



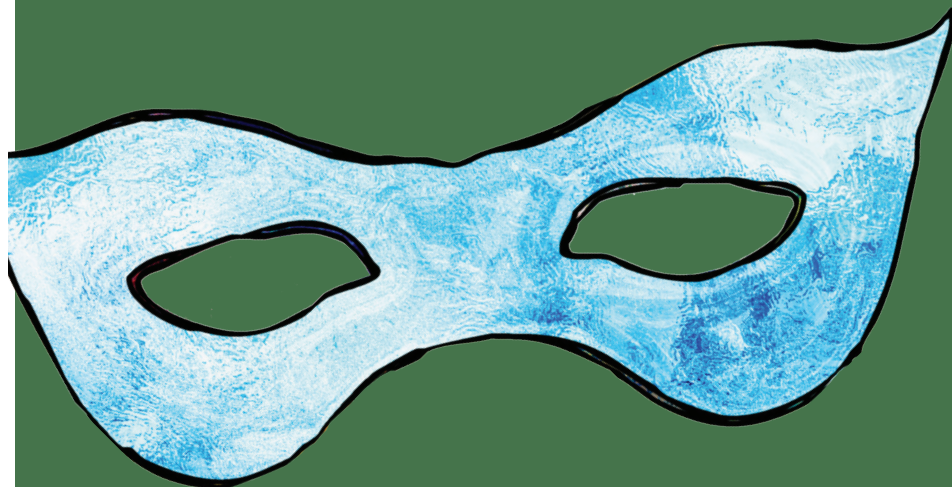
HEART OF THE ROCKIES  
REGIONAL MEDICAL CENTER

# 2022 Nursing Year in Review



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# Unmasked in 2022

## Nurses work too hard not to feel good about what they do.

I have had the awesome experience of serving as your VP of Patient Services during a time in which circumstances have been both challenging and rewarding.

At the beginning of 2022, we were not sure what to expect as world events continued to evolve. Returning to in-person events and observing teams reconnect and network across the care continuum has definitely been a successful milestone to resuming normal operations. Aside from ongoing COVID challenges, many new initiatives for nurse staffing, mental health and workplace violence have kept us on our toes.

The relationship formed with our face coverings these past two years has been one of love and controversy.

In the healthcare setting, we continue to utilize masks for source control and to slow the spread of airborne infectious germs. However, vaccines, science, time, treatments and information have fostered a worldwide new normal for embracing our mask and our unmasking.

By removing universal face masks, we have been able to re-emerge in the true nature of our character. As nurses, we make thoughtful and timely decisions to ease suffering and improve quality of life through trust. In wearing our literal masks for two years, much of our empathy and compassion had been concealed, thus masking some of our best traits. As we safely reveal, expose, and reemerge our faces to be our true professional selves, the symbol of the mask is significant. The experiences we have had, our perspectives, individual approaches to life and our beliefs remain core to our character.

Helen Keller offered: ***“Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved.”***

The appreciation for what all nurses do is widespread. I am grateful for what each of you does to care for our community and for one another. You take care of people in their most challenging moments and for many when they least expect to need care. You do this with compassion, grace, and true respect for being the caregivers that you have been and are now.



Respectfully,

A handwritten signature in black ink that reads "April Asbury".

April Asbury



# Our Organization

## ORGANIZATIONAL CHART

### **April Asbury, RN, MSN**

*VP Patient Care Services, Dialysis Facility Administrator*

#### **Christine Blaney-MacMillan, RN, BSN**

*Director of Quality, Education, Patient Safety and Risk, Compliance Officer, Dialysis Manager*

**Education Manager—Jessica Grusch, RN, MSN**

**Infection Prevention/Employee Health Manager—Tracy McConathy, RN, BSN**

#### **Nika Starr, RN, MSN, FNP**

*Inpatient Services Director (Case Management, MS, ICU, FBC, Float Pool and RN Supervisors)*

**Inpatient Manager—Charlie Engleman, RN, BSN**

**FBC Manager—Laurie Gee, RN, MSN**

**Nursing Supervisors—Zack Magee, RN, BSN; Erica Everson, RN, BSN; CEN;**

**April Montgomery, RN, BSN; Andra Dolton, RN, BSN, CCRN;**

**PRN: Kathy Rau, RN, BSN; Mindy Kline, RN, BSN;**

**Patsy Juarez, RN, ADN; Marybeth O'Brien, RN, BSN**

**Joni Baker, RN, MSN; Todd Grate, RN, BSN; Brent Lawyer, RN, BSN**

#### **Katie Kowalski, RN, MSN, CEN**

*Emergency Services Manager/Trauma Coordinator (ER, Trauma)*

**ED Supervisor—Evan Bartlett, RN, BSN, CEN**

#### **Chris Hudson, RN, MSN, CNOR**

*Surgical Services Manager*

**OR Supervisor—Priscilla Shannahan, RN, BSN, CNOR**

**SDS/PACU Supervisor—Silky Young, RN, BSN**

#### **Dolly Chamness, RN**

*Clinical Informatics Manager*

#### **Jonathan Trenary, RPharm D**

*Director of Pharmacy Services*

**Oncology/Infusion Manager—Jirka Myers, RN, MSN, OCN**

**Retail Pharmacy Manager—David Dickson, DPh**



**Heather Roberts, RN, BSN, MBA**

*VP of Clinics and Providers, Rural Health Clinics Manager*

*Clinics Director—Luke Nelson*

*Interim Clinics Nurse Supervisor —Peggy Wright, RN*

*BVHC Supervisor—Devyn Kindall, RN*

*Salida Health Center/ Saguache Health Center Supervisor —Maria Derrick, RN, BSN*

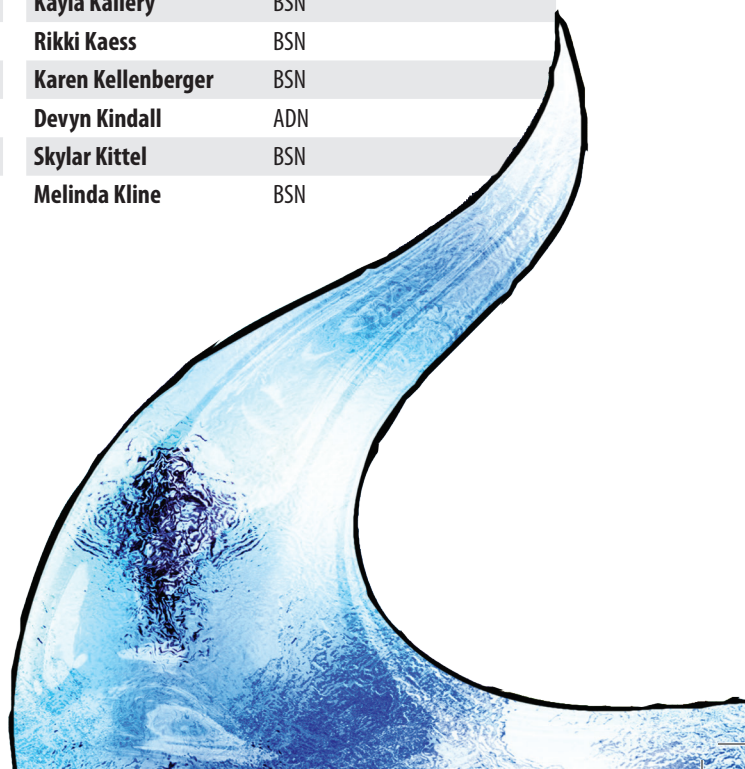
*Custer County Health Center Manager —Tammy Ahlers, RN, MSN*

*South Park Health Care Nurse Supervisor —Rikki Witt, CMA*



## NURSING DEGREES 2023

<b>Stacey Abbott</b>	APN	<b>Jennifer Cook</b>	BSN	<b>Todd Grate</b>	BSN
<b>Tammy Ahlers</b>	MSN	<b>Ashley Craig</b>	BSN	<b>Jessica Grusch</b>	MSN
<b>Lynne Allen</b>	BSN	<b>Robyn Craig</b>	MSN	<b>Danielle Guymon</b>	BSN
<b>Allie Anderson</b>	BSN, MSN in progress	<b>Elizabeth Curie</b>	APN	<b>Denise Hammel</b>	ADN, BSN in progress
<b>Allison Angle</b>	BSN	<b>Toria Crews-Johnson</b>	BSN	<b>Dina Hampa</b>	BSN
<b>Erin Arnett</b>	MSN, APN	<b>Stephanie Curran</b>	BSN	<b>Channey Hansen</b>	BSN
<b>Peg Arnett</b>	BSN	<b>Amber Daugherty</b>	BSN	<b>Becky Hanson</b>	LPN
<b>April Asbury</b>	MSN	<b>Jara Daughterson</b>	ADN	<b>Ashton Harrison</b>	BSN
<b>Joni Baker</b>	MSN	<b>Lynne Davis</b>	ADN	<b>Jessica Hauck</b>	BSN
<b>Evan Bartlett</b>	BSN	<b>Melissa DeFreest</b>	BSN	<b>Ashlea Hefner</b>	BSN
<b>Olivia Bartlett</b>	BSN	<b>Maria Derrick</b>	BSN	<b>JD Henderson</b>	ADN, BS in Business
<b>Wendy Beattie</b>	ADN	<b>Andra Dolton</b>	BSN	<b>Beth Herdman</b>	BSN
<b>Curtis Bennett</b>	BSN	<b>Charles Duncan</b>	BSN	<b>Donna Herrington</b>	LPN
<b>Rachel Berger</b>	BSN, MSN in progress	<b>Maria Duran-Shy</b>	APN	<b>Shannon Hewling</b>	LPN
<b>Iris Beste</b>	BSN	<b>Monica Eaton</b>	BSN	<b>Tracey Hill</b>	BSN, MS in Microbiology
<b>Chad Bevan</b>	BSN	<b>Cindy Edgington</b>	ADN	<b>Cheryl Hinthier</b>	BSN
<b>Michael Bigley</b>	ADN	<b>Samuel Edmonson</b>	ADN	<b>Lorrie Hocke</b>	BSN
<b>Chris Blaney-MacMillan</b>	BSN	<b>Brenda Elliott</b>	LPN	<b>Gloria Houseton</b>	BSN
<b>Tovah Block</b>	BSN	<b>Charlie Engelman</b>	BSN	<b>Shelley Howard</b>	BSN
<b>Amy Boersig</b>	BSN	<b>Patty Erchul</b>	ADN	<b>Christopher Hudson</b>	MSN
<b>Rhoda Boucher</b>	BSN	<b>Erica Everson</b>	BSN	<b>Kym Huff</b>	BSN
<b>Heather Bourget</b>	BSN	<b>Kim Faulkner-Russell</b>	ADN	<b>Stewart Irving</b>	APN, DNP
<b>Jane Bowdish</b>	BSN	<b>Zada Fear</b>	BSN	<b>Deborah Jasso</b>	ADN
<b>Lisa Bowles</b>	APN	<b>Kathryn Feaz</b>	LPN	<b>Danielle Jernigan</b>	BSN, MS in Health Informatics
<b>Mathew Bowles</b>	BSN	<b>Christy Fleming</b>	LPN	<b>Christa Johnston</b>	MSN
<b>Jennifer Buckwalter</b>	APN	<b>Bethany Franz</b>	BSN	<b>Mary Jones</b>	BSN, MSN in progress
<b>Margo Burns</b>	BSN	<b>Damion Gallegos</b>	BSN	<b>Julia Johannesen</b>	BSN
<b>Shelly Carlos</b>	ADN	<b>Laurie Gee</b>	MSN	<b>Patsy Juarez</b>	ADN, BS in Speech Pathology
<b>Olivia Caspar</b>	BSN	<b>Corinne Gerberich</b>	BSN	<b>Kayla Kallery</b>	BSN
<b>Dolly Chamness</b>	ADN	<b>Katrina Gleeson</b>	BSN	<b>Rikki Kaess</b>	BSN
<b>Melissa Childs</b>	BSN	<b>Toni Gordon</b>	BSN	<b>Karen Kellenberger</b>	BSN
<b>Kristine Clark</b>	BSN	<b>Catherine Gotschall</b>	ADN	<b>Devyn Kindall</b>	ADN
<b>Gina Clark</b>	ADN	<b>Aubrey Goudeau</b>	BSN	<b>Skylar Kittel</b>	BSN
<b>Judith Cole</b>	ADN	<b>Robert Gower</b>	APN	<b>Melinda Kline</b>	BSN





## NURSING DEGREES 2023

<b>Molly Knight</b>	BSN	<b>Lina Mumm</b>	BSN, MSN in progress	<b>Kathryn Senor</b>	BSN
<b>Sara Koch</b>	BSN	<b>Kim Mund-Wolkenbreit</b>	BSN	<b>Priscilla Shannahan</b>	BSN
<b>Katherine Kowalski</b>	BSN, MSN in progress	<b>Jirina Myers</b>	MSN	<b>Judy Shehane</b>	EMT-P, BSN in progress
<b>Stacey Krayna</b>	BSN, BS in Psychology	<b>Mary Beth Netz</b>	BSN	<b>Whitney Sherman</b>	BSN
<b>Loretta Krieves</b>	BSN	<b>Cindy Nold</b>	ADN	<b>Bonnie Shippy</b>	ADN
<b>Kristin Lane</b>	BSN	<b>Alexis Norris</b>	APN	<b>Corrine Size</b>	APN
<b>Lara Larson</b>	BSN	<b>Marybeth O'Brien</b>	BSN	<b>Emily Smith</b>	BSN
<b>Brent Lawyer</b>	BSN	<b>Christine Olsen</b>	ADN	<b>Josh Stafford</b>	BSN
<b>Katie Layton</b>	BSN	<b>Jan Ommen</b>	APN	<b>Nika Starr</b>	APN
<b>April Lee</b>	BSN	<b>Mark Opincariu</b>	BSN	<b>Sarah Stoit</b>	APN
<b>Micah Leeper</b>	ADN	<b>Matthew Orr</b>	BSN	<b>Bobbie Sturrock</b>	BSN
<b>Jessica Leiss</b>	BSN	<b>Christine Ortiz</b>	ADN, BS in Health Science	<b>Madeline Syzek</b>	APN
<b>Amber Linza</b>	MSN	<b>Craig Oubre</b>	BSN	<b>Terrina Tafoya</b>	BSN
<b>Amber Long</b>	BSN	<b>Marty Pack</b>	ADN	<b>Sarah Taylor</b>	ADN, BSN in progress
<b>Christina Long</b>	BSN	<b>Hannah Peyrouse</b>	BSN	<b>Kelsey Temple</b>	BSN
<b>Zachary Magee</b>	BSN	<b>Jessica Picurro</b>	ADN	<b>Wendy Trafford-McKenna</b>	BSN
<b>Tammy Marrs</b>	LPN	<b>Jessica Prenger</b>	BSN	<b>Kathy Tran</b>	BSN
<b>Joelle Martin</b>	ADN	<b>Chelsea Pridemore</b>	BSN	<b>Kathleen Truluck</b>	BSN
<b>Carrie Mattix</b>	BSN	<b>Amy Rahe</b>	ADN	<b>Melanie Viola</b>	ADN, BSN in progress
<b>Alexia McCarty</b>	BSN	<b>Yvonne Rafferty</b>	ADN	<b>Tiffany Wagler</b>	LPN
<b>Mary McConathy</b>	BSN	<b>Sarah Raterman</b>	BSN	<b>Taylor Wall</b>	ADN
<b>Tracy McConathy</b>	BSN	<b>Katherine Rau</b>	BSN	<b>Hayden Walker</b>	BSN
<b>Yvonne McDonald</b>	BSN	<b>Addison Rauch</b>	BSN	<b>Rebecca Webb</b>	BSN
<b>Becky McGaffey</b>	MSN	<b>Valerie Redmon</b>	ADN	<b>Benjamin Weber</b>	ADN
<b>Randie McEntire</b>	BSN	<b>Ariana Reese</b>	ADN	<b>Alyssa Wilcoxson</b>	MSN
<b>Scott Merrill</b>	ADN	<b>Megan Rinckel</b>	BSN	<b>Tracie Wilburn</b>	ADN
<b>Cortney Miller</b>	BSN	<b>Heather Roberts</b>	BSN, MBA	<b>Michelle Williamson</b>	BSN
<b>Jennifer Miller</b>	BSN	<b>Chasta Rogers</b>	BSN	<b>Natalie Wilmer</b>	APN
<b>Kathy Millward</b>	BSN	<b>Amber Rushton</b>	LPN	<b>Peggy Wright</b>	ADN
<b>Savannah Molina</b>	BSN	<b>Gail Ryan</b>	ADN	<b>Laurie Wynne</b>	BSN
<b>Leslie Monagle</b>	APN	<b>Erika Saari</b>	ADN	<b>Silky Young</b>	BSN
<b>April Montgomery</b>	BSN	<b>Kyle Sabatini</b>	BSN	<b>Kim Zichterman</b>	BSN
<b>Lisa Montoya</b>	APN	<b>Rebecca Sanderlin</b>	BSN	<b>Katherine Zimmerman</b>	ADN
<b>Cheryl Moore</b>	BSN	<b>Shaina Seminick</b>	BSN		

## NURSING CERTIFICATIONS – 2022

Certification is the formal recognition of specialized knowledge, skills and experience in nursing. It is demonstrated by achieving standards identified by a nursing specialty to promote healthy outcomes. Certification recognizes specialization and professionalism.

<b>Erin Arnett</b>	CLNC	Certified Legal Nurse Consultant
<b>Peg Arnett</b>	CS	Clinical Scholar
<b>Joni Baker</b>	CLC	Certified Lactation Counselor
<b>Evan Bartlett</b>	CEN	Certified Emergency Nurse
<b>Olivia Bartlett</b>	CEN	Certified Emergency Nurse
<b>Rachel Berger</b>	SANE	Sexual Assault Nurse Examiner
<b>Chad Bevan</b>	CMSN	Certified Medical-Surgical Nurse
<b>Tovah Block</b>	SC	Stroke Certified Registered Nurse
<b>Shelly Carlos</b>	OCN	Oncology Certified Nurse
<b>Toria Crews-Johnson</b>	CCRN	Critical Care Registered Nurse
<b>Judith Cole</b>	CWC	Certified Wound Care
<b>Andra Dolton</b>	CCRN	Critical Care Registered Nurse
<b>Andra Dolton</b>	CPAN	Certified Post Anesthesia Nurse
<b>Andra Dolton</b>	CAPN	Certified Ambulatory Perianesthesia Nurse
<b>Charles Duncan</b>	CEN	Certified Emergency Nurse
<b>Cindy Edgington</b>	CLC	Certified Lactation Counselor
<b>Kim Faulkner-Russell</b>	CNOR	Certified Nurse Operating Room
<b>Danielle Guymon</b>	CFRN	Certified Flight Registered Nurse
<b>Danielle Guymon</b>	CCRN	Critical Care Registered Nurse
<b>Ashton Harrison</b>	BMTCN	Bone and Marrow Transplant Certified Nurse
<b>Cheryl Hinthier</b>	CNOR	Certified Nurse Operating Room
<b>Cheryl Hinthier</b>	CRNFA	Certified Registered Nurse First Assistant
<b>Lorrie Hocke</b>	CLC	Certified Lactation Counselor
<b>Gloria Houseton</b>	WCC	Wound Care Certified
<b>Shelley Howard</b>	OB	Certified Inpatient Obstetric Nurse
<b>Shelley Howard</b>	CEFM	Certified Electronic Fetal Monitoring
<b>Christopher Hudson</b>	CNOR	Certified Nurse Operating Room
<b>Danielle Jernigan</b>	CAHIMS	Certified Associate in Healthcare Information and Management Systems
<b>Christa Johnston</b>	CMSN	Certified Medical-Surgical Nurse
<b>Kayla Kallery</b>	CPN	Certified Pediatric Nurse
<b>Sara Koch</b>	CIOB	Certified Inpatient Obstetrics
<b>Karen Kellenberger</b>	CEN	Certified Emergency Nurse





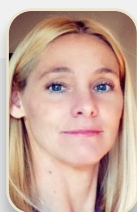


<b>Katie Kowalski</b>	CEN	Certified Emergency Nurse
<b>Brent Lawyer</b>	CCRN	Critical Care Registered Nurse
<b>Katie Layton</b>	CCRN	Critical Care Registered Nurse
<b>Joelle Martin</b>	CWC	Certified Wound Care
<b>Tracy McConathy</b>	CIPC	Certified Infection Prevention and Control
<b>Randie McEntire</b>	CEN	Certified Emergency Nurse
<b>Rebecca McGaffey</b>	WCC	Wound Care Certified
<b>Jennifer Miller</b>	CCTN	Certified Clinical Transplant Nurse
<b>Savannah Molina</b>	CWC	Certified Wound Care
<b>Kim Mund-Wolkenbreit</b>	IBCLC	International Board-Certified Lactation Consultant
<b>Jirina Myers</b>	OCN	Oncology Certified Nurse
<b>Mary Beth Netz</b>	CLC	Certified Lactation Counselor
<b>Chris Ortiz</b>	OCN	Oncology Certified Nurse
<b>Craig Oubre</b>	CNOR	Certified Nurse Operating Room
<b>Craig Oubre</b>	CRNFA	Certified Registered Nurse First Assistant
<b>Marty Pack</b>	OMS	Ostomy Management Specialist
<b>Amy Rahe</b>	CAPN	Certified Ambulatory Perianesthesia Nurse
<b>Claire Roser</b>	CCRN	Critical Care Registered Nurse
<b>Kathryn Senor</b>	CLC	Certified Lactation Counselor
<b>Priscilla Shannahan</b>	CNOR	Certified Nurse Operating Room
<b>Emily Smith</b>	AE-C	Asthma Educator - Certified
<b>Nika Starr</b>	NE-BC	Nurse Executive-Board Certified
<b>Nika Starr</b>	WCC	Wound Care Certified
<b>Bobbie Sturrock</b>	CLC	Certified Lactation Counselor
<b>Sarah Taylor</b>	OCN	Oncology Certified Nurse
<b>Hayden Walker</b>	WCC	Wound Care Certified
<b>Taylor Wall</b>	WCC	Wound Care Certified
<b>Rebecca Webb</b>	MoCA	Montreal Cognitive Assessment
<b>Michelle Williamson</b>	CEN	Certified Emergency Nurse
<b>Natalie Wilmer</b>	CRNFA	Certified Registered Nurse First Assistant
<b>Kim Zichterman</b>	CEN	Certified Emergency Nurse

### NURSES RECOGNIZED IN 2022 FOR MILESTONE YEARS OF SERVICE

In 2022, we had many of our clinical staff celebrate their tenure at HRRMC, between 5 to 25 years! We thank each and every one of you for showing up every shift to take care of patients, each other and make HRRMC a great place to work. **Congratulations and thank you!**

**25** Years



**Rikki Kaess**  
*Oncology*

**20** Years



**Erin Arnett**  
*Emergency Department*

**15** Years



**Gloria Houseton**  
*Oncology*



**Lynne Davis**  
*Same Day Surgery/OR*



**10** Years



**Teresa Bernhard**  
*Same Day Surgery/OR*



**Sara Koch**  
*Same Day Surgery/OR*



**Peggy Wright**  
*Clinic Nurse Supervisor*

**5** Years



**Amy Boersig**  
*Med/Surg*



**Corinne Gerberic**  
*Oncology*



**Stewart Irving**  
*Emergency Department*



**April Asbury**  
*VP of Patient Services*



**Whitney Sherman**  
*Med/Surg*



**Kristine Clark**  
*RN Diagnostic Procedures*



**Rebekah Sanderlin**  
*Emergency Department*



**Craig Oubre**  
*Same Day Surgery/OR*



**Brent Lawyer**  
*ICU*



**Melinda Kline**  
*Staff Development/Instructor*



**Brenda Elliott**  
*Clinics*

# Nursing Report Feature: Case Management Team

Our Case Management team members work hard to develop care and discharge plans for patients that create better experiences and better outcomes for them long-term. Read on for an introduction to our Case Managers and all they do for our patients!



**Kym Huff**

RN, BSN, Case Manager

## *Years in Case Management*

3 years

## *Years at HRRMC*

9 years

## *Other departments you have worked in at HRRMC in the past*

Med/Surg

## *What is a favorite or memorable story about your experience on the Case Management team?*

Most recently, we worked on getting a long-time local with a large network of friends and family back here for swing bed care after an extended stay at a hospital on the front range. To see the happiness on his face, visiting with all of his friends and family is priceless.

## *What do you enjoy most about Case Management work?*

I really enjoy knowing that we are trying to provide continuity of care from the hospital, to rehab, or to home. If the patients have the needed tools to be successful outside of the hospital setting, it's a great thing.

## *How do you see health disparities showing up in your work?*

Unfortunately, insurance seems to be a large – very large – driving force in health care. Every day I notice differences in what patients can and cannot have covered depending on the insurance they have. It may be less equipment they can have or it may even be they are limited to their days in the hospital.

## *What impact have you seen in working directly with those with health disparities?*

I think the biggest impact that I notice is long-term care. Patients that need long-term care, i.e. nursing home placement, cannot have it with certain insurances unless they pay a hefty fee out of pocket. We work with DHS in order to get these folks signed up with long-term care so they are able to be placed and comfortable without the financial burden on them or their families.

## *How do you like to spend your time outside of work?*

Filling out these surveys. JK!!! HAHHAHA  
I enjoy hiking, live music, live comedy and I've been known to hit a few breweries in town. I love hanging out with friends and my family and laughing. A lot.



## The Case Managers: **Advocating for Our Patients**



**Wendy Trafford-McKenna**



**Allie Anderson**

RN

### *Years in Case Management*

4 years

1.5

### *Years at HRRMC*

24 years

10

### *Other departments you have worked in at HRRMC in the past*

OB/FBC

Med/Surg, FBC

### *What is a favorite or memorable story about your experience on the Case Management team?*

The little things stick as memories. When I am able to slow down, breathe, and take the time to truly look into someone's eyes and be present with them ...and listen. They respond, we both feel it, they seem to feel heard, they feel like they have been seen, and we have a heartfelt connection. Those are the memories that make a difference, I think.

It is always wonderful when we come together as a team and are able to place patients in appropriate therapy settings, despite pushback from insurance companies.

### *What do you enjoy most about Case Management work?*

What I love the most about my job is the wonderful people I work with.

I enjoy the interdisciplinary meetings in the morning, where multiple departments come together to discuss patient care, and appropriate treatment plans. Each patient is discussed in depth, and receives individualized care.

### *How do you see health disparities showing up in your work?*

Health disparities surround us all in the hospital setting. There are the folks that come in frequently because they have nowhere else to go, the homeless that are struggling, and the families at the emotional end of their ropes that desperately need a helping hand. It isn't always what we feel we are "supposed" to be doing in the acute hospital setting, and yet truly it is a huge piece of the work we all do here.

Health disparities in the Chaffee County area are generally focused on two patient populations: geriatric and mental health. We are a community that has little to offer those with no family, and no prospect of returning home safely. We often admit those who have no support and are unable to care for themselves, which can at times, put extra pressure on therapy and case management to appropriately treat and discharge patients. Mental health is a national crisis, and although we are increasing our rural services, we are limited by the lack of staffing in these facilities.

### *What impact have you seen in working directly with those with health disparities?*

On a good day, we all make profound differences in the lives of others and I think we should remember and celebrate that.

### *How do you like to spend your time outside of work?*

I love to hike, bike, and travel. Spending time with friends, relaxing and moving in a yoga or Pilates class and practicing Japanese Tea Ceremony are a few of my favorite past times.

Living in Colorado, of course anything outside! Hiking, rafting, climbing, SUP-ing!

## The Case Managers: **Advocating for Our Patients**



**Hannah Peyrouse**

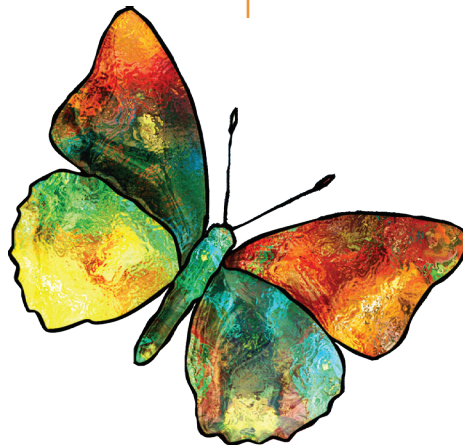
RN Discharge Planning/Case Manager



**Beth Herdman**

RN Case Manager

<i>Years in Case Management</i>	
4 years	7 years
<i>Years at HRRMC</i>	
13 years	20 years
<i>Other departments you have worked in at HRRMC in the past</i>	
Med/Surg & Oncology	N/A
<i>What is a favorite or memorable story about your experience on the Case Management team?</i>	
I absolutely LOVE the Case Management team! Everyone works hard and has a great sense of humor! Rather than a specific story, I'll just say I have enjoyed helping patients and families navigate the healthcare system.	When we have very difficult placements, our team gives 100% to help each patient get the very best discharge placement for their needs. Working together is often filled with laughter and compassion.
<i>What do you enjoy most about Case Management work?</i>	
I value having more time with each patient during discharge planning interviews.	The satisfaction of helping patients and families walk through difficult times.
<i>How do you see health disparities showing up in your work?</i>	
Oftentimes, lack of health insurance, reliable transportation, and mental health issues show up as barriers to proper health care and lead to potential health disparities.	Finding placement for those with lower incomes takes more creativity and perseverance.
<i>What impact have you seen in working directly with those with health disparities?</i>	
I have found that raising awareness through education about local resources available has had a big impact on improving health disparities.	Our department finds and continually searches for help for those experiencing homelessness in order to help with their quality of life.
<i>How do you like to spend your time outside of work?</i>	
I spend most of my time with my husband and two children, hopefully outside in nature. We always try to make the most of this awesome town and all of the recreational opportunities!	Quality time with friends and family.







**Rachel Berger**

RN Case Manager



**Angie Magee**

RN Case Manager

***Years in Case Management***

7 years part time / PRN

***Years at HRRMC***

10 years

***Other departments you have worked in at HRRMC in the past***

L&D and Gynecology

***What is a favorite or memorable story about your experience on the Case Management team?***

I am so lucky to work with a really great group of supportive people who all have the best interests of the patients we work with in mind, which makes coming to work that much easier. The daily laughs we share are hard to beat.

***What do you enjoy most about Case Management work?***

Taking the extra, added burden off patients and families already dealing with health/ social concerns by assisting with finding resources for them in their time of need.

***How do you see health disparities showing up in your work?***

There are many patients we see that live out of the range of home health care or hospice services, many who also do not have the ability to uproot and move closer to town, or rely on family or friends for transportation.

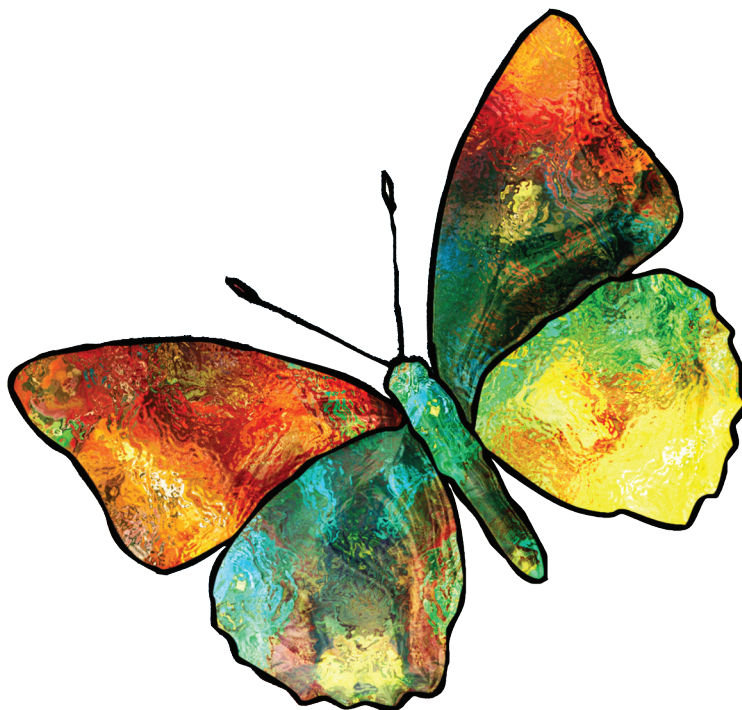
***What impact have you seen in working directly with those with health disparities?***

I'm always impressed with the amount of community outreach and volunteers that Chaffee County has. I'm proud to live in a community that shows up for others.

***How do you like to spend your time outside of work?***

I enjoy unplugging and spending time with my husband and two sons outside, hiking, and getting into nature as much as we can.

We did not hear from Angie, but wanted to recognize her as a vital part of the team.



# HRRMC Health Disparities Program

HRRMC began working on a review and planning for recognized healthcare disparities even before it was a mandated area through the Joint Commission.

After reviewing the countywide demographics available to us from Chaffee County Public Health and County Health Rankings ([Countyhealthrankings.org](http://Countyhealthrankings.org)), HRRMC determined the greatest social need that was presenting a barrier to healthcare in our community was the access to reliable transportation. This is a barrier to all of our healthcare sites, clinics and hospital alike in terms of receiving quality treatment – not being able to come to regularly-scheduled, routine appointments; receive follow-up care and particularly in emergent situations.

## Transportation challenges and solutions

HRRMC has attended and hosted Community Networking Engagement meetings – attended by representatives from many community resources – to discuss our project regarding to challenges we see for our patients related to social determinants of health. We have taken feedback into account from these sources and developed a plan to address priority issues. We have also initiated discussion with some additional transportation providers, in hopes of identifying a partner that can increase the available transportation options to our healthcare sites within the community we serve.

## Health disparities when treating and interacting with patients

It is important for HRRMC to identify the best solutions available to us to support those experiencing health disparities. This starts with education and training to build awareness.



To start the discussion on health disparities, team leads ED Manager Katie Kowalski and Oncology/ Infusion Manager Jirka Myers surveyed managers prior to any employee training in order to track a baseline of knowledge and comfort levels treating or interacting with patients who have a health disparity. After receiving helpful input, the second step included creating a safe zone at HRRMC. With help from The Safe Zone Project – an online organization that provides educational resources to teach, learn and lead to become allies to marginalized groups – Katie and Jirka lead a training



and discussion aimed to promote the awareness and understanding of LGBTQ + identities, gender and sexuality, and examine prejudice, assumptions, and privilege within healthcare. Teams present for the training built their knowledge through case study scenarios to review and present, as well as the use of a glossary of helpful terminology and use of preferred pronouns.

For more resources on this training, visit [TheSafeZoneProject.com](http://TheSafeZoneProject.com).

# Nurse Navigator Programs

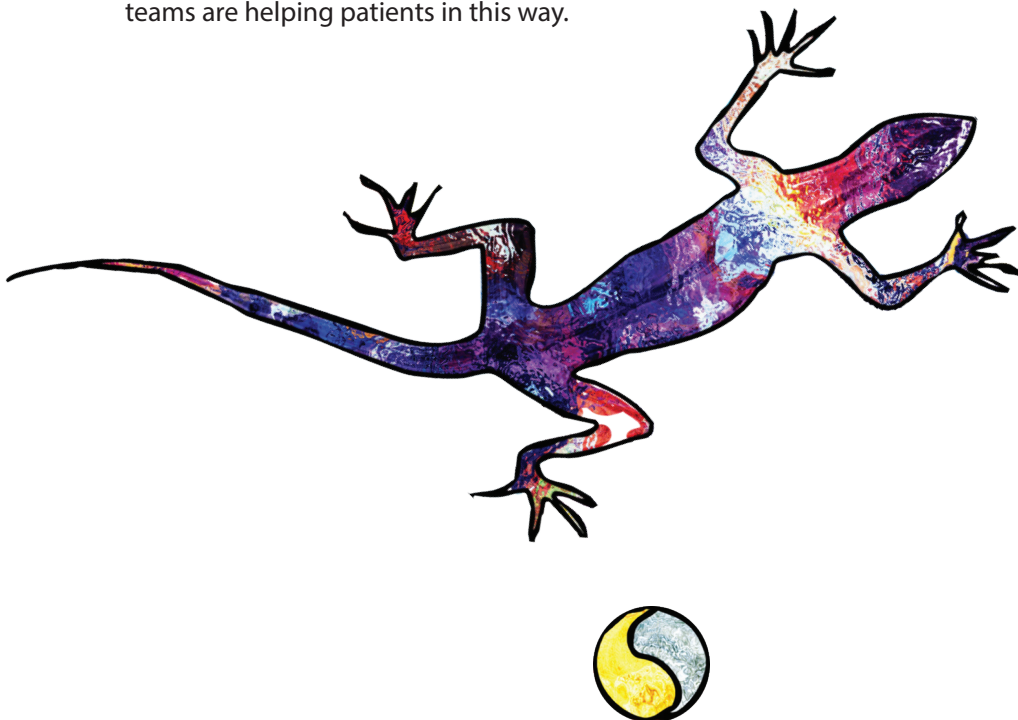
A nurse navigator is a healthcare professional who is a specialized, registered personal advocate and can help a patient navigate a treatment process. They assess emotional, clinical, financial, psychological, spiritual and other patient needs. HRRMC has two nurse navigator programs in place to help patients through processes that can at times be complex and confusing.

While roles and responsibilities may vary depending on the treatment setting and situation, a nurse navigator's main priority is to support patients in any way they are able to.

This may mean:

- Translating complex medical information into simple language;
- Educating patients about their conditions, treatments, side effects and prescriptions;
- Presenting consultation, testing or treatment options;
- Administrative healthcare needs, such as housing, childcare, transportation, costs and finances;
- Accessibility to all healthcare documents and information;
- Effective appointment scheduling, treatment procedures and diagnostic testing;
- Act as a liaison with physicians and other specialists;
- Maintain cultural openness, patient confidentiality, respect for others, and strong communication.

Continue reading for more information on these two programs and how the OR and Oncology/Infusion teams are helping patients in this way.





### Nurse Navigator Program for the OR—Total Joint Replacement and Spine Surgery

The Nurse Navigator functions as the liaison for the orthopedic program between ancillary departments (such as laboratory, imaging, rehab, etc.), the surgery center and the patient. They work directly with the patient to coordinate pre-operative visits and diagnostic tests with the patient's primary care physician, specialty providers, the case management team and rehabilitation. The navigator guides each total joint and spine patient through the process from start to finish, including the coordination of discharge care and needs the patient may have at home. The navigator acts as a patient resource as they answer questions and educate each patient regarding the type of surgery, recovery and expected outcomes.

With the support of the nurse navigator, patients arrive to surgery more prepared and at ease; this decrease in anxiety directly affects the recovery process and allows patients to focus on healing. We are grateful for the administration's support for this program and see firsthand how appreciative our patients are to have this service available.

We thank Carey Chizum, our first nurse navigator in this role, for doing such a fantastic job helping build and create this new, very important position and program. Our newest nurse navigator, Robyn Craig, started on April 17. Her first project will be assisting with integrating an in-person total joint class into the program offered to all patients seeking total joint replacements at HRRMC. This class will further educate patients in a group setting, where they can ask questions from staff of multiple disciplines, as well as meet other community members that are having similar surgeries.

**Silky Young, RN, BSN**  
SDS/PACU Supervisor



### Oncology Nurse Navigator Program

The Oncology Nursing Society defines an Oncology Nurse Navigator (ONN) as “a professional RN with oncology-specific clinical knowledge who offers individualized assistance to patients, families, and caregivers to help overcome healthcare system barriers. Using the nursing process, an ONN provides education and resources to facilitate informed decision making and timely access to quality health and psychosocial care throughout all phases of the cancer continuum.”

The ONN provides patient care in both the Oncology clinic and Infusion department. They work closely with doctors, specialists and other care providers to deliver short- and long-term care to patients. The ONN supports patients from the moment they enter the clinic by collecting patient information, supporting patient evaluation, administering treatments and medications and educating patients. The person in this role plans, directs, and performs quality nursing care for all Oncology clinic and Infusion department patients, as well as provides high quality customer service and patient care, all while facilitating real-time solutions to any concerns with support from the department manager. We look forward to the ONN providing the personalized care HRRMC is known for giving in our community.

**Jirka Myers, MSN, RN, OCN**

Oncology & Outpatient Infusion Manager



# HRRMC Staffing Plan

The scope of the Staffing Committee is to collaborate with frontline staff to explore opportunities for optimization of staffing at HRRMC. The Staffing Committee will serve as a frontline staff approach to the development of staffing plans while ensuring frontline staff feedback is reviewed, regulatory requirements are met, and evidence based staffing practices are being utilized. The Staffing Committee will report directly to the Senior Nurse Leader.

## Adult and Pediatrics unit: 19 beds

- Avg daily census: 10
- Avg stay: 3-4 days
- Med/Surg's Churn: 66%  
(Admits+Discharges) / Census  
4/5:1 Ratio

PATIENTS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
DAYS																			
RN	2	2	2	2	2	2	2	2	3	3	3	3	3	4	4	4	4	4	4
CNA/PCT	0	0	0	0	0.5	1	1	1	1.5	1.5	2	2	2	2	2	2	2	2	2
Unit Clerk	0	0	0	0	0.8	0.9	0.9	0.9	1	1	1	1	1	1	1	1	1	1	1
Nights																			
RN	2	2	2	2	2	2	2	2	2	3	3	3	3	4	4	4	4	4	4
PCT 1	0	0	0	0	0.5	1	1	1	1	1.5	1.5	1.5	1.5	2	2	2	2	2	2

## Intensive Care: 2 beds

1 RN | 1 tele tech | 1 nursing house supervisor  
2:1 Ratio

Avg 50 patients/year  
ICU's Churn: 129%



## Emergency Room: 11 beds

Core Staffing: 2 RNs 24/7 plus an ED tech or mid-shift RN  
1 Provider + 1 NP/PA (only during high tourist times)

Average Monthly Volume: 750 (high of 1025 mid-summer)  
Average length of stay across all acuities: 183 minutes

## Staffing Plan Feedback:

### Give us your thoughts/suggestions:

- #1 Talk to a committee member
- #2 Drop a comment in the blue comment box by the time clock OR
- #3 Email us: [staffingcommittee@hrrmc.net](mailto:staffingcommittee@hrrmc.net)



Rachel Starbuck



Brent Lawyer



Hannah Peyrouse



Andra Dolton



Charles Duncan



Shelley Howard



Ryan Schiemo

## Creative Staffing Solutions 2022

- \*Family Birth + ICU RNs float to help inpatient units and ED
- \*Sitter classes for ancillary staff
- \*CNAs cross trained and certified as tele techs
- \*Use of paramedics in ED

- \*Overflow Med/Surg patients into ICU
- \*Incentive pay for extra shifts
- \*Competency trained NPs to cover nursing shifts

## Safety & Support for HRRMC staff

- Mines and Associates EAP: 1-800-873-7138
- Critical Event Debriefings
- Supportive relationship with local law enforcement
- DeEscalation class available for every staff member



HRRMC's Policies:

Scope of Service  
Nursing Service Staffing Plan  
Security Plan



# Employee Recognition

## MANAGER UPDATES

### *New leadership roles for Heather Roberts and Desirae Westphal*

In January 2022, **Heather Roberts**, MBA, RN, BSN - previously the Clinics Director for Custer County Health Center (CCHC) - accepted the position of Vice President of Providers and Clinics. Heather served in an interim Vice President position prior to this change and brings extensive experience in clinic leadership, direct patient care, customer solutions and communication to this position, along with years of experience with HRRMC.



### *HRRMC welcomed new Custer County Health Center Clinic Manager, Tammy Ahlers (March 2022)*

**Tammy Ahlers**, RN, MSN recently joined CCHC as their new Clinic Manager.

Tammy has been a nurse for approximately 35 years, working in ICU, home health and hospice, PACU and surgical departments. Tammy also has experience as a Director in Healthcare Quality and Safety for large and small hospitals for the past 20 years.

Tammy's interest in Westcliffe began 12 years ago, when she and her husband built a cabin in the town, and as a resident and community member of Westcliffe, saw the opportunity to give back to those she lives around. Tammy has now lived in Westcliffe full time for over a year, after moving full-time from Pueblo.



Tammy is originally from Utah and moved to Colorado in 1993, and has also lived in Durango.

She looks forward to contributing her experience and being a valuable resource to all staff at the clinic. In Tammy's words, ***"The clinic continues to get better and better and I am excited to be a part of that."***

When not working, Tammy enjoys walks and hikes with her husband and three golden retrievers. She loves the mountains and enjoys just about anything that has to do with them. Tammy has two daughters and three grandchildren, whom she loves to spend time with when she can.

### FAMILIAR FACES IN NEW PLACES



**Joshua Stafford**  
transferred from  
RN Med/Surg to  
RN ED.



**Katie Kowalski**  
received a promotion  
from ED Supervisor to  
ED Manager.



**Evan Bartlett**  
received a promotion  
from ED RN to  
ED Supervisor.



**Molly Roth** received a  
promotion from  
Med/Surg CNA to  
Med/Surg RN.



**Peggy Wright**  
received a promotion  
from RN, IM Clinic  
to Clinics Nurse  
Supervisor.



**Maria Derrick**  
transferred from  
Clinics Nurse Manager  
to Clinics Nurse  
Supervisor at Salida  
Health Center.



**Ashley Craig**  
received a promotion  
from Clinic Registered  
Nurse to Charge RN.

### NOTABLE ITEMS



#### ***Nurse Practitioner Corrine Size goes to Kenya to treat children in need***

In June of 2022, ENT Nurse Practitioner Corrine Size traveled to Migori, Kenya to perform otolaryngology surgeries and treatments with medical personnel in her field through the organization Kenya Relief. The nonprofit organization serves orphaned/vulnerable children, educates students, and treats thousands of patients each year. Over 20 mission teams of medical professionals serve yearly.

Kenya Relief's mission is to rekindle hope for a new generation in Kenya through a partnership between communities, uniting for a common good. We are proud of Corrine for her dedication to her practice and willingness to treat others outside of our community.

### *Emergency Department achieves top box ratings for patient care!*

In May, the Emergency Department providers, nurses and techs achieved an 80.5% top box rating in patient satisfaction results, equating to a 90% rank in the nation.

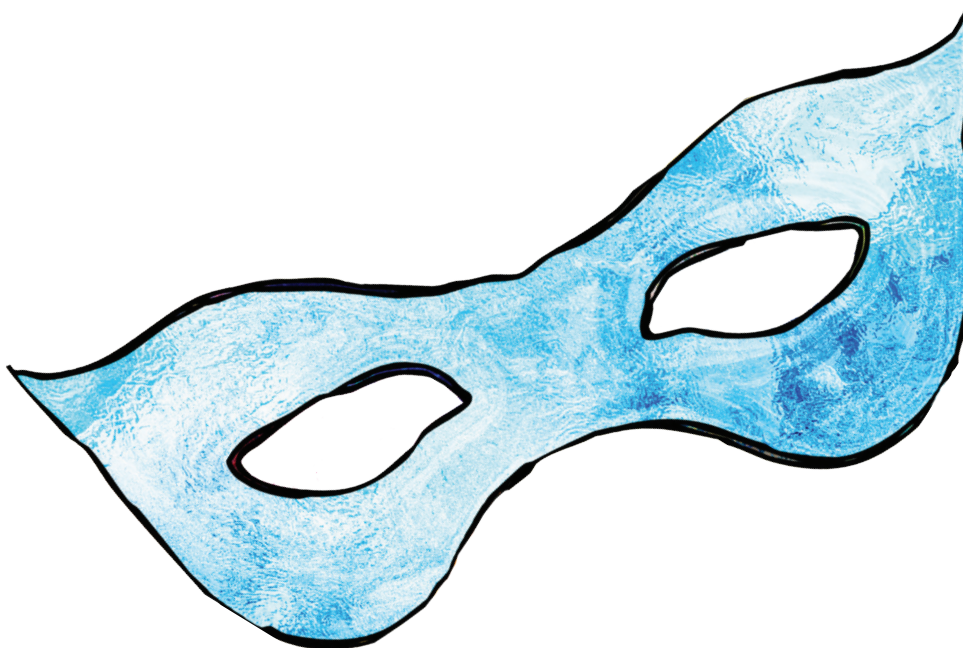
- Nurses received a 93.38% top box rating, 99% ranking in the nation
- Doctors received a 76.35% top box rating, 81% ranking in the nation

This is a huge accomplishment and we'd like to recognize all of our ED staff to contributing to these high marks! Thank you for your amazing work.

Erin Arnett  
Evan Bartlett  
Olivia Bartlett  
Sam Bell  
Chad Bevan  
Charles Duncan  
Brittany Collins  
Monica Eaton  
Stewart Irving  
Baylee Johnson

Julia Johannesen  
Karen Kellenberger  
Skylar Kittel  
Katie Kowalski  
Katie Layton  
Kendall Lee  
April Lee  
Alexia McCarty  
Yvonne McDonald  
Randie McEntire

Patrick Miller  
Michelle Olson  
Jessica Peak  
Richard Ruiter  
Patrick Stanifer  
Rebekah Stuber  
Josh Visitacion  
Kyle Weiss  
John Wierdsma  
Michelle Williamson





### NURSE PRACTITIONER WEEK November 13 – 19

For more than half a century, Nurse Practitioners (NPs) have been leading the charge to reduce health disparities and ensure that high quality, person-centered health care is readily accessible to

#### National NP Week Nov. 13-19 | #NPWeek



**AANP** American Association of  
NURSE PRACTITIONERS®

people in communities nationwide. NPs continue rising to meet the needs of patients — by pursuing the advanced education and clinical training required to become an NP, by completing countless hours of continuing education (CE) throughout their careers and by increasing patients' access to quality care. NPs practice in primary, acute, specialty and long-term care settings; via telehealth; and in mobile clinics — meeting patients where the need is greatest. With a focus on health maintenance and disease prevention, NPs play a key role in filling the growing demand for chronic, mental health and primary care.

We thank our NPs for their continued dedication to patients at our hospital and clinics, and appreciate your commitment to our community.

Stacy Abbott  
Erin Arnett  
Lisa Bowles  
Jennifer Buckwalter  
Ellie Curie

Maria Duran-Shy  
Stewart Irving  
Leslie Monagle  
Jan Ommen  
Corrine Size

Nika Starr  
Sarah Stoit  
Maddie Syzek  
Linda Typer  
Natalie Wilmer



#### THE POWER OF POTENTIAL MOLLY ROTH, MED/SURG

*Below is an interview we had with Med Surg's Molly Roth, who recently completed her nursing degree after working in various positions at HRRMC. Molly has had a unique journey, and she was kind enough to share with us about perseverance and dedication to strive for bigger things.*

In August 2016, Molly Roth began working at HRRMC in the Dietary Department. She quickly learned a few key things: the exact amount of time it would take her to commute to work from

her home in Crestone; that cooking may not be her forte, and how much she really enjoyed the patient interactions she had when taking patient orders and delivering meals to them.

Going on two years in Dietary, Molly started thinking about a different path for herself.

"I started talking to some co-workers and my manager at the time about looking into becoming a CNA (Certified Nursing Assistant)," explained Molly. "I wasn't serious about it, but then one co-worker brought me a brochure about a CNA program at CMC (Colorado Mountain College) in Buena Vista, and I just decided to do it and enroll."

For the next two months, Molly juggled working two days per week in the Café and taking PTO where she could while attending classes, taking exams and participating in clinicals at Columbine Manor two days per week. While it was a busy two months to say the least – Molly graduated from the program, and returned to her job in the Dietary full-time – or so she thought.

"On my first day back after graduating with my CNA, Nika came and found me downstairs and told me she needed me up in Med Surg, haha," said Molly.

Molly was able to transfer departments, and now with a certification under her belt, she began her career as a CNA on Med Surg. Molly continued to enjoy her interactions with patients, and now on a deeper level.

"I just loved being a CNA so much. I was able to spend time with the patients getting to know them as we cared for them."

As her tenure being a CNA progressed, colleagues and her fiancé Scott began encouraging her to take her career a step further and acquire her RN (Registered Nurse) degree. Molly decided to take it on, and enrolled in the nursing program at Trinidad State Jr. College in Alamosa in January 2020, just as the COVID-19 was starting to become a common key phrase in our vocabulary. The rigorous two-year program took up a majority of Molly's time, and she transitioned into a PRN role while going to school.

Molly worked hard as she took on the added challenge of online classes during the pandemic, and did her clinicals later in the program at San Luis Valley Health Regional Medical Center in Alamosa. While in school, she felt the support of her co-workers very clearly.

"Some of the classes were really hard, and I had co-workers who had been in the same program giving me great tips and encouraging me from their past experiences. All of my co-workers on the floor and from Dietary were supporting me – it felt like the whole hospital was behind me."

Molly graduated from the program with her RN degree on May 12, 2022, and she passed her NCLEX boards on May 24.

## Employee Recognition

Molly said she is ready to decompress for a little and take in some down time after completing such an achievement, but not before she shared some advice on what she learned over these years of non-stop learning.

"I felt it was such an advantage going into nursing school already having worked at a hospital – being able to place IVs, knowing medical terminology, and taking moments with patients when possible to better know what they need."

"Going outside of your comfort zone was also hard but really important for me. I took some big risks trying something totally new that I didn't know if I could do, and it lead me to where I am now."

We want to extend a big congratulations to Molly on her latest accomplishment of her nursing degree. HRRMC is lucky to have you on our team for the past five years, and here's to many more years to your dedicated work for our patients!



## AWARDS



### *ICU RN/Nurse Supervisor Todd Grate named 2022 TRAC STAR of the third quarter*

In a ceremony held on Thursday, Oct. 27, 2022, ICU nurse Todd Grate was named 2022 third quarter TRAC STAR.

Todd's nominators emphasized his priority to patient safety, which was very apparent with a recent patient admission and serious situation that unfolded. Todd handled what could have been a catastrophic event for

the patient - who had a strong history of psychiatric problems - with extremely quick action and a clear head. One nominator said, "Todd demonstrated integrity, effective communication, empathy, courage and respect in this emotionally-charged event."

Todd displayed intelligence and an ongoing willingness to provide safe and competent care to our most challenging patient populations, and those who know Todd can confidently speak to being blessed and extremely fortunate to have him on the team. Thank you for putting patients first.

Todd received a \$200 gift certificate and a TRAC STAR embroidered fleece as part of his prize.



### *Night Nurse Supervisor April Montgomery wins 2022 TRAC STAR of the fourth quarter!*

In a ceremony held on Thursday, Feb. 2, April Montgomery, RN, BSN, was named TRAC STAR of the fourth quarter of 2022.

April was one of three finalists for the TRAC STAR award – which included Radiology/CT Tech Hayley Troutman, and Patient Care Tech Alma Graves.

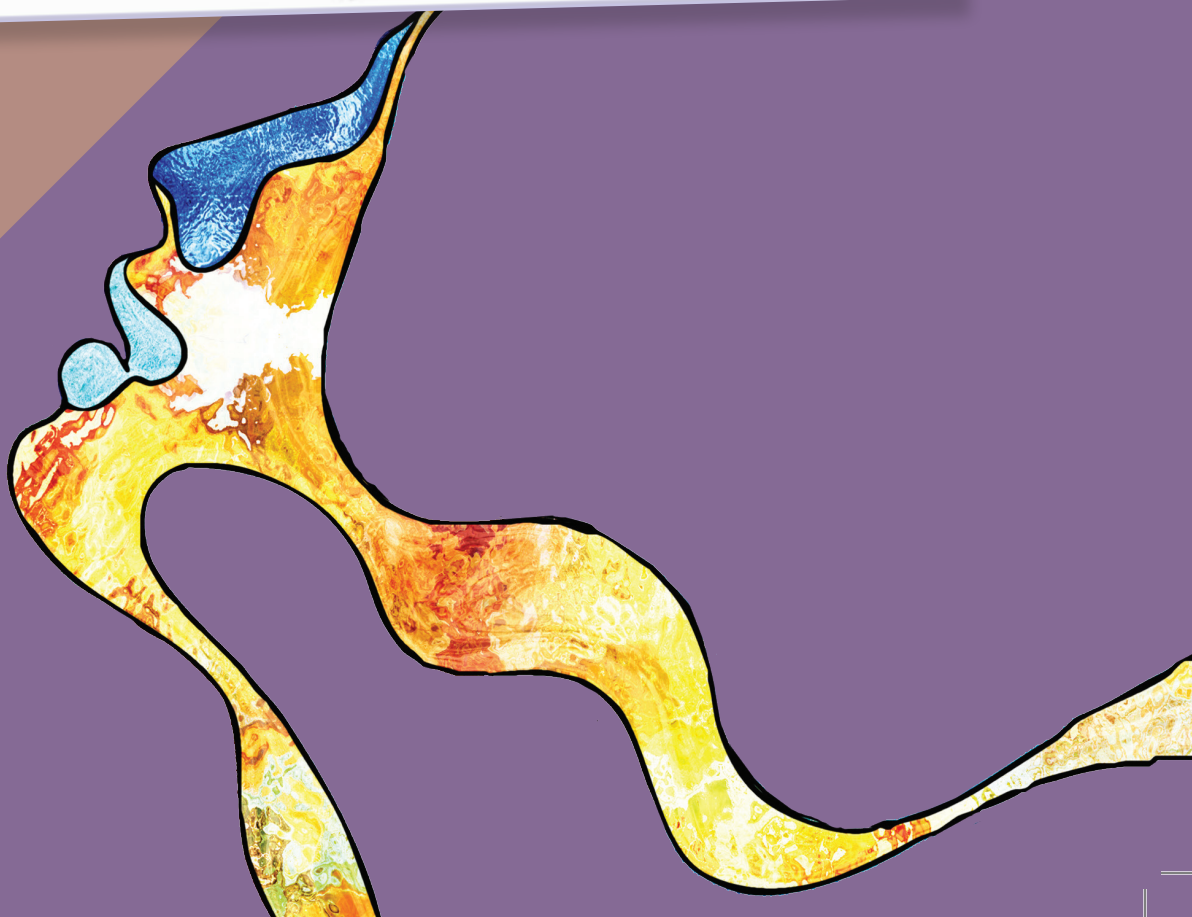
According to one of her nominators, “One of April’s greatest assets is her support and recognition of others through teamwork and recognition. April is the epitome of a team player. She makes us feel special through recognition of our efforts and accomplishments. She recognizes our individual talents and encourages us to reach new heights in our practice, with our patients, and each other.”

April was awarded a HRRMC TRAC STAR fleece, alongside a \$200 cash award. We thank each finalist for their stellar work and contributions to our organization, and our community.



## GOOD NEWS!

A heart-felt "Thank You" to all the  
nurses involved with my stay [REDACTED]  
A special thanks to : J.D. and Kathy, Erica,  
Kathleen, and Chasta. Their medical  
competence and human compassion  
helped me get through some very dark  
times. I will forever be in their  
debt.  
You are the best nursing staff,  
ever! Sincerely, [REDACTED]





A patient recently left a voicemail. He visited the ER in August. This patient had a gallbladder attack at the time, and wanted to let us know that the service here was absolutely fantastic. He has never had better service, and specifically wanted to recognize Hannah for her help during his ER visit.



**Teresa Doyle**

2 reviews • 0 photos

★★★★★ 6 hours ago

I am traveling to Salida from Texas when I got very ill. I had to go to the ER and be admitted. I had 3 of the best nurses I have ever had. They listen to you, they care for you, they answer all your questions. They love what they do, taking care of you. These nurses are Hannah, Hayden and Toria. They are the very best!! Thank you so much for helping me get well!!

A patient seen over Thanksgiving popped into the Administration office recently to offer recognition of the staff who cared for him. He was extremely appreciative of the kindness and compassion he received in all areas of our hospital.

He first presented to the ER on two separate dates with concern of TIA as he was having facial neuro symptoms. He was admitted on his second ER visit and stroke was ruled out, however he did require a PEG tube for feeding due to the effects of Guillain-Barre syndrome. He continues to seek both IVIG and speech therapy treatments as an outpatient.

He specifically recalls the kindness of:

- RNs Amy and Hannah on Med/Surg
- SLPs Brooke and Cara
- Physicians: Dr. Lesage, Dr. Hedges, Dr. Miller and Dr. Wierdsma
- He shared that he "loves our infusion staff"
- RNs Stephanie, Olivia, Silky and Amber in Perioperative
- "Wonderful" radiology staff

He stated, "If I had to be in the hospital for any amount of time of which I was (four days), or have procedures of which I did, it was as good or even better as it could be. The staff was professional, caring, communicative and always strived to make me as comfortable as possible."

Thank you for living up to the HRRMC Values and exceeding this patient's expectations.



## MORE GOOD NEWS!

Dear Staff,

Six months ago when my wife was dying of lung cancer, you took care of her and made her comfortable. You cared enough to show her the love, dignity, and respect that she deserved. She was attached to her nurses and spoke often about one in particular.

She just loved a nurse named Sam who hailed from Minnesota. Minnesota nice, she would say. I am still looking for Samantha the nurse. She works on the second floor and goes about her day with the strength that love gives a person who deals with the patients that are injured, ill, or even dying. I wonder where she is.

The funny thing is that my wife started calling all her nurses "Sam." She loved you all. You were so kind to her. Occasionally a nurse would say, "Oh no, I'm Julie." The other nurse in the room would say, "Oh, its OK, you're Sam, too. Pretty soon all the nurses would understand that my wife meant it as a compliment and an expression of love. It became OK to be called Sam, no matter what your name is.

So perhaps I have found you, Sam. You are all Sam. Each one of you. My wife and I love you all.

Dear Ms. Buckwater,

First of all I would like to thank you for promptly seeing me and diagnosing my Bell's palsy. Since I saw you Monday morning, I have had no progression of my symptoms or signs. Neither of us know if this was because of the medicine or good fortune on my part. However, I choose to believe the former.

Additionally, you did something that is very difficult to so ~treat me like any other patient. When I was in idency, one of my professors said that one of the most difficult things we have to do is treat a colleague or an individual of the same profession. He recommended that I treat them just like any other patient, with no second-guessing or doing more than you would any other patient. I felt that you did exceptionally well in that regard.

On alighter note, my wife will apply tape to my eyelid each night and has warned me to keep my mouth shut or the tape will slide over my lips. Additionally, I now have to carry 3 handkerchiefs ~one for my eye, one for my nose and one for my mouth, trying to never get them mixed up.

Finally, Tknow you will continue to do well in your practice and wish you the best.



marty and whitney.

I can't express how thankful I am for you taking such good care of Josie! You both were so attentive to her needs. I couldn't of asked for better nurses truly!

Josie is doing great, she is back to being a happy girl - smiling and giggling! Also thank you for being a positive support to me while we were there! You both are Angels! ♥

Dear Mr. Morosko,

My name is [REDACTED] and I was in your Emergency Department last evening, March 1, 2022. I was there for eight hours. My only complaint is that it seemed to me that things might have been expedited somewhat quicker as I had to wait over two hours for initial contact with medical personnel. But that is not the reason for my correspondence. I received treatment from two nurses, Michele and Skyler. They were incredible in their professionalism, their knowledge and their efficiency. In their time with me in doing procedures, they were kind, compassionate, and caring. They explained in detail each procedure and answered all of my questions. During one procedure that was painful Michelle patted my arm and was so caring. There was a Dr. V who did a procedure and even though it was not pleasant he was a kind and efficient professional.

I realize in these days of COVID that staffing is difficult but I wanted to compliment you and whoever was responsible for hiring these exemplary people to your staff. Again, I am [REDACTED] years old and they were the best example of caring caregivers that I have ever experienced. Please accept my thanks and relay my gratitude to them.



HEART OF THE ROCKIES  
REGIONAL MEDICAL CENTER