



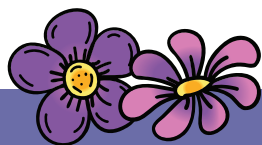
HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER



Rooted in Strength

2021 Nursing Year in Review

Table of Contents



Replenish-Rooted in Strength – Letter from our VP of Patient Care Services	2
Our Organization	3
Nursing Degrees and Certifications	5
Years of Service	9
The Nursing Supervisors: Our 24/7 boots on the ground	11
‘Most Proud Of’ Moments	15
Re-imagining Healthcare	16
Education’s New State-of-the-Art Simulation Lab	21
A Culture of Security	22
Employee Recognition	25



Replenish-Rooted in Strength

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

Feeling connected to the calling that led us all to healthcare can at times be strained. Perfectionism is in our DNA, and because of this, we tend to take home what did not work versus what did go well. Perfectionism wears us out, and even though the goal is better and not perfect, we are unusually hard on ourselves. Replenishing with moments of positivity, self-care and laughter (and puppies) help us to refuel our passion and our calling to be helpful and useful to those we serve.

As we individually replenish, now is the time to band together and support one another. As we have experienced since 2020, a pandemic is not for the meek. Each day as caregivers, we have bravely taken on the challenge of our lifetime. We have felt the heaviness of the responsibility of protecting the vulnerable and saving lives, all while continuing to navigate the precautions that help us to minimize our own health risks. We are now beginning to wonder what returning to “normal” might look like.

As we have moved into 2022, the cultivation of resilience and self-care is a top priority for us all. Remaining focused on the rebound and how we replenish ourselves in order to keep us all rooted in strength is part of the caregiver calling. We need time to heal and HRRMC is eager to help foster this healing.

It is my privilege to work alongside the amazing teams at HRRMC. Thank you for your commitment to the emotionally demanding role that you fill. Thank you also to your families for their supportiveness and sacrifices.

With love,



April Asbury, RN, MSN

HRRMC Vice President of Patient Care Service



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—Amber Linza, 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)

ICU Manager—Charlie Engleman, RN, BSN

FBC Supervisor—Joni Baker, RN, MSN, CLC

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

Case Management—Wendy Trafford McKenna, RN, BSN;

Kym Huff, RN, BSN; Rachel Berger, RN, BSN

Patrick Stanifer, RN, MSN, CEN

Director of Emergency Services/Trauma Coordinator (ER, Trauma, Emergency Management)

ED Supervisor—Katie Kowalski, 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

Interim Clinics Director—Lara Larson, RN, BSN

Interim Clinics Nurse Manager—Maria Derrick, RN, BSN

BVHC Supervisor—Devyn Kindall, RN

Salida Health Center/Saguache Health Center Supervisor—Kyle Sabatini, RN, BSN

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



NURSING DEGREES AND CERTIFICATIONS

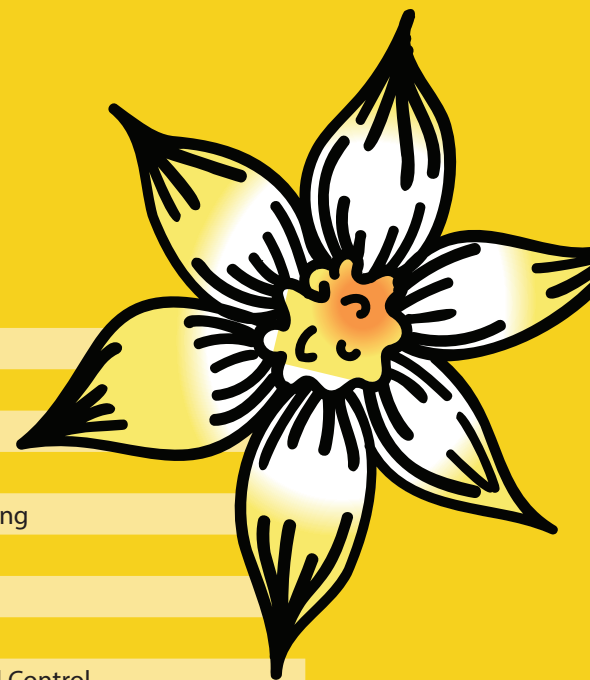
HRRMC encourages professional growth and recognizes the following nurses who have pursued a nursing degree, or are on their way to pursuing a higher nursing degree.

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.

Erin Arnett	RN-CLNC	Certified Legal Nurse Consultant
Peg Arnett	RN-CS	Clinical Scholar
Joni Baker	RN-CLC	Certified Lactation Counselor
Evan Bartlett	RN-CEN	Certified Emergency Nurse
Olivia Bartlett	RN-CEN	Certified Emergency Nurse
Rachel Berger	RN-SANE	Sexual Assault Nurse Examiner
Chad Bevan	RN-CMSN	Certified Medical-Surgical Nurse
Tovah Block	RN-SC	Stroke Certified Registered Nurse
Shelly Carlos	RN-OCN	Oncology Certified Nurse
Toria Crews-Johnson	RN-CCRN	Critical Care Registered Nurse
Erica De Voy	RN-CMSN	Certified Medical-Surgical Nurse
Andra Dolton	RN-CCRN	Critical Care Registered Nurse
Andra Dolton	RN-CPAN	Certified Post Anesthesia Nurse
Andra Dolton	RN-CAPN	Certified Ambulatory Perianesthesia Nurse
Cindy Edgington	RN-CLC	Certified Lactation Counselor
Kim Faulkner-Russell	RN-CNOR	Certified Nurse Operating Room
Ashton Harrison	RN-BMTCN	Bone and Marrow Transplant Certified Nurse
Cheryl Hinthier	RN-CNOR	Certified Nurse Operating Room
Cheryl Hinthier	RN-CRNFA	Certified Registered Nurse First Assistant
Lorrie Hocke	RN-CLC	Certified Lactation Counselor
Gloria Houseton	RN-WCC	Wound Care Certified
Christopher Hudson	RN-CNOR	Certified Nurse Operating Room
Danielle Jernigan	RN-CAHIMS	Certified Associate in Healthcare Information & Management Systems

Christa Johnston	RN-CMSN	Certified Medical-Surgical Nurse
Karen Kellenberger	RN-CEN	Certified Emergency Nurse
Sara Koch	RN-CIOB	Certified Inpatient Obstetrics
Katie Kowalski	RN-CEN	Certified Emergency Nurse
Liz Krasnow	RN-CEFM	Certified Electronic Fetal Monitoring
Liz Krasnow	RN-CLC	Certified Lactation Counselor
Brent Lawyer	RN-CCRN	Critical Care Registered Nurse
Joelle Martin	RN-CWC	Certified Wound Care
Tracy McConathy	RN-CIPC	Certified Infection Prevention and Control
Randie McEntire	RN-CEN	Certified Emergency Nurse
Kim Mund-Wolkenbreit	RN-IBCLC	International Board-Certified Lactation Consultant
Jirina Myers	RN-OCN	Oncology Certified Nurse
Mary Beth Netz	RN-CLC	Certified Lactation Counselor
Chris Ortiz	RN-OCN	Oncology Certified Nurse
Craig Oubre	RN-CNOR	Certified Nurse Operating Room
Craig Oubre	RN-CRNFA	Certified Registered Nurse First Assistant
Priscilla Shannahan	RN-CNOR	Certified Nurse Operating Room
Emily Smith	RN-AE-C	Asthma Educator - Certified
Patrick Stanifer	RN-CEN	Certified Emergency Nurse
Nika Starr	RN-NE-BC	Nurse Executive-Board Certified
Bobbie Sturrock	RN-CLC	Certified Lactation Counselor
Hayden Walker	RN-WCC	Wound Care Certified
Michelle Williamson	RN-CEN	Certified Emergency Nurse
Natalie Wilmer	RN-CRNFA	Certified Registered Nurse First Assistant
Kim Zichterman	RN-CEN	Certified Emergency Nurse

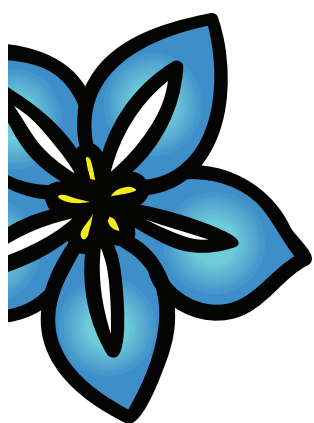


Our Organization

NURSING DEGREES 2022

Tammy Ahlers	MSN
Lynn Allen	BSN
Allie Anderson	BSN, MSN in progress
Allison Angle	BSN
Erin Arnett	MSN, APN
Peg Arnett	BSN, BS in Health Administration
April Asbury	MSN
Joni Baker	MSN
Evan Bartlett	BSN
Olivia Bartlett	BSN
Curtis Bennett	BSN
Rachel Berger	BSN, MSN in progress
Iris Beste	BSN
Chad Bevan	BSN
Jamie Bickers	BSN
Michael Bigley	ADN
Chris Blaney-MacMillan	BSN
Tovah Block	BSN
Amy Boersig	BSN
Rhoda Boucher	BSN
Heather Bourget	BSN
Jennifer Buckwalter	APN
Margo Burns	BSN
Shelly Carlos	ADN
Olivia Caspar	BSN
Dolly Chamness	ADN
Melissa Childs	BSN
Kristine Clark	BSN
Gina Clark	ADN
Haley Clifford-Cox	BSN
Judith Cole	ADN
Ashley Craig	BSN
Elizabeth Curie	MSN, APN
Toria Crews-Johnson	BSN
Stephanie Curran	BSN
Amber Daugherty	BSN
Jara Daughterson	ADN
Lynne Davis	ADN
Melissa DeFreest	BSN
Maria Derrick	BSN
Erica DeVoy	BSN
Andra Dolton	BSN
Kara Drummond	ADN
Charles Duncan	BSN
Maria Duran-Shy	APN
Monica Eaton	BSN
Cindy Edgington	ADN
Samuel Edmonson	ADN

Brenda Elliott	LPN
Charlie Engelman	BSN
Patty Erchul	ADN
Erica Everson	BSN
Zada Fear	BSN
Kathryn Feaz	LPN
Christy Fleming	LPN
Bethany Franz	BSN
Damion Gallegos	BSN
Corinne Gerberich	BSN
Toni Gordon	BSN
Catherine Gotschall	ADN
Aubrey Goudeau	BSN
Robert Gower	MSN, APN
Todd Grate	BSN
Denise Hammel	ADN, BSN in progress
Dina Hampa	BSN
Channey Hansen	BSN
Becky Hanson	LPN
Ashton Harrison	BSN
Jessica Hauck	BSN
JD Henderson	ADN, BS in Business
Beth Herdman	BSN
Donna Herrington	LPN
Shannon Hewling	LPN
Tracey Hill	BSN, MS in Microbiology
Cheryl Hinthier	BSN
Lorrie Hocke	BSN
Gloria Houseton	BSN
Shelley Howard	BSN
Christopher Hudson	MSN
Kym Huff	BSN
Stewart Irving	APN, DNP
Deborah Jasso	ADN
Danielle Jernigan	BSN, MS in Health Informatics
Christa Johnston	MSN
Mary Jones	BSN
Julia Johannesen	BSN
Patsy Juarez	ADN, BS in Speech Pathology
Kayla Kallery	BSN
Rikki Kaess	BSN
Karen Kellenberger	BSN
Devyn Kindall	ADN
Skylar Kittel	BSN
Melinda Kline	BSN
Molly Knight	BSN
Sara Koch	BSN
Katherine Kowalski	BSN, MSN in progress



NURSING DEGREES 2022

Elizabeth Krasnow	BSN
Stacey Krayna	BSN, BS in Psychology
Loretta Krieves	BSN
Kristin Lane	BSN
Lara Larson	BSN
Brent Lawyer	BSN
April Lee	BSN
Micah Leeper	ADN
Jessica Leiss	BSN
Amber Linza	MSN
Breeann Logsdon	BSN
Amber Long	ADN, BSN in progress
Christina Long	BSN
Mike Madden	BSN
Zachary Magee	BSN
Joelle Martin	ADN
Alexia McCarty	BSN
Mary McConathy	BSN
Tracy McConathy	BSN
Yvonne McDonald	BSN
Becky McGaffey	MSN
Jill McQueen	MSN, APN
Randie McEntire	BSN
Scott Merrill	ADN
Kathy Millward	BSN
Savannah Molina	BSN
Leslie Monagle	APN
April Montgomery	BSN
Cheryl Moore	BSN
Lina Mumm	BSN
Kim Mund-Wolkenbreit	BSN
Jirina Myers	MSN
Mary Beth	Netz BSN
Cindy Nold	ADN
Alexis Norris	APN
Marybeth O'Brien	BSN
Jan Ommen	BSN, APN
Mark Opincariu	BSN
Matthew Orr	BSN
Christine Ortiz	ADN, BS in Health Science
Craig Oubre	BSN
Marty Pack	ADN
Hannah Peyrouse	BSN
Jessica Picurro	ADN
Jessica Prenger	BSN
Chelsea Pridemore	BSN
Amy Rahe	ADN
Yvonne Rafferty	ADN

Sarah Raterman	BSN
Katherine Rau	BSN
Addison Rauch	BSN
Valerie Redmon	ADN
Ariana Reese	ADN
Madeline Reynolds	MSN, APN
Megan Rinckel	BSN
Chasta Rogers	BSN
Amber Rushton	LPN
Gail Ryan	ADN
Erika Saari	ADN
Kyle Sabatini	BSN
Rebecca Sanderlin	BSN
Catherine Scarbrough	MSN
Shaina Seminick	BSN
Kathryn Senior	BSN
Priscilla Shannahan	BSN
Whitney Sherman	BSN
Bonnie Shippy	ADN
Corrine Size	MSN, APN
Emily Smith	BSN
Josh Stafford	BSN
Patrick Stanifer	MSN
Nika Starr	MSN, APN
Sarah Stoit	APN
Bobbie Sturrock	BSN
Terrina Tafoya	BSN
Kelsey Temple	BSN
Wendy Trafford-McKenna	BSN
Kathy Tran	BSN
Kathleen Truluck	BSN
Linda Typer	BSN, APN
Melanie Viola	ADN, BSN in progress
Tiffany Wagler	LPN
Taylor Wall	ADN
Hayden Walker	BSN
Rebecca Webb	BSN
Benjamin Weber	ADN
Alyssa Wilcoxson	MSN
Tracie Wilburn	ADN
Michelle Williamson	BSN
Natalie Wilmer	APN
Peggy Wright	ADN
Laurie Wynne	BSN
Silky Young	BSN
Kim Zichterman	BSN
Katherine Zimmerman	ADN



YEARS OF SERVICE

Many of our nursing staff reached notable milestones in 2021. This conveys their dedication and contributions to our organization and community through all of the years they've shared their medical expertise and treated patients. **Thank you for being a part of HRRMC!**

35 Years



Kathryn Feaz

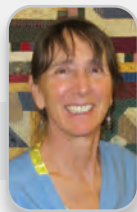


30 Years

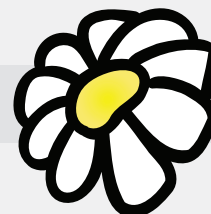


Charlie Engelman

25 Years



Mary Beth Netz



15 Years



Dolly Chamness



Zack Magee



Denise Hammel



Amy Rahe





Julia Fritz



Jan Ommen

10 Years



Michael Madden



Gail Ryan



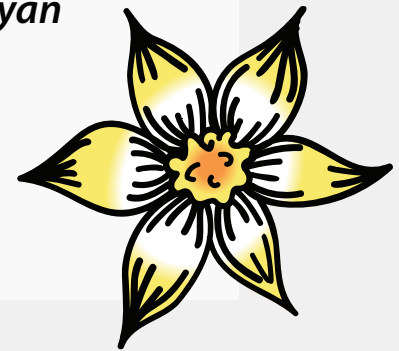
Angela Magee



Nika Starr



Jirina Myers



Chad Bevan



April Lee



5 Years



Rhoda Boucher



Addison Rauch



Patty Erchul



Terrina Tafoya



JD Henderson



Michelle Williamson



Devyn Kindall



Laurie Wynne

The Nursing Supervisors: Our 24/7 Boots on the Ground

Nursing supervisors provide a critical link between hospital management and clinical care. A few of the many responsibilities nursing supervisors have include overseeing patient-care operations, monitoring staffing and tackling challenging and emergency situations as they occur.

Our team is an adaptable, accountable group of nurses who ultimately maintain a safe environment for staff and patients, while keeping the flow of operations going.

We asked all our nurse supervisors to share a little bit about themselves, what were some of the toughest challenges they faced during the pandemic, and how they view what comes next.



Andra Dolton

RN, BSN

Day/Night Shift?

Nights

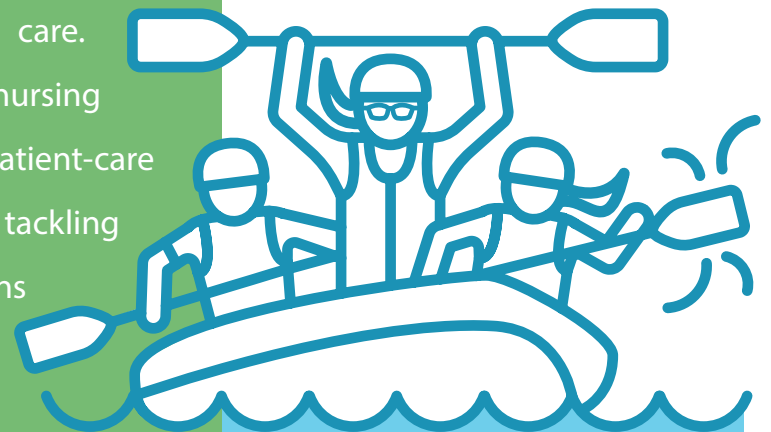


April Montgomery

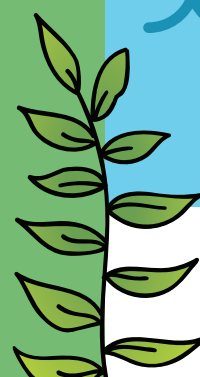
RN, BSN

Day/Night Shift?

Nights



Andra and April are currently off rafting the Grand Canyon! We don't blame them for not responding when there's no cell service.



The Nursing Supervisors: Our 24/7 Boots on the Ground



Erica Everson

RN, BSN



Patsy Juarez

RN, ADN



Years at HRRMC

10

14

Previous departments:

ED, Same Day Surgery

Infusion, ICU, Same-Day-Surgery/PACU, ED, Med/Surg

Day/Night Shift?

Days

Days

How did you first come to the area?

Moved to BV with my ex-husband when he was hired with the Sheriff's Department. However, I am a native, born and raised.

We were on our honeymoon in Crested Butte and found Salida, we kept coming back for a couple of years and finally decided to make the move. Like everyone, we love all the outdoor adventures this area offers.

What are some of your most memorable moments on a shift?

Oh man, there are so many. Two come to mind, the birth of my son who we fostered to adopt. I became a mom in less than 24 hours. The other was a fire extinguisher incident in the ICU with a psychiatric patient.

Heartbreaking and forever etched in my memory, I had to take a 10-year-old to the morgue. I did not want to leave him alone.

During the pandemic, what were ways you worked through challenging/difficult moments?

I tried to communicate with the staff even when it felt like the world was coming down on us. I continued to stay calm and open. I allowed employees to even come to vent and made them all aware that it is OK to not be OK.

I was always comforted by, and still am, that we have a great team of people and we have each other to lean on.

During the pandemic, what were some of your proudest moments?

The most difficult part is being the middlewoman. We will always be here for staff and a lot of people don't know all we juggle. Rewarding: Helping staff. Hands down the best part of my job.

The grace and compassion our nurses had taking care of the sickest COVID patients, knowing they too were being put at risk.

What have you found to be the most difficult part of your job? And most rewarding part?

Home and the river, or really anything outside. I've recently gotten into 4-wheeling, fixing up my cruiser and getting out to do new things.

Staffing is always the most difficult along with the ever changing COVID protocols. Being able to help and ease some burden on nurses on busy days also being able to provide comfort and solutions to issues patients and/or staff face.

Where is your happy place?

Home and the river, or really anything outside. I've recently gotten into 4-wheeling, fixing up my cruiser and getting out to do new things.

A few places: hiking or mountain biking with my family and dog, and creating jewelry in my studio.

What advice would you share with a person just starting out in their nursing career?

Treat everyone you come in contact with with kindness. Treat your patients like you would want to be treated. We get lost in that with all of the tasks we have, but even a simple smile can change a person's outlook!

You will learn something new every day, and don't be afraid to ask for help!

The Nursing Supervisors: Our 24/7 Boots on the Ground



Mindy Kline

RN, BSN



Zack Magee

RN, BSN



Years at HRRMC	
4.5	15
Previous departments:	
FBC, ICU, Staff Development/Education	ICU
Day/Night Shift?	
Mostly days, but cover nights as well.	Days
How did you first come to the area?	
I came here to be a grandma. Both of our oldest married children moved to Colorado and had our only 4 grandchildren. Two grand boys live in Salida and two grand boys live in Severance.	My wife and I decided to leave Florida. We wanted to move to a small Colorado mountain town to raise our two daughters. At that time they were 2 and 4. We decided on Salida and moved when a job here at HRRMC was offered to me. Our daughters are now 18 and 20. It worked out great.
What are some of your most memorable moments on a shift?	
One of my most memorable moments on a night shift was locking myself out of the pharmacy, left my supervisor keys on the counter in the pharmacy when I walked out. (Thank goodness it was only 10pm and Cody told me where a spare key was!)	One day I was walking through the lobby and a lady stopped me and said "Zack, hi, I want you to meet Brian." Brian had been brought to the ER the month prior by CCEMS after 30 minutes of CPR. He still did not have a pulse. Evan Bartlett, myself and other staff continued CPR and managed to get a pulse back. We stabilized and transferred him. His wife was at his bedside talking to him the whole time. It was pretty amazing to shake this man's hand while he stood there with his wife and daughter.
During the pandemic, what were ways you worked through challenging/difficult moments?	
Taking a deep breath and knowing this too will pass. It is just a day...lived through many tough days in healthcare.	To be honest, during the pandemic I thought a lot of quitting nursing and doing something different. I am not sure how I got through it. I feel like I just did my job and things have slowly gotten better.
During the pandemic, what were some of your proudest moments?	
Many great memories of how our staff rose to the occasion, so privileged to work with this amazing staff!	It feels more like I just did my job and survived.
What have you found to be the most difficult part of your job? And most rewarding part?	
Probably the most difficult of this job is always remaining calm and being a positive leader while supporting staff and putting patient care first. Personally, I am a very intrinsic person. Anytime I am part of an awesome team that cares for patients as I would like my family/friends to be cared for, it is a great day.	Most difficult is dealing with loss of life that comes with the job. Most rewarding is when you can intervene and prevent that same loss of life that makes it difficult.
Where is your happy place?	
Usually with family and friends.	Almost anything outdoors. Surfing, fishing, mountain biking, hunting, hiking, camping, backpacking, skiing and more.
What advice would you share with a person just starting out in their nursing career?	
Be Kind to yourself. Learn something new every day and study what you do not know. You can only stay happy in this career if you find your "niche" area to provide excellent care and help people to have the best possible outcomes.	Keep learning as healthcare keeps evolving. Find a field in nursing you're good at and you enjoy. Don't take things patients or family of patients say personally. It's usually not about you.

The Nursing Supervisors: Our 24/7 Boots on the Ground



Marybeth O'Brien

RN, BSN



Day/Night Shift?

Nights



Kathy Rau

RN, BSN



Years at HRRMC

20

Previous departments:

ICU, Outpatient float nurse, Radiology

Day/Night Shift?

Both – I like nights more

How did you first come to the area?

I grew up in Buena Vista. My parents moved here when I was 1 year old. I left and lived in Pueblo after graduating college (RN). I lived in Pueblo for 10 years, then moved back home.

What are some of your most memorable moments on a shift?

I would say after almost 38 years in nursing, it's hard to pick just one. Almost all of the saves with cardiac arrest are memorable. That you, as a nurse, helped save a person's life because you did something to help turn the situation around and that person lived. It's a reminder that nurses do make a difference.

During the pandemic, what were ways you worked through challenging/difficult moments?

I wasn't here at the start of the pandemic, as I was in the clinics, but I returned in December 2020. During all the stressful situations, I take a deep breath and pray a lot. Usually it calms me and gets me going again.

During the pandemic, what were some of your proudest moments?

When we were able to extubate a COVID patient and have him be able to go home.

What have you found to be the most difficult part of your job? And most rewarding part?

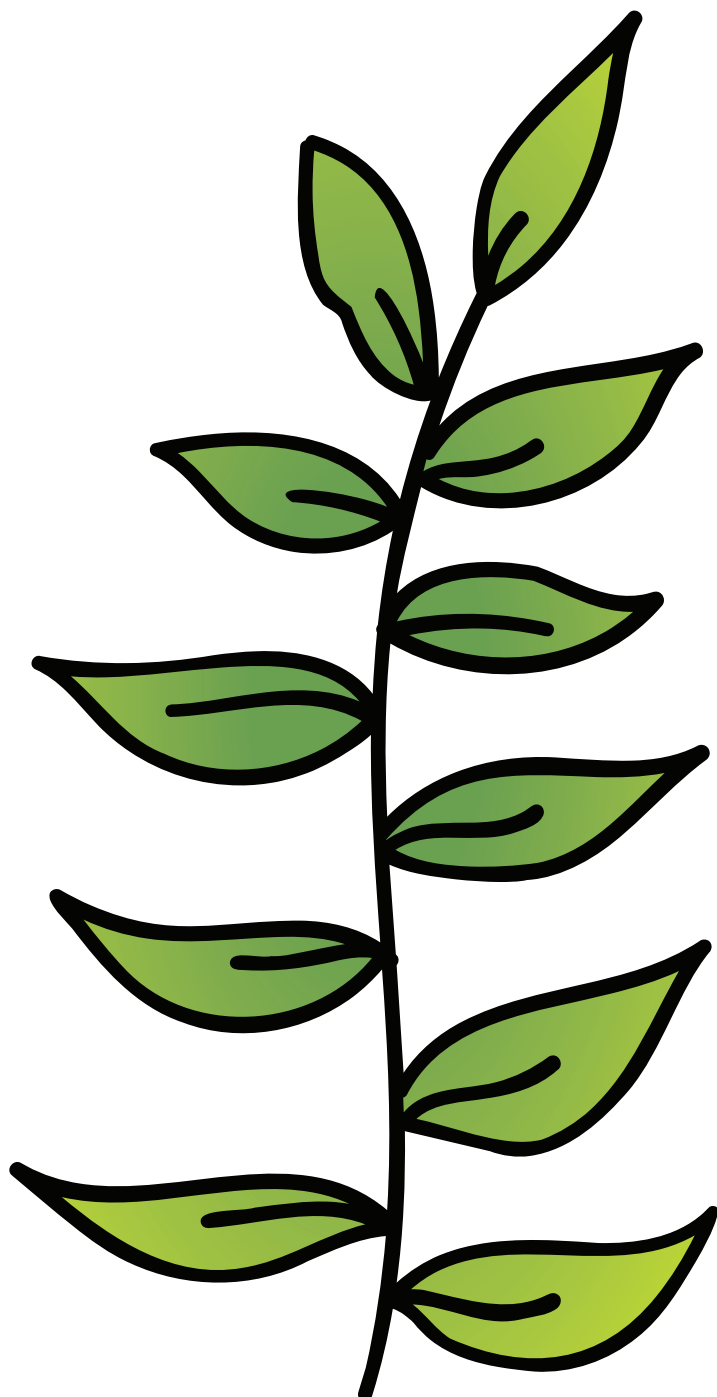
The most rewarding is being able to help new nurses or employees learn either the computer, or new skills. Most difficult would be when we are short-staffed and trying to do more work with less help.

Where is your happy place?

Visiting with my family or out hiking and camping with my husband.

What advice would you share with a person just starting out in their nursing career?

If you don't understand something, don't be afraid to ask questions or ask for help when you need it.



The Patient Care Services managers look back at 2021's successes.

MED/SURG

Staff perseverance through tough times: increased acuity, high patient to nurse ratios at times, high staff turnover with difficulty in bringing in new people, personal illnesses, kid/school-related quarantines, homeschooling, and now mandates. This year has been challenging for everyone and I appreciate Med/Surg staff continuing to do a great job taking care of their patients and each other during this time.

Nika Starr

IMAGING

The teamwork in being flexible in shift changes and helping the MRI tech out by changing patients has been the biggest proud moment for us.

Duane Johnson

CASE MANAGEMENT

Increasing diligence with utilization management resulting in a decrease in denials. They have also demonstrated flexibility in staffing while covering for an extended LOA as well as vacations. We have had no turnover in this department and as a result the work flow has become very streamlined and efficient!

Nika Starr

CLINICAL INFORMATICS

Successfully onboarding a new team member for Aprima. Identifying key patient safety “good catch” incidents that have resulted in improvements in the system.

Dolly Chamness

INTENSIVE CARE

Teamwork with Med/Surg. The support being offered when there are staffing needs.

Charlie Engleman

OUTPATIENT PAVILION

Teamwork during high volumes and staffing challenges. Urology clinic seeing up to 24 patients each day.

Abigail Smedley

EDUCATION

The simulation lab at Hwy 50 and the team finding their groove, able to jump into each other's roles.

Amber Linza

NURSING SUPERVISORS

These guys have learned to adapt quickly to the changes thrown their way – and the changes have been abundant this year as COVID related regulations are always in flux. They have implemented Nurse Grid, creatively addressed staffing challenges, read and re-read the COVID policy, managed staff frustrations, managed patient/visitor frustrations, and provided a liaison between admin and front line staff. Their job is difficult and they have continued to operate as a highly accountable group of individuals.

Nika Starr

WELLNESS and CARDIAC REHAB

The COVID long hauler program was kicked off and the outcomes have benefited more than 40 community members. Patient care outcome for a patient participating in cardiac rehab who was able to get his A1C down below 6.8%, is off Blood Pressure and diabetes medications after reducing weight by 20 pounds.

Jon Fritz

DIETARY

Creativity and Teamwork. The talented and committed crew.

Ryan Murray

REHABILITATION

The advances made by our speech and language team for the utilization of evidence based practice in the improvements with modified barium swallow study protocols, the partnership with our radiologist, and outstanding patient outcomes.

Desirae Westphal

EMERGENCY / TRAUMA

Record breaking volumes this summer and patient satisfaction ratings in the high 70%. Quality metrics for full trauma team activation LOS and the improvements with Chest pain metrics.

Patrick Stanifer

INFUSION / ONCOLOGY

100% vaccinated staff, the success of the cancer walk, and the initiation of a tumor board.

Jirka Myers

INPATIENT PHARMACY

The clinical collaboration for achieving updated protocols and forms. This has fostered teamwork and advances for clinician support.

Jonathan Trenary

RETAIL PHARMACY

Achieving COVID-19 vaccine provider status, which allows us to further contribute to the improved health of our community.

David Dickson



INFECTION PREVENTION

All efforts for promoting the safety of our teammates. The amazing teamwork within the department and with the IC team.

Tracy McConathy

QUALITY

The advances being made in education for simulation lab. Tracy McConathy obtaining her CIC, and her composure as an Infection Prevention leader in the COVID-19 pandemic. The organizational Press Ganey Survey responses for quality patient experiences.

Christine Blaney MacMillen

FAMILY BIRTHING CENTER

Collaboration with the ER for supporting early loss support to patients. The orientation of 3 new RNs to the unit and comradery during high volume times.

Joni Baker

LAB

Record-breaking volumes and good staffing.

Melissa Cole

SURGICAL SERVICES

The great energy and morale of the teams. All teams have come together this past year, such a great feeling. Volumes and work flow have been aligned to achieve great outcomes with added service lines.

Chris Hudson

CARDIOPULMONARY

Teamwork has been above and beyond in a time of low staffing, the team has cross trained in order to assure service line availability for our community.

Lisa Glenn

Re-Imagining Healthcare

As the pandemic persisted on in 2021, critical staffing shortages increased, exacerbating department challenges across the organization, statewide and nationally. Departments found themselves stretched thin, more than ever before.

Our staff lead by example, with the perseverance to continue treating and caring for patients in the face of adversity, all while contending with complex hospitalizations from COVID-19 in addition to other patient needs; the dynamics of telehealth medical care and in-person visits in our clinics; COVID-19 testing strategies for employees and community members; changes to and temporary shutdowns of departments; and the undulations of COVID-19 protocols, always evolving internally and within our county.

Nurses and medical staff were exhausted. Mentally, physically, emotionally. Yet, patients still needed to be cared for, and we all still had jobs to do.

The only option was to **adapt** and **move forward** in new ways.

Many brainstorm sessions occurred on implementing new processes and shifting the operational structure of department therapies and procedures. Some solutions leveraged “home-grown” training programs and incentive strategies. Continued education and training stayed at the core of these changes. And as we look to the future, investment in career development through mentorships is yet another program that blossomed from the adversity we faced.

What came next showed that changing your perspective and thinking about things in a new way can have positive results. Read on for a glimpse into all of the ways HRRMC re-imagined healthcare for our staff and our community during the pandemic.

NEW PROGRAM DEVELOPMENT AND ADAPTABILITY ACROSS DEPARTMENTS

Certified Medical Assistant (CMA) Trainee program

The program consists of an eight-week, on-the-job training that prepares students to become a CMA and take the Certified Clinical Medical Assistant (CCMA) exam through the National Healthcareer Association.

HRRMC sought to hire and pay students accepted into the program while they complete their training. Opportunities for added financial benefits to the student include sign-on and completion bonuses, full employee benefits and potential for HRRMC to cover 100 percent of the student’s tuition costs.



The time-intensive program created by our staff consists of a combination of hands-on experience in the clinic from HRRMC registered nurses (RNs) and medical staff, and online education courses taught through the U.S. Careers Institute.

CMAs are a vital partner to medical providers, performing both clinical and administrative support. Responsibilities may include assisting in examinations and procedures, coding/billing insurance forms, patient education and performing or arranging a variety of medical tests. We wanted to help nurture each trainee to grow their career, have a positive training experience at HRRMC, and ultimately hope they stay at our organization helping those in need in our community.

Since its inception, HRRMC has graduated 11 CMA trainees from the program, 10 of whom are now on established clinical team within the Outpatient Pavilion and at our rural health centers.

Respiratory Therapy Aide program

A Respiratory Therapist (RT) is a specialized healthcare practitioner trained in critical care and cardiopulmonary medicine in order to work therapeutically with people suffering from acute critical conditions, cardiac and pulmonary disease. Many patients seen by an RT have trouble breathing from a chronic respiratory disease, such as asthma or emphysema.



HRRMC created a Respiratory Therapy Aide/EKG Technician program to train candidates with a desire to achieve their Associate of Applied Science (AAS) degree in Respiratory Therapy. The program consists of on-the-job training, with competencies developed for specific tasks that can be achieved both independently and with observation as to assure ongoing, continual growth. Trainees work directly with adult and geriatric patients, updating heart monitors, home sleep studies, oxygen rounds, EKGs and other treatments all under the supervision of a certified Respiratory Therapist (RT).

Local candidates are always encouraged to apply for these positions. HRRMC will pay an aide's tuition if they continue on in their education to become a certified Respiratory Therapist.

Sleep Tech Trainee program

Sleep Technologists work as part of a team under the general supervision of a licensed physician to assist in the education, evaluation, treatment and follow-up of sleep disorders patients of all ages. HRRMC created a Sleep Tech Trainee program designed to work directly with patients to discern and treat sleep disorders, such as sleep apnea, restless leg syndrome, insomnia and narcolepsy; they also assist the Sleep Studies department with equipment setups and gathering patient information.

The internal Sleep Tech program consists of direct on-the-job training in sleep medicine as well as enrollment in an online program of introductory courses and lectures with the National School of Sleep Medicine. HRRMC pays for the Sleep Tech Trainee's education tuition, including testing to become certified and a sign-on bonus to work at HRRMC.

A high school diploma is required to become a Sleep Tech Trainee, with some patient care experience preferred, but not required. Those who consider themselves "Night Owls" would be encouraged to apply, as the hours of work take place from 6 p.m. – 6 a.m. If a Sleep Tech Trainee continues their education to become a registered Sleep Technologist (RPSGT), HRRMC will pay for their tuition.

CREATIVITY AND INNOVATION IN JOB ROLES, PROCEDURES AND INVESTING IN OUR STAFF

Paramedics joining nursing staff in the Emergency Department

The EMT-P (Paramedic) is a valuable asset to the healthcare team, due to their scientific background as well as their clinical skills and personal attributes.

Our Critical Access Hospital (CAH) Conditions of Participation require that a CAH must staff the Emergency Department with the appropriate numbers and types of professionals and other staff who possess the skills, education, certifications, specialized training and experience in emergency care to meet the written emergency procedures and needs anticipated by the facility. The CAH must also determine the categories and numbers of MD/Dos, specialists, RNs, EMTs and emergency department support staff needed to meet its anticipated emergency needs.

The RN remains primary, and the clinician and the EMT-P job description accurately reflects roles and responsibilities. As with all roles in the ED, competency validation is an expectation.

Nurse Practitioners train to be additional clinical support in the Emergency Department and Family Birthing Center

Several nurse practitioners on our staff received department-specific training to perform duties as RNs when the need for clinical staff was greatest. Two NPs – Erin Arnett, FNP-C, and Julia Fritz, CNM – worked in the Emergency Department and FBC respectively to offer their expertise and treat patients side-by-side with RNs currently working in those departments. Erin and Julia were a great help in making this program a success.



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Pulmonary Rehab and PADnet shifts from Respiratory Therapy to Cardiac Rehab department

Shifting Pulmonary Rehabilitation and PADnet tests to the Cardiac Rehab Department were welcomed additions by our Clinical Exercise Physiology team. These are areas of interest for Clinical Exercise Physiologists as they can frequently relate to patient lifestyle choices.

The organizations that provide guidance and best practice recommendations outline the qualified personnel for the programs. Respiratory Therapists, Registered Nurses, Exercise Physiologists, and Occupational Therapists with skills and knowledge specific to these patients are commonly used. Each specialty brings their own unique benefits to the patient.

Cardiac Rehab and Pulmonary Rehab programs often occur within the same departments throughout the nation, and given pulmonary rehab is already part of HRRMC's exercise physiologists' scope of practice, it made a lot of sense given respiratory therapist staffing challenges.

Exercise Physiologists are trained in the skill of measuring the Ankle Brachial Index, which is similar to measuring blood pressures in arms and legs, and can provide information about atherosclerosis in the lower extremities.

PADnet is a test that aims to identify the presence or non-presence of atherosclerosis in the lower extremities. The equipment does the work by using a trained tech and then a physician to interpret the results.

Echo procedures shift from Cardiopulmonary team to Clinics team

Echocardiograms assess the overall function of the heart, graphing outlines of the heart's movement using ultrasound from a handheld wand. This includes evaluating pumping action of the heart, blood flow across the heart's valves, determining the presence of many types of heart disease, and tracking the effectiveness of medical or surgical treatments.

Previously, echo tests were performed by members of the Cardiopulmonary team. However, given critical staffing shortages, and the fact that echo tests are evaluated and interpreted by cardiologists, it made sense to shift these tests to also be performed by the Cardiology clinic team.

Professional Clinical Advanced Shift Coverage

During moments of severe staffing shortages, new incentive pay initiatives allowed all RNs (as well as additional clinical positions, i.e. respiratory therapists, CNAs/EMTs/PCTs and imaging technologists) who work above and beyond their standard scheduled hours in qualifying departments to be eligible for advanced shift coverage incentive.

This was up to a \$300 bonus for each shift picked up by an RN, on top of overtime pay.

Qualifying departments included the Emergency Department, Med/Surg, Family Birthing Center, Operating Room, Intensive Care Unit, and Nursery/OB.



FURTHERING EDUCATION

Preceptor development

As students graduate from college and are ready to tackle their first job out of school, preceptors are a valuable way to offer new clinical staff unique hands-on experience. This mentorship program will connect a current clinical employee in a clinical department, who will act as their supervisor and take on responsibility of the student or new employee's activities at HRRMC. This encourages peer-to-peer interactions from the beginning, and give the new hire a wealth of information you can only learn through the daily activities of working in a healthcare facility.

Preceptors will be trained on the mentoring process, which is unique to each department – and be compensated for their role in helping train our future healthcare workers!



Partnerships with Colorado Mountain College and Pueblo Community College

In collaboration with both colleges, HRRMC will focus on healthcare professionals development as a way to keep locals employed in our area, and invest in our community.



Education's New State-of-the-Art Lab!

The "Sim Man 3G" manikin and Simulation Room allow for an immersive training experience for HRRMC healthcare personnel.

The manikin was donated to the HRRMC Education Department from UC Health several years ago for simulation training. This "smart" manikin has lung, heart, and bowel sounds; provides real time CPR feedback for compressions and ventilations; has pulses, IV access, vital signs, and more, allowing for a realistic patient interaction. A simulation room with a one-way mirror was set up at the Learning Center when it was located on Oak Street. When the Education Department moved to the Learning Center at Salida Health Center (SHC), a simulation room had not yet been built.



The Education Department collaborated with the HRRMC Auxiliary via the Foundation at the beginning of 2021 to explore options for a new simulation room. The department was granted \$5,000 for equipment to support the simulation room at SHC.



With the grant from the HRRMC Auxiliary, they were able to purchase a high-end pan/tilt/zoom camera with a 2-way microphone, a touch screen computer that functions as a patient monitor and video debriefing system, and updated the laptop that controls the manikin. This equipment allows the Education

Department to effectively manage, record, and assess simulation training. We can now capture audio, video, patient monitors, and simulator data in a single interface.



Plant Ops Maintenance Tech John Linza remodeled the room and provided a headwall that matches patient rooms at HRRMC. IS Systems Support Specialist Caleb Smith was able to wire the equipment and install the program that helps the equipment interface with the manikin, while controlling the physiology of the simulator, and every other parameter of the simulation experience.

Mindy Kline, Staff Development, and Amber Linza, Education Manager, were able to implement high fidelity simulations for CODE BLUE drills for staff with Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) training because of the completion of this room!

It took several key players to coordinate the successful implementation and completion of our simulation room.

Our goal is to use this hands-on education approach to empower staff to perform well under high stress scenarios, leading to the best patient outcomes. Once staff complete a simulated scenario, we watch the video back and discuss what went well and what areas could be improved. Then, staff repeat the scenario after the debriefing, update their strategies, and are able to leave the training feeling more confident in their skills.

We are very grateful for the monetary grant from the HRRMC Auxiliary, which allowed us to implement a seamless and immersive training experience for HRRMC staff.



HRRMC Culture of Security

OUR COMPREHENSIVE APPROACH WITH KEY STRATEGIES TO WORKPLACE SAFETY

Staff Training
Environmental Controls
Policies
Committee Oversight
Transparency

STAFF TRAINING

Security Training includes an 8-hour course through Pikes Peak Security that covers topics such as principles of communication, incident reporting, crime scene security, and emergency response procedures.

De-escalation training is available for staff whose roles and responsibilities surround care and treatment of at-risk patients, and employees in roles in emergency services and security.

Administrators On Call (AOC) have a manual with “Common Scenarios,” assuring a consistent approach to dealing with emergencies.

ENVIRONMENTAL CONTROLS

- **Increasing safety at hospital and clinic access points** to reduce potential security breaches
- **Access to Rapid Assistance** increases ability to communicate to key internal and external partners.
 - Panic Buttons/Duress Alarms—Dispatches law enforcement
 - ASCOM phone to Nursing Supervisor
 - Staff Assist in Nurse Call System
 - “Code Sampson” for all Male staff assistance
- **Parking improvements** include night shift parking spaces and well-lit parking lots
- **Video surveillance** of parking lots and entrance/exit doors, as well as hallways and high-risk rooms allow retrospective review of possible security breaches.
- **Staffing** includes onsite security Monday-Friday, on-call security after-hours and weekends, and key access to law enforcement and behavioral health resources.



POLICIES

- Workplace Violence Management
- Panic Buttons/Duress Alarms
- Code Sampson
- At-Risk and Behavioral Health Precautions
- In-patient Suicide Prevention

Workplace Violence

Heart of the Rockies Regional Medical Center (HRRMC) reports and investigates safety and security incidents involving patients, staff or others within its facilities, including those related to workplace violence. The Workplace violence program is overseen by a multi-disciplinary team in partnership with Environment of Care Committee oversight. The initiatives of this plan are to evaluate incidents and observe for trends as part of the established security culture.



Panic Buttons/Duress Alarms

Panic button/duress alarms are strategically placed to assure staff has direct access to the assigned law enforcement station when faced with a direct threat. Panic button/duress alarms will call the police IMMEDIATELY upon activation.

Code Sampson

When Code Sampson is called, all available male personnel will rapidly respond.

At-Risk and Behavioral Health Precautions

Emergency Room: Assessments will consist of determining the immediate treatment needs with rapid stabilization of the acute crisis and the patient progress and planning for post discharge support.

Inpatient Suicide Prevention

To ensure the screening of patients for the risk of suicide, appropriate supervision minimizing the opportunity for self-harm to a patient that has made a suicide attempt and/or who is expressing suicidal ideation must be based upon clinical situation regardless of staffing.

TRANSPARENCY

- Ways we will communicate culture of safety to HRRMC employees
- “We’re Listening” comment cards—Responses will be posted on SharePoint and on employee bulletin boards at the hospital.
- SharePoint and Ambassador monthly newsletter updates
- HRRMC all-staff Safety and Security messages via email, questions are responded to and reviewed with BH task force.
- Security incidents are reviewed with HRRMC’s board of directors monthly and Environment of Care activity is presented quarterly.

COMMITTEE OVERSIGHT

Environment of Care Committee and Behavioral Health Task Force

- Multi-disciplinary and cross organizational team
 - Dr. Visitacion—ER Medical Director and Chief of Staff
 - April Asbury—VP of Patient Care Services
 - Christine Blaney Macmillan—Director of Quality, Risk and Patient Safety
 - David Colarelli-Director of Facilities
 - Patrick Stanifer-Director of Emergency Services and Trauma
 - Ad-hoc members as needed include:
 - HRRMC CEO and VPs
 - Solvista Health consultants
 - Salida Police Department
 - Legal Consultants

The Committee Reporting Process

The goal of the reporting process is to reduce the likelihood of healthcare staff being victims of healthcare violence.

- All episodes of safety and security concerns are to be reported timely by staff directly involved.
- Physical violence and threats—intimidation, unwelcomed physical contact, intentional bodily injury.
- Non-physical acts and threats—emotional and verbal abuse, insults, intimidation, verbal threats, coercion, harassment
- The timely review of incidents is achieved with managers during safety huddle, monthly for trending with clinical review team, and summary reported to quality, EOC, and the BOD.

HRRMC Security Team





Employee Recognition

NEW ROLES AND NEW FACES

New leadership roles for Heather Roberts and Desirae Westphal



Heather Roberts, MBA, RN, BSN - previously the Clinics Director for Custer County Health Center (CCHC) - accepted the position of Vice President of Providers and Outpatient Medical Clinics in late 2021.

Heather brings extensive experience in clinic leadership, direct patient care, customer solutions and communication to this position, along with years of experience with HRRMC.



Desirae Westphal, DPT – previously Director of Rehabilitation, Cardiac Rehab, Dietary and Wellness - assumed the role of Vice President of Operations in late 2021.

Desirae now oversees Laboratory, Radiology, Respiratory Therapy, Dietary, Rehab, Wellness, and all grievances. Desirae demonstrated strong leadership qualities during her tenure at HRRMC. Desirae is an effective communicator, has maintained good productivity, process improvement, strategic planning, and budgetary success during years of tremendous growth. Robb Russell now holds the role of Rehabilitation Manager.



Tammy Ahlers, RN, MSN joins Custer County Health Center as its 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 before Pueblo. 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.



Salida and Saguache Health Centers welcomed Family Nurse Practitioner Sarah Stoit

Board-certified family nurse practitioner Sarah Stoit, FNP-C, joined the Heart of the Rockies Regional Medical Center medical staff, and began providing services at the Salida and Saguache Health Centers in 2021.

Stoit provides family medicine and primary care services by appointment.

"Sarah Stoit is a skilled nurse practitioner with direct experience caring for the northern San Luis Valley community," said Bob Morasko, HRRMC CEO. "We're extremely pleased she focuses her efforts on the health and wellness of patients who come to the Salida and Saguache Health Centers and the overall communities we serve."

Stoit earned her bachelor's degree in Nursing from Northern Arizona University, and her master's degree in Nursing with a Family Nurse Practitioner specialty from Arizona University. She has previously practiced in ICU, urgent care and clinical settings. Stoit also has a special interest in plant-based nutrition and using food and exercise to help patients heal.

EMPLOYEE RECOGNITION



BVHC nurse practitioner Jan Ommen

Jan received her certification as a Certified Meditation Instructor through the American Institute of Health Care Professionals (AIHCP). Jan will soon begin offering a beginner group meditation for healthcare workers.

Congratulations Jan!



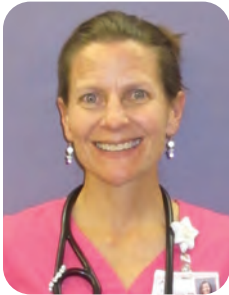
Infection Prevention Certification – Tracy McConathy

This year, the Colorado Hospital Association (CHA) prioritized helping infection preventionists (IPs) at member hospitals and health systems pursue and achieve their certification in infection prevention and control (CIC). The Association hosted a series of virtual study groups for IPs interested in CIC to support those efforts. CIC shows a commitment to best practices in infection prevention and control. Congratulations are in order to our own Infection Prevention Manager

Tracy McConathy, who achieved CIC in the past year! This credential reflects Tracy's expertise in the field of infection prevention and indicates competence in the actual practice of infection prevention and control and healthcare epidemiology.

Great job, Tracy!

2021 Nightingale Luminary Award nominee – Tracey Hill



The Nightingale Awards, given since 1985, are Colorado's highest nursing honor. Tracey was nominated by a fellow colleague in recognition of advocacy for identifying and implementing best nursing practices for consistent catheter removal post Cesarean Delivery (CD) in the Family Birthing Center at HRRMC.

The Nightingale Awards ceremony took place on Saturday, August 14, 2021. Below, Tracey described the processes behind her advocacy topic and how it has helped improve patient care in the FBC.

"I recently transferred to Same Day Surgery, but during my last two years in the Family Birthing Center, I was able to do some research in order to improve patient care. I wanted to select a topic for a Poster Presentation, and realized that timing to remove urinary catheters following c-sections was not consistent. I hoped to learn what the optimal timing was and the literature was full of good information regarding prevention of deep vein thrombosis (DVT) via early ambulation, as well as reduction of the incidence of urinary tract infections (UTI) in post-op patients. Our department was open to setting a goal of catheter removal at 6-12 hours. Prior to that, in 2018 I presented a poster on Postpartum Hemorrhage (PPH) that resulted in our implementation of the measurement of Quantitative Blood Loss (QBL) for early detection of PPH so that we could intervene before serious complications occurred. For both projects, the research was done and policies and procedures were updated to reflect the changes. FBC nurses were then educated about the changes prior to implementation. We set a goal for a timeline to implement and then evaluated progress and made improvements based on RN feedback. I was nominated by a local RN and member of the Colorado Nurses Association for being an advocate for our patients through best nursing practices. HRRMC prioritizes evidence-based practices and encourages employees to research topics of interest and then present them in poster form. I am so grateful to my FBC coworkers and Joni Baker who were willing to change our practices in order to provide the best care possible to our community."

BVHC LPN Shannon Hewling named HRRMC TRAC STAR of the second quarter 2021!



Shannon Hewling recently became an APRIMA super user and trains students, residents, nurses and providers on using the software. According to one of her nominators, *"Shannon is quick to identify errors and works tirelessly and without complaint to fix them, as happened recently with some Aprima documentation. She is quick to respond, gracious and kind, with a can-do attitude. She does not give up until the job is done."*



Erika Saari voted "Best Nurse" in the Mountain Mail's "Best of Salida" 2021 contest



Community members vote for a month long period in September on various categories in our town, including health and wellness, travel, food and beverage, service and other categories. Erika has been at HRRMC for over a year, working in Med/Surg and currently in Surgery.

We are proud of you, Erika!

HIGH PRAISE

During a follow-up call, a recently hospitalized patient shared that she was very impressed with HRRMC during her time here. She also wanted to make sure that we knew Cindy (Edgington) was the best nurse she's ever had! Great Job Cindy.

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.

I was admitted through the ER on November 11th to room 2501. This was my first experience at this hospital. Even though I know the staff was extremely busy, I received only the best care. The staff was friendly, and knowledgeable and I felt confident and I felt confident that I would receive the necessary care. The staff worked well as a team, helping out where ever they were needed. I never heard a cross or negative word from a staff member. They were accommodating with some of my unique requests. I am 65 and I have received care, for most of my adult life, at a "world renowned" medical facility in Rochester, MN. The care I received here was, without a doubt, 100% better!

Thank you so much for taking such good care of me.

Dear Nurses, Therapists, Doctors and others -

Thank you all for taking such good care of [redacted]

You were all a blessing to us both.

Sincerely,

Danien,

Thank you for your kindness and helpfulness when I came in a few days ago after getting the branch stuck in my leg on Antero.

You asked me if I wanted the numbing shots or not. A very considerate way of asking me about if I could pay for it. That was very thoughtful.

My leg is doing great. Must practice tomorrow!

Thank you,

December 2021

From [redacted]
To All of you folks (or at least as many of you that remember - sorry if I missed your name or misspelled your name. I have tried to recall everyone I interacted with)

First I wanted to let all of you, from Stewart & Michelle in the ER, to the Nurses, Assistants, Aides, Housekeeping, Food Service, Occupational & Physical therapists, Pharmacy & Physicians - Thank You.

I am sending along a pastel painting of the view from my room (without the HVAC machinery) from an early morning the last time I was in hospital (2019). I've titled it "Our View" because I figured it was the one thing we all saw daily. Unfortunately I have no way of knowing how to give it to all of you so I figured you could just share it around or whatever way you would like to do with it. All of your names are listed on the back. Hospital policy with standing, I am hopeful you can share it around. As for my attempt to personalize my gratitude I have made each of you a small "Bookmark Doodle."

A community member recently hospitalized also happens to be an artist. As a thank you to his care givers, he sent along a framed painting of the smokestack (which was the view from his hospital room), as well as made "doodles" for each of the employees who helped care for him. What an amazing gift!



HRRMC Med Surg Staff:

I can't thank you enough for all you did to help my mom [redacted]

Like Gilligan's Island, what was supposed to be an overnight knee surgery turned into a 2.5 week life-changing nightmare. I appreciate the way everyone approached and interacted with my mom, always working with her to take care of her regardless of any resistance (and eventual agreement) she offered. I have always felt healthcare workers should get paid more, but watching what you all do day-in and day-out, I'm a firm believer that you have invisible super-capabilities. Thank you, most of all, for paving the way for her (and dad) to move to an ALF; you all must have made one heck-uv-a pitch because she approached the move with an open mind, something she's never done before. She loves having caregivers pop in and check on her, something that you modeled. Thank you.

Since I can't give you each a raise, I thought I'd put together a former psych-evaluator inspired TreatMint Package. Enclosed, please note:

- Take the time to *lauff* until your tummy hurts!
- You are extremely intelligent...the community appreciates your *smarts*! ☺
- It ain't easy being *cheesy*, but someone's got to do it!
- Give yourself (and others) *hugs* on a regular basis (just don't tell others during Covid).
- Everyone needs their own support *vines*. Know who yours are and allow them to help you to climb higher when you need the some help...
- Take a breather and enjoy a cup of tea with a friend/coworker.
- Remember the *Reisen* you work in this field is to help people, not for the money! (Don't delude yourself into thinking otherwise... ☺)
- Use a variety of coping skills...they are definitely *lifesavers*!
- Do everything you can to bring *joy* to your life!
- Thank you for treating your patients like a *100 Grand*!

And finally...

- If you have to wear a mask all day, might as well make your own breath as *minty* as possible.

PS: Mom and dad are now in an Assisted Living Facility in Castle Rock. Mom is actually better than I've ever seen, including her cognitions and attitude. She's fully engaged in PT, OT, and social aspects. Shocking what less knee pain, proper nutrition AND sobriety can do, eh? Sadly, the time with mom in the hospital hit my father hard. Despite trying to keep a routine for him, the stress and change destabilized him, causing his dementia to worsen. He's not happy to leave Nathrop, but I feel I didn't have much of a choice. I hope to bring them back to their Sanctuary in Chaffee for a visit down the road.

A friend recently told me, "Don't be sad it's over, be happy it happened." Tough to swallow but working on it. ☺ Thank you again for all you did for my mom.

much love,

I made this to inspire Staff and anyone brought here in need. You have touched the [redacted] Family for Generations to come. We Thank you, you truly Save Lives here. People like you inspire me to help. We have been blessed. Everybody that works here you are my personal heroes. The most important skills are the ones you have. Keep up the good work. Sincerely, [redacted]

We keep you in our prayers + memories
Forever

Thank You... so much...

Fought for this life here and won
December 2021

Thank God, and this hospital...
Keep Fighting you can Win.
Every day is a blessing.
This family is forever grateful

To the Nurses, Food Service Workers,
Housekeepers + employees HRRMC.

I apologize for this being so tardy. I was a patient in your facility for 8 days last February. I want to express my appreciation for all the kindness, compassion, great food + care given to me. I felt safe + everyone from nurses to housekeeping gave me such professional + excellent care. The food was delicious + always delivered with a smile + kindness. I'm sure many of you came to work with personal cares + problems, probably tired before you started your shift even. The fact that you still gave such outstanding care is a wonderful testament of the pride you have in your work. I thank you all from the bottom of my heart! ♥-papa



HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER