January 2020

THE INSIDER
Employee news for Coffey Health System

Leonard Hernandez, Chief Executive Officer
Peter Allegre, Trustee
Kandi Alvarado, Surgical Services Supervisor
Stacy Augustyn, Chief Quality & Compliance Officer
Lana Bahr, Operator, The Meadows
April Birk, Clinical Manager, Sunset Manor
Angela Blaufuss, Director of Health Information Management
Vic Blaufuss, Director of Facilities
Tracy Campbell, Director of Marketing
Jeff Clark, Trustee
Eric Cole, Director of Information Technology
Krista Cubit, Director of Nursing, Sunset Manor
Jim Dale, Trustee
Dondi Eichman, Pharmacist
Karen Foster, Rehabilitation Services Supervisor
Melissa Hall, Chief Nursing Officer
James Higgins, Chief Operating Officer
Steve Hopkins, Trustee
Samantha Kuhlmann, Chief Clinic Officer
Amilia Marchant, Director of Physician Clinics
Michelle McVey, Medical Surgical/Obstetric Supervisor
Merri Michaels, Billing Supervisor
Jana Morray, Laboratory Supervisor
Shelly Moss, Home Health Supervisor
JoAnn Osburn, Trustee
Toby Paige, Environmental Services Supervisor
Melinda Pattinson, Cardio-pulmonary Supervisor
Vernon Peters, Emergency Department Supervisor
Jody Reese, Trustee
Rosemary Rich, Trustee
Jered Schulte, Director of EMS
John Shell, M.D., Chief Medical Officer
Craig Stukey, Senior Accountant
Scott Sutherland, Radiology Supervisor
Theresa Theol, Chief Human Resource Officer
Jodi Thomas, Trustee
Terri Tweedy, Executive Assistant
Connie Weseloh, Director of Materials Management
Elaine Weston, Medical Staff Coordinator
Juanita White, Chief Financial Officer
Dennis Young, Trustee

Coffey County Hospital
FINALIST
American Hospital Association
2019 Rural Hospital Leadership Team Award
Congratulations, everyone!

The American Hospital Association recently named Coffey County Hospital as a finalist for the Rural Hospital Leadership Team Award. This award is a rousing endorsement of five years of hard work and dedication.

May I point out the most important word in that title? It’s “team.” It’s not CEO or board or any one department. We are a team and the names listed on the front of this issue represent some of the finest professionals with whom I have ever worked.

When I came here in 2015, I wasn’t drawn in by the buildings, equipment, or data sheets. Joni and I could immediately see that it is the people who make CHS a special place. Few can truly understand the precarious situation Coffey Health System found itself in six years ago, but I can assure you that these people sacrificed a great deal to assure that Coffey County Hospital would be here today. As a community, we can never sufficiently thank you for the blood, sweat, and tears you put in on CHS’s behalf. But this national recognition is yours. You earned it. And I am honored to work alongside you every day.

But make no mistake about it, this recognition is also a reflection of our entire staff. In order to be considered for this honor, we had to demonstrate access to quality care and community involvement/outreach. We wouldn’t have such exceptional quality of care scores if it weren’t for every single member of the CHS family working together to give our patients and residents the best care possible.

We also share this honor with our community partners who have stood by us through the rebuilding process. Special thanks go to everyone who provided a letter of support on our behalf: the Coffey County Board of Commissioners (Don Meats, Robert Saueressig, Fred Rowley, Cody Haddock, and Tom Hugunin), the Coffey County Health Department Administrator Lindsay Payer, and U.S.D. 244 Superintendent Craig Marshall.

I might not be able to make it around to shake everyone’s hand, but please know that you are valued, and your work makes it possible for CHS to earn such a prestigious national recognition. We’ve come a long way together and I can’t wait to see what the next five years hold for CHS.

The American Hospital Association affirmed that CHS is on the right track.

Leonard R. Hernandez
Chief Executive Officer

Governor Kelly advocates for Medicaid expansion

The Kansas Hospital Association is delighted to learn that Gov. Laura Kelly and Sen. Jim Denning have reached an agreement on a Medicaid (KanCare) expansion plan. The plan allows for expansion up to 138 percent of the federal poverty level beginning Jan. 1, 2021.

In addition to expanding eligibility, the plan includes a requirement that Kansas pursue a Section 1332 reinsurance waiver. Advocates are pleased that the plan does not include a work requirement nor a lockout. An essential component of this agreement insisted on by both Gov. Kelly and Sen. Denning is a “hospital surcharge” that will be used to help offset the state’s share of expansion costs.

“This agreement is clearly the most significant progress we have seen in the Medicaid expansion debate in Kansas,” said Tom Bell, KHA president and CEO. “The fact that Gov. Kelly and Sen. Denning have agreed in principle on a plan is momentous. It represents real compromise and is undoubtedly the best, and maybe the only, way to get this through the legislature.”

KHA members are enthusiastic about the opportunity to expand health care coverage to thousands of hardworking, low-income Kansas. KanCare expansion is a benefit to individual Kansans, Kansas health care providers, Kansas businesses and Kansas communities.

This is an excellent example of what can be accomplished when Republicans and Democrats work together in a bipartisan manner, and our state will be better off for it.

KHA’s Bell retiring in 2020

Tom Bell, president and CEO of the Kansas Hospital Association, will retire in September 2020.

Bell has led the association through many milestones, including the 100th anniversary of the association in 2010. Under his leadership, KHA increased its focus on quality and patient safety in numerous areas, including the founding of the Kansas Healthcare Collaborative with the Kansas Medical Society and the development of one of the strongest Hospital Engagement Networks in the country. Bell stressed the importance of advocacy on behalf of Kansas hospitals, especially in
During the December meeting of the Coffey Health System Board of Trustees, Chief Executive Officer Leonard Hernandez laid out a challenge for the new year.

“I really want 2020 to be our telehealth year,” added Chief Executive Officer Leonard Hernandez. “By the end of the year, I want us to establish four or five more modules for telehealth. I think that is the direction healthcare is going and if we want to be competitive, we need to get out there.”

The hospital partnered with HCA Midwest in 2018 to begin stroke diagnosis and interventions with the assistance of a real-time, digital connection to board certified neurologists at Overland Park Regional Medical Center. Additional service lines can include psychiatry, pulmonology, and rheumatology.

Chief Clinic Officer Samantha Kuhlmann reviewed the clinic strategic plan. Well child checks, Medicare wellness visits, and patient reminder letters are among the top priorities.

Kuhlmann reviewed a cost-free arrangement with Patient Point which placed video screens and tablets in each provider’s clinic space. The tablets give providers 3D anatomical graphics, clinical information, and videos that can be sent directly to a patient’s email or cell phone.

“This is an expansion of what we’re doing with patient education,” Kuhlmann said. “We didn’t have to pay for them. They are all free and we can use 30-40 percent (of the screen time) for our own marketing. We’ll have them for 24 months and then evaluate the program.”

Executive Finance Committee Chair JoAnn Osburn reported low patient volumes for November. Subsequently, expenses of $2.1 million outpaced revenue of $1.9 million.

Judy Reese gave an update on litigation brought about by former employees. The presiding U.S. judge reduced CHS’s responsibility for opposing attorney fees.

“For me, I’m looking forward to 2020. We have so many positive things happening, I would just like to pay it and move on,” Reese said.

Each board member was encouraged to voice their opinion, followed by a unanimous vote to pay legal fees without further appeal.

Hernandez also presented the medical staff report. A new policy is being drafted that allows CHS to cease medical staff privileges for providers who fail to complete their annual credentialing process after two notifications.

Medical staff officers are unchanged for 2020: John Shell, chairman; Chris Jarvis, vice chairman; Jeff Sloyer, secretary/treasurer.

Within the consent agenda, the board approved medical staff appointments for Tele-radiologist Edward Downey, D.O; Pathologist Meya Kindred, M.D.; and Cardiologist Zia Rahman, M.D. Reappointments were approved for Joseph Couey, A.P.R.N.; Myra Johnson, D.N.P./A.P.R.N.; and Pathologist Joanne Mayor Quilon, M.D.

Jodi Thomas and Rosemary Rich were sworn in for their renewed terms. Steve Hopkins is also re-appointed but was unable to attend the meeting. He was sworn in on January 9.

Thomas gave the Home Health Advisory Committee Report. She noted that home health visits increased by 197 percent from this same time last year and that revenue increased by $30,000.

The 2020 strategic plan was also approved within the consent agenda.

It’s not too late to get in on Coffey Health Foundation’s super bowl squares fundraiser. Visit Coffey Health Foundation on Facebook for details or Terri Tweedy.

### Revenue & Expense Report
for past 12 months

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Healthcare Scholarship Money Available

Any Kansan planning to attend college for a new health care degree or those seeking a health care license may apply for a Kansas Hospital Education and Research Foundation Health Care Scholarship. Individual scholarships of up to $1,000 will be given in the following categories:

Undergraduate Health Care: undergraduate students in non-nursing health care fields. Sample degrees include: physical therapy assistant, clinical lab scientist, phlebotomy, pharmacy technician, occupational therapy assistant and medical imaging.

Undergraduate Nursing: undergraduate students who have been accepted into a licensed or degree nursing program. Sample degrees include: licensed practical nurse, registered nurse and bachelor of science in nursing.

Advanced Clinical Practice: graduate level students in any clinical health care discipline. Sample degrees include: doctorate of nursing practice, master of social work, family nurse practitioner, doctorate of pharmacy and doctorate in physical therapy.

Health Care Administration: students in health care administration, whether under- or graduate level. Sample degrees include: organizational leadership, healthcare administration, leadership, master of science management and healthcare management – sponsored by the Kansas Association of Health Care Executives.

Human Resources: students in health care human resource related field, whether under- or graduate level. Sample degrees include: human resources or another degree with a concentration in human resources – sponsored by the Kansas Healthcare Human Resources Association.

Priority will be given to hospital employees, particularly those who work in facilities licensed for 25 or fewer acute beds. Thanks to the Kansas Association of Health Care Executives and the Kansas Healthcare Human Resources Association for partnering with KHERF to administer these scholarship programs.

All applications are entered through Reviewer. Applications may be started and saved for completion at a later date. In addition, letters of recommendation may be added by either the applicant or their employer. All documents must be uploaded as a PDF. The submission deadline is Feb. 28.

More information is available on the KHERF website. Further information, please contact Susan Cunningham at (785) 233-7436.

Kansas Hospital Association

areas of maintaining the state’s strong tort laws, holding managed care companies accountable, reversing proposed Medicaid cuts, and most recently in moving Kansas closer to adoption of Medicaid expansion. The association also increased collaborative efforts with stakeholders throughout the state as the health care system changed to focus more on preventive and population health. Under Bell’s leadership, KHA is recognized as a national leader in the development of new models of health care delivery and advocacy efforts that support the evolving rural health care system.

On January 23, KHA announced that Chad Austin will fill the position of president and CEO upon Bell’s retirement on Sept. 1, 2020. Until that time, Austin will continue to serve as executive vice president of governmental relations.

“Chad Austin has a tremendous knowledge and understanding of Kansas hospitals no matter their size or geographical location. He already has a stellar record of serving those hospitals in many capacities, and he will continue that exceptional service as president and CEO,” Bell said.

Austin began his career at KHA in 1999 after graduating from the University of Kansas with a master’s degree in Health Services Administration. Throughout his career at the hospital association, he has held responsibilities for managing all of the association’s data-related activities, rural health and Critical Access Hospital issues, and the oversight of the Kansas Rural Health Options Project.

“Chad exemplifies all the best qualities of a true leader. He is an amazing advocate and resource to KHA members, and we are looking forward to him serving in this role,” said Melissa Atkins, administrator and CEO of Graham County Hospital and 2020 KHA board chair.

Mileage reimbursement rate changes

Beginning on January 1, 2020, the standard mileage rates for the use of a car (also vans, pickups or panel trucks) is:

- 57.5 cents per mile driven for business use, down one half of a cent from the rate for 2019
- 17 cents per mile driven for medical or moving purposes, down three cents from the rate for 2019
- 14 cents per mile driven in service of charitable organizations.
**Workplace Health & Safety**

Don’t abbreviate 2020 when writing the date.

Are you getting used to writing a new year on your documents? For 2020, don’t take a shortcut. Writing just “20” on checks or contracts could leave you open for fraud.

Auditors and lawyers around the country are advising people to write the full year out when writing the date. Instead of “1/1/20,” write “1/1/2020” to prevent people from adding numerals to the end, changing the date to “1/1/2019” or “1/1/2021.”

Keep in mind, in our digital age, it’s increasingly easier to fake photos, videos and even documents. The general warning is to be cautious this year when writing the date on any documents, as well as accepting documents without the full date.

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**CHS staff can register by going to the hospital intranet/portal. Click on the “Education” tab along the top bar and scroll down to class registration. Enter information to register for selected class.**

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WASHINGTON (January 23, 2020) – The American Hospital Association (AHA) today announced Cody Regional Health (CRH) in Cody, Wyo. as the 2019 recipient of the Rural Hospital Leadership Award. The award recognizes small or rural hospital leaders who guide their hospital and community through transformational change on the road to health care reform and display outstanding leadership and commitment to improving health and health coverage, and making care more affordable. The award will be presented at the AHA’s 33rd Rural Health Care Leadership Conference, February 2-5, 2020 in Phoenix.

In Park County where Cody Regional Health is located, heart disease was identified as the second highest cause of death, only second to cancer. They assessed data trends and partnered with Billings Clinic to build a conveniently located, high-quality cardiology center to reverse negative health outcomes affecting the community’s cardiac health. CRH’s interventional cardiology service helps to maintain continuity of care, lower readmissions and improve quality of life for the surrounding community.

With generous support from the Helmsley Trust, the Center opened in 2018, and includes the newest X-ray technology systems allowing physicians to merge different imaging modalities including new high-end, real-time 3D imaging. A Cardiac Catheterization Laboratory was opened in 2019, which provides the ability to perform diagnostic and interventional cardiac catheterizations to diagnose and treat heart disease.

Over the past year, the cardiology program has grown. To date, there have been over 100 cardiac catheterization procedures. CRH has not only addressed its community health needs by expanding access to specialty services, they have eliminated distances and travel as a barrier to receiving care and serves as an example of the many ways in which rural leaders are adapting to provide services most in need. The team is led by Doug McMillan, CEO.

The AHA Rural Hospital Leadership Award also recognized Hill Country Memorial (HCM) in Fredericksburg, Texas and Coffey Health System, Burlington, Kan. serving the east-central Kansas community, as finalists.

Jayne Pope, CEO and her leadership team are being recognized for their commitment to improving and expanding health coverage, ensuring health care is affordable and successfully leading transformative change for their hospital and community.

CEO Leonard Hernandez and the leadership team of Coffey County Hospital—a 25-bed critical access hospital within Coffey Health System—serve the east-central Kansas community. Since 2014, the hospital has experienced zero reported surgical site infections, rolled out emergency department telemedicine services, and organized and implemented a charity care and assistance program for disadvantaged patients. Community members, trustees and more than 300 Coffey County Hospital employees came together to ensure the health system would be financially healthy while continuing to provide access to affordable, quality care in its community.

The dynamic leadership teams at Cody Regional Health, Hill Country Memorial Hospital and Coffey County Hospital and Health System highlight the many ways in which hospitals and health systems continue to reach beyond their four walls to meet the needs of their communities in innovative ways.

Highlights from the Rural Hospital Team Award nomination

The 24-page nomination included biographies about Chief Executive Officer Leonard Hernandez, the executive team, and all nine CHS trustees, as well as graphs and information about our quality initiatives. Letters of support were included from the Coffey County Board of Commissioners, Coffey County Health Department Administrator Lindsay Payer, and U.S.D. Superintendent Craig Marshall.

Introduction

To understand Coffey County Hospital/Coffey Health System’s successes of today, you really have to look back. Five short years ago, Coffey County Hospital was nearly a statistic—another rural hospital closure on a map with far too many red pins. An unfortunate series of CEO turnovers and financial mismanagement left us with several million in debt. Our board had voted to close our long-term care unit, leading to tension with community leaders and our own staff. To top it all off, 2014 saw a $4 million loss and technology issues that haunt us even today.

Continued on page 8
(January 6, 2020) – Hospitals and health care systems are a powerful economic force in Kansas. The state’s health care sector generated $17.9 billion in income and $31.4 billion in sales last year, ranking it fifth among all economic sectors in the state. Hospitals were the biggest contributor in the health sector, generating $8.4 billion in income and $16.4 billion in sales. Kansas hospitals employ more than 97,000 of the 240,000 health service employees in the state. The health care sector is the third largest aggregate employer in the state.

These are just a few of the findings in the January 2020 report, The Importance of the Health Care Sector to the Kansas Economy, which details estimates of the “gross” impact of the health care sector on economic activity in the State of Kansas. In the report, K-State researchers identify three primary ways health care influences local economic development: health care attracts and retains business, attracts and retains retirees, and creates local jobs.

Jobs are an essential part of the economic impact; however, funds also flow to businesses and throughout the economy as hospitals purchase goods and services. Hospitals generate nearly $4 billion in local retail sales in Kansas each year. Additionally, the hospital sector generates more than $259 million in state sales tax.

These are critical funds that the state uses for important programs such as education and transportation.

“Hospitals and health services truly are an economic anchor in our state,” said Tom Bell, president and CEO of the Kansas Hospital Association. “This report documents the importance of the health care sector to the Kansas economy. While the estimates of economic impact are substantial, they are only a partial accounting of the benefits health care in general, and community hospitals in particular, provide to the state. Kansas community hospitals help stabilize the population base, invigorate their communities and contribute significantly to quality of life.”

According to the 2020 economic report, Kansas hospitals

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1 Kansas Hospital Association 2019
2 Coffey County Business Survey 2016
Nomination highlights

Cont, from 6

Fast forward to a new CEO, new organization structure, and a board of trustees and county commission working together to achieve financial stability. In 2018, we broke even. We quickly proved the strength of our clinical care by earning a CMS five-star rating in 2018 and a four-star rating in 2019 which places us above the national average. We also earned our first national accreditation in the hospital’s 65-year history.

That same long-term care unit that was doomed to closure a few years ago now holds a CMS five-star rating and is ranked number one in Kansas according to the Great Plains Quality Improvement Network. This ranking places Sunset Manor in the top 10 percent of nursing homes in the nation.

There is one reason for this remarkable turnaround: our people. All 300+ employees, trustees, and community members who rallied together to assure that Coffey County Hospital/Coffey Health System would be here for generations to come.

Financial Turnaround

Since 2014, Coffey Health System’s annual gross revenue grew more than 24 percent from $31 million to $41 million in 2018. Annual net revenue increased from $21.8 million to 2018 at $25.5 million. This $3.8 million increase was the result of everyone working together to establish and hold firm to budgets. This led to a $4 million improvement in our performance.

After a net loss of $4,048,855 in 2014, Coffey Health System broke even in 2018. Along the way, we also:

• Implemented the 340B pharmacy program which has brought in a 2019 year-to-date net of $840,983. This program not only bolsters our bottom line, but is a tremendous benefit to our community.
• Cut accounts receivable collection days in half from 103 to 54 days between 2014 and July 2019. This allows available resources for facility infrastructure and improvement spending.
• Implemented new Patient Financial Services policy and increased self pay cash collections $700,000.
• Implemented a charity care and assistance program and offering community assistance for navigating and enrolling in third party available insurance programs.
• Developed a comprehensive three-year strategic plan.
• Established a process to assure that medical-necessity checks and prior-authorization requirements are met before any procedures are done.

Access to Quality Care

Our community is better served today than ever. But quality isn’t just about how many stars a hospital earns (though we work hard to get them!). Quality is apparent throughout all departments. And our employees take great pride in their accomplishments.

• Our readmission rates are 14.7 percent below the national average (15.5%). Efforts to reduce readmissions began in 2014. We have reduced our hospital readmission rate by just over 33 percent since 2014.
• Coffey County Hospital has had no early elective deliveries before 39 weeks since 2015. The obstetrics staff earned the “High 5 for Mom and Baby Hospital” designation.
• We have ZERO reported surgical site infections in more than five years, and only one CAUTI.
• The hard work our Sunset Manor team also led to the hard-to-achieve zero-deficiency survey from the State of Kansas.
• Our mammography team earned a zero-deficiency survey for a remarkable 24th consecutive year and successfully completed accreditation for a new Hologic 3-D mammography system.
• Our specialty clinic brings 14 medical specialists to Coffey County Hospital each month, saving our patients the time and expense of traveling to Topeka or Kansas City for specialty care.
• The emergency department implemented telemedicine, immediately connecting potential stroke patients with neurologists at Overland Park Regional Medical Center and Research Medical Center in Kansas City. With this, our door-to-TPA time has been reduced significantly.
• To better serve a growing population in the northeast section of Coffey County, Waverly Medical Clinic’s hours were increased from half days to full days.

Economic impact

Cont, from 7

employ 4.8 percent of all job holders in the state. The report calculated economic multipliers, or “ripple effects,” and estimated hospitals account for 88,143 additional jobs throughout all other businesses and industries in the state. In other words, for each new job in the hospital sector, another 0.91 jobs were created in other businesses and industries in Kansas. The hospital sector employment had a total impact on state employment of approximately 185,153 jobs.

Furthermore, the entire health sector in Kansas employs about 240,000 people, or 12 percent of all job holders in the state. This puts Kansas ahead of the national average, which is 10 percent of job holders in the United States working in health care services. The total employment impact of the health services sector in Kansas is nearly 417,000 jobs, making it the third largest aggregate employer in the state. This report confirms health care is directly or closely related to more than 20 percent of all Kansas employment.

The study also found Kansas hospitals generate more than $7.1 billion in direct labor income to the Kansas economy each year. For every dollar of income generated in the hospital sector, another $0.60 was generated in other business and industry. As a result, the hospital sector had an estimated total impact on income throughout all businesses and industries of $11.4 billion.

The full statewide report and links to county reports can be found on the KHA website.

The Kansas Hospital Association is a voluntary, non-profit organization existing to be the leading advocate and resource for members. KHA membership includes 219 member facilities, of which 123 are full-service, community hospitals. Founded in 1910, KHA’s vision is: “Optimal Health for Kansas.”

Community Outreach

Coffey Health System faces an additional challenge shared by very few Critical Access Hospitals: we are the first line of medical assistance for a nuclear power plant located six miles away. Staff from all departments have performed impeccably in drills and training exercises implemented by local emergency preparedness and by the Nuclear Regulatory Commission.

The Hospital serves as co-lead for the ongoing Coffey County Community Health Needs Assessment. This work shined a light on the prevalence of mental illness throughout our county, in addition to other key findings. Our county commission reviewed the work and challenged Campbell and Payer to address mental health. Armed with a $200,000 grant from the county, they formed an advisory board with representation from schools, the hospital, clergy, a district judge, and the county sheriff. In their first year, this group provided 1,236 hours of mental health training to 175 Coffey County residents, including educators, health care professionals, and law enforcement officers.
Residents at Sunset Manor in Waverly now have additional resources for coping with dementia-related issues. Seven staff members—Gloria Scarberry, Diana Thomsen, April Birk, Madeline Burkdoll, Janet Edgecomb, Teri McAvoy, and Lynn McCurdy—are now certified Dementia Practitioners (CDP). They join Monica Rolf, Krista Cubit, and Vicki Seems, who previously completed the program.

Coffey Health System Speech Pathologist Jessica Jones is also a certified Dementia Practitioner. This certification allows her a greater understanding of the needs of patients with dementia so that she can better develop care plans to assist with speaking, swallowing, and cognition.

These employees attended an Alzheimer’s Disease and Dementia Care Seminar. They received certification confirming their comprehensive knowledge in the area of dementia care.

With 11 certified staff, the benefits reach far beyond just residents. Regular staff training can be conducted in-house and throughout Coffey Health System. In turn, staff can share education and resources to help families better understand dementia and what it means for their loved ones.

“Taking care of a person with dementia requires a group effort. Every person on the Sunset Manor care team is vital to creating an environment in which both the person with dementia and their family members can flourish. The certification of Dementia Care Specialist provides us with the best set of tools to ensure that can happen,” Says Seems.

With certified trainers, Sunset Manor can not only host regular dementia training sessions but also take advantage of on-the-spot teachable moments to provide education.

An important focus of dementia care is understanding where a patient or resident is in the disease’s progression. This allows caregivers to focus on abilities rather than disabilities.

“With each stage of dementia—from early onset to late—there are still many things that the individual can do by focusing on the ‘cans’ instead of ‘cannots,’” Says Cubit. “This makes the disease process easier to manage and cope with.”
Note of thanks

On behalf of Christina Shaffer, we would like to thank everyone that bought or donated to the bake sale for Christina. Words can not express how appreciative we are for your generosity.

Thank you again,
Katie Metzger

Thank you for the donation to The Honor Flight in memory of Red.
Sincerely,
The family of Red Sutherland

Condolence

Heartfelt condolence extends to Aileen Carlson, CCMC, for the loss of her father, Ed King.

Condolences extend to one of our volunteers Marilyn Nicholson for the loss her husband, Fred.

Thoughts and prayers for Tamara Schilling and her family for the loss of her father-in-law, Clarence Schilling.

Congratulations to Jessica Brannen, HIM, and husband Daniel, on the arrival of their baby girl. Amia Lou was born on December 23 weighing 7 lb. 7 oz.

Charlene Sowder, billing, and husband Adam, welcome their newest addition, Logan Marie. Logan was born on December 31 weighing 7 lb. 8 oz. Congratulations!

Congratulations to Kylie Linsey, radiology, and her husband Alex, who welcomed a baby boy on January 8. Braxton weighed 7 lb. 8 oz.

Charlene Sowder, billing, and husband Adam, welcome their newest addition, Logan Marie. Logan was born on December 31 weighing 7 lb. 8 oz. Congratulations!

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Sincerely,
The family of Red Sutherland

“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
A patient writes: “Adam and I would like to thank you all for the amazing care we received while bringing our baby girl into this world. You helped the nerves go away and made everything so special for us. We cannot thank you enough! We are so lucky to have a great place so close to home to have our babies.”

Kudos to Heather Noonan in the ED. Upon asking a family member if she could get anything for them, they replied Chapstick. Heather took it upon herself to make that happen. She went to the gift shop and purchased some Chapstick for the family member!

Home health earned a zero-deficiency survey. This is a well earned accomplishment. Congratulations to Shelly Moss and the entire home health team.

A patient writes: “Thank you to Dr. Jarvis, Dr. Greenfield, and their teams for making my first pain clinic visit so easy. I’ve had several procedures at two “city” hospitals in the past year, but neither of those hospitals holds a candle to my experience here. The new mattress in our pain clinic actually accommodates a human face—I was nearly smothered by a pillow in Kansas City. We have such great people at Coffey Health System!”

Mother nature has kept maintenance on their toes so far this winter. Thank you all for your hard work and dedication to keep our facilities safe for staff, residents, patients, and visitors!

Thank you, environmental service team and dietary, for helping with the January Lunch & Learn. You all are greatly appreciated.

Lindsay Beyer took the time to share her appreciation for Coffey County EMS: “I just wanted to reach out to let you know about a great experience I recently had with Coffey County EMS. My daughter, Moxie, was recently transferred to Children’s Mercy (twice) by Andrew and Sydney. I was really impressed after our first trip by not only their excellent care, but their ability to make a very stressful situation almost enjoyable. They were both so kind, and I was really happy to see them as we prepared for our second trip. I just wanted to express my gratitude. Kudos on two great hires!”

Congratulations to Stephanie Bess, CHS dietary, on completing the credentialing exam to become a dietary manager. She is shown here pictured with James Higgins.

Congratulations to Andrea Massingill, The Meadows, on completing the credentialing exam to become a dietary manager. Andrea did this all on her own. She is shown here pictured with Lana Bahr, left, and Philip Decker, right.

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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!

<table>
<thead>
<tr>
<th>January Anniversaries</th>
<th>Domains &amp; Questions</th>
<th>Previous QTR July-Sept.</th>
<th>Current QTR Oct-Current</th>
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</thead>
<tbody>
<tr>
<td>Earlyne Crooks 42 years</td>
<td>Rate hospital 0-10</td>
<td>76%</td>
<td>88%</td>
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<tr>
<td>James Higgins 38 years</td>
<td>*Would recommend the hospital</td>
<td>77%</td>
<td>81%</td>
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<tr>
<td>Leslie Mahoney 31 years</td>
<td>Communication with Nurses</td>
<td>78%</td>
<td>85%</td>
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<tr>
<td>Toby Paige 29 years</td>
<td>Response of Hospital Staff</td>
<td>81%</td>
<td>92%</td>
</tr>
<tr>
<td>Joan Kuhlmann 22 years</td>
<td>Communication with doctors</td>
<td>82%</td>
<td>98%</td>
</tr>
<tr>
<td>Jana Murray 21 years</td>
<td>Hospital Environment</td>
<td>89%</td>
<td>91%</td>
</tr>
<tr>
<td>Jamie Freerksen 17 years</td>
<td>Communication about medicines</td>
<td>58%</td>
<td>57%</td>
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<tr>
<td>Debra Huntsman 15 years</td>
<td>Discharge information</td>
<td>86%</td>
<td>79%</td>
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<tr>
<td>Marilyn Fry 13 years</td>
<td>Care Transitions</td>
<td>62%</td>
<td>52%</td>
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<tr>
<td>Diane Werner 11 years</td>
<td>*Survey items in the top 10 priority index</td>
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<tr>
<td>Kim Johnson 9 years</td>
<td>*Based from 16 returned surveys.</td>
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<td>David Rector 6 years</td>
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<tr>
<td>Michelle Rickel 5 years</td>
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<tr>
<td>Philip Decker, James Wicoff 4 years</td>
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<tr>
<td>Samantha Carpio, Elaine Weston 3 years</td>
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<tr>
<td>Madeson Anderson, Madeline Burkdoll, Grace Kuhlmann, June Martin-Reno, Rose Wahlemeier, Sawyer Young 2 years</td>
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<td>Jordan Barr, Michael Collins, Jordan Janzen, Jordan Reeves 1 year</td>
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When I knew...

I didn’t always know I wanted to be a nurse. It wasn’t until my grandma was sick and dying from cancer. Her hospice nurses were so great, I realized I wanted to help people the way they helped my family.

My grandma’s hospice nurses came to her funeral. That really meant a lot to us. I’ll never forget my mom hugging them and thanking them. It solidified my wanting to help people in this manner.

I worked at Coffey County Hospital before nursing school, I was a CNA for five years. After I left for school, I found myself wishing I would have stayed. I have a few professional role models. During school, I told myself if I could be a combo of Belinda Link, Jo Neil, Kelly Davidson, and Gina Elbrader, I’d be a darn good nurse! After I was able to get back with this organization, I knew I was home. I have been a nurse for ten years now.

Heather Riley, Licensed Practical Nurse
Coffey County Physician Clinics