on an overwhelmingly bipartisan basis (meaning whether the Affordable Care Act stays or goes, MACRA is here to stay) repeals the flawed Medicare sustainable growth methodology for physicians’ fee schedules and replaces it with a new quality-and value-based payment system. Simply put, beginning January 2019, with data submitted as early as January 2017, our payment for physician services will be based on quality- and value-based assumptions, not volume. In order for this to not be revenue negative for Orange City Area Health System, we must outperform other health systems on specific quality measures. This a big deal. It will take not only quality doctors, but also quality people supporting the provision and reporting these new measures.

MACRA is a very complicated law but one based on the theoretical foundation of quality and value, not simply “the more you do, the more you get paid.” It has far-reaching implications not only for physicians but also for those, like OCAHS, that employ physicians.

Orange City Area Health System is well positioned to adjust course as necessary to continue to navigate these potentially turbulent waters. We will continue to set strategies and adopt programs mindful of as many of these external challenges as possible.

You and your spouse/guest are invited to the

Volunteer Holiday Coffee

Friday, December 16
9:00 to 10:00 a.m.

Lower Level Meeting Room
Main Campus

Upcoming Events

Poinsettia Sale & Customer Appreciation
Thursday, December 1
8:00am to 4:00pm
Front Lobby—Main Campus

Hospice Tree Lighting Ceremony
Wednesday, December 7 - 7:00pm
Front Lobby - Main Campus
Gift Garden open 6:00 to 8:00pm

Volunteer Holiday Coffee
Friday, December 16
9:00 to 10:00am
Lower Level Meeting Room
Main Campus

Masquerade Jewelry Sale
Thursday, December 15
9:00am to 4:00pm
Front Lobby – Main Campus

Fine Jewelry Sale
Wednesday, January 25
9:00am to 5:00pm
Thursday, January 26 7-3
Front Lobby - Main Campus

Chocolate & Cyclamen Sale
Thursday, February 9
8:00am to 4:00pm
Front Lobby—Main Campus

Ladies Night Out
Gift Garden Style Show
Tuesday, March 21, 7:00pm
Prairie Winds Event Center

Books, Gifts & Gadgets Sale
Wednesday, April 12
8:00am to 5:00pm
Front Lobby—Main Campus
Welcome

Volunteers
• Dan McCarty, Hospice

Employees
• Blair Pekelder, PRCC CNA
• Lindsay De Jong, Registered Nurse
• Jacie Van Schepen, PRCC CNA
• Tanner Van Wyhe, PRCC CNA
• Kelsey Polkinghorn, LRRC Server
• Jessica Lamfers, PRCC RN
• Leanne Leader, Purchasing Inventory Asst.
• Diane Sand, Ultrasound Tech
• Jade Bunkers, Surgery RN
• Meranda Schwarz, PRCC CNA

Farewell
• Jacob Dykstra, Ambulance
• MaKendra Klynsma, Environmental Services
• Kati Schelling, Prairie Ridge
• Skylar Kunkel, Prairie Ridge

Hospice Tree Lighting Ceremony
Wednesday, December 7
Gift Garden will be open 6:00-8:00pm.

Please join us for the tree lighting ceremony on Wednesday, December 7 at 7:00pm, in the front lobby of Orange City Area Health System as we honor our hospice patients who have passed away between November 21, 2015, and November 20, 2016, as well as others from the community as requested by their families. There will be a reception with hot apple cider and holiday treats following the ceremony. The Gift Garden will also be open for business from 6-8pm.

Frozen Cut-Out Cookies Are Back!
The Auxiliary is selling boxes of frozen unbaked holiday cut-out cookies at the Gift Garden. Each box contains 3-dozen cookies (12 trees, 12 snowmen and 12 stars)

Cost is $16.00 per box.

Sympathy

We extend our sympathy Pete and Laura Zomermaand (Gift Garden) of Orange City, on the loss of Laura’s aunt. And to Dave and Carol (Auxiliary Board) Honkomp of Paullina on the loss of Dave’s mom, Grace Honkomp of Ashton, who passed away Thursday, October 20. Grace was just shy of 102 years old.

Please keep the Zomermaand and Honkomp families in your thoughts and prayers during this difficult time.

Broadway Brownies

FILLING:
6 oz. cream cheese 1/2 cup sugar 1/4 cup butter, softened
2 Tbsp. flour 1 egg, beaten 1/2 tsp. vanilla

BROWNIE:
1/2 cup butter, cubed 2 eggs, beaten 1 oz unsweetened choc.
1 tsp. vanilla 1 cup sugar 1 cup flour
1 tsp. baking powder 1 cup chopped nuts

TOPPING:
1 cup semisweet choc. chips 1/4 cup chopped nuts 2 cups marshmallows
1/4 cup butter 1/4 cup milk 2 oz cream cheese
1 oz unsweetened chocolate 3 c. powdered sugar 1 tsp. vanilla


Your Volunteer Hours are Important

Are you one of those volunteers who think your time is not important? YOU and the TIME YOU GIVE to OCAHS is VERY IMPORTANT!

If you have not reported your 2016 volunteer hours, contact Mary @ 737-5349 or plathem@ochealthsystem.org
Substitutes:

If you are unable to work the shift you are scheduled for, please call a substitute listed on the back of your schedule and then call Mary Plathe at 737-5349 and let her know you have made a change in the schedule.

-Thank you

Scheduling Contacts:
Gift Garden, Information Desk, Surgery Waiting Reception, Patient Safety Volunteer

Mary Plathe
712-737-5349
plathem@ochealthsystem.org

Hospice Scheduling:
Emily Fischer
712-737-5279
fischeem@ochealthsystem.org

NOTE:
All schedule requests must be in by the 15th of the mo.

Thanks…..
To Jan Ver Steeg, Lynnette Schuller, Lorie Foreman, Wanda Friedrichsen, Linda Massmann, Karen Boeyink, Lois Russel, Lori Rowenhorst, Mary Pottebaum and Carol Honkomp for assisting with the Sensational $6.00 Sale on October 26.

To Dan Thompson, Shonna Hector, Karen Boeyink, Renee Ramy, Wanda Friedrichsen, Tami Guthmiller, Theresa McCarty, Karen Leusink, Carol Honkomp, June Van Oort, Lynnette Schuller, Linda Massmann, Lorie Foreman, Jan Ver Steeg, Mary Pottebaum, Star Van Gelder, Jen Vogel, Kim Oolman and Linda Te Grotenhuis for all the time they put in to make the Holiday Open House on November 3 another great auxiliary fundraiser!


Passionately Pink for the Cure Denim Day
Passionately Pink for the Cure denim day was a success! The Orange City Area Health System Tam raised $426.15. Thanks to the OCAHS Auxiliary for donating profits of $201 from the pink t-shirt sales in the Gift Garden. Thank you OCAHS employees and volunteers for helping support Denim Day and the fight against breast cancer!

Classified Ads:
FOUND: Men’s ring. Call 5374 to identify and claim.

FOR SALE: Apple Watch Sport, new in unopened box, 42mm case, 7000 Series gold aluminum midnight blue sport bank, $225. Call 712-541-1030.

FOR RENT: Partially furnished house in Orange City close to OCCS and elementary schools, available immediately. For more information call or text 441-5736.
**Volunteer Opportunities**

Below are our volunteer opportunities which currently have the greatest need. If you are interested in trying any of these, please contact the Volunteer Office, platthem@ochealthsystem.org, 712-737-5349.

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**New Information Desk Shifts**

We will be adding a Tuesday evening clinic beginning in January. So if you are able to work an evening shift – please let Mary know.

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**Vending**

We are in need of a volunteer to stock vending machines during the months of December and January. Time commitment less than one hour per week, no lifting responsibilities. The Gift Garden volunteers keep the beverage cart loaded – so all you need to do is push the cart to the vending machines and physician lounge to re-stock.

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**Gift Garden & Info Desk Volunteers**

We are in need of additional volunteers or existing volunteers interested in assuming additional shifts at the Information Desk and in the Gift Garden. Your assistance is deeply appreciated by our patients, families and customers.

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**Poinsettia Sale Volunteers**

We are in need of volunteers to assist on the Poinsettia Sale Pick-up Day, Thursday, December 1, 7:30 to 10:00, 10:00 to 12:30, 12:30-3:00, 3:00-5:15pm. Duties include handing out pre-ordered poinsettias, selling extra poinsettias, and replenishing complimentary holiday refreshments.

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**Masquerade Jewelry Sale Volunteers**

We are in need of volunteers to help set-up, assist customers and tear down the auxiliary $5.00 Masquerade Jewelry Sale on Thursday, December 15. Shifts are 7 –9:30am, 9:30-12, 12–3pm, 3–4:30pm. All volunteers assisting with the sale receive two free pieces of merchandise!

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**Recruit your Friends to Volunteer**

As we continue to offer more and more volunteer opportunities throughout the health system, our nearly 200-member volunteer team is being stretched more and more each month. Additionally, our snowbirds are getting ready to fly, which will affect the ability to fill shifts in many areas. Therefore, if you have a friend or someone you know that might be interested in possibly joining our volunteer team, please let me know. --Mary

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**Shop the Gift Garden**

**Frozen Saucyjies**

1 dozen - $18.00

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**Frozen Holiday Cut-Out Cookies**

3 dozen - $16.00

(12 stars, 12 trees, 12 snowmen)
Are you looking for a unique gift for a friend or relative?

Stop by the Gift Garden throughout the holiday season and check-out our large selection of ornaments for the entire family. Personalization may be names, dates, events, memorials, etc.

Personalization done on-site, one-day turnaround and it’s FREE!

All Ornaments Only $9.00 each.

Winter Weather Reminder

If you are scheduled to work during extremely inclement weather, please know we completely understand if you do not feel comfortable venturing out due to the road/sidewalk conditions.

Your safety comes first. You are welcome to give me a call anytime if you question the weather/road conditions. Also, if you live out of town and inclement weather is forecast for a day you are scheduled to work, please feel free to give a fellow volunteer a call to switch shifts or help you out.

Thank you so much, we appreciate all you do!!!

Mary Plathe
Volunteer Services Manager

Thank you for holding...

Thanks to all who helped with the phone system go live and also thanks to the users who have been patient and supportive during this new process. We are excited to have one phone system now for the entire Main Campus, Home Health & Hospice, and Prairie Ridge, and are looking forward to getting Landsmeer, Mill Creek Clinic, and Hoppers Clinic on this same system. This will increase efficiency between all of the areas of the Health System.

Putting in a phone system impacted many facets of the health system – fax machines, overhead paging, the fire panel, the phones on the elevators, the after-hours ER door, the initial answering of the phone when calling the hospital and clinic numbers and the on-hold ads and music. All of these features are working well. We have heard many positive comments about the new system but we realize we still have a few individual programming issues to resolve. Some interesting facts about our go-live include:

- 281 new phones were placed
- 183 people attended training
- Over 100 requests for programming were processed
Happy New Year!

Medical Clinics:
- Wednesday evening, November 23 - Closed
- Thursday, November 24 - Closed
- November 25- 26 - Normal Hours
- Wednesday evening, November 30 - Closed
- Thursday evening, December 1 - Closed
- Saturday, December 24 - Open in AM
- Monday, December 26 - Closed
- Saturday, December 31 - Open in AM
- Monday, January 2 - Closed

Gift Garden:
- Thursday, November 24 - Closed
- Friday, November 25 - 8:30am to 4:00pm
- Saturday, November 26 - 9:00 to noon
- Saturday, December 24 - Open in AM
- Monday, December 26 - Closed
- Saturday, December 31 - Open in AM
- Monday, January 2 - Closed

Sympathy

We extend our sympathy Pete and Laura Zomermaand (Gift Garden) of Orange City, on the loss of Laura’s aunt. And to Dave and Carol (Auxiliary Board) Honkomp of Paullina on the loss of Dave’s mom, Grace Honkomp of Ashton, who passed away Thursday, October 20. Grace was just shy of 102 years old.

Please keep the Zomermaand and Honkomp families in your thoughts and prayers during this difficult time.

Shop the Gift Garden this Holiday Season!

There’s nothing quite like transforming your living space into a magical holiday wonderland – there’s a certain coziness and spirit that comes with the transformation that gives you something to look forward to this holiday season. Shop the Gift Garden for the perfect holiday decorations for your home and gifts for all ages! Be sure to pick up some delicious dip and cheeseball mixes to make entertaining family and friends simple, quick and easy. Register with each purchase for a $20.00 Gift Garden gift card given away each Monday from Thanksgiving to Christmas.

- New Frank Lyman & NYDJ Women’s Apparel!
- New Shipment of Personalized Ornaments
- Children’s Holiday Clothing
- New Selection of Loungewear just arrived
- Winter scarves and gloves
- Beautiful Nativity Sets
- Spa Bath Salts and Soaps
- New Selection of Kids & Baby Toys
**Orange City Area Health System Auxiliary**

**Poinsettia Sale**

- **Thursday, December 1**
- **8am to 4pm • Main campus lobby**

Pre-orders preferred. Pick up an order form at the Gift Garden or PuddleJumper Grill – or downloaded at ocaHealthSystem.org (Classes and Events – Auxiliary Fundraisers). Extras will be sold on-site. Join the Auxiliary Board for coffee and holiday treats when you pick up your poinsettias.

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**Masquerade Jewelry Sale**

**all items just $5**

- **Thursday December 15**
- **9am - 4pm**

Main Campus Front Lobby

Thousands of jewelry and accessory items, all for only $5. Sponsored by the Auxiliary. Proceeds directly benefit patients and families.

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**Countdown to Christmas**

**Grey Wednesday**

- **November 23 • one day only**

30% off all apparel

at the Orange City Area Health System's Gift Garden

Beginning Dec. 7 thru Christmas

30% off a different item each day

Only at the Gift Garden!

Register to win a $20.00 gift certificate. Drawing every Monday!