
Along the Trail

Katy Trail Community Health

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2018 was a year of changes for us at Katy Trail Community Health. We saw the transition of not one, but two of our executive leadership team members into new roles as their successor stepped into place. Pam Hirshberg moved from Chief Operations Officer into Director of Special Projects (as she sets her sights on retiring in April of 2019) and has been successfully working on implementing projects such as Zero Suicide. She continues to assist Tracy Simmons, now Chief Operations Officer, in learning more about operations and corporate compliance. Dr. Gattton who was going to move due to a new opportunity had resigned her Chief Medical Officer position. During that period, she decided she didn't want to leave us and has chosen to stay on as a physician with Dr. Turner acting as interim Chief Medical Officer.

We have seen changes in our organizational structure as we look at how we can best serve YOU, our most valuable assets. These changes while not always easy for the individuals involved in the roles, the outcome to provide better processes and systems as we grow is vital to support your success with us. Changes included looking at how our EMR was working and focusing on a more effective utilization and user friendliness. With this change, we also looked at how we can support new and current staff with training and education and added an EMR trainer position. The division of the QI Coordinator created a Nursing Educator and Safety Specialist while allowing the QI position to expand and take on population health management. In 2019, we will begin a new orientation process that will incorporate the EMR trainer and Nursing Educator positions.

We are focusing on care teams and incorporating more individuals, such as care coordinators, to participate. By inviting others who have an impact on the accessibility of care to these meetings it provides knowledge for all involved and builds a more stronger care team for the patient.

We are building relationships across the organization to identify and implement a true dental and medical integration. Dental and medical care teams are the counterparts to each other in successfully bridging patient care and creating a more unified patient centered practice.

We thank you for the work you do daily in serving each other, our patients and the Communities that we aim to make healthier.

—Tina Bechtel, HR Generalist

Upcoming Events:

Patient Advisory Meetings

- Sedalia: Jan 3rd at 5:30
- Marshall: Jan 4th at 5:30
- Warsaw: Jan 10th at 5:30
- Versailles: Jan 25th at 5:30

OUR MISSION

**Quality Care
+ Meaningful Partnerships
= Healthy Communities**

Trailhead Stops...

Chief Operations Officer



Winter Weather line coming soon! The weather line will be updated during inclement weather to announce clinic specific closings. Each clinic will have available magnets to hand out to patients during the inclement weather months. In case of inclement weather, patients will be instructed to contact the weather line prior to leaving for their scheduled appointments.

—Tracy Simmons, Chief Operations Officer

Dental

The Dental team is working hard to implement care team huddles into our daily routine and hope to implement daily care team huddles around the first of the year 2019. Huddles are an effective tool to help the day run smoother for staff and patients, as well as identify care gaps for patients to improve patient centered quality oral healthcare.

In 2019, the oral health program plans to refocus our efforts on prevention of oral health disease. What does this mean? It is in the best interest of patients both from a health perspective and cost perspective to prevent oral health problems such as tooth decay and gum disease before they start. We plan to reshape our prevention program to focus on the patient, tailoring our prevention strategies to the individual patient and working with them on their own care plan, which may include more frequent preventive visits, involving care coordination, medical or BHC care teams and goal setting. We are excited to involve other departments at KTCH in our efforts to improve oral health outcomes for our patients.

—Dr. Bethany Vandevender, Chief Dental Officer

Pictured from left to right: Lucero Melgar, Dental Assistant, Kelsey Green, Registered Dental Hygienist and Miranda Schwartz, Lead Dental Assistant. This dental team was at the Warrensburg Schools on November 15, 2019 performing dental screenings. What a fantastic way to take our services out of the building and into an area of need!

Round 2 of the Sealant Collaboration in Chicago is Jan 24th and 25th. Dr. Currey and Holly Sands will be making this trip to learn more about how we can better serve our dental patients. The goal of the collaborative is to use Evidence-based oral health care in improving quality improvement. Through the use of these measures we should see:

- Improved sealant rates
- Report and monitor caries documented at recall visits
- Maintained or improved operation performance

—Holly Sands, Dental Clinic Coordinator



Trailhead Stops...

EHR Program Manager



"We just got an update to the user manual for our Electronic Medical Record system. Where do you want it?"

IMS will be having a build update on 1/14/19. This new build will bring new and updated features that you may not be used to seeing. It will also include a few fixes to things you may be experiencing and have reported.

These fixes include:

- Correcting DX out of order on the superbill
- Wound check DX problems
- Labs appearing as [external result] with no result
- Billing auto reconciliation
- Incorrect weight conversion

—Morgan Lynch, EHR Program Manager

Katy Trail Training Team



Hi! I'm Marge Hardy (pictured to the left) ***aka Nurse Nelda***, Nursing Educator/Safety Specialist. My main goal at KTCH is to help keep all staff (medical, dental, bh, etc.) safe and compliant with OSHA and infection control. I am also here to help grow staff's clinical knowledge and skill set. If you see me, don't hesitate to stop and ask me for help with clinical processes such as administering procedures or lab tests!

Hi! I'm Brianna Murray (pictured to the right), EHR Clinical Trainer. My main goal at KTCH is to help grow new and existing staff's knowledge of the computer systems. I am also focusing on how to make us our processes as efficient as possible so that we're not letting the computers slow us down. If you see me, don't hesitate to stop me and ask for help or give me ideas on things in IMS or DRVS that can be improved. I'm here as your advocate!



Trailhead Stops...

Outreach and Enrollment



Putting Health Literacy into Oral Health Practice

Did you know?

Oral Health status is inevitably linked with general health. The association between low dental care utilization and poor oral health outcomes has been proposed as a partial explanation for urban-rural disparities in oral health outcomes.

What does this mean?

People with low health literacy may have difficulty accessing or utilizing the health care system, communicating effectively with oral health care providers, and understanding and interpreting health materials. Patients with low literacy are likely to have difficulty completing intake forms that may include their health history, giving informed consent, following professionals' recommendations, and attending appointments. Low health literacy may result in patients' and their oral health providers' having difficulty managing chronic oral health conditions such as caries and periodontal disease. Further, poor oral health literacy has been associated with significantly poorer oral health status among children.

How can we help as a medical and dental practice?

- Communication from Dental and Medical providers can lessen the anxiety about dental visits.
- Use more than one type of communication tool such as a drawing a picture of the procedure that will take place.
- Explaining insurance coverage, some patients are fearful of a large bill and have worries about the cost. (Care coordination can assist with patient's understanding coverage options.)
- Preventative care, at times a patient does not attend a dental appointment until pain arises. This can be improved by Medical and Dental providers explaining the importance of regular dental cleanings and checkups!
- Refer, if you can sense a dental concern with a child or an adult in our practice please check our referral guidelines and refer to dental services.

The Care Coordination staff have made huge steps in community participation during 2018. There were over 35 events that the staff participated in to support our involvement with the communities we serve and bring awareness to others about the type of work we provide. These events include three Christmas parades, County baby showers and Community Connect. These events gives the community a face to the organization and the comfort of knowing we are dedicated to being a long-term community partner e recognize we could not do all of this alone and appreciate the support and help of our fellow coworkers at all of the community events that Katy Trail Community Health participated in.

In other Care Coordination news:

- For the Affordable Care Act's Open Enrollment period, the team submitted 119 applications for the Marketplace. This was down from last year's 242 applications due to changes in the federal penalty, cost and coverage options.
- The Sedalia Walking Group has moved to 1:45 PM in the State Fair Building and bus passes have been created specifically for the walking group.
- Versailles is looking into creating a walking group in either Stover and/or Versailles that Rusty Douglas, Versailles Care Coordinator, will lead and be a part of.

—Samantha Schubach, Outreach and Enrollment Coordinator

Trailhead Stops...

Nursing Educator/Safety Specialist

What is Mindfulness?

Mindfulness is a type of meditation in which you focus on being intensely aware of what you're sensing and feeling in the moment, without interpretation or judgment. Practicing mindfulness involves breathing methods, guided imagery, and other practices to relax the body and mind and help reduce stress.

Spending too much time planning, problem-solving, daydreaming, or thinking negative or random thoughts can be draining. It can also make you more likely to experience stress, anxiety, and symptoms of depression. Practicing mindfulness exercises can help you direct your attention away from this kind of thinking and engage with the world around you.

There are many simple ways to practice mindfulness some examples are:

Pay attention. It's hard to slow down and notice things in a busy world. Take time to experience your environment with all your senses—touch, sound, sight, smell, and taste.

Live in the moment. Try to intentionally bring an open, accepting, and discerning attention to everything you do. Find joy in simple pleasures.

Accept yourself. Treat yourself the way you would treat a good friend.

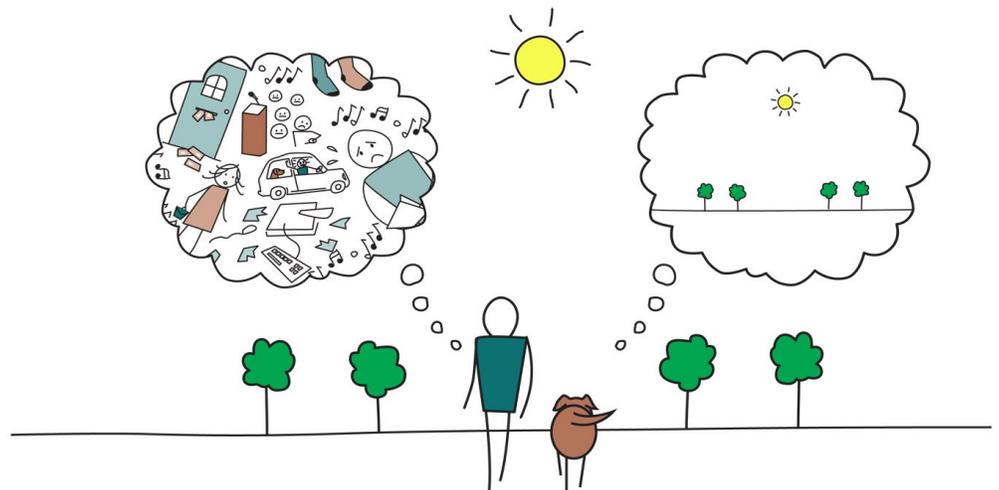
Focus on your breathing. When you have negative thoughts, try to sit down, take a deep breath, and close your eyes.

Focus on your breath as it moves in and out of your body. Sitting and breathing for even a minute can help.

The overall evidence support the effectiveness of practicing mindfulness can:

- Decrease stress
- Decrease anxiety
- Decrease pain
- Decrease depression
- Decrease insomnia and improve sleep
- Lower high blood pressure
- Improve attention
- Decrease job burnout
- Improve diabetes control

It has also been shown that mindfulness can help you experience thoughts and emotions with greater balance and acceptance. Simple mindfulness exercises can be practiced anywhere and anytime. Research indicates that engaging your senses outdoors is especially beneficial. Aim to practice mindfulness every day for about six months. Over time, you might find that mindfulness becomes effortless. Think of it as a commitment to reconnecting with and nurturing yourself.



Mind Full, or Mindful?

—Marge Hardey, Nursing Educator and Safety Specialist

Trailhead Stops...

Tidbit News



Warsaw clinic in their Ugly Sweater competition. Pictured left to right, 1st row: Kari Culley, Clinic Site Manager, and Patricia Himes, Dental Assistant. 2nd row: Erika Jones, Dental Assistant, Jean Moore, Nurse Practitioner, Dr. Holem, Dentist, and Diann Rice, Care Coordinator. 3rd Row: Kelsey Krum, PSR, Jeannie Thompson, RMA, Sarah Alderman, RN Case Manager I, and Jessica Burdick, Registered Dental Hygienist

VFC 2018 Audit- 100%, no findings. Great job Sedalia nursing team, especially Chelsey Pottorff for being the coordinator of that program in Sedalia!

—Ashley O'Bannon, Medical Clinic Site Manager, Sedalia

Versailles conducted a needs survey at the Ivy Bend Food pantry. KTCH is working with the community to help expand medical services to this area.

We participated in the Stover Christmas parade and won a trophy for most Classical Christmas. The clinic adopted two families for Christmas and participated in the Foster Kids Christmas Party. Staff members pictured on the back row are Jennifer Buckingham, RN Case Manager II, Tory Kroeschen, Clinic Site Manager, and Geni Harms, Behavioral Health Consultant.

—Tory Kroeschen, Clinic Site Manager, Versailles



In September, the United Way Day of Caring team erected a Tiny Food Pantry at the clinic. Pictured are items purchased before the holidays to help stock the Tiny Food Pantry. The Tiny Food Pantry contains food and personal hygiene items. The Tiny Food Pantry is open to all to either receive or donate items. As you drive past our pantry you can tell that the items go quickly, demonstrating the need in the community for these resources. If you would like to donate items or make a monetary contribution, please reach out to Jill Wuebker, Home Health Initiative Director in the Sedalia Clinic.

—Tina Bechtel, HR Generalist

Trailhead Stops...

Board Member Story

Congratulations to our very own Jean Hesse, Board Secretary, for completing Healthy U! She was recognized January 3rd during the Healthy U Night of Inspiration! Jean's journey through Healthy U personifies Katy Trail Community Health's mission to create healthy communities one person at a time. Congratulations Jean and thanks so much for your leadership at Katy Trail Community Health!—Chris Stewart, CEO

The following is an excerpt from the Sedalia Democrat's article: *Healthy U 2018 starts next phase of the journey: 10 graduate from yearlong program* by Nicole Cooke:

As many people embark on New Year's resolutions for 2019, a group of 10 Pettis County residents is ready to continue the changes they already made in 2018.

The Healthy U Class of 2018 completed its yearlong program Thursday night with the annual Night of Inspiration hosted at Smith-Cotton Junior High. Ten students graduated from the program that pairs students with fitness and nutrition mentors to help them begin the journey to a healthier lifestyle.

The students lost a collective 237 pounds and more than 206 inches in 2018.

"This group did really well jiving as a team and group. They were cohesive and formed great relationships in the group and outside the group," said Melissa Guffin, co-chair of the Healthy Living Action Committee. "There were some pretty life-changing events for many of them throughout the year and I think having regular group support meetings was comforting and helpful in their transitions.

"There was lots of mental awareness in uncovering different behaviors and getting out of their comfort zones," she added. "They were really great transformations to see on that level."

Jean Hesse was recognized for having the greatest overall improvement in flexibility, push-ups, one-mile time and the nutrition test. She increased her flexibility by eight inches on three different measurements, increased push-ups by 19, decreased her mile time by more than four minutes and increased her nutrition score by 3. She also lost more than 30 pounds.

"It doesn't feel done, it feels more like a beginning rather than an ending," she said of completing the program. "We've learned so much and we all understand that changing lifelong unhealthy habits takes time and so, therefore, we have to give ourselves time to really become ensconced in what we've learned."

She encountered some tough times in 2018: her sister was diagnosed with cancer the night Hesse joined Healthy U and died later that year. Hesse said it was difficult but inspired her to get healthy.

Hesse also offered some advice for the Class of 2019: "Don't make excuses, make yourself accountable and take advantage of the amazing opportunity you've been given."



Pictured from left to right: Theresa Ramsey, Matt Lacasse and Jean Hesse. These three individuals were recognized at Healthy U's Night of Inspiration for their achievements.

Trailhead Stops...

Patient Testimonials

A dental team had an adult come in for an emergency appointment. Patient had been suffering from dental pain for years but due to extreme anxiety had not been to the dentist. The patient has been on a soft diet for over a year due to oral pain, even to the point of often pureeing meals. The dentist took the time to explain in plain language what was causing the patient's pain (cavities and periodontal disease). The patient kept beating himself up and apologizing for the state of the teeth. The dentist and team took the time to help this patient feel more comfortable and tried to alleviate embarrassment by explaining that we are here with patient's best interests in mind and at heart, to help him not to judge himself. The team worked together with another one of our teams to eliminate this patient's barrier to care and get scheduled back for comprehensive care. Patient expressed extreme gratitude for the team and the opportunity he had been given.

To most of us transportation might not be an issue or we have been blessed throughout the years to not worry about how we are going to get somewhere. Recently we had a patient who was committed to their mental health and medical well-being that they were not going to let something like the word "transportation" be an issue.

The patient rode their bike as form of transportation to get to visits. It wasn't until one of our care coordinators realized the patient's mode of transportation of getting here and realized help was needed. Our care coordinators main goal is to eliminate barriers to care. As a clinic we are called upon to assist but the magical thing about our care coordinators is that they have a way of seeing a need before it's even mentioned.

Needless to say KTCH made sure this patient would not need to worry about transportation anymore. Not only did care coordinator arrange transportation the day she saw the bike in the front of the clinic but assisted the patient with the options of calling care coordination and arranging a ride for appointments.

Care coordinator said "She can't ride her bike when it's cold or if she is sick" and we couldn't agree more. Moving forward this patient will not have the barrier of transportation in getting medical and mental health needs met.

