February 2020

THE INSIDER

Employee news for Coffey Health System

Obstetrics renovation complete!

“From Day One”

Obstetrics renovation complete!

Page 6
A few words from
Leonard

While coronavirus is certainly a growing global concern, a little basic information goes a long way.
Coronavirus may cause fear because we all occasionally incur the symptoms: fever, cough, shortness of breath. In the middle of a tough flu season, these symptoms are everywhere.
Precautions for coronavirus are also the same as those that we preach each year:

• **Wash your hands** OFTEN with soap and water for at least 20 seconds, especially before eating and after going to the bathroom;
• Avoid touching your eyes, nose, and mouth with unwashed hands.
• Stay home when you are sick and avoid close contact with others.
• Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

Currently, there are no vaccines available to prevent infection. According to the Centers for Disease Control & Prevention, most people with mild COVID-19 illness will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications. However, some cases develop pneumonia and require medical care or hospitalization.
The Kansas Department of Health & Environment recommends that you seek medical advice if you have traveled to China in the past 14 days and feel sick. Call ahead before you go to a doctor’s office or emergency room and tell them about your recent travel and your symptoms.

**Wash your hands.**
Chief Operating Officer James Higgins and other CHS clinicians receive daily updates and are monitoring the situation closely to assure that we are prepared in the unlikely event that a patient should be confirmed in our area. James is reviewing our processes and will distribute a screening tool to all clinical staff.

**Wash your hands.**

Amid all the attention focused on COVID-19, we must remain vigilant during this flu season. Influenza kills approximately 6,500 in the United States per year. It is not too late to get your flu shot.

And one last thought, *wash your hands.*

Leonard R. Hernandez
Chief Executive Officer

New nurse practitioner offers extended hours at CCMC

The addition of Nurse Practitioner Jana Ortega allows Coffey County Medical Center in Burlington to offer extended clinic hours. Beginning February 10, Ortega sees patients from 8 a.m. to 6 p.m., Monday through Thursday, including over the noon hour:

“An expansion of clinic hours for Jana Ortega allows us to better meet our community’s healthcare needs,” said Chief Clinic Officer Samantha Kuhlmann. “Our patients asked for more convenient clinic hours, and we are happy to provide the service—knowing that improved access to the clinic can reduce frequent visits to the emergency room.”

Ortega comes to Coffey Health System from Newman Regional Health Express Care. She also brings an educational background, having taught nursing at Emporia State University and Flint Hills Technical College.

Expanded hours are only available with Ortega. Clinic hours with other CCMC providers remain unchanged.

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Leonard Hernandez
Chief Executive Officer
Tracy Campbell
Director of Marketing

Submit ideas or items for consideration in The Insider by contacting the marketing office at (620) 364-4507 or tcampbell@coffeyhealth.org.

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Board tours new obstetrics rooms, reviews year-end finances

A tour of Coffey County Hospital’s newly renovated labor and delivery rooms kicked off the January 27 meeting of the Coffey Health System Board of Trustees. Support from Coffey Health Foundation allowed for new beds with attachable basinettes, making it easier for newborns to stay with their moms. Renovations include new flooring, paint, and window coverings. Each room now includes a new television, recliner, table and chairs, mini-fridge, coffee maker, and microwave.

“Everything happens in one room,” said Chief Nursing Officer Melissa Hall. “After they labor, we take out all of that equipment. These rooms now offer a more comfortable and inviting atmosphere for our families.”

Later in the meeting, Chief Executive Officer Leonard Hernandez recommended employee bonuses of $100 per person as a reward for the level of excellence recognized the American Hospital Association. Coffey Health System was named a finalist in AHA’s Rural Hospital Leadership Award program.

“If being a finalist at the national level doesn’t get you to believe that our employees deserve a bonus, probably nothing will,” Hernandez said. “This is for the people who made the AHA recognition happen, excluding the physicians and myself.”

Executive Finance Committee Chair JoAnn Osburn reported that year-end net patient revenue of $21.1 million fell just $12,550 short of projections.

After low volumes the previous month, December numbers made a significant rebound. December net revenue stands at $2.03 million with expenses of $1.93 million.

“Revenue deductions and operating expenses were held low, demonstrating that everyone was aware of the need to be watching expenses,” Osburn said. “The 340B pharmacy program did a lot to offset the decrease in revenue. Clinic revenue received a Medicare Cost Report payment of $128,700, increasing the per visit reimbursement up to $128 per visit.”

2019 depreciation—budgeted at $1.2 million—resulted in an actual expense of $936,402. Several buildings and technological components are now fully depreciated, reflecting an aging infrastructure throughout the system.

Extended clinic hours at Waverly Medical Center (now full-time), Gridley (five days per week), and orthopedics contributed in increased revenue in those areas. Coffey County Medical Center in Burlington now follows that trend with extended hours for Nurse Practitioner Jana Ortega (8 a.m. to 6 p.m., including lunch-hour appointments). Hall also reported that surgery volumes are up, leading to the possibility of adding a third general surgery day per month.

Chief Executive Officer Leonard Hernandez reported that the county’s capital purchase budget for the hospital stands at $372,040, while equipment requests totalled $1.4 million. With the current allocation, capital purchases for 2020 cover only the generator at Sunset Manor, the hospital roofing project, and a required software update.

Chief Medical Officer John Shell, M.D. said that options are being reviewed to extend telehealth services HCA/Overland Park Regional Medical Center to potentially include psychiatric, pulmonary, and oncology.

Medical staff officers remain unchanged for 2020: Shell as chairman; Chris Jarvis, vice chair; and Jeff Sloyer, secretary/treasurer.

The board approved the actions of the strategic planning and quality/compliance committees and unanimously elected officers for 2020. Jodi Thomas, Rosemary Rich, and Joanne Osborn continue in their roles as president, secretary, and treasurer, respectively. Dennis Young serves as vice president.

Medical staff appointments were approved for Thomas Ho, M.D., emergency room provider; Sampson Kyere, M.D., Ph.D., tele-radiologist; and Rashmi Thapa, M.D., cardiology. Donald Braun, M.D. was re-appointed to provide emergency room coverage. Privileges were extended for Jeffrey Fajardo, M.D., endocrinology.

Trustees entered a ten-minute executive session regarding Standards of Care deemed privileged under K.S.A. 65-4925 Risk Management including Hernandez, Shell, and Chief Compliance Officer.
Managing Stress at Work
Part I

While many of us need a certain level of stress to achieve peak performance, too much stress can take its toll, increasing the risk of job burnout, anxiety, depression, insomnia, hypertension, and frequent illnesses.

The more an organization can do to reduce stress on the job – and the more individuals can do to better manage the stress in their lives – the more productive the workplace. There are many contributors to employee stress. Supervisors, in particular, are faced with numerous challenges, including:

- Downsizing or reorganization, often involving low morale and an unstable work environment;
- Large workloads, high performance demands, and long work hour;
- 24/7 technology – e-mail, cell phones and wireless devices make it difficult to separate work from home; and
- Work/life obligations, especially in instances where there are two-career families, single-parent households, and eldercare responsibilities.

Making changes to healthcare elections

Employees who experience a qualifying life event may have the opportunity to make changes to their healthcare elections outside of the normal enrollment period. Common examples of qualifying life events include but are not limited to:

- Losing existing health coverage, including job-based, individual, and student plans;
- Losing eligibility for Medicare, Medicaid, or CHIP;
- Turning 26 and losing coverage through a parent’s plan;
- Gaining health coverage;
- Gaining coverage on a different individual, spousal or parental plan;
- Changes in household;
- Getting married or divorced;
- Having a baby or adopting a child; or
- Death in the family.

Employees have until 30 days after the event to make changes to their health-care plan. This includes adding or removing covered individuals, changing the coverage level, or becoming eligible for other coverage options.

As a CHS employee, you have the ability to submit these changes on your own through PlanSource. To do so, log into your PlanSource account, select Make a Change to My Benefits and follow the on-screen prompts.

Job Openings

Clinical Positions
- AEMT or Paramedic
- LPN or RN (All Clinics & LTCU)
- CMA/CNA (LTCU)
- CMA/LPN (LTCU)
- CNA Tech (Med-Surg)
- Medical Technologist
- Physical Therapist
- Speech Therapist
- Phlebotomist
- Radiology/CT Tech
- Registered Nurse (Med-Surg & ER)

Non-clinical Positions
- Cook
- Dietary Aide
- Environmental Service Tech
- Home Health Aide/CNA
- Receptionist

Visit coffeyhealth.org/careers for detailed information and requirements. For more information, call Ext. 4254.

Get a jump on CareLearning & you might win $25

The CareLearning system is now open for you to begin completing assignments. Depending on your job code, you may see that several courses have been updated to meet accrediting agency requirements.

The new due date for all assignments is 10/31/20. This applies to all employees no matter your status (FT, PT, LPT, PRN, Temp).

All employees who are 100% complete on 3/31/20 will be entered into a drawing for a $25 gift card.

If you have any questions or trouble with a course, please let HR know.
Hernandez earn fifth consecutive spot on “60 Rural Hospital CEOs to Know”

For the fifth consecutive year, a national healthcare publication named Coffey Health System Chief Executive Officer Leonard Hernandez to its list of “60 Rural Hospital CEOs to Know.” Becker’s Hospital Review announced its annual list of innovative rural healthcare leaders in February.

The Becker’s announcement includes a brief biography of each recipient. Of Hernandez, the report states: “Mr. Hernandez became CEO of the 300-employee Coffey Health System in September 2015. He previously spent more than 25 years as a healthcare CEO in rural Kansas and successfully directed and implemented five hospital conversions from a prospective payment system to cost-based reimbursement. In December 2018, Mr. Hernandez was appointed to the American Hospital Association’s Institute for Diversity and Equity’s board of directors.”

In his five years at CHS, Hernandez has led several major initiatives, including Coffey County Hospital’s national accreditation as a Critical Access Hospital. CHS Board of Trustees Chair Jodi Thomas credits his leadership skills as the key factor in these successes.

“Leonard is very deserving of this award yet again,” Thomas said. “We feel fortunate to have his knowledge, experience in healthcare along with his vision for CHS to provide excellent resources and healthcare to our community. We have achieved so much under his leadership, and he is hard at work on new initiatives that will allow us to continue to grow.”

Becker’s Healthcare and Becker’s Hospital Review are leading sources of cutting-edge business and legal information for healthcare industry leaders. The full list is available at www.beckershospitalreview.com.

Board meeting

Stacy Augustyn. No action was taken.

Within the board education segment, Director of Tracy Campbell reviewed the Vision 2020 social media campaign.

“We challenged everyone at the Women’s Health Conference to close their eyes and create a vision of where they want to be in 2020. This can be anything from losing weight, eating healthier, exercising, exploring mindfulness, getting more organized—any changes they want to make in their lives.”

To provide encouragement and motivations, a “Vision 2020” Facebook group features information about local activities, clinical services, tips and recipes from Registered Dietician Denise Hamilton, and advice from local experts.

Eight trustees were present for the meeting: Peter Allegre, Jeff Clark, Jim Dale, Steve Hopkins, JoAnn Osburn, Judy Reese, Rosemary Rich, and Dennis Young. Jodi Thomas participated via video conference.
Rosemary Rich was the big winner of $1000 from the Foundation Super Bowl square game. She turned around and donated $250 of her earnings back to the Foundation.

“From Day One” Campaign & Renovation Complete

Coffey Health System newborns and their families are enjoying the newly renovated labor and delivery rooms at Coffey County Hospital.

“Anytime you can have new, innovative, progressive, and comfortable healthcare surroundings, you can’t help but have a better patient experience—especially when that experience is delivering your newborn baby,” said Coffey Health System Chief Medical Officer John Shell, M.D.

Coffey Health Foundation sponsored the renovations, which include new labor beds, attachable bassinettes, recliners, televisions, and amenities to make the hospital stay more comfortable.

Shell, who also serves as chairman of the foundation board, thanks everyone who supported various fundraising activities over the past year.

“Coffey Health Foundation is very excited to have been able to contribute to a relaxing and satisfying obstetrical experience at Coffey Health System. The foundation will continue to raise money toward endeavors that can benefit Coffey Health System patients. Our next specific project for this year has not yet been decided.”
(Above) Further enhancing Coffey Health System's obstetrics program, Physicians Jon Sides and Jeff Sloyer met with the HCA Outreach and Telehealth Department to establish the tele-NICU services at Coffey County Hospital. Using the mobile robotic technology housed in the emergency room, parents and providers can talk directly with a board-certified neonatologist at Overland Park Regional Medical Center to determine the best course of care. Obstetrics Supervisor Michelle McVey, Chief Nursing Officer Melissa Hall, and several nurses also participated in the training.

From Day One
The Coffey Health System tapped into four grants to provide enhanced services and student training opportunities.

“When we are able to host medical, nurse practitioner, physical assistant, and nursing students, everyone benefits,” said Chief Clinic Officer Samantha Kuhlmann. “By procuring grant funding to offset the costs associated with resources spent for partnering with local schools, we are able to continue working with exceptional students and bring on a new partnership with Washburn University whose students might, ultimately, choose Coffey Health System for their careers.”

A $24,000 grant from U.S. Health Resources and Services Administration positions Coffey Health System clinics as clinical site rotations in primary care for Washburn University registered nursing students. These undergraduate students work alongside experienced Gailyn Ledom, R.N. and Rachel Adams, R.N. at Coffey County Medical Center and Heather Riley, L.P.N. and Ashley Beying, A.P.R.N. at Waverly Medical Clinic.

A grant from the U.S. Health Resources and Services Administration allows all of CHS clinics to serve as rotation sites for Washburn students pursuing the Doctorate of Nursing Practice degree. Beying and Laurel Louderbaugh, A.P.R.N at LeRoy and Gridley Medical Clinics are preceptors for these students. The grant provides $2,000 and can be increased if additional students are accepted in future semesters.

A third grant focuses on the complex and changing nature of the drug overdose epidemic. The Overdose Data to Action grant is a three-year cooperative agreement funded by the U.S. Centers for Disease Control and Prevention. CHS plans to develop an interdisciplinary, educational approach to the growing opioid crisis through schools, businesses, local government, and local healthcare providers. The $19,000 grant will also help CHS implement an opioid screening process to prevent prescribing misuse to patients who might be deemed high risk.

“Drug misuse, specifically with opioids, is a national crisis that leads to other medical and behavioral health concerns in addition to social economic issues within communities,” Kuhlmann said. “Our goal is to spread awareness of opioid misuse through Coffey and Woodson County while implementing a screening tool with CHS and other healthcare providers in these geographic locations.”

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Sunset Manor earns zero-deficiency state survey

Congratulations to the entire Sunset manor family for earning a “zero deficiency” survey from the Kansas Department of Aging & Disability Services. Our colleagues at Sunset Manor in Waverly put their hearts and souls into their jobs. We couldn’t be more proud of their work!

“It’s the people,” stated Chief Operating Officer James Higgins. “They have successfully had a zero deficiency score twice in three years. There is a reason this facility is five stars and the number one facility in the state.”

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Grants support training opportunities, enhanced services

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Voice of the Volunteers

Steve Lewis with the Floyd Lewis Foundation presented Friends of CHS volunteer Linda Booth with a check for $250 to support the annual military care package project. This donation helps the volunteers get a jump start on their 2020 goal.

Mark your calendar for these upcoming events in AW2 conference room. A portion of the proceeds benefits Friends of CHS!

Uniform Sale
March 6, 10 a.m. - 3 p.m.

Collective Goods
March 31, 10 a.m. - 3:30 p.m.

Lunch & Learn: 10 Things You Need To Know About Vaping

Vaping dominates the headlines across the nation, but do you know the realities? Would you recognize an e-cigarette in your kid’s bookbag or would you mistake it for a thumb drive? Kids are vaping in record numbers. Usage rates among school-age children more than doubled in the past two years. Are you prepared to have a conversation with a loved one, especially a teenager or adolescent?

The noon presentation will be on Friday, March 7. Coffey County Hospital Radiology Supervisor Scott Sutherland, will discuss “10 Things You Need to Know About Vaping.”

The Centers for Disease Control and Prevention (CDC) has reported more than 2,758 hospitalized cases or deaths have been reported in all 50 states associated with electronic cigarette use, or vaping, over the last six months. Electronic cigarettes, or e-cigarettes, put nicotine into your lungs and bloodstream. They do it without the smoke and tar of a regular cigarette. But other harmful things can get into your body when you vape.

“It’s been taking the country by storm,” stated Sutherland. “Now, we are beginning to learn the side effects that are having serious health implications. School age kids to adults, all are being affected.”

Attendance is free. Seating is limited, so register today by calling Virginia DuBuke at (620) 364-2121 Ext. 4174. Evening callers may leave a voice-mail including their name, telephone and the number of people wanting to attend. Reservations are also taken online at www.coffeyhealth.org.

Rosemary Rich donated $250 of her earnings from the Foundation Super Bowl square fundraiser to Friends of Coffey Health System. Thank you, Rosemary, for your generosity!
Fur-real Jeanerosity

CHS staff really came through February’s “Jeanerosity” fundraiser. Virginia DuBuke and Amber Dittrich had the privilege of delivering $237 to the Burlington Animal Shelter and got to meet the most adorable black lab named Lucy who days later found her furever home!

They also learned a little more about items most needed at the shelter. Treats, toys, leashes, collars, and blankets tend to top the list each month along with an occasional vet bill for care or spay/neuter services. The shelter receives food donations from a facility near Emporia so that need isn’t too big at the moment, though Animal Control Officer Bonnie Foster said she doesn’t turn it away.

They were very thankful for your support and we look forward to partnering with them again down the road.

On February 14, The Meadows crowned a king and queen of hearts, Forrest and Sylvia Robrahn (above) and Sunset Manor crowned Charlie Brown and Irene Mishler. (right)

Note of thanks

We are very happy with the care mom received at Sunset Manor for the past 4 years. I just love Jenny S., she was so caring and compassionate. She is a wonderful nurse. I also think that Maycee H. is wonderful.

A final note—your staff was so sweet for me to see and spend time mom after she had passed. Her stuffed puppy at her head, the pretty afghan Elizabeth G. gave her for Christmas as her cover. Even our funeral director made mention of what a respectful and kind job they did for mom.

Sincerely,
Linda Born

Call for one

“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
The emergency department is extra grateful that Deedra Frederick, APRN is once again here. Although, she does look forward to spending more time with her wonderful children, she is certainly a gem in our hospital’s organization.

A coworker writes: "Vernon Peters, emergency department supervisor, is thoughtful and kind in his role. He cares for his patients in the ED and amongst his peers. He is truly an asset to the CCH organization with multiple years of experience and the ability to fill multiple roles. Your consideration of your peers and opportunities to advance their education is very much appreciated. Thank you, Vernon!"

Thank you, maintenance, for turning heat/air off each time the marketing staff records video footage. Your timely assistance makes a huge difference!

The volunteers are amazing! Anytime a department needs help, they are always there.

Thank you, Connie Weseloh and Leslie Mahoney, for creating a cheat sheet to make work-life easier: You are awesome!

Kudos to The Meadows staff for a successful Super Bowl party, which included fun, food, friends, family, and a fabulous finale!

Special thanks to Mayetta Taylor, Joleen Palmer, and Crystal Nicholas for helping when the fridge went down. Without their help, breakfast serving would have been a disaster:

Terri Tweedy devotes hard work and dedication toward every Foundation event. You are appreciated!

Kudos to the HR Department and organization for offering the high covered vision plan as a benefit choice. What a great benefit at low cost, expense coverage and choices in optic wear. One optometry provider commented that it is the best paying insurance plan they have ever processed!

Kudos to Rhayne Snovelle, Elizabeth Gosnell, and Shelley Denney for staying during the ice/snow conditions in January. They made arrangements to either stay at the facility or stay with friends in town to ensure adequate staffing was achieved for our residents.

Thank you to the maintenance and clinic staff and everyone else who helped with the CCHC breakroom and the flooring project at Waverly Medical Clinic. Your extra effort is sincerely appreciated.

A coworker writes: Sunday, 2/16, from 5 a.m.-7 a.m. David Rector (EMS) stayed by the bedside of an elderly nursing home patient. This patient had mild dementia and had just sustained a significant injury from a fall and needed to stay still. Dave stayed with this patient at his side, talking with him, making sure he stayed still and holding his hand to comfort him. This was important from two aspects. One, the patient needed to remain still due to his injuries and his state of mind and level of discomfort caused him to want to move. Second, this patient was receiving comfort and kindness while decisions were being made and family was contacted. This is the kind of “customer service/patient care” Coffey County Hospital provides our patients and we should be very proud of the level of care we show and Dave is a fine example of that care.”

Thank you, Leanna Meats, Julie Scott, Gannon Schimmel, Richard Messerly, and Jered Schulte who helped when a coworker fell on ice. Also to the amazing ER staff—Emily Schneider, Annah Newkirk, and Deedra Frederick. Everyone was kind and helpful.

Stephanie Redding recently taught a prenatal class. In the class evaluations, one of the parents said the presenter was very knowledgeable and another said she was very personal and it was very easy to ask questions.

Casey Lyons pitched in to help in the recovery room when they needed someone. Thank you, Casey!

Thanks to Gannon Schimmel for coming in and shoveling Sunset Manor’s entrance and path to the trash dumpster on a Saturday.
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!

- Kelly Davidson 41 years
- Garold Johnson 15 years
- Melissa Hall, Annah Newkirk 8 years
- Gail Johnson 7 years
- Stacey Blair, Cindy Joy 4 years
- Alli Blaufuss, Myra Johnson 2 years
- Joni Scobee, Michael Johnson, Shelbi Sigg, Crystal Nicholas 1 year

**February Anniversaries**

**February Observances**

**Pride in Food Service Week**
Feb. 2-7

**HCAHPS Scores**

<table>
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<th>Domains &amp; Questions</th>
<th>Previous QTR</th>
<th>Current QTR</th>
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<td>Rate hospital 0-10</td>
<td>86%</td>
<td>86%</td>
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<td>*Would recommend the hospital</td>
<td>67%</td>
<td>100%</td>
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<td>Communication with Nurses</td>
<td>83%</td>
<td>95%</td>
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<td>Response of Hospital Staff</td>
<td>86%</td>
<td>100%</td>
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<td>83%</td>
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<tr>
<td>Discharge information</td>
<td>82%</td>
<td>100%</td>
</tr>
<tr>
<td>Care Transitions</td>
<td>48%</td>
<td>75%</td>
</tr>
</tbody>
</table>

*Survey items in the top 10 priority index

*Based from 7 returned surveys.

**February Clinics**

- Cardiology: Feb. 3, 11, 17, 24, 28
- Dermatology: Feb. 26
- Ear, Nose & Throat: Feb. 7
- Gastroenterology: Feb. 6, 20
- Gynecology: Feb. 11
- Oncology
- Orthopedics: Feb. 4
- Pain: Mon, Wed, & Fri.
- Podiatry: Feb. 4, 7
- Urology: Feb. 7, 12, 21

**Board meeting**

cont. from 8

The wellbeing of children in our communities. The Kansas Department of Health and Environment’s Essentials for Childhood Initiative helps to ensure that children receive their well child check (WCC) and immunizations on schedule and promotes awareness in our communities of Adverse Childhood Events (ACEs) and the impact on health related issues into adulthood.

**When I knew...**

As a young adult having a life-threatening injury at 18, I was able to see how significantly doctors and the healthcare team could impact and change lives. My accident definitely influenced my decision, but even before then I always enjoyed science and loved the thought of helping others. My patients just changed from four legs to two.

My role model was Dr. Kennedy. Not only was he initially involved in my care but he also became my teacher during medical school.

During medical school I really enjoyed being involved in the care of entire families on rural rotations. There were stronger connections made in family medicine than any other specialty I was able to see. As a resident, I enjoyed the slower pace of rural life. It was a lifestyle I knew and loved. Of course, it didn’t hurt to come back home to be near family and friends. I have been a family physician for seven years now!

Beverly Clark, MD
Yates Center Medical Clinic