



## Driving Towards Comfort

### Donors make a big difference in our smallest patients

In November of 2017, Kirsten Miller, RN, BSN, perioperative manager, Parkview Regional Medical North Surgery, received an email from the Parkview Foundation that put a smile on her face. She had been told her request to purchase a Fisher-Price Power Wheels vehicle had been approved.

This “mini” gesture was going to make a big difference in our pediatric patients’ and parents’ lives as they could now drive themselves to surgery.

“I saw an article in one of the OR magazines about another facility that had a ‘Drive Yourself to Surgery’ program,” Kristen said. Ironically enough, she wasn’t the only one who landed on the piece. Marceline Rogers, VP, Surgical Services, saw it as well. “She loved it, too, and mentioned we should ask the Parkview Foundation for a grant to bring the program to our system,” stated Kristen.

The Foundation was more than happy to meet this need, and the discussion began in November for the perfect set of wheels. Dennis Warner, administrative director, Perioperative and Endo Services, loved the fact that the picture in the magazine was of a Ford F-150, the very model he drives. Kristen took on the hunt for a Fisher-Price Power Wheels truck. “It took forever, but I finally found one,” she explained.

Programs like this make a huge difference and are often made possible by the generosity of people in our community. “It’s so great to see these adorable grins thanks to donor dollars to the Parkview Foundation,” Erin Buchs, communication and development specialist, Parkview Foundation, said. “While it’s never easy to see a child go in for a procedure, it helps when they can experience a bit of joy in the process.”

Although no parent wants to see their child go to surgery, there is a sense of comfort to the distraction provided as they drive off.

“We hope this means the children will be happier and have less anxiety when it is time to leave their parents and go to the OR,” Kristen said. “It makes the parents feel better that their child is smiling when they go back as well. Overall it reduces stress for everyone.”



Camila Calderon (above) and Sofia Stroud (below) were the first two Parkview pediatric patients to test out the Ford F-150 and drive themselves to surgery.



 Follow us @ParkviewFDNs

## “Classic” Generosity from Donors Never Goes Out of Style

### A family gives a ‘ray of sunshine’ to future patients

In December 2017, the Parkview Foundation received an email from Molly Gerke, child life specialist, about a Pac-Man machine donation. Yvonne MacLachlan, a mother of a former pediatric patient at Parkview Regional Medical Center, had contacted Molly asking how she could give back after an unexpected situation brought their family to Parkview.

The MacLachlan family, first and foremost, wants to praise God for bringing them through this experience that forever changed their lives and strengthened their faith. On Friday, July 29, 2016 they were living in Edwardsburg, Michigan, and were traveling to visit family in Anderson, Indiana. “It was a sunny, clear day, so instead of traveling our usual route down US31, we decided to travel through northeast Indiana and take in the beautiful scenery. We were heading south on SR 5 when a semi-truck turned in front of us. In a split second, our Equinox hit it head on,” Yvonne recalled.

Bruce, Yvonne’s husband, broke his neck and Rowan, their oldest daughter - age eight at the time and too big for a booster seat - was tossed to the floor board tangled in her seat belt. The lap portion of the seat belt lacerated her lower abdomen. Yvonne removed the seat belt, placed her on the bench seat and waited until the paramedics arrived. The MacLachlan’s youngest daughter, six-year-old Elowyn, was in a five-point high back booster seat when the accident occurred. Thankfully she received only slight friction rub burns and bruising where the straps held her in her seat.

Bruce and Rowan were airlifted to Parkview Regional Medical Center (PRMC) in Fort Wayne. “May God forever bless the Samaritan crew as they worked the weight and balances to get both of them on the same chopper,” Yvonne said. Upon arrival in Fort Wayne, Bruce and Rowan were separated. Elowyn and Yvonne had since been transported in separate

ambulances to Parkview LaGrange Hospital. Yvonne contacted family members who arrived at Parkview LaGrange and then she and Elowyn were transported to PRMC. When they arrived, Bruce was in triage and Rowan was in the middle of a five-hour surgery. Eventually, Bruce had surgery on his C2 vertebrae and was released on Monday, August 1, 2016. Rowan was placed in the Pediatric Intensive Care Unit (PICU) for the next two weeks and then was transferred to the pediatric department for the remainder of her stay.

Rowan’s injuries were so serious that she required a total of three surgeries. She had broken ribs, a broken sternum, collapsed lungs, and had a foot of her colon removed. In addition, this eight-year-old girl had two blood transfusions, was intubated three times and needed to use a wound vac machine for almost two months.

Yvonne was directed to the Ronald McDonald House. She was provided a room, the opportunity to shower, and treatment to her right leg that had been injured due to the airbag explosion. When she returned to Rowan’s room, a bed had been made up for her with a mug of ice water on the table. “That was the first experience of many that demonstrated how absolutely caring the Parkview staff was,” Yvonne said. “The X-ray techs, at one point, covered me with a lead blanket so I didn’t have to be woken up to leave Rowan’s room when they took her x-rays.”

Story continued on following page.

For more information about how  
your generosity heals, please visit  
[ParkviewFoundations.org](http://ParkviewFoundations.org)

# Continued: “Classic” Generosity from Donors Never Goes Out of Style

## A family gives a ‘ray of sunshine’ to future patients

The MacLachlans stayed at Parkview for almost five weeks. While there, Rowan mostly watched TV and enjoyed playing board games in the family room.

She loved the Parkview Foundation funded program, Healing Arts, through which artists came to her room and created art with her. But just like Rowan, every child is different in likes and dislikes. All things can be fun up until a certain point, and Rowan was growing tired of having the same items to entertain her.

“We are firm believers in paying it forward and believe that God puts us in positions and brings things to our attention so we can bless others as he has blessed us. So, upon leaving Parkview we were brainstorming on what we could do to leave a little ray of sunshine there for any future patients like Rowan. We left on August 29, 2016, so we had time to think about what would be fun - our girls play computer games now and Bruce and I thought about our youth. Bruce played arcade games, I played Atari games. And then divine inspiration prompted us to look for something like Pac-Man, Donkey Kong or Frogger, the classics that never go out of style,” Yvonne said.

In honor of the amazing treatment they received at Parkview and to help future patients like Rowan, the MacLachlans decided to donate an arcade game. Thanks to their selfless contribution, a Pac-Man classic arcade game was placed in the pediatric unit and is

now providing hours of entertainment for all ages.

“We have never felt so cared for as we did with the Parkview PICU and PEDS departments. Words and even this small gift are not enough to express the gratitude we feel toward Parkview. We hope that the arcade gaming unit will provide a happy distraction for those tweens to teens as well as their visiting family members. We certainly hope that it blesses everyone who plays it!”

“We have never felt so cared for as we did with the Parkview PICU and PEDS departments.”



 Follow us @ParkviewFDNs

## Mark your calendars to attend the upcoming Parkview Foundation Golf Classic!

Monday, September 17, 2018

Fort Wayne Country Club

To register , visit [Parkview.com/GolfClassic](http://Parkview.com/GolfClassic) or call 266-7800



# You Help Care for Our Co-workers

## Contributions fund classes to assist emergency dispatchers

“I once took a phone call from a mother screaming at me after she had run over her two-year-old child,” explained Andrew Hoskins, EMS Manager and Community Dispatch. “I took the call as I would any other call and did my best to help the caller and the patient.”

After this highly emotional event, the EMS and Fire teams had a ‘critical incident stress management debriefing’. As a dispatcher, Andrew had not thought of his emotional and mental state after a call such as that until days later. Since Critical Incident Stress Management (CISM) provides more immediate care on the scene of the incident, those who dispatch and receive the calls often endure the stress and even some of the trauma, but are not thought of as having Post-Traumatic Stress Disorder (PTSD) or being affected from those situations.

With help from Parkview Foundation donors, a recent request was approved to send Parkview co-workers, Andrew Hoskins and Jill Newman, EMS and Flight Operations Specialist, to professional development classes. The courses were held in Mishawaka, Indiana at the St. Joseph County 911 Dispatch Center. The first day focused on the topics of Survive and Thrive 911 Resilience. The second was the first part of a certified peer supporter class.

Dispatchers often struggle with the same emotions as those on scene. Many times they don’t even know the outcome of that patient.

“Imagine the screams on the other end of that phone and not being there to help, visualizing in your mind what that caller must be seeing. Often, our visions are worse than the reality of the situation. It is very common for dispatchers to experience PTSD from

those ‘hot’ calls we take,” Andrew expressed.

The Survive and Thrive 911 Resilience program addresses those challenges. It raises awareness of issues that a dispatcher may already be dealing with. It helps them cope with those issues so they can be effective dispatchers.

PTSD can mimic so many other disorders, such as depression. As a dispatcher continues working with these stress symptoms, stress from their job builds on that, causing more stress. This can cause many physical, mental, and emotional issues. If they do not properly care for themselves, they cannot effectively help the mother, father, sister, brother, friend, coworker, etc. on the other end of that phone.

As Andrew explained, “Survive and Thrive 911 Resilience is a course that focuses on the individual. It is directed toward dispatchers of all three disciplines: police, fire, and EMS. It focuses on the health and well-being of each dispatcher and teaches how to recognize the negative effects of stress we may be exhibiting. It gives us techniques to minimize stress and how to effectively manage our highly stressful environment.”

The certified peer supporter class teaches individuals or teams how to build a peer support program for their dispatch center. It provides the knowledge that enables participants to recognize when a coworker may be struggling with a mental or emotional concern, and explains how to help their coworkers by encouraging them to seek professional help through programs like the Employee Assistance Program (EAP)—a program that is funded in part through Parkview Foundation donors.

 Follow us @ParkviewFDNs

## Contact Your Parkview Foundation

Tim McElwee  
Senior Vice President, Parkview Foundations  
(260) 266-7791  
Tim.McElwee@parkview.com

“The Foundations of Parkview Health inspire the generous spirit of our community that brings gifts of healing and comfort to everyone Parkview serves.”

[ParkviewFoundations.org](http://ParkviewFoundations.org)