

# HEALTH MATTERS

News from Campbell County Health



Excellence Every Day

SUMMER 2020

## Stop the Spread of Germs

Stay at least 6 feet (about 2 arms' length) from other people.



When in public, wear a cloth face covering over your nose and mouth.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Robin Schilling was supposed to have her knee replaced in March, but the suspension of elective surgeries at Campbell County Memorial Hospital caused by COVID-19 meant she had to wait. Robin's knee was just 'worn out,' and the pain was affecting her every day, so she made the decision to have surgery as soon as it was safe to do so.



*Robin Schilling waits for her follow-up appointment at Powder River Orthopedics & Spine (PROS) after her knee replacement surgery on June 1, 2020.*

Even though Robin had seen providers at Powder River Orthopedics and Spine (PROS) several times over the years, her original plan was to get a second opinion in Billings before making a decision on where to have her surgery. She saw Dr. Stanford Israelsen at PROS and questioned him about how many of this type of surgery he had performed, how the procedure would be done, and what she could expect.

"I wanted to know if I could get the most advanced methods in Gillette," said Robin. "Dr. Israelsen was quiet and confident in answering my concerns, and I decided to have my surgery done here."

It was also important to Robin to try and stay local. She raised her family in Gillette, and she and her husband own a Gillette business, Tower Communications. Now they live in Sheridan, and support local businesses in both communities whenever they can.

Robin had her knee replacement surgery performed on June 1, and spent just one night in the hospital. She was one of the first patients to stay in the brand new Medical Surgical unit, just completed at the end of May. Called the Inpatient Room Replacement Project, the construction above the hospital Main Lobby means that all the patient rooms are new, the first time new rooms have been constructed

since the hospital opened in 1982.

## New Patient Rooms are Now Open



*The new rooms in the Medical Surgical unit were designed with safety in mind. They are large and comfortable, with features like pullout seating for families and spacious bathrooms.*

"I really liked the bathroom, and the rooms are much bigger and nicer," said Robin.

More important than the size of the rooms was the care Robin received at CCH.

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# CEO Update



Colleen Heeter, CEO

July 1 marked my first day as CEO of Campbell County Health. As many of you know, Andy Fitzgerald retired after 19 years at CCH and eight years as the CEO. I am humbled to follow in Andy's footsteps and lead CCH into the future, amid the challenges and opportunities of COVID-19. I have some thoughts to share as I begin my new role.

- **Lead.** My single most important objective is to develop strong leadership and culture in our organization. As CCH begins to formulate our new Strategic Plan, I believe we will spend the next year taking time to Pause and Perfect. We have many opportunities to improve across our organization, and now is the time to continue to build trust within our community, with our employees, and with our providers.

- **Learning.** I have always been a believer in lifelong learning. As an organization, we have made more major decisions in the past 90 days than in the last 5 years. Today, CCH will learn in a new way and as leaders we have a new curriculum, a new normal.

- **Celebrate.** The media, both national and local, is loaded with bad news about healthcare and businesses. Yet even amid layoffs, furloughs and deep concerns over the health and safety of our community, we do need to take time to celebrate. To celebrate the small stuff, you need to notice Everything! We need to celebrate our team at CCH who consistently goes the extra mile to work together and care for our members of the community tirelessly. The journey we are on today has no parallel—we are really headed into an unknown that involves change in processes, products, and people.

- **Motivation.** When we acknowledge and celebrate how far we have come, we become more motivated for what undoubtedly will be a long road ahead. The stakes are high and we can choose to be positive or negative. We can be constructive or critical. We can give energy or consume energy.

- **Choose.** Ultimately, it is our choice to make. We can navigate this crisis and turn discouragement into encouragement. We will have to choose to make some tough decisions about our business, and those decisions most likely will not be positive for everyone. To undertake this journey, we must be multidimensional. That means being humble, curious, authentic, resilient, flexible, and courageously self-aware.

- **Inclusive Leadership.** Amid all this change, it take inclusive leaders in our community who purposely appreciate and value each other's unique differences. When organizations and communities are inclusive, combined perspectives and beliefs become a strategic advantage. Based on what everyone sees, from every possible vantage point; organizations and communities can see the reality of today. Based on our learning and realities, the community and organizations become better at reacting, anticipating, and predicting what lies ahead.

- **Quality and Safety.** Our community is scared and unsure, and we want you to know that we are practicing safe protocols and monitoring at the highest level. Please know you will be treated here with the highest safety and quality standards. We will continue to do everything in our power to keep you safe and healthy.

- **It takes everyone.** We are on this journey together, we need everyone's participation to navigate this difficult journey ahead of us.

- **Together.** Let's do this together. My door is open if you would like to discuss your ideas and solutions. I believe in our Mission and Vision. I am committed to serving our community by providing a lifetime of care with dedication, skill, and compassion. Campbell County Health will be the first choice for healthcare and wellness in Wyoming by providing Excellence Every Day.

Sincerely,

A handwritten signature in dark ink that reads "Colleen Heeter".

Colleen Heeter, CEO

*"We've been fortunate to have great leadership in the CEO position for many years. With Andy Fitzgerald's retirement, we welcome Colleen Heeter to the CCH family. She has the skill and talent we need to keep moving forward, finding new ways to serve our patients and community."*

– Dr. Ian Swift, CCH Board Chair



## EXCELLENCE IN ACTION

# DR. JAMES NARAMORE Named Physician of the Year

Local Family Medicine physician **Dr. James Naramore** was named the **2020 Wyoming Physician of the Year** by the Wyoming Medical Society. The award is presented each year to Wyoming's top physician in recognition of their contributions to Wyoming communities, honoring the physician for time and personal sacrifice for the benefit of Wyoming and its communities.



*Dr. James Naramore,  
Family Health*

A Wyoming native, Dr. Naramore has cared for thousands of patients since he began his practice at Family Health in 1978. When he began practice, and for many years until the creation of the hospitalist program at CCMH, Dr. Naramore saw patients in his clinic during the day, made rounds at the hospital in the early mornings and evenings, and was on call around the clock for his patients admitted through the Emergency Department.

Dr. Naramore has served his community for many years through Razor City Toastmasters, and in many roles in his church. He has served the medical staff in numerous volunteer committee roles over the years, including

Chief of the Medical Staff. He has been an active medical educator throughout his career, including EMT courses, University of Wyoming Family Practice Residency Program, and as a preceptor for the physician assistant educational program.

Dr. Naramore and Karen, his wife of 48 years; have four children and six grandchildren.

He exemplifies what it means to be a leader in medicine in the state of Wyoming.

**Continuing on the Baldrige Journey**  
Campbell County Health was recently recognized for its journey to continued excellence with the **Timberline award from the Rocky Mountain Performance Excellence organization**. The Legacy was also recognized with the **High Plains award**. The Rocky Mountain Performance Excellence awards are based on the Baldrige Criteria for Performance Excellence, a national award program for organizational quality.  
[cchwyo.org/awards](http://cchwyo.org/awards)

## CCH Receives Mechanical CPR Devices

CCH is the recipient of a \$200,000 grant from the Leona M. and Harry B. Helmsley Charitable Trust for 18 LUCAS mechanical CPR devices. A total of \$4.7 million was distributed to hospitals across five states to pay for 367 of the devices, which allows CPR to be performed consistently and safely without touching the patient.

Mechanical CPR has been adopted by emergency medical responders and many hospitals around the globe, initially due to its ability to deliver extended CPR in compliance with American



*A LUCAS device is shown  
on a CPR mannequin.*

Heart Association guidelines. Multiple studies have demonstrated equivalence to high-performance CPR, as well as increased provider safety and higher rates of adequate compressions for patients in transport situations. During the COVID-19 pandemic and beyond, LUCAS devices can also help protect healthcare workers.

CCH has deployed the new LUCAS devices in all nursing areas, Walk-in Clinic, Emergency department, and on each ambulance.

## A New Knee, New Rooms, Local Care *continued from the cover*

"It was a little scary to get up and walk around right after surgery," said Robin. "The nurses were very reassuring and I never wanted for anything."

Robin also used the new physical therapy room located adjacent to the Medical Surgical unit. She worked with a physical therapist from CCH Rehab Services to practice the skills she would need when she got home, like negotiating the two steps from her garage into her house. It gave her the confidence to know that she could be safe at home.

Robin is home now and making good progress with her physical therapy sessions.

"But, I'm not very patient," said Robin. "I think I should be doing more, but I understand it takes time."

"It was a pleasure to work with Robin and I'm happy that she was pleased with her care," said Dr. Israelson. "I know that patients have many questions about having surgery, especially a major procedure like a knee replacement. It's important to me to make sure my patients have the opportunity to have their questions answered beforehand—it reduces anxiety and usually makes their whole experience better. Our nurses and staff are the best I have worked with anywhere, and now we have facilities to match, both in surgery and the new patient rooms."

"It really is a marvel that they can just put in a brand new knee, says Robin."



*Along with new patient rooms, there are comfortable new spaces for family and friends to gather on the second floor, above the Main Lobby.*



**Dr. Stanford Israelson** is a board-certified orthopedic surgeon at Powder River Orthopedics & Spine in Gillette. The physicians at PROS take an innovative and comprehensive approach to the treatment of acute and chronic orthopedic pain. Have

your procedure in our modern operating rooms at Campbell County Memorial Hospital or Powder River Surgery Center.



**For a consultation, call 307-686-1413  
or visit [cchwyo.org/PROS](http://cchwyo.org/PROS)**

### Welcome to Our New Provider

**Sean Schoonover, PA-C**  
PROS

Sean helps patients during the process of diagnosis, treatment and recovery from diseases and injuries of the spine.



### Community Blood Draws and Health Screenings are back!

**APPOINTMENTS ONLY – No walk-ins at this time.**

Campbell County Health Wellness has resumed its health screening program to make it easy and affordable for all residents to have their blood checked or get other screenings.

**GILLETTE:**  
Tues., Wed. & Thurs.  
6 am - 12 pm  
1901 Energy Court, Suite 125  
Call 307-688-8051

**WRIGHT:**  
Mon. - Fri.  
8 - 11 am  
500 Latigo Drive  
Call 307-464-0413

**[cchwyo.org/screen](http://cchwyo.org/screen)**

# Questions for the Experts

We asked members of our medical staff to answer some common questions they hear from their patients.



Amy Hawk, APRN  
CCMG Complex Medicine  
[cchwyo.org/cm](http://cchwyo.org/cm)  
307-688-3535

**Q: I'm concerned about going back to my doctor. Is it safe?**

**A:** The short answer is yes.

The COVID-19 pandemic has caused nearly 1/3 of U.S. adults to postpone routine medical care, according to a survey conducted in April of this year by The American College of Emergency Physicians. Another

survey from The Kaiser Family Foundation released in May reported that 48% of Americans have a family member who delayed care during the pandemic. CCH, as well as most other hospitals across the nation, cancelled elective surgeries and limited outpatient visits for several months.

People with chronic health conditions such as type 2 diabetes, heart disease, kidney disease and high blood pressure need regular visits with their healthcare providers to follow their treatment plan and keep diseases from advancing. Delaying care for recommended health screenings and immunizations can result in more serious problems down the road. Catching a health problem in the early stages is always better for the patient. And, seeking care quickly in the clinic, urgent care or emergency room can be the difference between life and death.

We've had to make some changes in how we provide care as a result of the pandemic in order to improve patient and staff safety. These changes include screening everyone at all entrances, temperature monitoring, requiring everyone wear masks while in CCH facilities, providing cloth masks for visitors if needed, practicing social distancing in public areas, maintaining visitor restrictions and cleaning all surfaces to the highest medical standards.

Patients also have the option of a virtual (video) visit using a computer or mobile device. We were able to roll out this new technology in April, and this type of visit has worked well for many appointments. Call your provider if you have questions about how to schedule a virtual visit. Complaints such as chest pain, serious injury, difficulty breathing, and severe abdominal pain require an urgent/emergency room visit.

If you have been putting off a visit to the doctor, a routine check-up, annual physical examination, laboratory testing, previously scheduled procedure, or for further questions regarding risks of COVID-19 and visiting our hospital or clinic, please contact your provider's office. They can help weigh your personal healthcare risk and avoid further delayed diagnoses.



Cheryl Trembath, LPC  
(Licensed Professional Counselor)  
Behavioral Health Services  
[cchwyo.org/bhs](http://cchwyo.org/bhs)  
307-688-5000

**Q: I've heard that more people are looking for mental health services since COVID-19. Can I get in to see someone?**

**A:** The isolation from not being around friends and family due to COVID-19 has had an impact on everyone's mental health. This is a difficult time in our community and our country—to say the least—but

there are a number of resources available at Behavioral Health Services at Campbell County Memorial Hospital.

Behavioral Health Services has mental health providers who can provide services for any number of problems. We work with people who have substance abuse, trauma, suicidal ideation, depression, anxiety, or are looking for skills with stress management, to name just a few. We work with all populations and ages, and are currently accepting new patients. Behavioral Health Services (BHS) also offers telephone and virtual visits for current or potential patients.

BHS works with each client to make visits affordable based on household income by charging on a sliding fee scale, whether you have insurance or not — proof of income is required to qualify. Many types of insurance are accepted, including Medicaid and Medicare. For all services, clients are seen on a first come, first served basis.

**Please give one of our registration specialists a call at 307-688-5000 to schedule an appointment.**

**If you or someone you know is in immediate danger because of thoughts of suicide CALL 911 NOW. If you feel you need immediate assistance, there are a number of resources available:**

- The BHS Crisis line is available 24/7 by calling **307-688-5050**.
- Text Wyo to **747-747**
- National Suicide Prevention Hotline: **800-273-8255**
- Disaster Distress National Hotline: **800-985-5990**
- Domestic Violence Crisis Line 24/7: **307-686-8070**
- Safe2TellWyoming: **844-996-7233** or visit **[safe2tellwy.org](http://safe2tellwy.org)**
- Comprehensive resource lists are available at: **[cchwyo.org/preventsuicide](http://cchwyo.org/preventsuicide)**



# New Kid Clinic to Continue Successful Partnership

Campbell County Health and Campbell County School District began working together in 2008 to provide mental health services to students within their schools. Both groups came to realize there were even more potential benefits to students, and began looking for a way to add medical care to the mix and create a school-based health clinic. The Kid Clinic opened in 2014 with the help of grants from the John P. Ellbogen Foundation and HRSA (the U.S. Health and Services Administration), providing \$500,000 for construction and the same amount for staff salaries for three years.

This unique partnership provided primary medical care and counseling services to students in a former elementary school building. Staff included a pediatrician and licensed professional counselors. A Case Manager helped families find community resources, medication assistance, enroll in Medicaid and CHIP programs, and counseling services were provided on a sliding fee scale.

Fast-forward to today. The Kid Clinic now provides primary medical care for infants over two weeks old up to age 21, and counseling for children ages 4-21. Transportation from the child's school to the Kid Clinic was added about four years ago. Primarily used for counseling appointments, it ensures that students are getting the services they need, even if parents are unable to take them.

Nurse Practitioner Holly Hink describes the working relationship she has with her counseling colleagues.

"We can get a well-rounded picture of the whole child and their family," said Holly. "I can refer a child for counseling, and discuss a situation, offer insight and ask for input, all in the same location, almost in real time. And the counselors can ask a medical question that may impact how they are working with that child."



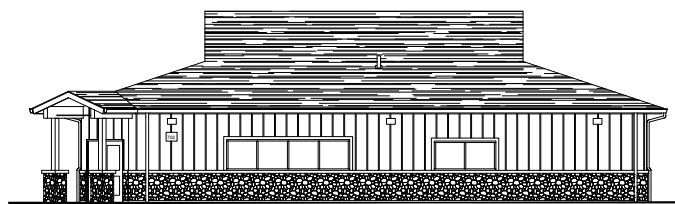
*Holly Hink, NP, provides primary care and referrals for children in her clinic, like patient Aspen Munn.*

Hink, who has been a pediatric nurse practitioner for 16 years, and at the Kid Clinic for two years, also fields calls from teachers, counselors and principals, the people who see and interact with kids every day.

"Other communities have approached the school district and asked how we did this," said Holly. "This is how school-based healthcare is supposed to work—everyone working together to benefit the child."

If the Kid Clinic is working well, why change? The Hillcrest School Building, home of the Kid Clinic, was built in the late 1970's, and is

just not functional anymore. District officials have a list of things that have worn out over time, such as the roof, and the heating and cooling system. CCH and CCSD began planning to replace the Kid Clinic with a new building over two years ago. The must-haves: it needed to be on school district-owned property, close by a school and centrally located if possible. The chosen location is next to Twin Spruce Junior High, on 7th Street and Kendrick Avenue. The nearly 4,000 square foot clinic will have five exam rooms plus a triage room, and five counseling offices.



*A rendering of the new Kid Clinic building, to be located on 7th Street and Kendrick Avenue, set to open May 2021.*

CCH and CCSD are splitting the costs of the \$1.4 million project, expected to break ground in August. Community donors have also come forward to help make the new clinic a reality, like CAMPCO Credit Union

and the Campbell County Healthcare Foundation.

"We know it may not be the best time to spend money on new construction," said Colleen Heeter, CEO. "But the current building won't last another summer, and we worked hard to make the design as efficient and cost-effective as possible. There will be a celebration next spring, when we can open our doors."

Construction is expected to take about 9 months, and be ready to see children in May 2021.

# THANK YOU FOR Supporting Our Healthcare Workers



**Thank you** to the hundreds of groups, businesses and individuals of all ages who supported us with donations over the last few months. We have received masks, gloves, gowns, food, flowers, cards and letters, parades, monetary gifts, relaxation equipment for our employee Zen Den, and wishes of hope that gave us strength. There isn't enough space to thank everyone, but know that your support helps us continue to care for our community.

– The employees and providers of Campbell County Health



## Keeping Our Residents Safe

By Jonni Belden, RN, LNHA, VP, Continuing Health Services



Who knew a microscopic virus could wreak such havoc in our lives and uproot our "normal" way of life so abruptly? The residents and staff at The Legacy are in the frontlines of the battle to avoid exposure and prevent transmission of COVID-19. Everyone has worked diligently to ensure that this virus does not affect our nursing

home. Our hearts go out to the families, friends and residents, as they are limited in their visits, relationships and community connections. Keeping the residents and staff at The Legacy safe is our first priority.

We understand how difficult this time is for all of you. I want to encourage each of you that when we follow the recommendations made by CDC, Wyoming Department of Health and CMS, we will come out on the other side with minimal impact to vulnerable residents.

Please wear a mask while out in public, wash your hands, stay home when ill, practice social distancing. Thank you for doing your part to keep our residents safe and help us establish our new normal.

Because of you  
Celebrating 10 Years

*Close to Home*  
HOSPICE HOSPITALITY HOUSE

Campbell County  
HEALTHCARE  
FOUNDATION

The Close to Home Hospice Hospitality House is celebrating 10 years of providing comfort and care to the community and region. Since opening in 2010, Close to Home has served over 3200 hospitality guests and cared for over 570 hospice patients. Close to Home Hospitality offers hotel-like accommodations for family members of hospice patients, or anyone receiving medical treatment in our community. Close to Home Hospice embodies the philosophy of care in a home away from home atmosphere while promoting dignity and emphasizing quality of life.

"Close to Home was made possible because of the vision and support of this community."

– Nachele McGrath, Executive Director  
Campbell County Healthcare Foundation





# Campbell County Health

P.O. Box 3011  
Gillette, Wyoming 82717

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## UPCOMING EVENTS



### CALL FOR NOMINATIONS:

Deadline is August 14, 2020

### WHO QUALIFIES:

Physicians, Advance Practice Providers, Dentists, Counselors, Optometrists, Chiropractors, Veterinarians, Nurses, Therapists, Pharmacists, Health Educators, Healthcare Volunteers and other Medical Professionals

### NOMINATION CRITERIA:

Leadership, Community Service, Professional Development

### TO NOMINATE:

Download an application at [cchcf.com/blackcatball](http://cchcf.com/blackcatball)

All nominees will be recognized at the 15th Annual Black Cat Ball on Friday, September 18, 2020.

## Get in Line Now

Save your place in line at the Walk-in Clinic. Click the button on our website, choose the time you'd like to come in and we'll save your spot. We'll send you a text message when it's time to show up.

The Walk-in Clinic is open 7 days a week, with fast, convenient care for the whole family.



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

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

*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)**



Designated  
**BlueDistinction®**  
**Center+**  
Knee and Hip Replacement

For more information about the program and for a complete listing of designated facilities, visit [BCBS.com/bluedistinction](http://BCBS.com/bluedistinction).

## Contact Us

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