

ERH

October 2014
Issue 7



Connections

Quality Healthcare Close to Home

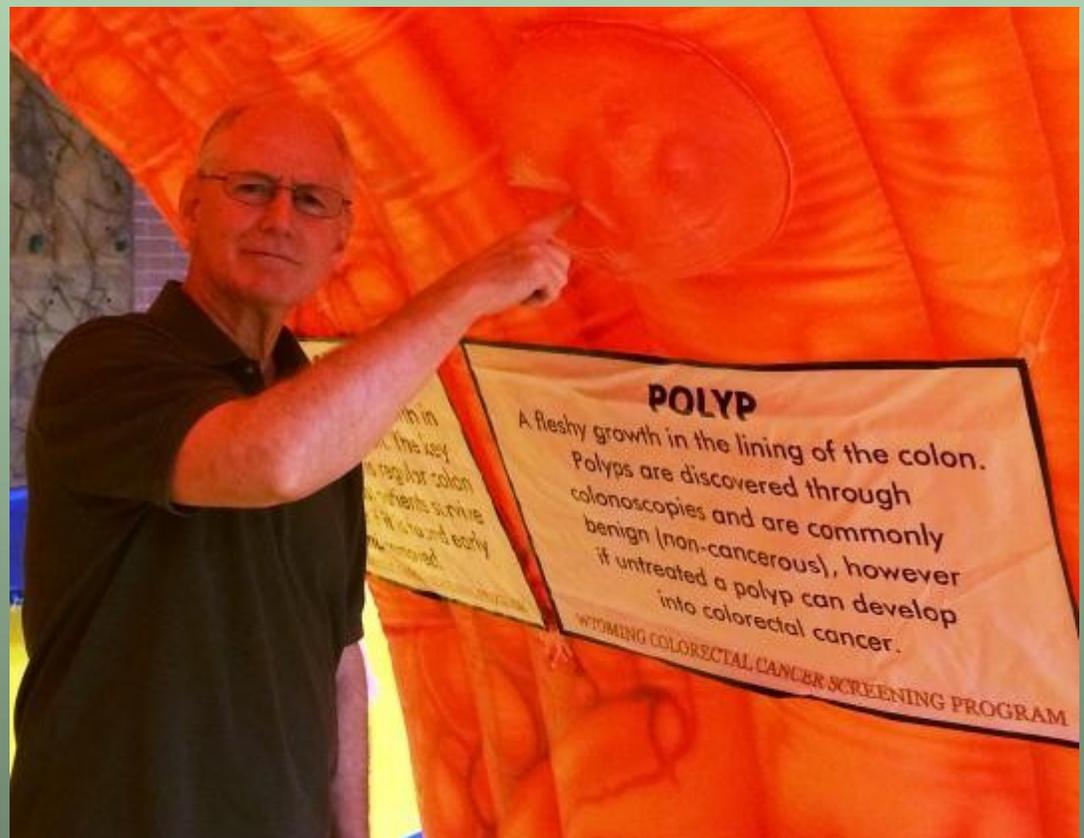


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2014 Evanston Health Fair



Evanston Regional Hospital sponsored the 2014 Evanston Health Fair again along with Uinta County Public Health and the Parks and Recreation Department. Here, an inquisitive George Winn, ERH CEO, pokes a polyp inside of the Giant Colon. The Wyoming Cancer Resource Services brought the giant colon (purchased by the Wyoming Department of Health) to help raise awareness of colon cancer and how to diagnose it early. Dina Porter, from Wyoming Cancer Resource Services, stated that the giant colon was a big hit and many people asked good questions. See more 2014 Evanston Health Fair photos on page 3.

Evanston Health Fair 10/18/14



Evanston Health Fair 10/18/14



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Evanston Relay for Life 7/25/14



(LtoR) Honorary walker, Robert Huff, Andy Wiley, Josh Jones, Mark Hiatt, and Michele Thompson. ERH had another good year at the Relay, donating \$2,000 to the worthy cause.



Tour of Utah Promotion, 7/25/14



ERH took part in sponsoring Tour of Utah's Stage 5 event in Evanston. These bikes were being drawn on the day of the event, Friday morning, August 8.



Tour of Utah - Stage 5, 8/8/14



It's the Governor! 8/8/14



Wyoming governor, Matt Mead, came to Evanston to be apart of the Tour of Utah , the start of Stage 5 and all the activities that came along with it. He was recognized in the program earlier in the day. Here, he is with our very own George Winn at a luncheon at Dean Stout's residence.

L&D Open House 8/27/14



Annual Service Awards Banquet 9/4/14

5 Years



Nicole Murphy



Jenn Sigurdson



Robin Cole



Terri Feller



Christina Fisher



Tammy Walker

5 Years



Norma Jones



Mary Reinholz



Moe Arnell
10 Years

Not Pictured:
Mandi Hughes &
Sonia Fadden



Diane Sellers



Lisa Hughes

10 Years



Glen Maisey



Sharon Crumrine

15 Years



Steve Muller



Kelly Weston

20 Years



Mary Ilene Stevens



Barbara Christensen

25 Years



Mary Megeath



Debbie Revelli

Not Pictured: Yvonne Adams

Thanks to everyone for their years of service!!

Labor Day Parade 9/1/14



Homecoming Parade 9/19/14



Dr. Milavetz Stress Test Presentation 9/11/14



Dr. Jim Milavetz, visiting cardiologist from the Heart & Lung Institute of Utah presents to Dr. Kavanaugh, Wyoming Internal Medicine; Dr. Hill, Uinta Emergency Physicians; Dr. Swensen, Artisan Healthcare about the reasons to order a nuclear stress test.

Clinic BBQ & Kickball, 9/13/14



The Clinics and their families got together to enjoy a BBQ and have a kickball tournament. Above, Dr. Barraclough, catches line drive. Below, Dr. LeVitre, prepares for a super, duper power kick.

Ribbon Cutting Ceremony, Chamber E Billboard 9/16/14



All of the principal sponsors of the Chamber of Commerce's Electronic Billboard were invited to attend a Ribbon Cutting Ceremony. These sponsors have a permanent engraved plaque placed on the electronic billboard itself.

BBQFest 5K Run & Walk 9/20/14



(LtoR) Cristiann Close, Andreea Stuart, Maureen Stuart, Connie Fackrell, Mark Hiatt, and Tana Fox—represented the hospital for BBQFest, which raised money for a little boy named Kyle Green who was diagnosed with Op-soclonus Myoclonus Ataxia Syndrome, a rare neurological disease.

Uinta County Disaster Drill, 9/24/14



ERH participated in Uinta County's mock disaster drill. The main events occurred at Horizon's High School, where a terrorist had planted a bomb. Later there was a bomb discovered in a car in the ERH parking lot.

The Call Center Opens - 10/1/14



(LtoR) Natasha Salguero, Central Scheduling (196) and Carrie Rasmussen, Call Center (789-WELL). In an effort to improve customer service by always having a live person answer the phone, ERH has begun a call center. Incoming clinic phone calls are first sent to the clinic's receptionist, and if no one is available to answer, it is then forwarded to the call center.

There is also a new phone number: **789-WELL** (9355), which will be advertised going forward. This number will be used for both people in the community looking for a physician or an easy number to remember for a patient to reach their clinic.

Health Fair Blood Draws, Oct 1-4



Every year, ERH sponsors the Evanston Health Fair along with Public Health and Parks & Recreation. The blood draws occur 2 weeks prior to the health fair. There has to be volunteers who draw blood. ERH thanks the many people who volunteer to greet, enter participants into the computer, draw, and spin the blood. The health fair cannot happen without you. This year, 996 people had their blood drawn.

Chamber Luncheon, 10/9/14



Mark and George present information about the hospital and its virtues at the Chamber of Commerce Luncheon.

BLN MentorABILITY Luncheon, 10/22/14



The Dietary Department mentored Sarah Angwin, Cheryl Wilson's daughter, for the Business Leadership MentorABILITY program. Later, Sarah attended the luncheon with her grandmother and some ERH staff. Everyone had a wonderful time.



Ebola Preparedness Drill, 10/24/14



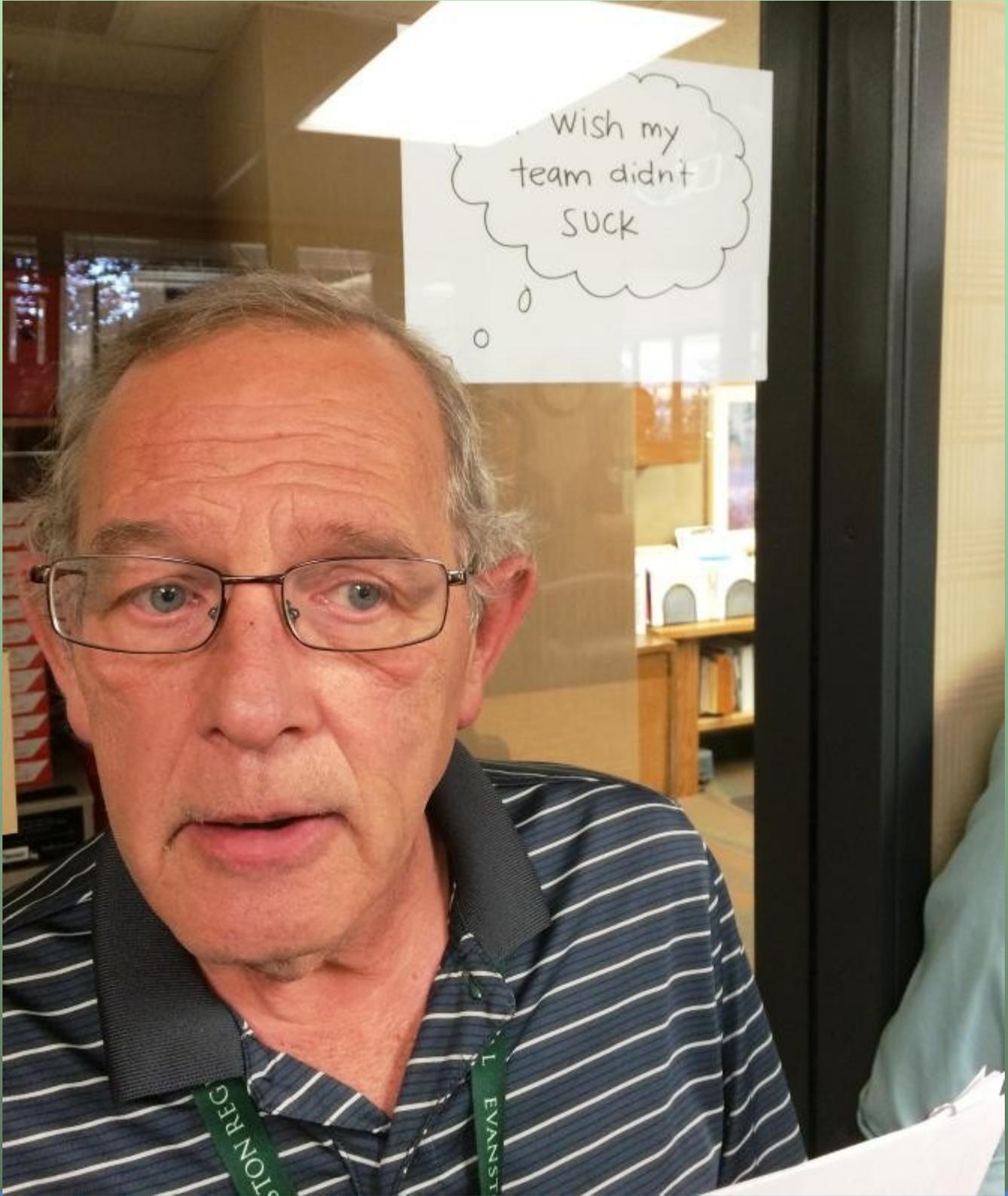
(LtoR) Erin McFarlane and Angie Foster, ER Nurses, don personal protective equipment (PPE) in an Ebola preparedness drill. ERH is committed to creating a safe environment for the patients, employees, physicians, and visitors who come to our hospital.

Firestarter Luncheon, 10/24/14



(Top) Janet Mackey is seen here choking George. Bottom (LtoR) Brock Stanley, Rachael Johnson, Gale McGuire, Jessica Zadra, Ann Hampton, Janet Mackey, and George Winn, CEO.

The Lighter Side



Michele Thompson gave Jon Sigurdson, a huge Packers fan, grief about the Lions beating the Packers the day before. Jon kicked her out of the room. Michele got him back with this perfectly placed bubble thought. Nailed it.

Patient Satisfaction Verbatim Comments, 2014 Q2

Div 4-Evanston, WY-Evanston

Patient Insights - Inpatient

Apr - Jun 14

Please tell us about any good experiences which occurred during your hospital stay or about someone who excelled in providing your care.

...experience was amazing. I'd recommend it to anybody and everybody. I had a nurse, Robin and Courtney. Both of those nurses were great, although all of my nurses were great. They helped me at every, every chance that, or everything that I needed they were always there and they had a great sense of humor. They made me feel very comfortable, and Dr. Hanson is the best doctor I've ever even heard of, and I will absolutely go to him again and the hospital. So it was a great experience and I can't wait to do it again.

...his name is Eddie. And I had the honor of him taking care of me last July for a similar surgery and he was absolutely excellent. And I was thrilled to see him again.

Betty, the nurse, and they other male nurse that took care of me. They were very, very good about explaining things to me. I appreciated all the good care they gave me. They made me feel very that they didn't mind helping me, or that I wasn't. They were just extra nice.

Courtney in the labor and delivery made sure that I was very comfortable and also made sure that my husband was comfortable also.

Dr. (garbled) was awesome; he was a great doctor, he explained everything to me, he was very kind to me, and I really appreciated him.

Dr. Barton and his surgical staff were very understanding and about my fears and worries and made me feel really safe.

Hello, yes, I had, every one of the nurses when I was stationed in the hospital. I know Aaron, he was outstanding, and then all the other, the two head nurses, the females, they were outstanding, and I was just overwhelmed with the great care that I got while in the hospital. Even the cleaning staff was, went out of their way to be very nice.

I am very impressed with the emergency room staff. The doctors, the nurses, and the lab technicians all took me very seriously and treated me immediately upon getting there.

I can't complain about nothing; they all treat me good.

I had an excellent experience with each one of the nurses that took care of me. There were a couple who were outstanding to me but I honestly can't remember their names. There was a male and a female, so, but I really, they were all very kind and courteous.

I had several nurses caring for me in the emergency room when I first went in, and I don't remember their names. But when I got onto the floor, the nurse that admitted me was Kate, or Kat, and she was most attentive, just was at my beck and call all the time and she worked the day shift. Then at night, there was Eddie, Ed, and he also was very, very comforting to be around, and he was a gentle caregiver and looked after my needs. I was cold the whole time I was in the hospital, and those two particularly kept me in warm blankets.

I had two nurses that were very, very good to me, one's named Kathy, and the other was named Rachel. She was an RN. They seemed to go out of their way to help me to the bedpan, and do little things, and they were very nice to me. That's about all I can tell you.

I really appreciated everything that the nurses did. They were very helpful and I enjoyed all the nurses.

I said that I'm used to having coffee in the morning and the nurse made sure that I got coffee in the morning. I was really pleased with that.

Div 4-Evanston, WY-Evanston

Patient Insights - Inpatient

Apr - Jun 14

I think I got good care.

I would like to say that the nursing staff, which included Megan and Amanda, and then labor and delivery nurse, Steph, were very helpful, friendly and compassionate. And I also never met Dr. Hanson before and he delivered my son, and I just a very good experience.

I wrote a letter to the paper and I wanted to thank Peggy, the nurse in the ER for giving me such individualized care. Dr. Bishop, Dr. Barton, and for all the nurses on the floor, Jared, Emily, and Mandy for making it a point to check in on me and make sure I was okay, and that I had everything I needed.

It was my daytime nurse that helped me was very helpful, and on top of it and helped me with anything I needed help with. And Stephanie, my night time nurse, was always there if we needed anything and was very helpful as well.

My good experience was that all nurses were great with me. They took care of all my needs and provided much needed attention, including the cleaning service as well.

My whole experience with my hospital stay was outstanding. All the staff was extraordinary, and took very good care of me, gave me great attention. I do not frequent hospitals very often, but my experience was excellent. I recommend that hospital to anybody.

ERH's Patient Portals

Our patient portals - the clinic and the hospital, which both are now live and functioning. These portals help us in many ways, particularly with patient care and it is important that you understand what the portals are and what to tell patients that ask you about them.

Attached are documents with more information about each patient portal, one for the clinic patient portal and one for the hospital patient portal.

The **clinic patient portal** went live on Thursday, January 16, 2014.

To access the clinic patient portal, go to: UintaMedicalGroup.com and click on the "Patient Portal" link to the right.

For Patients: They are to receive their PIN when they come into the clinic for a visit. The receptionist will give them their PIN and directions on how to access the portal.

The **hospital patient portal** went live on Tuesday, March 4, 2014.

To access the hospital patient portal, go to: EvanstonRegionalHospital.com and click on the "My Home Health Patient Portal" link at the top of the page.

For Patients: If they have an email address, they give their email address at registration (or some time while they are in the hospital) and then they'll receive an email that guides them in their portal set up.

General Information

The patient portals are implemented as part of a strategic decision to improve quality of care and facilitate coordination of care across the growing number of clinical sites and across affiliated entities in our market. You, our employees and our providers, have the greatest ability to influence patient enrollment and use of our patient portals.

The patient portals are designed to advance the outcome of patient care by giving patients the opportunity to take more control over their healthcare management—thus increasing patient loyalty and satisfaction. The portals give patients the ability to:

Clinic Patient Portal

- Improved patient compliance
- Better clinical outcomes
- Greater patient satisfaction
- Increased patient trust and loyalty with provider and practice
- An outreach vehicle for prompting recommended visits and education

Hospital Patient Portal

- Access their healthcare information online
- Collaborate with their healthcare providers
- Viewing test results and other records related to an inpatient stay
- Access hospital discharge instructions for better after-discharge care
- Manage family members' health records once you are authorized



ERH Hero - September



Andrea Thorpe
Congratulations!