

May 2023

# THE INSIDER

Employee news for Coffey Health System



## Carrie Hegg Inaugural BEE Award Recipient

Page 2

## Congratulations, Graduates

Page 5

## BLS, ACLS, PALS Continuing Education

Page 7

*Gracious words are a honeycomb, sweet to the soul and healing to the bones. Proverbs 16:24*



## NOTES FROM JOBEN

Congratulations, everyone! For the second consecutive year, Coffey County Hospital is recognized among the nation's Top 20 Critical Access Hospitals for Best Quality Practices.

To put that in perspective, there are 1,353 CAHs in the United States. This puts our quality measures in the top 1.5 percent, according to The National Rural Health Association. We are the only Kansas hospital to be recognized in this category, and we've earned back-to-back awards!

NRHA works with the Chartis Center for Rural Health to assess performance in eight areas: inpatient market share, outpatient market share, quality, outcomes, patient perspective, cost, charge, and financial efficiency. If you think about it, quality is the basis for future success in every category. It means that we are moving in the right direction and taking the best possible care of our patients.

This recognition can't be bought, it must be earned. And each of you contribute something special to Coffey Health System's success—from the extraordinary care you give our patients, to the attention to detail you bring to your job; from teamwork with your colleagues, to all departments pulling together. That's what makes this place so special...it's you!

On behalf of the board and myself, we couldn't be more proud of the work you do every day. To have this national recognition confirms something we already knew—we have an incredible team and provide the best quality care for our community!



So, please, take pride in your contributions and let's all celebrate this well-earned accomplishment. With quality care as our goal, we can only continue to move forward.

Joben Rieth  
Chief Executive Officer



The Insider is a monthly publication for the employees, volunteers, and friends of Coffey Health System, Burlington, Kansas.

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Joben Rieth Tracy Campbell  
Chief Executive Officer 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](mailto:tcampbell@coffeyhealth.org).

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## Congratulations, Carrie Hegg, BEE Award Recipient

Carrie Hegg, life enrichment coordinator at The Meadows, is the recipient of Coffey Health System's inaugural Being Exceptional Everyday (BEE) Award. She was recognized at a reception at Coffey County Hospital on May 9, 2023.

The BEE Award recognizes excellence in any clinical or non-clinical member of the CHS staff (other than nurses who are eligible for a separate award called The DAISY Award). Patients, visitors, physicians, volunteers, nurses, and other employees may nominate a deserving team member.

Christina Stohs (pictured right with Carrie below) nominated Carrie for the care she gives residents at CHS's assisted living department, The Meadows. Carrie has coordinated activities for twelve years and worked closely with the residents.



To nominate someone, complete (at the nurses' station) or submit an online nomination at [www.coffeyhealth.org/patientexperience](http://www.coffeyhealth.org/patientexperience).

# CHS trustees learn about cybersecurity measures

Ransomware attacks on U.S. hospitals have doubled in the past three years. As this frequency rises, so does downtime for affected hospitals and health systems. In 2022, 289 attacks were reported, with an average downtime of 22 days for the affected organizations.

Chief Operating Officer Stacy Augustyn explained some of Coffey Health System's enhanced cybersecurity measures during the monthly CHS Board of Trustees meeting on May 22. In addition to more robust anti-virus updates, the Information Technology staff has updated password and sign-on policies, replaced servers, and installed full backups and redundant power supplies at all facilities. Another significant change involves WIFI services.

"Now we have high-security WIFI that links with our current switches that are in place. We have full monitoring in one location to see all issues that are potentially happening, and our guest network is now fully segmented or separated from the hospital network, so there is no crossover," Augustyn said.

Many cyberattacks start with emails, so protecting against phishing attempts is also a significant measure. This step included staff education and a new system that boldly identifies emails that are coming from outside of CHS.

"We have seen many messages come through that look very convincing—it looks like it came from (another CHS employee), but now it is easy to see that there is no way it came from anyone within CHS, no matter how much it looks like it did," Augustyn said. "Overall, we are in a much

better place than we were a year ago."

In other business, Board Chair Judy Reese reported that four exceptional candidates were nominated for CHS's first Being Excellent Everyday (BEE) Award. This new program recognizes non-nursing staff for their crucial role in patient experience. Environmental Services Supervisor Toby Paige, Certified Nurses Aides Kacie Hoch and Nicole Merwin, and The Meadows' Life Enrichment Coordinator Carrie Hegg were nominated by their colleagues, patients/residents, or families. Hegg received the inaugural BEE Award on May 9.

The board approved credentials for Dermatologist Matthew Ricks, M.D.; and reappointments for Anesthetists Sonya Jurgens, C.R.N.A. and Teresa Camfield, C.R.N.A., and Ear, Nose, & Throat Specialist Scot Hirschi, M.D. Resignations were accepted from Consulting Pathologist Fred Wreford, M.D., and Teleradiologist Syed Akbar, M.D. of USA Radiology.

Effective June 1, Wichita Radiology Group will take over radiology services for CHS. This change brings providers much closer to Coffey County with enables collaboration. The partnership will also soon allow CHS to perform breast MRIs.

Chief Financial Officer Bill Little reported that catching up on monthly financial reports is speeding up. February revenue improved significantly over January with a positive bottom line of \$139,000.

"The story is revenue," Little said. "The gross patient revenue was up over budget by \$126,000. The clinic was a big strong driver, up over \$350,000."

Within the consent agenda, the board

approved cash expenditures of \$909,391.55.

The board reviewed and approved updates to the bylaws, with revisions affecting the Strategic Planning Operational Committee, Executive Finance Committee, Risk Management, Constitution Bylaws, and Article VI Chief Executive Officer.



Eight trustees attended: Judy Reese, chairperson; JoAnn Osburn, vice chair; Steve Hopkins, treasurer; Peter Allegre, secretary; Jodi Thomas; Jeff Clark; Dennis Young; and Perry Chapman. Jim Dale was absent.

The next meeting is June 22 at 6:30 p.m. in the Coffey County Hospital conference room.

## Kansas Hospitals Applaud New Health Care Worker Protections Legislation Passed and Now Signed Into Law

(May 23, 2023) – New laws will provide additional protections for Kansas health care workers who are facing continued threats in the course of their work. Nearly half of Kansas hospital staff members surveyed in recent years said patients, visitors or others commit acts of workplace violence at least one to three times a year.

Some reported more frequent occurrences. "At a time when health care is facing a staffing crisis, we are pleased legislation that provides protections for health care workers has been signed

into law," said Chad Austin, president and CEO, Kansas Hospital Association. "There are now criminal penalties for assault and battery of a health care worker."

Similar legislation has been passed in surrounding states including Missouri, Nebraska, Colorado and Oklahoma. In addition, other states including Georgia and Florida, have addressed these matters during their most recent legislative sessions.

The Kansas Hospital Association is a voluntary, non-profit organization

existing to be the leading advocate and resource for members. KHA membership includes 238 member facilities, of which 123 are full-service, community hospitals. Founded in 1910, KHA's vision is: "Optimal Health for Kansans."



## Job Openings

### Clinical Positions

Advanced Practice Provider - ER  
 AEMT  
 CNA - Med-Surg  
 Director of EMS  
 EMT  
 Medical Technologist  
 Paramedic  
 Respiratory Therapist  
 RN - ER, Med-Surg, OB  
 Ultrasound Technologist

### Non-Clinical

Cook  
 Environmental Services Tech  
 Information Technology Tech  
 Insurance Accounts Receivable Specialist  
 Maintenance Technician

Visit [coffeyhealth.org/careers](http://coffeyhealth.org/careers) for detailed information and requirements. For more information, call Ext. 4254.



## Improving Communication at CHS with Halo!

As you may have heard in a recent staff meeting or in a town hall meeting, Halo has arrived at Coffey Health System! What is Halo? Halo is a secure messaging

platform that enables secure, HIPAA compliant communications between you and your colleagues. This includes the ability to send secure text, picture and voice messages that may contain protected health information. However, it is important to note that Halo may NOT be used to send or receive patient orders. Additionally, Halo will also take place of the current platform used (INA Alerts) for both departmental and organizational communications.

Halo is simply an app that you will download to your mobile device which allow you to send and receive secure messages. To get started, download Halo to your device and log into the platform using your CHS email and credentials. More detailed directions of how to log in can be found in your Coffey Health System email inbox.

We ask that all CHS employee download the Halo application to their mobile device by Friday, June 9th. Starting June 30th, INA alerts will no longer be operable and all organization and departmental communications will be routed through the Halo application. If you have any questions or concerns about downloading Halo to your mobile device, please speak with a member of IT/IS or with your supervisor.

A little-known fact is that more than 70% of adverse events that occur in healthcare can be attributed to poor communication. It is our hope that with the addition of Halo everyone will see improvement in quality of care, safety, efficiency, and staff satisfaction.

## Employee Health Scoop

The weather is warming up and spring and summer activities are in full swing! As we find ourselves outside more and active, it is important to increase our water intake. It is important to make sure you are drinking plenty of water a day for optimal health, but it is also important to make sure you are increasing your fluid intake when you are spending time outside. The heat and humidity can lead to a higher risk for dehydration.

Do you drink enough water in a day? A simple goal for water intake is half your body weight in ounces a day. For example, if you weigh 128 pounds, that would be a goal of 64 ounces of water in a day. That is two 32 ounce cups of water. Easy enough

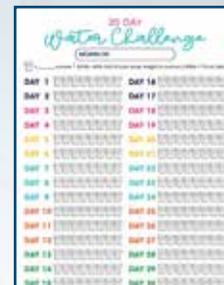
right? For some it is easy, for others they struggle to drink water. So, make the water fun. Add in flavorings or infuse the water with fruits or vegetables such as cucumber. You can also use the calculator to find out what your goal intake should be based on your weight and diet (water rich foods could mean less drinking water)

<https://www.everydayhealth.com/dehydration/hydration-calculator/>

For June, the employee health challenge is a water challenge! Track how much water you are drinking each day on the log sheet. Return it to Linsey by July 6 to be entered in the prize drawing on July 7. The prize for June is a disc toss game!



Linsey Knipp, RN  
 Director of Quality and Risk Management  
 Infection Preventionist  
 Employee Health



**Go to the employee portal to download and print your water challenge tracking form, beginning June 1.**

# Congratulations, Graduates!

*Congratulations to these employees who worked full-time and part-time jobs throughout CHS. We saw your hard work, and we celebrate your accomplishments!*



**Gabby Lyons**  
Burlington High School  
Environmental Services, CCH  
Daughter of Casey Lyons, OB  
Granddaughter of  
Terrie Strawder, HR



**Ella Herman**  
Burlington High School  
CNA, Med-Surg



**Isabel Griffith**  
Waverly High School  
CNA, Sunset Manor



**Paige Meats**  
Kansas University  
CNA, The Meadows/Sunset Manor  
Daughter of Jeff Sloyer, M.D.,  
CCMC



**Harlee Young**  
Burlington High School  
Environmental Services, CCH  
Daughter of Dennis Young,  
Board of Trustees



**Ross Snovelle**  
Southern Coffey County  
High School  
CNA, Sunset Manor



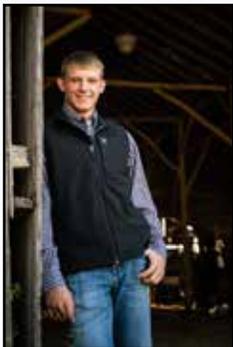
**Madeline Spencer**  
Southern Coffey County  
High School  
CNA, Sunset Manor



**Sabra Clements**  
Southern Coffey County  
High School  
Medication Aide,  
The Meadows



**Hannah Link**  
Rock Bridge High School  
Neice of  
Melinda Pattinson,  
Cardiopulmonary



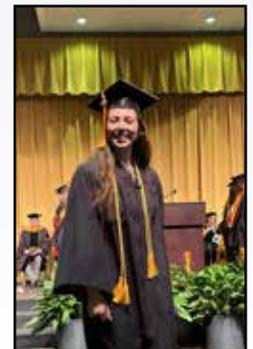
**Grant Hegg**  
Burlington High School  
Son of Carrie Hegg,  
The Meadows



**Kennedy Noonan**  
Burlington High School  
Daughter of  
Heather Noonan, CCMC



**Hayden Sides**  
Burlington High School  
Son of Jon Sides, M.D.,  
CCMC



**Alli Blaufuss**  
Wichita State University  
Daughter of  
Vic & Angela Blaufuss,  
Maintenance/Health Information

## UPCOMING EVENTS

Class/Event	Date/Time	Location	Information
Walk With a Doc <Free Event>	Monday & Thursday May 22-July 3, 6-7 p.m. Excluding May 29	Burlington High School Track	See page 9 of April Insider for details.
Lunch & Learn <Free Event>	June 21, 12 -1 p.m.	Burlington Library	Antibiotic Stewardship
Health Fair <Free Event>	July 27, 4 - 6 p.m.	Behind hospital	Back-to-school kick-off

### Note of Thanks

She loved every aspect of helping people as a volunteer with Newman's auxiliary. Thank you for your donation.  
The June Hopkins Family

Theresa Thoele,  
I would like to thank you and the rest of the CHS staff for the lovely appreciation dinner for us, the volunteers. It was so beautiful and thoughtful. The dinner was delicious and the african violet just was the frosting on top of the cake! Again, thank you for everything. It was a lovely evening.  
Sincerely  
Denise Herder

Joben & Rhonda,  
Thank you so very much for the awesome grilling utensil set with the personalized wooden CHS box. I sure appreciate this opportunity to serve the good folks of Coffey County and the welcoming staff at CHS who have made me feel at home.  
Dr. Brown

CHS,  
Thank you for another year of membership, continued community partnership, and for bringing big city care to our rural community. I'm excited for this summer's Walk With a Doc and have been promoting it everywhere.  
Melissa Daily, Coffey County Chamber of Commerce

### Condolences

Our condolences extend to the family and friends of former CHS nurse, Lynda Coffman, who passed away May 17.

Condolences to Tracy Campbell on the loss of her step-mother, Linda Baringer, on May 19.

"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](mailto:vdubuke@coffeyhealth.org).



### Voice of the Volunteers



Ella Herman received \$1000 scholarship from Friends of Coffey Health System. Pictured here with FOCHS volunteer Paula Bruce, Ella is a graduate from Burlington High School. The auxiliary scholarships provide \$500 per semester for the first year of college to support students studying a health-related major.

"Thank you for this scholarship, Ella writes. "I will attend Wichita State University and major in nursing as well as a minor in American Sign Language. This award will be put towards tuition and books for my education. I am honored to be chosen for this scholarship."



**Holly Peters, Virginia DuBuke, and Gerry Fulton** dedicated two and a half weeks to doing community blood tests for Burlington, Gridley, Lebo, Waverly, and Yates Center and performed a whopping 353 blood tests. Special thanks to **Kelly Petit, Lisa Davis, and Arika Morrison** for assisting at Yates Center Medical Clinic.

Radiology wants to extend their thanks and appreciation to **Vic Blaufuss** and the **facilities team** for all the work they did to help with the MRI suite construction. Vic was a key facilitator during this project and the end result is fantastic.

As always, thank you to our wonderful volunteers, **Judy Rhodes** and **Linda Booth**, for helping with the Walk With a Doc registration process. Your willingness to help is greatly appreciated.

Gerald Fulton writes:  
Super kudos to **Virginia DuBuke** and **Holly Peters** for coordinating the community blood draws this year. It was a very successful event with many community members receiving the laboratory testing they needed to understand their health status and seek medical attention if needed. This is a very valuable service that Coffey Health System and Coffey County Hospital Laboratory are very proud and glad to provide to our patients!



**Lisa Heberling**  
Patient Access  
Registration



**Becca Houston**  
EMT  
EMS



**Makayli Walters**  
Radiology Tech  
Radiology

## BLS, ACLS, and PALS Requirements

*Coffey Health System and The American Red Cross* are partnering in a mutual commitment to drive quality improvement in resuscitation outcomes.

How this is different from the previous in-person classes?

Staff who are required to have BLS, ACLS, and/or PALS for their position with expired certifications will receive an email from Michelle McVey at the beginning of June with instructions on signing into HealthStream. The online requirements and skills check off deadline is June 30. Registration for the skills check off will be available on the employee portal. Check off will be located in Room 210 and will take approximately 30 minutes.

Course Content: Online with Healthstream

- Lesson Assessments - each lesson begins with a pre-assessment and ends with a post-assessment.

Final Assessment:

Once you complete all lessons, you must pass a 25-question exam in order to complete the online session.

In-Person Skills Session:

To receive a certificate, you must successfully complete the online session and attend an in-person skills session where you will perform the skills you learned in the online session.

Please contact Michelle McVey at Ext. 4151 with any questions or concerns.

WELCOME!

## May/June 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** 40 years  
**Dondi Eichman** 38 years  
**Tammra Schillig** 37 years  
**Vernon Peters, Margaret Trammell** 29 years  
**Marilyn Kitt** 28 years  
**Rosalind Leapheart** 27 years  
**Lynn Bolen** 20 years  
**Hallie Wilson** 17 years  
**Cathy Paige** 15 years  
**Melanie Bucheit, Rhea Stuart** 14 years  
**Kandi Alvarado, Theresa Thoele** 13 years  
**April Birk, Lisa Davis, Heather Noonan** 11 years  
**Cindy Levieux, Anna Nicolet** 10 years  
**Monica Rolf** 9 years  
**Katherine Metzger** 8 years  
**Michael DuBuke, Erica Eddings, DeeDee Myers, Vicki Seems** 7 years  
**Kelly Shepard** 6 years  
**Mary Covey, Lucy Klick, Erika Steffens** 4 years  
**Mackenzie Jeffers, Kelle McAllister, Holly Peters, Tamara Ramey** 3 years  
**Annette Birk, Abigail Obrien** 2 years  
**Tracy Dougherty, Madelyn Goode, Justyce King, Lethuy Myer, Jessica Morgan** 1 year

## June Clinics

**Cardiology** June 5, 12, 21, 23, 26  
**Dermatology** June 6, 20  
**Ear, Nose & Throat** June 2  
**Gynecology** June 6  
**Oncology** June 13  
**Pain** June 7, 14, 21  
**Urology** June 2, 14, 16

## June Observances

**CNA Week**  
 June 14-20

**Men's Health Month**

Here is what our hospital patients are saying.

# HCAHPS Scores

Domains & Questions	Top box %	Percentile RANK
Rate hospital 0-10	84%	93rd
*Would recommend the hospital	81%	87th
Communication with Nurses	88%	95th
Response of Hospital Staff	77%	93rd
Communication with doctors	88%	93rd
Hospital Environment	84%	98th
Communication about medicines	61%	58th
Discharge information	93%	94th
Care Transitions	63%	92nd

\*Survey items in the top 10 priority index

\*Based from rolling twelve month results.

## When I knew...



I was a senior in high school and the school counselor asked what I planned to do when I graduated, and I thought I wanted to be in healthcare. When I told my dad, he asked if I really wanted to be a nurse. He asked if I could handle all the blood and people in pain. I said yes, that's why—because I want to help them.

I had two aunts who were exceptional role models as nurses. Connie was a nurse at a small hospital and doctors' office. I started my career at the same hospital and office. Jody was one of the first nurse practitioners in Kansas. I hope to be remembered for my career like they were.

When the doctor that delivered me decided to retire, I had to find a new position and since I had experience as a surgical nurse and scrub nurse, I interviewed for a position at Coffey County Hospital as an operating room nurse and floor nurse. I have been here in many nurse positions over the last 37 years.

Tammra Schillig, R.N.  
 Coffey County Medical Center