
Along the Trail

Katy Trail Community Health

Mar/Apr 2018

Volume 3 Issue 2

In this issue:

- What does it Mean to be a Patient Centered Medical Home, Part 2 **1**

- Trail Depots: Marshall, Versailles/Warsaw **2**

- Trail Depots: March Awareness Campaign and HIPAA **3**

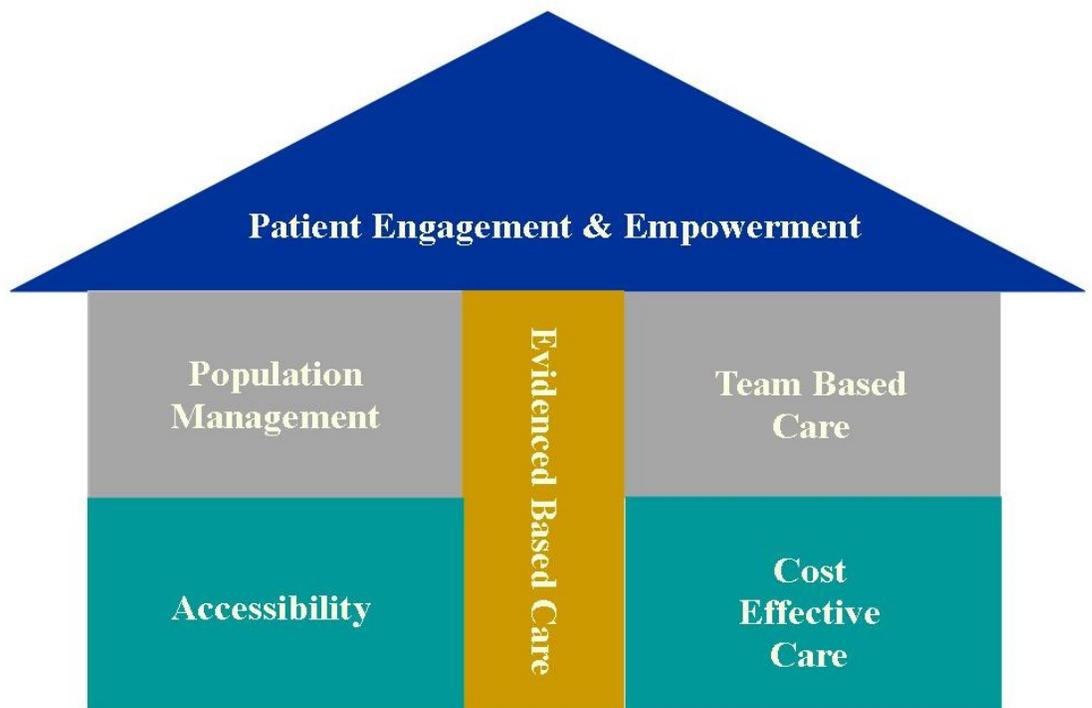
- Trail Depots: April Awareness Campaign **4**

- Trail Depots: Patient Testimonials **5**

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.

The second component is **Population Management**. It seems like a contradiction to say we are patient centered and we also seek to manage populations of patients, but one of the key components of patient centered care is that we assign patients to one clinical team, who monitors the health outcomes of their empaneled patients. So, we look at how many children have their immunizations by two years old. We look at how many patients are controlling their diabetes or blood pressure. We look at how many children have sealants on their first molars. We look at how many patients have the medication they need to control their asthma. This is population management and this is how we improve the health of communities.



Upcoming Events:

Easter is Sunday, April 1st. Employee activities from your workforce development committee have been planned for Monday, April 2nd.

Quarterly Staff Meetings in April.

Staff Development coming in July.

Please see Jan/Feb 2018 issue for Component 1: Patient Engagement and Empowerment.

Trailhead Stops...

Versailles/Warsaw

Licensed Practical Nurse (LPN) renewal postcards with PIN numbers will be mailed in early March 2018. The postcard will be mailed to the address that is on file at the Missouri State Board of Nursing. It is your legal responsibility to inform the Board in writing whenever you change your address with 30 days of the change. Failure to inform the board of your current residence is cause for license discipline. You are unable to work if your license is not current.

Before you renew, you need to go to www.nursys.com and enroll yourself as a Nurse in e-Notify. If you enroll now, you will decrease the amount of time it will take you to renew your license. When you submit a license renewal, your license is not automatically renewed. It takes 3-5 business days for your license renewal to be processed. If you are enrolled in Nursys e-Notify as a nurse, you will receive a notification when your license is renewed.

—Marjorie Hardey, QI Coordinator

KATY TRAIL COMMUNITY HEALTH Board and Staff

Invites you to join us at our
Annual Meeting
to celebrate our successes and future.

State Fair Motor Inn/Best Western
3120 S Limit
Sedalia, MO 65301

Thursday, April 26, 2018

6:00 to 8:00 p.m.

RSVP: 660-826-1571 ext. 6
sborgmeyer@katyhealth.org



Warsaw– News and Upcoming Events:

Kudos: In the month of February Kelsey Krum, PSR, worked on our FQHC detail report for 2017. Initially it had 1413 Warsaw patients listed without any income and household size listed under the FQHC detail in patient registration. We were at 50% incomplete. This is a UDS measure that assesses the poverty status of our community. Kelsey diligently worked on the report and updated the patient's charts. Warsaw is now at 10.6%. Kudos to Kelsey for her dedication and diligence!

Friday, March 30th Jean Moore, FNP, will be presenting at Care Connection the importance of Colorectal Cancer Screenings. This will be open to the community.

Saturday, April 28th 9am-3pm is the Harbor Village Boots & Bonnet Sale. This is an event where the community can purchase a parking spot and sell items out of their car. Harbor Village will have a concession stand and there will be tables promoting Katy Trail Community Health, Pathways and Care Connection.

Versailles Upcoming Events:

March 9th Tory Kroeschen, LPN, will be doing a presentation on Alcohol Poisoning at the Versailles High School for their Awareness Day.

March 15th- Stover school well child exams

April 6th- Morgan County Health Center Health Fair

April 12th- Stover school well child exams

—Ashley O'Bannon, Versailles/Warsaw Site Manager

For some people

HEALTH CARE is a profession.

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

Thank you to each of our staff members who contacted your member of Congress to fund community health centers. We are one (1) of 1400 community health centers across the United States that provides critical access to primary medical, dental and behavioral health care to more than 27 million patients across the nation. On February 9th, a bipartisan Congress voted on and passed \$7.8 billion dollars in federal grant funding for the community health center program.

Trailhead Stops...

March is National Colorectal Cancer Awareness Month



In 2018, more than 135,000 people will be diagnosed with colorectal cancer.

Globally, cancer of the colon and rectum is the third leading cause of cancer in males and the fourth leading cause of cancer in females. The frequency of colorectal cancer varies around the world. It is common in the Western world, and is rare in Asia and Africa. In countries where the people have adopted western diets, the incidence of colorectal cancer is increasing.

Colon Cancer At A Glance

- Colorectal cancer is a malignant tumor arising from the inner wall of the large intestine.
- Colorectal cancer is the third leading cause of cancer in males, fourth in females in the U.S.
- Risk factors for colorectal cancer include heredity, colon polyps, and long standing ulcerative colitis.
- Most colorectal cancers develop from polyps. Removal of colon polyps can prevent colorectal cancer.
- Colon polyps and early cancer can have no symptoms. Therefore regular screening is important.
- Diagnosis of colorectal cancer can be made by barium enema or by colonoscopy with biopsy confirmation of cancer tissue.
- Treatment of colorectal cancer depends on the location, size, and extent of cancer spread, as well as the age and health of the patient.
- Surgery is the most common treatment for colorectal cancer.
-

—<https://www.medicinenet.com/script/main/art.asp?articlekey=16422>

— advice for —

STAYING HIPAA COMPLIANT

when using social media

What can healthcare providers do to help ensure HIPAA privacy and security rules are adhered to when posting online?

Here are five tips to avoid disclosing PHI when using social media.

- NEVER POST ABOUT PATIENTS**
It's extremely difficult to anonymize patients - even the subtlest identifier could land you and your practice in a lot of trouble.
- DON'T TRUST MESSAGING SERVICES**
Privacy of messages relies on the recipient keeping the information to themselves and not leaving themselves logged into public or office computers. Best to avoid private messaging altogether.
- EDUCATE YOURSELF AND OTHERS**
Staff should always be trained and kept up to date with HIPAA compliance best practices and company social media policies.
- DON'T MIX WORK AND PERSONAL LIFE**
Healthcare professionals should keep their personal and professional lives separate. Interacting with a patient online could result in PHI inadvertently being exchanged in the public domain.
- WHEN IN DOUBT, DON'T POST**
People can make mistakes in the heat of the moment. Always take a minute, read the post back to yourself, and consider the potential consequences before hitting the 'post' button.

scrypt.com *Work confident.*

Trailhead Stops...



April is National Stress Awareness Month!



HOW **Stress** AFFECTS YOUR HEALTH

We often don't realize that stress is causing some (or all) of our health issues, but research is showing more and more evidence that it could be. ***Some symptoms can include:***

- Heart trouble
- Increased Blood Pressure
- Headaches
- Insomnia
- Weakened immune system
- Memory loss
- Fat storage
- Digestive issues
- Aging

Tips to help you manage your stress levels

From the American Psychological Association and HealthWorks

- Identify the cause(s) of your stress and log them
- Monitor your blood pressure regularly
- Make even a little time for enjoyable activities *every day*
- Rest your mind to sleep better. Try yoga or meditation
- Walk away when you're angry to avoid reacting. Walking helps to "cool off" and increase 'happy' endorphins
- Get help, if needed

Health**W**orks

Building **Healthy** Worksites

Trailhead Stops...

Patient Testimonials

Sometimes our patients' parents desperately want to be the best parent they can be, and without the proper dental health education, fall short of their parenting goals. Such was the case with a recent child seen in the dental clinic. Best described as "a tiny fairy," a little one with big blue eyes very apprehensively entered the dental operator. The patient listened and tried to follow instructions, but it is difficult for such a young one. This patient needed extensive dental treatment on almost every tooth. As we explained to the parents that all of the patient's anterior teeth would have to be extracted due to the severity of the decay, parent began to cry. Parent truly had no idea that this child's dental health was in such a dire situation, and had no previous knowledge of how severe dental abscess can be. We were able to educate the family on the disease process and importance of changes in diet and oral hygiene to restore dental health and maintain it for this child. We began treatment, and thanks to the comforting, encouraging behaviors of the dental assistants, the patient did very well, and we were able to deliver treatment. Parent thanked the dentist and assistants profusely and could not complement our dental staff enough for the care and education their family received at Katy Trail.

On a blustery, cold day, an emergency patient came in to the dental operator. Patient had a cheerful countenance and such a positive attitude, it was contagious! Patient was also in extreme pain; it was written all over their face, even though they tried to act as though it was no big deal. One of the back molars was abscessed. The cavity in the tooth was so large, it had gone through the nerve in the tooth, and infection had moved into the space between tooth, gum and cheek. As we talked with this patient, we learned patient escaped an abusive marriage three years ago. Patient had survived being stabbed by spouse nine times. That day, patient walked several miles to the clinic from a trailer with no water or electricity. With so many serious obstacles to self-care, it was obvious that oral hygiene and basic health care had taken a back seat for this person to survive.

An extremely difficult extraction procedure was performed on the patient, and recovery was not going to be easy. In addition, the forecast for the evening was a deep freeze. Besides concern for the patient's oral health, overall well-being was at risk. Patient reported having no bed and few blankets. Working quickly, the dental assistants and dentist were able to get a warm sleeping bag and some hand warmers for the patient. The patient care coordinator secured a voucher for the patient's antibiotic prescription and transportation home. A nurse in the medical clinic gave the patient a sample of ibuprofen to reduce her pain and swelling. This patient had no other support, and was so appreciative of every little thing we did to help make her life just a little bit better. Being able to treat this patient's pain and make a healthier life possible is why we get up in the morning and do what we do!

