

May/June 2024

THE INSIDER

Employee news for Coffey Health System



Clinic Nurse
Tammra Schillig
receives DAISY Award

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"It's a beautiful thing when a career and a passion come together." Unknown

Under-utilization leads to closure of LeRoy Clinic

Recognizing the significant impact of declining patient volumes, the Coffey Health System Board of Trustees made a crucial decision on June 24: unanimously voting to suspend services at LeRoy Medical Clinic effective immediately.

The clinic was already temporarily closed due to staffing but will now remain closed.

“Patient volumes at LeRoy have been declining for years, with just one or two patients per day, leading us to try several options for staffing and clinic availability,” explains Chief Executive Officer Joben Rieth. “However, to remain good stewards of our financial resources, it was clear that closing the clinic was the only viable option. Many of our LeRoy area patients already utilize our other clinics, and we sincerely hope to welcome the remaining patients at Burlington, Gridley, Waverly, or Yates Center.”

All trustees were present: Peter Allegre, Mike Abendroth, Perry Chapman, Jeff Clark, Eric Ervin, Steve Hopkins, Robert Fleming, Arden Payer, and Jodi Thomas.

In other business, Chief Medical Officer John Shell, M.D., announced that the



hospital's quality reporting measures met the level that allows maximum reimbursement from Blue Cross Blue Shield.

Within the consent agenda, the board approved recommendations of board committees, proposed changes to the organizational chart, and May cash expenditures of \$894,256.87.

Medical staff accreditations for the month include an initial appointment for Consulting Cardiologist Craig Gernon, M.D. Reappointments were approved for Tele-neurologists Maysun Ali, M.D., Kelsey Bourm, M.D., Venkata Chitturi, M.D., and Christopher Fanale, M.D.; Emergency Medicine Physician Assistant Joseph

Clark, P.A.; Consulting Cardiologist Alan Helmboldt, D.O.; Advanced Practice Registered Nurses Christopher Rehler and Jason Kimm; and Family Medicine Physicians John R. Shell, M.D. Jon Sides, M.D. The board accepted resignations from Anesthetist Jeff Rinker, C.R.N.A., and Consulting Pathologist Amit Kumar, M.D.

In his Coffey Health Foundation update, Shell reminded the board that the annual golf tournament is on Saturday, August 24. He gratefully

announced that the Coffey County Commission donated \$2,500.

The board convened three executive sessions during the June 24 meeting, all designated for discussing matters of non-elected personnel. The first session included Rieth and Chief Operating Officer Stacy Augustyn. The second and third sessions, called later in the evening, included Rieth, Augustyn, Chief Human Resource Officer Theresa Thoele, and Chief Nursing Officer Suzanne Garcia. No action resulted.

The July meeting will be held at The Meadows, 1201 Martindale in Burlington, on July 22.

CHS partners with KU Cognitive Care Network

The May meeting of the Coffey Health System Board of Trustees included good news for area patients and families impacted by Alzheimer's and other dementia-related disorders.

Amy Osner, director of social services and mental health therapist, reviewed the hospital's new partnership with the KU Cognitive Care Network, a program focused on rural communities to provide resources for patients, families, and caretakers. This partnership brings a specialized social worker to Coffey County Medical Center monthly to meet with patients and families. It also provides Coffey Health System physicians with additional training and new early-stage screening tools for their daily practice.

In other business, Chief Executive Officer Joben Rieth shared significant updates on the leadership front. The Chief Financial Officer and Chief Operating Officer positions have been posted online, with a new requirement for CFO candidates to have at least three to five years of experience at a Critical Access Hospital. This change was prompted after the resignation of William Little, who was replaced by Ray Leadbetter

on an interim basis. The COO position will be vacated when Stacy Augustyn assumes the CEO role on August 1, a decision made by the board at the April meeting. Rieth is returning to Oklahoma to be closer to his family.

Rieth informed the Board that there will be a significant change to the days and hours of operation at the LeRoy Medical Clinic starting in June. This adjustment is the result of recent staffing changes within the clinic. The Board also discussed the imminent capital needs of the building. Preliminary assessments indicate that approximately \$40,000 is required to adequately address the needs of the aging clinic building. Rieth's discussion also highlighted the ongoing financial challenges faced by the clinic over the past several years. Despite best efforts, the clinic has experienced difficulties and on average only sees two patients per day.

Trustees formally approved the monthly credentialing as requested by Chief Medical Officer John Shell, M.D. An initial appointment was granted for Advanced Practice Registered Nurse Tiffany R. McRoberts,

who will practice at Coffey County Medical Center. Re-appointments include General Surgeon Todd A. Brown, M.D.; Consulting Pathologists Spencer Kerley, M.D. and James M. McCullough; and Advanced Practice Registered Nurse Laurel Louderbaugh. Privileges were extended for Consulting Cardiologist Alan Helmboldt, D.O. The board accepted three resignations from clinicians with contract agencies: Consulting Tele-Radiologists Arti Gupta, M.D. and Akasha Joshi, M.D.; Certified Registered Nurse Anesthetist Brook Roberts; Advanced Practice Registered Nurse Michael Moore; and Physician Assistant Rachel Hutson.

Shell also explained that the Coffey Health Foundation Golf Classic was rescheduled to August 24, 2024.

Chief Executive Officer Joben Rieth reported that Interim Chief Financial Officer Raymond Leadbetter and Senior Accountant Craig Stukey are working with external accountants to finalize the 2023 audit and cost report. Another emphasis of Leadbetter's term with CHS is to review and

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Job Openings

Clinical Positions

Advanced Practice Providers - ER
Paramedic
Patient Care Coordinator - Clinic
Physical Therapist
RNs - Clinic, ER, Med/Surg, OB
Scrub Tech or LPN
Respiratory Therapist
Scrub Tech
Speech Language Pathologist

Non-Clinical Positions

Chief Financial Officer
Chief Operating Officer
Environmental Services Techs
Groundskeeper/Painter
Patient Access Coordinator

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

Caregiver Support Group

Being a caregiver for a loved one can be emotionally and physically exhausting. Coffey Health System now offers a special program to help caregivers maintain perspective, step away for a while, and share their experiences with others who understand.

Coffey Health System's Mental Health Therapist Amy Osner will lead a Caregiver Support Group on the third Wednesday of each month at The Meadows in Burlington. There is no charge for participation. Respite care and activities are available.

Sessions begin at 6 p.m. at The Meadows, 1201 Martindale St. in Burlington. If you have questions about the program, call (620) 364-4556.

Osner is a credentialed Licensed Professional Counselor and National Certified Counselor.

Employee Health Scoop



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

The first quarter of the Employee Wellness Program is coming to a close! Do you have all your points tracked? Turn in your tracking sheets the first week of July to get your points counted towards your prizes! A new tracking sheet will be out for the next quarter very soon. Check out the Employee Wellness tab on the portal for updated sheets and activities!

We understand the importance of relaxation and self-care, especially during these challenging times. That's why Masseur Summer Birk will be here for employee massages for half a day on July 30 and a full day on August 20! Email me at lknipp@coffeyhealth.org to sign up for a spot! Give her your top three preferences in case one is already filled.

Quality World

Our new systemwide quality program is underway! Every department should have a quality goal and something your team is working on together. You will have a dashboard to see and know how you are doing as a department. Contact your leader or Linsey to discuss quality if you have not heard about your departmental quality goals.

Infection Control World

Hand hygiene is still the number one way to prevent the spread of infection to ourselves, our patients, and our coworkers! You all do a fantastic job washing your hands or using hand sanitizer. There are still secret watchers out there, though! (We have to have data to report for various quality programs.) If you see someone trying to signal you to use hand sanitizer or if someone asks you to wash your hands, please don't take it that you are in trouble or "got caught." This is just a gentle reminder that we are all working together to prevent the spread of infections!



Shelly Moss, BSN, RN, is our new Med Surg Supervisor. She will also continue as Transitional Care Coordinator, Utilization Review Nurse and Discharge Planning Coordinator.



Angie Messerschmidt is the the hospital's new Environmental Services Supervisor, replacing Toby Paige who recently retired.

Staff take on new roles

EDUCATION

CHS Code Blue/Rapid Response Refresher

Dates:

Tuesday August 20th
Tuesday Oct. 15th

Session times:

0800-1100 and 1700-2000
Allen Woods 3

Required:

Hospital nursing staff, cardiopulmonary, and EMS must attend at least one session. Recommended for providers.



US War Dogs President sends special “thank you”

Over the past 15 years, Friends of Coffey Health System have collected and donated thousands of dollars to US War Dogs, a charitable organization supporting active and retired military canine troops and their handlers. Project Coordinator Linda Booth shares this letter from War Dogs President Chris Willingham.

To the wonderful team at Friends of Coffey Health System,

To show our continued appreciation for your support and kindness, it is my pleasure to provide you with an update on what US War Dogs has achieved during the first quarter of this year.

When I think about our organization’s achievements and key activities over the last three months, I can’t help but feel the renewed sense of urgency for our mission, and the need for it. Word has gradually spread about what we do, which has meant an uptake in the number of Rx Program registrations. It also means that families of retired MWDs are seeking us out when they need our help in times of crisis – providing emergency care to dogs, in their home state, when they need it most. So far in 2024, we have provided over \$45,000 of emergency care, in the form of treatments, diagnostics and surgeries, to support the health needs of our retired military K-9s.

I can’t tell you how proud that fact makes me. I love that we are front of mind for families and handlers when things break bad for their dogs. Our team and I work hard to make sure that care is administered and paid for – on the day. We are deeply invested in the care of each and every MWD that needs us – it’s why we’re here. Our Rx Program is holding steady at 1,100 MWDs registered and we’ve also been able to help a number of bereaved families by funding a dignified goodbye for their MWDs, covering the cost of euthanasia and cremation through our Rainbow Bridge Program.

I have no doubt that the hard work and support we have provided in the first three months of 2024 will continue as we move into the spring. I truly love this mission and I am thankful that I get to help these incredible dogs enjoy health and comfort in their well-deserved retirement. It’s therapy for me and I know many of my fellow volunteers feel the same. Thank you for being a part of this mission – we are so grateful for you. K-9 leads the way!

Chris Willingham
President
US War Dogs Association



To read more about the activities of US War Dogs, visit [/www.coffeyhealth.org/about/friends-of-chs](http://www.coffeyhealth.org/about/friends-of-chs)



Breastfeeding Coalition receives special grant

Representatives of Healthy Blue Kansas and the Kansas Breastfeeding Coalition visited Coffey County Hospital on June 21 to present a grant to the Coffey County Breastfeeding Coalition. From left to right: Tamela Carter, community outreach representative for Healthy Blue Kansas; Brenda Bandy, IBCLC, executive director of the Kansas Breastfeeding Coalition; Amilia Marchant, R.N., public health administrator, and Suzy Stroman, R.N., public health nurse, Coffey County Health Department; and Amy Osner, social services director, Jessica Jones, MA, CCC-SLP, CLC, and Suzanne Garcia, R.N., chief nursing officer, Coffey Health System.

The Kansas Breastfeeding Coalition is a state-wide nonprofit organization. With a mission to improve the health and wellbeing of Kansans by working collaboratively to promote, protect, and support breastfeeding/human milk feeding, KBC focuses on improving policies, systems, and environments to remove barriers to breastfeeding.



Peyton Petit
 Daughter of Kelly Petit,
 YCMC
 Yates Center High School
 Peyton plans to study
 radiologic technology at
 Washburn University.



Karson Bangs
 Son of Megan Bangs,
 Specialty Clinic
 Burlington High School
 Karson will study
 industrial engineering at
 Flint Hills Vo-tech



Emily Rolf
 CNA, Med/Surg
 Daughter of
 Monica Rolf, ER
 Southern Coffey
 County High School
 Emily will study nursing
 at Emporia State
 University.



Owen Yokum
 Son of Melanie Bucheit,
 Pain Clinic
 Burlington High School
 Owen will study industrial
 engineering technology
 at Flint Hills Technical
 College.

Congratulations, graduates!



Stephanie Weston, R.N.
 Med/Surg Nurse
 and Daughter of Elaine Weston,
 Med Staff Coordinator
 Stephanie earned her BSN from
 Fort Hays State University.



Reeston Cox
 Son of Bridget Cox, The
 Meadows
 Southern Coffey
 County High School
 & Neosho County
 Community College
 He will attend the
 Missouri Welding
 Institute.



Savannah Louise Short
 Daughter of Misty Short,
 Cardiopulmonary
 Burlingame High School
 Savannah will attend
 Butler College in
 Eldorado then KU
 for Nursing. She is a
 cheerleader for the
 college as well.



Cody Williams
 Grandson of Donneta
 Karmann, quality, &
 nephew of Shelly Moss,
 med/surg
 Flint Hills High School
 Cody will study
 agriculture and ranch
 management at Butler
 County Community
 College.

DAISY recipient Tammra Schillig, “The epitome of what a caring professional should be”

Tammra Schillig, R.N., was honored with Coffey Health System’s DAISY Award® For Extraordinary Nurses during a ceremony on May 10. She received two nominations for the award, which is part of the DAISY Foundation’s programs to recognize the super-human efforts nurses perform every day.

In her nomination, Debbie Eichmann wrote: “Tammra has been (my dad’s) nurse for many years and has been so kind and understanding. She is so gentle and so patient while he struggles to get coat off and, on the scales, or get out of the wheelchair. She is always so willing to help us understand where we need to go for labs, scans, etc. She talks so nice to him, speaking his name and looking right at him. Tammra calls us and lets us know what tests are back and what to do next. Our whole family appreciates her kindness so much.”

Former colleague Paula Bruce nominated Tammra for her 37-year career throughout CHS.

“For many years this hospital has been blessed with a nurse that no matter where she worked her patients were subject to her calm, gentle approach and care. Tammra, whether working in the hospital, as Director of Nursing, as Administrator of the Meadows, or as Dr. Shell’s nurse in the clinic has shown herself to be everything a “good nurse” should be,” Bruce wrote. “With Tammra, it is difficult to pick out any special events since she never changes and her caring is constant and consistent with all of her staff and clients. In addition, the quality of her nursing skills is without reproaches. She is a star in the staff of this hospital and deserves to be awarded this honor.”

Tammra began her CHS career as the emergency room supervisor in 1987, and was quickly promoted to director of nursing. From 1991 to 1994, she served as director of clinical services at The Meadows. For the past 30 years, she has cared for patients at Coffey County Medical Center where she works alongside Chief Medical Officer John Shell, M.D.

“Tammra is the epitome of what a caring professional should be,” Shell said.

CHS patients, family members, and colleagues nominated two other nurses for their exceptional compassion and skill: Aubrea Baker, obstetrics, and Kayla Reed, medical/surgical and obstetrics. Additionally, the surgery nurses received a group nomination. While DAISY Award protocols prohibit group nominations, CHS gave



Tammra was nominated twice and shared the moment with both nominators, Paula Bruce and Debbie Eichmann

special recognition to the surgery team. All nominees receive a bouquet of daisies and a unique pin to adorn their badges.

“Simply having someone take the time to write a thoughtful nomination for a nurse is—in and of itself—worthy of acknowledgment to the nurse,” said CHS DAISY Award Coordinator Shelly Moss. “Special pins are presented to all nominees to recognize their work. These pins also help to build awareness of The DAISY Award and ensure that meaningful recognition goes on all year long.”

Award recipients receive various educational and professional membership opportunities and a hand-carved sculpture called “The Healer’s Touch,” representing the bond between nurses and their patients. The sculptures are made of serpentine stone and signed by the Shona artist from Zimbabwe who created them.

To nominate a CHS nurse for the DAISY Award—or any CHS staff for the BEE Award—visit <https://www.coffey-health.org/patient-experience/>.



Honorees included the surgery staff (in scrubs) Abby Johnson, Kandi Alvarado, and Connie Meyer; obstetrics nurse Aubrea Baker; and Schillig.

Walk With a Doc wrap-up



Thank you to everyone who has been a part of the 2024 Walk With a Doc series! Your participation has been crucial in making this event a success. At the final walk on Saturday, Dr. Jon Sides, Samantha Kuhlmann, and Michelle McVey shared information about the hospital's patient portal app.

In our fourth year of WWAD, we're excited to have seen a total of 89 participants with an average of 30 people per walk! Seven participants achieved exemplary attendance of nine or more walks: Stacy Augustyn, Nancy Bodenheimer, Denise Hamilton, Norma and Ralph Hess, LaVerne Lendo, Stacy McClaskey, and Sharon Rich.

LaVerne Lendo and Sharon Rich set a very high bar for the points competition based on attendance and social media participation, resulting in a tie for the grand prize. Congratulations, LaVerne and Sharon!



Save the Date

Women's Health Conference

Oct. 9, 2024

2024 Coffey Health Foundation Scholarship Recipients



Lauren McConaghie, Yates Center; Emily Rolf, SCC; Emma Marsh, Lebo; Emri Kitt, Burlington; Owen Yokum, Burlington; Addison Miller, Waverly.

Each recipient is awarded a \$1,000 scholarship, renewable for four years. The Foundation has awarded 154 scholarships to date, totaling more than \$503,000.

Coffey Health Foundation
Golf Classic

Saturday, August 24, 2024
8:30 a.m. tee time
Rock Creek Country Club, Burlington

Join us!

Saturday, August 24, 2024

Rock Creek Country Club, Burlington

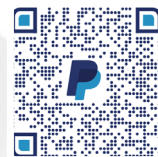
Four-person scramble: \$240 per team, \$60 per person

\$60 cart fee

8:30 a.m. tee time

Entry fee covers green fees & meal.

Tickets for raffle prizes, hole-in-one, mulligans, longest drive, longest putt, closest to pin, etc. available at tournament! Must sign-up prior to play.



Register online or contact Rhonda Beets
at (620) 364-2121 Ext. 4222

If you'd like to volunteer to help with the tournament, we'd love to have you! Please call Rhonda at Ext. 4222.

Thank you, Casey Lyons and Jessica Jones, for representing CHS at the May 30 Community Baby Shower. The event drew 27 new moms and a great turnout of vendors. We appreciate the hard work of all four sponsoring organizations: Coffey County Area Breastfeeding Coalition, Coffey County Health Department, Kids Network, and our own CHS obstetrics team!

Congratulations to **Emily Rolf**, CNA at the hospital, who was named a Governor's Scholar for her academic excellence as a student at Southern Coffey County High School. Emily's proud mom is **Monica Rolf**, R.N. in the emergency department. The program honors the top academic one percent of Kansas high school seniors.



Brook Addleman
CNA/CMA
Med/Surg



"All for one" is a regular feature in *The Insider* to share information about news in the lives of the CHS family. We share life's happiest moments and feature ways that we are pulling together to help colleagues in times of need. Please call Tracy at Ext. 4195 or send information to tjones@coffeyhealth.org.

Condolences

Our thoughts are with Anna Nicolet (cardiopulmonary) and her family who recently lost both her mother-in-law and father-in-law just a few short weeks apart.

Notes of Thanks

CHS Staff,
Thank you so much for the generous donation to the Jamison Tevis Memorial. We appreciate your kind donation.
Thank you.
Jamison Tevis Family

Burlington Ambulance Crew – Jessica, Rob, and Tony,
Thank you so much for the care you provided to me after my accident on Saturday, 4-20 (in Waverly). Your compassionate treatment at the accident site and during transport are greatly appreciated. I feel very fortunate my injuries were not more severe... Thank you again for your excellent care.
Bev

On behalf of our family, thank you to everyone who cared for my brother, Terry. Through every step of this journey, we knew he was receiving the exceptional care—from Dr. Sides and the clinic staff; to Mike and Cole from EMS; to Dr. Jarvis, Keri, and Michelle in the ER; to the hospital nurses and Amy Osner. You are what makes Coffey Health System such a special place.

And, on a personal note, thank you to everyone who took an extra moment to show me grace and kindness during a very difficult time and helped cover things in my absence. I appreciate you all more than I can say. The contribution to his memorial at God's Storehouse will help others, which is something Terry cared about greatly.
Tracy Jones



Claire Margaret

Claire Margaret was born on April 2 to Jennifer and Aaron Thomsen. She was welcomed into the world by her family, including Grandma Diana Thomsen and Aunt Amy Osner.



Shylah Pearl

Laisen (EMS) and Nakia (med/surge) Stitt welcomed a baby girl, Shylah Pearl, into the world on June 25. She weighed 7 pounds, 8.5 ounces.



Zalie Allen
CNA
The Meadows



Rayna Kidd
Patient Access
Coordinator
Hospital



Tiffany McRoberts
APRN
CCMC



Kevin Fox
Maintenance Tech
Facilities



Ebony Larocque
Med Tech
Lab (temp)



Kennedy Noonan
Medical Records Clerk
CCMC



Kennedy Gunlock
CNA
The Meadows



Raymond Leadbetter
Interim Chief Financial
Officer
Administration



Cathy Paige
HR Generalist/Benefits
Admin
Human Resources



Jamie Fouser
RN
CCMC



Kiara Martin
CNA
Med/Surg



John Rolf
Dietary Aide
The Meadows



Shelby Frazier
Patient Access
Coordinator
Hospital



Brookelynn Newkirk
PCC
CCMC



Eilyn Schlaepfer
CMA
The Meadows



Kyndal Gaas
Echo/Ultrasound Tech
Hospital



Alex Mautz
Physical Therapy Tech
Rehab & Wellness (temp)



Nick Troyer
EVS
Hospital

Welcome!

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!

May

Dondi Eichman 39 years
Tammra Schillig 38 years
Marilyn Kitt 29 years
Rosalind Leapheart 28 years
Hallie Wilson 19 years
April Birk, Lisa Davis 12 years
Katie Metzger 9 years
Michael DuBuke, Erica Eddings, DeeDee Myers 8 years
Lucy Klick, Kylie Linsey 5 years
Sarah Blankenship, Makayli Crooks, Lisa Heberling, Becca Houston 1 year

June

Vernon Peters,
Margaret Trammell 30 years
Lynn Bolen 20 years
Melanie Bucheit 15 years
Kandi Alvarado 14 years
Theresa Thoele 13 years
Heather Noonan 12 years
Cindy Levieux, Anna Nicolet 11 years
Monica Rolf 10 years
Kelly Shepard 7 years
Mary Covey, Erika Steffens 5 years
Mackenzie Jeffers, Kelle McAllister, Holly Peters 4 years
Annette Birk 3 years
Justyce King, Lethuy Meyer 2 years
Rachel Adams, Kathryn Carlson, Rob Huyett, Pamela Ratzlaff, Roy Rickel, Michelle Rickel, Amberly Sadler, Roger Teal, Jessica Thomsen 1 year

CHS Partners

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and enhance the revenue cycle while assuring that claims are filed quickly and correctly. He reviewed several aspects of the process, including adding temporary billers to process a claims backlog.

Within the consent agenda, the board approved April cash expenditures totaling \$329,790.12. The vote also authorized the update of signatories on all CHS bank accounts.

Trustees who were present at the meeting include Jeff Clark (presiding), Perry Chapman, Peter Allegre, Jodi Thomas, Eric Ervin, Robert Fleming, and Alden Payer were present. Steve Hopkins and Mike Abendroth were absent.

Here is what our hospital patients are saying. 2024 HCAHPS Scores

Domains & Questions	Top box %	Percentile RANK
Rate hospital 0-10	75%	67th
*Would recommend the hospital	74%	64th
Communication with Nurses	82%	70th
Response of Hospital Staff	72%	84th
Communication with doctors	83%	72nd
Hospital Environment	80%	94th
Communication about medicines	65%	74th
Discharge information	86%	38th
Care Transitions	64%	92nd

Based on 29 retired surveys.

When I knew...



Growing up, I always knew I wanted to go into the healthcare field, although I wasn't entirely sure what area was right for me. I started a few different healthcare school programs and almost instantly knew they weren't right for me. Eventually, my twin sister talked me into getting my CNA license and as soon as I started, I knew that nursing was the healthcare field I wanted to continue. While being a nurse assistant, I found a passion in the direct care that goes into nursing, which led me to become an LPN. I have been an LPN since December 2023 and plan to continue my education in nursing this fall.

Jaylan Knight
 Licensed Practical Nurse
 Hospital