“We are not a team because we work together. We are a team because we respect, trust, and care for each other.” Vala Alshar
What a difference a month makes. At this time last month, we were hearing stories about Coronavirus or COVID-19. Today, we are living in its world! It has taken over operations at nearly all hospitals and health systems in some fashion. It is the dominant topic on all news channels, newspapers, social media, and local conversations. It has probably changed the way we will look at and operate in healthcare for years to come.

But I want to talk about the local healthcare heroes right here in Burlington and all entities that make up Coffey Health System and, of course our county partners. No one wants to have to work through a pandemic, but we have been doing so with grace and teamwork for several weeks now. When we do drills for fires, tornadoes, and other disasters, sometimes they might seem cumbersome. The challenge is: can you answer the bell when the emergency is real?

I think Coffey County has found out that there is very little out there we won’t take on. Obviously, I have to start with our amazing staff (everyone!) who have stepped up with just two things in mind. 1) Assure we are ready to do as much as possible to take care of every patient who walks through our doors, no matter what. 2) Maintain the highest level of safety possible. You have all been amazing in what you have done the past few weeks.

And how about the board of trustees who stepped up and created the appreciation video that was shared last week? If that didn’t bring tears to your eyes, it had to have come close. Those are some special people.

There are not enough ways to say “Thank You” for the dedication and commitment required to get us through this pandemic. Just know that we are all in this together.

Together. As ever. As one!
To comply with social distancing restrictions, the Coffey Health System Board of Trustees met via video conference on March 23. A few staff members were spread apart in the hospital conference, while the trustees and other staff joined in remotely from their homes and offices.

Most of the discussion focused on preparations for the coronavirus or COVID-19, which would reach CHS just days later. All precautions discussed at the meeting remain in effect.

Chief Nursing Officer Melissa Hall and Chief Compliance Officer Stacy Augustyn briefed the board on actions within CHS and in collaboration with community partners.

“All of our employees each day—before they begin their shift—complete a screening tool. This is a screening tool; it is not a COVID-19 test,” Augustyn said. “We’re looking at their temperature. We’re looking at their travel. We’re looking at if they have any symptoms or have known exposure to COVID. If they test positive on a screen, they will then contact a member of infection control and we will walk them through the process. We do that same thing with anybody who enters into our facility.”

Protective measures were also underway at CHS physician clinics.

“If someone (shows potential for COVID), they are brought in through a separate door, so they aren’t walking through the whole clinic and possibly exposing other patients,” Augustyn said. “The clinic is also separating sick visits versus healthy visits by the time of day, so those well-child checks, obstetrics visits, and medication refills, are not coming in at the same time as sick patients.”

Chief Medical Officer John Shell, M.D. offered perspective when looking at COVID diagnoses in the media.

“The numbers that you are going to be seeing in the media...are going to be skewed,” he said. “If it says 70 positives, it is actually much higher because not everyone is being tested. It doesn’t benefit us to test everyone. What benefits us is social distancing and treating the sick.”

Among the hospital’s first safety measures were the cancellation of all events and continuing education classes, closure of the cafeteria to the public. The gift shop is also closed, and the volunteers and chaplains were notified to stay home.

For protection of residents and staff, visitation was already banned at The Meadows and Sunset Manor. Hospital visitation was already limited, but Augustyn announced that a significant change would follow on the next day.

“We are no longer allowing visitors into the hospital with three exceptions,” Augustyn said. “We will allow our labor patients to have one support person. Pediatrics patients will be allowed one guardian. And anyone who is here for end-of-life care will also be allowed to have one support person with them. Those are the only three exceptions, otherwise no visitors will be allowed in the building.”

Chief Executive Officer Leonard Hernandez announced that, in response to the pandemic, the state waived the bed limits for hospitals. This means that Coffey County Hospital could potentially take in more patients than the 25 beds for which it is licensed. The state also waived other regulations to allow hospitals the flexibility needed to respond to community needs.

In other discussion, February revenue of $2.02 million came short of $2.08 million in expenses. Hernandez warned that the pandemic would have significant long-term effects on the financial picture.

Rosemary Rich reported that Sunset Manor received a zero-deficiency survey. Sunset Manor is the long-term care division of Coffey County Hospital. It is located in Waverly.

Within the consent agenda, the board approved medical staff appoints for Tele-radiologist Farida Ahmed, M.D.; and General Surgeons Carlyle Dunshew II, M.D. and James Hamilton, Jr., M.D. Ophthalmologist Wayne Anliker, M.D. and Tele-radiologist Jeffrey Judd, M.D. were reappointed. Additional privileges were approved for Physician Assistant Joe Clark.

The board recessed at 7:22 p.m. with no executive sessions.
Managing Stress at Work
Part 2

Whatever your work demands, there are steps you can take to protect yourself from the damaging effects of stress, improve your job satisfaction, and bolster your wellbeing on and off the job.

- Allow workers to have some control over their schedules and include their input in decision making.
- Balance responsibility with the authority necessary to complete the task.
- Set reasonable limits and timelines.
- Remember to recognize a job well done.
- Continually review policies, processes and methods of organizing and distributing work; make sure they are fair and effective.
- Eat a balanced and nutritious diet starting with breakfast, and get good night’s sleep.
- Volunteer time and services; doing something for others can help a person forget their own problems and increase self-esteem.
- Seek professional help; use employee assistance programs or participate in special therapy that can teach ways to better manage the problems that are causing stress.
- Keep moving – studies show that exercising for 30 minutes a day reduces stress.
- Learn to express your feelings – you don’t have to face problems alone.
- Determine the source of the stress; If it can’t be removed from your life, learn to cope by developing a systematic and rational way of thinking through the situation and taking control by figuring out options to better handle the problem.

You will never completely remove stress from your life, but identifying and managing stressors can help you maintain a positive and healthy lifestyle.

CrossWinds recently launched a mental health COVID-19 response line to assist anyone in need of non-emergent mental health services to assess their situation, provide information, and create a personalized plan. Crosswinds staff members working the response line will help connect callers to services and to other community available resources.

By calling the COVID-19 mental health response line at (800) 279-3645 or the main office at (620) 343-2211, callers can select option 4 (Mental Health COVID response team) and speak to a Crosswinds team member who is trained in responding to community emergencies. If callers do not reach a staff person, they are asked to please leave a message. All calls will be answered or returned within 24 hours of normal business hours (M-F 8am-4pm).

Job Openings

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

**Non-clinical Positions**
- Activity Director
- 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.

March/April Observances

**Dietitian Day**
Mar. 11

**Human Resource Week**
Mar. 16-20

**Health Information Professionals Week**
Mar. 22-27

**Social Workers Month**

**Doctor’s Day**
Mar. 30

**Volunteer Week**
April 19-25

**Laboratory Week**
April 19-25

**Administrative Professional Day**
April 19-25

**Occupational Therapy Month**
Call for Nominations

2020 - Who will it be?

Coffey Health System
Health Care Worker of the Year Award

In conjunction with the Kansas Hospital Association's Health Care Worker of the Year Award, nominations are now open for Coffey Health System's representative. All full-time employees in good standing are eligible for nomination by their coworkers.

The Health Care Worker of the Year Award was established in 2013 by the KHA to recognize individuals who routinely go above and beyond the call of duty. Nominees should demonstrate the following characteristics: leadership, teamwork, dedication and perseverance. Nominees should also be role models for other staff and their work should reflect the values and mission of the hospital.

Important Dates & Deadlines
April 30  Nominations are due in the marketing office. See process below.
May 4    Ballots will be distributed to each department. All employees are eligible to vote.
May 11   Ballots must be returned to the marketing department by 4 p.m.
May 13   CHS Health Care Worker of the Year will be announced.

CHS Nomination Process
Typed or written nominations must include the following information:
• Name and department of the nominee.
• At least 50 words describing how the candidate goes above and beyond the call of duty and serves as a role model for other staff OR at least 50 words describing a significant contribution the nominee has made that improved Coffey Health System.*
• Name and telephone number of the person submitting the nomination.
• Nominations must be submitted to Virginia DuBuke, marketing assistant, by 4 p.m. Thursday, April 30.
• Nominees will be screened for eligibility before being placed on the CHS ballot.

The CHS Health Care Worker of the Year will be featured in The Insider, social media, local print media, and nominated for the Kansas Hospital Association Health Care Worker of the Year competition.

Statewide Recognition
Kansas Hospital Association will recognize candidates at the annual convention on September 10 in Overland Park. Up to three nominees will receive the statewide Health Care Worker of the Year Award. Recipients will receive:
• A plaque/award (along with a plaque for display in their hospital),
• Cash award of $500,
• Recognition at the Kansas Hospital Association Convention,
• Coverage in KHA publications and on the KHA website,
• And media announcements of the award.

* The KHA nomination process requires significantly more candidate information. The marketing staff will meet with multiple coworkers of the CHS nominee, prepare the required essays, and submit the final nomination.

*Previous nominees are eligible for nomination again. Previous recipients are ineligible.
**Condolence**

Thoughts and prayers extend to Dr. Shell and his wife Patti, for the loss of her mother on March 16.

Prayers extend to Terri Tweedy and her family for the loss of her stepfather on March 28.

“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.

We are blessed to have amazing people all around our county sewing masks for healthcare and county officials. 4-H kids also helped sew masks and colored pictures for residents at Sunset Manor and The Meadows.

If anyone is interested in sewing covers for N-95 masks, please contact Virginia at Ext. 4174. We have a supply of medical-grade fabric for use at the hospital.

Pictured here are Grace Krueger (top left), Weston Kruegar (top right), Erin Pitt (bottom left), and Patty Ann Sanborn (bottom right). They represent a small army of people who have stepped up to help. Among those who helped were 4-H kids!

Special thanks to our colleagues, Donneta Karmann, Kristy Reeves, Rictoria Bober, Renee Branson, Sara Grogg, Linda Booth, and Kristee Strawder. Kudos to the surgical team for sterilizing the masks. Thank you to a Meadows resident who sewed masks for staff members. (If we’ve missed anyone, it is purely unintentional!)
A patient took the time to recommend Dr. Jarvis on our Facebook page, pointing out that “he goes above and beyond to find a answer.”

Clinic staff have taken on the responsibility of cleaning the clinic, allowing the environmental services team to concentrate on the hospital’s needs. Wow! This is awesomely impressive to see such teamwork and to take on these duties. Kudos to them. Makes me even more proud of working for CHS.

Kudos to each team of CHS environmental services for doing all you can to keep our facilities clean and safe for staff, patients, and residents. Your hard work does not go unnoticed.

Congratulation to Erin Arndt, the winner of a $25 gift card for having all CareLearning assignments completed by March 31. Big thanks to all of you who worked to get this done early!!

Thank you to the dietary department for the variety of sweets that has been made available!!

Rita Dieker has graciously volunteered to pick up environmental service shifts at the hospital. We really appreciate her help!

Kudos to Lance Davis for pitching in to help in dietary when short staffed.

The environmental services team is truly grateful for assistance from departments throughout CHS. Many have taken on cleaning their own areas, which allows the E.S. team to focus on patient care areas of the hospital.
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!

- Synthia Reyner 37 years
- Karen Foster, Gwen Mays 20 years
- Carolyn Smith 19 years
- Lana Bahr 17 years
- Janae Pritchett, Lacy McManus 16 years
- Patricia Johnson 15 years
- Harold Blits, Jeannie Gerrelts 13 years
- Candus Dale, Casey Lyons 12 years
- Shane Fejar 11 years
- Tami Haney 10 years
- Jacob Rasmussen, Nicole Rasmussen 8 years
- Erin Arndt, Melinda Chilroy, Stacy Augustyn 7 years
- Krista Cubit, Jeff Rinker, Brad Hubin, Julie Schneider, Merri Michaels, Rictoria Bober, Stephanie Weston 6 years
- Amanda Davis, Amber Dittrich, Andrea Tuthill, Joelle Gilbert 5 years
- Emily Schneider, Heidi Ferrara, Stephanie Redding, Virginia DuBuke 4 years
- Kenneth Davis, Michael Dressel, Nicole Merwin, Stephanie Ernst, Jessica Rossillon, Gloria Scarberry, Kristee Strawder 3 years
- Stephanie Bess, Lynn McCurdy, Janet Blaufuss, Amilia Marchant, Richard Messerly Jr., Joe Michaels, Tori Musselman, Scott Sutherland 2 years
- Jessica Blake, Cynthia Robertson, Suzanne Simon, Channing Demers, haley Fischer, Elizabeth Gosness, Gabriella Hernandez, Jesse Presley, Emily Sanders 1 year

*Based from 7 returned surveys.

During my sophomore and junior year at Wichita State, I was an intern to two incredible attorneys. I really thought law school was the route for me. But the longer I was there, I realized I cared way more about how the clients were feeling and handling everything—than I actually cared about the legal process itself. I finished my bachelor’s in criminal justice because I was over halfway done and loved my classes. After graduating in 2015 from WSU, I started grad school for clinical counseling at Emporia State University that fall. I honestly feel like having a background in criminal justice has helped me tremendously in my career so far.

I do not have just one role model. I have five! Both my parents and older siblings have all inspired me in ways they cannot imagine. They all do something so different, yet impactful, and continue to show me what it means to be a good human and excel in their field.

I knew this was the right place for me because my mom always talked about how much she enjoyed working for Coffey Health System. I’ve witnessed the lasting relationships she has created. How could I not be a part of that?

I graduated from grad school in 2017. I have been a social worker for about two and a half years and love it. I cannot wait to see the kind of impact I can make.

Amy Osner, Social Worker/Case Manager & Swing Bed Coordinator
Coffey County Hospital

The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

1-800-273-TALK (8255)
suicidepreventionlifeline.org

Here is what our hospital patients are saying.

HCAHPS Scores

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Rate hospital 0-10</td>
<td>86%</td>
<td>86%</td>
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<tr>
<td>*Would recommend the hospital</td>
<td>67%</td>
<td>100%</td>
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<tr>
<td>Communication with Nurses</td>
<td>83%</td>
<td>95%</td>
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<tr>
<td>Response of Hospital Staff</td>
<td>86%</td>
<td>100%</td>
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<tr>
<td>Communication with doctors</td>
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<td>95%</td>
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<td>Hospital Environment</td>
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<td>Communication about medicines</td>
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<tr>
<td>Discharge information</td>
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<td>100%</td>
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<tr>
<td>Care Transitions</td>
<td>48%</td>
<td>75%</td>
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</tbody>
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*Survey items in the top 10 priority index

When I knew...