Important reminders
Pg. 2

Ligature Risk Safety
Pg. 4

Volunteers send record number care packages
Pg. 5

“Life’s most persistent and urgent question is, what are you doing for others?” Martin Luther King Jr.
The holiday season is here. Next week will be Thanksgiving, then Black Friday and Cyber Monday leading us into Christmas!

Please let us all remember those who are less fortunate and might need a hand during this time. I want to thank everyone who helped raise money through the “jean-erosis” program the past few months. CHS staff make donations in exchange for the privilege of wearing jeans on designated days. These funds will help provide a holiday meal and perhaps a few gifts that might not otherwise be possible.

Next week, as we all sit down to celebrate with family and friends, let’s not forget to be thankful for the opportunity that is provided to us every day by being a part of this very special CHS family.

On December 7th, we will once again gather and recognize employment milestones. We have 41 employees celebrating 545 years of combined service. That is incredible and sincerely appreciated! The recognition and dinner will once again take place at the Rock Creek Country Club. Hope to see you there!

Finally, I want to thank Krista Cubit and all the crew at Sunset Manor for the fantastic meal and wonderful time had by all at their annual holiday dinner last week. The attendance by staff and resident family members and of course our residents was fantastic! I also want to thank the CHS board members who we were able to attend after a long day of planning and discussing 2020 and beyond at their annual board retreat. Your attendance was greatly appreciated!

Thanks to all for helping make 2019 another good year of success and recognition!

Leonard R. Hernandez
Chief Executive Officer
Hospitals across the country struggle to fill vacant positions. Small rural communities struggle to find ways to attract young families. A new collaboration between Coffey Health System and USD 244 school district can potentially accomplish both goals. Health Occupations Students of America (HOSA) offers high school students an insight into health-related careers and allows educational experiences, similar to Future Business Leaders of America or Future Farmers of America.

Chief Nursing Officer Melissa Hall introduced a new program at the October 28 meeting of the CHS Board of Trustees. “The students learn skills that they are actually going to use in healthcare careers,” Hall said. “This will be a brand new chapter chartered through Burlington High School. (Principal Stacy Reed) is very focused on education with a purpose, and we have a lot of technical and certification programs that go along with that with EMS, lab, etc. We’ve already had nurses here who are excited to work with students, as are other departments.”

Chief Medical Officer John Shell stated that General Surgeon Carlyle Dun schee, II, M.D. from the University of Kansas St. Francis in Topeka is performing surgeries twice a month at Coffey County Hospital. Carlyle’s presence fills the gap in surgical services left with the departure of Scott Coates, M.D. Shell conveyed hope to expand the surgery schedule by working with St. Francis.

Within the consent agenda, the board approved monthly expenses of $2.1 million and net revenue of $1.9. Between June 2018 to October 2019 the 340B pharmacy program led to a total patient savings on the uninsured program of $373,487.83. Medical staff appointments include Jordan Nepute, M.D. and Susan Wingerdner, A.P.R.N. Reappointments include Alicia Bennett, D.O.; Hemant Boolani, M.D.; Deedra Frederick, A.P.R.N.; Lori Hansford, C.O.; Kevin Hughes, D.O.; Leslie Leifer, A.P.R.N; Teresa Pearson, A.P.R.N.; Christopher Jarvis, M.D.; and Jeff Sloyer, M.D. Staff privileges were extended for Donald Braun, M.D. and Jeffrey Fajardo, M.D.

The board also approved the 2020 Quality Assurance and Performance Improvement Plan. Quality, Compliance, and Risk Management Committee Chair Rosemary Rich stated that the 2020 Risk Management Plan has been submitted to the state for approval but is stalled due to staffing issues in the state office. Follow-up will be given at the November meeting.

Chief Executive Officer Leonard Hernandez discussed recruitment efforts to bring in additional providers. Shell gave an update on advancement activities of Coffey Health Foundation. The “Night in the Country” event brought in approximately $5,000 to benefit the renovation of the hospital’s obstetrics rooms. He reminded the board that a shoe drive is underway with collection boxes at all CHS clinics, American Family Insurance, and TrustPoint Insurance. The foundation will receive profits based upon the total weight of the collected shoes.

The board entered a 10-minute executive session to personnel matters of non-elected personnel.

All nine trustees were present: Peter Allegre, Jeff Clark, Jim Dale, Jodi Thomas; Steve Hopkins, JoAnn Osburn, Judy Reese; Rosemary Rich, and Dennis Young.

The students learn skills that they are actually going to use in healthcare careers. This will be a brand new chapter chartered through Burlington High School.
**Workplace Health & Safety**

**Ligature Risk, Infection Control Concerns**

Widespread ligature risks, incomplete environmental risk assessments, and lack of a mitigation plan are likely going to be the most serious Environment of Care (EC) problems.

Environment of Care standard and element of performance (EP) 1, requires a safe and functional environment that meets the needs of the patient population—was the most frequently cited Environment of Care standard in 2018 and the first six months of 2019 as well as the top standard overall for immediate threat to life (ITL) findings in 2018.

The overall National Patient Safety Goal (NPSG) requires hospitals to identify “safety risks inherent in its patient population,” and under element of performance (EP) 1, that includes doing a risk assessment of the physical environment for things conducive to patient harm.

While ligature risk is an automatic condition-level finding, it doesn’t have to stay that way. Surveyors will look for three things that can help lower the finding to standard-level:

- Did you do a thorough risk assessment?
- Do you have an appropriate mitigation of the risk in place?
- Have you shown that you are actively working on the problem?

Remember also that fire safety will always trump ligature risk.

Infection control within the environment of care, especially involving maintenance of sterilizing equipment and utility systems, will also be a critical focus of surveyors in the upcoming year.

Beyond ligature risk, the most frequent findings leading to immediate threat of life can lead to loss of accreditation and funding from Medicare—also involved:

- Not adopting national or evidence-based guidelines for high-level disinfection and sterilization processes,
- Not following manufacturer’s guidelines or instructions for use,
- Failure to conduct or incomplete suicide risk assessments, and Lack of training, education and assessments of competency for staff related to high-level disinfection and sterilization.

Coordinate with your infection prevention and central processing teams to ensure the maintenance of sterilizing equipment is being addressed according to manufacturer instructions. If there are user tasks that need to occur daily or weekly, make sure those are being done.

---

**Job Openings**

**Clinical Positions**

- AEMT
- LPN or RN (YCMC & LTCU)
- Ortho Mid-level Practitioner
- Mid-level Practitioner ER
- CMA/CNA (days)
- CNA (day & evenings LTCU)
- CMA/LPN (LTCU)
- CNA/Home Health Assistant
- CNA Tech (ER)
- Medical Technologist
- Physical Therapist
- Speech Therapist
- Certified Occupational Therapist Assistant
- Radiology/CT Tech
- Certified Dietary Manager

**Non-clinical Positions**

- Cook
- Cook/Dietary Aide
- Dietary Aide
- Dietary Aide/Dishwasher
- Environmental Service Aide
- Environmental Service Tech
- Maintenance Technician
- Patient Access Coordinator
- Prior Auth/Referral Specialist (CCMC)
- Receptionist (CCMC)

Visit coffeyhealth.org/careers for detailed information and requirements. For more information, call Ext. 4254.
Volunteers send 215 military care packages

A record number of soldiers and canine units stationed around the globe received care packages from home, thanks to Friends of Coffey Health System. Two hundred fifteen care packages included snacks, books, magazines, toiletries, K9’s and much more—all donated by generous people throughout Coffey County and the surrounding region.

Most of the packages were sent to local soldiers and their troops stationed in Kuwait, Japan, and Spain.

Of the total boxes, twenty seven were sent to US Wardogs for handlers and their highly-trained canines. PetSmart graciously gave a discount and coupons for canine supplies.

“We couldn’t be more proud of our Coffey Health System volunteers,” said CHS Chief Executive Officer Leonard Hernandez. “This labor of love keeps growing every year, and it is just amazing to see it all come together. Their hard work and generous community support will make the holidays a little brighter for soldiers stationed overseas. While this is a community effort, a very special thank you goes to Linda Booth and Judy Rhodes who lead the effort each year.”

When the volunteers started the project in 2009, they compiled 18 care packages. With this year’s effort, the grand total comes to 1385. It wouldn’t be possible without community support from civic organizations, businesses, school groups, and individuals who donated items and financial contributions to help with shipping costs.

“The outpouring was just great. This has truly become a countywide project, and has begun to grow into surrounding counties as well. I hope to see it continue to grow,” said Linda Booth, project coordinator. “We collected around $5000 to help with shipping cost and supplies needed. The quilt raffle tickets generated around $800 of the $5000. This year Sam’s Club and HyVee donated gift cards.”

Friends of Coffey Health System would also like to thank the support of our local businesses during the collection time. Hoovers Thriftway had collection boxes and allowed Friends of CHS to collect donations outside their store on two different Saturdays. All Coffey County banks passed out fliers, with several banks making a monetary donation. Supporting groups included all Coffey County schools, 4-H clubs, Rotary, Lions Club, EHU units, PEO, church groups, Wolf Creek, Coffey County Register of Deeds, and many more.

School children throughout the county also wrote notes and letters for the soldiers.

Friends of CHS volunteer Linda Booth (left) is pictured with Nancy Bodenhamer, winner of the quilt raffle. Nancy plans to send the quilt to her son who is retiring from the Navy.

Friends of CHS would like to thank everyone that helped pack boxes on November 8. A total of twenty-eight people were in attendance.
Stephanie Laswell  
CCMC Coder  
Army

Kevin Hughes, D.O.  
Radiology  
Navy

James Higgins  
Chief Operating Officer  
Navy

Garold Johnson  
Maintenance  
National Guard

Gary Scott  
MRI Truck Driver  
Army

Nicholas Worthen  
EMS  
Army

Joseph Tuthill  
EMS  
Air Force

Julie Scott  
Billing  
Army

Steve Hopkins  
Board of Trustees  
Navy

Ashton Harred  
Med-Surg  
Navy

“The Meadows Residents”  

Harold Allen  
Air Force

Glen Bodenhamer  
Navy

Forrest Robrahn  
National Guard

Ron Haselhuhn  
Army

Billy Stiner  
Army

Let’s take time to honor our colleagues who served in the military. We are proud to work alongside you, and appreciate your service to our country.

Gale Watts  
Army

“Sunset Manor Residents”  

Charlie Brown  
Army

Elmer Crouch  
Army

Ralph Dunn  
Army

Clarence Schillig  
Army

Sincere condolence to Amber Dittrich for the loss of her father, Donald Thorp, who passed away Nov. 14.

Condolences extend to Garold Johnson for the loss of his brother, Stan Johnson on Nov. 15.

“All for one” is a monthly feature in The Insider to share information about news in the lives of the CHS family. We will share life’s happiest moments and feature ways that we are pulling together to help colleagues in times of need. Please call Virginia at Ext. 4174 or send information to vdubuke@coffeyhealth.org.
Kudos to you!  Kudos to you!  Kudos to you!  Kudos to you!

Kudos to David Douglass for helping print the labels for the military care package boxes.

Thank you, environmental services, for helping unload military care package items to the conference room for packing.

Thank you so much to Tammy Fanning and Heidi Ferrera, for working overtime to help fill in the gaps from the shortage of medical technologists in the lab. Your dedication and hard work is appreciated so much! You are both the BEST!!

Kudos in to Jessica Blake for jumping in and picking up extra duties when things get busy.

The nutritional services staff covered extra shifts while Stephanie Bess was out of the office. Great team work!

Thank you to Toby Paige and Darwin Doerr for their help in setting up for the annual Board Retreat. Your muscles were greatly appreciated!

Thanks to all Sunset Manor staff for prepping and participating in the 2019 Fall Banquet. Over 130 meals were served and everyone had a great time!

Sunset Manor is among the elite 19% of U.S. skilled-nursing facilities that recently earned the right to call itself a 2019-20 U.S. News Best Nursing Home. Congratulations!

Coffey Health System Christmas Party & Service Awards Saturday, December 7 6-8:30 p.m.

You and an adult guest are invited to the CHS Christmas party at Rock Creek County Club. Must be present or on duty to win door prizes. Register at any time clock or email Terri Tweedy.
November Anniversaries

Our employees are our greatest resource. Each month, we include a list of employees who will celebrate their anniversary with Coffey Health System. Here’s to each of you, and thank you for your service to our patients!

Vic Blaufuss 32 years
Mary Ann Magnuson 27 years
Cindy Worlein 14 years
Sue Rodgers 12 years
Carrie Hegg 9 years
Diana Thomsen 5 years
Juanita White 4 years
Jamie Glissman, Michelle Sellman, Rebecca Teal 3 years
Rebecca Whiteaker 2 years
Cassidy Isch, Kelsey Jones, Kylee Linsey, Michele Marks, Abigail Pyle 1 year

November Clinics

<table>
<thead>
<tr>
<th>Domain</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiology</td>
<td>Nov. 4, 6, 11, 18</td>
</tr>
<tr>
<td>Dermatology</td>
<td>Nov. 8, 27</td>
</tr>
<tr>
<td>Ear, Nose &amp; Throat</td>
<td>Nov. 1</td>
</tr>
<tr>
<td>Endocrinology</td>
<td>Nov. 18</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>Nov. 7, 21</td>
</tr>
<tr>
<td>Gynecology</td>
<td>Nov. 5</td>
</tr>
<tr>
<td>Oncology</td>
<td>Nov. 12</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>Mon., Wed., Fri.</td>
</tr>
<tr>
<td>Pain</td>
<td>Nov. 4, 11, 18</td>
</tr>
<tr>
<td>Podiatry</td>
<td>Nov. 1, 5</td>
</tr>
<tr>
<td>Urology</td>
<td>Nov. 1, 15</td>
</tr>
</tbody>
</table>

November Observances

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiology Tech Week</td>
<td>November 3-9</td>
</tr>
<tr>
<td>Medical Staff Services Week</td>
<td>November 3-9</td>
</tr>
<tr>
<td>Nurse Practitioner Week</td>
<td>November 10-16</td>
</tr>
<tr>
<td>Home Health Month</td>
<td></td>
</tr>
</tbody>
</table>

Here is what our hospital patients are saying.

HCAHPS Scores

<table>
<thead>
<tr>
<th>Domains &amp; Questions</th>
<th>Previous QTR</th>
<th>Current QTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate hospital 0-10</td>
<td>76%</td>
<td>67%</td>
</tr>
<tr>
<td>*Would recommend the hospital</td>
<td>77%</td>
<td>67%</td>
</tr>
<tr>
<td>Communication with Nurses</td>
<td>78%</td>
<td>89%</td>
</tr>
<tr>
<td>Response of Hospital Staff</td>
<td>81%</td>
<td>75%</td>
</tr>
<tr>
<td>Communication with doctors</td>
<td>82%</td>
<td>89%</td>
</tr>
<tr>
<td>Hospital Environment</td>
<td>89%</td>
<td>67%</td>
</tr>
<tr>
<td>Communication about medicines</td>
<td>58%</td>
<td>50%</td>
</tr>
<tr>
<td>Discharge information</td>
<td>86%</td>
<td>50%</td>
</tr>
<tr>
<td>Care Transitions</td>
<td>62%</td>
<td>33%</td>
</tr>
</tbody>
</table>

*Survey items in the top 10 priority index
*Based from 3 returned surveys.

When I knew...

I thought I wanted to be a kindergarten teacher since forever. After I graduated high school I took a CNA class. I started working when I was 18. I was hooked on nursing after my first day! I was able to work with my mom at our local hospital, then decided nursing school was my next step.

My mom worked for many years as a CNA and loved her job. She encouraged me to be a registered nurse. You go through a lot of “is this right for me” scenarios. Especially during nursing school. One day I was with a obstetrics patient. She asked me to stay with her after my clinical time was up. I got permission to stay until her baby was born. The next day when I arrived at clinicals, there was a red rose for me. I always thank her for staying with her. I never questioned my decision to be a nurse after that. I have now been a nurse for 36 years.

Diana Thomsen,
Registered Nurse, Sunset Manor