



## Think *FAST!*

*In the event of a stroke, one of the most important things you can do is recognize the sudden warning signs.*

In many cases, a blocked blood vessel is the problem. "The sooner we see the patient after the onset of symptoms, the faster we can determine the problem and give the patient medicine to dissolve a clot," explains Kelly Phillips, BCMH Emergency Medical Services director.

**If you, or someone you are with, suspects you are having a stroke, call 911 and get to an emergency department for treatment as soon as possible.** The BCMH Emergency Department is well equipped to assess stroke patients and administer a clot-dissolving drug.

Kelly also encourages the public to become familiar with the FAST signs of stroke, and says a stroke can happen to anyone, at any time.

### FAST:

**F—Face**—Ask the person to smile. Does one side of the face droop?

**A—Arms**—Ask the person to raise both arms. Does one arm drift downward?

**S—Speech**—Ask the person to repeat a simple phrase. Is their speech slurred or strange?

**T—Time**—If you observe any of these signs, call 911 immediately. Stroke is an emergency.

## BCMh Stroke Care Puts a Smile Back on Clarice Robinson's Face

*"Punkie, smile for me." That simple request was all it took for Calee McElwain to recognize that her grandmother, 87-year-old Clarice Robinson, might have suffered a stroke the night of Dec. 13, 2013.*

"**S**omehow, my grandmother fell next to her bed that night," Calee explains. Her grandfather, Joe Robinson, tried to help Clarice to her feet, but couldn't lift her.

"I only live a few miles away, so Grandpa called me for help," Calee says. "When I got there, Grandma's speech was good and she seemed alert, but her face was drooping and she didn't have any movement on her right side."

After Calee asked her grandmother to smile, she suspected she had

suffered a stroke and called 911 immediately. Though Clarice protested she was fine, the ambulance crew from Bates County Memorial Hospital (BCMh) promptly transported her to the Emergency Department.

When she arrived at 12:52 a.m., Robert Johnston, M.D., the emergency physician on duty, assessed Clarice and ordered a CT scan. Within minutes, he had her test results in hand and confirmed Clarice had suffered a stroke.

"We administered a clot-busting drug here," says Kelly Phillips, BCMh Emergency Medical Services director. "We have the resources to deliver the same initial stroke care at BCMh that is available at any hospital in the city."

Less than 90 minutes after she arrived at the Emergency Department, the ambulance was en route to Research Medical Center, transporting Clarice for further analysis.



◀ Calee McElwain and Clarice Robinson





## Telemedicine Puts State-of-the-Art Care at Patient's Side

*Key to diagnosing a stroke is Bates County Memorial Hospital's Telemedicine Program. In fact, the hospital was one of the first in the greater Kansas City outlying area with a telemedicine robot, better known to staff as "Toby."*



Kelly Phillips, Toby and Becky, RN

**For more information about the Telemedicine Program, call Kelly at 660-200-7119.**

"We have been using telemedicine for about 18 months now," says Kelly Phillips, BCMH Emergency Medical Services director. "The system works exceptionally well," he says. "It allows us to communicate directly with a specialist to assess the patient quickly, determining the next step in treatment, all without ever leaving the hospital."

During a telemedicine consult, live video and sound from the patient are transmitted to the specialist, along with the patient's test results, such as a CT scan. The specialist, working with the emergency physician at BCMH, determine the best plan of action for the patient. Studies show patient outcomes may be greatly improved with early stroke treatment.

BCMH also uses telemedicine to assess patients with psychiatric symptoms.

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At Research, doctors stabilized her condition. A few days later, Clarice returned to the skilled nursing unit at BCMH to continue her recovery under the direction of her primary care physician, William Haynie, M.D., High St. Family Care Clinic.

"It meant so much to me to be able to receive my care close to home," Clarice says. "I could communicate with my friends and family. Everyone was such an encouragement to me. They were able to visit me and they told me I was getting better. That was music to my ears!"

Though doctors aren't sure exactly what caused her stroke, Clarice has atrial fibrillation and a pacemaker. Those factors may have contributed to the incident.

Fortunately, the clot-busting drug Clarice received at BCMH likely reduced the impact from the stroke. Still, it did leave Clarice with damage to her right hand that required extensive rehabilitation.

"Therapy was just like going back to school for me," Clarice says. "I'm right handed, and I had to re-learn how to write. It was tough, but the work they did helped me to get the use of my hand back."

While hospitalized at BCMH, Clarice, who retired in 2009 after working at the hospital for more than 40 years, says the staff spoiled her. "They treated me like a queen! They paid attention to my every concern."

Calee agrees and says her grandmother is almost back to 100 percent thanks to the outstanding care she received here. "Grandma loves to swim and do water aerobics. She's really looking forward to being able to do that this summer," Calee says.

"These past few months have been quite an experience," Clarice admits. "It's been hard on us all. Joe has been a big help to me—I've made a good nurse out of him!"

Calee checks on her grandparents daily, but she's grateful for the added assurance that BCMH is here to back her up if needed.

"From the time she arrived in the Emergency Department, Grandma received excellent care," Calee says. "We're so pleased with the progress she's made. We didn't know if she would ever be the same."

"It speaks volumes about the quality of care our hospital delivers that my grandma was able to return to Butler for her care and that she is doing so well now."

## Readjust to Life!

# BCMh Stroke Support Group Can Help

*Patti Bruto was only 60 years old when she collapsed on the floor of her Adrian home, suffering from a massive hemorrhagic stroke. After being transported by helicopter to Saint Luke's Hospital in Kansas City, Mo., she says her doctors weren't very optimistic about her recovery.*

When she returned home, Patti could barely wiggle her fingers and could only walk 90 to 100 feet using a quad cane. "I had to make a lot of changes in my life," Patti admits.

In addition to the 15 months of physical therapy she performed at Bates County Memorial Hospital (BCMh), one of the most important steps in her healing process was

to be instrumental in starting a Stroke Support Group for the community.

"It's important to be able to talk with other people who are going through the same struggles you are," Patti says. "It helps my attitude to talk with others and I learn a lot at the meetings from the educational presentations."

The support group also has been helpful for Patti's husband, George. "Caring for someone who has a stroke is a big change," she says. "It can be very isolating. I went from a normal lifestyle to being totally dependent on him."

Nearly five years after her stroke, Patti's mobility, speech, stamina and strength have significantly improved thanks to ongoing rehabilitation.

She also is still active in the

Stroke Support Group and believes it has helped in her recovery.

"I want to encourage everyone who has had a stroke, or who cares for someone who has had a stroke, to attend this support group," she says. "It has really helped George and I readjust to life."

## JOIN US!

### The Stroke Support Group

- > Second Wednesday of each month at 10 a.m.
- > BCMh in the Education Center
- > FREE

Stroke survivors, caregivers, family and friends are all welcome. Most meetings include a brief informative presentation, followed by an opportunity to share knowledge and experiences.

BCMh also offers support groups for Alzheimer's Caregivers, Grief Support, Diabetes Support and Multiple Sclerosis Support.

Information on all of the groups is available on the hospital's web site at [www.bcmhospital.com](http://www.bcmhospital.com), or contact the Education Department at 660-200-7046.



◀ George and Patti Bruto

## Bates County Memorial Incorporates Quiet Time into Best Practices in Patient Care

Rest is important to our patients' recovery, and a quiet environment makes resting much easier for many people. That's why Bates County Memorial Hospital has designated **10 p.m. to 6 a.m.** as hospital quiet time.

If you are visiting a loved one or friend who is hospitalized, please help us in implementing hospital quiet time during these hours.







## New Revenue Cycle Director Gets Hospital Finances on Track with Teamwork

**A**s the Revenue Cycle Director at Bates County Memorial Hospital (BCMh), Margaret Gregg faces new challenges each and every day. “Health care billing is a very complex process, and I enjoy helping patients work through that process and ensure their claims get paid,” she says. “It’s very gratifying to be able to assist them.”

Margaret assumed her role at BCMH in February 2014 after relocating from Branson, Mo. “I spent my entire career in health care patient financial services with Skaggs Regional Medical Center in Branson,” Margaret says. “This position is a new opportunity for me to put my experience to work for our patients here.”

And that’s just what she’s doing, along with the other members of the Revenue Cycle team. Each team member is onsite and dedicated to helping BCMH patients. They include:

- > **Robbie Barnes** – processes patient payments – **660-200-7052**.
- > **Whitney Gilmore** – ensures the accuracy of the patient’s demographic and insurance information – **660-200-7069**.
- > **Lisa Tenholder** – screens patients for Medicaid, disability and financial assistance – **660-200-7314**.

All four are employees of The Outsource Group, the organization the hospital has contracted with to manage its billing and revenue cycle services. The group has approximately 15 staff members located off site in St. Louis, Mo. and Birmingham, Ala. who also assist with the BCMH business office functions.

“With the changes we are seeing in reimbursement and health care reform, many large hospital systems have been consolidating the revenue



Robbie Barnes, Lisa Tenholder, Whitney Gilmore and Margaret Gregg, the BCMH Revenue Cycle Team.

cycle function to achieve efficiency and cost savings,” Margaret explains. “The Outsource Group functions in the same way for smaller, rural hospitals, like BCMH, so that we can achieve similar cost savings and remain competitive.”

**“I am very committed to BCMH and my work here. I enjoy listening to our patients’ concerns and want them to know if they have an unresolved billing issue they would like to talk with me about, they should give me a call.”**

— Margaret Gregg

Margaret and her team are all members of the community, working and living in the area. “I just live a few blocks from the hospital,”

Margaret says. “I relocated to Butler when I accepted this position, and I am enjoying learning more about the area.”

Margaret has joined the local Bates County Career Women. Her husband, Eugene, previously worked for the owners of Silver Dollar City, and is now retired. He enjoys hot rodding and is busy getting acquainted with local car enthusiasts. The couple has an adult daughter who resides in Branson. Margaret also is a member of the professional group, the Healthcare Financial Management Association.

“I am very committed to BCMH and my work here,” Margaret adds. “I enjoy listening to our patients’ concerns and want them to know if they have an unresolved billing issue they would like to talk with me about, they should give me a call.”

**Margaret is available at 660-200-7108.**

# Trail Keeps Memories Alive

*Twins Debra (Debbie) Bledsoe and Dana Bridges shared a lifetime of memories, many of them right here in Butler. "Our family ran Harry's Dari King—that's what we were known for," Dana recalls.*

**A**s adults, the twins were the best of friends and even lived next door to one another. Debbie worked in the Butler school cafeteria and loved visiting South Padre Island.

So when Debbie was diagnosed with breast cancer at age 34, Dana was right there at her side. "Debbie was always the strongest twin," Dana says. "She fought breast cancer fiercely for 18 years, but lost her battle at age 51. When she passed, it was like losing half of myself."

Shortly after Debbie's death, Dana and her husband, Eddy, were visiting South Padre Island when they noticed a memorial trail near the city's convention center. "Debbie loved it there, so we immediately purchased a tree in her memory," Dana explains.

For most people, that's where the story might have ended, but not for Dana. When she returned to Butler, she began to think, "Why can't we have our own memorial trail right here?"

After gathering advice from friends and family, Dana presented a plan for a walking trail lined with trees to the Butler Parks and Recreation Board. "The idea was met with open arms," she says.

In April 2007, Dana's dream for a "Trail of Memories" to honor her sister took shape. With the help of Ed Orstadt, a master gardner from Adrian, family and friends laid out the first phase of the trail. It included 60 flowering trees—Cleveland pears, purple leaf plums, dogwoods and two types of redbuds. The original trail is located on the west side of the Aquatic Park, south of the Butler City Park.

"Many hours of hard work planting, mulching and watering have helped make this dream come true," Dana says.

Today, the trail is part of the Bates County Community Health Foundation. Nearly 200 trees wind through the City Park and across High Street to the Bates County Memorial Hospital (BCMh) campus. The expansion allows patients, visitors and employees to use the trail near the hospital.

"Anyone can dedicate a tree to the memory of their departed loved ones," Dana says. "The trail allows us to share our pain and grief with others who have lost someone, and helps us remember how special they were to our own lives and to our community."

Though most of the trees are dedicated to people who are connected to the area, Dana says the trail has touched people worldwide. "We even had one memorial from a twin who lost her twin in the Czech Republic," she says. Memorial benches also dot the landscape so walkers can stop to enjoy the peaceful beauty of the trail.



Eddy and Dana Bridges

"There are so many people and organizations who have helped make this trail possible," Dana says. "I just want to thank my husband who helps maintain the trees, the City of Butler, the Parks and Recreation Department, the BCMh maintenance crew and the Bates County Community Health Foundation for all their support. Debbie would be so proud of all we've accomplished!"

## Plant a Tree, Plant a Memory!

You can adopt a tree or bench in memory of your loved one too. Flowering trees and a memorial plaque are available for a \$75 contribution. Benches are available for a \$150 donation. All contributions are tax deductible through the Bates County Community Health Foundation.

Funds also can be donated to the Debra Bledsoe Trail of Memories \$500 Health Care Scholarship. This scholarship is awarded each year at the community's Relay For Life event to an individual in the health care field pursuing advanced education.

**FOR MORE INFORMATION** on how you can adopt a tree or bench on the Trail of Memories, visit [www.trailofmemories.org](http://www.trailofmemories.org) or call **660-679-4915**; or the Bates County Community Health Foundation at **660-200-7072**. Forms also are available at Citizens Bank of Butler and Butler Farm Bureau.





## General Surgeon Offers Wide Range of Procedures



William F. Joyce Jr., D.O.

*Whether you need your hernia repaired or a biopsy performed, Bates County Memorial Hospital (BCMh) offers a wide range of surgical procedures on an in- or outpatient basis.*

**T**he board-certified general surgeon who makes quality and convenient surgical care available to area residents is William F. Joyce Jr., D.O., FACOS.

Dr. Joyce's medical career has spanned nearly 30 years. He has been using his surgical skills to care for patients at BCMh for the past seven years. He is the current Surgery Chairman at the hospital, and served as chief of the medical staff in 2011.

"I really enjoy practicing in this community," Dr. Joyce says. "I find my patients motivated to return to their active lives and work, and that's very refreshing. They are appreciative of the services and the care available here."

Dr. Joyce offers a wide range of procedures, including laparoscopic and minimally invasive surgeries, such as gallbladder or appendix removal. His areas of professional interest include breast disease, gastrointestinal disease, gastrointestinal cancer, hernia repair, wound care, colonoscopy, endoscopy and office hemorrhoid procedures.

"I like the variety of patients and surgeries I have the opportunity to perform at BCMh," Dr. Joyce says. "I take care of a lot of different people with a wide range of health issues, and that's very interesting to me professionally."

Originally from Pennsylvania, Dr. Joyce began his career in health care as a registered nurse on a large cardiac surgical unit in 1982. He came to the Kansas City area to attend medical school at the Kansas City University of Medicine and Biosciences. He performed an internship at St. Francis Hospital, Pittsburgh, Penn., and his surgical residency through Michigan State University at Botsford General Hospital, Farmington Hills, Mich.

He is a member of the American Osteopathic Association, the American College of Osteopathic Surgeons, the Missouri Association of Osteopathic Physicians and Surgeons and the Society of Laparoendoscopic Surgeons.

Dr. Joyce is married and has two sons. The family resides in Belton, Mo., and he is very involved in his children's activities, including ice hockey, baseball and church.

Dr. Joyce serves BCMh full time. His office is conveniently located at the hospital.

**To schedule an appointment with him, call 660-200-7134, or for more information, visit the hospital's web site at [www.bcmhospital.com](http://www.bcmhospital.com).**

### H. Pylori Breath Test Now Available!



A new breath test that can be used to diagnose, monitor and manage gastric H. pylori bacteria infection is now available through Dr. Joyce's office.

The bacteria is responsible for many ulcers, which often can be treated successfully when diagnosed early on.

The breath test is extremely accurate and non-invasive. In addition to using it to determine whether a patient has the bacteria, it also can be used to see if treatment is working.

**For more information or to schedule an appointment with Dr. Joyce, call 660-200-7134.**

## BCMh Specialty Clinics

Bates County Memorial Hospital makes quality health care convenient for area residents by bringing medical specialists to our community on a regular basis. To schedule an appointment with one of the specialists, contact the number below.

### Audiology

Elizabeth Karlsen, Ph.D. .... 660-200-7006

### Cardiology

Anthony Albracht, M.D. .... 660-200-7006  
 Bob Green, M.D. .... 660-200-7006  
 Jhulan Mukharji, M.D. .... 660-200-7006  
 John Peterson, M.D. .... 660-200-7006  
 Ed MacInerney, M.D. .... 913-956-2250  
 Gerald Mancuso, M.D. .... 913-956-2250  
 Craig Lundren, M.D. .... 913-956-2250

### Gastroenterology

Donald Clement, M.D. .... 660-200-7006  
 Todd Kilgore, M.D. .... 660-200-7006

### General Surgery

William Joyce, D.O. .... 660-200-7134  
 Robert Wetzel, M.D. .... 660-885-8141

### Gynecology

Scott Beard, M.D. .... 417-667-6800

### Nephrology

Ryan Lustig, M.D. .... 660-200-7006  
 Barry Wood, M.D. .... 660-200-7006  
 Molly Cahill, ANP. .... 660-200-7006

### Neurology

Roxane Bremen, D.O. .... 660-200-7006

### Oncology

Jeri Hart, D.O. .... 660-200-7006  
 Timothy Pluard, M.D. .... 660-200-7006

### Ophthalmology

Joseph Parelman, M.D. .... 800-628-4258

### Orthopedics

Danny Carroll, M.D. .... 816-322-0688  
 James Whitaker, M.D. .... 660-200-7006

### Pain Management

Matthew Nadler, M.D. .... 800-858-8131  
 Dennison Hamilton, M.D. .... 660-200-7006

### Physiatry

Robert Trout, M.D. .... 800-858-8131

### Podiatry

Robert Shemwell, D.P.M. .... 660-200-7006

### Psychology/Counseling

Jerry Morris, Psy.D., MBA, .... 660-200-7528  
 MSPharm, ABPP, ABMP, NBCC,  
 NCSP, CCM

### Pulmonary

Cosmo Caruso, M.D. .... 660-200-7006  
 Patrick Perkins, M.D. .... 660-200-7006  
 Timothy Smith, M.D. .... 660-200-7006  
 Taryne Hensley, FNP .... 660-200-7006  
 Angela Burnett, ANP .... 660-200-7006

### Urology

Keith Abercrombie, M.D. .... 660-200-7006

**For more information visit [www.bcmhospital.com](http://www.bcmhospital.com).**

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