



Heart of the Rockies Regional Medical Center
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2018 NURSING YEAR IN REVIEW

Heart of the Rockies Regional Medical Center





April Asbury, RN, MSN • VP Patient Services

Peg Arnett, RN, BSN
Education/Quality Director

▶ Tracy McConathy, RN, BSN • Infection Prevention/Employee Health Manager

Lisa Barr, RN, BSN, CPHQ
Quality/Nursing Supervisor Manager

▶ Nurse Supervisors:
Olivia Bartlett, RN, BSN, CEN Patsy Juarez, RN Katherine Rau, RN, BSN
Neil Becwar, RN, BSN Zach Magee, RN, BSN Denise Rush, RN
Erica Everson, RN, BSN Marybeth O'Brien, RN

Nika Starr, RN, MSN, FNP
Med/Surg/Case Management Manager

▶ Charge Nurses:
Amber Linza, RN, BSN Hayden Walker, RN, BSN
Christa Johnston, RN, MSN

Jodi Townsend, RN, BSN, CNML
Emergency Department Manager/Trauma Coordinator

▶ Erin Arnett, RN, BSN, CLNC • Team Lead
Charge Nurses:
Evan Bartlett, RN, BSN, CEN Yvonne McDonald, RN, BSN Thomas O'Brien, RN, CEN
Olivia Holmes, RN, BSN Randie McEntire, RN, BSN, CEN Meghan Waugh, RN, BSN
Katie Kowalski, RN, BSN, CEN

Caron Wilbur, RN, MSN
Surgical Services Manager

▶ Andra Dolton, RN, BSN, CCRN, CPAN, CAPN • Team Lead – PACU, SDS
Priscilla Shannahan, RN, CNOR • Team Lead – OR

Lorrie Hocke, RN, BSN, CLC
Family Birthing Center Manager

Charlotte Engelman, RN, BSN
ICU Manager

Jirina Myers, RN, MSN
Specialty Clinic/Infusion Department Manager

Dolly Chamness, RN
IS Clinical Specialists Manager

Lisa Glenn, RT, CRT
Cardiopulmonary Manager

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

Mark Ceglowski, RPH
Pharmacy Director

Desirae Westphal, PT, DPT
Director of Rehabilitation & Wellness

Amy Hoffman, RN, BS
Dialysis Manager





From the National Recall Alert Center:

Your facility has been in the top 10% in the past 90-day period and that's all based on your quick response time to recall. So congratulations!

To my angels who were kind and caring when I was there with a TIA, especially the beautiful night nurses. Thanks to Dr. Villalovas for my rest on an air mattress. God bless all you earthly angels.

~A patient

Brenda the RN who works nights on Med/Surg was wonderful. I watched her work tirelessly to help my husband with pain he had after total joint replacement on his shoulder and the anesthesia he was given failed. She was great. Her kindness and caring truly shined through. She is a keeper.

~A patient's wife

Dr. Hunter and staff took very good care of me. Danelle helped me fill out first-visit paperwork. Docs, PAs Beth and Karli are GREAT and Patty, Amber and Mark are fabulous!! What a great staff! I recommend this office to all my friends. Thanks, guys!

~A Hwy. 50 patient

Dr. Leslie (GI nurse practitioner Leslie Monagle), the new GI doctor is terrific! So glad she is at HRRMC. So professional, knowledgeable, very caring and explains so well. I am glad she is here and that I am her patient. Thank you.

~A patient

I would like to commend ER nurse Evan. He was very professional during my recent visit to the ER. After my visit he reviewed my lab results and found I might (be) taking the wrong medicine for my problem. He called me to discuss and helped communicate the results with my doctor. It's much appreciated to find and work with the great staff at HRRMC.

~An ED patient



Chris Ortiz

I want to compliment Chris Ortiz in the Infusion room. She is always upbeat and positive. Her energy is infectious. She runs the room very efficiently. I am grateful for her and when she isn't there, it's like a light has been removed.

~A hospital patient

Would really like to compliment Chris Ortiz for her excellent and professional and friendly help. Would not have made it through chemo as well as I did without her and the team.

~A hospital patient

Compliment and huge thanks to Chris in the infusion lab. She has the nicest demeanor, explains things well, and is very patient! Please give her a pat on the back—she certainly deserves one! Thanks again, Chris, for all you've done for me.

~A hospital patient

Oct. 25, 2018

Mr. Bob Morasko,

I am writing you not with a complaint, but much praise due to your staff. While on a vacation a few weeks ago (I had) gallbladder removal on Oct. 12th by Dr. Smith at your facility.

A few names I remember:

Amber (Charge Nurse)

Amy, RN

Melanie, RN

Kim, RN

And so many others. The professionalism, common courtesies, total respect, attentive to my needs as a patient, for helping those in time of need. These qualities were exemplified by all. The housekeeping people, a young (employee) to work out a lunch schedule from the cafeteria, and all of the professional staff made my stay (so) comfortable—your staff is something else. What more can I say? This has been a vacation to remember for sure. Please let your people know of this letter.

~A hospital patient

Came in with my sister and 10-year-old sick niece (respiratory issues). Molly, our nurse in the ED, was so attentive, caring, patient, answered our many questions, and you could tell she loves her job! She not only made my sister feel more comfortable, but most of all made my niece, who was scared, comfortable and reassured she was going to be OK and taken good care of. Thank you, Molly! You rock!

~A hospital patient's family member

Shannon Hewling is a wonderful nurse. So sweet, kind, smart. We really like her. You are blessed.

~A BVHC patient



One of the most important responsibilities of nursing leadership is to ensure a safe environment for everyone involved in the care process. Balancing patient safety, outcomes and performance measures in order to provide high quality for ALL stakeholders has been an important focus for 2018. As we honor and recognize our caregivers during National Nurses Week and Hospital Week, I am proud to recognize all of the initiatives we undertook to foster a culture of safety.

HRRMC has been responding to and meeting the new challenges that accompany growth. A new look at falls, a Behavioral Health Task Force, after-hours security management, an Opioid Safety Collaborative, infant/pediatrics security, and the culture of safety survey have played a substantial role in improving safety and security for all caregivers, patients, family members and other visitors.

A multi-disciplinary falls team has reduced inpatient falls by 70 percent this past year. The work of this team provided a renewed focus on preventing falls with specific efforts toward improving communication between disciplines around precautions with hand-off.

The Behavioral Health Task Force was kicked off by Jodi Townsend, our Emergency Department manager, and over the past year has evolved into an organization-wide focus. The goals of this work group were to identify security risk, obtain data, and to be innovative with programming. The successes of this group include ED staffing assessments, the development of sitter training, coordinating with behavioral-health partner Solvista to provide M-1 training for ED staff and physicians, CHA-sponsored behavioral health management and de-escalation training, and policy updates to include the SAFE person's assessment in the ED.

Changes in overall process and patient flow for providing after-hours care also occurred. With staff input and policy review, after-hours visitation now has a structured and informed approach. Nighttime visitors now check in through the ED and receive a name badge. They must identify who they are visiting, and this is confirmed prior to being escorted through locked doors. The registration work station was relocated to the back of the ED for nighttime registration. There is a phone in the ED lobby for patients to reach nighttime staff in addition to a doorbell that alerts the team when a new patient arrives.

The Opioid Safety Collaborative was formed in early 2018 to review the data for Chaffee County and to put safety initiatives into place that help us further reduce opioid use by our patients and in our local communities. This team has taken the data and improved our policies, recommended more alternatives to opioids, and developed a model for ongoing review. Important strategies introduced by the team include physical therapy in the ED as an alternative treatment for musculoskeletal pain, trigger-point injections as an option for reducing joint pain, and a standardized non-opioid pathway for migraine headaches. With these strategies in place, the HRRMC ED has seen a decrease in prescribing and administering opioids.

As we closed out 2018, an infant/pediatrics security system was installed to further enhance our secure Family Birthing Center and to offer a safety option for our pediatric inpatients. The "Safe Place" system strengthens our Code Pink policy and allows for a consistent alert that helps to keep this vulnerable population secure.

We completed the culture of safety survey in the fall through our Press Ganey employee engagement survey. The results have been presented, and our quality manager together with our unit managers will use the data to develop meaningful strategies for strengthening safety in our organizational culture.

A safe and secure environment remains an important focus for 2019.

Very Sincerely,

April Asbury, RN, MSN
VP Patient Services





2018 Achievements in our Nursing Departments

The Patient Care Services managers look back at 2018's successes.

MED/SURG

Nika Starr

- I am most proud of my staff for providing outstanding care.
- They have absorbed our staffing crunches, especially with aides, and have done so with grace.
- My PRN staff has gone above and beyond in picking up shifts and covering vacations, FMLA, and high census.
- Our patient satisfaction scores continue to be higher than ever.
- We have had no falls since 1/16/2018.
- I am truly blessed with this group!

INTENSIVE CARE

Charlie Engelman

- The new Diagnostic Radiology Nurse program and how it has been a success without any hiccups so far. Living with the radiology team and Dr. Wardrop for seven months was very educational for me, not really knowing what they do every day. I then developed the RN role in radiology, and started the CTA program, set up all the supplies and equipment needed for an RN.
- Kris has been a star RN and has continued to keep the position growing. I see the radiology team more dependent on Kris's knowledge and skills, and love her being available.
- P.S. Proud of ICU for many things also.

EDUCATION

Peg Arnett

- Education is most proud of Resuscitation Quality Improvement (RQI) implementation and success at HRRMC in 2018.
- Second would be utilization of new RELIAS education platform for meeting TJC requirements moving forward.

CLINICS

Chris Hudson and Jirka Myers

- I have a difficult time patting my own back, but yes I am proud of attaining my Master's in Nurse Executive Leadership degree. It was a long educational commitment, but I did it and learned so much that I can share with my cohorts.
- There are so many great things that have happened within the Specialty Clinic. I am proud of every one of my employees. I am proud of keeping up patient satisfaction, and I am especially proud of implementing medication scanning within the Infusion Department. This is something that is extremely important and it ensures patient safety.

DIALYSIS

Amy Hoffman

- Learning and starting up home dialysis program.

QUALITY

Lisa Barr

- Sepsis screening, bundle compliance, death-rate decreases from sepsis—the last 2 years.
- Service Line Committee implementation.
- Process flow analysis group work.
- Good Catch process—managers' huddle—Just Culture.

EMERGENCY

Jodi Townsend

- For the Emergency Department, we feel that one of the big successes we had this past year was with the poster presentations. Although we only had two presentations, it has sparked the interest of other ED staff and departments to use evidence-based research to make potential changes in their practice.
- We have had success using the Modified Valsalva Maneuvers in the ED on at least two occasions since May following the presentation. We also presented this maneuver to EMS at their education meeting so they can try this in the field when appropriate.
- As I continue to say, the Teamwork in the Emergency Department is outstanding and it is moving out into pre-hospital relationships.

INFECTION PREVENTION

Mary Ellen Anderson

- Reduction in Foley (catheter) days!
- HRRMC reduced Foley use from 17.8% in 2015 to 5.2% in 2017!
- 2018 stats are looking even better. We are seeing more utilization of Foleys in ICU than on M/S!

CLINICAL INFORMATICS

Dolly Chamness

- Strengthening of training program.
- As in....Adding in structured superuser trainings and refreshers, open-door user sessions.

FAMILY BIRTHING CENTER

Lorrie Hocke

- In the past year, the Family Birthing Center nurses have grown professionally, with 90% of our staff successfully cross-training to become proficient in caring for both infants and mothers versus one area or the other. Also, 95% of our staff have successfully completed limited scopes for other departments in the hospital, making them valuable hands-on help when those areas need help. I have heard and seen many comments on how grateful those from other departments are.
- Improved patient care changes have included implementing sleep sacks so we can demonstrate safe sleep practices versus just teaching them. We have also instituted a Glucose Gel Protocol for use in newborns with hypoglycemia.
- One of our own, Tracey Hill, was awarded Nurse of the Year by our community.
- Self-scheduling—empowering staff to make their work schedule their own.
- As a department, a single consistent method of communication via SharePoint has been established for staff, as requested by staff.

SURGICAL SERVICES

Caron Wilbur

- I am most proud of staff resiliency, their esprit de corps and superb knowledge and skills while delivering excellent patient care. This is evident through our Press Ganey survey results.

I have twin girls who were born three months premature. Needless to say, I'm no novice to being in hospitals/ER's/Dr. offices with my girls. They both have severe asthma which has mostly been under control with the help of many doctors... I was in Buena Vista visiting my dad... when one of my daughters had developed a very small cold which turned fairly ugly overnight. After... failed efforts of the "normal" routine to get her breathing back to normal, I made a decision to take her to the BVHC Walk-in Clinic.

I came in with _____ literally 10-15 minutes before they were to close. I was greeted by a very warm woman... she kindly took my information and had the nurse there come out immediately.

...The nurse was a male who typically works in the hospital in Salida and also has a young son who suffers from asthma as well.

I'm typically used to being ignored as a parent when I tell a medical professional what I KNOW is happening and what course of treatment my child needs... I was received by the nurse and doctor as a partner and they really listened to me and my kiddo... They were kind and spent more time with _____ than what I'm used to, bedside manner was excellent, and they were not dismissive of what a ten-year-old was telling them. They kept us there until they knew she was safe to leave, keeping us there well past closing time...

I truly cannot say enough good about my experience; if it were closer I would come there all the time when one of my girls is having an exacerbation of asthma symptoms...
~A patient's mother

I'm writing to let you know regarding the great surgery I received at HRRMC on the morning of March 13. Dr. Terri Rosenbaum performed a hysteroscopy. I don't remember having any pain afterward, and have been fine since. What I do remember is the care that I experienced from Dr. Rosenbaum and all the staff... Everyone was timely, kind, welcoming, and very thorough... I also want to say how impressed I've been with Dr. Rosenbaum and her nurse Karen's kindness, intelligence, and impressive attention to detail both before, during, and after my surgery. I felt totally prepared and taken care of throughout. Thank you for having such friendly and competent staff at your medical facilities.

~A patient

A patient's husband came to Admin on Thursday (7/5) late afternoon to share a compliment. He stated that all of the Med/Surg nurses and staff are angels. He shared that in a scary situation, they couldn't have had better care. He also was specifically complimentary of Michelle (Soukup) and the shower she (his wife) had received that day, believing this to be her turning point.



Andra Dolton

He shared that the night before, in order to prepare for discharge, that Andra (Dolton) was helpful in setting him up with a loaner walker. He expressed much appreciation to the team. Great Job everyone and thank you for sharing compassionate care delivery and communication.

A shout-out to our clinical teams from April Asbury

Inpatient volumes in June kept the clinical teams running... Much appreciation to all of our care providers (nurses, respiratory therapists, housekeeping, CNAs, unit coordinators, tele techs, imaging, ED, surgery, dietary, rehab, pharmacy) as the mission to enhance the health of our community through the delivery of personalized and exceptional care is being achieved daily.

The FBC team went above and beyond during high volumes for June on the Med/Surg and ICU units. They were commended for being flexible with positive attitudes to assist wherever they were needed. There were many comments and examples of their teamwork shared by our nursing supervisors during the high census times (below are only a few).

- On 6/11 Liz sat one-on-one with a confused ICU patient.
- On 6/12 Mindy helped with tele tech at midnight and then planned to stay until 1 p.m. the next day for ICU.
- On 6/28 "The OB staff have been real team players for stepping up and helping Med/Surg. It would have been a real struggle without them."

We just wanted to say that your staff was wonderful taking care of our daughter, _____, in the ER on 8/15/18. Caitlin, Randie, Dr. Wierdsma and Stewart (Irving), NP. Thank you for helping our baby!! You were awesome.
~Parents of an ED patient



To the nurses that helped:

Thank you so much for all of the support and aid you provided to us during our stay. If it wasn't for you ladies, _____ would have been sent to Memorial Hospital. The Family Birthing Center was so nice and I truly had an amazing (fast) birth; we can tell you all love your jobs.

~An FBC patient



Hannah Peyrouse



Thank you for caring for me during my diverticulitis spell... Your care and concern meant a lot to me. A special shout-out to Hannah & Brooke! Thanks. ~A patient

Want to thank Debbie Gall, our nurse aide, for all her good care and cheerfulness.

~A hospital patient

Gail, Brent, Mary Beth:

Just a quick note to let you know how much _____ and I appreciated all the care you gave us during _____ stay. It's so special to get such personalized care in a small town. For example—nobody would have taken the time to show our daughter that C-scan to inspire her interest. We really appreciate that about Salida—and you guys! Onward with healing!

~A patient's wife

Christa and Anya deserve special commendations. They went above and beyond in their night care of me. Always were there. Answered my call. Took care of every need. I feel privileged to have been in their care. Excellent caregivers.

~A hospital patient

Brooke and Gina were the best day nurses. I don't feel my care could have been better. Walter, Sara and Allie (PTs) were amazing. I feel fortunate to have had such good care. P.S. My doctors were the best.

~A hospital patient

Julia Powell and the cardiopulmonary staff were great and informative. They were very helpful.

~A hospital patient

To HRRMC personnel director:

My nurse aide Debbie has been with me every day from the start. She has been wonderful in every way, anticipating my needs, very professional and passionate about her work. Never seems to stop. I will never forget how wonderful I felt in her care. I served the public all my life (hairstylist) and I read people well...

~A hospital patient

While skiing, I am told that I became extremely confused and my husband took me to the emergency room at HRRMC. I am writing to tell you that once I was aware of what was happening to me, I found your whole staff clinically excellent and compassionate. I am a retired critical care nurse with 40 years of experience in the health-care field. I could not have asked for better care than I received at your facility. The work-up that was done to arrive at a diagnosis was thorough. The ER physician and the hospitalists were patient in explaining what was going on... The RNs and the CNAs on the unit were carefully observant and kind as my husband and I tried to deal with this unusual situation. Everyone I came in contact with was very considerate and eager to put me at ease...

I hope you will provide this positive feedback to all the folks who were involved in my care. Having worked many years in ICUs, I know how much it means to be told you are doing your job well. And your staff at HRRMC is indeed doing its job well! Thank you to all of you who made a difficult situation for me as easy as possible.

~A patient

A 5-Star Facebook Review

Life holds all kinds of surprises. After being sick with what I thought was the flu for six days, I ended up in emergency surgery for a ruptured appendix. My body over those six days had become very toxic and I never realized how sick I was. During my 8 days in the hospital, I saw some amazing people at work. I have a new-found appreciation for nurses and hospital staff. I can't even begin to explain how selfless, truly caring, and optimistic everyone was despite my constant need of assistance. Heart of the Rockies Regional Medical Center's nursing staff are truly amazing people! Thank you!

~A patient

Throughout 2018, members of our nursing staff were honored at HRRMC's monthly employee recognition ceremonies and quarterly TRAC STAR awards. These award winners demonstrate how our nurses go above and beyond every day!

Thank You: Peggy Wright, Danita DePetro and Amy Chamberlain

Thank you for managing three different clinics. You have done an amazing job at keeping those clinics running smoothly. I appreciate you all!



(L to R) Danita DePetro and Peggy Wright with Specialty Clinic Manager Jirka Myers (Amy Chamberlain was unable to attend the ceremony.)

Attitude Is Everything: Family Birthing Center Staff

I am so proud of your attitude and willingness to float to other areas and aid in delivering patient care. Great teamwork, attitude and customer service! Thank you for completing your limited scopes of practice!



Exemplary Service: Kim Faulkner-Russell

Your dedication to duty is exceedingly admirable as you expertly balance the delivery of superb patient care and prepare and compile monthly statistics for the Finance

Department, Surgical Services Committee meetings, and the quarterly Department Performance Improvement meetings. Thank you, Kim!



Outstanding Leadership: Andra Dolton

Your dedication to duty is exceedingly admirable as you expertly balance your roles and responsibilities as SDS/PACU Team Leader while delivering superb patient care and ensuring the staff's personal resiliency during the duty hours. Thank you, Andra!



Outstanding Leadership: Ramona McConnell

Your dedication to duty is exceedingly admirable as you expertly balance your roles and responsibilities as the Sterile Processing Team Leader while delivering exceptional sterile processing service to internal and external customers within HRRMC and ensuring the staff's personal resiliency during the duty hours. You are instrumental to patient care, Ramona!



Outstanding Leadership: Priscilla Shannahan

Your dedication to duty is exceedingly admirable as you expertly balance your roles and responsibilities as the Operating Room Team Leader while delivering superb patient care and ensuring the staff's personal resiliency during the duty hours. Thank you, Priscilla!



Above and Beyond: Evan Bartlett

Evan gave up his holiday dinner in order to come in to help out in a very busy ED, showing his true dedication and teamwork!



Above and Beyond: Randi McEntire

True dedication to her team members coming in on a day off to help out with a sick call!



Above and Beyond: Lynne Davis

Lynne regularly steps up to the plate in our department with a “get it done” attitude. She is selfless in her work and is a strong resource for people in our department. I always feel very supported and safe when working with Lynne.

Teamwork: Lynne Davis

Your support, surgical expertise and subject-matter expertise for the Del Norte orthopedic mission the past year are greatly appreciated. Thank you, Lynne!



Outstanding Performance: Peg Arnett

Much effort and persistence went into the development and finalization of the sedation policy. Thank you for ensuring patients are safe and our teams are well trained!



Above and Beyond: Elizabeth Krasnow

Thank you for your dedication, time and hard work to complete Family Birthing Center’s 2018 competencies. You are a valuable asset to our department with your “can do” and “let’s get it done” attitude!



Extra Effort: Mindy Kline

Thank you for going above and beyond to work extra to help cover open shifts for both the Family Birthing Center and ICU. Your flexibility and dedication to our patients and organization are greatly appreciated!



Whatever It Takes: Jamille Perryman

Jamille’s hard work and dedication to all of the new guidelines and competencies that needed to be created for the endoscopy suite made the changes occur smoothly and with a huge positive influence.



Above and Beyond: Charlotte Engelman, Gail Ryan, Pasty Juarez and Kathy Rau

Thank you for covering the intervention nurse responsibilities while transition was in process. You provided a highly skilled service to the Cardiopulmonary Department for diagnostics testing. You did this over and above your typical work schedule and department responsibilities! This allowed us to identify the work flow, time and training required, and hire a nurse to fill this position for the future.



Certificate of Achievement: Amber Rushton, Amy Rahe, Devyn Kindall, Dina Hampa, Jirka Myers and Karli Dimino

Thank you for your perseverance and dedication in completing the Aprima Super User training program. We appreciate your continued devotion to the care of our patients. Congratulations on becoming an Aprima Super User!

Best Catch of the Month: Intensive Care Unit

The ICU nurses identified a potential patient safety IV insulin error, brainstormed solutions and worked with Pharmacy and Purchasing to use the safest tubing to prevent this error from occurring.



Congrats to Bryttney Howard!

Congratulations to Bryttney for being named Best Nurse/Medical Assistant in this year’s Best of Salida. Bryttney has worked in the Ortho Sports Medicine Center for four years as a medical assistant and her goal is to become a physician assistant.

I truly want to recognize the ER staff. They are wonderful, especially Caitlyn, day-shift RN, Rebekah, night-shift RN who discharged us and Dr. Wierdsma... I received one of the scariest, most terrifying phone calls a parent can ever get yesterday afternoon. The lady on the other end of the phone told us ____ and ____ had been in a very bad car accident near Salida. Both seemed to be OK, but were being taken to HRRMC for evaluation. Both are banged and bruised but without any serious injuries... The reason they are both still alive is that they were wearing their seatbelts... Both kids are at home today, and I’m so very thankful I still get to hug them.
~A patient’s mother

A 5-Star Patient Review on Facebook

Hands down, this is the best hospital I’ve experienced—from the friendly and efficient admissions ladies, to the prep/recovery nurse Sara, Wynnie the anesthesiology nurse, Dr. Leek, and the team assisting him. I’ve never had such a positive and professional experience in a medical environment where the employees clearly love their jobs and their compassion shines through. I felt at ease and confident that I was being well taken care of. There was no long wait, and I felt truly cared for instead of just a number. More hospitals could take a lesson!
~A patient



Mark Opincariu

On Oct. 17, I arrived in Salida on a hunting trip after a 36-hour, continuous drive... My arthritic right knee was swollen and painful... I was told before starting the trip that a shot of Cortisone would provide relief... The next morning I called the VA clinic... was told they couldn’t help, and that I should go to your ER. I did so and first encountered a very

understanding receptionist... Olivia Bartlett, nursing supervisor, informed me they didn’t do joint shots, but that your sports medicine/ortho staff did... Mark Opincariu took some vitals, led me for some X-rays, and then had me seated on a gurney before Beth Pack, PA-C, who did her best to “heal” me. Please tell your reception staff, Olivia, Mark, and Beth how pleased I am with their professionalism and exceptional service.
~A patient

Greg (CRNA), Andra (Surgery RN) and Zada (Surgery RN)—Had MRI sedation on 12/4 and everyone was great, but these three were exceptional. Thanks to them!
~A hospital patient

All these doctors are wonderful assets to the hospital. They’ve all been so kind, helpful and patient with me while in their care. Thank you to Dr. Lesage, Dr. Leek, Dr. Hogins, Dr. Johnson and Dr. White. You all are appreciated and so are your nurses Becca, Patty, Karen, Rhoda and Carrie.
~A hospital patient

A huge thank you to the OP surgery crew—especially Andra, Nicole, Tracy, Zada, Chris (Papa Smurf) and all the others I don’t know by name. The whole “lot” is appreciated for all the kindness and care given.
~A hospital patient

Dr. Ashley O’Hara & all at the Family Birthing Center: We cannot begin to thank y’all enough for everything that you guys did for my family and me! You all went above & beyond to make us feel welcome & comfortable (as much as possible with the contractions—haha). Little Miss ____ is doing great along with everyone else! Thanks again to each and every one of you! You all are AWESOME!
~An FBC patient

We would like to extend our gratitude for the excellent service we received from BVHC. The office staff greeted us with friendliness and professionalism. We have experienced the same from Dr. Craig Otteni and his nurse. We are amazed at the service that a small town can provide. Recently, ____ had shots in her hips and tests done in the lab. The results were reported to her the following morning and a new prescription ordered for her at the pharmacy. Each time ____ has gone in to have lab tests, he has received excellent service both from the doctor, nurse and lab. We would like to thank all at BVHC for their professionalism, excellent care and friendliness.
~A patient

Just a little something to show our appreciation to all the wonderful nurses and doctors that helped bring ____ into this world! It was a wonderful experience for us, and we couldn’t thank you enough! Stay Blessed!
~A patient

Thank you for taking such good care of us and helping us welcome our sweet baby into the world!
~A patient



From nurse practitioners to nurse managers, HRRMC offers a variety of nursing opportunities.



Chris Hudson, RN, BSN, took on a new role as clinics nurse manager.



Hayden Walker, RN, BSN, is a charge nurse in HRRMC's Med/Surg Department.



Lisa Barr, RN, BSN, CPHQ, is our quality manager and manager of our nursing supervisors.



Mollie Buchanan, CNA, works in the Med/Surg Department.



Amy Hoffman, RN, BS, manages the dialysis clinic at HRRMC.



Tracy McConathy, RN, BSN, is the employee health manager and infection prevention manager.



Laurie Merrell, RN, BSN, is our head clinical oncology nurse.



Denise Hammel, RN, is one of three clinical IT specialists.



Craig Copelin is one of four CRNAs from Monarch Anesthesia who serve our patients.



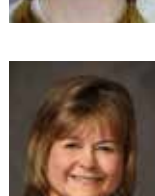
Tracey Hill, RN, BSN, provides care in the Family Birthing Center.



Shannon Hewling, LPN, serves patients at the HRRMC Buena Vista Health Center.



Olivia Bartlett, RN, BSN, is a nurse supervisor.



Family Nurse practitioners **Jan Ommen, John Daugherty and Linda Typer** provide primary care at our Buena Vista Health Center.



Peg Arnett, RN, BSN, is a clinical scholar and director of education and quality at HRRMC.



Robert Gower, RN, works in Pain Management at HRRMC Medical Clinics.



Above and Beyond: Mary Beth Netz

Thank you for going above and beyond to ensure our department is well supplied and that expiration dates are tracked. You always take accountability to guarantee these tasks are completed.



Above and Beyond: Erica Schnee and Ariana Reese

Thank you for your can-do spirit by taking charge of updating the malignant hyperthermia cart. Your performance is nothing but exceptional!



Above and Beyond: Silky Young

Thank you for your exceptional mentorship during staff orientation. Your knowledge and expertise have been extraordinary!



Above and Beyond: Brenda Disparti

Thank you for going above and beyond to offer the cancer support group to this community. You have been very diligent and creative in finding different topics and speakers for our patients. You call patients to remind them to show up. Your extra effort has made this resource more interesting and it has increased attendance. Thank you for caring. We all appreciate your hard work.



Above and Beyond: Elizabeth McQueen

Liz is an extraordinary CNA who has great drive for teamwork and service excellence. She has the innate ability for task assistance and always is there before you need her!



Above and Beyond: Alma Graves

Alma is definitely the MVP of Med/Surg. Not only is Alma an excellent CNA, she has picked up more extra shifts than we can count! She has demonstrated teamwork above and beyond in caring for her patients and her co-workers. Alma, we appreciate you!! Thank you for your dedication to HRRMC and the Med/Surg unit!



Quality Manager Lisa Barr (R) congratulates Tracy McConathy on her awards.

Above and Beyond: Tracy McConathy

A surgical patient called to compliment Tracy on being a superb nurse. She took care of every detail!

Award of Excellence: Tracy McConathy

"Best Catch of the Month"—Great catch to prevent patient harm related to pain medication for a surgical patient.



Above and Beyond: Tracie Willburn

Tracie, I would like to recognize you for your attention to detail and meticulous planning as you perform preoperative phone calls for over 1,200 surgical cases to date. Your efforts have decreased surgery cancellations by 10 percent. Thank you!



Thank you: Dolly Chamness, Denise Hammel, Amy Perrin and the IS Department

When I come to you with a long list of questions and projects, your response is, "How can we make this happen?" From that point, there is a lot of brainstorming in a language I don't understand, and the final product always exceeds my expectations. Thank you for your positivity and dedication to making us all happy. We really appreciate all of you.

Teamwork: Clinical Informatics Team

Thank you for being such a valuable asset to HRRMC. Your nursing skills combined with your in-depth knowledge of our EHRs help almost every department of our hospital!



Above and Beyond: Shannon Hewling

Dr. Craig Otteni and Shannon Hewling both have shown excellent, quality care when it comes

to patients' health and needs. Last month both went above and beyond to help a patient. Thank you both for taking time out of your personal lives to help a patient move his personal belongs. Your dedication and performance have not gone unnoticed. Thank you for a job well done!

Outstanding Performance: Infusion Department

Not a day goes by that I don't hear someone commenting what great care we provide in the Infusion Department. This is also supported by the Press Ganey comments I read every month, such as, "The care and compassion by the Infusion staff are excellent. The nurses are wonderful! A nurse always meets me as I come into the infusion room and seats me right away." Thank you for all you do. I appreciate you all.

Way to Go Infusion Team!

Thank you—Chris Ortiz, Shelly Carlos, Rikki Kaess, Patsy Juarez, Gail Ryan, Marty Pack, Heather Bourget, Patty Erchul and Brenda Disparti—for working collaboratively as a team and for developing processes to improve how we accommodate the patients requiring our services. I appreciate your efforts as our patient volume continues to grow. (Infusion had 3,666 patient visits in 2018!)



Teamwork: Cheryl Hinthner

Cheryl, I would like to recognize you for your assistance and contribution to developing the 2019 Surgical Services budget. Your dedication to service for the Gynecology service line and to the Surgery Department is greatly appreciated!



Teamwork: Chrissy Long

Chrissy, I would like to recognize you for your contributions and leadership in your role with the Endoscopy service line. Your dedication to this highly visible department is greatly appreciated!



Teamwork: Craig Oubre

Craig, I would like to recognize you for your assistance and contribution to developing the 2019 Surgical Services budget. Your dedication to service for the ENT service line and to the Surgery Department is greatly appreciated!



Teamwork: Stacy Abbott

Stacy, I would like to recognize you for your assistance and contribution to developing the 2019 Surgical Services budget. Your dedication to service for the Orthopedic service line and to the Surgery Department is greatly appreciated!



Thank You: Amanda Bryant

You have done a great job at managing two different clinics. It has been wonderful to watch you grow in this position. I appreciate all your hard work and your eagerness to learn. Thank you!



Thank You: Chris Ortiz and Patsy Juarez

Thank you so much for organizing a skills day for the Infusion Department. You have put in hours

of research and preparation to make it the most valuable experience for all of the infusion nurses!

Q: How has maternal care at the hospital changed since you first started?

A: It's changed a lot. We have gone from moms laboring in one room, delivering in another and recovering in a third to moms doing it all in the same room. Instead of doing admission procedures in the nursery within the first hour after birth, we now keep the babies skin-to-skin with the moms for the first one to two hours and then complete the admission procedures in the room where the moms are versus the nursery. Babies rarely see the nursery nowadays, unless they are sick. Breastfeeding is now more accepted and there's a lot more support and advocacy for it. We have some excellent resources for breastfeeding.

Q: What do you enjoy most about being a part of the Family Birthing Center?

A: It's such a positive environment with a lot of gratification from patient satisfaction. I also work with a great team.

Q: What has been the biggest challenge you faced while employed as a nurse?

A: Clinical informatics was the biggest challenge in that users felt that I could make changes that I had no control over. I was limited on the changes I could make within the system. It was also very hard because people didn't understand that I wasn't an IT person. I learned a few tips and tricks. It was hard because I wanted to please people, but they expected me to go beyond my abilities. In all of my career, I have been a people pleaser. I want to help people. The most challenging thing is when I reach a limitation. I want to make people happy and ease their pain, whether it's with a computer or a medical problem.

Q: What has been your greatest joy while in the field of nursing?

A: Customer satisfaction, whether it was a patient or an end user when I was in clinical informatics. Hearing a mom say she couldn't have done it without me brings me a great deal of satisfaction, even though I know she could have. Hearing peers say I'm doing a good job or (successfully) completing a project has brought me great joy.

Years of Service

Fifteen nurses were recognized in 2018 for their years of service at HRRMC. Thank you for your dedication to our hospital and patients!

Lorrie Hocke	RN FBC Manager	30 years
Stacy Abbott	RN First Assistant	20 years
Yvonne McDonald	RN Emergency Dept	20 years
Lisa Barr	Quality/Nursing Sup. Manager	20 years
Beth Herdman	RN Case Manager	15 years
Katherine Kowalski	RN Emergency Dept	10 years
Patsy Juarez	RN Infusion Dept	10 years
Priscilla Shannahan	RN OR Team Leader	10 years
Kathy Millward	RN Surgery	10 years
Linda Typer	Family Nurse Practitioner	5 years
Cheryl Hinthner	RN First Assistant	5 years
Alexandria Anderson	RN Obstetrics/Nursery	5 years
Randie McEntire	RN Emergency Dept	5 years
Joni Baker	RN Float	5 years
Caron Wilbur	RN Surgery Manager	5 years



Lorrie Hocke



Stacy Abbott



Yvonne McDonald



Lisa Barr





"I like helping people."

Long-time HRRMC nurse Mary Ellen Anderson retired in December 2018. We spoke with Mary Ellen about her nursing career and the changes she's seen over the years.

Q: Why did you choose to pursue a career in the medical field?

A: My mom was a nurse, and it's something I wanted to do ever since I was a child.

Q: What do you like most about being a nurse?

A: I like helping people and I like the nurturing aspect. I can help an individual through (the) dying process. In the past, I worked in labor and delivery and helped moms through the transition phase. Now, I help people stay well.

Q: How many years have you worked as a nurse?

A: Since 1972, so 46 years.

Q: How long have you been employed with HRRMC and what positions did you hold?

A: I have been with HRRMC for 26 years. I started out six hours a week doing infection prevention, and then a couple of years later I became a clinical director at Home Health, in addition to the six hours. Home Health was a part of the hospital system at that time.

In the mid-1990s, I wrote a job description and a business plan to do infection prevention and employee health for 24 hours a week. So, I left Home Health and started the new role, which is my role now. I transitioned from part time to full time in 2016.

Q: What was the biggest challenge you faced during employment at HRRMC?

A: My biggest challenge was implementing the Surgical Complication Infection Prevention Program (SCIP) when we were in the old hospital in the Toubert Building downtown. I had to start working with multiple departments: Surgery, Recovery and Lab. Our main project was getting rid of razor blades and instead using clippers to prep patients for hair removal prior to surgical procedures. Along with that process, we had to choose the appropriate pre-op antibiotics and get Anesthesia to deliver that antibiotic on time.

Q: What has been your greatest joy as the hospital's infection prevention/employee health manager?

A: Seeing these projects, such as SCIP, become successful.

Q: What were the most significant changes in infection prevention you observed over the years?

A: How we are dealing with new resistant organisms, such as Carbapenem-resistant Enterobacteriaceae (CRE). For example, patients with CRE, a new emerging disease, require isolation for the duration of their lives. Another significant change was reducing the number of urinary-catheter days by requiring specific indications of when to place and when to remove.

Q: What advice do you have for others who are interested in pursuing a career in nursing?

A: They have to have a genuine care for people. You can't go into nursing and not like people. You have to be able to touch people. So, if you are not a people person, don't go into nursing.



Maternity care has "changed a lot" since Lorrie Hocke joined HRRMC

FBC manager Lorrie Hocke has worked at HRRMC since 1988. She reflects on her many years of providing maternity care.

Q: Why did you choose to pursue a career in the medical field?

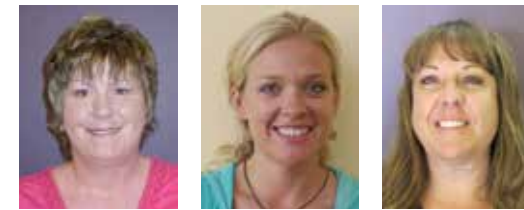
A: I had surgery when I was in fifth grade. I knew from that time I wanted to be a nurse because of my stay in the hospital and what the nurses did for me. I admired the nurses and wanted to do what they did. I didn't want to be anything but a nurse, other than maybe teach nursing.

Q: How many years have you worked as a nurse?

A: At the age of 16, I became a nurse aide. If you count the nurse-aide years, it's been 40 years in the nursing field. I have been a nurse for 32 years.

Q: How long have you been employed with HRRMC and what positions did you hold?

A: I have been here 30 years. The first 26, I worked in the Family Birthing Center as a staff nurse. Because of physical limitations, I went into clinical informatics and worked as a clinical IT specialist for three years. I helped medical professionals navigate the electronic health records. The last year and a half, I have been the Family Birthing Center nurse manager.



Thank You: Peggy Wright, Danita DePetro and Amy Chamberlain

Thank you for all you do to keep your clinic running smoothly. During the first eight months, you have had over 1,500 appointments at the Salida clinic. Your hard work and positive attitude are recognized daily. Thank you for keeping things in place and making my job easier. I know I can always count on you!



Presented to the Operating Room staff by Dr. Rob Hunter

I would like to recognize the entire OR staff for displaying our organization's TRAC STAR values while addressing a sterilization issue. This issue was discovered prior to any surgeries and the staff's response helped to ensure patient safety.

Team members included: Caron Wilbur, Priscilla Shannahan, Cheryl Hinthier, Stacy Abbott, Craig Oubre, Beth Herdman, Chrissy Long, Jammie Perryman, Kathy Millward, Laurie Wynne, Lynne Davis, Megan Schulte, Erika Wofford, Beth Fodor, Karen Arboleda-Vargas, Erica Schnee, Arianna Reese, Chris Hudson, Diane Karis, Ramona McConnell and Kristen Hendewerk.

Extra Effort: Weekday Nursing Supervisors

Thanks for being willing to help with our patients at short notice.



Best Catch of the Month: Erica Everson and Kathy Feaz

Erica Everson and Kathy Feaz questioned the roles and responsibilities regarding medical students and residents. This resulted in clarification, education and update of policies.



Thank You: Gloria Houseton and Cathy Casey

Thank you for always going above and beyond to help our patients and make your clinic better. Your hard work and dedication are recognized and appreciated every day. I hear positive comments when I am out in the community and also receive them through Press Ganey: "Dr. Kanar and staff are great."

Award of Excellence: Mary Ellen Anderson

Mary Ellen has worked at HRRMC for 26 years and is transitioning in 2019 to a PRN position with Infection Prevention and Employee Health. She has provided excellence and expertise in infection control for all staff, patients and physicians over the years. Mary Ellen has been part of every construction project and expansion effort at HRRMC and has served as first-line employee onboarding for new hires. We wish her the best in her new journey and plan on still seeing her in her PRN role with this department.



Peg Arnett (R) presents Mary Ellen Anderson with her award.



Good Catch of the Month: Tracey Hill

Tracey looked up the blood type for a Family Birthing Center patient who had an order to receive an injection. Due to the blood type, she determined the injection was not indicated. Great catch!



TRAC STAR Finalists

Each quarter, HRRMC recognizes three outstanding employees who demonstrate the TRAC STAR values that guide HRRMC employee performance: Teamwork, Recognition, Attitude, Customer Service, Safety, Talent, Accountability and Respect.

The Buena Vista Health Center's **John Daugherty, APRN-CNP**, was honored as a TRAC STAR. He was praised by his colleagues for being the first clinician to commit his time to working at the new Saturday walk-in clinic at the health center.



Nursing Supervisor Olivia Bartlett, RN, BSN, CEN, was the 2018 TRAC STAR of the year!

Whatever It Takes: BVHC Nurses and Nurse Supervisor



Our teams of nurses do a wonderful job and should be recognized for their dedication, excellent performance and teamwork. Thank you for your positive attitudes as well the willingness to help your peers. Thank you for a job well done!



Lisa Barr (L) and Peg Arnett at the awards ceremony.

Regional Nominee for the Nightingale Award

Quality Manager Lisa Barr, RN, BSN, CPHQ, was honored as one of the regional nominees for the Nightingale Award at a gala dinner sponsored by the Southeastern Colorado Area Health Education Center in partnership with CSU-Pueblo School of Nursing and the Southern Colorado Association of Hispanic Nurses.

The Nightingale Awards, given since 1985, are Colorado's highest nursing honor. Lisa was nominated in the Innovation Category for the award by Education/Quality Director Peg Arnett. Peg cited Lisa's work on processes surrounding patient satisfaction and safety, including wider use of the Good Catch forms and initiation of a daily clinical-manager huddle.

Congratulations, Lisa, on this well-deserved recognition!

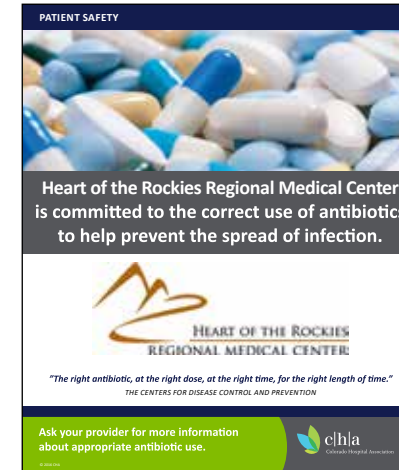
Congratulations to the ED's Tom O'Brien and Meghan Waugh

Tom O'Brien and Meghan Waugh made a poster presentation entitled "Modified Valsalva Maneuvers for Stable Supraventricular Tachycardia (SVT)." The two won by a very slight margin over Erin Arnett and Katie Kowalski.

One of the ED's strategies for 2018 was to continue to improve patient care and/or processes while promoting growth and development of staff. Interested staff members submitted poster topics to ED Manager Jodi Townsend in the fall and presented to a panel of judges comprised of nurses and physicians. The winners received a cash prize.

Nationally Recognized Top 100 Critical Access Hospital

Heart of the Rockies Regional Medical Center was named one of the Top 100 Critical Access Hospitals in the United States in 2018 by The National Rural Health Association's Rural Health Policy Institute and The Chartis Center for Rural Health. The hospitals named to the Top 100 list are top performers in managing risk, achieving higher quality, securing better outcomes, increasing patient satisfaction and operating at a lower cost than their peers.



Surgical Services

Kudos to the Surgical Services team for being awarded the "Best Catch of the Month." This is a new program begun by the Patient Safety Committee that identifies the best catch from the previous month's Good Catch forms. The Surgical Department identified a potential patient-safety issue before it became an issue. Great patient care, Surgery!

ICU

In June there were 44 patient days recorded (both day shift and night shift). The census and acuity proved challenging, yet the teamwork and compassionate care continued to demonstrate excellence.

- There has not been an inpatient fall since Jan. 2.
- Patient satisfaction improvements from May to June—OUTSTANDING!
- Rate the hospital 89.6% (96% rank)
- Communication with nurses 90% (97% rank)
- Responsiveness of staff 82.2% (95% rank)

FBC

Tracey Hill received first place in the Family Birthing Center's poster presentation on Oct. 25 for "Stop the Bleeding," which described methods to identify postpartum hemorrhage early on and alternative treatment methods.

Cindy Edgington received second place for her presentation "Just Breathe," which compared high-velocity nasal insufflation to an oxygen hood for newborns.

Information from both presentations will lead to changes in how patients are cared for in the Family Birthing Center. Congratulations on a job well done!

Hospital Improvement Innovation Network (HIIN)

HRRMC participates in HIIN, a national initiative to prevent patient harm and improve care in hospitals across the U.S. By the end of 2019, the overall goal of HIIN is to reduce all-cause inpatient harm by 20% and readmissions by 12%.



Behavioral Task Force

The Behavioral Health Task Force was initiated in July 2018 with Jodi Townsend as the facilitator. This team developed the framework for a future behavioral health sitter program, investigated options for de-escalation training for staff and providers, updated policies for security response, and began to work on establishing standard psychiatric medication recommendations for the treatment of behavioral health patients. Overall, the team evaluated safety concerns and was instrumental in aligning ER patient access with ER staff awareness and response.

Opioid Safety Collaborative

This collaborative was initiated in February 2018 as an organizational strategy to evaluate opioid administration and prescribing, to review the CHA 2017 Opioid Prescribing and Treatment Guidelines and to compare our practices and use with the Colorado Alternatives to Opioids Project. This team has established specific alternatives-to-opioids practices in the Emergency Department, physician education on opioid use, an Administrative Opioid Safety policy that assumes responsibility for appropriate pain management and safe prescribing practices, and a method of accountability for improving the use of the state's electronic Prescription Drug Monitoring Program.

Falls Prevention Activities

As a result of the work of this interdisciplinary team, HRRMC achieved no inpatient falls with injury for all of 2018. A multi-disciplinary, collaborative approach for communication and focus on falls prevention and patient safety is responsible for this success. The use of alerts, communication tools, and safe hand-off with focus on mobility limitations were the strategies implemented.

Treatment of Heart Attacks

The standard of care is to perform an EKG within 10 minutes of arrival to the ED for any patient with the complaint of chest pain. If the patient is currently having a heart attack, the goal is to give the clot-busting drug within 30 minutes of arrival to the ED if the patient does not have any contraindications to the medication.

Treatment of Sepsis

The standard of care for a patient with signs of sepsis are to complete the three- and six-hour bundles. The three-hour bundle consists of IV fluid bolus, a draw of serum lactate, blood cultures and a broad spectrum antibiotic. The six-hour bundle consists of redrawing the serum lactate if elevated initially, ensuring IV fluid bolus is adequate to ensure BP is normal or giving additional medications to ensure vital signs are stable.



Awesome job, Family Birthing Center!

Kudos on completing your Limited Scope competencies and being willing to partner house-wide to meet the needs of our patients.

Congrats also on completing cross-training between the nursery and the deliveries, allowing for nearly all of the nurses to provide "mother-baby" care. There is now one job description and all but a few have completed the cross-training to be able to perform competently in both areas. This maximizes scheduling flexibility, provider confidence, and exceptional patient experiences.



Award of Excellence: Ramona McConnell

Congratulations on achieving your Certified Registered Central Service Technician (CRCST). This certification demonstrates your personal commitment to professional growth and clinical excellence!



Certificate of Achievement: Lorrie Hocke

Congratulations on achieving your Bachelor of Science in Nursing. You put in a tremendous amount of hard work to get here. Your success is not a surprise! It's well deserved and will give you a chance to spread your wings. You are awesome!



Certificate of Achievement: Nika Starr

Congratulations on achieving your Master of Science in Nursing for Advanced Practice and becoming a Nurse Practitioner. You put in a tremendous amount of hard work to get here. Your success is not a surprise! You've juggled managing your unit, attending classes, and completing clinics all while continuing to nurture your young family. You are awesome! Congratulations!



Certificate of Achievement: Amanda Bryant

Congratulations on obtaining your Bachelor of Science in Nursing. I know it has not been easy, but you never gave up and continued to pursue your dream. Your hard work paid off. Congratulations!

RQI Training

All clinical staff members are required to participate in The American Heart Association Resuscitation Quality Improvement (AHA RQI) Program.

The RQI Program offers an innovative approach to maintenance of competency for sustaining high-quality CPR skills and the AHA course completion cards for BLS.



Over 200 people registered for the first annual HRRMC Cancer Walk on Sept. 29! All monies raised (\$9,275.18) were donated to the HRRMC Foundation's Oncology Fund, which benefits local oncology patients.



Bike Safety Program

HRRMC supported the local Bike Safety Program at Salida's Longfellow Elementary by donating bike helmets. ED's Eddie Dowd, Nicole Oubre and Jodi Townsend volunteered their services to help teach the fourth-grade class how to fit their helmets properly and how to be safe while riding their bikes.





Breastfeeding Roundtable

HRRMC hosted the first breastfeeding roundtable on Feb. 1 at the hospital. A number of groups including the Chaffee County Breastfeeding Coalition, Chaffee County Public Health, La Leche League, FBC staff and local family practice physicians got together to talk about the importance of improving breastfeeding access in our communities.

BREASTFEEDING Basics

A FREE CLASS
for all expectant and new mothers

- Jan. 18, 5:30–7 p.m.
- Feb. 10, 4–5 p.m. (follows Childbirth Class)
- March 22, 5:30–7 p.m.
- April 24, 5:30–7 p.m.
- May 5, 4–5 p.m. (follows Childbirth Class)
- June 28, 5:30–7 p.m.
- July 26, 5:30–7 p.m.
- Aug. 23, 5:30–7 p.m.
- Sept. 15, 4–5 p.m. (follows Childbirth Class)
- Oct. 25, 5:30–7 p.m.
- Dec. 1, 4–5 p.m. (follows Childbirth Class)

Second-floor conference rooms at HRRMC
Taught by: Joni Baker, RN, Certified Lactation Counselor

For more info or to register, call Joni Baker at 740-438-1279 or email jjrbaker@gmail.com. You may also register online at www.hrrmc.com.



CHILDBIRTH CLASSES 2018

Full-Day Sessions
(All classes are on Saturdays from 9 a.m.–4 p.m.)
February 10 | May 5
September 15 | December 1


Express Sessions
(All classes are on Tuesday nights from 6–9 p.m.)
January 16 | March 13 | April 10 | June 26
August 14 | October 30

\$50 per Full-Day Session • Full-Day sessions offer thorough information about childbirth, comfort measures, interventions and breastfeeding. There will be time for questions and discussion. Please pack a lunch or plan to eat in the hospital's cafe.

\$25 per Express Session • The Express Class covers the same information as the full-day session but in a condensed format. Light snacks are provided.

All classes are held in HRRMC's second-floor conference rooms. Please wear comfortable clothing and bring a floor mat or blanket and pillow. Limited scholarships are available for the cost of the class. Please ask us for details.

Visit www.hrrmc.com to see full class syllabus and to register online or call the Family Birthing Center at (719) 530-2277.



Cancer Support Group

What: Cancer Support Group facilitated by HRRMC's Oncology Clinic staff


When: First Wednesday of every month (except holidays) Noon–1 p.m.

Where: HRRMC's second-floor conference rooms 1000 Rush Dr., Salida

Cost: FREE

This group allows cancer patients, survivors, caretakers, family members and friends to share experiences and coping tips. In addition, HRRMC medical professionals provide advice on how to deal with the diagnosis as well as maintain overall good health during treatments.

If you have questions or would like to learn more, please call (719) 530-2302.



Certificate of Achievement: Evan Bartlett

Congratulations for all your hard work and the accomplishment of obtaining your CEN (Certified Emergency Nurse) certification!



Certificate of Achievement: Randie McEntire

Congratulations on receiving your Certified Emergency Nurse (CEN) certification! This is an amazing accomplishment. We are extremely proud and happy that you are part of the Emergency Department team!



Carrie Mattix earned her Ostomy Management Specialist Certification

General Surgery's Carrie Mattix attended the Wild on Wounds conference in Las Vegas in September and earned her Ostomy Management Specialist certification. Carrie, who works as a registered nurse in the General and Trauma Surgery clinic, is also certified in wound care.



Allie Anderson earned her BSN

Allie Anderson, a registered nurse in the Family Birthing Center, earned her BSN from the University of Colorado, Colorado Springs. Allie graduated magna cum laude from the Helen and Arthur E. Johnson Beth-El College of Nursing and Health Sciences. What an outstanding achievement!




Congratulations to Brent Lawyer and Elizabeth DeMarco

Kudos to you for receiving your Critical Care Registered Nurse certification!



Congratulations to Heather Bourget

Hats off to you for receiving your ONS/ONCC Chemotherapy Biotherapy certification!




NURSES INSPIRE INNOVATE INFLUENCE

NATIONAL NURSES WEEK 2018

AMERICAN NURSES ASSOCIATION

VP Patient Services April Asbury gave a presentation on perspectives that develop empathy at an HRRMC Nurses Week breakfast.





Stacy Abbott
Erin Arnett
Peg Arnett
Joni Baker
Lisa Barr
Evan Bartlett
Olivia Bartlett
Chad Bevan
Heather Bourget
Shelly Carlos
Shelly Carlos
Kristine Clark
Elizabeth DeMarco
Erica De Voy
Andra Dolton
Andra Dolton
Andra Dolton
Cindy Edgington
Kim Faulkner-Russell
Lindsay Haarmeyer
Cheryl Hinthier
Lorrie Hocke
Christopher Hudson
Christa Johnston
Rikki Kaess
Molly Knight
Molly Knight
Sara Koch
Katie Kowalski
Liz Krasnow
Liz Krasnow
Martin Kuhn
Brent Lawyer
Joelle Martin
Carrie Mattix
Carrie Mattix
Randie McEntire
Laurie Merrell
Laurie Merrell
Mary Beth Netz
Thomas O'Brien
Chris Ortiz
Craig Oubre
Priscilla Shannahan
Judy Smith
Nika Starr
Bobbie Sturrock
Jodi Townsend
Michelle Williamson

RN-CNOR
RN-CLNC
RN-CS
RN-CLC
RN-CPHQ
RN-CEN
RN-CEN
RN-CMSN
RN-ONS/ONCC
RN-OCN
RN-ONS/ONCC
RN-CEN
RN-CCRN
RN-CMSN
RN-CCRN
RN-CPAN
RN-CAPN
RN-CLC
RN-CNOR
RN-CLC
RN-CNOR
RN-CLC
RN-CNOR
RN-CMSN
RN-ONS/ONCC
RN-NIHSS
RN-CPN
RN-CIOB
RN-CEN
RN-CEFM
RN-CLC
RN-CPAN
RN-CCRN
RN-CWC
RN-CWC
RN-OMS
RN-CEN
RN-ONS/ONCC
RN-OCN
RN-CLC
RN-CEN
RN-OCN
RN-CNOR
RN-CNOR
RN-CLC
RN-NE-BC
RN-CLC
RN-CNML
RN-CEN

Certified Nurse Operating Room
Certified Legal Nurse Consultant
Clinical Scholar
Certified Lactation Counselor
Certified Professional Healthcare Quality
Certified Emergency Nurse
Certified Emergency Nurse
Certified Medical-Surgical Nurse
ONS/ONCC Chemotherapy Biotherapy Certification
Oncology Certified Nurse
ONS/ONCC Chemotherapy Biotherapy Certification
Certified Emergency Nurse
Critical Care Registered Nurse
Certified Medical-Surgical Nurse
Critical Care Registered Nurse
Certified Post Anesthesia Nurse
Certified Ambulatory Perianesthesia Nurse
Certified Lactation Counselor
Certified Nurse Operating Room
Certified Lactation Counselor
Certified Nurse Operating Room
Certified Lactation Counselor
Certified Nurse Operating Room
Certified Medical-Surgical Nurse
ONS/ONCC Chemotherapy Biotherapy Certification
National Institute of Health Stroke Scale Certification
Certified Pediatric Nurse
Certified Inpatient Obstetrics
Certified Emergency Nurse
Certified Electronic Fetal Monitoring
Certified Lactation Counselor
Certified Post Anesthesia Nurse
Critical Care Registered Nurse
Certified Wound Care
Certified Wound Care
Ostomy Management Specialist
Certified Emergency Nurse
ONS/ONCC Chemotherapy Biotherapy Certification
Oncology Certified Nurse
Certified Lactation Counselor
Certified Emergency Nurse
Oncology Certified Nurse
Certified Nurse Operating Room
Certified Nurse Operating Room
Certified Lactation Counselor
Nurse Executive-Board Certified
Certified Lactation Counselor
Certified Nurse Manager and Leader
Certified Emergency Nurse



Teddy Bear Tour
Surgery's Marleigh Trathen, Zada Fear and Caron Wilbur (L to R) greeted two young visitors (and their stuffed friends) during the Teddy Bear Tour on Sept. 9.



The hospital bake sale on Sept. 12 raised almost \$900 for the HRRMC Cancer Walk. Thanks to all who supported this sweet fundraiser. All proceeds benefited our local oncology patients. Pictured (L to R): Chris Ortiz, Jirka Myers and CFO Lesley Fagerberg

TEDDY BEAR TOUR

Having surgery can be scary. If your child is feeling anxious about an upcoming procedure or wants to see what HRRMC's Surgical Services Department looks like, join us for the Teddy Bear Tour!



**Sunday, Sept. 9
1-3 p.m.**
Main hospital campus
1000 Rush Dr., Salida

Enter the hospital through the main entrance and turn left toward the café.

Kids are encouraged to bring a teddy bear, stuffed animal or doll, which will become their "patient" in the Surgery Department. They'll take their patient through an entire surgery stay and will even get to test out some of the equipment!



Everyone is welcome and encouraged to attend! No RSVP required. If you have questions, please call 719-530-2217.

Journal of Trauma Nursing



An article co-authored by HRRMC's Emergency Department Manager and Trauma Coordinator Jodi Townsend, RN, BSN, was featured in the March/April edition of the Journal of Trauma Nursing. Jodi was integral in the research

done to bring focus to rural trauma medicine. She helped bring to light how necessary it is that we have support and resources available to serve our communities, much like a larger facility would.

The study focused on seven performance improvement (PI) filters based on program elements of nine rural trauma centers.

The group of co-authors was formed by a Centura Outreach Program. The goal of the group was to improve the trauma programs within rural settings and to prevent burnout among trauma coordinators in these areas.



Lids on Kids

In conjunction with Central Mountain RETAC and Monarch Mountain, HRRMC participates in the Lids on Kids program to help promote safe skiing and provide education on head injuries.



Pregnancy and Baby Fair

More than 20 local organizations along with HRRMC staff participated in HRRMC's Pregnancy and Baby Fair on March 17. FBC manager Lorrie Hocke is pictured here.



The HRRMC Foundation received a \$230 check from the Specialty Clinic team. The funds were raised by clinic staff and were donated to Heart of the Rockies Home Health and Hospice.



HRRMC ICU staff donated a \$425 holiday sponsorship through the HRRMC Foundation to Paws For LEOs. Based in Buena Vista, the nonprofit trains service dogs for law enforcement officers, emergency service providers, firefighters and first responders who have been physically or mentally injured while on active duty.

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	Molly Knight	BSN
Mary Ellen Anderson	MSN		Katherine Kowalski	BSN
Allie Anderson	BSN		Brent Lawyer	BSN
Brooke Apodaca	BSN		April Lee	BSN
Erin Arnett	BSN	MSN-APN in Process	Amber Linza	BSN
Peg Arnett	BSN, BS in Health Administration		Amber Long	ADN BSN in Process
April Asbury	MSN		Christina Long	BSN
Joni Baker	MSN		Mark Lynch	MSN, APN
Lisa Barr	BSN		Michael Madden	BSN MSN in Process
Evan Bartlett	BSN		Zachary Magee	BSN
Olivia Bartlett	BSN		Carrie Mattix	BSN
Neil Becwar	BSN		Mary McConathy	BSN
Rachel Berger	BSN		Tracy McConathy	BSN
Chad Bevan	BSN		Yvonne McDonald	BSN
Heather Bourget	BSN		Randie McEntire	BSN
Amanda Bryant	ADN	BSN in Process	Laurie Merrell	BSN
Margo Burns	BSN		Kathy Millward	BSN
Kristine Clark	BSN		Cheryl Moore	BSN
Caitlin Curl	BSN		Jirina Myers	MSN
Elizabeth Krasnow	BSN		Mary Beth Netz	BSN
Amber Daugherty	BSN		Jan Ommen	MSN, APN
John Daugherty	MSN, APN		Craig Oubre	BSN
Elizabeth DeMarco	MSN, APN		Nicole Oubre	BSN
Danita Depetro	BSN		Amy Perrin	BSN
Andra Dolton	BSN		Jamille Perryman	BSN
Charlie Engelman	BSN		Hannah Peyrouse	BSN
Erica Everson	BSN		Chelsea Pridemore	BSN
Zada Fear	BSN		Katherine Rau	BSN
Adam Fitts	BSN		Addison Rauch	BSN
Beth Fodor	BSN		Amanda Reiff	BSN
Corinne Gerberich	BSN		Madeline Reynolds	MSN APN in Process
Todd Grate	BSN		Maria Riemann	BSN MSN in Process
Denise Hammel	ADN	BSN in Process	Rebecca Sanderlin	BSN
Dina Hampa	BSN		Catherine Scarbrough	MSN
Beth Herdman	BSN		Priscilla Shannahan	ADN BSN in Process
Tracey Hill	BSN, MS in Microbiology		Whitney Sherman	BSN
Cheryl Hinthner	BSN		Judy Smith	BSN
Lorrie Hocke	BSN		M. Nika Starr	MSN, APN
Amy Hoffman	BSN		Bobbie Sturrock	BSN
Olivia Holmes	BSN	MSN in Process	Terrina Tafoya	BSN
Gloria Houseton	BSN		Jodi Townsend	BSN
Christopher Hudson	MSN		Wendy Trafford-McKenna	BSN
Kym Huff	BSN		Linda Typer	MSN, APN
Stewart Irving	MSN, APN		Hayden Walker	BSN
Christa Johnston	MSN		Meghan Waugh	BSN
Amy Jones	BSN		Michelle Williamson	BSN
Rikki Kaess	BSN		Laurie Wynne	BSN
Melinda Kline	BSN		Silky Young	BSN
Sara Koch	BSN			