

Heart of the Rockies Regional Medical Center
2020 NURSING YEAR IN REVIEW



Healthcare Heroes: The Year of the Nurse

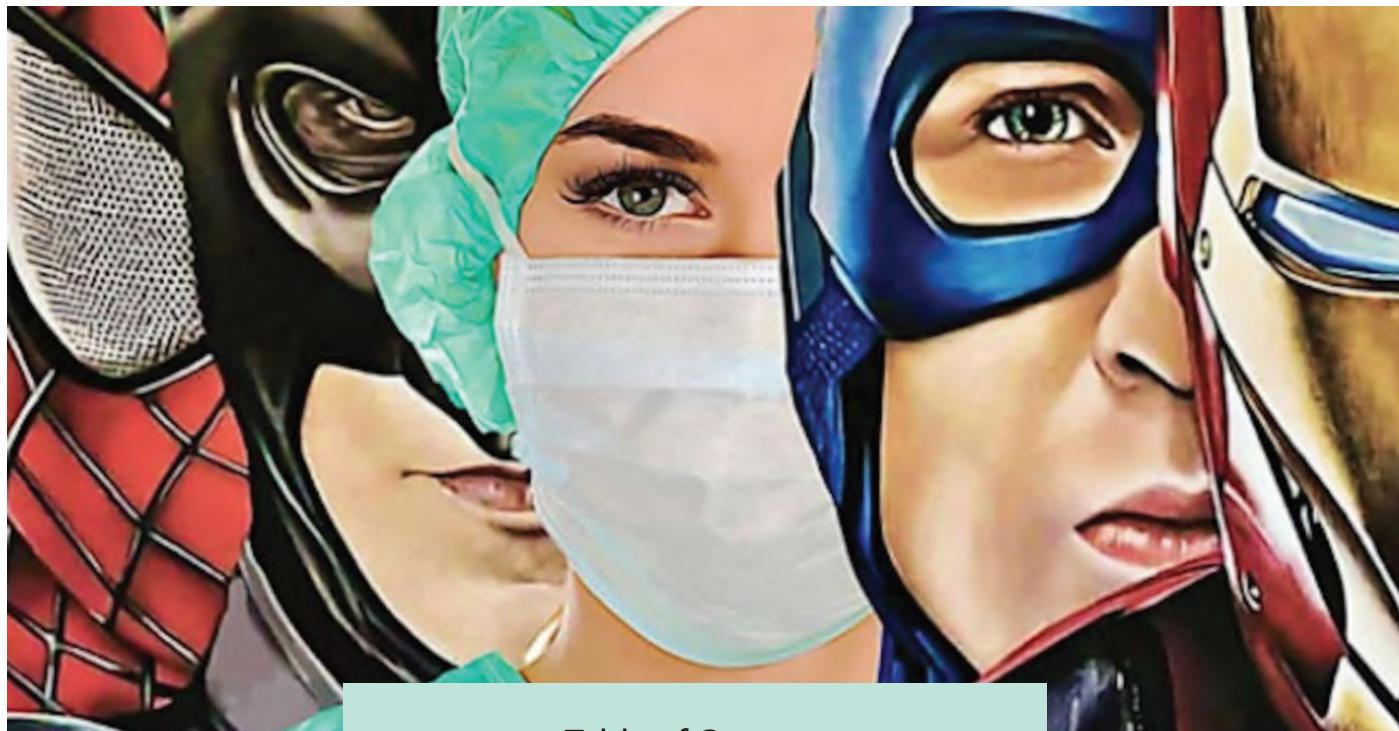


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Healthcare Heroes: The Year of the Nurse

What a year!

There are so many things to be proud of and to celebrate as caregivers for Heart of the Rockies Regional Medical Center and Chaffee County.

Amidst one of the most unusual and challenging times in history, HRRMC persevered—and succeeded—in two especially notable ways: the achievement of The Joint Commission Accreditation, and the unwavering demonstration of empathy, innovation and integrity by our nursing staff.

Throughout 2020, I witnessed innumerable acts of selflessness and compassion from our nurses. While they had to practice differently due to changes brought on by COVID-19, one thing that remained consistent was the experience of compassionate care they gave to their patients. Our amazing team of nurses was recognized for their efforts in the patient satisfaction survey. In Q4 2020 they achieved an inpatient rating for communication with nurses of 88.3%, reflecting the 98th percentile in the nation, and a top box score of 96.5%. It is evident that even in such unprecedented times, our nurses are treating patients with courtesy and respect. This is true professionalism.



It is with the support of all of HRRMC's department teams that we, as healthcare providers, were able to be nimble in adopting different practices and protocols across our hospital and clinic settings. With new social distancing, masking and screening requirements in place, we quickly realized the importance of environmental controls, and of telehealth technology and Zoom meetings. Despite the variability of data submission requirements, our teams worked their magic in streamlining and interfacing testing, census, results, vaccinations and more. Truly innovative efforts across the spectrum.

Because HRRMC and Chaffee County were categorized as low incidence for COVID-19, the Joint Commission's survey was conducted in person. HRRMC underwent a rigorous, unannounced review in June, and in September was awarded the "Gold Seal of Approval for Critical Access Hospital Accreditation". Our entire organization pulled together to achieve this long-held strategic goal. With so much invested, our staff would not allow a pandemic to stand in the way of the comprehensive readiness required to accomplish accreditation.

It is my privilege to work alongside the amazing teams at HRRMC. Thank you for being heroes and rising to the occasion to deliver patient-centered quality care—especially when it has meant facing the fear of the unknown to do so.

Respectfully,

April Asbury, RN, MSN
HRRMC Vice President of Patient Care Service

"I think a hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles"

- Superman





Our Organization

April Asbury, RN, MSN — VP Patient Care Services, Dialysis Manager

Christine Blaney MacMillan, RN, MSN — Director of Quality, Education, Patient Safety and Risk

- ▶ • **Education Manager** — Amber Linza RN, BSN (working on 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
- ▶ • **MS Supervisor** — Danielle Johnson, RN, MSN
- ▶ • **Nursing Supervisors** — Zach Magee, RN, BSN • Erica Everson, RN, BSN
Olivia Bartlett RN, BSN, CEN • April Montgomery, RN, BSN • Andra Dolton, RN, BSN, CCRN
Maria Derrick, RN, PRN: Kathy Rau, RN, BSN • Mindy Kline, RN, BSN • Patsy Juarez, RN, BSN • Neil Becwar, RN, BSN

Patrick Stanifer, RN, MSN, CEN — Director of Emergency Services (ER, Trauma, Emergency Management)

- **ER Supervisor/Trauma Coordinator** — 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
- ▶ • **SPD Supervisor** — Deanne Troutman

Abigail Smedley, RN, BSN — OPP and Rural Health Clinics RN Manager

- ▶ • **BVHC RN Supervisor** — Devyn Kindall, RN, BSN
- ▶ • **Salida Health Center/Saguache Clinic RN Team Lead** — Kyle Sabatini, RN
- ▶ • **Outpatient Pavilion 1st floor RN Supervisor** — Charmarie Taylor, RN
- ▶ • **Custer County Health Clinic RN Director** — Heather Roberts, RN, MBA

Desirae Westphal, DPT — Director of Rehabilitation and Wellness

- ▶ • **Wellness Manager** — Jon Fritz
- ▶ • **Dietary Manager** — Ryan Murray
- ▶ • **Inpatient Rehabilitation Supervisor** — Sarah Nazzaro, DPT
- ▶ • **Outpatient Rehabilitation Supervisor** — Robb Russell, DPT

Jonathan Trenary — Director of Pharmacy Services

- ▶ • **Retail Pharmacy Manager** — David Dickson, DPh
- ▶ • **Oncology/Infusion RN Manager** — Jirka Myers, RN, MSN, OCN

Duane Johnson RT(R) (CT), AHRA ASRT — Imaging Manager

Lisa Glenn, RT, CRT — Cardiopulmonary Manager

Dolly Chamness, RN—Clinical Informatics Manager



Recognizing Years of Service

Nineteen nurses were recognized in 2020 for their years of service at HRRMC.
Thank you for your dedication to our hospital and patients!



5 Years

Dina Hampa
Marybeth O'Brien
Amy Chamberlain
Andra Dolton
Heather Bourget
Maria Riemann
Shannon Hewling
Daniel Distel



10 Years

Evan Bartlett
Olivia Bartlett
Teresa Bernhard
Lindsay Haarmeyer
Tracy McConathy
Hannah Peyrouse
Chelsea Pridemore
Hayden Walker



20 Years

Christine Ortiz
Priscilla Shannahan



25 Years

Shelly Carlos





Nursing Certifications

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.

Stacy Abbott, RN-CNOR | *Certified Nurse Operating Room*

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*

Chad Bevan, RN-CMSN | *Certified Medical-Surgical Nurse*

Tovah Block, RN-SC | *Stroke Certified Registered Nurse*

Shelly Carlos, RN-OCN | *Oncology Certified Nurse*

Kristine Clark, RN-CEN | *Certified Emergency Nurse*

Judith Cole, AND-CWCA | *Certified Wound Care*

Elizabeth DeMarco, RN-NP | *Certified Nurse Practitioner*

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*

Lindsay Haarmeyer, RN-CLC | *Certified Lactation Counselor*

Cheryl Hinther, RN-CNOR | *Certified Nurse Operating Room*

Cheryl Hinther, 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*

Christa Johnston, RN-CMSN | *Certified Medical-Surgical 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*

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*

Thomas O'Brien, RN-CEN | *Certified Emergency Nurse*

Chris Ortiz, RN-OCN | *Oncology Certified Nurse*

Craig Oubre, RN-CNOR | *Certified Nurse Operating Room*

Craig Oubre, RN-CRNFA | *Certified Registered Nurse First Assistant*

Amanda Reiff, RN-CLC | *Certified Lactation Counselor*

Priscilla Shannahan, RN-CNOR | *Certified Nurse Operating Room*

Judy Smith, RN-CLC | *Certified Lactation Counselor*

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*



HRRMC encourages professional growth and recognizes the following nurses who have pursued a nursing degree beyond the associate level.

Stacy Abbott	BSN, MSN in process	Robert Gower	MSN, APN	Mary Beth Netz	BSN
Lynn Allen	BSN	Todd Grate	BSN	Cindy Nold	ADN
Allie Anderson	BSN	Lindsay Haarmeyer	ADN	Thomas O'Brien	BSN
Allison Angle	BSN	Denise Hammel	ADN, BSN in process	Marybeth O'Brien	BSN
Erin Arnett	MSN-APN	Dina Hampa	BSN	Jan Ommen	BSN, APN
Peg Arnett	BSN, BS in Health Admin	Channey Hansen	BSN	Craig Oubre	BSN
April Asbury	MSN	Jessica Hauck	BSN	Nicole Oubre	BSN
Joni Baker	MSN	Beth Herdman	BSN	Lacy Claire Owens	ADN, ACLS, BSN in progress
Evan Bartlett	BSN	Shannon Hewling	LPN	Amy Perrin	BSN
Olivia Bartlett	BSN	Tracey Hill	BSN, MS in Microbiology	Hannah Peyrouse	BSN
Neil Becwar	BSN	Cheryl Hinther	BSN	Chelsea Pridemore	BSN
Curtis Bennett	BSN	Lorrie Hocke	BSN	Sarah Raterman	BSN
Rachel Berger	BSN	Gloria Houseton	BSN	Katherine Rau	BSN
Chad Bevan	BSN	Christopher Hudson	MSN	Addison Rauch	BSN
Chris Blaney-MacMillan	BSN	Kym Huff	BSN	Amanda Reiff	BSN
Tovah Block	BSN	Stewart Irving	BSN, APN	Madeline Reynolds	MSN, APN in process
Marietta Bohn	BSN	Christa Johnston	MSN	Maria Riemann	DNP, BSN, MSN in process
Rhoda Boucher	BSN	Mary Jones	BSN	Noelle Romano	ADN
Heather Bourget	BSN	Julia Johannessen	BSN	Kyle Sabatini	BSN, ACLS/PALS
Jennifer Buckwalter	ANP	Rikki Kaess	BSN	Rebecca Sanderlin	BSN
Margo Burns	BSN	Melinda Kline	BSN	Kathryn Senor	BSN
Melissa Childs	BSN	Sara Koch	BSN	Priscilla Shannahan	ADN, BSN
Kristine Clark	BSN	Molly Knight	BSN	Logan Shay	ADN, BSN in progress
Judith Cole	AND	Katherine Kowalski	BSN	Bonnie Shippy	ADN
Ashley Craig	BSN	Brent Lawyer	BSN	Whitney Sherman	BSN
Elizabeth Krasnow	BSN	April Lee	BSN	Abigail Smedly	BSN
Amber Daugherty	BSN	Amber Linza	BSN, MSN in process	Judy Smith	BSN
Danita Depetro	BSN	Amber Long	ADN, BSN in process	Emily Smith	BSN
Erica Devoy	ADN, BSN in progress	Christina Long	BSN	Patrick Stanifer	MSN
Sara Dodson	BSN	Zachary Magee	BSN	Nika Starr	MSN, APN
Andra Dolton	BSN	Joelle Martin	ADN	Bobbie Sturrock	BSN
Brenda Elliott	LPN	Susan Maruso	BSN	Terrina Tafoya	BSN
Christina Engle	CMA	Mary McConathy	BSN	Wendy Trafford-McKenna	BSN
Charlie Engelma	BSN	Tracy McConathy	BSN	Kathy Tran	BSN
Patty Erchul	ADN	Yvonne McDonald	BSN	Kathleen Truluck	BSN
Erica Everson	BSN	Jill McQueen	MSN	Linda Typer	BSN, APN
Zada Fear	BSN	Randie McEntire	BSN	Hayden Walker	BSN
Adam Fitts	BSN	Kathy Millward	BSN	Meghan Waugh	BSN
Christy Fleming	LPN	April Montgomery	BSN	Michelle Williamson	BSN
Damion Gallegos	BSN	Cheryl Moore	BSN	Rebecca Wilson	ADN
Corinne Gerberich	BSN	Kim Mund-Wolkenbreit	BSN	Peggy Wright	ADN
Toni Gordon	BSN	Jirina Myers	MSN	Silky Young	BSN
Catherine Gotschall	ADN				



Employee Recognitions

Award of Excellence – The Nurse Supervisor team was recognized at the Patient Care Services Leadership meeting in July. Leaders recognized that with the frequent and important changes made for remaining current with the CDC and CDPHE recommendations relative to the COVID-19 pandemic, the Nurse Supervisors across both day and night shifts did well to adapt and implement these new and changing processes.



Olivia Bartlett Neil Becwar Erica Everson Patsy Juarez Zack Macgee

Breastfeeding Excellence Award

HRRMC's Family Birthing Center (FBC) was recognized for achieving the "Celebrate 6 Award of Breastfeeding Excellence" at the 2020 Colorado Hospital Breastfeeding Summit. The award is presented to Colorado hospitals that provide excellent breastfeeding support as demonstrated through facility policies that include at least six of the "Ten Steps to Successful Breastfeeding," as facilitated by the Baby-Friendly Hospital Initiative. The FBC team was presented their award and given lunch in honor of their work.



April Montgomery Brent Lawyer Andra Dolton Mindy Kline

Education Achievement – **Erica De Voy** – "Congratulations on successfully creating and completing the 12 week Advanced Medical Surgical Course. Your enthusiasm for continued learning and providing educational opportunities to our nursing staff is truly appreciated! Thank you for your dedication to the medical surgical unit, your attention to detail, and your passion to continue to grow as an RN!"



Erica De Voy

Extra Effort – **Cindy Edgington** – "Congratulations on successfully creating and completing the 12 week Advanced Medical Surgical Course. Your enthusiasm for continued learning and providing educational opportunities to our nursing staff is truly appreciated! Thank you for your dedication to the medical surgical unit, your attention to detail, and your passion to continue to grow as an RN!"



Cindy Edgington

Above and Beyond – the staff of **Surgical Services** – "What amazing work the extended team has done since elective procedures were re-established following the shutdown earlier in the year. The team is working well above the number of patients projected for the year. This is all while being flexible every day with the multitude of changes, including team functionality related to patient and staff safety during the pandemic.

Surgical Services has had multiple hours of overtime and call-back hours to accommodate the community in this unusual situation and time of "catching up." The staff are exhausted, yet grateful to be of service in the way they know best - through the use of their talents and expertise in surgery. I am super proud of the entire department, to include SDS, PACU, OR, SPD, Anesthesia, surgeons Dr. Karen Johnson and Dr. Jian-zhe Cao, our manager Chris Hudson, as well as the Housekeeping staff, without whom we would not be successful." — Priscilla Shannahan, OR Supervisor

Whatever it Takes – **Tracy McConathy** – "It has been a pleasure to work with you on the Covid Team. You're extremely knowledgeable and keep calm in stressful situations. You've put in hours and hours of work and I appreciate all you do for HRRMC and the employees."



Tracy McConathy



Baileigh Simpson

Patient Care Tech **Baileigh Simpson** on Med/Surg recommended Attends-Depends be dated, timed, and initialed, similar to dressings for monitoring of extended use. Great patient care initiative!



Neil Becwar

ED Charge Nurse **Neil Becwar** received a call about a patient in the ED, who stated he was a friend of the family. No information was given to the caller, as this is a HIPAA concern. Thank you for keeping patients safe!



Christina Engle

Christina Engle at Salida Health Center requested a confirmation on vaccines for a child. CIS was not updated correctly. Aprima indicated the vaccines had already been given. Vaccine appropriately NOT given to the child. Thank you for keeping patients safe!



Amber Linza

Amber Linza, former Med/Surg Supervisor, noted that a patient had been on IV blood pressure medications and was not being monitored by telemetry. She discovered that the Pharmacy Resource Manual and CPSI did not align with the correct monitoring requirements. Thanks for taking the initiative to fix this patient safety issue!

HRRMC brings home the gold

After many months of preparation across multiple departments, HRRMC achieved its long-held strategic goal of Joint Commission Accreditation.

In September of 2020, Heart of the Rockies Regional Medical Center earned The Joint Commission's Gold Seal of Approval® for Critical Access Hospital Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care.

HRRMC underwent a rigorous, unannounced onsite review last June. During the visit, a team of Joint Commission reviewers evaluated compliance with Critical Access Hospital standards, spanning several areas including emergency management, environment of care, infection prevention and control, facility maintenance and operations, medication management, and rights and responsibilities of the individual.

The Joint Commission's standards are developed in consultation with health care experts and providers, measurement experts and patients. They are informed by scientific literature and expert consensus to help health care organizations measure, assess and improve performance. The surveyors also conducted onsite observations and interviews.

Preparation for the hospital's long-held strategic goal of accreditation was an involved and detailed process that began in 2019. It was overseen by HRRMC's Vice President of Patient Services April Asbury and former Quality Manager Lisa Barr. Departments heavily involved in laying the groundwork included - but were not limited to - Infection Prevention and Employee Health, Pharmacy, Inpatient Services, Plant Operations and Environmental Services, Medical Records and the Emergency Department.

A celebratory lunch was held in October in appreciation of everyone who worked so hard on behalf of this endeavor.





High Praise from Patients

From routine procedures to the most intensive cases, our nurses consistently provide a high level of care and communication to their patients. Read what some of those patients had to say about their experiences at HRRMC from the past year.

Miss Allies

We would like to thank you for being the best nurse so kind and caring. Each day you showed that you cared for [REDACTED] not only as a patient but also as a person. You gave him all of your attention and you gave us a wonderful peace that he was in the best place.

Even on your day off, they told us that you called to see how he was doing. That means the world to us.

Thank you for being YOU! You are a kind and compassionate person and we are so grateful for everything you did for him and for us. We cannot thank you enough!



To all the Nurses on ICU

Thank you so much for the wonderful care you gave our wife, mom, grandma [REDACTED]

[REDACTED] believed we really appreciate all you do and have done. Thanks [REDACTED]



Hey, HRRMC Nursing Staff,

I'm the poor sap who was brought in last Monday after the hit-and-run cycling in Buena Vista. I am babysitting my repaired tibia here at home in Boulder, and feeling better each day. I'm sure you will never see me again, but I wanted to send a shout-out for the excellent care I received by all of you during my three days at your center. From Tom in the ER, to Becca through my first night, to all the rest of you who demonstrated your skills and caring—Thank you! It really helped me through a tough and scary time! You are all awesome! 😊



Dear Birthing Center Team,

What you all do is so special. The facilities you have are great, but it's the people that really create the environment, and I couldn't think of a better one to deliver a baby. We hope we never have to deliver anywhere else because we're afraid our experience with you has spoiled us! Nowhere else will live up to the care, support, attention, and comfort you provide. Thank you so much for making my first labor and delivery experience such a positive one. I felt safe and confident in the care the whole time—and like an individual and not just another patient! Thank you!

P.S. I apologize for anything dramatic, demanding, or otherwise obnoxious that I said or did during labor and delivery. I didn't want or expect to be that way, and I really appreciate your patience. ☺



Thank you note to the BVHC clinic

Hello,

I hope this finds you well today. I wanted to comment on my experience at your health center in Buena Vista this recent July.

Please know that we were exposed to the coronavirus while traveling through Colorado and found ourselves stranded in BV. Not a bad place to be stranded if you are not in quarantine! I was concerned about finding medical care and solid health advice. My daughter did test positive and we were sent into quarantine.

However, after considering moving us to Colorado Springs or Denver, your staff more than convinced me to stay in BV. Jeremy Roderick was our primary attendant and was incredibly helpful and relational. Your nursing staff were the best I've seen. I am sorry to say I do not remember the first name of the primary nurse who cared for us. She was high energy and very capable and knowledgeable. I was very impressed.

So, in world with a lot of bad news, I thought I'd share some good news with you. Keep the team together. They are winners!

June 2020

Dear Dream Team,

It was such a blessing for us as first time parents to come to an unfamiliar place for such a life changing experience and feel so welcomed. We weren't sure about the hustle and bustle of a hospital as a place to bring a kid into the world, but the birthing center was so peaceful and all the nurses so kind, we loved the food, the spacious room with an awesome view, the giant "big gulp" water cups, the option for a bath, and the smile and cool, calm, and collected faces and reassuring voices that got us through one of the most amazing human experiences. We honestly almost never go to the hospital and were so grateful to have such a positive experience. You guys are great and work so well together. A special team, a special place, and a great great experience. May your love and generous spirits continue to be shared. MUCHAS GRACIAS





Dear Mr. Morasko or Executive Assistant:

My name is [REDACTED] and I was admitted to your hospital via the ER on [REDACTED] with COVID-19 and released on 2-9-2021. I didn't want another minute to go by without recognizing the Doctors, Nurses and Staff for their phenomenal care, compassion and teamwork in getting me better to return to Oklahoma. I have never been surrounded by so many diverse professionals that enjoy their jobs and work so well together. Their positivity was contagious! Your Team made my stay and recovery a very positive experience and God blessed me by putting me in your collective care!

I was hospitalized while my wife and I were on a Ski vacation with two other couples and are all from Oklahoma. We all knew that the logistics and timing of me getting well and back to Oklahoma was going to be a challenge. However, your team worked with me diligently and prepared me for the travel back to the lowlands of OK and made my trip safe and comfortable. Of all my concerns, your staff's reassurance of a smooth discharge and travel home was very comforting and went exactly as planned.

I have since made a full recovery and although skinnier than I have been since high school, I feel very healthy and strong. Your entire team was amazing, but Dr. Bays stands out; during my stay he made sure I could contact him with questions anytime and he personally followed-up with me twice since my discharge. He is the epitome of what every patient yearns for in a Doctor, which is someone that listens and understand your medical concerns and allows for patient choices in their care!

I wish there was a way to thank each one of the individuals that assisted in my treatment and recovery, but everyone I met at the hospital were exceptional! The quality-of-care Heart of the Rockies Regional Medical Center provided me was short of incredible. God bless your team of professionals!



THANK YOU SO MUCH to all of the staff & medical teams who cared for our dad, [REDACTED] while he was there with Covid-19. We appreciate you so much & we cannot thank you enough for getting him well.

From the [REDACTED] family

We hope all of you stay safe/healthy during the pandemic. Thank you for everything you do!



To all the Nurses on ICU

Thank you so much for the wonderful care you gave our wife, mom, grandma [REDACTED]

We believe we really appreciate all you do and have done. Thanks [REDACTED]



Thank You all SO much to the awesome ED Staff! My Son was in due to DKA and we have never experienced that before. I was terrified! But Dr. Ruitter and the nurses calmly explained everything and constantly kept me updated. My Son was transferred to Children's ICU and quickly improved! I am sure that his excellent care in Salida was a big part of that. Also such a big hug & thank you to the paramedics that I rode with to CO Springs, to Baylee, who took my Son's blood with "the least pain he'd ever felt getting blood drawn", and to Zack M. for offering a calming and kind word when he saw how freaked out I was. It makes me so proud of our Hospital knowing how many amazing people work here!

WE'RE LISTENING.



SUGGESTION?
COMPLIMENT?

The ED was really great to me during a super scary moment. Can you please share this card with them and anyone else you'd like. Also, my team leads (David & Ruth) were great in making sure I was able to get to my son quickly.

Actions taken to resolve the issue or suggested solutions:

7-3-20

Date

Bob Morasko,

My stay in your hospital was a good experience. The nurses, Scotty, Joe Davis, Mandie, Alma were very professional, courteous & pleasant. Even your dietary & pleasant. Even your dietary guy Travis was so nice and helpful. I don't think anyone looks forward to a hospital visit my stay here was as good as possible.

Please tell your staff how well they did for me.... and give them a pat on the back.

* If I left out the names of other staff that were so nice it's because of my nice onset of dementia age



Dear Mike,

Thank you again for your upbeat presence and attentive care during my stay in 2510 this past weekend. (And for remaining patient with me even the third - or fourth - time I managed to clip my IV line off). I enjoyed our many snatches of conversation immensely. You are a gem!

Best of luck with your studies, career endeavors, and raising your boys. They have an excellent and loving role model.

Sincerely,





Employee Spotlight

Recognizing Dolly Chamness, Denise Hammel, Amy Perrin

CIS innovations for federal reporting



In their own words:

"Though we, the Clinical Information Systems (CIS) team, spend numerous hours reading, researching, setting up, training, analyzing, and many other things, it truly takes a village to make everything work. Yup, we direct the village, but we could not do it without the extended team. It takes all of us to be successful with this and the guidelines, well...they keep giving us more. AND we are successful at this because of the team and them being willing to support these measures. Thank you to all of those who have been a part of these efforts. It has not always been easy, but we have proudly succeeded."

HOSPITAL

In 2009, President Obama signed the Health Information Technology for Economic and Clinical Health (HITECH) Act into law as part of the Investment and Recovery Act (IRA). The Act "encouraged" healthcare providers to adopt Electronic Healthcare Records (EHRs) and supporting technology for the new system. Sounds simple, right? Not so fast.

"Meaningful Use" (MU), as it was known then, was the part of the IRA that impacted hospitals, and dictated key program initiatives be achieved on a specific timeline. For example, when we created the hospital patient portal, development, enrollment, and patient utilization were all part of that timeline. For the first year that MU was reported, we were the SECOND hospital in the state to report!

At first, reimbursement was available to assist with these massive infrastructure add-ons we had to develop. Then, slowly additional needs were required, such as adding functionality for providers creating electronic progress notes, electronic orders, medication reconciliation, quality measure and later even electronic documentation!

Needless to say, all these new processes were challenges to overcome. Out of this struggle, the Informatics Advisory Group was established. This group consists of medical staff representatives from most of our practices and service lines. This group helped figure out one of our biggest struggles to date: Electronic orders and electronic notes for providers.

As part of that initiative, we created a 12-step program to transition to paperless. This was successful enough that CPSI asked us to present our program at their national conference. As years progressed, we were able to utilize all the resources we needed: Providers (being urged and assisted by their peers), clinical users (including nursing, laboratory, radiology, respiratory therapy and pharmacy), registration, information systems, and what eventually became our Clinical Informatics team.

Typically, Clinical Informatics Manager Dolly Chamness researches thousands of pages of suggested wording for the coming year, asks for input from the larger team and submits comments on the measures at a federal level. Then as a team, CIS again reads through pieces (though the 1,000+ page report is usually Dolly's to read), spend numerous hours speaking to CPSI and analyzing setup, training materials, trainings, coaching, and finally - results. When Denise Hammel joined the team, she had a unique perspective as a former Med/Surg nurse and has been instrumental in producing training materials and trainings that are as easy to accomplish as possible.

What was first "Meaningful Use" is now "Promoting Interoperability" and has so many additional pieces to it. As a hospital, we have successfully reported since that first year (first Medicare, and later both Medicaid and Medicare (YAY! Reporting twice in a year!), AND survived both pre- and post-payment audits.

One of the big challenges in 2020 and beyond is the same one that has impacted all of our lives: COVID. Testing data and results are reported to the state. The results are part of Electronic Lab Reporting and have been a big learning curve for us. I am proud to say that after many hours of researching, e-mails, phone calls, and Zoom calls with the State, we have risen to the challenge and we could proudly hit the "YES" checkbox!



CLINICS

Prior to 2016, the hospital had been reporting MU (Dolly still does this and does a lovely job!). Then, without any knowledge of clinic reporting, the providers started getting letters stating they had failed to report PQRS (as it was named at the time) and would be receiving a negative reimbursement in 2018 on all claims submitted, as they had failed to report correctly in 2016. We knew something needed to be done and quickly jumped on board (along with other hospital staff) to figure out how to get clinic reporting accomplished.

There were many meetings involved to choose the measures required for reporting. Measurement decisions needed to be made based on feasibility. How could we choose measures that would minimize work for the clinic staff (including providers), while hitting mandatory requirements? Furthermore, a Board of Directors decision was made to report HRRMC as a group, meaning we needed six (6) measures that worked for every subspecialty at HRRMC. Lastly, many, many hours dedicated to making sure the measures were set up to collect data in the EMR was established.

Much time was spent working as a team and with Aprima to ensure set up was correct. We then developed educational materials for all clinical staff and provided educational sessions on how to collect the data. Part of onboarding for new staff includes extensive training on the Merit-based Incentive Payment System (MIPS) quality measures.

We also provide training to clinical staff, including providers, on collecting data for the Improvement Activities and Promoting Interoperability sections of MIPS.

For the past 3 years, the CIS team has worked with QVH, a MIPS registry, to submit our data directly to CMS. For the past three years, we have successfully reported a positive reimbursement based on the total MIPS score. Yes, we set up measures, provide education and, ultimately, report the annual data.

However, we would not be successful without clinic staff. They are the ones entering data into Aprima daily, ensuring we get accurate data numbers. Clinic leadership uses MIPS reports quarterly to hold staff accountable to continuing to be successful with data collection. The success we have had over the last three years has allowed us to dig ourselves out of the proverbial hole. The negative reimbursement from our early failures knocked us down, but three successful years of positive numbers has allowed us to narrow that gap in hopes that soon enough, we can increase our performance reimbursements high enough to truly be in the positive range.

Thank you,

Your clinical informatics team
Dolly, Amy and Denise

Navigating the pandemic journey

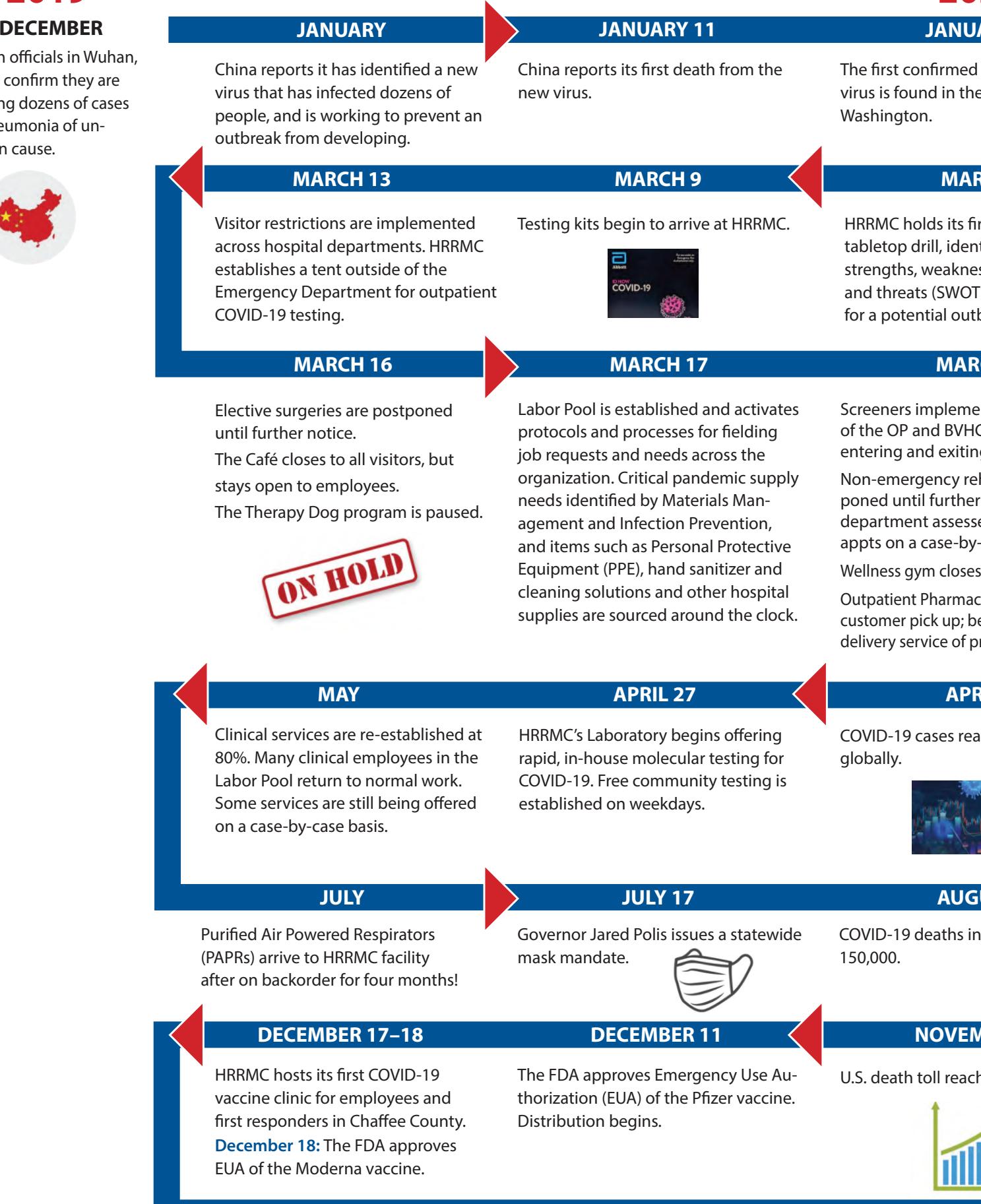
The COVID-19 pandemic has challenged us all in new ways we could not have imagined. The pressure faced by staff in our hospital and clinics was enormous – and was met with courage, a strong moral code, great responsibility, fighting spirit and mental toughness. These qualities all add up to the level of effort and dedication of a superhero fighting for their own community.

We are grateful for our nursing superheroes and all healthcare workers for their compassion and commitment to quality care during this extraordinary time in history. The next two pages provide a glimpse into the pandemic journey we embarked on last year with a visual timeline of events – where we started, and how far we've come.

2019

DECEMBER

Health officials in Wuhan, China confirm they are treating dozens of cases of pneumonia of unknown cause.



C COVID-19 TIMELINE

2020

JANUARY 21

case of the new
U.S., in the state of



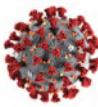
JANUARY 30

The World Health Organization (WHO) declares a global health emergency.



FEBRUARY 11

Virus is officially named "COVID-19."



MARCH 5

First internal COVID-19
is identified, HRRMC's
asses, opportunities
(analysis) to prepare
break in the U.S.

MARCH 5

First COVID-19 case is confirmed in Colorado.



FEBRUARY 29

The first death in the U.S. is reported, although later reports discover deaths attributed to the virus on Feb. 6 and 17, respectively.

MARCH 18

Enters at entrances
to monitor people
g.

hab appts post-
notice; the Rehab
es all other patient
case basis.

until further notice.
y closes to in-person
begins curbside and
prescriptions.

MARCH 19

Telehealth is officially launched for HRRMC providers. Employee health also utilizes nurse practitioner Jill McQueen to assess sick employees and track employee COVID cases.



MARCH 20

CCPH announces first two positive cases in county. HRRMC activates Hospital Incident Command (HIC). Outpatient Pavilion and Saguache Health Center close to in-person visits. Telehealth is available with all providers at these locations. BVHC and Salida Health Center are open in-person to sick patients only. All other patient appts held via telehealth.

APRIL 2

ach one million



APRIL

March 24

Pandemic supply donations start coming in from the community: handmade masks, N-95 masks, sanitizing products. Mandatory temperature screenings of employees begin. Remote work is established for employees where possible.

Two additional rooms are converted to negative pressure rooms. Plan is created for additional patient beds should an influx occur. First of several employee Town Halls takes place.

USTR 4

the U.S. surpasses

OCTOBER 1

NOVEMBER 8

A world report announces more than one million COVID-19 cases over the course of three days.

The U.S. reports more than 10 million COVID-19 infections.

EMBER 18

ies 250,000.

NOVEMBER 13

NOVEMBER 11

Colorado sees its highest number of daily infections at 6,499.

Chaffee County reaches 500 COVID-19 cases.



2021

JANUARY 22

HRRMC hosts first COVID-19 vaccine clinic for the community. More than 400 people are vaccinated in this drive-thru process.





Innovations of the Pandemic

Labor Pool

As the coronavirus swept through the U.S., uncertainty over how it spread and how people became infected caused global, national and local health organizations to encourage (and in many cases, mandate) closures to businesses, organizations, clubs and other entities.



HRRMC was no different.

March 2020 saw the operations of our facilities turned upside down. Elective surgeries and rehabilitation appointments were postponed until further notice. Sleep studies, in-person appointments and other ancillary tests were halted or limited. The Wellness gym, Gift Shop, Café and Therapy Dog program all saw significant changes.

By limiting services, HRRMC was aiming to keep staff and patients as safe as possible, but that does not come without financial challenges. In addition, with the contraction of some services, staff in those departments were left with a potential loss of work hours.

HRRMC made the executive decision to keep every single staff member employed and working, no matter the current status of an employee's department.

But how would this be accomplished?

Enter the Labor Pool and its invaluable team, comprised of Rehab Director Desirae Westphal, former Education Director Peg Arnett, Wellness Manager Jon Fritz, Athletic Trainer Dan Evans and Human Resources. Activation of the Labor Pool ensured placement of displaced employees to departments where there was need for additional help.

The redistribution of dozens, if not more than 100, employees is a complex matter. The Labor Pool was separated into clinical and non-clinical departmental needs. Competencies for clinical work were evaluated, and education and previous experience taken into account. Alongside clinical needs, non-clinical needs were assessed multiple times a day, and the Labor Pool team developed training and schedules for placement. A new and needed operation included a screening process across multiple clinics and entrances on HRRMC's main campus.

The Labor Pool team worked tirelessly to place employees in departments that needed help, and to offer options for people to continue working. This resulted in no lay-offs nor furloughs of employees, which we are very proud of.

Thank you to the Labor Pool team for their months-long efforts to keep HRRMC staff employed!

Telehealth

As healthcare facilities across the U.S. shut down valuable services in their communities to focus their efforts on the pandemic, the community's need for continued treatment did not disappear.



In order to better serve our community in the safest environments possible – their own homes – the Clinics and Information Systems teams developed and implemented a Telehealth service for our family medicine and specialist providers. In order to utilize telehealth, patients would only need access to a computer or smartphone with video option, internet connection, and the ability to download Zoom conferencing software on their computer or smartphone. They were also guided through the entire process via HRRMC staff. Using HIPAA-compliant licenses, each provider could meet with patients virtually to retain continuity of care.

The Clinics and Information Systems departments moved quickly and nimbly to set up all provider accounts, and help train nursing and medical staff on the use of virtual appointments.

At its height in 2020, telehealth appointments accounted for more than 30% of patient visits.

Zoom meetings

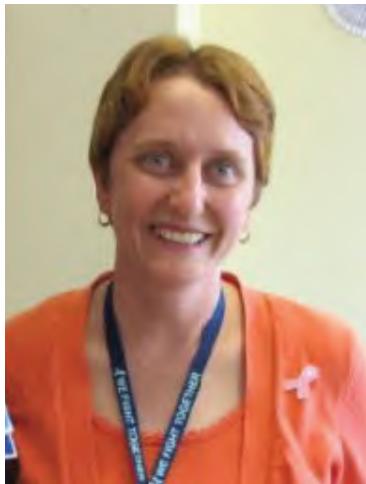
As in-person interactions became more restrictive in 2020, HRRMC pivoted to provide virtual meetings on small and large scales to coincide with social distancing guidelines. Employees learned how to work remotely and communicate on the Zoom app more frequently and with more assurance.



From virtual Town Halls, which hundreds of staff members attended across multiple locations, to daily incident command meetings, departmental updates, events and even holiday parties – Zoom became a constant in HRRMC employees' lives, and remains extremely relevant today. Zoom offered new resources to those safely working offsite, and allowed those in separate locations to connect quickly and easily. We will continue to utilize Zoom as an invaluable resource, but we are looking forward to the day when in-person meetings are again the norm at HRRMC.



Tracy McConathy, RN, BSN — Infection Prevention/Employee Health Leadership in an infectious disease crisis



Under normal circumstances, the job of Infection Prevention/Employee Health Manager at a hospital isn't one taken lightly. In a year when a pandemic unexpectedly turns the world upside down, that job takes on even greater consequence.

At the time that COVID-19 started making headlines in January of 2020, Tracy McConathy had been in her role only a few months. She met the crisis head on with the same tenacity, attention to detail and sense of calm that is characteristic of her personality.

HRRMC's COVID-19 Incident Command Team was assembled in March. Tracy worked alongside Infection Prevention and Control Medical Director, Dr. Erika Gelgand, assisting with the critical tasks of staying on top of quickly evolving information and disseminating it to hospital staff.

In addition to carrying out the duties of her "regular job," Tracy also participated in decision-making processes specific to COVID-19 that impacted employee and patient safety. From implementing hand hygiene and social distancing policies, to advising on PPE standards and requirements, to developing new patient care and visitor protocols, Tracy was there to lend her expertise.

When COVID-19 vaccines became available to HRRMC, Tracy played an instrumental role in getting employees vaccinated, and later assisted in getting the larger scale community vaccination clinics off the ground.

It was her demonstration of unwavering leadership that led to Tracy being named a Q1 TRAC STAR and a TRAC STAR of the Year finalist in 2020. As her nominator described, "Tracy is a true leader in an infectious disease crisis. Tracy keeps the safety of our patients and staff a high priority while navigating daily changes. She has been a supportive part of the COVID-19 preparedness team."

Now, with more than an entire year of the pandemic behind us, we set our sights on a slow yet steady return to 'normal.' We thank Tracy for all she has done to confidently and courageously guide us through the past year's incredible journey.





New Faces in Familiar Places

Introducing Quality Director Christine Blaney-MacMillan to HRRMC

In November 2020, Christine Blaney-MacMillan joined HRRMC as Quality Director. Prior to coming on board, Christine served as the Chief Clinician and Corporate Compliance officer for many years with a post-acute care company in the Baltimore-Washington DC area. Asked what she was most looking forward to in working at HRRMC, Christine replied "The relationships that being in a smaller community brings."

Though she has been "pleasantly surprised" by the amount of talent at HRRMC and the structure of the departments that she is responsible for, Christine set out to find opportunities for improvement, as is her job. For her first year, she made a goal of ensuring that each performance improvement activity aligns with the true goal of that department.

"That customization of finding a meaningful project, implementing interventions that promote that project, and then monitoring the performance (and hopefully success!), is something I find very satisfying and brings us pride when we reflect on our achieved milestones," said Christine.

To Christine, quality is more than a buzzword; it's a commitment. As she explains it, "To achieve quality, you must demonstrate that you are willing to critique your daily actions and accept the potential need for change in processes in order to adhere to the highest of standards and follow best practices."

Christine shared that she feels fortunate to have been chosen to be part of the team at HRRMC, working alongside the many talented and professional individuals here. "I can't wait to see where the next years take us!" she said.



Christine Blaney-MacMillan

Meet our new Clinics Nurse Supervisor, Charmarie Taylor

Charmarie "Char" Taylor recently joined HRRMC as the new Clinics Nurse Supervisor. We asked Char to share a bit about herself and what she's most looking forward to in her new role.

If not a native of Salida, where did you last live before moving here?

I came from southeastern Arizona; I lived there most of my life.

What drew you to this position at HRRMC?

I moved to Salida in December of 2020 and was ready to return to work after getting my family settled. I had driven past the hospital and thought it was beautiful. I researched careers on the website and here I am!

What are you most looking forward to in your new role?

My work history is in corrections, so working in the Outpatient Pavilion will be quite a change. I look forward to spending time in each of the specialties and supporting staff.

What is one way you like to connect with staff/coworkers in a new job?

To continually communicate, and to learn about their role(s) and how I can assist in their clinics/workflow.

What are some of your favorite things to do outside of work?

My husband and I love the outdoors, hunting and fishing. We also love to travel and see new places. I have 6 kids and 2 grandkids in Arizona, so I will undoubtedly spend a significant amount of time going to see them when I can.



Charmarie "Char" Taylor



Changes in Leadership Roles



Patrick Stanifer, RN, became the Director of Emergency Services/Trauma and Emergency Management in early 2020. His previous experience with Emergency Management programs made him a great fit for taking on the new responsibility within the department. Patrick has been a great resource and support system to Emergency Management Coordinator Mark Rowland, in addition to his current role in ED and Trauma.

Note: While Patrick's role change occurred within the timeline of the 2019 Nursing ReportReview, it was not mentioned in that publication. With apologies for the oversight, we are recognizing Patrick's promotion in this year's Nursing ReportReview.



Abigail Smedly, RN, BSN took on the role of Clinics Nurse Manager in 2020. She previously held the position of Clinics Nurse Supervisor for both the Salida and Saguache health centers, both of which she assisted to receive rural health clinic status. She also helped prepare those clinics for Joint Commission accreditation, as well as prepare the Custer County Health Center in Westcliffe for rural health clinic status.



Amber Linza, RN became the new Education Manager this spring. Amber began to take on a more prominent role in the Education department as Peg Arnett retired from her long-held position of Director. Amber most recently worked as the Adult and Pediatrics Supervisor on the Medical/Surgical unit, and has been with HRRMC for more than five years.



Katie Kowalski, RN, BSN, CEN was promoted from the Team Lead position in the Emergency Department to Supervisor in spring of this year. Katie started at HRRMC as a PRN Unit Coordinator on Med/Surg while still in nursing school (and at the hospital's old location). She then worked as an RN on Med/Surg for a year before transferring to the Emergency Department, where she's been working since 2010.





Denise Rush, RN — Nurse Supervisor

Night Nurse Supervisor Denise Rush retired in June of 2020 after nearly 30 years at HRRMC—long enough to have helped deliver babies spanning two generations. She began her career as a night nurse on the Med/Surg floor before transitioning to house supervisor. At that time, the nurse supervisor role wore multiple hats, also acting as the ER and OB nurses.

In her career prior to HRRMC, Denise was accustomed to doing total patient care. Learning to hand off duties to CNAs was a challenging transition for her that first year, during which she contemplated resigning on more than one occasion. Needless to say, Denise's decision to stay resulted in a long and successful career, in which she would become both a TRAC STAR of the Year recipient and a Nightingale Award for Excellence in Nursing nominee.

One of the biggest changes Denise saw during the three decades she was with HRRMC was the evolution of nurses working with doctors as a team rather than as part of a hierarchical structure. "When I first started, the nurses would not even think of calling a doctor by the first name," she recalled. "Now, the doctors are more like friends and co-workers."



During her tenure, one of the nursing philosophies that Denise swore by was to "treat others with kindness and compassion; treat patients like you would want to be treated." Having cared for more than 100,000 patients in that time, there's no doubt she had the opportunity to put that philosophy to good practice.



Mark Ceglowski, RPH — Pharmacy Director

Mark retired from HRRMC in January of 2021 after more than nine years as Pharmacy Director. A prior resident of Grand Junction, Mark was originally drawn to the Upper Arkansas Valley for its mountain climbing and ultra-marathon opportunities. He ended up spending nearly a decade as the head of HRRMC's inpatient pharmacy.

The inpatient pharmacy plays an integral part in the hospital's patient care system, especially with regard to Oncology/Infusion team, which Mark was the head of. While he did not hold a nursing degree, he was inextricably linked to the nursing department by way of overseeing the medications and treatments critical to patient care.

Given how integral the inpatient pharmacy is to the hospital, Mark was inextricably linked to nursing staff by way of overseeing the medications and treatments critical to the care of their patients. Mark was specifically invested in the Oncology and Infusion teams' program success, and ultimately helped supervise it.

Asked what he was the most proud of during his tenure, Mark said it was the opportunity to assist in building a foundation for teamwork, trust, and collaboration. Though he admittedly had disagreements with various departments within the hospital (including Pharmacy), what he loved about HRRMC was his belief that "everyone has a patient-centered approach and is passionate to provide our community with outstanding care. This is not the case everywhere."

Thank you, Mark, for the candor and integrity you brought to your position and to HRRMC for nearly a decade.





Lisa Barr, RN, BSN — Quality Manager



To say that Lisa Barr brought quality to everything she did at HRRMC would be true beyond the title she held for the last several years of her career.

After Lisa joined HRRMC in 1998 as PRN in ICU, she soon moved to a full-time night position. She started orienting to a supervisor role with Mary McConathy when she wasn't working in ICU, also stepping in as PRN with Same Day Surgery. Ultimately, she was undecided about what she wanted to do.

As fate would have it, Director of Education Peg Arnett approached Lisa with an opportunity that would shape the course of her career. Peg asked if Lisa would like to help teach with the nursing school that she had started with Trinidad State. Lisa accepted, and from 2003 to 2014 she assisted Peg with clinicals at the hospital, teaching nursing students of Colorado Mountain College and Adams State.

Lisa moved into a full-time supervisor role in 2009, which she really enjoyed. She was voted TRAC STAR of the year in 2011, calling it "a great honor."

In 2014, Lisa took on the role of Quality Manager, giving her a great opportunity to learn the regulation and management side of the hospital. She trained for the advanced level practice of PICC line insertion in 2016. "This was also a very challenging and rewarding skill to learn," recalled Lisa.

By 2017, Lisa had obtained her the Certified Professional in Healthcare Quality credential, further demonstrating her competence in healthcare quality and exemplifying her and dedication to healthcare quality at HRRMC. The following year, Lisa was selected as one of the regional nominees for Colorado's highest nursing honor, the Nightingale Award. She was nominated in the Innovation Category by Peg Arnett for her work on processes surrounding patient satisfaction and safety, including wider use of the Good Catch forms and initiation of a daily clinical-manager huddle.

Throughout 2020, Lisa was instrumental in leading HRRMC's teams to preparedness for The Joint Commission Accreditation in myriad ways: successfully designing and implementing a service line committee, developing the Critical Access Hospital annual report, heading up the Hospital Transformation Program, performing weekly department rounds and "closing the gaps" meetings, and much more.



Lisa with Peg Arnett at the 2018 Nightingale Awards



In addition to all of the hard work that she contributed during her tenure at HRRMC, Lisa will also be remembered for the softer side of her legacy: her warm smile, her kind demeanor, and her unwavering commitment to continuously make improvements to the hospital on behalf of all of those it serves.

In her parting letter to Lisa, VP of Patient Services April Asbury summed it up perfectly with these words: "Any hospital who is lucky enough to have you will be sad that they didn't get you sooner."

On behalf of all of HRRMC's nursing staff past and present, we extend our heartfelt thanks to Lisa for making HRRMC a better place to be.



Employee Legacies

Peg Arnett, RN, BSN — Director of Education



Peg Arnett describes herself as having been a student her entire career, but to countless people during her 35 years with HRRMC, she was a teacher.

Peg's storied career in healthcare began long before she came on board at the hospital. Upon moving to Salida in 1983, she started teaching first aid and CPR to rural and frontier communities outside of the Upper Arkansas Valley. Bringing practical education to people in this capacity marked the dawn of her outreach efforts.

Her investment in community only grew from there. She was the driving force behind the creation of local home health programs and hospice care, which still serve residents of Chaffee County today through HRRMC. She also volunteered extensively in the schools, using her passion to educate and inspire local youth in science.

It was a natural transition when Peg accepted a position as nursing educator at HRRMC in 1998. She taught advanced instructor classes in ACLS, PALS, IV Certification and EMT training. From 2001-2009, she directed the student nursing program—which she herself pioneered—at the hospital. The program awarded associate degrees in nursing through Trinidad State Junior College and Colorado Mountain College.

Peg was recognized for serving as interim vice president of patient services on four separate occasions, successfully leading the nursing team with her positive attitude and a commitment to the highest level of patient care. In 2017, she was inducted into the HRRMC Hall of Fame, which honors individuals who have made an enduring commitment to quality health care in the Upper Arkansas Valley.

During 2020, amidst a quickly evolving COVID-19 pandemic, Peg offered critical expertise and support as HRRMC prepared for its goal of achieving The Joint Commission Accreditation. That fall, HRRMC was awarded the Gold Seal of Approval for Critical Access Hospital Accreditation. There's no doubt that Peg directly contributed to that success.

For as great of an impact as she has made locally in terms of health and education, Peg's commitment to giving back knows no bounds. Beyond the Salida Hospital District, she has traveled on 17 mission trips to deliver healthcare to underprivileged communities worldwide. A plaque in the Healing Garden dedicated to Peg reads "Service Above Self." Peg has exemplified this motto in so many ways.



Peg officially retired from her full-time position in March of this year, but has since returned in a PRN role. So while her time with HRRMC is not truly over, it is only appropriate that she be recognized for her legacy as Director of Education in this year's Nursing Review. What she accomplished in her primary role, as well as in the myriad projects considered "other duties as assigned" during her tenure here is remarkable. She has been a progressive agent for change and advancement at every turn—and as we all know, there have been many turns.

Thank you, Peg, for all that you have contributed to HRRMC and to our community. We are grateful that you will continue to write your story here, and we look forward to being part of it.



Peg and Dr. David Arnett



John Daugherty, FNP-BC

On March 4 of this year, HRRMC lost a beloved employee, John A. Daugherty.

John, a family nurse practitioner at BVHC, tragically passed away in a motor vehicle accident while on his way to work that morning. His loss has been felt not just by family and friends, but staff at HRRMC's main campus and outer clinics, and the many members of our community who were his patients.

"We are completely saddened and mourning our co-worker and friend John Daugherty," said Thomas White, M.D., medical director at BVHC, in March. "John was a compassionate healer who cared deeply for his patients and colleagues. Our medical team at BVHC is wholeheartedly dedicated to providing each of John's patients complete continuity of care as we all transition through this tragic time."

John, who was 46 at the time of his passing, joined HRRMC in November of 2014, and had an ease in connecting with diverse people and patients on all levels.



"We have lost a gifted nurse practitioner, and all-around wonderful person," said Bob Morasko, HRRMC CEO. "John lived to serve our community. We offer our sincere condolences to John's family and friends at this difficult time, and we are supporting our employees with professional counseling resources for coping with this sudden loss of a great colleague."

A memorial was held for John on Saturday, March 13 for family and friends. Members of the community have also shown their own ways of remembering John.

John and Debbie Morales, longtime patients of John's, recently donated an antique wheelchair to BVHC in his memory.

Plans are forthcoming to have a bench installed at BVHC in memory of John, with additional ways HRRMC will be celebrating his life this year.





Getting personal about the pandemic

Life for healthcare workers across the board in 2020 revolved unequivocally around the COVID-19 pandemic. But those on the front lines of caregiving have experienced the gravity and the complexities of the global health crisis in ways unique to them. As they cared for their friends and community from a distance, they cared for their patients as closely as the layers of PPE allowed.

We captured some of the thoughts and experiences of HRRMC's team of nursing professionals from the past year through a few interview questions...

Throughout the most uncertain and challenging moments of the past year, what was the thing that kept you feeling the most hopeful or encouraged?

Knowing that HRRMC was trying hard to be supportive of its staff during COVID, especially for safety. —Corinne Gerberich, Oncology

My coworkers and gratitude for working and living in a small town. —Amy Rahe, RN Surgical Services



Serving the patients is what kept me hopeful and encouraged. I genuinely like feeling like I am making a difference in someone's life and having a positive impact. —Amber Long, Surgical Services

The staff at the hospital. We were under so much stress, but together we were allowed to voice our feelings and really help each other through this. Even now just talking about how heavy this has been has been good for all of us to do. Having feelings validated and not just pushed aside.

—Erica Everson, Nursing Supervisor

Just doing the next right thing for our patients kept me going. We knew we had to keep their asthma well controlled, keep allergies well controlled--we knew those things would make the difference possibly between life or death if they were positive for COVID 19. —Emily Smith, Allergy Clinic

Teamwork —Chris Hudson, Surgical Services

Describe one unexpected positive outcome of the pandemic for you personally.

While this nasty little virus has dictated physical distance, in many ways, with many people, have gotten closer as we have had to rely on other methods of communication.

—Dolly Chamness, Nursing Admin

More time with my daughter whom was evacuated due to COVID and lived at home for 3 months. —Amy Rahe, RN Surgical Services



From my perspective it seemed that all of the employees came together, centered, to battle this pandemic! Unity! —Chris Hudson, Surgical Services

Facing uncertainty and fear and coming out of it all stronger and more appreciative of life in general. Despite all the factors we can control, life is still unpredictable and we have to be willing to face big fears and continue to live, care and love each-other and help one another through the rough and scary. —Amber Long, Surgical Services

Realizing that it is OK to slow down in my personal life and take care of myself. —Priscilla Shannahan, RN Surgical Services

I was glad that I was able to come to work daily. —Judith Cole, Internal Medicine

While you extended even more of yourself to taking care of others during the past year, what are some ways you practiced self-care?

This was the most challenging thing. Self care went by the wayside for sure. I tried to get outside as much as possible. —Erica Everson, Nursing Supervisor

I have gone hiking more than ever and have taken a lot of long walks with my fur baby (Phoebe). I also bought a shark vacuum robot that cleans my floors for me so I don't have to - I use that time to watch more episodes of 'Friends' - HAHA!

—Mary Jones, RN Ortho Sport Clinic

Being unable to do most social things has actually been a blessing and allowed me time for much needed self care (family time, walks, sleeping in when I can, reading books etc.) since work has been so stressful. —Priscilla Shannahan, RN Surgical Services



Daily yoga, breathing exercises, walks, moments of getting away even for 5 min of fresh air. —**Emily Smith, Allergy Clinic**
OUTDOOR RECREATION - HIKE, SKI, BIKE, BOAT —**William Craig Oubre, Surgical Services**

Healthy diet; Bible Study; Plenty of rest. —**Judith Cole, Internal Medicine**

Quilting....Wine...Rest... —**Lynne Davis, RN Surgery**

Who has been one of your “healthcare heroes” during the past year and why?

All the ICU, Critical Care, ED and Med-Surg nurses who were front and center during this pandemic. —**Amber Long, Surgical Services**

There is not just one. This entire hospital rose up and amazed me every day. We all took the pandemic head on and supported each other. The nursing staff has blown me away with how amazing they are.
—**Erica Everson, Nursing Supervisor**

Hospice staff who were understaffed and overworked and never skipped a beat during the early lockdowns serving home patients. —**Susan Walters, RN WCC General Surgery Clinic**

Tracy McConathy started as infection control RN not long before COVID hit and handled it with grace and poise. She may have been paddling hard underneath but it has been hard to tell. :) —**Priscilla Shannahan, RN Surgical Services**

Dr Gulgand---she has risen to the occasion brilliantly and with grace, and still maintaining her family life and all her other responsibilities. —**Emily Smith, Allergy Clinic**

Priscilla Shannahan & Silky Young both were there each and every day of change to support staffing needs throughout the facility! They both are my healthcare heroes.
—**Chris Hudson, Surgical Services**

What advice would you give to your pre-pandemic self if you could?

Stock up on essentials! —**Amy Rahe, RN Surgical Services**

Take the time off, enjoy your family. Live every day as if it were your last. Tell people you love them. Enjoy the little things in life. —**Erica Everson, Nursing Supervisor**

Just take one day at a time, do your very best each day, and it's going to be ok. —**Emily Smith, Allergy Clinic**

Save all Netflix binge watching for 2020
—**April Asbury, Administration**

Be patient with yourself and others. We are all experiencing changes that are frustrating. —**Stephanie Curran, RN Same Day Surgery**

It's going to be long and hard but you will survive. In with Grace and out with Praise. Just breathe. —**Christy Fleming, BVHC Clinic LPN**

Which routine that you've had to adopt during the pandemic are you most looking forward to leaving behind someday?

MASKS —**Corinne Gerberich, Oncology**

Wearing masks everywhere —**Amy Rahe, RN Surgical Services**

Wearing masks constantly and how divided we have become as a society. I miss seeing people's faces and smiles. I miss how fearlessly people used to live and be, I am hopeful we will get back to normalcy and human contact and interactions again. Respecting each other and genuinely understanding we are all in this together, despite our differences. —**Amber Long, Surgical Services**

Honestly wearing a mask all day. I miss smiles, I miss seeing people's reactions. —**Erica Everson, Nursing Supervisor**

Staying in rather than going out to eat is something I am ready to ditch! I love the social aspect of going out to eat and seeing people I know. —**Mary Jones, RN, Ortho Sport Clinic**



Interview Q & A

Wearing a mask. —**Susan Walters, RN WCC General Surgery Clinic**

Masks —**Claire, Pain Clinic**

MASKS!!!! —**Priscilla Shannahan, RN Surgical Services**

The masks —**Emily Smith, Allergy Clinic**

SOCIAL DISTANCING —**William Craig Oubre, Surgical Services**

Mask selection —**April Asbury, Administration**

Wearing masks all day long!!!! —**Stephanie Curran, RN Same Day Surgery**

Masks —**Christy Fleming, BVHC Clinic LPN**

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Wearing masks with public people. I miss the smiles and the non-verbal communication that happens on faces. —*Mindy Kline, Staff Development*

Mask wearing!!! —*Lynne Davis, RN Surgery*

What aspect(s) of life do you appreciate more now because of the pandemic?

Family gatherings and travel. —**Corinne Gerberich, Oncology**

I still enjoy all of life and the beauty in where we live and who we choose to share our lives with. I think the checking in on family and friends is one benefit from this pandemic we should continue. —**Amber Long, Surgical Services**

The science behind vaccines. I am so happy that the US government lifted the restrictions for MRNA vaccine study/development. —**Mary Jones, RN Ortho Sport Clinic**

Family and close friend relationships that are stronger.
—**Susan Walters, RN WCC General Surgery Clinic**

“

My coworkers —*Claire, Pain Clinic*

Being with extended family, it's a gift when it can happen.
—**Emily Smith, Allergy Clinic**

Visiting with family, I hope I never forget this and complain about a family function ever again. —**Mindy Kline, Staff Development**

Closer to retirement... —**Lynne Davis - RN Surgery**

For fun: You're already considered a health care hero, but which superhero do you identify with the most?

WONDER WOMAN —**Corinne Gerberich, Oncology**

Wonder Woman, Duh!! —**Amber Long, Surgical Services**

Wonder woman, because I juggle everything in life, I am a nurse a mother, a daughter and an advocate. This year has been so heavy on all of us and it has been hard to find the silver lining. As we ease into a year of this I am finding out how important relationships are, friendships are and family is. —**Erica Everson, Nursing Supervisor**

Black Widow (the Avenger) because I kick butt and take names! ;)
—**Mary Jones, RN Ortho Sport Clinic**

Wonder Woman —**Susan Walters, RN WCC General Surgery Clinic**

Any stand-up comedian that can make me laugh —**Claire, Pain Clinic**

“

Being a nurse IS my super power. I am pretty sure that I AM wonder woman. Just give it to me, I will do it, or figure it out, or find a way to do it. If only I had her lasso... —*Dolly Chamness, Nursing Admin*

SHE-RA princess of power! This is the name one of the nurses that works on our unit gave me long before COVID. :)

—**Priscilla Shannahan, RN Surgical Services**

Wonder Woman!! —**Emily Smith, Allergy Clinic**

Rockman —**Chris Hudson, Surgical Services**

Guardians of the Galaxy--Rocket Racoons —**April Asbury, Administration**

Wonder Woman! —**Stephanie Curran, RN Same Day Surgery**

Wonder Woman —**Judith Cole, Internal Medicine**

Wonder Woman. —**Mindy Kline, Staff Development**

Mother Theresa —**Lynne Davis - RN Surgery**



As the pandemic demanded more and more from healthcare workers this past year, for many, the practice of self-care went by the wayside in favor of caring for others. At a Virtual Town Hall held last November for staff at HRRMC, the Wellness department presented helpful information related to healthcare worker stress and COVID-19. Though we have more than a year of pandemic experience “under our belts,” so to speak, the need for self-care remains as important as ever. Make sure you take time to take care of you!

Tips to Improve Sleep for Health Care Providers During COVID-19, continued

Restorative yoga

This gentle, slow yoga uses props like blankets or pillows to hold relaxing poses. Great for beginners and individuals of all ages. Deeply relaxing and ideal for releasing the stress of the day and for transition to bedtime. Try [Yoga with Adriene](#) for some online restorative yoga options.

Minimize drug & alcohol use before bed



Alcohol and recreational drugs have been shown to alter sleep quality and reduce the amount of restorative sleep. Limit THC use in any form as well as caffeine intake particularly towards the end of your day/shift as you approach the 3-4 hours before you expect to sleep.

Daytime sleep

Use blackout curtains and white noise machines or apps, and keep bedrooms cool. If you have family or roommates at home, request periods of quiet time to ensure undisrupted daytime sleep.



Quiet your brain



During this highly stressful time, meditation can reduce daily worries and physiological arousal of stress, making it easier to fall and stay asleep. Guided sleep meditations are available on apps such as [CALM](#) and [Headspace](#). If meditation isn't right for you, distraction with other activities can be calming as well.

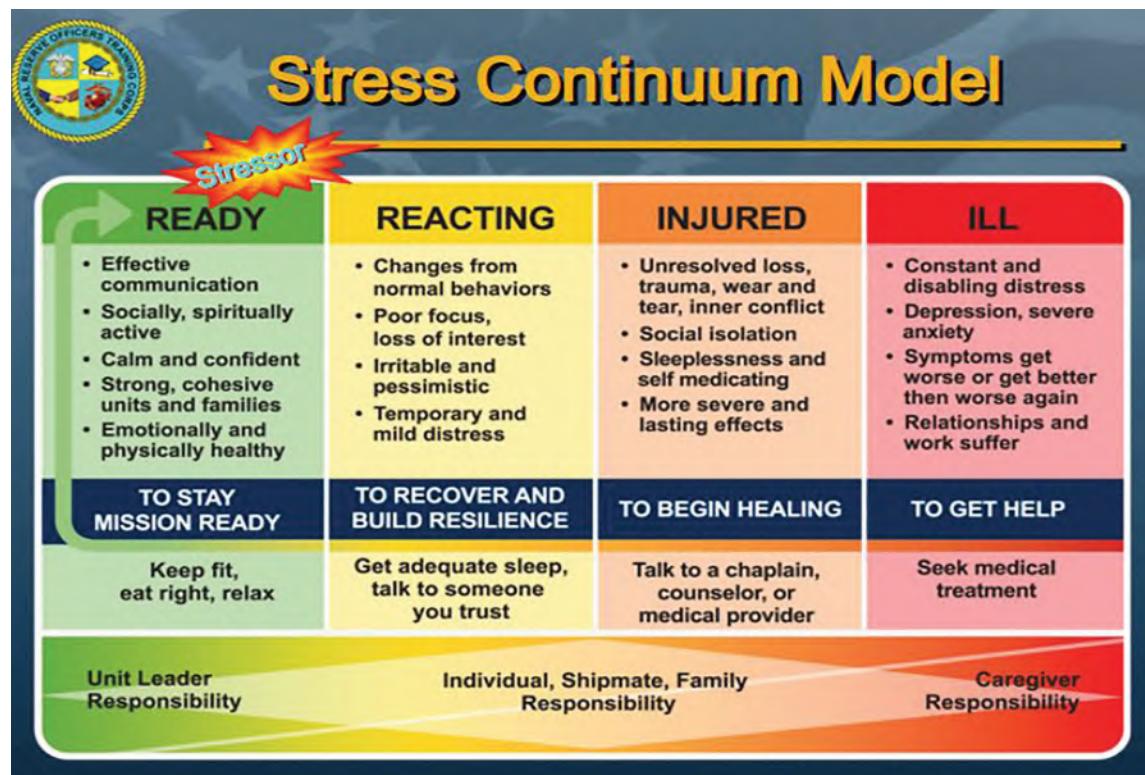


Sunlight!

Seek sunlight during the day whenever possible. During night shifts, use bright lights to keep your work space well-lit. Exposure to bright light activates circadian rhythms signaling daytime. At the end of the day/nighttime or end of a shift, use soft lighting, turn off overhead lights, and close curtains to signal your body for nighttime and time for rest. Naps before a night shift in the evening can help you catch up on sleep and enhance wakefulness on shift.

If you are having trouble falling or staying asleep for more than 4-5 nights or experiencing distressing dreams or nightmares, please reach out to 303-724-4987 for a consultation with our sleep experts.

Healthcare Stress Continuum



Source: Naval Reserve Officers Training Corps



Heart of the Rockies Regional Medical Center
 1000 Rush Drive, Salida, CO 81201
 (719) 530-2200 hrrmc.com