

HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

FALL 2015

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WHAT WALK-IN CLINIC PATIENTS SAY ABOUT CCH*

92% say providers respect what patients have to say



91% say intake staff are courteous and show respect

*According to patient surveys in 2015

Patients are waiting less in the Emergency Department!

34%*

*Door-to-Doc times dropped from 54 minutes in February 2015 to 36 minutes in August 2015.

Patient Can Now Hold Grandbabies

Thanks to Dr. Monica Morman

By Kim Phagan-Hansel

Orthopaedic surgeon Monica Morman, MD, FAAOS, CAQSH, grew up following her dad around and working on cars. When she went to college she majored in chemical engineering, but had always wanted to be a doctor. She found orthopedic surgery to be a good fit because she enjoyed the minute details when repairing things. Dr. Morman graduated from the University of Alabama School of Medicine before completing several specialized orthopedic surgery fellowships.

Outside of a year-long sabbatical to complete a shoulder and elbow fellowship at the Harvard Shoulder Service, Massachusetts General Hospital in 2009, for the past 12 years Dr. Morman has been caring for people's shoulder, arm and hand injuries in



Andi Halvorsen revels in holding her granddaughter, Oriana.

Gillette and is currently at Campbell County Medical Group, Orthopaedic Specialists. Passionate about her work, Dr. Morman said helping people heal and recover is her ultimate goal.

"There's nothing more gratifying than having a patient get back to doing all the things they couldn't do before," Dr. Morman says.

Not only is helping patients heal important to Dr. Morman, but she also takes pride in building a solid doctor-patient relationship. By taking the extra time to help patients understand the surgery thoroughly, she eases her patients' fears and builds confidence in the procedure.

"It's imperative to establish a relationship with a patient," Dr. Morman says.

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CCMG Walk-in Clinic Gives Award-Winning Care

By Kim Phagan-Hansel



When Jessica Huckins picked up her daughter from daycare recently her provider drew attention to 16-month-old Lauryn's rapidly spreading rash. Suspicious of chicken pox, Jessica took her daughter to the only place that could see her on short notice – Campbell County Medical Group's Walk-in Clinic in Gillette.

continued on page 3

CEO Update



Andy Fitzgerald, CEO

I talked to you in the last newsletter about the fact that more of you report confidence in the care we provide. Now I want to focus on how we are improving our facilities.

If you are a patient of Dr. Monica Morman's you'll be pleasantly surprised by her new clinic. We're moving Campbell County Medical Group's Orthopaedic Specialists from the third floor of the hospital to the lower level of 508 Stocktrail Avenue. The new clinic will have close-in parking and easy access to Rehabilitation Services located just upstairs.

We are also opening a new outpatient imaging center for radiology services in the same building. The new center is convenient for both Orthopaedic Specialists and Powder River Orthopedics and Spine clinics. Patients can also choose to use the Imaging Center for x-rays ordered by any physician when they call for their appointment. Parking is only steps away from the entrance on the north side of the building.

Another project we are excited about is the Walk-In Clinic South. I believe we should take services to the community rather than asking the community to come to us. Since the southern part of Gillette is where we are seeing population growth, it makes sense to build a clinic there. We purchased property on South Douglas Hwy. with plans to build a new 9,000 sq. ft. building with over $\frac{1}{2}$ of the space dedicated to the clinic.

We estimate about 10,000 clinic visits annually, with one physician and one physician assistant working there in the first year. Construction will start soon with plans to open doors late summer or early fall of 2016. As a bonus, the Walk-in Clinic South will have digital radiology and outpatient lab services.

In response to our current parking needs and a desire to take a more proactive approach toward future growth, we are planning a new parking garage to open in late fall 2016 or early winter 2017. The existing parking garage is heavily used and sometimes is completely full, and we want patients to have ample parking as close to building entrances as possible. We also need to create more parking for our employees. As the graphic shows, the new parking garage will be near the services in the Stocktrail building and close to the hospital. We are planning about 210 more parking spaces on 3 levels.

Thank you for choosing Campbell County Health and Campbell County Medical Group.

With respect,

Andy Fitzgerald, CEO



- ① Hospital
- ② Proposed parking lot (blue)
- ③ Stocktrail Building

Campbell County Medical Group

CAMPBELL COUNTY HEALTH

MEET OUR NEW DOCTORS

We're pleased to welcome four new physicians to our family, and yours.



Dr. Peter Chase
Emergency Medicine Physician



Dr. Tyler Dickey
Emergency Medicine Physician



Dr. Landi Halloran
Internist, CCMG Main Clinic
307-688-3636



Dr. Robert Grunfeld
*Orthopedic Surgeon,
Foot and Ankle Specialist, PROS*
307-686-1413

EXCELLENCE IN ACTION

CCMG Walk-in Clinic Gives Award-Winning Care

continued from the cover

"They suspected she had chicken pox," Jessica said. "So I took her to the Walk-in Clinic because of the time of day."

As a relatively new mom, Jessica said her anxiety level was high. But from the minute she stepped through the door, Jessica, a CCH employee herself, was impressed by the service she and Lauryn received.

Physician Assistant Robert Lang was quick to put her worries at ease, taking the extra time needed to determine the cause of Lauryn's rash. Robert diagnosed the rash and followed up with a phone call the next day.

"Robert was very genuine the whole time. He put me at ease with his compassion toward me and my daughter."

For Jessica, the experience at the Walk-in Clinic was just a prime example of "Excellence Every Day" at Campbell County Health and the commitment of all the staff to provide that level of care to all patients.

"I was so impressed," Jessica said. "And I'm so proud to work here. I feel like we do excellent work here."

Jessica's experience is not unique, according to Walk-in Clinic Manager Bill Rice, who said his staff believes it's extremely important to provide the best quality of care to all patients. That excellence was recently recognized with an Excellence through Insight award for Overall Patient Experience in the CG-CAHPS database for Urgent Care center by HealthStream, Inc.

"We want to provide excellent customer service from registration to discharge," Bill says.

Last year, the Walk-in Clinic alone treated 32,000 patients. Open seven days a week, the clinic is treating an average of 100 people a day, and committing to each one to provide the best level of care possible. For more, visit cchwo.org/WIC.

CCMG WALK-IN CLINIC EARNS PRESTIGIOUS AWARD

Walk-in Clinic & Occupational Health leaders were recently honored at a HealthStream, Inc. event in Denver for receiving the **highest ratings in Urgent Care satisfaction**, and **exceeding industry standards**, among 43 national HealthStream clients. The award is a direct reflection of 2014 patient satisfaction surveys.

"We applaud CCH's high level of commitment to excellence in healthcare and are pleased to recognize their achievement through our presentation of an **Excellence through Insight Award**," says

Robert A Frist, Jr., HealthStream CEO.



CCH staff receiving their award at the HealthStream conference in Broomfield, CO. Front Row, left to right: Carrie Felton, Front Desk and Occupational Health Supervisor; Brenda Esponda, LPN, Clinical Supervisor; Sherri Blanchard, M.D., WIC Medical Director; Eddie Pearson, Senior Vice President and Chief Operating Officer, HealthStream, Mary Patterson, PA-C. Back row, left to right: Bridget Bishop, LPN; Doug Millar, Registration Staff; Bill Rice, Director, CCH Walk In Clinic.

A Day in the Life of an ED Nurse

With 23,348 patient visits in 2014 and that number staying steady in 2015, the emergency department (ED) at Campbell County Memorial Hospital is a busy place. The CCMH ED has 35 RNs—now all dressed in navy blue—to serve patients and keep their care on track. Here's a glimpse at a day in the life of an ED nurse.



7:00 AM

"Depending on the census we either start the day running or catching up on tasks. The ED is a highly unpredictable place," says Kelly Heimer, RN, BSN. Night shift nurses pass the baton to day shift nurses, giving reports on patients and restocking supplies.



11:00 AM

Guess what day is the busiest? Mondays. You might have thought Sunday as other medical offices are closed but people seem to tough it out until the week starts. The lightest time of the day? Mornings.

"Within minutes I might perform life-saving measures on a patient with chest pain, put a splint on a child with a broken ankle, and then listen to a patient as they discuss their suicidal thoughts," says Erin Arnio, RN, BSN.



3:00 PM

Lessening patient wait times is a priority at CCMH. We've made progress as average door-to-doc times have dropped from 54 minutes in February 2015 to 36 minutes in August 2015: "It's really proof that the changes we are making to improve flow and patient satisfaction are working," says Marie Edwards, RN, BSN, Interim Director of ED.



7:00 PM

If there was a typical day, it might look like this:



**ED BY THE
NUMBERS
IN 2014**

23,348
PATIENT VISITS

4,766 INJURY-RELATED CASES
INCLUDING **1,594** PEDIATRIC

35 RNs

ON STAFF WITH 100%
CERTIFIED OR RECEIVING
CERTIFICATION IN 4
EMERGENCY AREAS



CCMH's ED handles 43% of the trauma cases in the region, more than any other area hospital.

"Quickly moving from room-to-room performing assessments, taking vital signs, starting IVs, drawing blood, giving medications, caring for wounds or providing education," Arnio says.



11:00 PM

In Trauma 1 a patient is being stabilized after a serious motor vehicle accident and in Room 5 a child is receiving help breathing due to an upper respiratory infection. "The emergency department is a revolving door of new patients, each with a different problem," Heimer says.



3:00 AM

It's the middle of the night and all is quiet, right? "Night shifts can be just as busy as day shifts. As nurses in the ED we advocate for our patients 24 hours a day," Heimer concludes.

In honor of Emergency Nurses' Week in October, we hope you enjoyed this look at a typical day in the emergency department—although the words "typical" and "emergency" don't often go together.

Black Cat Ball Honors Outstanding Efforts in Healthcare



Hundreds of supporters celebrated the 40th anniversary of the Campbell County Health Care Foundation at the annual Black Cat Ball on September 19, 2015. At the event, Outstanding Healthcare Awards were presented to people in healthcare fields, honoring both excellence and volunteerism. Winners included:

- Tayna Allee, CCH Wellness Supervisor
- Joseph Hallock, former CCH Board of Trustees member & healthcare volunteer
- Sara Hartsaw, MD, High Plains Surgical Associates
- Earlene Vandeventer, Children's Developmental Services Director for Campbell County
- Beth Walker, American Cancer Society volunteer



Dr. Sara Hartsaw, CCH Board Trustee and general surgeon with High Plains Surgical Associates has been deployed to Afghanistan with the United States Naval Reserve the last several months. She accepted the healthcare foundation's Outstanding Healthcare Award via video.

Visit cchwo.org/sara.

We'd also like to offer a big round of applause to those who were nominated this year. For 10 years, the CCHCF's Black Cat Ball has been a formal venue to honor the hard work of individuals working in healthcare. These individuals represent what's right with healthcare in Campbell County, Wyoming.

WHEN TO SEE AN EAR, NOSE AND THROAT SPECIALIST



If your sinus symptoms have hung around for weeks, or your allergies just never seem to get better, it might be time to see an ENT, also called an Otolaryngologist. ENTs treat both children and adults and specialize in disorders of the ear, nose and throat. They perform surgical procedures like tonsillectomies, sinus surgery and placing ear tubes, and may have an audiologist in their practice to assess hearing loss and fit hearing aids.

"The most common conditions I treat are chronic sinus and ear infections in children and adults, and allergies and tonsil problems," says Dr. Ian Swift, Board Certified ENT with Campbell County Medical Group, Ear, Nose & Throat (www.cchwo.org/ENT). "I want people to know that there are effective treatments for some of the chronic conditions that they thought they just have to live with."

ENTs also perform facial plastic surgery, and can diagnose and treat sleep and snoring problems.

"Oftentimes, people think of ENTs as medical doctors, but we are also head and neck surgeons who can remove skin cancers and masses on the head, neck and thyroid," says Dr. Thomas Davis, with Davis ENT Specialists in Gillette (www.davisenet.net).

From sinus and ear infections to trauma or disease of the head, neck and face, our local ENT specialists cover a lot of ground.



Dr. Ian Swift
307-688-4368



Dr. Thomas Davis
307-686-7346

Patient Can Now Hold Grandbabies Thanks to Dr. Monica Morman *continued from cover*

"I like for them to understand exactly what is going on. When a patient knows what to expect, they are better equipped to deal with the long recovery. I'm there with them every step of the way."

That's exactly how Andi Halvorsen describes her experience with Dr. Morman. She had been putting off surgery for a torn rotator cuff for about five years. Struggling with what used to be daily and routine tasks—like walking the dogs, gardening, and doing yard work, among others—Andi realized that she wouldn't be able to put off surgery any longer. She made an appointment with Dr. Morman after hearing so many great things about the board certified orthopedic surgeon.

During her two pre-surgery meetings with Dr. Morman, Andi said she was immediately impressed with the surgeon and her patient relation skills.

"She was very personable," Andi says. "She talked about the entire procedure and by the time I had my surgery, I knew exactly what she was going to do."

For Andi, holding her grandbabies was a priority—one that Dr. Morman helped make real.

"Having Dr. Morman was like a friend coming in to check on me," Andi says. "I healed very well and haven't had any problems. It means so much to hold my grandbabies."



Andi Halvorsen and her grandson Treyton with Bella the lab.



ABOUT DR. MORMAN

Monica Morman, M.D., FAOOS, CAQSH, is a board certified orthopedic surgeon, specializing in hand, arm and shoulder surgeries at CCH. She treats several conditions of the upper extremities including carpal tunnel, shoulder and elbow replacements, arm fractures, adhesive capsulitis and more. Vanessa J. Gunn, PA-C, is the physician assistant in her practice.

Medical School: U of Alabama, Birmingham

Internship/Residency: U of Texas, Southwestern Medical Center, Dallas, TX

Certification of Added Qualifications: Surgery of the Hand

Fellowship in Hand Surgery: The Hand Center, San Antonio, TX

Fellowship in Shoulder and Elbow Surgery: Harvard Medical School, Boston MA

CCMG ORTHOPAEDIC SPECIALISTS

508 Stocktrail, Suite B

Gillette, WY 82716

Hours: Monday-Thursday, 8 am-5 pm, Friday, 8 am-noon

Contact: 307-688-3500, www.cchwy.org/ortho

THE POWERS OF VITAMIN D



If you could take a supplement that would likely guard you against some cancers and the common cold, would you? Many people are saying yes to vitamin D. It has gone through more rigorous studies than other vitamins and has been found to have several health benefits, including:

- Keeping bones strong
- Lowering risk of colorectal cancer, and possibly the risk of other cancers, including breast, prostate and pancreatic
- Boosting the immune system and protecting against viruses
- Lessening chance of MS and rheumatoid arthritis
- Maintaining cognitive function as we age
- Reducing heart disease risk and high blood pressure

Vitamin D is an essential vitamin, which simply means that our bodies need it to function. Our bodies can produce it with adequate sunlight but with increased use of sun protection and more time spent indoors, many people are deficient in vitamin D—up to 40% to 75% of us, according to a recent study.

The Institute of Medicine recommends adults take 600 international units (IU) of vitamin D3 a day. Ask your own doctor how much is best for you. During November and December, receive a discount on your Vitamin D lab test at CCH Wellness with the coupon below.

For more, visit cchwy.org/vitd.



Discounted Vitamin D Panels in November

Present this coupon in November and save \$15 on the healthCHECK+ Vitamin D Panel (regularly \$45) at the Campbell County Health Wellness Center.

(Expires December 31, 2015)

1901 Energy Court, Suite 115 | Gillette, WY 82718
Monday-Friday, 6-11 am

Campbell County Health

WELLNESS

307-688-8051

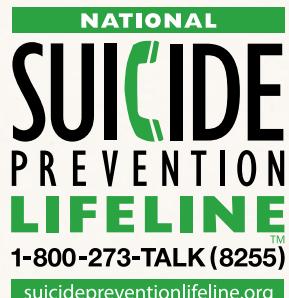
cchwy.org/VitD

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Know the Signs of Suicide

- Talking or thinking about death or suicide
- Clinical depression
- Having a “death wish”—tempting fate by taking risks
- Saying things like “I want out”
- Making comments about being hopeless, helpless, or worthless
- Putting affairs in order—changing a will, telling people goodbye
- Sudden, unexpected switch from being very sad to happy



TAKE ACTION

Call the national suicide hotline or 911 for immediate help.

For more, visit cchwy.org/preventsuicide.

PROTECT WITH A FLU SHOT



Flu clinics were held in early October for CCH employees and Pioneer Manor residents. Have you had yours?

The flu is a serious illness that caused 28 deaths in the state of Wyoming last year. The flu is spread by coughing, sneezing and close contact. It causes fever, chills, muscle aches and headache. This year's vaccine protects against 4 different strains of the virus. It is thought to be more effective than last year's, when the flu strain didn't match up well with the vaccine. The bottom line: protect the ones you love with a flu shot. Visit Campbell County Public Health, your pharmacy or your healthcare provider.



Campbell County Health

P.O. Box 3011
Gillette, Wyoming 82717

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UPCOMING EVENTS & CLASSES

Campbell County Health offers a variety of education classes to the community.
Create a profile and register for an event or class at www.cchwy.org/events.

CHAMBER MIXER/OPEN HOUSE

Come mingle with folks from CCH and the Chamber of Commerce and see the new digs for CCMG Orthopaedic Specialists and our new Outpatient Imaging Center at 508 Stocktrail Ave., lower level. PROS (Powder River Orthopedics and Spine) and Dr. Morman's practice will be conveniently located next to our new MRI and X-ray services. Enjoy refreshments, meet the providers and tour the new space.

Date: Nov 19, 5-7 pm, 508 Stocktrail Ave., lower level



Dr. Monica Morman and Vanessa J. Gunn, PA-C welcome patients to their new space.

PRENATAL CLASS SERIES

This class series is for first-time moms in their seventh or eighth month of pregnancy and their support person. Free of charge. Offered monthly. To register call 307-688-2200.

Dates: November 5, 19, 7-9 pm

PRENATAL BREASTFEEDING CLASS

This class is for expecting parents in their sixth to ninth month of pregnancy. Topics covered breastfeeding basics and support from Certified Lactation Consultants. Free of charge. Offered monthly.

Upcoming dates include: Oct 28, Nov 25, Dec 23, 7-9 pm



It's a plus for your health!

Designed to enhance your relationship with your healthcare provider, HealthCheck plus lets you receive lab tests and health screenings without a physician order. Call 307-688-8051.

- Walk-ins welcome
- Greater availability: Monday-Friday
- Extended hours: 6-11 am
- Request an appointment online
- Easy access: 1901 Energy Court, located off Boxelder Avenue, behind Common Cents and Wendy's
- Expanded lab test offerings
- Corporate/Workplace service available

For more, visit cchwy.org/hcplus.



Contact Us

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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 (307-688-1111).