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# Along the Trail

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## Katy Trail Community Health

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Jul/Aug 2018

Volume 3 Issue 4

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### From the desk of Chris Stewart, CEO

What does it mean to deliver patient centered care? I know many of us have seen the NCQA checklist of items we need to mark in order to achieve PCMH recognition (Patient Center Medical Home). But what does it mean in our day to day work to put the patient at the center of the health care experience? From talking to our staff and clinical leaders, I have outlined what appears to be the key components of our mission to deliver patient centered care. Over this year, each issue will look at one of the six key components of delivering patient centered care.

In this edition we are looking at the fourth component: **Accessibility**. It is critical that we are available when our patients need to see or talk to us. We have incorporated the following practices to be more accessible to our patients and the communities we serve:

- Same day appointments for both chronic and acute visits
- Expanded hours at all our sites
- Dental clinic opens at 7 am, because parents want to bring their children to the dentist before school starts.
- 24/7/365 on call coverage
- Discounted our fees and provide labs that are very affordable
- Discounted and free medication
- Transportation assistance

And the list goes on.

What ways can you think of?

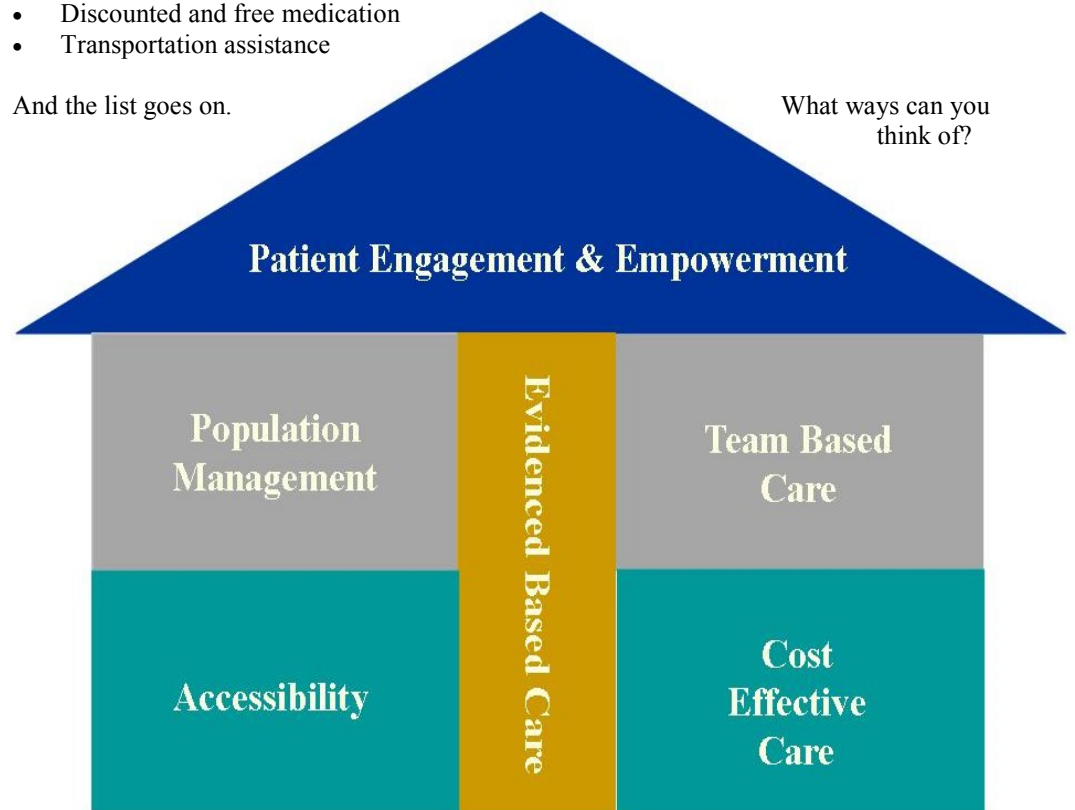
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### Upcoming Events:

In Search of the Perfect Summer —Employee Picnic  
July 27, 2018  
Centennial Park,  
Pavilion #1, Sedalia  
5:30—9

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Staff Development:  
July 31st at Celebration  
Center (1st United  
Methodist Church)  
1701 W 32nd St,  
Sedalia from 8—noon.



# *Trailhead Stops...*

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## *Clinical Projects*

### Community Connections

Katy Trail Community Health is pleased to participate in the Community Connections program, a program of the Pettis County Mental Health Coalition. The purpose of the project is to prevent people with mental illness and substance abuse from being incarcerated. The goal is to increase access to mental health and other substance abuse services through a system of coordination between the Pettis County Jail, the Sheriff's department, the Sedalia Policy Department, Katy Trail Community Health, Compass Health and Burrell Behavioral Health. A new position has been created called a Boundary Spanner. That position is housed at the Pettis County Health Center. The boundary spanner assists law enforcement and the court system to insure people are receiving appropriate healthcare. Katy Trail Community Health is the entrance point for people who have some interaction with the law due to mental illness or substance abuse. We assess whether they can receive primary care and behavioral health services with us, or whether they need to be referred to Burrell or Compass for more extensive services. Our team meets regularly to make sure patients are receiving the care they need. This is a new program, and we are so pleased to be participating in creating better healthcare systems for the residents in our region.

—Pam Hirshberg, Director of Special Projects

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### Zero Suicide

KTCH received a grant in collaboration with our community partners from the Rural Health Care Services Outreach Program. The purpose of the grant is to implement a suicide prevention and intervention model, using the **Zero Suicide model**. There are two leadership beliefs that are the keystone the dramatic reduction in suicide deaths achieved by Zero Suicide organizations. The first is mobilizing ourselves to believe that **suicide can be prevented**. The second is an unwavering focus **maintaining that zero suicides is the goal**. The core elements of the Zero Suicide program include:

- Lead**—system-wide organizational changes committed to reducing suicides
- Train**—develop a competent, confident, and caring workforce up-to-date in suicide care
- Identify**—systematically identify patients with suicide risk via comprehensive screenings
- Engage**—include all individuals at-risk of suicide in a suicide care management plan
- Treat**—using evidence-based treatments that target suicidal thoughts and behaviors
- Transition**—provide continuous care with warm hand-offs and supportive contacts
- Improve**—use quality improvement data to drive policies and procedures that lead to improved patient outcomes and better care for those at risk

—Pam Hirshberg, Director of Special Projects

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### MU Rural Track Pipeline Program

Katy Trail Community Health is excited to work with future physicians from MU School of medicine by having our facilities be a location for third-year medical students to experience rural medicine under the supervision of a physician. According to MU, students who participate in this program “are more likely to choose a primary care specialty and twice as likely to choose family medicine as their specialty.” The goal of the MU Rural Track Pipeline Program is to improve the number of medical students to work in rural locations and help solve Missouri’s rural health physician shortage.

—Dr. Gatton, CMO

# *Trailhead Stops...*

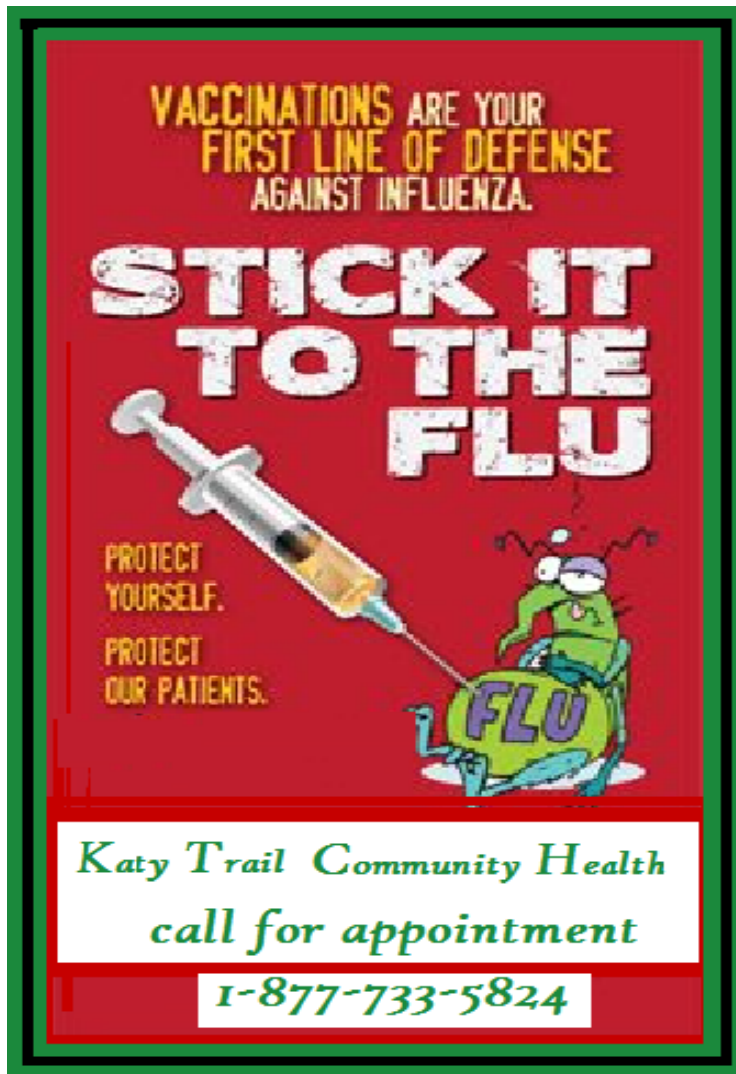
## *Versailles and Warsaw...*

Kudos and a huge thanks to the Providers and Staff for all their hard work on the Immunization Performance Improvement Plan! A lot of manual, dedicated time has gone into this measure!

Kudos to Jean Moore and her team for doing so well on the Diabetes A1C>9%/Untested (Table 7) (NQF 0059-UDS) measure! The team is meeting the goal!

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## *Marshall PSA...*



"If you could do one thing to...help prevent 36,000 deaths, help decrease 200,000 hospitalizations, etc., what would it be? Get a flu shot." —Sanford Medical Center in Sioux Falls, SD

# *Executive Staff...*

## **Personal Auto Use**

Because Katy Trail has many clinics and staff may be called upon to work at locations other than their primary home site, it is of utmost importance that the organization mitigate its risk exposure to adverse events that could arise from usage of personal automobiles. Thus, Katy Trail's Travel Policy contains language requiring each employee who may travel by personal vehicle as part of Katy Trail business to notify the organization immediately upon learning their driver's license and/or automobile insurance has expired or been revoked. Please be aware that instances where an employee uses their personal vehicle as part of conducting Katy Trail business and does so without a valid active license or automobile insurance that meets the minimum State requirements risks termination pursuant to policy. This notification is not a requirement for any personal auto use simple commuting to your home place of employment with the organization, which may be reassigned under certain specifics of your job duties. Applicability of this is specific to when you are traveling during time that counts towards your hours worked for Katy Trail.

-Steve Bevans, CFO

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## **HRSA Site Visit**

Great News! We met all 93 elements of reviewed by the HRSA consultants on our Operational Site Visit! Only a handful of 1,425 health centers have achieved this level of excellence. Congratulations to all of you who worked extra hours, and paid great attention to detail in our preparation for the visit. I want to give a special shout out to the leadership team and our site managers. They have been working to insure our compliance since January, and I am so proud of their work. I also want to thank our board for their dedication to excellence and for pushing us to set our goals high.

What does all of this mean? It means we are meeting every requirement of the community health center program, and as I said to the site consultants, this achievement comes to us because of our belief in the community health center model. We believe that every person, no matter their life circumstances has a right to get the highest quality health care. We believe it is our responsibility to advocate for healthy environments. We believe we are advocates for people whose voices are not heard when it comes to securing their own health. And finally, we believe that the challenges associated with poor health can be solved by local communities.

I want to thank each and every one of you for your passion and commitment to each other, our patients and our communities. You have much to celebrate and I hope you will pat yourselves on the back for your good work!

—Chris Stewart, CEO

## Trailhead Stops...

## Health Literacy Committee...

### PRACTICE THE USE OF “LIVING ROOM LANGUAGE”

There are certain medical terms that patients may not understand.

Plain language or “living room language” is the best way to explain these medical terms to patients.

For example:

Medical Terms

Plain language explanation

Adverse	Bad
Intermittent	Off and on
Depression	Feeling sad or down
Lesion	Sore or Wound

Try “living room language” with patients to help break down barriers in health literacy!

—Samantha Houk, Outreach and Enrollment Coordinator

## *HIPAA Compliance Officer...*

Did you complete your annual HIPAA Training?

If not, please complete the training by July 20th. The training powerpoint and acknowledgement can be found in the Staff Folder on the P-drive (HIPAA Training 2018).



Congratulations to Kelsie Callahan, Warsaw Dental Assistant, for achieving one-year of perfect attendance!



# Trailhead Stops...

## Upcoming Destinations..

### Sedalia:

- Cactus (Back to School Fair) August 3, 2018. We assist with distribution of backpacks and provide toothbrushes.

### Versailles:

- Morgan County Fair July 12—14, 2018
- Stover School Back to School Fair, August 4, 2018. We will have a table and provide dental screenings.
- Stover Open House, August 21, 2018. We will have a table there to greet parents and students!

### Warsaw:

- Smart Start Back to School Event for Benton County is August 7, 2018 at the Lincoln Elementary School where we will have a table.

### Marshall:

- Project Share, (Back to School Fair) August 2, 2018 where we will have a table to greet students and parents.

## Prior Destinations..



Pictured: Melanie Ryun, Tory Kroeschen, Tina Bechtel and Kirsten Bright at Stover



Pictured: Megan Yonker, Jean Thompson and Diann Rice at Jubilee Days in Warsaw

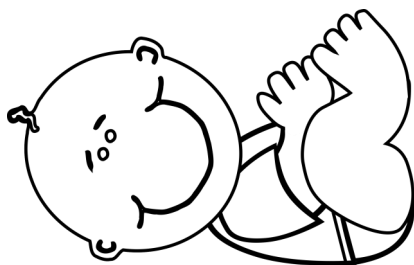
## Tidbit News...

### Awareness Months:

July: Child Wellness Exams

August: Immunizations

**B**  
**ALERTS!**  
**B**  
**Y**



Mila Formuzan welcomed Aliyah Grace on June 11, 2018. She weighed 7 lbs., 10 oz. and was 21 inches long!

Chelsey Dorsey welcomed Layne Roberts on June 12, 2018. Layne was 7 lbs., 14 oz. and 20.5 inches long!

Megan Yonker welcomed Jackson on July 9, 2018. Jackson was 7 1/2 lbs. and 21 inches long.



Pictured: Sandra Johnson at the Johnson County Community Health Services

### Did you know??

- Event Reports should be emailed to: [events@katyhealth.org](mailto:events@katyhealth.org)

For some people

**HEALTH CARE** is a profession.

For us, **IT'S OUR MISSION.**

## *Trailhead Stops...*

### *Patient Testimonials*

A patient come to clinic for some issues related to anxiety and personal problems. Patient is very hard of hearing and has to wear implants in ears to assist with issues related to hearing, therefore patient has to have direct eye contact at all times to get a complete picture of the discussion. This nurse was the first to meet this patient who stated he recently had seen a physician from another clinic and was not happy with his visit there. The nurse made patient aware that he was important to us and that we want him to be completely comfortable with his doctor and nurses. From there the patient immediately began discussing his issues and was very open and shared his thoughts with this nurse. The patient has now been returning to visit with this nurse every day since his visit on that Friday to discuss and just spend time talking about life and his feelings. Patient told this nurse he was grateful to have a place to come too and someone he trusted, who looked him in the eye and believed and cared for him more than just as a number but as a person. Patient said he was looking for a place like this for many, many years.

A patient was seen for an adult ER. He had several teeth that had been causing extreme pain for over 6 months now, but he had not been able to find a dentist that could alleviate his pain within his price range. He was asked which area was causing him the most pain and he indicated that he had several teeth in the lower right quadrant. Provider diagnosed 4 teeth in that area that had severe decay and had been abscessed. The patient was very kind and understanding when it was explained to him that he may not be able to have all of those teeth extracted during today's visit. He was physically and emotionally exhausted from the wear the long-standing infection had put on his body and mind. Provider was able to get all four teeth out for the patient. The man was so thankful he became emotional as he thanked the provider for helping him out of this problem that had been plaguing him for months. Although having four teeth removed is a tough procedure to sit through the man was in much higher spirits when he left than when he arrived for his visit.

WE JUST  
WANTED  
to say

thank YOU FOR

THAT YOU DO  
EACH &

every single day

WE

COULDN'T do it  
Without

you.