
Along the Trail

Katy Trail Community Health

Sept/Oct 2018

Volume 3 Issue 5

In this issue:

- What Does it Mean to be a Patient Centered Medical Home, Part 5 1
- Trailhead Stop: CEO: What are Values Marshall: AI-C Under 9 2
- September Awareness: Childhood Obesity 3
- October Awareness: Breast Cancer 4
- Suicide Prevention Week 5
- Health Informatics Human Resources 6
- Tidbit News 7
- Patient Testimonials 8

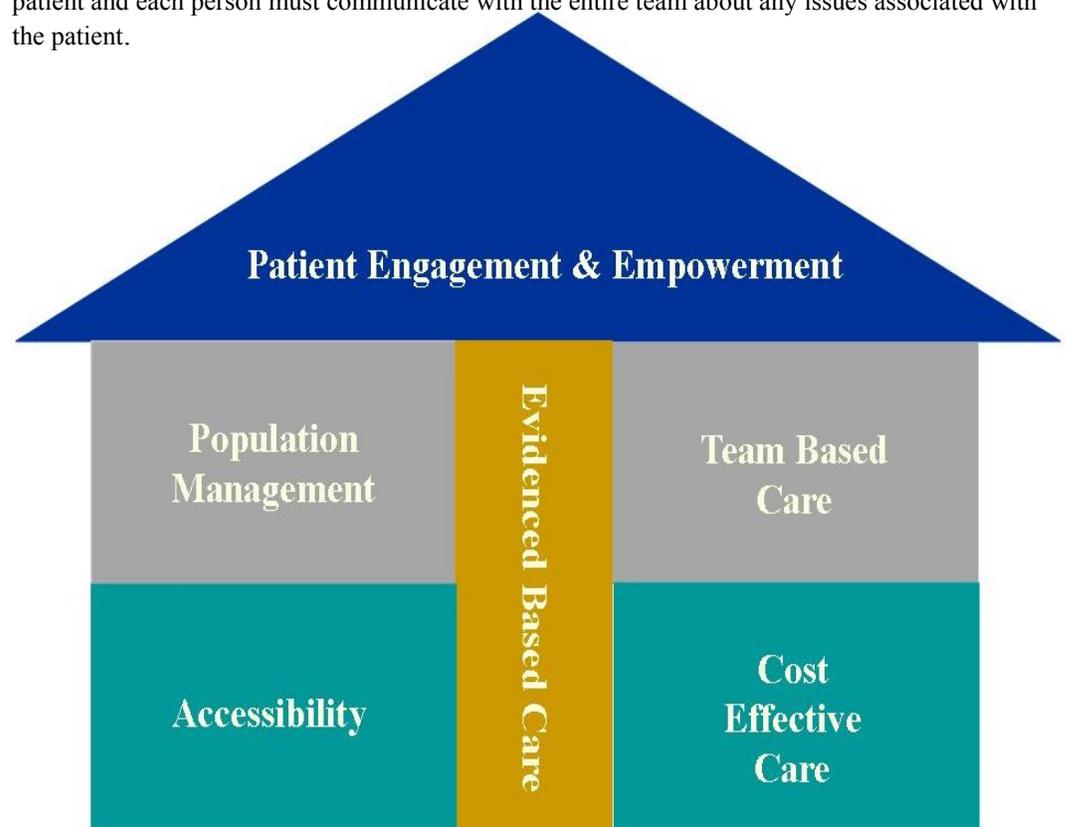
Upcoming Events:

- Annual Golf Tournament: Sept 24, 2018
- United Way Day of Caring: Sept 29, 2018

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 fifth component: **Team Based Care**: There is no way that a physician and a nurse or even a dentist and dental hygienist can deliver care using the patient centered model without the support of their care team. They would burn out in a couple of weeks. So patient centered care requires we use team based care and that each member of the team is working at the top of their licensure or certification. In Medical, we have the doctor or nurse practitioner, the nurses, the care coordinators, case managers and community health workers, the behavioral health consultants, the dietician and the patient service representative. In dental, we have the dentist, the dental hygienist, the dental assistants, the care coordinator and the patient service representatives. Each person has an important job to do in relationship to the patient and each person must communicate with the entire team about any issues associated with the patient.



Trailhead Stops...

CEO

What are Values?

Webster's dictionary defines values as "a person's principles or standards of behavior; one's judgment of what is important in life". If we translate that definition to our organization, then our values shape our organization principles, our standards of behavior both to each other and to our patients. Our values are what make us Katy Trail Community Health.

Integrity – Dignity – Empowerment – Accessibility – Teamwork – Excellence

Our leadership team is undertaking an exercise at our twice monthly meetings. We are examining two of our values and sharing with each other how we embody the values in our day to day work. Our first meeting focused on integrity and dignity and our next meeting will focus on Empowerment and Accessibility. Our leadership team is undertaking this task because we recognize our responsibility to every one of our employees, our patients and the communities we serve. It is our responsibility to uphold our values, and to encourage our staff to use our values as a road map for serving our communities. I invite you to share your examples of how our values inform your work with each other and with your supervisors. I would love to get an email or an instant message from any employee describing how our values inform their work.

—Chris Stewart, CEO

Marshall

THE "MARSHALL TEAM"
help our patients... get down!
A1-C UNDER 9

Torie

Angela- Dietician

Linda M. NP

Regena

Dr. Thompson MD

Chelsea

Ciara

Cindy

Selma

Geni H. LCSW

Diabetes

Chronic Disease
heart attack, cholesterol, hypertension, stroke, asthma, COPD, arthritis

Clear Job

The Marshall team has been monitoring and mentoring 7 Diabetic patients for 5 months... All of the patients were "out of control" There at 6 that..have met their goal and are under "9"

Hi...I am Doris I will be your new Care Coordinator

I can't wait to work with the Marshall Team

Trailhead Stops...

September Awareness: Childhood Obesity

Missouri is one of the heaviest states in the country, with 30 percent of adults obese and 28 percent of children ages 10-17 overweight or obese. Childhood obesity is a strong predictor of adult obesity; it increases risk of chronic diseases such as diabetes, is estimated to decrease a person's lifespan by an average of 2-5 years, and it leads to significant economic costs to the individual and our state.

Not all children carrying extra pounds are overweight or obese. Some children have larger than average body frames. And children normally carry different amounts of body fat at the various stages of development. So you might not know just by looking at your child if weight is a health concern.

The body mass index (BMI), which provides a guideline of weight in relation to height, is the accepted measure of overweight and obesity. Your child's doctor can help you figure out if your child's weight could pose health problems by using growth charts, the BMI and, if necessary, other tests.

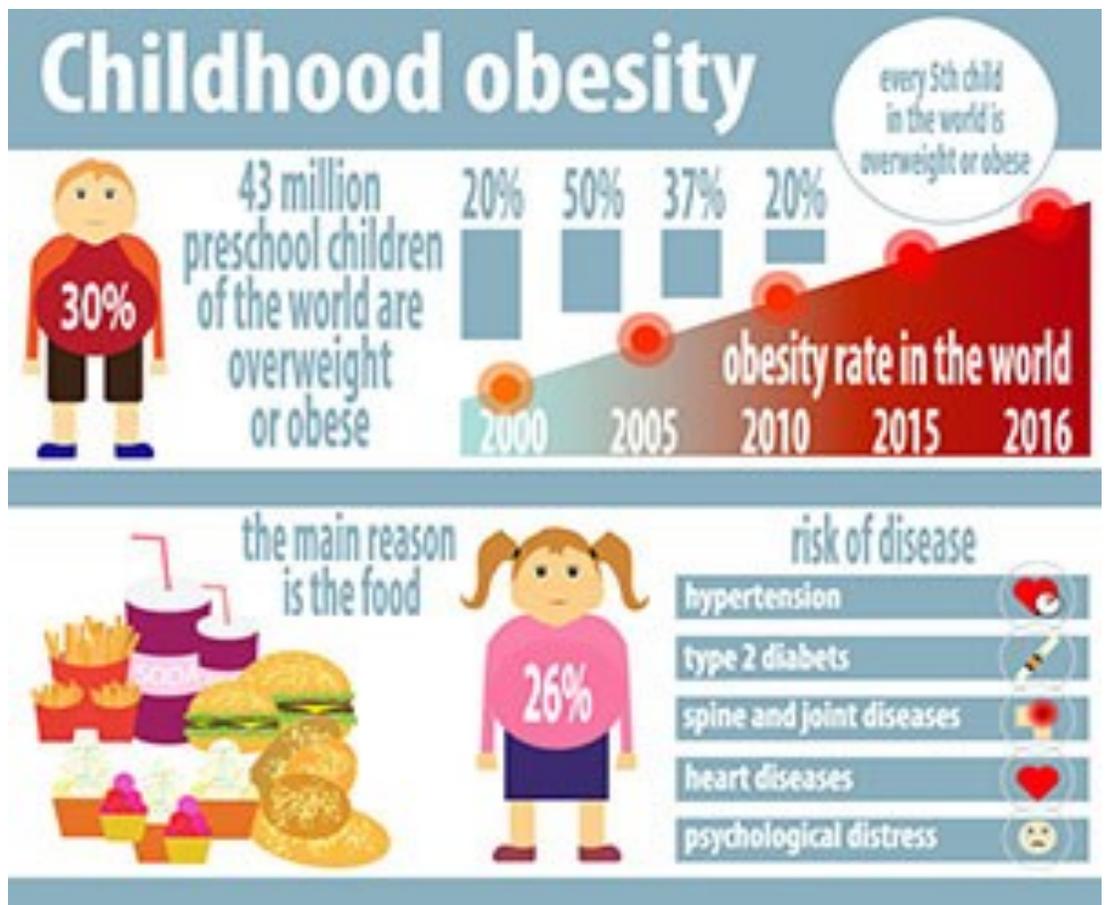
Childhood obesity has immediate and long-term effects on physical, social, and emotional health. For example:

- Children with obesity are at higher risk of having other chronic health conditions and diseases that influence physical health. These include asthma, sleep apnea, bone and joint problems, type 2 diabetes, and risk factors for heart disease.
- Children with obesity are bullied and teased more than their normal weight peers and are more likely to suffer from social isolation, depression, and lower self-esteem.

In the long term, a child with obesity is more likely to have obesity as an adult. An adult with obesity has a higher risk of developing heart disease, type 2 diabetes, metabolic syndrome, and many types of cancer.

Whether your child is at risk of becoming overweight or currently at a healthy weight, you can take measures to get or keep things on the right track:

- Limit your child's consumption of sugar-sweetened beverages
- Provide plenty of fruits and vegetables
- Eat meals as a family as often as possible
- Limit eating out, especially at fast-food restaurants
- Adjust portion sizes appropriately for age
- Limit TV and other screen time



—Tina Bechtel,
HR Generalist

Trailhead Stops...

October Awareness: Breast Cancer



Breast cancer starts when cells in the breast begin to grow out of control. These cells usually form a tumor that can often be seen on an x-ray or felt as a lump. The tumor is malignant (cancer) if the cells can grow into (invade) surrounding tissues or spread (metastasize) to distant areas of the body. Breast cancer occurs almost entirely in women, but men can get breast cancer, too.

Breast cancers can start from different parts of the breast. Most breast cancers begin in the ducts that carry milk to the nipple (ductal cancers). Some start in the glands that make breast milk (lobular cancers). There are also other types of breast cancer that are less common. A small number of cancers start in other tissues in the breast. These cancers are called sarcomas and lymphomas and are not really thought of as breast cancers.

Although many types of breast cancer can cause a lump in the breast, not all do. Many breast cancers are found on screening mammograms which can detect cancers at an earlier stage, often before they can be felt, and before symptoms develop. There are other symptoms of breast cancer you should watch for and report to a health care provider.

It's also important to understand that most breast lumps are benign and not cancer (malignant). Non-cancerous breast tumors are abnormal growths, but they do not spread outside of the breast and they are not life threatening. But some benign breast lumps can increase a woman's risk of getting breast cancer. Any breast lump or change needs to be checked by a health care professional to determine if it is benign or malignant (cancer) and if it might affect your future cancer risk.

- About 1 in 8 U.S. women (about 12.4%) will develop invasive breast cancer over the course of her lifetime.
- In 2018, an estimated 266,120 new cases of invasive breast cancer are expected to be diagnosed in women in the U.S., along with 63,960 new cases of non-invasive (in situ) breast cancer.
- About 2,550 new cases of invasive breast cancer are expected to be diagnosed in men in 2018. A man's lifetime risk of breast cancer is about 1 in 1,000. Breast cancer screening is not recommended for most men. It's only recommended for some men at higher than average risk due to an inherited gene mutation or a strong family history of breast cancer.
- For women in the U.S., breast cancer death rates are higher than those for any other cancer, besides lung cancer.
- Besides skin cancer, breast cancer is the most commonly diagnosed cancer among American women. In 2017, it's estimated that about 30% of newly diagnosed cancers in women will be breast cancers.
- In women under 45, breast cancer is more common in African-American women than white women. Overall, African-American women are more likely to die of breast cancer. For Asian, Hispanic, and Native-American women, the risk of developing and dying from breast cancer is lower.
- As of January 2018, there are more than 3.1 million women with a history of breast cancer in the U.S. This includes women currently being treated and women who have finished treatment.
- A woman's risk of breast cancer nearly doubles if she has a first-degree relative (mother, sister, daughter) who has been diagnosed with breast cancer. Less than 15% of women who get breast cancer have a family member diagnosed with it.

Trailhead Stops...

Suicide Prevention Week

Sept 9—15

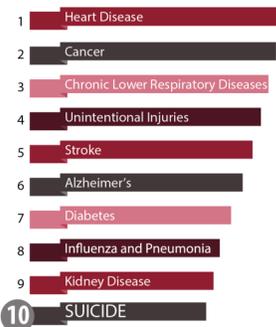
Although there is no single cause of suicide, one of the risks for suicide is social isolation, and there's scientific evidence for reducing suicide risk by making sure we connect with one another. **We can all play a role through the power of connection** by having real conversations about mental health with people in everyday moments – whether it's with those closest to us, or the coffee barista, parking lot attendant, or the grocery store clerk.

It's also about the connection we each have to the cause, whether you're a teacher, a physician, a mother, a neighbor, a veteran, or a suicide loss survivor or attempt survivor. We don't always know who is struggling, but we do know that one conversation could save a life.

SUICIDE in the United States

ALL FACTS PROVIDED BY THE CENTERS OF DISEASE CONTROL

10th LEADING CAUSE OF DEATH IN THE UNITED STATES



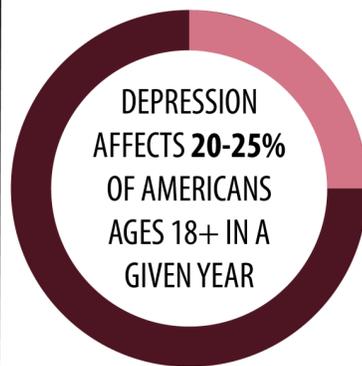
2nd LEADING CAUSE OF DEATH IN THE UNITED STATES AMONG 15-TO-24-YEAR-OLDS



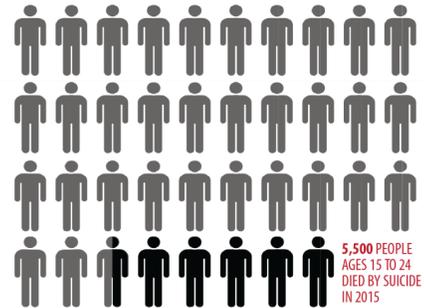
There is one death by suicide in the US every **12** minutes



Every day, approximately **105** Americans die by suicide



SUICIDE TAKES THE LIVES OF OVER **38,000** AMERICANS EVERY YEAR



Zero Suicide Training for All

As KTCH makes a commitment to Zero Suicide, we understand that as safe suicide care begins the moment the patient walks through the door for the first time. It is essential that all staff members have the necessary skills to provide excellent care, which in turn will help staff to feel more confident in their ability to provide caring and effective assistance to patients with suicide risk. In the Zero Suicide approach Employees are **assessed** for the beliefs, training, and skills needed to care for individuals at risk of suicide.

All employees, clinical and non-clinical, will receive suicide prevention **training** appropriate to their role.

Compass Health Network and Burrell Behavioral Health will provide our training. More information to come!

—Pam Hirshberg, Director of Special Projects



Trailhead Stops...

Health Informatics

EHR Tip: Bill To

The bill to module of the patient's chart is used in both Medical & Dental. By entering the person responsible for the bill here, the billing department can validate that statements are sent to the appropriate responsible party. Dental can also use this module to combine families in the Dentrix interface.

Always make sure that the **Bill To** is updated & correct otherwise it causes errors in both billing & dental check in.

The screenshot shows the Dentrix EHR interface for Patient 1 of 1. The 'Bill To' window is open, displaying patient information and insurance details. The 'Bill To' field is highlighted with a red box, showing 'Test, Parent'. The window also displays a table of accounts with columns for Type, Contact Type, Account, From Date, and To Date.

Type	Contact Type	Account* (?)	From Date	To Date
1. Account	Self	Mouse, Mickey	00/00/00	08/19/18
> Account	Father	Test, Parent	08/20/18	00/00/00

—Morgan Lynch, EHR Program Manager

Human Resources

Beginning this year, Katy Trail Community Health will join the list of organizations that choose to make flu vaccinations mandatory for all employees and volunteers unless a signed medical or religious waiver is completed. Like tuberculosis tests, Katy Trail Community Health will provide flu shots at no cost to staff and volunteers, and we will develop a plan to make receiving the vaccination as easy as possible. While some highlights from the policy are listed below, you are required to read the policy and sign the acknowledgement page that you have received and read the policy (distributed via email on Friday, August 31, 2018).

- All employees and volunteers must complete an annual vaccination form and receive the vaccination by October 31st of each calendar year, unless a medical or religious waiver has been submitted.
- Employees who do not receive the vaccination by October 31st will be placed on an unpaid administrative leave until documentation of vaccinations or completed waiver is received.
- After 45 days, if the employee or volunteer has not provided documentation of the vaccination or completed waiver, he/she will be terminated.
- Employees and volunteers who received exemptions due to waivers (medical/religious) are required to wear masks when working in patient care areas, when within 3 feet of patients during influenza season.

Keeping staff healthy and free from the flu just makes sense. Our patients have the right to feel safe from exposure within our facilities while they are at their most vulnerable. That's our responsibility. You and your co-workers have the right to work in an environment of healthy employees with departments as fully staffed as possible.

Trailhead Stops...

Upcoming Destinations..

Sedalia:

- Katy on the Go will be at the Warrensburg Community Connect on Nov 9th
- Katy on the Go will begin school rotations starting Sept 4th. It's first stop is in Stover. In 2017, the RV had approximately 1127 visits

Versailles:

- Cole Camp Fair Parade, Sept 8th @10 AM
- Versailles Olde Tyme Apple Festival, Oct 6th

Benton Co Baby Shower, pictured from left to right, Diann Rice and Kari Culley.

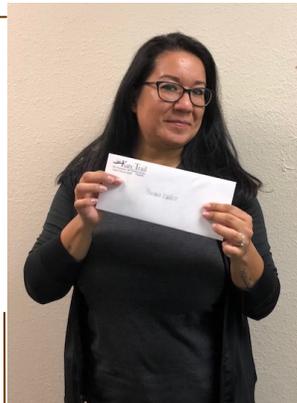


Prior Destinations...

How would you like to help raise money for the patients we serve? Did you know the Katy Trail Annual Golf Tournament will be held on September 24, 2018 1:00 pm at the Sedalia Country Club?

We are working to secure a Katy Trail Community Health Team. If you or your friends or family are interested, we would underwrite them to represent us at our tournament. We already have one volunteer so we just need three more people to make a team. Please let Chris Stewart or Sue Borgmeyer know if you are interested.

We look forward to another successful fundraising event and would love to have YOU join us!



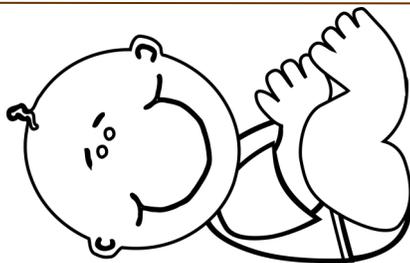
Congratulations to all of our United Way Winners!
pictured:
Tina Wallace- \$50 E-Bay Gift Card.

Not pictured:
Kari Culley, \$20 Pizza Hut Gift Card
Michelle Hendricks, 8-piece Family Meal from Long John Silvers
Miranda Schwartz, 8-piece Family Meal from Long John Silvers
Heather Emilio, 4 tickets to Big Surf



CACTUS School Fair in Sedalia, pictured from left to right, Samantha Houk and Tina Bechtel

B
ALERTS!
B
Y



Cassie Heibult, LPN-Sedalia, and spouse welcomed their first child, Wheeler Thomas Heibult on Aug 1st at 3:02 AM. He weighed 6lbs 14oz and was 18.5inches long!

Did you know??

- Event Reports should be emailed to: events@katyhealth.org

For some people

HEALTH CARE is a profession.

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

Trailhead Stops...

Patient Testimonials

Dr. Currey and her team were expecting a complete denture case back from the lab. Dr. Currey had kept in constant contact with the lab to track the progress of this specific case because the patient was getting married soon. Both Dr. Currey and Alicia had come in the week before on their day off the dentures were due back from the lab to do the try in for the patient, which is the last step before completed the denture. When the expected delivery date came around and Dr. Currey's team called the lab to confirm the delivery of the case that day and were told that it did not pass quality control and was not released for delivery. The lab indicated the dentures wouldn't be delivered until Saturday morning at 10am. Dr. Currey and Alicia called the patient and explained the situation. They arranged to meet the patient at the clinic that Saturday morning to deliver her dentures so she could have them for her wedding that afternoon. Dr. Currey and her staff continue to exemplify the meaning of compassion and patient care on a daily basis.

A patient was seen that had become addicted to pain medication after having complications with a surgery and in the end having to have more surgeries. Patient came in very upset with herself that she "allowed" herself to get addicted to the pain medication that was given after the surgery. Patient had attempted to quit taking the medication herself and after a couple days would go through severe withdrawal. She was having insomnia, sweats on and off throughout the day, mood swings, etc. Provider sat down and talked with the patient and came to the agreement of starting her on Seroquel. Patient came back in for follow up and stated that by the second day of taking the medication she had already felt like a new person. Patient told provider in follow up that she feels like a better mom and wife, has been able to stay off the pills, and overall feels like a much happier and healthier person.

WE JUST
WANTED
to say

thank YOU FOR

THAT YOU DO
EACH &

every single day

WE

COULDN'T

do it
Without

you.