

HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

FALL 2019



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New moms, new babies, new space!

Our brand new Maternal Child Unit is now open for business. Moms labor, deliver their babies and recover, all in the same room, a big change from the previous unit. The new rooms are much bigger too, with plenty of room for family to gather and celebrate a new arrival.

The Zimmerscheid family from Carlisle, Wyoming, welcomed their son Colt at 10:20 pm on July 29, the first baby born in the new Maternal Child Unit. Parents Eric and McKayla didn't even know their baby would be born in one of the new LDRP (Labor, Delivery, Recovery, Postpartum) rooms until they showed up at the hospital. Because of the size (almost twice the size of the old OB rooms), little sister Paisley (age 4) and dad were able to stay the night with mom and Colt. Paisley was born in the 'old' unit, and her mom was surprised and pleased with the changes this time around.



Parents Eric and McKayla Zimmerscheid, and big sister Paisley, who is holding her baby brother Colt. Colt was the first baby born in the new Maternal Child Unit.

"All the grandparents fit in the room," said McKayla. "And I loved having a big bathroom."

Any move is not without some getting used to, though.

"All of us had to adapt to our new surroundings," said Maternal Child Director Josie LeMaster. "Almost everything is different, from the way supplies are stored to where the nurses document care in the record. What hasn't changed is our goal to give new parents the best possible birth experience."

Work is continuing on the west side of the building, where the new Medical Surgical and ICU Units are under construction. Look for these units to open next spring.

Learn more at cchwyo.org/ptrooms.



One of the new LDRP rooms in the CCMH Maternal Child Unit.

CEO Update



Andy Fitzgerald, CEO

We are in the final stages of recovering from the cybersecurity event that affected our computer systems earlier this month. Campbell County Health is not the first organization, hospital or otherwise, to be hit with a ransomware attack. Every organization is subject to this kind of cyber crime. We were not the first, and, unfortunately, we won't be the last. Individuals, as well as organizations must remain constantly vigilant, at home or at work, in order not to become the victim of this kind of crime. We had strong systems in place before the attack, and we have invested in even more, but the threat remains for all of us.

I want to say thank you to our incredibly talented and dedicated group of employees and providers, who continued to care for our patients throughout the event, and continue to work hard during the recovery process. Every now and then you get an opportunity to see what people are really made of, and I was impressed with what I saw from our workforce. I have witnessed firsthand a level of camaraderie and commitment that was inspiring. So, to all the employees and medical staff at Campbell County Health, I say thank you.

We also received support and offers of help from the community, region and state on many different fronts, including law enforcement, other regional healthcare facilities, and individuals — both in person and on social media. In fact, one local church sent us a care basket with a note telling us that they were praying for us.

I understand that this situation was both frustrating and inconvenient, and I apologize on behalf of the organization. I also want to emphasize that there is no indication that any patient or protected information was accessed or transmitted out of the organization.

We are essentially back to normal operations, and want everyone to know that ***we are, and have been, open for business and caring for our community.***

Sincerely,

Andy Fitzgerald, CEO

New Surgery Providers at CCH

Campbell County Health welcomes Sandra Gebhart, MD, Mark Murphy, MD and Peg Chilvers, MD to the medical staff. Dr. Gebhart and Dr. Murphy are orthopedic surgeons practicing at Thunder Basin Orthopaedics, and Dr. Chilvers practices at Black Hills Orthopedic and Spine Center. All are performing surgeries at Campbell County Memorial Hospital, so Campbell County residents can continue to enjoy the comfort and convenience of having their procedure right here at home.



Sandra Gebhart, MD



Mark Murphy, MD



Peg Chilvers, MD

MEET OUR NEW PROVIDERS



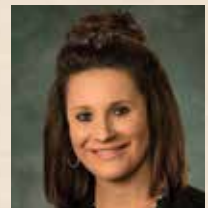
Cassidy Graham, DO
CCMG Walk-in Clinic
307-688-9255



Kyle Sabey, DO
CCMG Pediatrics



Richard Vo, MD
Hospitalist



Whitney Fevold, APRN
CCMG Cardiology



Cody Rasmussen, CRNA
Anesthesia Services



Daniel Rust, CRNA
Anesthesia Services

Complete information on all our medical providers at cchwyo.org/findadoc.

EXCELLENCE IN ACTION

JOIN THE CONVERSATION

Patient and Family Advisory Council

One of the ways we involve patients, families and caregivers to help improve the patient experience is through the Patient and Family Advisory Council, or PFAC. PFAC is a collaborative group of patients, families and caregivers serving on a volunteer advisory board to provide perspective and feedback on issues around care, safety, quality and service at Campbell County Health.

In addition to sharing information about their healthcare experiences, PFAC members serve on committees and discussion groups; give input on healthcare policies, care practices and patient education materials; conduct surveys, evaluate marketing materials and perform secret shopping.

“The Secret Shopping that the PFAC community members completed at the Main Clinic provided so much valuable information for our staff,” said Main Clinic Operational Supervisor Melainie Buer. “They really embraced hearing about the positives as well as the opportunities and it gave us a very relevant platform to entice change where needed while also reinforcing all that we are doing right! Their feedback was honest and invaluable!”

PFAC members are held to the same requirements as CCH employees, including privacy, infection prevention and vaccination. PFAC meets monthly for 1.5-2 hours, and additional time may be required for some projects.

We are looking for new members to join PFAC and help improve our care and services. Call the Patient Experience department at 307-688-1530 or download and complete a volunteer application at cchwyo.org/volunteer.



ADVISORY BOARDS

Advisory boards connect CCH with the community to improve the quality of care for patients and residents. All members are volunteers, and must complete the volunteer application process prior to serving.

Hospice Advisory Board

The Legacy Advisory Board

Patient and Family Advisory Council (PFAC)

Wright Advisory Board

Go to cchwyo.org/ab for specific information about each advisory board.

What is secret shopping?

Secret shopping provides direct patient feedback to a department or care area by having someone ‘shop’ for services as if they were a patient. Tasks like scheduling an appointment, talking with staff and providers, and other common processes can all benefit from another point of view to identify strengths and weaknesses. Information from secret shopping is reviewed with the department to improve care and services.



Practice Makes Perfect in Treating Strokes



Dr. Ted Lawson consults on video with Dr. David Wheeler, of Wyoming Medical Center's Primary Stroke Center during a recent Telestroke practice drill in the Emergency department (ED). The drill simulated a patient coming to the Emergency department with symptoms of a stroke. Telestroke allows ED physicians to connect with neurologists using a robotic device as soon as the patient can get to the hospital. The neurologist, located in Casper, can see and talk to the patient and ED providers, working together to assess the patient. Studies show that treatment times decrease and treatment choices improve when a neurologist is involved early in the care of a patient experiencing a stroke.

Game Ready® Rentals Available in Campbell County

If you're recovering from an orthopedic surgery or if you've suffered a musculoskeletal injury, you probably can't wait to get back to the activities you love as quickly as you can. That's where a Game Ready® can help your body heal faster and recover better.



RICE (Rest, Ice, Compression, and Elevation) has long been used to treat injury and to assist in the recovery and rehabilitation after orthopedic surgery. The Game Ready system

simultaneously delivers both adjustable cold therapy and intermittent compression with its innovative ACCEL® Technology (Active Compression and Cold Exchange Loop). The system progressively increases and releases pressure while also rapidly circulating ice water through separate wrap chambers.

Compression has been shown to limit swelling, control edema formation and accelerate the healing process. In addition, intermittent compression has been shown to be more effective than static compression in the clinical setting. Game Ready's intermittent compression conforms the wrap to the contours of the body to aid in the delivery of the cold therapy.

Using a Game Ready unit after surgery:

- significantly reduces pain
- significantly reduces swelling
- improves range of motion

Talk with your doctor about using Game Ready to help you heal from your surgery or injury. Learn more about Game Ready at cchwyo.org/gameready.

Game Ready rentals are available in Campbell County. Rent a Game Ready® from Home Medical Resources for your injury or surgery recovery at home. **Call 307-688-6260 to learn more.**

Home Medical Resources is located at 901 W. Second St. in Gillette, across from the Rockpile Museum. Hours are Monday – Friday, 8 am to 5 pm.

Questions for the Experts

We asked members of our medical staff to answer some common questions they hear from their patients.



Candi Hallermann, APRN
CCMG Internal Medicine
cchwyo.org/IM
307-688-3636

Q: I'm on Medicare, and I've heard that I can have a free annual visit as part of my benefits?

A: That is true. This benefit has been in place since 2011, and it's completely free to eligible patients. It's called an Annual Wellness Visit, and is covered under Medicare Part B. All Medicare beneficiaries have

12 months to have their initial preventive physical exam, or the "Welcome to Medicare" exam, and are eligible for an Annual Wellness Visit every 12 months thereafter. All the primary care providers at Campbell County Medical Group, both Family Medicine and Internal Medicine specialists, can provide this Wellness Visit.

An Annual Wellness Visit contains elements that are similar to a check-up or physical. Here is what is included:

- Review and update medical and family history.
- Review and update the patient's list of providers.
- Measure height, weight, body mass index, (BMI), blood pressure and other routine measurements.
- Assessment for any possible cognitive impairment.
- Establish or review a health screening schedule for the next 5-10 years, based on health status, screening history and age. This includes screenings like colonoscopy, mammograms, or lung CT (based on screening criteria), and a review of medications and immunizations.
- Prepare a list of risk factors and recommended interventions, and a list of treatment options and the associated risks and benefits.
- Give advice and referrals, as appropriate, to health education or other preventive services such as weight loss, smoking cessation, fall prevention and nutrition.

The Annual Wellness Visit is a great benefit that many people don't know about or take advantage of. The only thing that can't be discussed in this visit are any new issues or problems a patient is experiencing. A separate appointment is needed for any new concerns a patient has. If you don't have a regular doctor, you can make a new patient appointment with one of our providers to begin that relationship. That provider can become your 'go to' for those Annual Wellness Visits to help you manage and maintain your health for a long time to come.



Angela Biggs, MD
Obstetrics and Gynecology
Summit OB GYN
cchwyo.org/findadoc
307-682-6263

Q: Sometimes I just can't make it to the bathroom in time to avoid an accident. This is very embarrassing to talk about. What can I do about it?

A: You are not alone. Many women suffer from urinary incontinence, leaking urine anywhere from a few drops to completely emptying

the bladder. There are several different types of urinary incontinence; the most common are urge incontinence, stress incontinence and mixed incontinence (a combination of both).

Urge incontinence is sometimes called overactive bladder, and a symptom is a sudden urge to urinate that is hard to stop. I advise my patients to keep a 'bladder diary' to see what triggers the urgency, like hearing running water, for example.

Limiting liquid intake at certain times of the day, cutting down on caffeine and weight loss can often help. Specialized pelvic physical therapy can help strengthen the pelvic floor muscles and help lessen the urge to urinate over time.

There are also medications that can decrease bladder spasms and increase sphincter control. Sometimes patients have to try several different medications because some can cause the side effects of dry mouth, dizziness and constipation.

Stress incontinence is when women experience urine leaks when coughing, laughing or sneezing. It can also happen when walking, running or exercising and often worsens with age. Women experiencing stress incontinence often have pelvic floor disorders, or weakening of the muscles and tissues of the pelvic floor. Physical therapy can also help with stress incontinence, but sometimes surgery is recommended. When I first began practicing these surgeries were pretty invasive and only 75-80% successful. Now they can be done on an outpatient basis under general anesthesia with a success rate of over 90%.

Any woman who is suffering from urinary incontinence should see their healthcare provider and not be embarrassed to talk about their symptoms. There are many treatment options available, but it is important to get a diagnosis of exactly what is causing their symptoms and then discuss what can be done. Many times small changes can make a big difference in your quality of life.

Is it a Cold or the Flu?

By Kate Craig, BSN, RN, CCH Infection Preventionist

Matt has a runny nose and sore throat. He's sneezing and he's been coughing, especially when he lays down at night. He thinks he might have had a fever, but didn't check it with a thermometer. He's been sick for about a week and he says today feels like he's starting to feel a little bit better.

Kate can hardly move around the house, she just wants to lie in bed. She's bundled in several layers and still cold under the comforter. She was fine yesterday morning, but by the afternoon she felt like she had been hit by a truck. She's had a temperature of 102 consistently for the last 24 hours and a dry cough. She says everything hurts, even her bones.

Matt has a cold.

Kate has influenza.

A cold can still feel miserable, but usually the person can still do most of their normal activities without too much trouble. The symptoms come on gradually, and can linger up to three weeks, especially the cough. Even though the symptoms linger, they are mild. The worst of the symptoms are over within seven to 10 days. Matt is contagious while he has those symptoms, but he is not in danger.

Influenza, however, feels and is much more serious.



Kate's symptoms came on quickly because influenza tends to be a crueler virus, especially influenza A. Her body tries to protect itself by creating a high fever to kill the virus, and her whole body aches with the effort. Heat is the enemy of the virus, so her body tells her she is cold because this makes her create more heat through layers of clothing and blankets. With such a focus on the influenza virus, her immune system doesn't have a lot of reserve left for any other infectious threats. If she gets in to the doctor now, while the symptoms are still new, he may prescribe an antiviral to help her recover faster.

Matt is normally healthy so he will probably make a full recovery in the next couple of days.

Kate is normally healthy, but this illness has weakened her to a point that she is at risk for other infections. Influenza is therefore much more dangerous for the elderly, the very young and anyone with chronic respiratory conditions or conditions that weaken the immune system (like cancer).

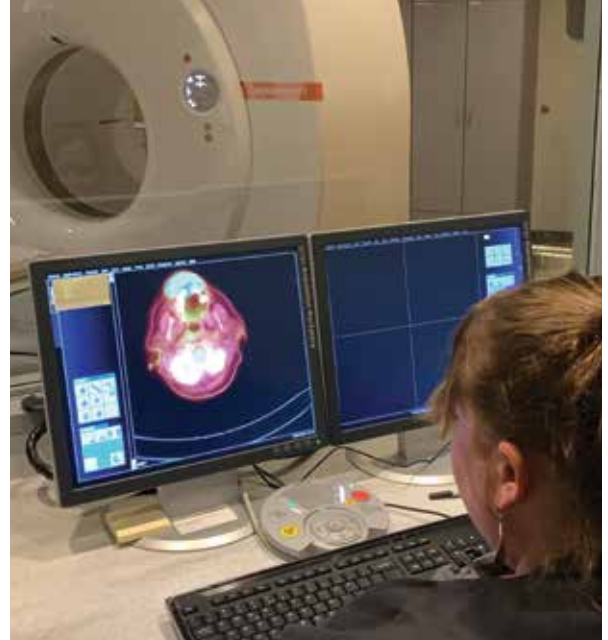
It is extremely important that people with a cold or flu do a very good job washing their hands frequently, especially after coughing, sneezing or wiping their nose. It's important they cough or sneeze into a tissue or the inside of their elbow, not into their hands or into the air around them. Germs can travel beyond 20 feet after coughing! Caregivers also need to be diligent to clean their hands after providing any kind of care.

Influenza vaccinations save lives. A community that is vaccinated protects its vulnerable citizens. It also protects you from getting sick, or from getting severely sick. Get vaccinated for the flu at your local pharmacy, your healthcare provider's office or Campbell County Public Health.

To learn more about how to protect yourself from the flu, visit cchwyo.org/flu411.

Flu vaccinations are available at all CCMG clinics as part of a regular appointment or a specific immunization visit. Visit cchwyo.org/clinics.





PET CT is Ready for Patients

The Heptner Cancer Center's new PET CT is ready for patients. In general, PET scans are used to evaluate organs and/or tissues for the presence of disease. The most common use of PET is in the detection of cancer and evaluation of cancer treatment. More specific reasons for PET scans in cancer treatment include:

- To detect the spread of cancer to other parts of the body from the original cancer site
- To evaluate the effectiveness of cancer treatment
- To detect recurrence of tumors earlier than with other diagnostic modalities

Newer technology combines PET and CT into one scanner, known as PET CT, which is what CCH now has. The CT component is used to plan, a process called

mapping, radiation therapy treatments.

The new PET CT equipment was a joint fundraising project with the Campbell County Healthcare Foundation and CCH, both contributing nearly \$800,000 toward the cost of the equipment. CCH also funded some structural modifications needed to house the PET CT equipment.

The Heptner Cancer Center at Campbell County Memorial Hospital provides comprehensive cancer treatment for patients in Gillette and northeast Wyoming, including chemotherapy and radiation therapy, and offers cancer rehabilitation programs to help reduce the side effects of cancer treatment.

Learn more at cchwyo.org/cancercare.

CEO RECEIVES GRASSROOTS CHAMPION AWARD



CEO Andy Fitzgerald has received the 2019 Grassroots Champion Award from the American Hospital Association (AHA), recognizing hospital leaders who most effectively educate elected officials on how major issues affect a hospital's vital role in the community and tirelessly advocates for hospitals and their patients. The AHA gives this award to one person from each state, and the recipient is selected by the Wyoming Hospital Association.

Some of the factors for Andy's selection include suggesting alternative funding models to the Wyoming congressional delegation to help protect and promote rural healthcare, and taking a strong stance on issues surrounding long term care and the federal survey process.

CCH NURSE RECEIVES NEW NURSE FOR THE FUTURE AWARD



Kelsey Persian, registered nurse in the Emergency department, has received the New Nurse for the Future Award, Northeast Region, from the Wyoming Nurses Association. This award is given to a nurse who has been licensed for five years or less, and is known for innovative practice, service in the community, or a specific program that serves the public. Kelsey was

recognized for her work with the Sexual Assault Nurse Examiner (SANE) program, and became the SANE program coordinator in January 2019. She has worked for CCH since she became a registered nurse in 2015.



Campbell County Health

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UPCOMING EVENTS

Chamber of Commerce "Mixer"

November 21, 5-7 pm

CCH Rehab Services, 508 Stocktrail Ave., upper level

A business networking event sponsored by the Campbell County Chamber of Commerce and CCH. Meet our team of rehab professionals and learn about the comprehensive services we can provide. cchwyo.org/chamber

Becoming a Love and Logic Parent®

The six-week program begins January 15, 2020

6-8 pm • Childcare provided

Health Science Education Center at Gillette College, 3801 College Dr.

Practical parenting skills that can be used right away.
cchwyo.org/parent

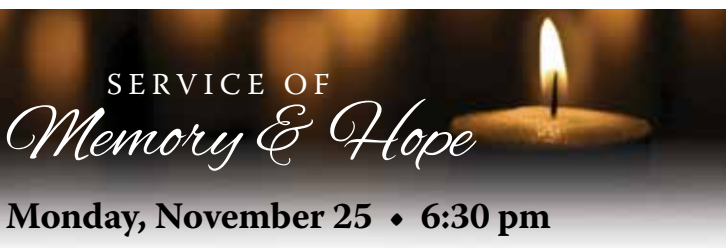
Festival of Trees

November 22-24

CAM-PLEX Wyoming Center

For over 25 years, Festival of Trees has raised over \$1.5 million to support healthcare in Gillette and Campbell County.

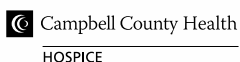
Get all the details at gillettefestivaloftrees.com.



Monday, November 25 • 6:30 pm

First Presbyterian Church, 511 Carey Ave.

Honoring and remembering loved ones who have died.



Get in Line Now

Save your place in line at the Walk-in Clinic. Click the button on our website, choose the time you'd like to come in and we'll save your spot. We'll send you a text message when it's time to show up.

The Walk-in Clinic is open 7 days a week, with fast, convenient care for the whole family.



cchwyo.org/WIC

Campbell County Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender, gender identity or sexual orientation.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

The full nondiscrimination statement can be found at cchwyo.org/nds

Contact Us

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cchwyo.org

