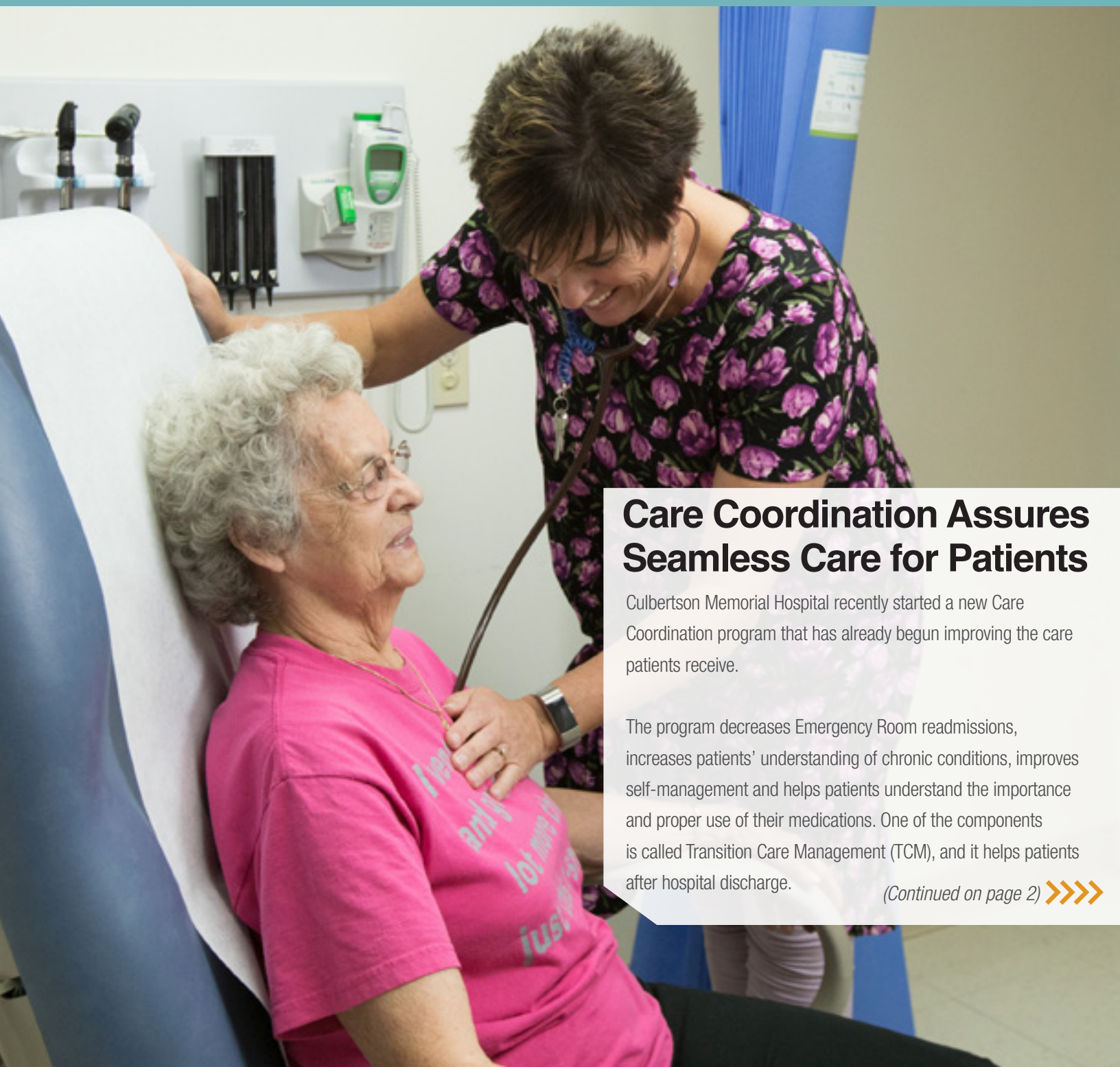


CULBERTSON CONNECTION

Your Health. Your Hospital.



Care Coordination Assures Seamless Care for Patients

Culbertson Memorial Hospital recently started a new Care Coordination program that has already begun improving the care patients receive.

The program decreases Emergency Room readmissions, increases patients' understanding of chronic conditions, improves self-management and helps patients understand the importance and proper use of their medications. One of the components is called Transition Care Management (TCM), and it helps patients after hospital discharge.

(Continued on page 2) >>>>



“Transition Care Management involves contacting patients when they are discharged from the hospital to see how they are doing and whether they understand their instructions,” said Britney Trone, Clinic Nurse Manager and Patient Care Coordinator at Culbertson Memorial Hospital. “If they seem not to be improving or have symptoms that show they need to see the doctor sooner, I am able to communicate with the doctor to get them treatment faster so they do not end up back in the hospital.” TCM also involves coordination with the pharmacist at the hospital if the patient is taking complex medications, has an extensive medication list and/or needs services from the pharmacist.


Another component is Chronic Care Management (CCM). “We are currently focusing on our traditional Medicare patients, but in the future, everyone in our clinics will be able to utilize this service. It is currently done on a case-by-case basis if the patient is not covered by traditional Medicare. The provider and Care Coordinator will look at patients who are having difficulty managing their health, frequently in the ER and/or need extra education. The Care Coordinator will provide education about the patient’s chronic conditions, medications and any other health-related questions they may have. Together, the Care Coordinator and patient develop goals to handle his or her chronic condition. Patients receive a printed care plan every month that will list the set goals and how they are doing at progressing through those goals.” A CCM patient receives a visit at the clinic or the home and/or will receive a monthly telephone call from the Care Coordinator, who will then give the provider monthly updates on the patient’s progress.

The program is especially helpful for patients who do not have family nearby. Care Coordinators are able to go to patients’ appointments with them and offer help with other things, such as clarifying medical jargon.

Trone gave examples of how Care Coordination has already begun helping patients:

- A patient became more compliant with his medications due to the increased understanding of his need for medications and weekly reminders/check-ins.
- A patient was on a fluid restriction protocol and was drinking from a 12-oz. glass rather than an 8-oz. glass and was not aware of the difference or that other foods that melt into liquid were considered fluid and should be tracked. This helped manage the patient’s congestive heart failure and has kept the patient out of the hospital.
- A patient was still running a fever after discharge from the hospital with a diagnosis of pneumonia and did not want to reach out to the doctor because he had an appointment a few days later and did not want to bother the staff. The Care Coordinator was able to talk with the provider and continue medications prior to the patient’s next office visit. Without this intervention, the patient could have become sicker and been re-admitted to the hospital.
- Patients feel they are in control of their health and understand they play a major part in improving their chronic health conditions.

The Care Coordinator also works with the Emergency Room Nurse Manager on patients who are frequently in the ER. Trone said she checks to see if a patient has a primary care provider and is able to set the patient up with one if needed. If the patient does have a provider, and the visit was for a non-emergency, she contacts the patient to find out why the Emergency Room was utilized instead of the clinic. “This will help the patient avoid unnecessary wait times that they would find when utilizing an Emergency Room visit as well as unnecessary costs,” she explained.

If you or a loved one could benefit from this program, call 217-323-2303 or contact Britney Trone at btrone@sdcmh.org or your family healthcare provider. 

Culbertson Memorial Hospital To Offer New Patient Care Model

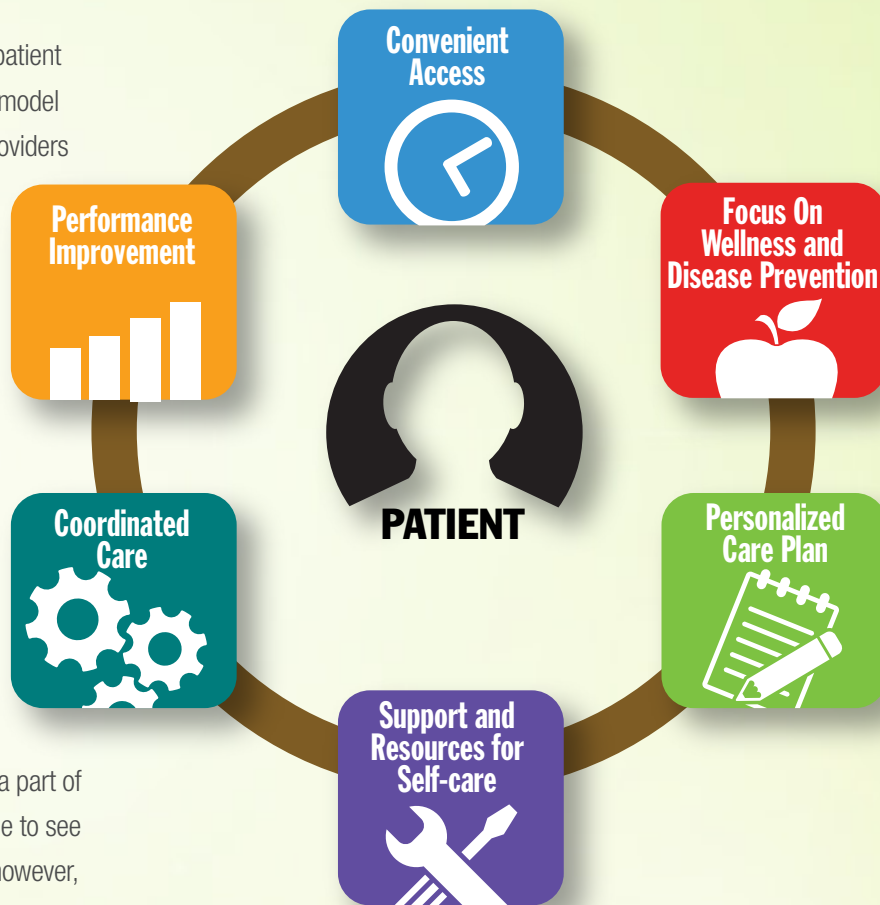
Culbertson Memorial Hospital is adopting a new model of patient care. Designed to deliver more preventative care, the new model helps patients develop a personal relationship with their providers and obtain even better, more seamless care.

This new model – a Patient Centered Medical Home (PCMH) – at Culbertson Memorial Hospital will create a team-based approach to patient healthcare. At PCMH, the focus is on patients and engaging them to become advocates of their own health and goals, said Mallory Moore, RN, BSN, Clinic Operations Manager. Moore manages the hospital's four clinics in Astoria, Beardstown, Rushville and Table Grove.

Patients do not need to do anything special to participate in the new program. Once PCMH is officially accredited, all patients will automatically become a part of it. Accreditation is anticipated in January. "They are still able to see their Primary Care Provider for regularly scheduled visits; however, if an acute problem arises they have the flexibility to see another provider within the practice."

"Everyone will benefit from this model," Moore said. "We are looking at schedules and improving ways patients will be able to see a provider when they need one and not have to wait for long periods. We have recently developed a team-based approach in which you will have the same registration staff and nursing staff to ensure you have a care team that knows who you are. This will help patients feel more comfortable and confident


when they are here for their healthcare." She expects the model will help reduce the incidence and severity of chronic diseases,



because when patients have more accessibility to their providers, they tend to receive more preventative care.

Patients can improve their own care by:

- Communicating closely with their care team
- Keeping their care team up to date on medications, immunizations, allergies, conditions, tests, consultations and hospitalizations
- Advising their care team of any changes to their own or families' medical histories
- Informing and authorizing their other providers to coordinate care with their care team
- Participating in decisions about their health
- Following treatment plans and self-care management directions
- Speaking up and asking questions

For questions or concerns about Patient Centered Medical Home, please call Mallory Moore at 217-323-2245. 



The Culbertson Clinic Family is Expanding!

Culbertson Memorial Hospital will soon have a community clinic in Table Grove!

The staff will begin seeing patients November 13.

Pediatric Spotlight

Watch for Unwanted Guests – Head Lice

If you have children in the house, especially young ones, it's time to watch for head lice. Although these pests are fairly harmless, parents never like finding them on their children.

What you should know

Lice are more easily spread during cooler weather because children are typically closer to one another. When children share infested winter coats and

hats or combs, brushes and hair ornaments, lice can spread more readily. The Centers for Disease Control and Prevention estimates 6 to 12 million cases affect U.S. children ages 3-11 each year.

Easily mistaken for dandruff, head lice are tiny parasites that are the size of a sesame seed. The nymphs are even smaller and more difficult to see. Because lice are small, move around and flee light, they aren't easy for an inexperienced person to identify. On close inspection, however, you may find the tiny nits (eggs) cemented to the hair within a quarter-inch of the base of the hair shaft. If your child complains of an itchy scalp, or you see him or her scratching more than usual, take a closer look. Concentrate on the hair at the back of the head and behind the ears. Sometimes a severe infestation can extend to the eyebrows and eyelashes. If you discover lice, it's time to spring into action.

If you're not sure, see a doctor for a diagnosis.

How lice are treated

Once lice are discovered, it's important to check everyone in the household, along with anyone who may be in close contact with your children. Some experts believe all household members should be treated at once to avoid spreading these parasites. A doctor can offer the best insight for your family. Some preparations kill the eggs and may require only one application, while others must be repeated after all eggs have hatched but before the young lice can produce more eggs. Follow the package directions and your doctor's instructions. Check the hair regularly for several weeks after treatment to be sure all lice are gone.

Visit [cdc.gov/parasites/lice/head](https://www.cdc.gov/parasites/lice/head) for more information. 




Skipping Prescription Meds Can Be Deadly

When a healthcare provider prescribes a medication for daily use, it's important to follow the directions. Unfortunately, it's common for patients to skip a few days when they put off getting refills or run out by accident.

"It can be a huge problem if the pharmacy needs to contact the prescriber for more refills. Some prescribers take 2-3 business days to respond to requests. If a prescriber is out of the office, it could be even longer. The pharmacy may run out of that particular medication and need to order more. There could be an insurance issue that takes a day or two to resolve. Something could come up that prevents the patient from being able to get to the pharmacy that day," said Sarah Brockhouse, PharmD, of Culbertson Memorial Hospital. "Many medications are taken for health maintenance and treatment of long-term conditions like heart disease, diabetes or mental health. It's important to take these medications every day to prevent long-term complications of uncontrolled disease and to slow down disease progression."

When medications are skipped, the symptoms may be severe. Other times, the consequences may be less obvious. "Some conditions, like high blood pressure, are not always felt by the patient, which can lead them to skip their medication because they don't feel a difference when they take it, but the consequences of uncontrolled high blood pressure can be heart attack or stroke." Some medications affect the way others work in the body, so missing those can be problematic as well. "This is particularly true for medications like blood thinners and some anti-seizure medications, for which we measure blood levels and adjust doses accordingly," Brockhouse explained.

Building a relationship with your pharmacist, who can answer prescription questions, can help. If you're concerned about cost, he/she may be able to suggest a cheaper option or help you sign up for a co-pay reduction card. If early refills are needed, they may be able to help with that, too, since they are familiar with many insurance guidelines. Your pharmacist should be your best advocate to ensure that a lack of refills never causes you to go without your medications. 



Help Enhance Our Emergency Department

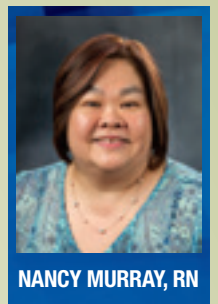
This year's CMH Foundation Annual Appeal focuses on enhancements to the Emergency Department, with multiple improvements planned to enhance the safety and satisfaction of all patients and staff. The goal is \$35,000. Funds will be used to expand telemetry monitoring equipment to all rooms. A new triage room within the department also will be designed.

"The addition of the triage room will allow the ED staff to triage patients in a private setting with the proper equipment to provide the highest level of patient care," said Nancy Murray, RN, the Emergency Department Supervisor. "The balance of the money raised will be used for security enhancements within the department."

The CMH Foundation continues its legacy of providing the hospital with the latest in sophisticated technology. Each year in November, the

Foundation selects a new project to support and runs a three-month campaign from December through February. Last year's campaign raised funds to purchase six new defibrillators.

Please consider making a gift of any amount to help enhance the Emergency Department. Gifts can be made online, or you may send a check to: CMH Foundation, ATTN: Annual Appeal, 238 S. Congress, Rushville, IL 62681. In addition to tax-deductible donations, the CMH Foundation can accept a gift of securities, real estate or personal property, as well as planned gifts through a bequest, living trust or other means.



NANCY MURRAY, RN



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Lab Services At Your Convenience

Today people want convenience and accessibility anytime of the day. And if you're one who finds it difficult to get in for lab tests during daytime hours, you'll be glad to know Culbertson Memorial Hospital offers lab services that are available 24/7, 365 days a year.

If your doctor orders blood work, for example, and you're unable to get to the lab during normal business hours, that's no problem. You can have the test performed when it's most convenient for you. In fact, there's never a time when you can't get your blood work done. So if you find it difficult to keep daytime appointments, it's easy to find a time that works for your schedule.

"For some medical conditions, frequent blood tests are necessary. You may even need to have the medication levels in your blood checked. It's important to follow your doctor's orders," said Angie Prather, MLS(ASCP)^{CM}, Lab Manager at Culbertson Memorial Hospital. "We want to make it easy for you – you don't even need to make an appointment to have your test done at the hospital."

Lab tests are also available at our three clinics — Community Medical Clinic in Astoria, Elmer Hugh Taylor Clinic in Beardstown and Rushville Family Practice in Rushville. However, the clinics do require appointments and prefer that drug screens be scheduled between 8 a.m.-4 p.m., Monday-Friday. Call the clinic of your choice to make an appointment. If these times aren't convenient, just stop by the hospital for a time that works for you. 

- *Community Medical Clinic:*
8 a.m.-5 p.m.
- *Taylor Clinic:* 7:30 a.m.-6 p.m.
- *Rushville Family Practice:*
8 a.m.-5 p.m.

