
Along the Trail

Katy Trail Community Health

Jan/Feb 2018

Volume 3 Issue 1

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REMINDER:

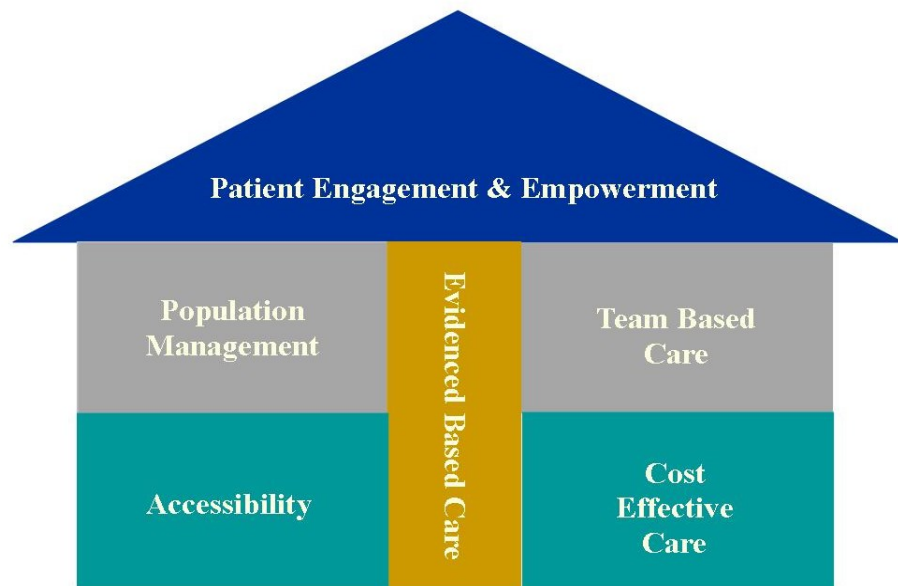
Don't forget to complete your Employee Staff Satisfaction Survey

Valentine's Day activities brought to you by your Workforce Development Committee will be released soon!

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 first component is **Patient Engagement and Empowerment** to their own health. Our health care system does not empower people to take control of their care. The system is complex and very difficult to navigate. We use clinical words that patients don't understand. Engaging patients means using real language to explain their condition and their treatment. It means helping them navigate through the healthcare system. It means talking to them about the importance of preventive care as well as "sick" care. Most importantly, patient engagement happens when we build real relationships with our patients.



How can you build real relationships with our patients? Learning how to effectively communicate with them is the quickest way to establish this relationship. Some tips on building this relationship include:

- Demonstrate to the patient you understand their situations and feelings by showing empathy
- Engage in active listening
- Allow the patient to confirm understanding of information provided
- Talk with the patient about lifestyle issues

Trailhead Stops...

Marshall

Versailles / Warsaw

Schedule Updates:

- Dr. Gordon is in Versailles Monday-Wednesday 8am-7pm
- Megan is working Wednesdays in Versailles 8am-12pm
- Dr. Mary is working in Warsaw on Wednesdays 8am-4pm



Tory Kroeschen and spouse, Dylan, welcomed Braeleigh on December 15, 2017.



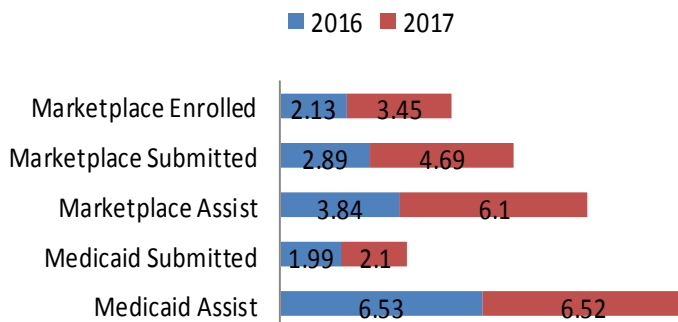
Chelsey Dorsey and Melanie Ryun are expecting this spring and early summer!

—Ashley O'Bannon, Versailles/Warsaw Site Manager

Care Coordination

I'm very proud of all the care coordination staff. The Medicaid Assist/Enrolled had stayed pretty consistent, but (as expected) the Marketplace numbers doubled. That means hard work and dedication paid off and we stood behind our goal to get people enrolled. In 2016, we had 92 days for the Open Enrollment period while in 2017, we had only 42 day. The chart below shows the average number of application submitted per day.

2016 vs 2017 Marketplace Enrollment



—Rachelle Fiene, Care Coordinator Outreach and Enrollment Coordinator



Marshall Clinic is going to HIRE a 4th NURSE!
Yes we are 2yrs 4 months in from opening

HERE WE GROW AGAIN



Our numbers are growing!



Torie Crane is expecting a wee little one in April!

—Cindy Homan, Marshall Site Manager

For some people

HEALTH CARE is a profession.

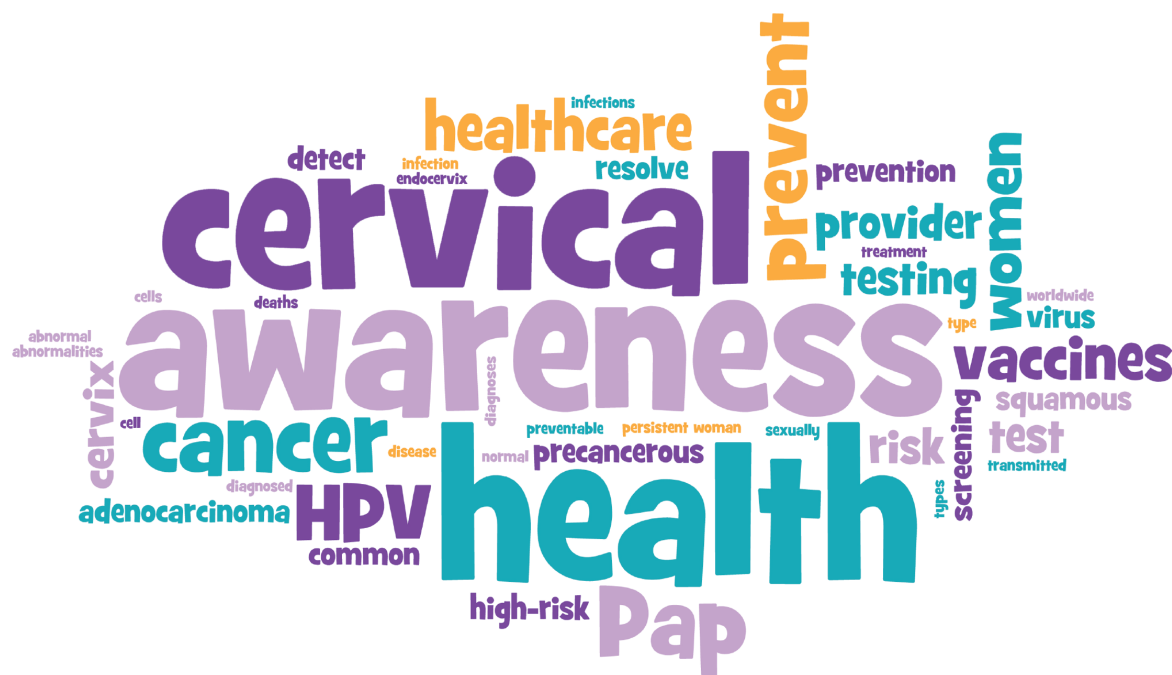
For us, **IT'S OUR MISSION.**

We have a lot of exciting projects going on and new staff !

- The PI (performance improvement) committee is dedicated to improving the health of our patients. During this year, you will see ribbons and posters in the clinics to help encourage our patients to get the preventive testing they need to have better outcomes. The PI committee has established a monthly awareness calendar for 2018 (see the 2018 schedule below). January is cervical cancer awareness.

2018 PI committee campaigns:

- Dr. Gatton, Chief Medical Officer



Trailhead Stops...

Chief Dental Officer



January news:

Dr. Holem started as the new dentist in Warsaw on January 8th



We are going into Sedalia schools to place dental sealants this month. Sealants are thin, plastic coatings painted on the chewing surfaces of the back teeth to keep germs and food out of their pits and grooves. Children should get sealants on their permanent molars as soon as they come in.



February is Children's Dental Health Month

From Dental Associates

<https://www.dentalassociates.com/our-services/pediatric-dentistry/national-childrens-dental-health-month>

Oral Hygiene Facts

The Importance of Pediatric Dentist Visits

According to the American Academy of Pediatric Dentistry, more than 50 percent of children will be affected by tooth decay before age five. A child should see a pediatric dentist when their first tooth appears, or by his or her first birthday.

Keep Healthy Teeth with the 2-2-2 Rule

Help keep your child's teeth healthy by using the 2-2-2 rule: visit your dentist two times a year, and brush and floss TWO times a day for TWO whole minutes!

How Do You Get Kids to Brush Their Teeth?

Our pediatric dentists recommend parents follow the "tell, show, do" model:

Brushing Tips

Children 0-2 years

- From birth clean your child's mouth using a damp cloth.
- Start brushing as soon as the first tooth appears.
- Use a soft toothbrush with a small head.
- Do not use fluoride toothpaste - unless advised by your Dental Team.



Children over 2 years

- Help your child with brushing.
- Brush teeth twice a day especially at night.
- Allow time for your child to brush on their own.
- Use a soft toothbrush with a small head.
- Use a pea-sized amount of fluoride toothpaste.
- Ask child to spit out toothpaste after brushing.
- Try to make toothbrushing time a fun time.



Click to View

- **Tell:** In age-appropriate language, explain how to brush and floss and how those actions keep teeth clean and healthy
- **Show:** Let children watch when mom or dad brush and floss their own teeth
- **Do:** Help children brush and floss their teeth in the morning and before bed, and keep a regular routine so they know it's expected. Continue helping to brush a child's teeth until age 4 or 5. After that, let them do it themselves, but supervise them until age 7 or 8. both children and adults should brush for two minutes, twice a day

School Hours Lost to Dental-Related Conditions

According to the Office of the Surgeon General, more than 51 million school hours are lost each year to dental-related conditions. Help prevent lost school days by following the 2-2-2 rule!

—Contributed by Holly Sands, Dental Clinic Coordinator

Trailhead Stops...

Patient Testimonials

An uncontrolled diabetic patient came for an emergency room follow up for seizure activity. Patient had a current A1C of 14.0. The patient had stopped taking any of his medications several months ago. Patient reported that when he heard his young daughter crying, due to the seizure, it made him realize that his health choices did not affect only him but his family also. Patient stated he was ready to take control of his health; he was ready to be compliant with his medications, make changes in his diet and follow the advice of his provider. Patient first started by following up with his psychiatrist as directed and started to check his blood sugars daily. Patient recently came for his 1 month follow up, his fasting blood sugar was within normal limits and his A1C had dropped to 11.9. Although the patient knows he still has a way to go to get his A1c to a normal range, he now has the motivation, education and desire to make healthy life style changes.

There was a pediatric patient that came in for a sick visit. The nurse and provider noticed that the patient was being very guarded and not wanting to answer many questions or give much information. Mother was in the room with the patient and was yelling at child about different things during the visit. The patient was not there on a Wednesday or Friday when behavioral health was so the provider was able to counsel with the patient and mother until the patient was able to see behavioral health. The patient was referred and set up for an appointment that week. The patient came in for his visit with behavioral health and opened up about his situation at home. Provider was able to counsel with mother and child during their visit to help their situation. With having psychiatry in our Versailles office we were able to refer them to psychiatry as well.



Remember YOU can submit a nomination to recognize any employee for demonstrating on of the IDEATE values. Nomination forms are available on ADP's home page!