

Employee Health Beat

From the desk of Jamey Keen, RN, employee health

A focus on “CHANGE”

Change is evident in a health care setting, but sometimes change, even if it is good change, can be stressful. A lot of times change is necessary. There are interventions that you can use to cope with change that can make it more bearable. How to cope with change according to Ban Weston, Managing Director of Consulting (2015):

1. **Acknowledge the change.** The most important thing to do when change is happening is to acknowledge it. Recognizing and accepting change is one of the first steps toward managing it.

2. **Face your fears.** Write down your fears in an objective form. This will help you to stop dwelling on them. Go through each fear, and write down what you would do if that fear came to pass. Knowing you have a plan can really help to defuse the emotional anxiety.

3. **Confront your feelings, and seek support.** Face your feelings about fear and the transition you are going through, especially when change is imposed and beyond your control.

4. **Stop the fearful thoughts, and replace them with something positive.** Fear can come from creating negative thoughts and scenarios in your head about what the future holds. Ask yourself, “In the past when I handled change really well what did I do? How did I handle it? What actions did I take that really worked?”

5. **Be flexible and embrace change.** Instead of hiding from your fear, be open and flexible about new challenges. Approach change with an open attitude of learning.

6. **Be part of the change.** Adopt an attitude of anticipation and excitement. Get involved.

7. **Communication, communication and more communication.**

Communication is always important, especially if you face change. Part of the fear of change is the unknown. If the change is not communicated effectively, make it your business to be proactive in finding out more about what the change involves. Don’t sit back. Ask constructive questions to find out meaningful information to help you understand better. Be aware that sometimes when talking to

co-workers, news can be distorted and mixed. Go straight to the source.

8. **Reduce anxiety and stress. In times of stress,** we may feel tired, and this is the time when we need to focus on being strong, fit, healthy and resilient. To be resilient you need to be calm and in control so that you are able to make good, clear and rational decisions. Focus on your exercise and nutrition, breathe deeply and smile.

*“Change is hard at first,
messy in the middle and
gorgeous at
the end.”*

- Robin Sharma



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About 20-30 minutes of meditation, yoga or walking to clear your head is sufficient.

9. **Have a sense of meaning.** Take time to take stock of how valuable you are to the organization. Acknowledge your successes and the valuable skills and attributes you offer. This is perhaps the time to make yourself more valuable. Research tells us that valuable employees typically get through changes unscathed, or even better than before.

10. **Continue to do your work, and see the big picture.** It is easy to sit back and see what will happen tomorrow. It is easy to have that attitude as in some cases the work you are doing might change. However, remember that until you have a new direction you need to focus on achieving your designated goals and tasks. ●●●

Employee Health Beat

From the desk of Jamey Keen, RN, employee health



CHANGE is a good thing

Change according to Ani Alexander (2017):

1. **Provides personal growth.** You grow and learn new things every time something changes. You discover new insights about different aspects. You learn lessons even from changes that did not lead you to where you wanted to be.
2. **Flexibility.** Frequent changes make you easily adapt to new situations, new environments and new people.
3. **Improvements.** We need to do things differently to make that happen. Without change, there would be no improvement.
4. **Value.** From time to time change makes you re-evaluate what is going on, and it may give you a different perspective.
5. **Snowball effect.** Often, we give up because we cannot accomplish the difficult task of making a huge and immediate change. That is when small changes become extremely valuable. Small changes will eventually lead to the desired big one.
6. **Strength.** Not all changes are pleasant. Overcoming tough changes makes you stronger.
7. **Progress.** Change triggers progress. Things move forward and develop because of them.
8. **Opportunities.** One never knows what each change may bring. When you turn from your usual paths there will be plenty of different opportunities waiting for you. Changes will bring new choices of happiness and fulfillment.
9. **New Beginnings.** Each change is a turning page. It is about closing one chapter and opening another one. Change brings new beginnings and excitement to life. ●●●

Quality Improvement

From the desk of Jamey Keen, RN, quality improvement

Registration Focus Group

A current quality improvement focus group is working toward a solution to improve patient flow during the registration process.

Problem

- Registration staff have to hand deliver facesheets to lab and radiology 100 percent of the time when patients check in. This often disrupts patient flow which decreases:
- Timeliness
- Effectiveness
- Efficiency
- Quality

Team Members: Penny Otter, Team Lead; Sheri Land; Klare Givens; Aaron Kuehn; Nicole Henry; and Kevin Pinkerton

Aim

Registration in collaboration with lab and radiology will improve registration efficiency by 80 percent by July 31, 2018.

Progress

This team is currently in Phase 2 where team members are developing and carrying out action steps to move them toward their goal. They are testing the change at a small level at this time with radiology and will soon include the Lab department. More to come... ●●●

Quality KUDOS!

Positive Patient Comments - Quarter 4, 2017

- Shawnee is so sweet & patient! Goes above & beyond.
 - Dr. Kriley did everything he could for patient. We were very pleased.
 - Your nurse Ashley Wonderly was great. Keep up the good work.
 - Great service & facility – Thank you!
 - Fast & easy service!
 - Whole experience went well.
 - Staff was all very friendly, knowledgeable & helpful.
 - I was treated very well. No complaints on anything.
 - Kellen Jacobs – professional, knowledgeable, amiable! Receptionist is always smiling! Samantha, thanks!
 - I think Kellen is an awesome therapist. Very knowledgeable. He tries hard to figure out problem and works until both parties are satisfied. He does a great job.
 - I worked with Monica, Jan and Natalie, and thought they were all very professional.
 - Margi was a very professional person and very friendly.
 - Jan was very positive. Monica worked with me on core issues as did Jan. Both were very positive.
 - Kristin is amazing! She takes time w/(patient) while in her care.
 - Haley is an amazing RN! She was so caring toward (patient) in ER.
- (continued on p. 10)

In the Spotlight

Neonatal resuscitation training

Some members of the Norton County Hospital nursing staff recently received training and certification in neonatal resuscitation. This training is an important component of labor and delivery training at the hospital and helps the nursing staff in getting babies off to a great start! ●●●



Engage the Community

From the desk of Katie Allen, communications and foundation

Health insurance event

In December, Norton County Hospital hosted an event on health insurance enrollment for 2018. Thanks to Peggy Ritter, certified navigator from Hoxie Medical Clinic, for coming to Norton to lead the discussion. She focused primarily on the Health Insurance Marketplace but also answered Medicare and Medicaid questions.

Giving at Christmas

Norton County Hospital and Norton Medical Clinic staff once again participated in the Chamber of Commerce's Angel Tree Program that matches children to gift donors anonymously. We appreciate the generosity in buying gifts for those children in need. Additionally, staff collected non-perishable food items to support God's Pantry at the 2017 NCH Christmas party. Thanks to all those who made a difference!



Protecting our children

The Norton Police Department helped Norton County Hospital purchase car seats to be used in emergency situations. Sometimes car seats are needed to safely transport a child from the hospital, and the proper car seat is not immediately available to do so. This could happen, for example, if the transport team doesn't have the proper car seat or a vehicle accident occurred making the car seat the child was in no longer safe to use. With the help of local law enforcement, various sizes of seats are available to use in these and other related emergencies. Pictured left to right are Klare Givens, RN; Norton Chief of Police Gerry Cullumber; Cami Cornelius, CNA; and Angie Annon, LPN. Klare, Cami and Angie are certified child passenger safety technicians. ●●●



In the News

From the desk of Katie Allen, communications and foundation

Norton County Hospital names CEO

Norton County Hospital's Board of Trustees has hired Gina Frack to be the new chief executive officer, effective Dec. 23, 2017. Frack has served in the interim CEO position since the end of June 2017. She joined the Norton County Hospital team as chief operating officer in October 2015, after serving as administrator of the Norton County Health Department and Home Health Services for 18 years.

Frack pursued undergraduate studies from Kearney State College, now the University of Nebraska at Kearney, and her RN from Central Community College in Grand Island, Nebraska. After working as a nurse in various capacities in southwest Nebraska and northwest Kansas, she obtained a bachelor's degree in health care management from Bellevue University in Nebraska.

Frack has a passion for rural health and preserving a rural way of life. She has been invited to speak, present and serve on committees for numerous organizations, such as the Robert Wood Johnson Foundation, Kansas Health Foundation, Kansas Department of Health and Environment, and National Association of County and City Health Officials (NACCHO). She has advocated for rural health issues in such places as Washington, D.C.; Arlington, Virginia; and many places in Iowa, Nebraska and Kansas. She has also led national webinars for NACCHO. She enjoys speaking on her passion of rural places and the people who live there.

"It is truly an honor to be in this position," Frack said. "Norton County has a long-standing history of providing health care to meet the needs of our county and surrounding area. I am excited to work with the communities we serve, all the hospital staff and board to meet the ever-changing demands of health care." ●●●



Visiting restrictions implemented at Norton County Hospital due to flu

Due to an increase in influenza cases seen in Norton County, from Feb. 7-26 Norton County Hospital asked visitors to limit contact to the hospital. Visitors were asked to please wear a mask during their visit, and children 12 years and younger were asked to not visit during that time period.

Our goal was to keep our patients and visitors free from flu and its complications throughout the hospital, clinic and community. Patients who presented

to the clinic or emergency department with respiratory symptoms such as a fever, cough, sore throat, body aches, headache, tiredness or chills were asked to put on a mask as soon as they entered the building and keep the mask on until they left, unless instructed otherwise by their provider or nurse. Masks are always located at hospital and clinic entrances.

"Influenza is a virus that is highly contagious," said Jamey Keen, RN, Quality, Infection Prevention and Employee Health director at Norton County Hospital. "To best protect our community, it is vital to take necessary precautions to prevent further outbreak."

Some things that you can do to prevent the spread of flu include:

- Stay home! If you are sick, stay home from work, school or running errands until you are fever free for 24 hours without fever-reducing medications such as Tylenol or ibuprofen.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue away, and wash your hands.
- Wash your hands frequently with soap and water for 15-20 seconds. Apply lotion to clean hands to prevent skin from cracking.
- Clean and disinfect surfaces and objects that may be contaminated with germs.

Schools can assist in reducing the outbreak of influenza by:

- Supporting the decision for staff and students to stay home if they are ill, especially until they are fever-free for 24 hours without fever-reducing medication such as Tylenol or ibuprofen.
- Instruct students to properly wash hands frequently.
- Instruct students to cover their cough.
- Instruct students to avoid touching their eyes, nose or mouth. Germs are spread this way.
- Clean and disinfect surfaces and objects in high-touch areas that may be contaminated with germs.

It is not too late to get the flu vaccine. Please visit the Norton County Health Department or your health care provider for more information and to receive the vaccine.

For questions about the flu, please visit: <https://www.cdc.gov/flu> ●●●

Foundation Updates

From the desk of Katie Allen, communications and foundation

Scholarships awarded to students pursuing medical degrees

The Norton Regional Health Foundation, a 501(c)(3) nonprofit organization with a mission to support the enhancement of quality health care for the residents of Norton County and surrounding counties, has awarded scholarships to students pursuing advanced degrees in the medical field. The Foundation awarded the scholarships on Jan. 2, 2018, for the students to use to financially support their education this coming Spring 2018 semester.

Recipients include:

- Nicole Henry, awarded a \$2,000 scholarship from the Helen Stevenson Memorial Scholarship Fund; Nicole currently works in the Norton County Hospital Laboratory department and is continuing her education to become a medical lab technician.
- Nova Bates, awarded a \$1,000 scholarship from the Warren and Jean White Nursing Scholarship Fund; Nova currently works in the Nursing department at Norton County Hospital as a LPN and is taking college courses to become a RN.
- Bethanie Christensen, awarded a \$1,000 scholarship from the George Jones Nursing Scholarship Fund; Bethanie currently works in the Nursing department at Norton County Hospital as a LPN and is taking college courses to become a RN.
- Kyle McClurg, awarded a \$1,000 scholarship from the George Jones Nursing Scholarship Fund and a \$1,000 scholarship from the Warren and Jean White Nursing Scholarship Fund; Kyle currently works in the Nursing department at Norton County Hospital as a LPN and is taking college courses to become a RN.

The Norton Regional Health Foundation at Norton County Hospital awards academic scholarships each spring, summer and fall semester to students who are enrolled in college courses, are seeking degrees in the



medical field and express interest in working at Norton County Hospital in the future. It is through donor support that these scholarships can be awarded, and the Foundation is grateful to donors for their generous contributions.

Applications will be available by April 2018 so students can apply for summer 2018 awards. The next scholarship application deadline will be May 1.

For more information about the Norton Regional Health Foundation, visit: http://www.ntcohosp.com/foundation/foundation_info.html

Let Katie know if you have any questions: kallen@ntcohosp.com ●●●

Foundation funds 2018 Community Health Needs Assessment

Community Health Needs Assessments (CHNA) and implementation strategies are required of tax-exempt hospitals every three years as a result of the Patient Protection and Affordable Care Act. Not only is completion of the assessment required by law, it also offers the opportunity for hospitals to know the local communities they serve better and find ways to meet the health-related needs of their local communities.

Norton County Hospital, along with Norton Medical Clinic and the Norton County Health Department are working to take the Community Health Needs Assessment to the next level. This means going beyond the requirement and actually using the results to develop a

strategic plan that would allow all health-related entities in the county to set further goals and implement changes to meet the health needs of local citizens. In other words, we want to know from our citizens how we can serve them better and work toward implementing necessary changes. The CHNA will involve a survey distributed county-wide, as well as follow-up community “town hall” discussions about local health care.

At its last meeting on Feb. 2, the Norton Regional Health Foundation Board of Directors approved a gift of \$5,650 to pay for the 2018 CHNA. Wichita State University will serve as the unbiased, third-party research team to conduct the survey and produce a report of the results later this year. ●●●

Reminder: Requests for support

The Norton Regional Health Foundation Board recently implemented a policy that covers requests for support. This means any requests for Foundation funding must include necessary documentation (as included in the Request for Support Form).

The goal of this policy and related documentation is so that departments within our hospital and clinic can communicate with and educate the Foundation on projects that improve patient care, community health or other health-related items.

The Request for Support Form (available on The Beat) must be accompanied by supporting documentation, such as the identified bid for the project. The Foundation wishes to be good stewards of donated funds and support projects that are well thought out and showcase a need to improve health and health care.

Eligibility: Departments, caregivers and physicians from Norton County Hospital and Norton Medical Clinic; Live Well Norton committee members. Priority will be given to projects that:

- Are sustainable, one-time expenses, or expenses not paid by the department budget or purchases slated for capital improvement with Norton County Hospital administration.
- Are innovative.
- Address a need identified by the most recent Community Health Needs Assessment for Norton County and/or the most recent Norton County Hospital strategic plan. (continued on p. 6)

Foundation Updates

From the desk of Katie Allen, communications and foundation

Reminder: Requests for support (continued from p. 5)

- Showcase collaboration among Norton County Hospital departments and/or other organizations within communities of Norton County and the surrounding region.
- Increase caregiver or system productivity.
- Improve patient care and/or the patient experience.
- Improve the overall health of Norton County and the surrounding region.

More details are available on the Request for Support Form. ●●●

Upcoming free session will help adults understand advance directives

The Norton County Hospital and Norton Regional Health Foundation are sponsoring a free community educational session covering advance directives. The session will take place Thursday, March 8 from 6-7 p.m. at the Norton County Hospital conference room. The session will be led by attorney Doug Sebelius, Sebelius & Griffiths LLP in Norton.

Advance directives are documents that state a patient's choices about treatment, such as decisions to refuse treatment to be placed on life-support, to stop treatment at a point the patient chooses or to request life-sustaining treatment if that is wanted. Through advance directives, patients can make legally valid decisions about their medical treatment.

People might be familiar with specific advance directives, including a "Healthcare Directive" or "Durable Power of Attorney for Healthcare." At this session, attendees will learn about types of advance directives, why these legally valid documents are important for all adults so that healthcare wishes are known, where to properly store this documentation and how to begin completing advance directives.

Anyone is welcome to attend the March 8th session and bring questions. A light snack will also be provided. A RSVP is not required, but it is appreciated by Tuesday, March 6 to plan accordingly for snacks. To RSVP, or if you have any questions, contact Katie Allen at Norton County Hospital: kallen@ntcohosp.com or 785-877-3351.

The hospital's conference room is located on the lower level. Please park in the Norton Medical Clinic parking lot, and look for event signage. ●●●

Norton Celebrate Health Day! April 7th *Schedule of events*

Event: Kicks on the Bricks 5K

PLUS Yoga and Zumba classes!

Time: Race day registration:

8:30-9:45 a.m.; race begins at 10 a.m.

Location: The Rock Christian Youth Center, 101 E. Main, Norton, KS



Sponsors: Norton Regional Health Foundation, Live Well Norton & Norton NAMI (National Alliance on Mental Illness); **Thanks also to our major event sponsor, Almena State Bank!**

More info:

- All ages welcome!
- Sign up by March 15th to guarantee getting a participant prize.
- Pre-registration forms available at www.ntcohosp.com and click the "Foundation" tab at the top. Form is also on p. 11 of this newsletter!
- Cost is \$5 per participant.

Event: FREE Health Screenings

Hearing (both small children and adults); visional acuity and peripheral vision for adults, including vision for small children 6 months and older; and blood pressure and blood sugar for adults.

Time: 9 a.m. to 3 p.m.

Location: Shopko Parking Lot, 505 W. Holme, Norton, KS

Sponsors: Norton Lions Club & Kansas Lions Sight Foundation

More info:

- These screenings are free!
- Ages 6 months and up are welcome!
- Additional volunteers provided by Norton County Hospital nursing staff. ●●●



PUBLIC NOTICE

Norton County Hospital announces new collections program, projected to start March 1, 2018

In an effort to provide better information to patients and guarantors in regards to their financial responsibility to Norton County Hospital, and in compliance with state and federal mandates, as well as in compliance with insurance carrier agreements, Norton County Hospital will begin a front-end collections program with a projected start date of March 1, 2018.

Designated staff will be collecting the co-pay, co-insurance, deductible and non-covered amounts required by insurance carriers prior to services being rendered. Uninsured patients will also be asked to pay an estimated amount due at the time of service.

Payment terms agreements will be made available to those patients unable to pay in full at the time of service. Additionally, a Financial Assistance Program for approved patients/guarantors will be available as well. This process will be implemented at each registration area at Norton County Hospital to include the Emergency Department and the Norton Medical Clinic. The facility will comply with Emergency Medical Treatment and Labor Act (EMTALA) regulations in regards to Emergency visits requests for payments.

Please refer any questions regarding this policy to the Norton County Hospital Business Office at 785-877-3351.



**NORTON
COUNTY HOSPITAL**

102 E. HOLME, NORTON, KS 67654 PHONE: 785-877-3351

www.ntcohosp.com

Making Improvements...

New Rehab Furniture

Our hospital's rehab waiting area upgraded a few pieces of furniture to make wait times more comfortable for patients and families. Included are two new medical grade hip chairs to help patients in getting up and sitting down much easier.



New Items for Babies

We are ready for more little ones to arrive at NCH, thanks to generous volunteers! A special thanks goes out to the Heritage Quilt Club for new baby blankets and American Heart Association - Kansas for sending us handmade hats for babies born in February!



Child Abuse Detection

A special thanks to Norton Kansas Police Department Chief Gerry Cullumber and Attorney Missi Schoen for leading this recent class for our hospital and clinic staff.



Human Resources

From the desk of Shannan Hempler, human resources

UMR

Have you registered on the UMR website yet? There is a lot of great information about your health plan and other great resources for healthy living. You can check your claims, see your plan document and benefits, check your flex account if you signed up for 2018, print or order additional ID cards, and so much more.

OptumRX

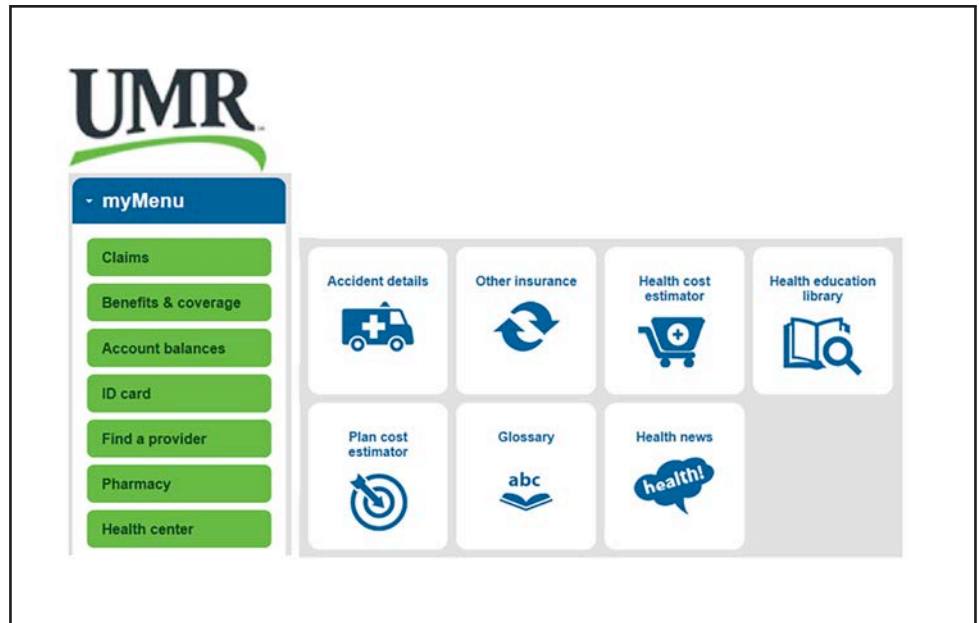
Members have recently been sent letters from OptumRX, the pharmacy benefit manager for our new UMR health insurance. Optum RX has a great website you can use to learn more about your medications, compare cost between pharmacies and see whether OptumRX's home delivery program for maintenance medications would benefit you and your family.

Visit www.optumrx.com and register for an online account. If you have filled prescriptions in 2018, your current medications listing will be available on your account.

More take home pay

The new 2018 tax tables were released late in January. The new rates were implemented on your February 16th paycheck. When reviewing the payroll reports, the reduced federal tax withholdings were noticeable on all regular federal tax amounts.

Please review your tax withholdings on your paychecks, and make sure they are appropriate for your household's tax status. Those who work additional part-time jobs or have other taxable income should review and make sure their withholdings are sufficient for all of their income. ●●●



Human Resources

*From the desk of Shannan Hempler,
human resources*

American Red Cross Blood Drive

The next Norton County Hospital Blood Drive is Friday, April 13th in the conference room. This is a great opportunity for NCH staff to be able to donate right here in the hospital.

Donors urged to help the Red Cross maintain blood supply

Winter storms and the flu don't just mean a lot of people are missing work and school – it also means they can't keep their American Red Cross blood and platelet donation appointments. The Red Cross is urging healthy donors of all blood types to roll up a sleeve to help maintain the blood supply for patients in need.

In 2018, severe winter weather forced about 600 blood drives to cancel, resulting in more than 17,500 uncollected blood and platelet donations. And, widespread flu across the U.S. has resulted in lower turnouts at blood drives.

Blood and platelet donations are needed in the coming days to help replenish the blood supply and ensure patients continue to receive lifesaving treatments. Donors can help even more patients when they invite a loved one, friend or co-worker to give with them.

- News release from the American Red Cross,

Feb. 8, 2018 ●●●

Meet the Team!

**Norton County Hospital and
Norton Medical Clinic are excited to
announce our newest employee.**



Krista VanDiest
Clinic—RN—Part Time

Krista returned to NCH on January 11th. She previously worked for our nursing staff for 24 years and returned to join the Clinic team. Welcome back!

Employee Milestones

***Congrats to these employees, and
thank you for all you do!***

December

Pam Miller	15 years
Sid Gosselin	12 years
Dorothy Misek	7 years
Rhonda McDowell	7 years
Christen Skrdlant	7 years
Morgan Griffey	5 years
Carol Richmeier	4 years
Elaine Albright	2 years
Nova Bates	2 years
Monica Hembd	1 year
Kyle McClurg	1 year
Alana Murphy	1 year

January

Kellen Jacobs	4 years
Claudette Graham	3 years
Shay Johnson	3 years
Jean Carmichael	2 years
Marla Kuhn	1 year
Valerie Marble	1 year
Corgan Nickelson	1 year

February

Deb Witt	24 years
Staci Breiner	11 years
Jordan Brown	9 years
Sam Brown	7 years
Jessie Dougherty	6 years
Amie Scott	6 years
Claire Wellhouse	2 years
Natolie Davis	2 years
Melody DeWitt	1 year
Kellie Gibson	1 year
Cassie Sulzman	1 year
Heather Saville	1 year
Destinee Stucky	1 year



Quality Improvement

From the desk of Jamey Keen, RN, quality improvement

Quality KUDOS!

Positive Patient Comments -

Quarter 4, 2017

(continued from p. 2)

- Tracey in lab is great, always asking if we need anything else!
- Allison makes an uncomfortable test more tolerable. I appreciate that.
- Margi is very helpful, makes therapy fun & goes above & beyond.
- Kellen and Natalie were both professional and very good at their job.
- Jan very helpful. Natalie very helpful.
- Kellen and Natalie VERY GOOD
- Monica was the best. She was very concerned of my problems and was knowledgeable about everything.
- Monica did a good job.
- I only saw Kellen and Dannay this time, and they both treated me well and made me work. Good job.
- I felt Monica tried to find the “source” of the problem really well.
- Kristin was really on top of it by getting me into a specialist.
- Exceptional professionalism. Nurses and attending physician were exceptional, courteous and professional!
- Nurse was excellent and friendly.
- Made us feel welcome!
- Very good treatment received!
- The nurses were very nice and helpful. Very impressed with how helpful and nice Haley Jones, RN was.
- Nurse and CNA (Haley & Brittany) took good care of me. Dr. Kriley took good care of me.
- There were so many things that were well done. The many different staff members seemed to work well together and were mindful of my requests.
- Nurses Charli & Haley were very pleasant & professional, good needlestick for IV.
- Kellen, Natalie, Jan, Monica all great.
- Enjoyed Monica – she is friendly, concerned & thorough.
- Special thanks to Natalie and Monica for suggesting/trying new things.
- Most of the time Natalie and Jan took care of me. They were very friendly. I always feel so much better after.
- So nice when everyone calls you by name.

- Above & beyond treatment.
- Was very patient with my needs.
- Answered all questions and was informative.
- Doing a great job.
- Everyone very friendly.
- Attended to things for my comfort.
- Dr. Maurer - over the top Awesome!
- Have seen Dr. Maurer/Dr. Kriley & Taylor – all were respectful, listened to me & were knowledgeable. (Keep up the great work!)
- Kristin is amazing. She listens well and has addressed many issues for me.
- Jonna helped to find information in a question I had.
- Staci is awesome. Very helpful, friendly.
- Taylor listened & treated me right.
- Glad Dr. Maurer always cares about me and my family.
- Everything was fantastic! Keep up the great job(s)!
- Everyone was professional, polite & efficient. Dr. Nguyen is very patient & thorough in explanations.
- Elsa and Dr. Nguyen really listened and took my input regarding my health into consideration. They didn’t just tell me what I was going to do. They both were respectful, timely, caring and thorough. I highly recommend them both!
- Fast setting up appointment and check-in process.
- Inman always makes me feel at ease. Easy to talk to about anything!
- Friendly staff from check in to end of appt.
- I really like Taylor Bieberle. He took the time to explain what was wrong and what the plan was. He also asked if I had any questions and took time to answer them. Jodi was accommodating to my family and treated me with kindness and respect.
- Getting an appointment in a short time.
- Very professional. ●●●



Did you know?

Info on The Beat

You can find articles related to infection prevention, quality and employee health on the new portal. Click on the department and articles page to find up-to-date information at your fingertips, including current influenza statistics. You can also find documents and committee pages. ●●●



Community outreach

The Infection Prevention department gave an annual presentation on infection prevention methods to protect staff on Feb. 20 at Whispering Pines.

Each year, for the past several years, Deb or Jamey have collaborated with Whispering Pines to present information to staff, which includes topics such as hand hygiene, glove use, precautions, transmission prevention, and a Q&A session about flu and other vaccines. ●●●

Thank you!

THANK YOU TO ALL STAFF WHO COMPLETED THEIR N95 FIT TEST!

Here is to another year of keeping yourself safe! ●●●



5K Run/Walk April 7, 2018

Race day registration:

8:30-9:45 a.m.;

race begins at 10 a.m.

Location: The Rock Christian Youth Center, 101 E. Main, Norton, KS

Pre-registration forms are available on the Foundation tab of the Norton County Hospital website (www.ntcohosp.com), or at Norton County Hospital and Norton Medical Clinic entrances. Forms should be returned in person at Norton County Hospital (ask for Katie Allen) or mailed to:

Katie Allen, Norton County Hospital, Attn: 5K, P.O. Box 250, Norton, KS 67654

Advance entries guarantee a participant prize. The advance entry deadline is March 15. After March 15, you may still register! Remaining participant prizes will be distributed on a first-come, first-served basis. **In addition to the 5K, Yoga and Zumba classes will be offered at The Rock!** These classes will go on while the race is taking place. If you would like to participate in one of these classes instead of the race, please indicate this on your registration form. As a participant, you may still get a prize.

Entry Form (please detach and return this portion)

Kicks on the Bricks 5K – April 7, 2018

Waiver: I hereby waive and release for myself, my heirs, my executors and administrators any and all rights and claims for damages I may have against the sponsors, coordinating groups and any individuals associated with this event, their representatives successors, and assigns for any and all injuries suffered by me with said event. I agree to the use of my name and picture in publicity and media coverage.

Your signature: _____
Parent/Guardian signature (if younger than 18): _____

Name: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Age: _____

Gender (circle): Male Female

I am participating in (circle): 5K Yoga Zumba

Entry Fee: \$5 per participant

Cash or check are accepted. Checks should be made payable to the Norton Regional Health Foundation. Please do not mail cash.

Sponsored by Norton Regional Health Foundation, Live Well Norton & Norton NAMI (National Alliance on Mental Illness)

Other Celebrations

NCH Christmas Cheer!



Awards presented at holiday party

Gina Frack and Steve Berry presented service awards during the NCH Christmas celebration Dec. 8. The awardees included:

5-year service award pins:

Sierra Black
Abraham Burk
Jessie Dougherty
Morgan Griffey
Tracey Hartzog
Amie Scott
Julia Thompson
Kayla Weigel

10-year ruby pins:

Staci Breiner
Kim Green
Deanna Hawks
Tara Johnson
Sara Smith
Kristin Vogel

15-year blue spinel pins:

Mitch Bartels
Pam Miller

20-year emerald pins:

Lynne Lewis
Dr. Glenda Maurer

25-year 1.5 point diamond pins:

Deb Bowen
Mary Boyce

30-year 2.0 point diamond pin:

Ty Bruton



Other Celebrations

Scenes from the holiday party!



Go Red for Women!

Friday, Feb. 2, was National Wear Red Day, or Go Red for Women. The day is meant to raise awareness of heart disease and signify the fight against this No. 1 killer in women. Many of our staff wore red on this day in support of the cause.

