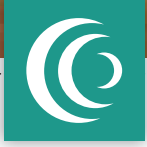


HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

SUMMER 2015

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We appreciate you appreciating us!

PUBLIC PERCEPTION SURVEY RESULTS*

89% satisfied with our medical staff

93% satisfied with our support staff

Thank you to those who took our survey. Your confidence matters more to us than any award or outside recognition.

**472 residents participated in our 2015 survey*



Cardiac Cath Lab Saves Lives in its First Year



The cardiac team at CCH is well-equipped to treat heart attack patients.

If it were not for the winning combination of the Cardiac Cath Lab and Mission Lifeline—a program that equips ambulances with EKGs—Ron Burkart (66) knows his heart attack story might have ended differently.

“The doctor said I was lucky. He said I had a tombstone heart rhythm when I arrived and didn’t have much time left,” says Ron.

Ron was on his way to a work site near Antelope, Wyoming from his home in Torrington when he “broke out in a cold sweat” and felt like he wanted to “crawl out of his skin.” An Antelope ambulance rushed him to a waiting CCH ambulance in Wright.

“Immediately when I got in the CCH ambulance they hooked me up to an EKG machine and sent my results to Dr. Stamato who read them on his cell phone,” Ron adds.

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PATIENT CALLS HIP REPLACEMENT FLAWLESS



Rocky Mathisen, 55, wouldn’t have recommended Campbell County Health four years ago, but he sure would today. According to him, it has improved 100%.

“It was one of the best experiences I have ever had, and that’s no joke,” says Rocky.

continued on page 6

CEO Update



Andy Fitzgerald, CEO

The results from our 2015 public perception survey are in and we are happy to report they are positive! In 2014 we conducted our first survey to measure how well we are serving the community. While the majority of you were satisfied at some level with our services in 2014 (78%), more of you are satisfied today (82%), and many of you indicate a higher level of satisfaction.

The increase in satisfaction across the board is encouraging, but even more exciting is your shift in confidence in us. A much greater number of you said you would refer us to friends and family (77%) this year over last year (62%). Many more of you now see our reputation as positive (70%) rather than negative (30%) where it was equally split in 2014.

I'm thrilled to learn that our patients believe we are taking better care of them and to see the community gaining more confidence in our abilities. The survey results are a resounding affirmation that we are taking the right actions.

My message to my staff is that we haven't arrived, but we are headed in the right direction. Let's keep building on the positive changes we are making and strive to get even better. Let's continually set new goals to improve care, and meet them, to ensure we always deliver high quality care to our patients and the community.

It is my ultimate goal that we become your healthcare system of choice. We do not want to be the healthcare system that's most convenient but the one where you want to come because you trust in our providers, staff and services.

We want to hear from you whether it's in a survey, on a patient satisfaction questionnaire or in person. Your feedback steers our improvements. We are listening. Thank you to the nearly 500 residents who took the time to complete our survey. Together, we're getting stronger.

With respect,

Andy Fitzgerald, CEO

SAVE THE DATE

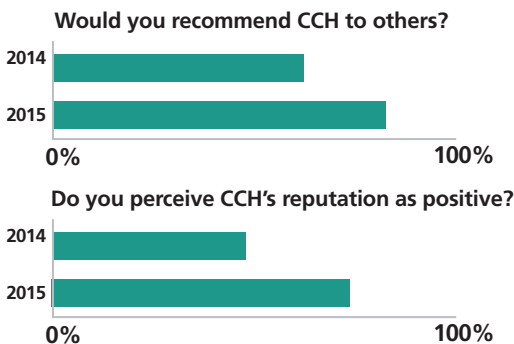
**10th Annual
Black Cat Ball**

Friday, September 18

Celebrating milestones
in disguise at the
Venetian Masquerade

*Sponsored by Campbell
County Healthcare Foundation
cchcf.com*





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 CLINIC &
OCCUPATIONAL HEALTH

For more information:
www.cchwyo.org/clinics

Fresh Face of Junior Volunteering

Some local teens chose to hang out with us rather than spend all their time at the pool this summer. Each year, about 40 local youth ages 13 to 18 volunteer for the health system performing various tasks in several departments as part of our Junior Volunteer Program.

“Our youth volunteers are really valuable. They help out with older residents at Pioneer Manor, greet patients at the information desk, and assist staff with administrative tasks. It’s really an enjoyable experience for everyone involved,” says Devon Boen, CCH Volunteer Coordinator.

Youth who volunteer are 19% more likely to graduate.

Source:
Youth Services Association
www.ysa.org

Junior volunteers also sell popcorn and help with the volunteers’ sidewalk sale to support the volunteer scholarship fund. This year, they can add “barista” to their duty list as they’ll take

coffee orders for employees and make deliveries around the hospital. It’s a true win-win.

“They do it to give back to the community, to stay productive and to get experience in health care. About half say they are interested in careers in the medical field. They really seem to enjoy it,” Boen concludes.



This year’s team of junior volunteers are ready to take action after completing orientation.

JUNIOR VOLUNTEER PROGRAM

- First come, first served
- Applications available in April
- If interested, contact Devon at: 307-688-1536
www.cchwyo.org/volunteer

CCH EARNS DNV GL ACCREDITATION

If you hear cheering coming from nurses stations and staff lounges at CCH, it might be celebration for earning accreditation from DNV-GL. CCH demonstrated that it meets or exceeds set patient safety standards. DNV GL, an international safety certifier, oversees the accreditation process for Centers for Medicare & Medicaid Services. CCH is the only hospital in Wyoming to adhere to these advanced standards.



ZERO. NADA. NONE.

That’s how many central line infections* CCH had in 2014. And we earned an award for it! Mountain-Pacific Quality Health and the Wyoming Infection Prevention Advisory Group **recognized CCH in 2015 for achieving excellence in infection prevention.**



**Central lines, or catheters, are placed in the hospital to treat acute illnesses.*

Cardiac Cath Lab Saves Lives in its First Year

continued from the cover

Dr. Stamato was outside waiting and rushed Ron into the cath lab where he removed the clot and put in a coronary stent, saving his life.

In the past few years cardiac care in Gillette has made a quantum leap. In the past, heart attack patients were stabilized then transported to another hospital at least two hours away. Today, a good share of acute heart attacks can be treated right here at CCH.

“In one year’s time we’ve built up a leading-edge cardiac catheterization lab. It’s really been a whirlwind,” says Sheila Voelsch, Cath Lab Manager.

Often with heart attacks, a cath lab is the first stop. It’s where cardiologists like Dr. Sairav Shah and Dr. Nicholas Stamato quickly get to work and complete a catheterization procedure to assess and resolve the blockage.

Blocked arteries are usually opened by suctioning out blood clots or placing a stent—a tubular support rod that keeps the artery open, sometimes with the help of a balloon. The American Heart Association set national “door to balloon” times at 90 minutes for best outcomes.

“It’s very important to get an artery open fast to bring oxygen to the heart because time literally is heart muscle saved. We’ve averaged 60.58 minutes since we opened, but we’ve done it in as little as 23 minutes. Ron’s time was 29 minutes,” Voelsch adds.

The cath lab team is ecstatic about consistently beating the national standard. Patients and families express their gratitude for the cath lab, which treated 309 patients in its first year.

“We know we are giving patients the best possible outcome, and that gives them a better chance at life,” she concludes.

“I wish CCH was closer to my home here in Torrington. I was so impressed by their fast action and expertise. I know they gave me a new life, and I’m going to treat it as that,” Burkart exclaims.



The cardiac cath lab at CCH is equipped with the latest, most advanced technologies.

Quick Facts: Cath Lab

Open 24/7

Better than national average door-to-treatment times

Treats a variety of cardiac conditions

Completes studies including electrophysiology (EP), which test electrical signals of the heart and allows for pacemaker implantation and cardiac ablation

MISSION LIFELINE: EMS EARNS AWARD FOR FAST ACTION WITH HEART ATTACKS



Mission: Lifeline save lives by empowering ambulance crews to send EKG test results on the way to the hospital where a cardiac team is waiting. A team of 46 Emergency Medical Services (EMS) staff are available from two stations, one in Gillette and one in Wright. For their incredible work implementing Mission: Lifeline, the CCH Emergency Medical Services team received an EMS Bronze Level Recognition Award from the American Heart Association (AHA).

Mission: Lifeline is funded through the AHA and the Leona M. and Harry B. Helmsley Charitable Trust, which teamed up to provide \$7.1 million toward improving heart attack care in Wyoming. Other contributors include First Interstate Bank and The Wyoming Community Foundation.

Annual Exams All About Prevention

Think of an annual exam as a yearly diagnostic check up. You do it for your car, why not for yourself? Your doctor reviews your health history, performs an exam and looks for any disease processes that may be developing.

“Annual exams are all about prevention. As we grow older, different risk factors present themselves based on our family histories and lifestyles. During an annual exam you have vitals taken, a complete exam and labs ordered or reviewed,” says local family physician Dr. Jennifer Thomas.

Besides labs, annual exams may include a PAP test for women, a prostate screen for men, and an exam of the heart, lungs, head and neck, skin and abdomen.

Orders for health maintenance tests, such as mammograms and colonoscopies, may also be given.

“Yearly wellness checks may be the only time children see their primary care doctor and that continuity through the years is important. We discuss any concerns, not just medical. We evaluate development, nutrition, immunizations, screen for risky behaviors, and anticipate challenges before they become problems,” says Dr. Breck McCarty of McCarty Family Medicine.

If you haven’t visited in over a year, set an appointment with a family medicine or general practitioner soon.

FAMILY MEDICINE PHYSICIANS IN GILLETTE



Laura Anders, MD



Helen Iams, MD, MS



Breck McCarty, MD



Kelly McMillin, MD



James Naramore, MD



Ryan Noonan, MD



Travis Roberts, MD



Laine Russell, MD



Jennifer Thomas, MD



Nathan Tracey, DO



Billie Wilkerson, MD

Patient Calls Hip Replacement Flawless *continued from the cover*

He is no stranger to surgeries. He had one hip replaced in 2011 and the other in late 2014. Before that, he had back surgery.

“My hips simply wore out. It was painful to walk and I was having a hard time keeping up with my job,” he says.

Rocky is the maintenance supervisor at CAM-PLEX, where he has pretty much worked the last 25 years, not counting a few detours along the way. He and his wife Tanya came to Gillette in 1990 where they raised their four kids—all of whom graduated from Campbell County High School. Three of his children still live and work in Gillette.



With a new hip, Rocky is back climbing ladders and keeping up the grounds at CAM-PLEX.



Rocky has been the maintenance supervisor at CAM-PLEX for the last 25 years.

Rocky describes the whole hospital experience as great, praising “everybody down the line from the surgeon to his assistant, to the nurses and the physical therapist who came to my house from Home Health,” he is especially grateful to Dr. Hans Kioschos with Powder River Orthopedics & Spine (PROS), now a Campbell County Medical Group Clinic.

“That man is an artist. To be able to put in a prosthesis and attach it to the femur through a 3.5 inch incision has got to be tough. He’s my hero,” says Rocky.

“He moves the muscles out of the way so they don’t get cut and you heal faster. It was a flawless experience,” Rocky concludes.

Rocky’s recovery was quick and he has remained pain-free. He’s happy to be back climbing ladders and keeping up the grounds at CAM-PLEX.

The surgeons at PROS use advanced methods that are minimally invasive and lead to quicker recoveries.

Quality Orthopedic Care in Gillette

Overall **infection rate** for PROS providers in 2014 = **1.43%**

Post-op Surgical site infection rate for all surgical procedures **nationwide is 1.9%***

*CDC NHSN (Centers for Disease Control, National Healthcare Safety Network), January 2015, modified April 2015

Total Hip readmission rate* for PROS providers in 2014 = **0%**

*Patients readmitted to the hospital within 30 days

Complication rate for all orthopedic procedures in 2014 = **0%**

CARE AT HOME AFTER SURGERY

Did you know that professionals from CCH's Home Health department will come to your home after surgery and help you recover? After his hip surgery, Rocky Mathisen received regular visits for two weeks. "They helped me do daily things before I was able to get up and moving," he says.

Home Health Services

- Skilled Nursing
- Home Health Aides
- Physical, Occupational and Speech Therapy
- Medical Social Services
- Nutritional Counseling
- Direct Billing Services

Services are available 24 hours, seven days a week and are often covered by insurance with doctor's orders. Call 307-688-6230, or visit www.cchwyo.org/homehealth.



REHAB TO RECOVER MORE QUICKLY



After surgery, rehabilitation is often recommended. Rehabilitation Services at Campbell County Health offers:

Extensive staff of PTs and OTs with expertise in post-surgery care

Top of the line rehab equipment

Only therapy swimming pool in Gillette

Recently remodeled facilities

Conveniently located in the same building as PROS and the Powder River Surgery Center, just east of the hospital at 508 Stocktrail Ave.



307-688-8000 | cchwyo.org/rehab

Patients that need more extensive, inpatient rehab and physical therapy can utilize the Transitional Care Unit (TCU) at Pioneer Manor.

Know the PROS



Powder River Orthopedics & Spine physicians: Nathan Tracey, DO, Sports Medicine; Daniel Allen, DPM, Podiatry; Hans Kioschos, MD, Orthopedic Surgery, Sports Medicine; Nathan Simpson, MD, Spine Surgery; Stanford Israelsen, MD, Orthopedic Surgery; Crystal Skovly, PA-C, Orthopedics

The Board-certified physicians at PROS take an innovative and comprehensive approach to the treatment of acute and chronic orthopedic pain. All services are offered at one convenient location, one block east of the hospital.

PROS
POWDER RIVER
ORTHOPEDICS & SPINE
— CAMPBELL COUNTY HEALTH —

508 Stocktrail Avenue, Suite A
Gillette, Wyoming 82716

307-686-1413

www.cchwyo.org/PROS



Campbell County Health

P.O. Box 3011
Gillette, Wyoming 82717

PRSRT STD
ECRWSS
U.S. POSTAGE
PAID
EDDM RETAIL

UPCOMING EVENTS

CCH offers a variety of classes. Create a profile and register for an event or class at www.cchwyo.org/events

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: August 13 & 18

PRENATAL CLASS SERIES

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

Dates: August 6, 20 & September 3, 17

CPAP SUPPORT CLINIC

Free service held on the third Thursday of each month to provide ongoing support to increase comfort and efficiency of using a CPAP device. Call 307-688-2350 to schedule an appointment.

Dates: August 20 & September 17



HEALTH SCREENS

Receive lab tests and health screenings without a physician order.

Walk-ins welcome

Greater availability: Monday-Friday

Extended hours: 6-11 am

Request an appointment online!

1901 Energy Court, Suite 115

307.688.8051

www.cchwyo.org/hcplus



Kid Clinic
YOUTH HEALTH CONNECTIONS

800 Butler Spaeth Rd.
307-688-8700
cchwyo.org/kidclinic

Open All Summer Long
Monday – Friday, 8 am – 5 pm
Walk-Ins Welcome

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 (307-688-1111).

cchwyo.org

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