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Resignation  
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Congratulations,  
Toby Paige!  
CHS Health Care Worker of the Year  
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Foundation Awards  
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"Accept the challenges so that you may feel the exhilaration of victory." – unknown author
By now, you probably know that I accepted the President and Chief Executive Officer position at Susan B. Allen Memorial Hospital in El Dorado, Kansas. I begin those duties on October 1, 2020. I will be here with you until September 21st, the end of my current contract.

I want to thank all of you for your support and commitment over the last five years in helping us financially and operationally turn Coffey Health System around. We went from losing $4.5 million dollars a year to a profit in 2019 of approximately $550,000. We could not have done it without the dedication of every single employee, the physicians, the board, the county commissioners, and, of course, our patients.

All the major changes (Critical Access Hospital, DNV-GL accreditation, 340B, and the COVID-19 funding assistance) have put Coffey Health System on more solid footing to move toward continued success. By being “survey-ready” everyday, you have become a model for all other rural hospitals!

You may also know that a few weeks ago the county commissioners agreed to forgive half of the $2.9 million in remaining loan balances that they had made available to the hospital during those really tough operational years (2014-2015). In addition to that, they have agreed to review the remaining balance in two years for potential forgiveness. That action and future consideration is greatly appreciated!

A part of my decision to leave at this time is that rural hospital CEOs rarely get the chance to move on when finances and operations are stable, the facilities are on top in recognition and, as I mentioned earlier, have become a model for others to follow. That is who Coffey Health System is today and I am extremely proud to have been here with you and to be a part of making that happen. You are truly a special group!

Thank you as always for a job well done!

Leonard R. Hernandez
Chief Executive Officer
The Coffey Health System Board of Trustees met in-person on June 22, the first such meeting since COVID-19 restricts were in place. Trustees and the health system’s executive team had used video-conferencing since March.

The 2019 financial audit was presented by Matt Morris of the accounting and auditing firm BKD. Coffey Health System received a “clean” audit, meaning no discrepancies or reporting errors were found. Morris offered additional perspective on the impact of the 2017 conversion to Critical Access Hospital status and how CHS compares to similar hospitals.

“I wish that the financial statement had a third column on it this year, because it’s pretty impressive to see the transitions and improvements the hospital has made since 2017,” Morris said. “It is very good news.”

While operating expenses remained even, operating revenue gained nearly $1 million over 2018.

“It is nearly impossible for a critical access hospital to have a positive operating margin unless they are as efficient as possible and have a pretty robust 340B program. As we look into the financials, the biggest change in the operating margins is the continued pick-up of the 340B program which has been a significant help for the hospital.”

Patient financial incentive programs also provided a boost.

“Cash improved over the prior year and a lot of that had to do with improved efforts to get accounts receivable down. There were programs in play in 2019 where patients were forgiven a portion of their bill if they came in and paid...so that helped to get accounts receivable down.”

2019 finances also reflected the first full year of the 340B pharmacy program.

“The hospital basically made a little over $1.4 million in net revenue related to the 340B program that it was able to use to help offset some operational losses in other areas.”

The board voted to unanimously accept the audit.

Monthly Reports

Federal grant dollars in response to the COVID pandemic bolstered May’s cash resources, allowing CHS to award hazard pay to all employees. May patient revenue was $2.7 million with expenses at $3.56 million. June finances are expected to rebound as elective procedures and clinic visits resume.

“The purpose of the COVID remaining grants is to help curtail the cost of testing and treatment of the virus as well as assist in slow times when clinic volumes are down and we cannot provide elective procedures,” Chief Financial Officer Juanita White. “The year-to-date net operating loss is $2.35 million as of May 31. The government grants help us address infrastructure purchasing and equipment needs to bring the best possible care to our patients while operating through the pandemic.”

CHS continues to apply for federal COVID-related grants.

The hospital recently discontinued a third-party contract for self-pay accounts. Patient statements are now completed by the CHS billing department, which has already reduced the collections cycle by 16 days.

“Not only does this streamline our process, it also provides our patients with timely and more personalized customer service,” White said. “When a patient calls about their bill, they reach a trained person right here who has access to all necessary information and can suggest financial assistance programs, if needed.”

Chief Operating Officer James Higgins reported that the facilities staff constructed Plexiglass enclosures to better facilitate family visitation at Sunset Manor and The Meadows. Visitation is still strictly limited due to COVID, but the residents, staff, and families are grateful to have an option.

Chief Executive Officer Leonard Hernandez reported that the Coffey County Commission voted to forgive half of the remaining $2.9 million of loans issued in 2014 when the hospital faced extreme hardship. The commission will review the remaining balance for possible forgiveness in two years.

Within the consent agenda, the board approved medical staff re-appointments to six providers: Tele-radiologist Robert Al-Aly, M.D.; Neurologist Russell Bartt, M.D.; Dermatologist Michael Kucenic, M.D.; Family Practice Nurse Practitioner Laurel Louderbaugh, A.P.R.N.; Pathologist James McCullough, M.D.; and Pathologist Michael Prochaska, M.D.

Chief Medical Officer John Shell, M.D. announced that Radiologist Karen
Foundation Awards Six Scholarships

Coffey Health Foundation recently awarded scholarships to students from all four Coffey County high schools and Yates Center High School.

“We are honored to help local students further their educations. It’s especially meaningful since we watched many of them grow up as our patients,” said John Shell, M.D., foundation chair. “Over the last 20 years, the foundation has awarded $408,500 to 129 students.”

This year’s recipients include Madelynn Collins, Yates Center; Logan Swartz, Lebo; Megan Foster, Waverly; Cooper Harred, Southern Coffey County; Abbigale Finlayson, Burlington; and Brennan Brown, Burlington.

The scholarship was established in 2000 to encourage high school graduates to pursue a college education. While the hope is that the recipients will someday pursue a career related to healthcare, other fields of study are not precluded. Each recipient is awarded $1,000 scholarship, renewable for four years.

Coffey Health Foundation, formerly East Central Kansas Health Foundation is a 501(c)3 charitable organization that supports the important work of Coffey Health System and invests in the future of our community.

Caffe Health Foundation

Is it your birthday month?
Don’t forget to let the dietary staff know when it’s your birthday month and you will receive one free meal.

CareLearning: don’t wait until the last minute
As we reach the halfway mark of 2020, it’s a good time for the following reminders:

• New hires have 90 days to complete all of their CareLearning assignments;

• CareLearning deadline is Halloween which means you have three months left to complete all assignments. The Quiet Room at CHS has two computers available to ensure you have the access needed to be successful. Failure to meet the deadline will impact your ability to work after October 31st!!

• Try to check your email at least once per week so you don’t miss important information. CareLearning and policy updates will be announced via email.

June/July Health Observances

<table>
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<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>CNA Week</td>
<td>June 18-25</td>
</tr>
<tr>
<td>Billing &amp; Finance Week</td>
<td>July 6-10</td>
</tr>
</tbody>
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Job Openings

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

Non-clinical Positions
- Cook
- Dietary Aide
- Environmental Service Tech
- Home Health Aide
- Maintenance Tech
- Materials Stock Clerk
- Patient Access Coordinator
- Receptionist

Visit coffeyhealth.org/careers for detailed information and requirements. For more information, call Ext. 4254.
Toby Paige has been a fixture at Coffey Health System for nearly 30 years. He took care of countless Coffey Countians in his 22 years as an EMT, then spent five years in the facilities department. In 2018, Toby was called upon to lead the environmental services team. His two decades in EMS brought a clinical perspective that elevated every aspect of cleaning and infection control throughout the organization.

Recognizing Toby’s leadership and commitment through the COVID-19 pandemic, the staff elected him Coffey Health System Healthcare Worker of the Year. He now represents CHS at the state level. While the Kansas Hospital Association Annual Conference has been cancelled due to COVID, nominees receive media recognition. KHA will honor statewide recipients at their respective hospitals.

Toby’s clinical background and meticulous nature made him an integral part of the Infection Control/COVID-19 team. He led all CHS facilities in proper procedures to prevent the spread and cross-contamination. He voluntarily assumed the responsibility of front-line duties to clean the rooms of positive COVID-19 patients so that other staff members would not be unnecessarily exposed—even if it meant coming in at night, on a weekend, or during a holiday.

“Toby’s extraordinary work through the pandemic reached everyone throughout the organization,” said Chief Operating Officer James Higgins. “Several departments volunteered to clean their workspaces so that Environmental Services could focus on COVID efforts. It would have been easy to simply check those departments off his list, but Toby made sure that everyone was trained to assure safety. He conducted ‘walk-throughs’ to point out high-touch areas, provided appropriate cleaning products, and demonstrated exactly how to clean each surface. His attention to detail and concern for others is vital in containing the disease spread.”

Since taking on the Environmental Services Supervisor position in 2018, overall patient satisfaction scores related to hospital environment and cleanliness have risen significantly. CHS was ranked in the 74th percentile for Overall Hospital Environment in 2015. When Toby took on the role of Environmental Services Supervisor scores climbed to the 97th percentile in 2018 and the 98th percentile in 2019. CHS is on track to be in the 99th percentile in 2020.

He meticulously monitored cleaning chemicals to ensure adequate supply and appropriate use, while also educating all staff (not just environmental services, but ALL staff) on how and when to use products in their workspace. Most importantly, Toby was a calm, positive presence throughout the surge in COVID-19 patients at CHS. His professionalism, kindness, and willingness to help at any moment brought reassurance and confidence to all of CHS staff during a very trying time.

Congratulations, Toby!
Condolences

Our deepest thoughts and prayers extend to Stephanie Bess for the loss of her mother on May 17.

Sincere thoughts and prayers extend to Donneta Karmann for the loss of her father-in-law and Shelly Moss for the loss of her grandmother on June 7.

Prayers to Linsey Knipp for the loss of her grandmother on June 14.

Condolences to Angela Trimble and her family for the loss of Angela’s mother Nadine Graham and her father-in-law, Ival Trimble on June 20. Nadine was a former CHS employee and volunteer.

Thoughts and prayers for Richard and Mina Messerly for the loss of his mother on June 23.

Sincere condolences to Therese Deaner on the loss of her brothers.

Prayers extend to Macie Farthing for the loss of her grandfather on July 2.

Most sincere condolences to Jodi Thomas for the loss of her uncle on July 6.

Linda Booth is such a sweet and caring person. Even though she couldn’t be on-site to help with any projects, she still offered to lend a hand in any way she could. Linda, you are greatly appreciated!

Thank you, Heidi Ferrara, for helping out the past nine months while the lab has been so short-staffed. As a PRN employee, Heidi has been working full-time to keep our patients happy. She adds energy, laughter, and keeps us on our toes!

A coworker writes: kudos to Lynn Bolen and Janae Pritchett in radiology for filling in for Scott while he is on vacation. I really appreciate their extra effort on the merges.

Congratulations to Logan Swartz, Sunset Manor, for receiving the Emporia Chapter of the American Business Women’s Associated scholarship award.

The admission/registration staff deserves a great big pat on the back. They have had to double or even triple their duties during the COVID time. They register patients, help them do their screening, check their temperatures, sanitize between each patient and deal with upset

Notes of Thanks

Dearest ones,

I just wanted to let you know how much I think of you and all that you have done for us to make us safe. I am proud to have you all in my life and my town. Thank you seems so small, but it’s what we have to express ourselves, and our feelings that are so deep for all of you. May God bless each and everyone at Coffey County Hospital and all surrounding Sunset Manor and The Meadows.

Phyllis Deitrich

Thank you so much for helping me have my dream labor/delivery story. I couldn’t have done it without you! Best OB nursing staff ever (especially Linsey & Joni)!

Lexi Milota & baby Arrington

“Kudos to you!” 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.
family members when they are not allowed to visit their loved ones. They all have done great and have really gone above and beyond with no complaints.

Kudos to David Douglass and Brady Williams for the smooth transition and patience given when completing technical upgrades on the billing office PCs.

Stephanie Weston, Sunset Manor, has been accepted into nursing school at Neosho County Community College Ottawa Campus. She begins in January 2021. Congratulations, Stephanie!

Congratulations to Lily Rolf at Sunset Manor for being named the BHS band brass section leader for the upcoming school year!

Jeanerosity raised $189 for the month of June and $124 for July. The first six months of the year has totaled $1,259 for regular Friday Jeanerosity days and an additional $3,800 for special purposes. Thank you all who continue to support great causes.

Kudos to our billing and finance departments for the successful transition to “in-house administration” of accounts receivable collections. Our former vendor was HRG from 2014 to April 2020. Days in collections for accounts receivable for May were 46, well below the industry average of 60 days. Great job by all involved!

A huge shout out to the facilities team for building Plexiglass enclosures that allow our residents at Sunset Manor and The Meadows to safely enjoy visiting with their loved ones. Words cannot express how much this means to residents and their families.

The Meadows team has stepped up in countless ways to help residents through the last few months. Your patience and kindness are sincerely appreciated.

Tracy Campbell writes: At a recent doctor’s appointment in Kansas City, my provider commented that he had seen several news stories about the recent COVID outbreak in Coffey County. Knowing that I work at CHS, he conveyed concern for our staff. He was very impressed that Coffey Health System was on the front line so early in the pandemic and handled it so well.
June & July 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!

Connie Weseloh 37 years
Vernon Peters,
Margaret Trammell 26 years
Kalana Jewett 18 years
Lynn Bolen, Ladonna True 17 years
Cheryl Cole 16 years
Kelly Wagner, Becky Houston 15 years
Kathleen Arnold 13 years
Cathy Paige 12 years
Rachel Adams,
Melanie Bucheit 11 years
Kandi Alvarado,
Theresa Theole 10 years
Heather Noonan 8 years
Cindy Levieux, Anna Nicolet, David
Douglass, Raysha Ratzlaff, Orio
Rodriguez, Nick Worthen 7 years
Susan Maner, Monica Rolf,
Lauren Schafer,
Stephanie Lasswell 6 years
Ashley Beying, Vicki Seems 4 years
Kelly Shepard, Shelley Denney,
Rita Dieker 3 years
Eric Cole, Virginia Johnson, Andrea
Massingill, Brian Siedschlag,
Elizabeth Thorp, Vicki Ward 2 years
Samantha Cook, Mary Covey,
Topainga Hernandez, Erika Steffens,
Caitlyn Winters, Denise Hamilton,
Amy Osner, Matt Schulz, Tia Steele,
Roberta Zinn 1 year

HCAHPS Scores

<table>
<thead>
<tr>
<th>Domains &amp; Questions</th>
<th>Previous QTR Jan.-Mar.</th>
<th>Current QTR April - To date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate hospital 0-10</td>
<td>92%</td>
<td>77%</td>
</tr>
<tr>
<td>*Would recommend the hospital</td>
<td>92%</td>
<td>77%</td>
</tr>
<tr>
<td>Communication with Nurses</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>Response of Hospital Staff</td>
<td>94%</td>
<td>86%</td>
</tr>
<tr>
<td>Communication with doctors</td>
<td>96%</td>
<td>92%</td>
</tr>
<tr>
<td>Hospital Environment</td>
<td>91%</td>
<td>83%</td>
</tr>
<tr>
<td>Communication about medicines</td>
<td>69%</td>
<td>71%</td>
</tr>
<tr>
<td>Discharge information</td>
<td>91%</td>
<td>100%</td>
</tr>
<tr>
<td>Care Transitions</td>
<td>72%</td>
<td>62%</td>
</tr>
</tbody>
</table>

*Survey items in the top 10 priority index
*Based from 13 returned surveys.

When I knew...

My mom was the cook and librarian at the senior center in Howard. I grew up around senior citizens and the career field felt like something I wanted to go into. I lost my dad and grandmother within months of each other. Around 7 years old I had to grow up fast in life.

In retrospect, I’m going to say my role model has been my family—past and present—which has made me become a better person. I want to make them proud and do things for others in their remembrance.

I became a Certified Medical Assistant knowing that there will always be a job in the healthcare industry. I knew I wanted to do what I do—caring for patients and residents, listening to their stories, bringing a smile to their face, and being there for them with good quality care.

I have been in my career for 20 years now and enjoy working at The Meadows with my crew. We can always depend on each other.

Melissa Davis, CMA
The Meadows

Board Meeting

Continued from 3

Gladden, M.D. is now the lead interpreting physician and director of medical imaging for Coffey County Hospital. While her practice is based in Virginia, she works integrally with Coffey Health System’s providers and radiology staff.

The board entered executive session for 20 minutes to discuss personnel matters of non-elected personnel. Following re-adjournment, the board voted to offer Hernandez a three-year contract with a potential two-year mutual option for extension.

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

The next monthly meeting is at 6:30 p.m., July 27, in the Coffey County Hospital conference room.