

CULBERTSON CONNECTION

Your Health. Your Hospital.



C.A.T.C.H. Exemplary Customer Service at Culbertson Memorial Hospital

Although customer service has always been important at Sarah D. Culbertson Memorial Hospital, the hospital recently began a program designed to transform its culture of customer service to reach even higher levels. Called "C.A.T.C.H." (Culbertson As The Choice Hospital), it's modeled after the program created by Custom Learning Systems Initiative, which is nationally recognized as a leading expert in helping organizations transform their service delivery by creating a culture of engagement and accountability.

(Continued on page 2) >>>>



“We want Culbertson Memorial Hospital to be the hospital and provider of choice for the communities we serve,” CEO Lynn Stambaugh said.

“We realize people can choose from many healthcare services within our area and that our patients already expect qualified staff and equipment to be available at each service

site. We want our customer service to set us apart even further; that’s why we have undertaken this culture transformation . . . to engage our staff in delivering customer-focused healthcare.”

Already one year into the three-year program, the hospital has seen an increase in its Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results. In fact, Culbertson Memorial Hospital recently received a Breakthrough Award at the HealthCare Service Excellence Conference for marked improvements in seven patient experience survey scores.

“We were most excited when our 2015 third quarter results for Overall Rating increased from 76 percent to 100 percent by 2016 third quarter,” Stambaugh added. “Each department has a monthly improvement project designed to streamline processes, cut down waste, increase organization, improve communication and promote new ways of doing things.

“There’s no curing without caring.”
– Lisa Adams

This culture change is unique in that it engages all employees from direct patient care to those who work in departments that may never see a patient. No matter what your job responsibility is here, you

have an effect on the patient experience. We all either directly serve the patient or serve those who serve the patient. I have already heard comments from our customers on how friendly, helpful and professional the employees are.”


How It Works

The “HCAHPS Hospital of Choice” is a service improvement program of Custom Learning Systems that is designed to engage, empower and transform the hospital’s culture. Every leader is engaged to become 100 percent accountable for patient and employee satisfaction. Selected frontline staff empower and teach their peers world-class patient satisfaction skills and demonstrate an attitude of loving service. To transform, the program uses custom on-site training programs.

“A dysfunctional culture is the single greatest barrier to a healthcare organization’s effort to provide a truly great, world-class patient experience,” Program Director Lisa Adams explained. “There’s no curing without caring.”

Breakthrough Awards are given each year at the Custom Learning Systems Annual Healthcare

Service Excellence Conference.

The recognition acknowledges the efforts of all facilities in their challenge for world class patient and family satisfaction as measured by an independent source. 



Breakthrough Patient Experience Awards

Bronze: At least 5 percentage points in the Top Box score

Silver: At least 10 percentage points in the Top Box score

Gold: At least 15 percentage points in the Top Box score

Building a First Aid Toolbox for Summer

It's nearly summer! Time for fun at the beach, the playground and the ball field ... and unfortunately, also time for bug bites, cuts, scrapes and sunburn. To make sure your children enjoy summer as safely as possible, stock your first aid toolbox so you're ready for anything summer can dish out. Keep it in your car so it's always available and consider stocking separate kits for each family vehicle. If you haven't checked your kit recently, be sure you have plenty of the most-used items, like adhesive bandages, and that none of the medications have expired. Replace and replenish as necessary.

Starting from scratch? We've put together a list of things to keep stocked and handy. Naturally, if your child has special medical considerations, such as severe allergies or a chronic illness, you'll also want to make sure you're equipped to handle those situations. Check with your doctor if you're not sure. Ready-made first aid kits are available too. Check to see what items are included, and be prepared to add items as needed.



Start with this list and customize to fit your family's needs:

- Gauze, tape, adhesive bandage assortment
- Antibiotic ointment
- Benadryl
- EpiPen (for those with a history of severe allergic reactions)
- Extra prescription medications, such as an inhaler, where needed
- Ibuprofen and/or acetaminophen. (If you have a child young enough to require liquid, make sure you have it in that form, along with tablets for older children.)
- Dramamine
- Sunblock
- Bug spray
- Hydrocortisone ointment
- Baby wipes (handy for quick clean-ups for any age)
- Lip balm
- Alcohol wipes
- ACE bandage
- Small scissors
- Tweezers +



Play a Round & Raise Some Funds!



**Dr. Russell Dohner 13th
Annual Golf Tournament
June 2, 2017 – 12:00 p.m.**

***Proceeds will be used to update the Oncology
Clinic at Culbertson Memorial Hospital.***

Scripps Park Golf Course

To sponsor or register for a team, call 217-322-5269.

Optimizing Your Health and Abilities

The American Nurses Association indicates nursing is intended to protect, promote and optimize health and abilities, prevent illness and injury, facilitate healing and more. At Culbertson Memorial Hospital, our nursing leadership paves the way for the rest of our nursing staff. That's why we are proud to announce some recent changes to enhance our nursing capabilities and benefit our patients!



Leah Wilson, RN

Congratulations, Leah Wilson, RN!

The former Director of Quality Improvement/Risk Management & Safety, Leah is now our **Chief Nursing Officer**. In her new role, Leah manages the Nursing Department and is accountable for its clinical practices. "I hope to expand my knowledge in healthcare administration through advanced education and future certifications in areas of interest," she said. "I feel it's important to move toward a more team-based approach in the delivery of direct patient care and foster a culture of continuous improvement throughout the facility."

Leah holds a BSN with certifications as a Registered Healthcare Safety Officer, Certified Professional in Patient Safety and Certified Professional in Healthcare Quality. She is actively involved in many quality initiatives through the Illinois Critical Access Hospital Network and the Illinois Hospital Association. "I'm grateful for the opportunity to work more closely with nursing supervisors. Although I enjoyed my previous position, I feel that I can bring my experience to the role of CNO, which will help our nursing staff and patients in even more ways than I did before."

Well-Rounded Nursing Leadership Changes

At Culbertson Memorial Hospital, we have a wonderful nursing staff that would not be the same without its outstanding leadership. In addition to our most recent nursing leadership changes, Culbertson is very fortunate to have many years of dedicated care from Vicki Reedy, RN – Cardiac Rehab; Pam Tavernier, RN – Oncology; Veronica Williams, RN – Senior Life Solutions; and Cheryl Howard, RN – Surgery.

Culbertson has some other leadership changes too... Formerly the Wound Clinic Supervisor, **Christina Hardy, RN**, has also served in the Cardiology Clinic, Medical/Surgical and Emergency Room as needed. She is now transitioning to **Director of Quality Improvement/Risk Management and Safety** and brings her multi-faceted experience to the role. Christina currently manages and oversees the hospital safety program to maintain a safe environment for patients, visitors and personnel. As part of her duties, she interprets and implements quality assurance standards to ensure quality care for patients. "My favorite part of this position is that I have the opportunity to continue to grow and learn new things... and use that to benefit patients, the other staff and the hospital."



Christina Hardy, RN



Nancy Murray, RN

A full-time nurse in our Emergency Department, **Nancy Murray, RN**, is now the **Emergency Department Supervisor**. Nancy is not only a licensed registered nurse but is also a paramedic with certifications in Basic and Advanced Cardiovascular Life Support (BLS, ACLS) and Trauma Nursing Core Course (TNCC). In her new position, Nancy is responsible for encouraging and demonstrating a professional, caring environment for patients, as well as training and developing employees so that they may achieve their best. She also works to maintain an efficient department that helps to balance work load and improve doctor efficacy. "I am excited to initiate some new ideas I have and look forward to the input of all the Emergency Room staff in order to better serve our patients."

"I feel it's important to move toward a more team-based approach in the delivery of direct patient care and foster a culture of continuous improvement throughout the facility."
— Leah Wilson, RN, Chief Nursing Officer



Mandy Stout, RN

Mandy Stout, RN, has experience on the Medical/Surgical floor and in the Wound Clinic. She now provides great diversity to her role as **Medical/Surgical Supervisor**.

In her new position, she provides oversight and direction of the unit and daily work flow of the department, as well as assistance to the nursing staff as needed. Mandy continues to coordinate the Swing Bed Program, Discharge Planning and Utilization Review. "I love to see patients heal and get well so they can get back to their regular lives." +




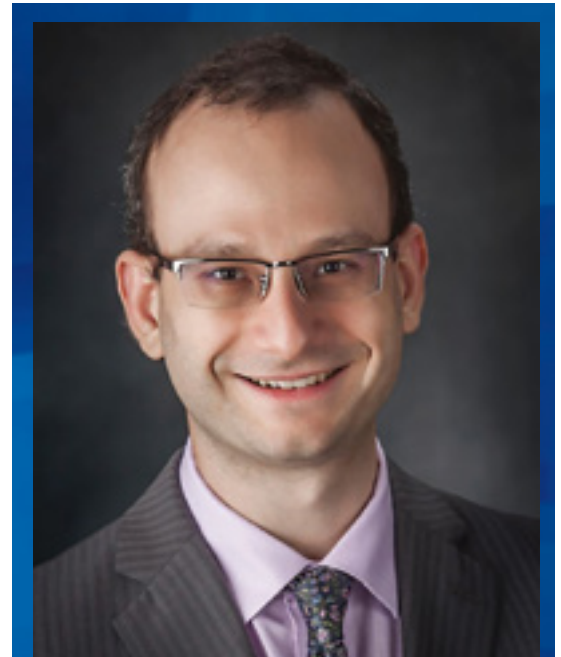
Working Together for Better Health

A down-to-earth guy, Dr. Jason Rakita makes it a priority to help his patients feel more comfortable about seeking his care. He hopes having a feeling of familiarity will help to alleviate any fears his patients might have.

**Dr. Rakita's office
is now open late on
Mondays until 7 p.m.!**

"I know it can be overwhelming – or even frightening – for some to go to the doctor," Dr. Rakita said. "But I want to encourage those who have fears about seeking care or concerns about medications to see me. Together, we can address those concerns and work toward better health."

Board certified in Family Medicine, Dr. Rakita enjoys helping patients to achieve optimal health and improve their quality of life. His background in Biomedical Science and an interest in all aspects of health inspired him to pursue his career in caring for patients of all ages. A Rushville resident, Dr. Rakita has been with Rushville Family Practice since last September. He enjoys spending free time with his wife and pets. Also an animal lover, Dr. Rakita looks forward to getting more involved with the local humane society. To discuss ways you can achieve better health, call 217-322-3345. 




Jason Rakita, MD

Abby Knous Named Employee of the Year



A five-year employee in the Imaging Department has been named the Sarah D. Culbertson Memorial Hospital Employee of the Year. Each year, the hospital's employees vote for one of the quarterly winners, with Employee of the Year named in December.

"I was really surprised that I was chosen for Employee of the Year because there were so many great employees named Employee of the Quarter," said Abby Knous, a Radiologic Technologist. "I am very honored my coworkers think enough of me to bestow this title on me."

Knous always knew she wanted to go into the healthcare field to help others, and imaging stood out to her because it is "an exciting and growing field and a new adventure every day." Some of her favorite things about the job are being able to help a variety of patients, seeing interesting cases and working as part of a team with her coworkers. 

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Mr. and Mrs. Bob Young 

Never “Too Young” for a Heart Attack

After having a heart attack and double bypass at the age of 36, Brandon Gallaher has some important advice: “Don’t put off the warning signs I did. Look at what you put into your body. The healthy things you think you eat need a closer look. I am far from an expert, but I’m learning fast. I am making adjustments, and it’s not easy. I didn’t have a lot of notice to get ready for this. Life is busy and it’s hard to find time to do the work, but as I found out very quickly, my time was almost up.”

“Don’t put off the warning signs I did. Look at what you put into your body.”

Gallaher’s story began on December 31, 2016. “It was nice and warm, so I spent the afternoon outside with my 4-year-old, Myles. I didn’t notice anything out of the ordinary at the time, but looking back I was a slight bit short of breath,” Gallaher said. He didn’t think anything about it at first. When the 36-year-old Director of Purchasing at Culbertson Memorial Hospital began feeling pain at the base of his sternum, he connected it to the back pain he’d had

since falling down some stairs last year. He blamed the changing December weather for other symptoms. Even knowing his father had died of a heart attack at age 57, Gallaher did not connect his symptoms with a heart attack. At his age, he reasoned, he had many years to go before he needed to worry about his heart.

Still, the shortness of breath persisted anytime he exerted himself even a little, so he went to talk to Leah Wilson, who was then the Employee Health Nurse

and the interim Chief Nursing Officer, to see what she thought.

She urged him to see his provider, Brittney Taylor, NP, so he did, still blaming everything but heart trouble for his pain.

Taylor ordered some tests and medications for him, but that night some new symptoms developed – headache and jaw pain.


He called his provider again and was told to head to the Emergency Room at Culbertson.



Brandon with wife, Holly, and son, Myles.

From there, it was on to Memorial Hospital in Springfield, where he learned he had four blockages of 70 percent or greater and would need double bypass surgery. He had the surgery and began his path to recovery. While he has returned to full-time status at work and has changed his health habits, he continues to work hard at Cardiac Rehab.

“My bad eating habits contributed to this, as well as genetics. There isn’t much I can do about the genetic aspect, but I can do something about my food choices,” he said. “This experience has taught me that you are never too young to have a heart attack or blockage. I was lucky I acted when I did.”

Gallaher has started a Facebook page that tells more about his experience. Read more at facebook.com/mypathtothebypass. 




Why Go Over That Again?!

We understand it can be frustrating to visit the hospital or our clinics on one day and have to review the information again even if it’s only a day later. But verifying certain details ensures accuracy that can save time and money for you later.

Although we are a community hospital and our staff may recognize you, it’s still critical to verify the basics – name, birth date, Social Security number, address, phone, current insurance and primary care provider – each time you come in. Verifying this information only takes a few minutes. It’s not necessary to fill out paperwork every time, only answer a few questions. Without these verbal assurances each time you come in, there are chances for mistakes that can result in a domino effect for months (or even years) to come.

“Registration is the starting point for everything in your healthcare,” Robin Dunbar, Registration Supervisor, said. “Your records, results, appointments, medications and billing. . . it all starts with Registration. It’s important to realize that this serves as a check-and-balance system because different staff members may touch a portion of your file on any given day. . . and errors can happen. If there is even one digit coded incorrectly in your record, it could mean billing or insurance delays, problems with emergency contact numbers, missed mailings and more. We take the few minutes to ensure accuracy now, so as to avoid slowing down the process later.”

Next time you’re asked the basics, realize that this verification is always to ensure you get the very best, most accurate care available by the staff at Culbertson Memorial Hospital. 



Would YOU feel this?



4 mm

We can find it!

The new 3D mammography scanner at Culbertson Memorial Hospital can detect breast cancer when it's smaller than you can feel with the most diligent breast self-exam. Early detection of breast cancer is your best defense, so ask your provider to order a 3D scan for you. **Schedule yours today by calling 217-322-4321, ext. 5279.**



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