

# HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

FALL 2016

## Home Health and Hospice

Care wherever you call home

By Kim Phagan-Hansel



Maureen Hurley

Twenty years ago, Maureen Hurley was looking for a way to create a closer relationship with the patients she cared for. A nurse at Campbell County Health, she made the move to Home Health care and has never looked back.

"It's a very diverse level of nursing care," Maureen, RN, CHPN, said. "It often becomes a more intimate care experience. We are visitors in someone's home and the dynamics are very different."

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## WELCOME TO The Legacy, a Center for Living!

Grand Opening Celebration Held on October 25



After much anticipation, we're pleased to announce the completion of The Legacy Living and Rehabilitation Center, a short term rehabilitation and long term care facility that is committed to providing dignified care and purposeful living to its residents and their families.

On October 25, we opened our doors to the public, offering self-guided tours, refreshments, and a dedication ceremony with special guests, including US Senator Mike Enzi. Over 1,600 people attended. Those who came were impressed by the modern amenities we offer, including private rooms with access to balconies or patios

*THE*  
**Legacy**  
LIVING AND  
REHABILITATION CENTER  
CAMPBELL COUNTY HEALTH

from every wing, a movie theatre, a country store and a bistro.

To emphasize life and living, we're hoping for lots of community interaction in the Great Room and outdoor spaces.

Along with long term care, we are pleased to offer short term rehabilitation for those recovering from surgery, illness or injury. Our rehab wing is exclusive to short term patients with access to our large, bright therapy space where experts guide patients in a speedy recovery for a smooth return to home.

For more information, call 307-688-7000 or visit [legacywyo.org](http://legacywyo.org).

## CEO Update



Andy Fitzgerald, CEO

The biggest news around the Campbell County Health campus is the opening of The Legacy Living and Rehabilitation Center. On October 25 we held an open house to show the new facility to the public, and in early November we moved our 121 residents into the new space. It's exciting for a number of reasons—of course it feels good to check the project off the list, but most rewarding is the satisfaction of providing our residents with a home that takes compassionate care to a new level.

The new facility supports our incredibly skilled team of caregivers in a much more efficient, aesthetically pleasing environment. Everything is new, down to the beds and furniture, with piped-in oxygen, advanced security systems and some rooms with patient lifts. Without a doubt, it is the nicest long term care facility in the state and it's likely in the upper tier for the country.

We are equally excited for the enhancements it brings to our short term rehab program. Our new, dedicated short term rehab wing is 5 times its original size at Pioneer Manor and has a much more elegant, hotel-like feel. In addition, we have a physiatrist, a specialist in rehab medicine, joining the medical staff soon. The difference is really night and day.

On other news, we are still working on our remodel of the cardiac and pulmonary rehabilitation area that will increase space from a mere 645 sq. ft. to 4,320 sq. ft. Our current gym can only serve four patients per class; the new gym will easily hold eight patients per class.

The need for cardiac rehab and pulmonary rehab has been on the rise in recent years due to our robust cardiology program. The new space means more targeted equipment, a dedicated track for walking, and the opportunity for therapists to perform a variety of exercises and classes with patients. The project is ahead of schedule and under budget. We're looking forward to opening doors in December of this year.

I wish you a joyful holiday season!

Andy Fitzgerald, CEO

## MEET OUR NEW PROVIDERS

We'd like to welcome these new physicians and advance practice providers to the CCH medical staff. Find out more about them at [cchwyo.org/findadoc](http://cchwyo.org/findadoc).



Steven Clements, MD  
*Adult Hospitalist*



Amber Cohn, MD  
*Summit OB GYN*



Nahida Khan, MD  
*CCMG Internal Medicine*



Anne Moore, MD  
*Pediatric Hospitalist*



Erica Rinker, MD  
*Frontier Family Medicine*



Jake Rinker, MD  
*High Plains Surgical Associates*



David Boedeker, PA  
*Powder River Orthopedics & Spine (PROS)*



Candace Winters, PA  
*CCMG Orthopaedic Specialists*



## Our patients say we shine



The Centers for Medicare and Medicaid Services (CMS) released their first HCAHPS Star Rating for hospitals in July for the period October 1, 2014-September 30, 2015. The Star ratings were developed to provide consumers an easy way to compare hospitals and spotlight excellence in healthcare quality. Campbell County Memorial Hospital (CCMH) achieved 4 stars out of 5 for inpatient experience. Overall, CCMH received a 3-star ranking, which reflects quality of care and patient experience together.

Campbell County Health attributes the improvement in patient experience to the work that our dedicated employees have done to hardwire the Standards of Behavior, and Excellence Every Day. Every employee and doctor has worked diligently to drive toward Excellence Every Day by utilizing various initiatives such as AIDET. AIDET stands for acknowledge, introduce, duration, explanation, and thanks (or, saying thank you). This means that for every patient encounter it is the expectation that employees acknowledge themselves to the patient, introduce themselves to the patient, talk about the duration

of the procedure or encounter, explain what will occur or what is happening and thank the patient for trusting us for their care.

*For more information on HCAHPS results, go to [medicare.gov/hospitalcompare](http://medicare.gov/hospitalcompare), or [cchwyo.org/star](http://cchwyo.org/star).*



Campbell County  
Memorial Hospital  
**CAMPBELL COUNTY HEALTH**

## CCH Earns "A" Grade for Patient Safety in Fall 2016 Leapfrog Hospital Safety Grade

New Leapfrog Hospital Safety Grades, which assign A, B, C, D and F letter grades to hospitals nationwide and provide the most complete picture of patient safety in the United States, were announced October 31 by The Leapfrog Group, a national patient safety watchdog. Campbell County Health (CCH) was one of 844 hospitals to receive an "A," ranking it among the safest hospitals in the United States.

"CCH has worked hard over the last five years to improve our safety and quality performance," said CEO Andy Fitzgerald. "We believe strongly that CCH provides excellent patient care every day. This most recent Leapfrog rating helps validate our efforts and our stated goal of Excellence Every Day."

Developed under the guidance of an Expert Panel, the Leapfrog Hospital Safety Grade uses

30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

To see CCH's full grade, and to access consumer-friendly patient tips for staying safe in the hospital, visit [hospitalsafetygrade.org](http://hospitalsafetygrade.org) or follow The Leapfrog Hospital Safety Grade on Twitter or Facebook.



# Depending on Quality Care

By Kim Phagan-Hansel

Bonnie Tranel never imagined she would have to find long term care for her young adult daughter, but everything turned upside down when her 18-year-old Sherri was diagnosed with encephalitis. Sherri was a busy college freshman at the University of Iowa when she was struck with the life-threatening illness that caused her to become wheelchair bound and suffer a number of physical and mental setbacks.

After months in the hospital, Bonnie had to make a decision about how she would care for her daughter. Though she had recently moved to Iowa herself, she knew she needed to move back to Gillette to be close to her other daughters and support system.

"After we knew she wasn't going to get better, we decided to move her," Bonnie said. "She was going to school and now she's in a wheelchair. The disease had gradually taken her down."

Bonnie moved Sherri into Pioneer Manor 27 years ago so Sherri could have all of her special needs met. For Bonnie, who knew she wasn't capable of providing care for her daughter on a long-term basis, it was comforting to know that Sherri would be well cared for and have her health care needs met.

"I know when I leave there she is in good hands," Bonnie said. "I don't have to worry about her. Everyone is so friendly and they get her involved in everything. All the nurses will talk to her. The CNAs and nurses are just good with her."

Even with that quality of care, there have been challenges through the years. Replacing the aging Pioneer Manor that was built in 1964 has been a focus for Campbell County Health since taking over the facility in 2005. In November, that long-term goal came to fruition when residents moved into The Legacy Living and Rehabilitation Center at 1000 S. Douglas Highway.



*Sherri and her mom share a moment with a staff member in The Legacy's new chapel.*

For the first time in 27 years, Sherri will move, and it will be into a 154,000-square-foot, state-of-the-art facility designed to provide the highest standard of living for her and other residents just like her.

"Everyone is excited to move into the nursing home," Bonnie said. "It looks like a five-star hotel. It's a beautiful place in a beautiful setting."

Bonnie said Sherri is excited about everything from the private rooms to the movie theatre in the new facility. Sherri loves having people bring her coffee when they visit, but now with the new coffee shop and bistro, Sherri can have her special treat in the comfort of her own home.

That quality of care has been important for Bonnie, who visits Sherri about twice a day. It's also been convenient for Bonnie's other daughters, Sherri's sisters, and their families to visit on a regular basis. Adjacent to the Lasting Legacy Park, Bonnie is anxious to enjoy picnics and walks with Sherri through the park. Ultimately, Bonnie said she knows she made the right decision moving Sherri to Gillette and now she's excited for her daughter's newest adventure.

"It will be an adventure for a long time," Bonnie said.

*For more information on The Legacy Living and Rehabilitation Center, call 307-688-7000 or visit [legacywyo.org](http://legacywyo.org).*

## How The Legacy compares to Pioneer Manor

### The Legacy

Completed in October 2016

154,000 sq. ft total

152 private rooms plus 8 shared suites ranging from 175 to 340 sq. ft.

All rooms have accessible, in-room bathroom/shower

Access to balconies and patios from every resident wing

### Pioneer Manor

Built in 1964, addition in 1989

95,000 sq. ft. total

150 beds in mostly semi-private rooms at 240 sq. ft.

No showers in resident rooms

Limited outdoor spaces

vs.



# CCH Corporate Wellness Program Helps Businesses, Individuals Meet Healthcare Goals

By Kim Phagan-Hansel

At age 66, Campbell County Sheriff Deputy Bob Melvin wanted to make some changes in his life. Overweight and facing knee surgery, he knew he needed to improve his health and wellness. With incentives from his employer, Bob completed a health screening and signed up for CCH's Wellness coaching program. For little more than a year, Bob has worked with a health coach at CCH that has helped him lose about 30 pounds by guiding his path to eat better and exercise more.

"CCH Wellness is a good resource. It offered the positive feedback I needed. They gave me some guidelines and advice on things I could do differently," said Bob.

After undergoing knee surgery in June, Bob said he's pleased with his recovery time and believes that the recovery process has been easier because he is healthier. Now enjoying less pain when he is active, he's also adding more exercise to his routine.

"I've since been able to do things I haven't been able to do in a long time," Bob said.

Campbell County Health Wellness helps individuals like Bob improve their lifestyle through its individual and corporate wellness programs. For companies large and small, the program can help keep healthcare costs in check and assist businesses in building a healthy environment for their employees.



healthCHECK+ gives you access to low-cost lab tests and health screenings without a doctor's order. Open Monday-Friday from 6-11 am, walk-ins welcome.

Some 12,000 to 15,000 people who participate in a CCH Wellness program (corporate or healthCHECK+) annually, and nearly 30 businesses provide Corporate Wellness services to their employees.

The Corporate Wellness Program provides a variety of services and different participation levels for businesses. The basic service provided is the annual health screen program that includes blood screenings, biometric screenings and health risk assessments.

Additional services include hearing and

pulmonary function tests, advanced blood tests, bone density tests and health coaching. Health coaches are also available at Campbell County Memorial Hospital and often make visits to businesses to provide one-on-one coaching for more convenience.

"We can go onsite to just about anywhere and that gives us a lot of flexibility," said Tanya Allee, supervisor at CCH Wellness.



*"I've since been able to do things I haven't been able to do in a long time."*

## Campbell County Health WELLNESS

To enroll your business in CCH's Corporate Wellness Program, contact Tanya at 307-688-8051. Learn more about the program and business participants at [cchwyo.org/wellness](http://cchwyo.org/wellness).

# Home Health and Hospice *continued from cover*

Today she serves as the director of Home Health and Hospice, working to ensure that all patients' needs are being met. From wound care to IV infusions and medication education to physical therapy, CCH's Home Health brings skilled care right to the patient's home.

"In home health, we do a lot of disease management, teaching and post-operative care," Maureen said. "We are in there to educate and help the family set up a plan to be successful. It gives us the opportunity to build some strong relationships with our patients in their own environment."

Physicians typically refer patients to home health, which is certified by the Centers for Medicare and Medicaid Services (CMS), recognizing that the patient may need a more skilled level of care than they are capable of on their own. Many times those patients are unable to make it to an outpatient clinic on a regular basis to receive that care. Over the years, the services and outreach has grown.

CCH added hospice services to the home health program in 2003.

"End of life care is such a valuable part of healthcare," Maureen said. "We can provide many services to our patients and families who are dealing with a life-limiting illness."

According to a 2012 National Health Statistics Report, home health care patients older than 65 were most likely to use:

- skilled nursing services
- physical therapy
- assistance with daily living activities
- homemaker services
- occupational therapy
- wound care
- dietary counseling

These are similar to all the services CCH's Home Health program provides.

At Campbell County Health, that typically means helping patients and families focus on the living they have left to do. Maureen said that end of life care looks different for everyone and her team is there to support that process. Hospice care doesn't mean the patient is giving up. With good symptom management, pain control and nursing care, families can make each day count.

"My hope is more people become informed about what hospice is and what a benefit it can be," Hurley said. "There's a lot we can do to help people transition to this level of care."

Maureen said she hopes that all families will reach out for assistance when needed, whether that's for home health or hospice. Servicing all of Campbell County and parts of Crook County, home health and hospice serve patients near and far.

Maureen encourages anyone interested in learning more about the services of Home Health and Hospice to call 307-688-6230 or visit [cchwyo.org/hhh](http://cchwyo.org/hhh).

## In 2013:



**4.9 million people**  
received some type of end  
of life care



**12,400**  
home health agencies  
nationwide



**4,000**  
hospices nationwide

These services are being provided on a large scale across the country, and on a small, intimate scale in the local community.

## Hospice Care *What to expect*



Patients must be certified by a physician for hospice care, but patients and families can contact Hospice any time to learn more about the transition from curative care to comfort care. Patients must have a life-limiting illness with a life expectancy of six months or less. The timing of a hospice referral is critical, allowing Hospice to assist the patient and family in making that time as purposeful as possible. In hospice care the focus shifts from curing a disease to the physical, emotional, spiritual and financial concerns experienced by the patient and family. Hospice care is provided wherever the patient calls home, including The Legacy, assisted living facilities or the Close to Home Hospice Hospitality House.

## General Surgery in Your Community

Are you considering an elective surgery before the end of the year to take advantage of your company benefits? Many common surgical procedures can be performed at Campbell County Memorial Hospital's state of the art surgical facilities by the general surgeons on our medical staff. General surgery focuses on structures of the abdomen including the esophagus, stomach, small bowel, colon, liver, pancreas, and gallbladder. Cholecystectomy, the surgical removal of the gallbladder, is one of the most common surgical procedures done worldwide. General surgeons also perform surgeries of the breast, thyroid and for many types of cancers.



*Rodney Biggs, MD*



*Kris Canfield, MD*



*Sara Hartsaw, MD*



*Jake Rinker, MD*

[cchwyo.org/findadoc](http://cchwyo.org/findadoc)

Many surgeries are performed laparoscopically, a technique using cameras and small instruments inserted through several tiny incisions. Gallbladders, appendices, and colons can all be removed with this technique. Hernias are now repaired mostly laparoscopically. This technique results in a shorter recovery time for the patient.

All general surgeons are trained in emergency surgery. Bleeding, infections, bowel obstructions and organ perforations are the main problems they deal with. Ruptures of the appendix and small bowel obstructions are other common emergencies seen by general surgeons.

## WYOPOLST (Wyoming Provider Orders for Life Sustaining Treatment)

A new law passed last year called POLST (Wyoming Provider Orders for Life Sustaining Treatment), created a medical order form that is signed by the patient's provider, carried by the patient and acts as a physician order in any healthcare setting. The purpose of a WyoPOLST is to place a patient's final wishes in an actionable medical order that becomes part of the healthcare planning process and must be followed by healthcare providers throughout the state.

CCH has been working on how the WyoPOLST will be implemented in our organization for the last several months, and there is more work to be done to clarify how the POLST is added to the medical record, and how to ensure that patients with a POLST are identified upon admission or during treatment.

**Additional information regarding WyoPOLST and the WyoPOLST form can be found by visiting the Wyoming Medical Society website at [wyomed.org/wyopolst](http://wyomed.org/wyopolst) or the Wyoming Department of Health webpage at [health.wyo.gov/polst](http://health.wyo.gov/polst).**

## Anticoagulation Management **COMING SOON!**



*Gail Graham, RN*

CCMG will soon be starting a new service for people on long-term blood thinning medications, such as the drug Coumadin. Research has shown that patients often do better on this type of therapy when they have more frequent visits and education about their treatment plan. Patients being treated for heart problems or patients who have had frequent blood clots are often prescribed blood thinning medicines. Registered nurse Gail Graham will be the point of contact for the new Anticoagulation Management program, a long name for a way to provide more frequent and personalized care for these patients. She recently obtained certification in Anticoagulation Therapy Management through the University of Southern Indiana. Gail will see the patient as often as every

two weeks or sometimes monthly. A simple finger stick test is used to evaluate how the medication is working, and Gail will provide support and education along the way. Internal Medicine physician Dr. Landi Lowell is the medical director of the program, which will be up and running in a few weeks. Call 688-3636 to learn more.





# Campbell County Health

P.O. Box 3011  
Gillette, Wyoming 82717

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## UPCOMING EVENTS & CLASSES

### HOLIDAY MUSIC IN THE MAIN LOBBY

Holiday music in the hospital's main lobby during the month of December has become a tradition since the donation of the grand piano by the Kate Weis Trust. If you or someone you know wants to share your talents during the holiday season, contact Chris Buxton, Volunteer Coordinator at 688-1536. This includes not only pianists, but other instrumentalists, groups or vocalists. Musicians will also have the opportunity to perform at The Legacy.

### HOSPICE SERVICE OF MEMORY AND HOPE

**November 21, 6 pm**

**First Presbyterian Church, 511 Carey Ave.**

Join Campbell County Health Hospice, Gillette Memorial Chapel, First Presbyterian Church and Walker Funeral Home in remembering and celebrating loved ones who have died. Personalize an ornament or bring your own to hang on the tree. A short service will allow you to honor your loved one. Each family member can personalize an ornament that evening. Refreshments will be served and all family members are welcome. Please call Hospice, 688-6230 with questions.

### CHOOSE YOUR OWN HEALTHY HOLIDAY ADVENTURE

**December 1, 6-8 pm**

**Health Science Education**

**Center Auditorium**

**Cost: Free**

Presenter, Jamie Marchetti, MS, RDN, LD,  
CCH Clinical Dietitian

Seasonal treats abound during the holiday season that can lead to more sadness than joy once January arrives. Learn how to make good choices to take part in the festivities while also taking care of your health.

Register online at [cchwyo.org/foodie](http://cchwyo.org/foodie)



### Ask-A-Nurse

Phone: 307-688-1111

*Ask A Nurse is here for you 24 hours a day, 7 days a week*

#### Talk to a registered nurse (RN)

Get fast, reliable healthcare information you can trust.

#### It doesn't hurt to ask

Whether it's a sprain, strain, needs stitches or specialty care, call us.

#### Find a physician

Get information on doctors including names, locations, medical specialties and insurance coverage.

#### Health resources

If there's a health service or resource in Gillette or Wright, Wyoming, we'll know about it.

*Ask-A-Nurse is a free service provided by Campbell County Health.*

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

*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](http://cchwyo.org/nds)**

### Contact Us

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