

Community HeartBeat

SEPTEMBER 2015



**MEET OUR PHARMACY
DEPARTMENT & LEARN
ABOUT THE 340B PROGRAM**

www.ThayerCountyHealth.com

NEW CHIEF NURSING
OFFICER NAMED

NEW HOSPITAL
BILLING PARTNERSHIP

FOUNDATION CAPITAL
CAMPAIGN UPDATE

 **Thayer County
Health Services**
Quality Healthcare... Close to Home



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MBA, RRT
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Email:
mburcham@tchsne.org

At Thayer County Health Services, we are always working on ways to better communicate with our staff. To help, we recently implemented a new employee program called **10:10 - 10**. Each day at 10:10 a.m., Monday through Friday, employees gather at the Nurses' Station or front lobby for a quick 10 minute meeting to update them on what is going on within our facility. The reason behind us selecting 10:10 - 10 is because even though TCHS scores higher than the state average on our quality measures, we won't be happy until we rate a perfect 10 across the board.

In light of the renovation and expansion project, this has been a great way to get construction updates out to our employees. In addition, we are able to introduce new hires, congratulate the employee of the month, share exciting news, and employees can also ask questions.

The other way we want to improve commu-

nication is with you. There are now comment cards to fill out in the lobby if you would like to give us feedback on what we are doing well and, more importantly, how we can improve the care we provide.

You may have also noticed that our employees are wearing "Ask me about our renovation" on their name badges. Please feel free to ask us questions about our project! We are excited and want you to be too.

In September, we will be holding more informational meetings on the hospital renovation and expansion project. I encourage you to attend one of these presentations to learn about the exciting changes taking place and the benefits they will have on our local communities.

If you are interested in helping host one of our meetings, please contact myself or Rita Luongo at any time.

-Mike Burcham



Monica Madsen,
MS, RD, LMNT
Dietician

Q: "I am worried about my cholesterol. How can I prevent or treat high cholesterol?"

A: "Too much cholesterol in the blood is one of the main risk factors for heart disease and stroke. One way to prevent these is to detect and treat high cholesterol when it is found. The best way to treat it is to eat healthy, exercise regularly, maintain a healthy weight, and quit smoking."

Monica received both her bachelor and masters degrees in Nutritional Science and Dietetics from the UNL. She has been employed at TCHS for the last 20 years.

One of her primary roles is to provide one-on-one patient education related to nutrition in disease management and disease prevention. The most common reasons are diabetes management, pre-diabetes, heart disease, weight management, eating disorders and numerous other nutrient specific restricted diets. She also provides consultation services to the dietary department regarding menu planning and sanitation in the food service department.

Monica grew up on a farm near Cairo, NE and graduated from Centura High School.

She is married to Brent Madsen, a PA-C at TCHS. They have two children; McCall is a freshman at University of Nebraska-Omaha and Max is a sophomore at Thayer Central.

To schedule an appointment call 402-768-6041 and ask to be directed to Monica Madsen. It is preferable to have an order from a qualified provider as insurance and Medicare require it for them to cover the service.

Our SERVICES

PATIENT SERVICES

- Acute Care
- Behavioral Health
- Cardiology Clinic
- Cardiac Rehab
- Cataract Surgery
- Childbirth Classes
- Diabetes Education
- Dietary Counseling
- Ear-Nose-Throat
- Foot Clinic
- Good Beginnings
- Home Health
- Immunization Clinic
- Labor and Delivery
- Laboratory
- Newborn Care
- OB-GYN
- Observation Care
- Obstetrics
- Occupational Therapy
- Ophthalmology
- Orthopedic
- Physical Therapy
- Podiatry
- Pulmonary Rehab
- Speech Therapy
- Surgery
- Swing Bed
- Urology Clinic
- Vascular Clinic
- Wellness Program
- Wound Clinic

DIAGNOSTIC

- Bone Densitometry
- CT Scan
- Doppler
- Echo
- Mammography
- MRI
- Nuclear Medicine
- Pet Scan
- Pulmonary Function Test
- Sleep Study
- Stress Testing
- Ultra Sound

TCHS FORMS A NEW BILLING PARTNERSHIP

Besides providing high quality healthcare close to home, Thayer County Health Services also has an obligation to be fiscally responsible.

As your county hospital, we are constantly looking for ways to improve service and provide support to the local communities. The challenge becomes finding innovative ways to accomplish this in an economical way in today's healthcare environment.

It is for this reason that TCHS has contracted with Signature Performance to be its premier supplier of revenue cycle management services. Signature Performance serves as the billing office for Thayer County Health Services.

You may also from time to time receive correspondence from Signature Performance regarding your patient account statement. They are set up to accept credit card payments as well as assist in setting-up other payment alternatives for patients.

Signature is a Nebraska company and was chosen because of their deeply rooted Nebraska values of passion, courage, integrity, and respect. Signature is dedicated to,

"Improving the health of their clients business and making the lives of those they work with better." Our hope is that by bringing in the additional expert business office support, we can place even greater focus on high quality, compassionate care for you and your loved ones.

If you have any questions regarding your statement, you can contact the business office at 855-385-0574.

We are pleased to have revamped our business office support to provide you even better service. Signature Performance is now partnering with us as we continue to made improvements to better serve you. ♥

Guild FOR TCHS

If you would like more information on how to become a member of the Hospital Guild or to give a gift of support, contact Judy McLaughlin at 402-768-6724.

Things and Stuff Shop Hours:
Wed. - Fri. 9:00 a.m.-4:30 p.m.

Sat. 9:00 a.m. - noon
HOSPITAL GUILD
Thayer County Health Services

Read this or past issues of our Community HeartBeat newsletter anytime on our website!
www.ThayerCountyHealth.com/newsletter

340B PROGRAM HELPS

TCHS WITH COST EFFICIENCY

This is the mission of the 340B program at TCHS: *“Purchasing medications through the 340B program allows Thayer County Health Services to stretch scarce Federal resources as far as possible reaching more eligible patients and providing more comprehensive services.”*

At TCHS, 340B program savings help to support the ability of TCHS (a Critical Access Hospital) to provide comprehensive healthcare services to the citizens of Thayer County, a federally designated, primary care medically under-served area of Nebraska.

Savings from the program are used to support the recruitment and retention of healthcare personnel, the acquisition and maintenance of healthcare equipment, and the continued maintenance of the hospital and clinic facilities.

In the first year of our participation in the 340B program, TCHS has saved over \$200,000 in the purchase of pharmaceuticals, money that goes directly to the stated mission. Additionally, Priefert’s Pharmacy in Hebron and Walmart in Fairbury are participating in the program with TCHS which has led to cost

savings for the two pharmacies and additional money to TCHS each month to support our mission.

The 340B program has been in existence on the national level since the mid-90’s and was originally developed to help out “disproportionate share” hospitals, like the Medical Center in Omaha, that took care of large numbers of indigent and non-insured patients.

The program was extended to critical access hospitals in the Affordable Care Act and allows rural hospitals like TCHS to buy pharmaceuticals at greatly reduced prices for our non-hospitalized patients.

Under the 340B program, pharmaceutical manufacturers are required to provide outpatient drugs to eligible healthcare organizations/covered entities at significantly reduced prices in order to stretch scarce Federal resources.

For example, a hospital in Iowa was recently recognized for using their 340B savings to “provide medications to needy patients; to help support a pharmacy in a neighboring town; and to sustain its inpatient psychiatric unit (one of only 14 in Iowa). ♥

Investing in Healthier Tomorrows

Foundation FOR TCHS

The Foundation for Thayer County Health Services is gearing up to launch their Capital Campaign, “Investing in Healthier Tomorrows”. The foundation has set a goal to raise \$1,000,000 to help fund the renovation of the hospital kitchen and cafeteria.

The Foundation just concluded the campaign’s initial phase, the TCHS internal campaign. This phase resulted in over \$100,000 raised in donations and pledges.

“This initial phase is so important because it shows how much our employees support and believe in this project,” said Rita Luongo, TCHS Development Director.

For upcoming presentation dates, see the list on the calendar in this issue. For construction updates visit our website at www.thayercountyhealth.com/foundation.

For more information about
The Foundation for
Thayer County Health Services, contact:
Rita Luongo at 402-768-4636
or foundation@tchsne.org



TCHS NAMES

NEW CNO



Jamie Koch, RN
Chief Nursing Officer

We are excited to announce that Jamie Koch, RN is the new Chief Nursing Officer (CNO) for the facility. Jamie has been serving as the interim CNO since June. She will oversee the hospital’s nursing department and all patient care services. She will focus on overall quality of care, patient safety, patient and family experience, nursing practice and standards of care. In all, she will supervise approximately 100 employees.

“TCHS is very lucky to have Jamie as our new CNO,” says CEO Michael Burcham, Sr. “Her dedication has earned the respect and trust of our staff, providers and everyone she works with.”

Jamie graduated from Midland Lutheran College with her BSN in 2002 and began working at TCHS in 2007. After a brief time out of state, she returned in 2013.

Jamie grew up in Davenport where she currently lives with her husband, Kory and their two children Lauryn, 7 and Tyler, 4.

In her spare time she enjoys spending time with her family, cooking/baking, reading, and enjoying the outdoors. ♥

get to know our DEPARTMENTS

Pharmacy Department



Front row left to right: Barb Remmers, CPhT;
Marissa Wagenblast, CPhT;
Karen Kroll, PharmD, Director of Pharmacy
Back row left to right: Carla Frye, PharmD, BCPS;
Terry Schaldecker, RP; Jill Molthan, CPhT

This issue features Thayer County Health Services’ Pharmacy Department.

The team includes Karen Kroll, Carla Frye, Terry Schaldecker, Barbara Remmers, Jill Molthan, and Marissa Wagenblast.

The pharmacy has been a part of TCHS since 1999 and includes two pharmacy departments: the hospital and a closed-door retail pharmacy.

Currently the pharmacy handles a multitude of services including:

- Evaluation and verification of medication profiles.

- Providing medications for the hospital with the help of automated dispensing machines called Pyxis.

- Providing medications for the Hebron clinic and satellite clinics in Deshler, Chester, Davenport, Bruning, and Milligan.

- Providing unit dosed medications to the residents of the Blue Valley Lutheran Homes, Parkview Haven Nursing Home, and Meadowlark Heights Assisted Living.

Although it has a slightly misleading name, TCHS has owned and operated the closed-door

“retail pharmacy,” in addition to the hospital pharmacy, for nearly 13 years. This means that we are not open to the public. Our retail pharmacy is only allowed to fill prescriptions for the long term care facilities and TCHS employees (and their dependents).

The two pharmacies are licensed separately by the State of Nebraska and must maintain separate spaces and inventories.

The pharmacy staff, dedicated to the mission of TCHS, works to provide services county-wide and throughout the surrounding communities. ♥



**INSIDE:
INFO ON WOMEN'S
HEALTH
NIGHT**

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MIKE BURCHAM

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www.ThayerCountyHealth.com

ECRWSS
POSTAL CUSTOMER

RENOVATION AND EXPANSION CONSTRUCTION UPDATE

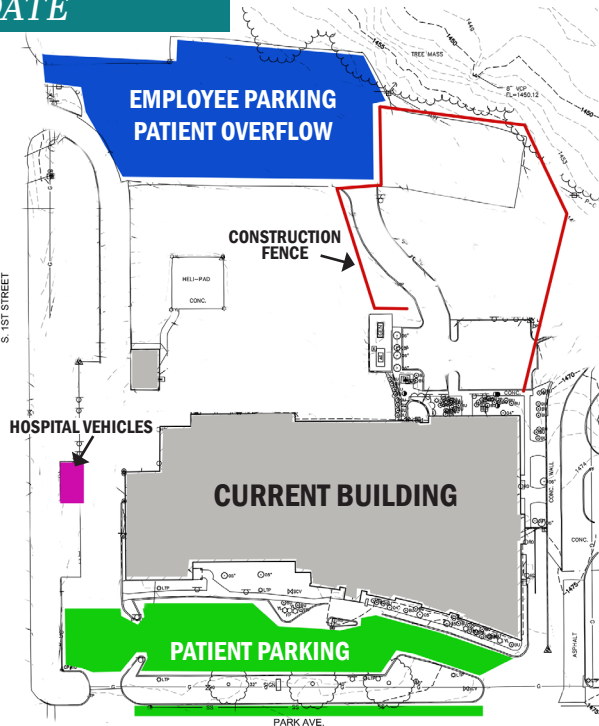
As we move into our first phase of construction at Thayer County Health Services, the most noticeable changes will affect our parking areas.

During the first phase, the majority of the north parking lot will be available for parking. In general, this is where TCHS employees park. Employees and patients may also begin parallel parking on the north side of Park Avenue only.

There will be a fence put up on the helipad side of the north lot to keep cars from going into the construction road that will pass through between the parking lot and the helipad. Please follow construction sign rules and do not walk or drive into restricted areas. This is for your safety.

The west side of the hospital outside of the emergency entrance will be reserved for the Home Health and other hospital vehicles.

The south side of the building will continue



to be available for patient parking. The west parking lot on the south end of the emergency entrance area will be for patient and visitor parking as well. ♥

NEW! Comment cards are now available in the hospital lobby. We welcome your feedback as we strive to improve our level of care and services. You can also email your comments and concerns to comments@tchsne.org

September CALENDAR OF EVENTS

Events subject to change. Please see our website at www.ThayerCountyHealth.com for the most up-to-date information. Any additional presentation dates will also be listed on the website or you may call Rita at 402-768-4636.

- SEPT. 7:** LABOR DAY
- SEPT. 10:** RENOVATION PRESENTATION
7 pm - Acreage Steakhouse - Hubbell
- SEPT. 11:** PATRIOT DAY
- SEPT. 16:** RENOVATION PRESENTATION
7 pm - Wheelhouse Restaurant - Deshler
- SEPT. 23:** RENOVATION PRESENTATION
7 pm - Country Club - Hebron
- SEPT. 30:** TCHS GUILD BOARD MEETING
9 am - Bruning Conference Room
TCHS BOARD MEETING
7 pm - Bruning Conference Room

September is National Cholesterol Education Month, Ovarian Cancer Awareness Month, and Prostate Cancer Awareness Month