

Excellence Every Day

SPRING 2015

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WHAT LABOR/ DELIVERY PATIENTS SAY ABOUT CCH

94% say doctors communicated excellently

94% say staff was very responsive to their needs

**According to patient surveys in 2013 & 2014*



A coffee for your thoughts?

Take our **Public Perception Survey** and enjoy a coffee on us! See page 7.

CCH Becomes Breast Milk Donor Site

Thanks to dedicated employees, The Maternal Child department recently partnered with Rocky Mountain Children's Health Foundation and Mother's Milk Bank to open a human milk donation site for the community.

CCH Phlebotomist Nicole Haman has been breastfeeding her daughter Makayla, now six months old, and is one of those moms who produces more than enough milk. She thought donating the extra was a good idea.

"I thought it would be nice to help moms who couldn't produce enough milk feel less stress," said Nicole.

Lactation coordinator Dianna Moore created a dedicated space at the hospital for employees to pump—her office. She's



Lactation coordinator Dianna Moore shares a moment with Makayla Haman. Makayla's mom Nicole will soon be donating breast milk to help other mothers in the community and region.

happy to share the space since it supports breastfeeding, and she's proud of all the breastfeeding resources the hospital provides for new moms.

"There can be as many as four moms pumping in my office at any one time. We supply the area along with high grade breast pumps and a fridge for them to use," said Moore.

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CCH Now Offers PELVIC REHAB SERVICES



If you are looking for another approach to your incontinence, lower back pain or pelvic pain, read on. Campbell County Health has joined the ranks of the few by offering rehabilitation services specific for pelvic conditions.

"It's a newer specialty in physical therapy. So many sources of pelvic pain or weakness are both muscular and skeletal. My part is treating the muscles while your doctor treats your condition medically," said Lee Sowada, physical therapist.

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CEO Update



Andy Fitzgerald, CEO

No matter who you are or where you work, it's important to feel like a valued member of the team, a team that communicates well. That's what we've been discovering here at Campbell County Health.

We know to be really effective at taking care of others we need to start with our own. We've revamped our employee recognition program with some unique ways to strengthen our sense of team and community. At least once a month

on Facebook we post a Department Discovery, which gives information on specific departments at CCH. You'll also see Thanks for Working Here Thursday posts where we highlight an employee each week.

In employee surveys, improving communication has been a common theme. That means bettering communication between staff members, employees and leadership, and between our staff and you—the patient. When our employees know the expected outcome they feel better, just like you do when we communicate well about your care plan. We are implementing ways to improve consistency in communication at all levels.

Every single role our employees play is equally important in helping us reach our stated goal of Excellence Every Day. Excellence is demonstrated through consistency and best practice from how we perform surgeries to how we greet our customers. We strive to give the same level of excellence every step along the way, and every time you come to us.

All these small shifts in the way we communicate and operate as a team are working to make us stronger. We are seeing evidence to that effect. Our service excellence and HCAHPS scores continue to climb and more and more of us hear patients and community members sharing their positive experiences at CCH.

It's momentum we plan to continue on our journey towards excellence, every day.

Andy Fitzgerald, CEO

SOCK COUNT

For every new patient at the CCH Main Clinic from January to March, we gave pairs of socks to the Way Station shelter.

263 pairs of socks!



Staci Bungard and Tracy Obert with the Council of Community Services Way Station accept a basket of socks from Drs. Ryan Noonan and Vijaya Koduri with CCMG's Main Clinic.



SPECIALTIES

BEHAVIORAL HEALTH

CARDIOLOGY

EAR, NOSE & THROAT

FAMILY MEDICINE/
SPORTS MEDICINE

GERIATRIC MEDICINE

HEPTNER CANCER CENTER

INTERNAL MEDICINE

KID CLINIC

NEPHROLOGY & COMPLEX
MEDICINE

NEUROLOGY

OB GYN SPECIALISTS

ORTHOPAEDIC SPECIALISTS

PEDIATRICS

POWDER RIVER ORTHOPEDICS
& SPINE (PROS)

PULMONARY & SLEEP
MEDICINE

UROLOGY

WALK-IN CLINIC &
OCCUPATIONAL HEALTH

WRIGHT WALK-IN CLINIC &
OCCUPATIONAL HEALTH

For more information:
cchwyo.org/clinics

Progress Report: The Legacy Living and Rehabilitation Center



Artist's rendition of The Legacy

We can't wait to open our state-of-the-art residential home and rehabilitation center for seniors! It's going to be beautiful with balconies, patios and courtyards near the Lasting Legacy Park on south Highway 59. We'll have a large Towne Center for gatherings and social events. All resident rooms will have in-room oxygen, thanks to a grant from the Wyoming State Lands Investment Board, and some rooms have built-in resident lifts. What's great is that the new facility can serve seniors with a wide range of programs—transitional care for short rehab stays with a large rehab and therapy area, regular residential care, a planned memory care unit, and adult day services. Watch for our grand opening celebration in early summer 2016! Visit the Campbell County Health Facebook page for regular updates.



*Aerial photograph of The Legacy Living and Rehabilitation Center.
Courtesy of J. Scull Construction.*

Legacy by the Numbers

**9.11
ACRES**

**154,000
SQURE FEET**

**152
PRIVATE ROOMS**

**8
DOUBLE SUITES
FOR COUPLES OR
SAME-SEX SIBLINGS**

MY HEALTH HOME: ACCESS YOUR RECORDS 24/7

As a service to our patients, CCH has created online access to health records. Once you establish a My Health Home account through the Medical Records Department at CCMH, you can access your records at any time from cchwyo.org/myhealth. With this secure, password-protected tool, you can:

- View and share your personal health record (PHR) related to hospital stays, lab and radiology
- Electronically access a list of medications, allergies, lab test results, patient history, and more
- Manage family members' health records, once authorized

Visit cchwyo.org/myhealth for more information or call Medical Records at: (307) 688-7878.



CCH Becomes Breast Milk Donor Site

continued from the cover



Dianna Moore and Nicole Haman with her children Makayla and Paityn. Nicole was able to breastfeed both her children at work in a designated room on the Maternal Child unit.

According to Moore, the milk bank is something that local moms have been requesting for a while. “We’ve had so many calls from moms wanting to donate. We are only one of two hospitals in the state. It’s a wonderful feeling assisting moms and babies who choose human milk.”

Nicole heard Dianna talking about Mother’s Milk Bank while she was pumping at work. She’s finishing up the paperwork and testing that goes along with becoming a breast milk donor, making her one of the first moms to participate. Once Nicole completes the donor process, she can bring breast milk to Maternal Child for storage who then ships it to the Mother’s Milk Bank in Denver.

Mother’s Milk Bank is a non-profit program that supports mothers with extra breast milk to donate to those who need it, such as moms with twins, adoptive moms, moms with premies or moms who can’t produce enough breast milk. CCH’s designation as a donor site also gives moms from Campbell County a higher priority to receive donated milk.

“Having a milk bank in town is a blessing,” Nicole said. “They are really careful with the milk and dedicated to testing it well before putting it in the bank.”



Interested donors can call Mother’s Milk Bank directly at 877-458-5503 or www.rmchildren.org/programs/milkbankcolorado or contact the Maternal Child department at Campbell County Health at 307-688-2200 or visit cchwyo.org/milkbank.

BREAST PUMPS THROUGH CCH

What: Medela Lactina hospital-grade double breast pumps



Where: Home Medical Resources
901 W. Second St.,
Gillette

Hours: 8:00 am - 5:00 pm, M-F

Cost: \$45 per month + tax, \$45 deposit to rent; \$279 plus \$52 for kit to purchase. *Meets insurance requirements, the patient is responsible for filing, excluding Medicaid.*

Info: 307-688-6260

Safe Haven for Newborns

Did you know Campbell County Health is a designated safe haven provider according to state law? CCH will accept a newborn that may be relinquished, provide any needed medical care, and then release the baby to the Department of Family Services. As a parent, you can remain anonymous. It’s a safe haven for both parent and child, no questions asked.



Are You Due for a PAP Test?

According to the Centers for Disease Control and Prevention (CDC), cervical cancer is the easiest gynecologic cancer to prevent, thanks to the Pap test and the HPV test.

In the past, women were advised to receive a Pap test annually. Those recommendations changed a few years back. Now, guidelines suggest women ages 21 to 65 years old get screened every three years with women 30 and over adding an optional human papillomavirus (HPV) test as HPV can be an indicator for cervical cancer. If you have a family history of cervical cancer, your doctor may suggest more frequent testing.

There are many skilled physicians in Gillette who provide needed screening tests and other services.

MATERNAL CHILD SERVICES

Obstetrics, neonatal & infant, and gynecology care

High-risk care for labor/delivery, neonatal, infant and GYN

Dedicated C-section room

Level II Nursery/Special Care Nursery in ICU

Free prenatal classes

Mothers' Milk Bank donation site

Highly skilled nursing staff, many with more than 20 years of experience

Breastfeeding & lactation consultation services



LOCAL PHYSICIANS WHO PROVIDE OB GYN CARE



Dr. Jeffrey Anderson, OB/GYN



Dr. David Beck, OB/GYN



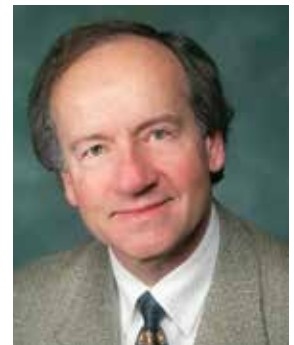
Dr. Angela Biggs, OB/GYN



Dr. Michael Jones, OB/GYN



Dr. Jennifer Linden, OB/GYN



Dr. Donald Parker, OB/GYN



Dr. Shelley Shepard,
Gynecology



Dr. Billie Wilkerson,
Family Medicine

New Radiology Area Means New, Better Technology

It's a priority at CCH to stay ahead of the curve when it comes to services and technologies. We've not only moved our radiology department, we're greatly expanding it with better, clearer imaging equipment, new treatment approaches, separate waiting rooms for our different services—including a Women's Health area—and accommodations for bariatric patients.

Almost every type of imaging equipment is brand new, including the CT-scanner, MRI and a 3-D mammogram machine in the near future.

Some exciting additions to Women's Health services include:

LATEST CT SCAN

CT scan that's clearer, faster and accommodates bariatric patients up to 600 pounds.



CT Scan

DIGITAL TOMOSYNTHESIS/ 3D MAMMOGRAM

Advanced, non-compression machine that takes multiple x-rays from several angles to create 3-D images and give a better look at all breast tissue, especially tissue that is more dense, with less radiation to boot. CCH will upgrade as soon as FDA approves it as the standard of care.



3D Mammogram

STEREOTACTIC BIOPSY WITH MAMMOMAT

This intelligent system guides the doctor easily and efficiently through a breast biopsy, and is faster and more accurate.

Watch for the new radiology area to open this month.

Phone: 307-688-1600

Web: cchwyo.org/radiology



Stereotatic Biopsy

CCH Now Offers PELVIC REHAB SERVICES

continued from the cover

If you have pelvic pain of any kind, you may find relief from pelvic rehabilitation. Sometimes, results can be seen quickly—as with women who experience incontinence after childbirth or have painful intercourse. Lee Sowada designs a treatment plan specific to each issue.



*Lee Sowada,
Physical Therapist*

Pelvic pain manifests differently in different people. It can be specific or vague, mimic lower back, buttocks or abdominal pain, and it can burn, ache or cramp. CCH Pelvic Pain services treat both women and men.

"Sometimes pelvic floor muscle weakness is the source for lower back pain and once we address it people find relief," Sowada said.

Statistics suggest that 1 out of every 5 Americans (of every age) suffer from some type of pelvic floor dysfunction at some time in their life. For more, go to cchwyo.org/pelvic.

Rehab Services at CCH

- Physical Therapy
- Occupational & Speech Therapy
- Industrial Rehab
- Pool Therapy
- Orthotics/Prosthetics
- Pelvic Rehab
- EXCEL Athletic Performance Program
- ICAN EXCEL
- Neurological Therapy & Transitional Care

Come see the results of our recent remodeling!

Open House

Friday, April 24, 9 am-3 pm

508 Stocktrail Avenue, Gillette

307-688-8000

Calling all Seniors!

Come to the annual Senior Health Fair! Get your labs drawn, hear a talk on fall prevention (11 am) have lunch (11:30 am – 1:00 pm), and visit vendor booths to learn about local healthcare services of interest to seniors.

In conjunction with the Senior Center, the CCH Wellness Department is offering 10 different blood draw profiles for seniors, ranging from \$30 for a basic panel to \$85 for an extensive panel. A CCH wellness professional will explain your results at the fair. Call the Senior Center at (307) 686-0804 for more information.



Senior Health Fair:

Tuesday, April 21
6 – 9 am - Blood draws

Friday, April 24
9 am – 2 pm – Fair

Campbell County Senior Center
701 Stocktrail Ave.

Cost: Free to attend, labs \$30 to \$85
cchwyo.org/seniorhf



URGENT CARE, CLOSE TO HOME IN WRIGHT

If you live way south, no need to drive to Gillette for your urgent care or primary care needs. The Wright Walk-in Clinic & Occupational Health center offers:

- Primary care with Dr. Laine Russell
- Urgent Care
- Lab and X-ray Services
- Occupational Health
- Same day appointments or walk-in services



Wright Walk-In Clinic

500 Latigo Dr.
Wright, WY 82732
Mon – Fri, 8 am - 5 pm
cchwyo.org/wwic

THANK YOU CCH VOLUNTEERS! NATIONAL VOLUNTEER WEEK APRIL 12 - 18

Join millions across the nation to let your light shine by helping someone in need. National Volunteer Week is 41 years strong. How can you better your neighborhood, school, local hospital or community?

Campbell County Health recognizes its

219 VOLUNTEERS

who gave

OVER 12,300 HOURS

in 2014. Thank you, volunteers!

To join our team, call 307-688-1536 or visit cchwyo.org/volunteer. Both adult and junior volunteers are welcome!



Want a Free Coffee?

Tell us how we are doing! Help improve healthcare at CCH and within the community by taking our 5-minute public perception survey. As a reward, we will give you a free drink at our lobby Coffee Shoppe.



Public Perception Survey

April 13 - May 10

Access from Campbell County Health Website:

cchwyo.org/opinion
and Facebook page

Takes just 5 minutes!



Campbell County Health

P.O. Box 3011
Gillette, Wyoming 82717

PRSR STD
ECRWSS
U.S. POSTAGE
PAID
EDDM RETAIL

UPCOMING EVENTS

THE HEARTSAVER FIRST AID, CPR AND AED

Designed for anyone with limited or no medical training who needs a course completion card in first aid, CPR, AED to meet job, regulatory or other requirements. Cost is \$60 and includes textbook. Length of class is five hours. Offered monthly. **Upcoming dates: April 25, May 16, June 20.**



SUCCESSFUL SITTERS BABYSITTING COURSE

Help 12- to 16-year-olds become more effective babysitters. Spend one day learning the basics on infant care, infection control, nutrition, safety and first aid. Friends and Family CPR is included. Preregistration is required. \$25 per person - includes lunch. Questions? Call 307.688.6006 or education@ccmh.net.

Dates: June 10, 16, 30.

SAFE KIDS CAMPBELL COUNTY SAFE KIDS DAY!

Saturday, May 9, 10 am - 2 pm

Campbell County Public Health Parking Lot, 2301 S. 4-J
Events: Child Safety Seat Check, Kids' Bike Rodeo
Info: Safe Kids Campbell County at 307-688-SAFE (7233)

Let a technician check your child's safety seat to make sure it's installed correctly and working properly with no recalls! Replacement seats are available for a \$30 contribution. Please bring the child, their current car seat and the vehicle that they normally travel in. Bring their bikes and have your children practice riding skills through an obstacle course. Parent, child and bike must be present for bike registration. Free bike helmets, if needed.

UPDATE ON HEALTH CHECK LAB SCREENINGS

Beginning June 1, basic health screenings (health checks) will be offered through Wellness Services and no longer through the CCMH Laboratory or the CCMG Walk-In Clinic in Gillette. The Wellness Services' healthCHECK+ program lets you receive lab tests and health screenings without a doctor's order with results mailed directly to you.

Wellness Services

Open: Monday-Friday, 6-11 am

Location: 1901 Energy Court, Suite 115 (behind Common Cents and Wendy's on Highway 59)

Walk-ins Welcome

Schedule at 307-688-8051 or cchwyo.org/hcplus

PROTECT YOUR KIDS IN THE CAR

Know your facts about motor vehicle accidents!

FACT Car accidents are the #1 cause of death for kids ages 1 to 13

FACT 90% of accidents can be prevented

FACT Car seat checks helps protect kids!

FACT Safe Kids Campbell County & CCH emergency staff provide inspections for free EVERY WEDNESDAY!



Contact Us

Campbell County Health
501 S. Burma Avenue
Gillette, Wyoming 82716
307-688-1000 or 800-247-5381

Mailing address:
P.O. Box 3011
Gillette, Wyoming 82717

Visit our website for complete information on all our services, such as Find a Doctor, employment information, and Ask a Nurse (688-1111).

cchwyo.org

