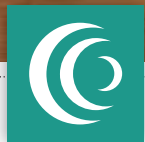


# HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

WINTER 2015

Welcome to our  
community newsletter.

Each quarter, we  
bring you news about  
the health system  
and information on  
healthcare in the  
community.

## WHAT CANCER PATIENTS SAY ABOUT CCH

**100%** rate doctors as  
excellent\*

**90%** rate staff as  
excellent\*

\*According to patient  
surveys in 2013 & 2014

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## Homegrown, Hi-tech Care at Heptner Cancer Center

When you hear you've got cancer, time stops. You can't help but think about the worst outcome as you wait to see your doctor and find out the details. That's why keeping the time between discovery and treatment as short as possible is vitally important.

"Cancer may not be a medical emergency but we understand that it's an emotional one. For that reason, we make every effort to see patients within a day or two," says Dr. Keith Mills, oncologist/hematologist with CCH.

Although relatively small, the Heptner Cancer Center compares well with larger cancer centers on many levels — especially when it comes to putting patients first.



Dr. Keith Mills

"I've had patients come to us and say they've gone to one of the large, prestigious centers and were pushed through like a number. We take pride here in giving patients and their families a lot of attention," says Leigh Worsley, Cancer Center Manager.

Heptner collaborates with the University of Colorado for CCH patients involved in cancer studies. Dr. Mills is on the faculty at the University of Colorado, and works with academics and larger institutions to



Heptner Cancer Center Manager Leigh Worsley  
receiving one of her eight chemo sessions.

stay abreast of the latest and best therapies available.

"We can do a lot here. For example, our radiation oncology program can compete with any community hospital in regards to technology and quality. Plus, we take a team approach and offer patients access to specially-trained oncology and radiation nurses and doctors, nutritionists, physical therapists, palliative care specialists, and social workers," says Mills.

*Although relatively small, the Heptner Cancer Center compares well with larger cancer centers on many levels — especially when it comes to putting patients first.*

continued on page 4

## CEO Update



Andy Fitzgerald, CEO

The biggest news these days is the opening of our new Campbell County Medical Group Main Clinic. It's exciting to increase the level of access to primary care and specialty providers in one location. We designed it to be convenient for patients. Even though it's adjacent to the hospital, there is dedicated parking nearby and a separate entrance. You can step right into the clinic without having to take an elevator or stairs, a bonus especially when you are feeling sick.

In the past several years, CCH has focused on bringing specialty care to the community. We now have a complete list of specialists, some who have moved into the Main Clinic and others who have kept their location on the third floor.

Today, we have a new emphasis—primary care. We've recruited four excellent family medicine doctors, including Dr. Ryan Noonan and Dr. Helen Iams, who you'll hear from on upcoming pages, along with Dr. Vijaya Koduri, our new pediatrician. We plan to add a few more primary care providers throughout 2015.

Family medicine services in Gillette have been somewhat limited. Providing primary care services helps us move toward the 'medical home' model of healthcare reform.

What's especially exciting is that two of our family physicians have special training in sports medicine. Both come to us from the prestigious Cleveland Clinic.

Have you ever needed care for a sports injury? If so, you may have had to wait longer than desired for care. In the past, all sports injuries were referred to area orthopedists—whether surgery was required or not—slowing down access. With our new sports medicine trained family doctors we can diagnose and treat non-surgical injuries much more quickly. They will work hand-in-glove with our rehabilitation department to provide effective care.

This issue also highlights our partnership with Gillette College, of which I'm especially proud. We have a very positive, symbiotic relationship with the college to educate nursing students who then complete their clinical training here at CCH and often come to work for us after graduation. In 2013, we retained 10 of 11 new graduate nurses at the hospital or in our healthcare system. Since 2005, we've provided funding for educators and a director of nursing at a total of over a million dollars of support. The hospital board just agreed to continue the funding, and I couldn't be more pleased.

Andy Fitzgerald, CEO

### CCMG Main Clinic

501 S. Burma  
Gillette, WY 82716  
Entrance from West Sixth Street  
(across from CCSD Bus Barn)  
307-686-3636



Campbell County  
Medical Group

CAMPBELL COUNTY HEALTH

## 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:  
[ccmh.net/clinics](http://ccmh.net/clinics)

## Rate Your Stay with HCAHPS Phone Survey



Mary Barks, *Manager of Patient and Physician Relations*

Along with almost every hospital in the nation, CCH participates in the government's HCAHPS survey—a requirement for hospitals if they want to be reimbursed by Medicare and Medicaid. The survey asks patients to rate their recent hospital experience on scales from 1 to 10 and 'never' to

'always.' In this competitive healthcare world, it's only the 9s, 10s and 'always' that matter.

"We welcome the surveys because we want to know how patients feel about their experience. We use feedback to reward our staff when scores are high and to guide our improvements when they are not," says Mary Barks, Patient & Physician Relations.

*"HCAHPS scores are strict. A score of 10 means we exceed your expectations. A 9 means we met them and an 8 or lower means we did not meet your expectations."*

Patients can expect a call one to three weeks after their hospital stay. CCH surveys 155 patients each quarter.

"We urge you to take the call. It's very important to us to measure how we are doing," Barks adds.

Participating in the HCAHPS survey not only improves healthcare in your community but also adds to

the online database where you can compare CCH to other like hospitals across the nation. Results are posted at [medicare.gov/hospitalcompare](http://medicare.gov/hospitalcompare). Soon, surveys will be required for the clinics, emergency department and hospice care.

The government only gives full reimbursement for a score of 9, 10 and an 'always.' This can be confusing, as most people consider 7 or 8 as a pretty good score on a

scale from 1 to 10, but in the HCAHPS world, any score lower than 9 equals zero.

"We have been surveying our patients long before HCAHPS because we truly strive for excellence. We want you to come to CCH because you know you will get great care here," concludes Barks.

HCAHPS surveys must be completed by an outside vendor. CCH uses HealthStream, Inc. based out of Maryland. Calls come from 301-575-9366.



### CLICK AND KNOW, THEN GO!

We want to make healthcare convenient for you. That's why we have a walk-in clinic—so you can come without an appointment. But what if you want to avoid a potentially packed waiting room? Skip the wait! Visit our website ([ccmh.net](http://ccmh.net)), click on Skip the Wait, view the current wait time and choose when you'd like to come in! We'll hold your spot.

**CCH Walk-in Clinic**  
501 S. Burma Ave.  
307-688-WALK (9255)  
Mon - Fri, 8 am – 8 pm  
Sat & Sun, 8 am – 6 pm



### My Health Home – Access to Your Health Records Anytime, Anywhere



Want to review your personal health records, see your medication list or track your visits whenever you want, conveniently and securely online? Sign up for My Health Home!

**Stop in to CCH's Medical Records department to sign up today! Call 688-7878 or visit [ccmh.net/myhealth](http://ccmh.net/myhealth) for more information.**



## Homegrown, Hi-tech Care at Heptner Cancer Center

*continued from the cover*

"Yet, if a patient needs highly specialized treatment we do not hesitate to refer them elsewhere. We never take a less effective approach just to keep them in town. Patients come first—that's just our philosophy here," adds Mills.



*Dr. Keith Mills and nurse Laurie Shannon, RN, check in with Leigh Worsley during her chemotherapy session. Read more about Leigh's story on page 5.*

CCH is pleased to offer advanced technology including a linear accelerator that zeros in on cancer and breaks up and destroys tumor cells. The center offers the latest chemotherapy medicines in its infusion center as well as targeted therapies that alter specific chemicals within cancer cells.

"It's really a human experience here. Whatever the patient and family need and want, we make every effort to provide," states Mills who happily gives his cell phone number to all his patients—and truly hopes they'll call.

### CCH Delivers Oncology Care to Sundance, Newcastle

Dr. Keith Mills, oncologist, doesn't want patients to have to travel when feeling sick. That's why he visits Newcastle and Sundance the third Thursday of every month to see new and current patients.

*For appointments, call CCH oncology at 307-688-1903.*

**NEWCASTLE**  
Weston County  
Health Services  
9:00 a.m. - noon

**SUNDANCE**  
Dr. Keith Noback's  
office (Crook  
County Medical  
Services)  
1:00 - 5:00 pm

## SCREENING TESTS SAVE LIVES

When caught early, most cancers can be treated. That's why screening tests are so important. Common screening tests include mammograms, Pap tests, prostate screens and, of course, colonoscopies. At age 50, it's recommended that both men and women get a baseline colonoscopy.

"Early colon cancer has very few symptoms. A colonoscopy can detect colon cancer at early, curable stages," says Dr. Sara Hartsaw, general surgeon in Gillette.

"Colonoscopy is an important screening test as it can identify pre-cancerous lesions prior to developing cancer. It's both a diagnostic test and a treatment if polyps are discovered. Polyps can be removed during the endoscopy without any further surgery," says Dr. Rodney Biggs, general surgeon in Gillette.

General surgeons are well trained in performing colonoscopies. Dr. Biggs, Dr. Hartsaw, and Dr. Kris Canfield offer colonoscopies at CCH and other area surgery centers.



Dr. Rodney Biggs, General Surgeon



Dr. Sara Hartsaw, General Surgeon



Dr. Kris Canfield, General Surgeon

### 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.*

# Leigh's Fight Against Cancer

This past August, Heptner Cancer Center Manager Leigh Worsley discovered she had breast cancer. At age 37 this was a huge surprise. Luckily she caught it early but due to its aggressive form she underwent chemotherapy first and will have surgery in early 2015. Leigh lives in Gillette with her two sons, Coleman (15) and Chase (10). Here are excerpts from her journal entries on Caring Bridge ([www.CaringBridge.org](http://www.CaringBridge.org)) during her chemo treatment:

**9/14/2014**

I was diagnosed with breast cancer this week and I have a long road ahead of me. I've devoted the past 15 years of my career to helping cancer patients fight this battle and now I am going to see the other side. I'm ready to fight!

**9/28/2014**

I had my first chemotherapy treatment and all went well. I have been tired and a little achy but didn't get sick. The best way to describe it is that I just feel "blah." I will have eight chemo sessions, one every 14 days.

**10/12/2014**

I ran my fingers through my hair before my second chemo treatment and got handfuls. After two days of this I decided it was time to buzz it off.

**10/24/2014**

Chemo #3 on the books! I am lucky to say that I haven't had any nausea or vomiting at all and I've learned there are benefits to not having hair! The best is I get an extra 40 minutes of sleep every morning. I've continued working full time and I wouldn't have it any other way!

**11/9/2014**

I've been able to avoid nausea for the most part. The "tired" part is the biggest obstacle for me. It's definitely a different type of tired than what we normally think of as tired.



*Leigh Worsley with her sons, Chase and Coleman.*

**11/23/2014**

I spent my 38th birthday in a chair getting chemo—not my first choice for a "party" but hey. I am so lucky to have my wonderful cancer center staff and friends to take care of me during my treatments. They are all like family to me. Our community is fortunate to have such wonderful caretakers!

**12/7/2014**

My last chemo treatment is on New Years Eve Day. It's amazing how far side-effect management for chemo has come over the years. I remember patients in the past would lose their fingernails and toenails and have severe, permanent nerve damage as well as dealing with vomiting. I'm so grateful for modern medicine.

**12/8/2014**

Now that I am on the patient side of things I see how much we do for patients. This cancer center has people who genuinely care and are in it for the right reasons.

*"I am so lucky to have my wonderful cancer center staff and friends to take care of me during my treatments. They are all like family to me."*

## WIN - WIN:

# CCH Partners with Gillette College to Educate Nurses

It's a unique partnership between higher education and healthcare that creates local jobs, increases community college enrollment and improves access to healthcare. Campbell County Health and Gillette College have worked together to educate nurses since 2005.

CEO Andy Fitzgerald calls it a 'symbiotic relationship.' The college educates nurses who graduate and then often work for CCH. It has the extra bonus of keeping talent local.

"Without our unique partnership it would be nearly impossible to provide a comprehensive nursing program," says Mark Englert, Vice President of Gillette College.

CCH has covered the cost of a full-time educator and half the cost of a nursing program director for the past several years.



*Nursing students gather before the start of classes.*



*Health Science Education Center at Gillette College*

### CCH/GILLETTE COLLEGE PARTNERSHIP

**QUADRUPLED** number of graduates each year

Provided over **\$1 MILLION** in support

Funded **10 instructors** since 2005

Helped **BUILD** the Health Science Building

**Hire 10+ graduates** each year

**Sheridan.edu**

"Having a nursing school in our backyard has helped us recruit qualified nurses," says Deb Tonn, Vice President of Patient Care Services.

The college offers an Associate of Applied Science Degree with a certification in nursing that allows graduates to sit for their RN licensing exam. Before the partnership, Gillette College graduated approximately 14 nurses every two years. Now they graduate 32 nurses every year.

"Students complete 300 hours of clinical training at our hospital, long-term care facility, lab and clinics," says Veronica Taylor, Professional Development Manager for CCH.

"I have the most sincere gratitude for CCH's vision and ongoing support of Gillette College," Englert says.

## Meet Nursing Student KAT TUNING



Kat Tuning had always been interested in healthcare and started college with a healthcare career in mind. But her life took a different turn and she became a hairstylist. She cut, styled and listened to her customers for 11 years before taking a class at Gillette College. That success encouraged her to apply to the nursing program, and now she's in her second year of school. She'll be eligible to take her registered nursing exam after she graduates this coming May.

"Surprisingly, some parts of nursing aren't that much different than being a stylist," Kat says. "I'm very comfortable going into a patient's room, talking to them and making a personal connection."

Kat is completing her clinical training at CCH. She appreciates how willingly the staff nurses teach students.

"As a student nurse it can be intimidating to perform tasks on your own so it's helpful to have the nurses teaching me and letting me work hands-on," she states.

Kat and her husband Nick and son Zane (6) plan to stay in Gillette. She hopes to work at the hospital or one of the CCH clinics.

"It's been a lot of work going back to college as an older student, but it's worth it. I'm definitely on the right career track," Kat says.





## CCH Opens Main Clinic

Boxes have been unpacked and patients are enjoying the surroundings at CCH's brand new facility—the Campbell County Medical Group Main Clinic. Whatever your medical need, you will likely find a specialist or primary care physician to give your expert advice.

“We’ve brought multiple specialties and primary care physicians together under one roof for easier access, nicer surroundings and better consolidation of care,” says Andy Fitzgerald, CEO of Campbell County Health.

We’re pleased to bring you an expanded family medicine team of three doctors, two with special training in sports medicine—something new to our medical team. The clinic also offers another new service—pediatrics.

“Virtually all the needs of families can be served under one roof, giving us the opportunity to collaborate and provide better care and more thorough answers to our patients,” states Dr. Vijaya Koduri, Pediatrician.

The new space is located on the south side of the hospital, with a separate direct entrance and dedicated patient parking. Patients can enter the Main Clinic parking lot from West Sixth Street, across from the Campbell County School District “bus barn.” Call 307-688-3636 to schedule an appointment with one of our providers, or visit the CCMH Facebook page ([facebook.com/CCMedicalGroup](https://facebook.com/CCMedicalGroup)). Swing by, give it a like, and stay up-to-date on Clinic information!

### Services at the new CCMG Main Clinic:

Family Medicine /  
Sports Medicine **NEW!**  
Pediatrics **NEW!**

Internal Medicine  
Geriatric Medicine  
Neurology

Urology

Cardiology, Orthopaedic Specialists,  
Nephrology & Complex Medicine  
and Pulmonary & Sleep Medicine will  
continue to see patients on the third  
floor of the hospital.

*“I am excited to provide needed primary care services to the community and a home base for*



Dr. Ryan Noonan

*patients,” says Dr. Ryan Noonan, Family Medicine Physician, CCMG Main Clinic.*

*“It’s very important to have a go-to person for your children’s medical needs and I look forward to being that*



Dr. Vijaya Koduri

*person,” says Dr. Vijaya Koduri, Pediatrician, CCMG Main Clinic.*

*“My focus is to reduce joint pain, minimize downtime from injuries and help people be*



Dr. Helen D. Iams, MS

*active,” says Dr. Helen Iams, Primary Care Physician, CCMG Main Clinic.*



# Campbell County Health

P.O. Box 3011  
Gillette, Wyoming 82717

PRSRT STD  
ECRWSS  
U.S. POSTAGE  
**PAID**  
EDDM RETAIL

## Want to Learn Something New?

We have a variety of education classes to meet the needs of individuals, groups or companies. Some courses are available at the work site. All courses are available at the hospital. Feel free to create a profile, which will allow you to register for one of our many community events or classes. Visit [ccmh.net/events](http://ccmh.net/events) to learn more.

A sampling of opportunities include:

### CPAP SUPPORT CLINIC

Free service held on the third Thursday of each month to provide ongoing support to sleep disorders patients and their families. **Upcoming dates include: January 15, February 19, March 19, April 15**

### 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 include: February 5, March 5, April 2**

## NEW! MEDICAL TRAINING CLASSES

If you want to pursue a career in healthcare, consider taking one of these training courses. Classes include: Certified Nursing Assistant II Class, Medical Assistant Training Course and Introduction to Basic Phlebotomy. Classes start in January and February. Fees vary from \$300 to \$525. Call 688-6040 for more information.

## Vow to Strengthen Your Heart

If your doctor has advised you to strengthen your heart after a heart event or surgery, we're here to help. Our cardiac rehabilitation nurses can design an exercise and diet plan just for you. We've added expertise: Leah Thalken, RN, recently received certification as a Cardiac Rehabilitation Professional (CCRP) – a prestigious certification that required 1200 hours of clinical training.



### February is Heart Health Month!

Check our website for details about an upcoming event!

## DO YOU HAVE A STORY TO SHARE?

If you've been a patient at Campbell County Health and have been touched by care you have received and would like to share your story, please contact Community Relations at 688-1580 or [communityrelations@ccmh.net](mailto:communityrelations@ccmh.net). Thank you.

## 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, Health Library and employment information.

[ccmh.net](http://ccmh.net)

