“Becoming a star may not be your destiny, but being the best that you can be is a goal that you can set for yourselves.” – Bryan Lindsay
A few words from Leonard

The last dance!

The last five years have been the best of my career for a lot of reasons. Most importantly and especially because I have shared them with all of you!

Don’t get me wrong. The accolades have been very nice to be a part of, but the stories we have shared are among the ones that I will never forget. I promise you that if I ever get around to writing my book, they will be a “must read” chapter.

When I think of where we started five years ago as a health system to where we are today: a nationally recognized and accredited hospital and health system that went from losing $4.5 million dollars a year to making nearly $700,000 last year. That is an incredible story – one that is only possible because of all your commitment and dedication and belief in your leadership team. Thank you!

You have achieved so much:
• a five-star nursing home that is ranked #1 of 336 in Kansas,
• a CMS five-star patient experience hospital rating,
• deficiency-free assisted living,
• DNV-GL national accreditation,
• critical access hospital designation,
• addition of the 340B pharmaceutical program,
• American College of Radiology accredited 3D mammography program,
• and national recognition in the American Hospital Association’s Rural Health Leadership TEAM award program (one of only three hospitals in the nation to be honored).

All of this is who Coffey Health System is today. It is who you are when I hope you proudly say that you are a member of this team.

You are the best! Thank you for believing in me and giving me the opportunity to go along for the ride!

Your friend in healthcare,

Leonard R. Hernandez
Chief Executive Officer

Thank you, Leonard!

Thank you, Leonard, for putting CHS back on the right track.

For assuring that our community would continue to have locally-operated healthcare.

You believed in us, restored our faith in ourselves, and brought laughter back.

You will be missed, but we know that you will do great things at Susan B. Allen Hospital.
Board begins search for new CEO

As expected, the July 27 meeting of the Coffey Health System Board of Trustees focused on beginning the search for a new Chief Executive Officer. On July 22, Leonard Hernandez announced that he accepted the position of President and Chief Executive Officer at Susan B. Allen Hospital in El Dorado. His tenure at CHS ends Sept. 18.

Chief Human Resource Officer Theresa Thoele reported that the CEO position is posted with the Kansas Hospital Association and on Indeed and other online job boards. Three board members and three members of the executive team will interview candidates.

In a separate announcement to staff, Hernandez wrote, “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, and the facilities are on top (with state and national) recognition. 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!”

Executive Finance Committee Chair JoAnn Osburn reported that accounts receivable continues in the right direction, dropping to a record-setting 39.56 days.

Patient services rebounded after the initial COVID-19 shutdown. Net revenue totaled $2.26 million with expenses at $2.24. An additional $554,634 in grant funding also boosted the bottom line. The board approved June financials as presented.

COVID grants allow the hospital to update crucial lab equipment that has been malfunctioning.

“(The downtime) is frustrating to the doctors and it’s frustrating to our patients,” Hernandez said. “We can use a portion of the grant funding to replace the equipment, which will shorten the turnaround time for all tests—not just COVID. It will be more efficient and will also allow new tests that we aren’t currently able to offer.”

The board approved a bylaw revision addressing remote/virtual meetings.

Medical staff appointments were approved for Emergency Medicine Physician Assistant Rachel Hutson and Tele-radiologist Vanessa Sanders, M.D., Family Practice Physician Beverly Clark, M.D., and Gastroenterologist Shekhar Challa, M.D. were reappointed. Privileges were extended for Cardiologist Kevin Bernd, M.D.

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

The next monthly meeting is at 6:30 p.m., August 24, in the Coffey County Hospital conference room.

“We can use a portion of the grant funding to replace (lab) equipment, which will shorten the turnaround time for all tests—not just COVID. It will be more efficient and will also allow new tests that we aren’t currently able to offer.”

Leonard Hernandez

![Revenue & Expense Report for past 12 months](image)
Have you visited the new and improved coffeyhealth.org?
Watch for additional content coming soon!
(Thank you for your patience.)

As with any web launch, we're still catching a few glitches. If you find dropped links or other technical issues, please call Tracy Campbell at Ext. 4195.

James Higgins, Safety Officer

Workplace Health & Safety

Do you know how to lift and carry safely? (Part 1)

Lifting and carrying are power jobs that require special care and training to prevent back injuries.

The National Safety Council (NSC) analysis of Bureau of Labor Statistics (BLS) data finds that the back was the body part most frequently affected by injuries and illnesses involving days away from work in 2018. Back-related injuries and illnesses accounted for nearly 16 percent of the total 900,380 injuries and illnesses in private industry.

Median days lost by back injury: seven
Back injuries can be challenging to treat and may result in lengthy and expensive rehabilitation.
Whether lifting at home or work, make an effort to take special care of your back. The National Safety Council has several suggestions to prevent lift-and-carry injuries and keep your back strong and healthy.

Power Warm-ups
You will work better if you start each day with slow stretches. These warm-ups let you ease comfortably into your workday and help you avoid injury.

Leg and Back Warm-up
• Prop one foot on a chair or a stool for support.
• Take a deep breath and ease forward slowly, keep your back slightly curved.
• Blow out slowly as you ease forward, counting to seven.
• Repeat seven times.
• Switch feet and repeat.

Backbend
• Stand with your feet about 12 inches apart.
• Support the small of your back with your hands.
• Hold your stomach in firmly and take a deep breath.
• Arch backward – bend your head and neck as you go, blowing air slowly out for seven counts.
• Repeat seven times.

Reminders
Updated clinical licenses and certification cards must be provided to HR in a timely manner to remain in compliance and eligible to work.

Job Openings

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

Non-clinical Positions
Cook
Cook/Aide
Dietary Aide
Dishwasher Dietary Aide
Environmental Service Tech
Health Information Tech
Home Health Aide
Life Enrichment Aide
Maintenance Tech

Visit coffeyhealth.org/careers for detailed information and requirements. For more information, call Ext. 4254.
Patients give us a five-star rating

Patient satisfaction ratings place Coffey County Hospital in Burlington among the top 7 percent of hospitals across the nation. This earns the hospital a coveted five-star rating.

Only five community-based hospitals in Kansas are among the 266 facilities in the top tier.

“This is the best reward we can get because it comes from our patients” said Coffey Health System Chief Executive Officer Leonard Hernandez. “We made a commitment five years ago to assure that Coffey County Hospital is the place our community chooses and trusts. I couldn’t be more proud to see our team’s commitment come full circle.”


“When a patient is dismissed from a hospital, they receive a patient satisfaction survey,” Hernandez explains. “This five-star rating is the culmination of those surveys.”

The other four community hospitals are: Clay County Medical Center, Clay Center; Mitchell County Hospital Health Systems, Beloit; Neosho Memorial Regional Medical Center, Chanute; and Pratt Regional Medical Center, Pratt.

Five specialty hospitals in Kansas were also recognized: Salina Surgical Hospital; Manhattan Surgical Hospital; Mercy Specialty Hospital Southeast Kansas, Galena; Kansas City Orthopaedic Institute, Leawood; and Kansas Surgery & Recovery Center, Wichita.

In addition to the 266 five-star hospitals, CMS assigned ratings to another 3,212 hospitals. 1,120 hospitals received four stars; 1,479 received three; 528 received two; and 85 received one star.

Voice of the Volunteers

Andrew Haselhuhn and Jalyn Griffith received $1000 scholarships from Friends of Coffey Health System. Both are graduates from Burlington High School. They are shown here with FOCHS volunteer Paula Bruce (center).

The auxiliary scholarships provide $500 per semester for the first year of college to support students studying a health-related major.
Condolences

Our deepest thoughts and prayers extend to Coffey Health Foundation Board Member Angela Trimble and family for the loss of her mother-in-law on July 23.

Prayers extend to Jordan Barr for the loss of her father on Aug. 1.

Condolences to Gwen Mays and family for the loss of her mother-in-law on Aug. 3.

Thoughts and prayers to Shelly Moss and family on the loss of her father-in-law, Bill Moss, on August 16.

"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.

Congratulations to Social Worker/Case Manager Amy Osner and her husband Tyler on the birth of their little one—Reese Mary. Reese was born on July 29 weighing 7 pounds, 10 ounces. Grandma Diana Thomsen is very proud as well!

Condolences

The family of Cline Karmann wishes to thank you for the donation made to Friends of Coffey Health System. Your gift in his name is very appreciated!

The Karmann family

Notes of Thanks

My retirement is bittersweet. I started my journey here at CCH and I am ending it here. Thank you, Angela Blaufuss, for bringing me back “home.” I will never forget the friendships I have made here. You have become my work family and I appreciate you all. Thank you so much for my retirement party. I was not expecting that. I am truly blessed to have been a part of such a great organization. My best to each and everyone of you. Big hugs!!

I will miss you all!

Marilyn Brown

The CHS family wishes Marilyn Brown a happy retirement! Left to right: Andrea Tuthill, Elaine Weston, Jessica Brannen, Candi Dale, Angela Blaufuss, and Marilyn Brown.
Kudos to you! Kudos to you! Kudos to you! Kudos to you!

Welcome!

Sometimes it is hard to recognize people who are wearing masks—especially for our residents at Sunset Manor and The Meadows. Recently, Philip Decker passed along an idea from another facility. Each staff member wore a button with a picture of their face. What a great way to help residents feel comfortable knowing who is “behind the mask!” Virginia DuBuke in marketing quickly formatted staff ID pictures with first names and ordered these awesome buttons for both facilities as well as the maintenance team who often visit Sunset Manor and The Meadows. Thank you, Philip and Virginia!

Congratulations to Jessica Brannen for completing her master’s degree in accounting with a 4.0 GPA!

Thanks to all The Meadows staff for working together to cover many shifts this past month. Also, thanks to the staff who helped out in other departments when we were needing extra help.

Jana Morray writes:
Thank you to all the laboratory staff for stepping in to cover my shifts and call when I was unexpectedly quarantined to home for a week. Holly, Tena, Brad, Dawn, Darlene, and Heidi, you all are the best!!

The cafeteria staff have done a great job providing “grab and go” options as well as new specials and menu items. Thank you for giving so many tasty choices that are ready to go.

Our patients really appreciate the new billing system. Not only are patient statements more user-friendly, but self-pay accounts are now handled internally (instead of through a third-party vendor). This smooth transition is the result of many hours of hard work and planning by the business office and finance staff.

Suzanne Garcia was recently named clinical nurse manager at Sunset Manor.

She transferred to that position from the hospital’s med/surg team.

The special prize of the day goes to Leanna Meats who swooped in to save the day for the marketing staff with her superior knowledge of local crops. (We just take the pictures, we can’t always identify the subjects.)

Kudos to our Environmental Services employees at all locations! We appreciate all your hard work at keeping our facilities clean!

Thank you goes out to Theresa Thoele for the level of detail and many, many hours spent trying to maintain the regular HR office tasks in addition to conducting a CEO search. Her thoroughness and commitment are greatly appreciated.

Crystal Fosdick
Medical Records
CCMC

Annsley Graham
LPN
Sunset Manor

Dylan Rice
Scrub Tech
Surgery

Taylor Ring
LPN
Med-Surg

Emily Sanders
LPN
CCMC

Brandon Walker
AEMT
EMS

Cara Weese
Paramedic
EMS

Desirae Dohle
CNA
Med-Surg

Cara Weese
Paramedic
EMS
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!

- Jered Schulte 29 years
- John Shell 27 years
- Shelly Thorp 26 years
- Christopher Jarvis 21 years
- Donald Braun 20 years
- Jon Sides, Jeff Sloyer 16 years
- Donneta Karmann 13 years
- Levan Skillman 12 years
- Beverly Clark, Charlene Sowder 8 years
- Laurel Louderbaugh 7 years
- Renee Branson 6 years
- Joe Tuthill 5 years
- Anne Cuffe, Maci Farthing 3 years
- Suzanne Garcia, Tiffani Majors 2 years
- Maycee Hegwald, Logan Swartz, Tony Traffanstedt 1 year

Here is what our hospital patients are saying.

HCAHPS Scores

<table>
<thead>
<tr>
<th>Domains &amp; Questions</th>
<th>Previous QTR Apr. - June</th>
<th>Current QTR July - To date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate hospital 0-10</td>
<td>84%</td>
<td>100%</td>
</tr>
<tr>
<td>*Would recommend the hospital</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Communication with Nurses</td>
<td>93%</td>
<td>95%</td>
</tr>
<tr>
<td>Response of Hospital Staff</td>
<td>92%</td>
<td>100%</td>
</tr>
<tr>
<td>Communication with doctors</td>
<td>95%</td>
<td>89%</td>
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<tr>
<td>Hospital Environment</td>
<td>86%</td>
<td>75%</td>
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<tr>
<td>Communication about medicines</td>
<td>73%</td>
<td>75%</td>
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<tr>
<td>Discharge information</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td>Care Transitions</td>
<td>65%</td>
<td>83%</td>
</tr>
</tbody>
</table>

*Survey items in the top 10 priority index

*Based from 6 returned surveys.

I started cooking at a young age and in high school I took a bakery class. I knew then that food was the business I needed to be in. I have always looked up to my mom as my role model. Everything I do in life is what she taught me. Different jobs and people in my life led me to the healthcare food service.

I wanted to have a stable career to help support my family. Becoming a certified dietary manager allowed me to have my career in food service, outside of fast food. Sunset Manor feels like my family. I’ve always known this is where I am meant to be. I have worked as a food service manager for 10 years now and three years as a CDM.

Kristen Hughes
Certified Dietary Manager, Certified Food Protection Professional
Sunset Manor