

## Employee Health Beat

### Prepare for Flu Season

Getting an annual flu vaccine is the first and best way to protect you and your family from flu. Consider getting the vaccine for those in your family age 6 months and older. The Centers for Disease Control and Prevention (CDC) recommends that people get vaccinated by the end of October, if possible.

Flu is a serious contagious disease that can lead to hospitalization and even death. In addition to getting the flu vaccine, you have the power to protect yourself and your family this season with these actions to fight flu.

**Stop the spread of germs.** Try to avoid close contact with sick people, and if you become sick, limit your contact with others. When possible, stay home for at least 24 hours after your fever is gone. Cover your nose and mouth with a tissue when you cough or sneeze, and wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.

**Take flu antiviral drugs if your doctor prescribes them.** If you get the flu, prescription medicine called antiviral drugs can be used to treat flu illness. Antiviral drugs can make illness milder and shorten the time you are sick. They may also prevent serious flu complications.

### Flu and Children

The flu can be very dangerous for children. CDC estimates that since 2010, between 7,000 and 26,000 children younger than 5 years of age have been hospitalized each year in the United States because of flu. During past seasons, approximately 80 percent of flu-associated deaths in children have occurred in children who were not vaccinated.

Did you know if your child is 6 months through 8 years old he or she may need two doses of flu vaccine?

CDC recommends that children 6 months through 8 years of age who are getting a flu vaccine for the first time, and those who previously have gotten only one dose of flu vaccine, get two doses this season. All children who have previously gotten two doses of flu vaccine (at any time) only need one dose of flu vaccine this season. If your child needs two doses, the first dose should be given soon after the vaccine becomes available. The second dose should be given at least 28 days after the first dose. To learn more, talk to your child's health care provider about this season's flu vaccine.

### Flu and Older Adults

While flu seasons can differ in severity, during most seasons, adults 65 years and older bear the greatest burden of severe flu disease, making it especially important for older adults to get an annual flu shot. In recent years, it is estimated that between 71 and 85 percent of seasonal flu-related deaths have occurred among people 65 years of age and older, and between 54 and 70 percent of seasonal flu-related hospitalizations have occurred among people in that age group.

While flu vaccine can vary in how well it works, during seasons when flu vaccines are well-matched to circulating flu viruses, getting vaccinated has been shown to reduce the risk of getting sick by 40 to 60 percent. Other studies show that flu vaccines also protect similarly against hospitalization.



## Newsletter Summer 2018

**Employee Health Beat • 1-2**

**In the Spotlight • 3**

**Engage the Community • 3-5**

**In the News • 6-7**

**CEO Q&A • 7-8**

**Milestones • 8**

**Fall Gathering • 9**

**Meet New Hires • 10, 12**

**Human Resources • 11-14**

**Other Celebrations • 15**

Health care providers caring for older adults have an important role in ensuring their patients know they are at high risk of complications if they get the flu.

You can join the effort to fight flu by getting your flu vaccine and encouraging people to protect themselves and their family by doing the same. **Flu vaccines have been ordered for members of our Norton County Hospital and Norton Medical Clinic staff, who will be informed when those vaccines are available for the season.**

*This information was compiled from the CDC. ●●●*

## Employee Health Beat

From the desk of Deb Bowen, RN

### Create Wellness Today

Our risk of many types of cancers, possibly even those that are genetically instigated can be significantly reduced by creating a wellness guide for ourselves. Possibly this guide will be of benefit to you and your loved ones.

#### **MORE HEALTHY FAT (Coconut & Olive Oil, Avocado, Cod, Salmon, Nuts)**

“We are what we eat” may not be the pearl of wisdom we always thought it was, at least when it comes to fat. We believe eating more, not less of this amazing nutrient is essential for nutrient absorption, proper cell division and regulating inflammation. In some studies, fats are showing promise in preventing certain cancers.

#### **FRUITS AND VEGETABLES (Eat Varied & Often)**

Indisputable science has shown that fruits and veggies are more beneficial to us the more often we consume them and particularly as we diversify our choices. So eat them often, and try a new fruit or veggie at least once per month.

#### **WHOLE GRAINS (Brown Rice, Whole Oats, Freekeh)**

A diet rich in whole grains has been shown to reduce the risk of heart disease, type 2 diabetes, obesity and some forms of cancer.

#### **DON'T FORGET HERBS (Garlic, Turmeric, Ginger, Rosemary)**

Herbs have cancer preventative properties and are at their most potent when fresh.

#### **GET PHYSICAL (Walking, Hiking, Bicycling, Exercising, Swimming, Tennis, Yoga, Weight Training, Gardening)**

Since exercise lowers blood estrogen, it helps lower a woman's breast-cancer risk. Exercise also reduces other cancer growth factors such as insulin. Even older women need to be concerned about estrogen because after menopause the hormone is produced by fat cells. Adults should engage in at least 2.5 hours of moderate-



intensity aerobic physical activity and 1.25 hours of vigorous-intensity physical activity per week.

#### **HYDRATE (Water Helps Protect the Vital Organs - Specifically the Bladder, Colon & Breast Tissue - Against Cancer)**

Signs of dehydration are dizziness, dry mouth, tiredness and decreased output.

#### **REDUCE STRESS (Prayer, Yoga, Meditation, Breathing, Walking, Focus on the Moment, Find What Fulfills You & Do It)**

Stress Reduction can change the life path you are on. If you are over-stressed, you might be placing your body in real danger. So please take the time to get away by yourself or with a loved one, and find that calming state of mind.

*I hope that this Wellness Guide will help in your quest for excellent health!*  
- Deb Bowen, RN ●●●



## In the Spotlight

### Summer Nursing Scholarships Awarded

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, awarded scholarships to students pursuing advanced degrees in the nursing field. The Foundation presented the scholarship awards to the following recipients to help financially support their education for the Summer 2018 semester:

- Bailey Dodd, Norton, awarded a \$1,000 scholarship from the Warren and Jean White Nursing Scholarship Fund; Bailey is taking college courses to become a LPN.
- Stefanie Dodd, Norton, awarded a \$1,000 scholarship from the George Jones Nursing Scholarship Fund; Stefanie is a nursing instructor and currently works in the Nursing department at Norton County Hospital as a RN. She is working on completing her Bachelor of Science in Nursing degree.

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.

More information about the Norton Regional Health Foundation: [http://www.ntcohosp.com/foundation/foundation\\_info.html](http://www.ntcohosp.com/foundation/foundation_info.html). ●●●



## Engage the Community

*From the desk of Katie Allen, communications and foundation*

### Armory Drive Trail Complete

A ribbon cutting took place at the new Armory Drive Trail in Norton on Aug. 13th. This trail was developed thanks to several individuals and community groups coming together.

Gina Frack, representing the Live Well Norton committee, led a program at the ribbon cutting to thank those involved, which included: Norton City-County Airport Board for the land, Norton's National Guard Armory for an easement to complete the trail to Highway 283, JP Metzler for engineering services, Eisenhower Elementary for support for a safer walk to school, and the Norton Correctional Facility and City of Norton for construction work.

Funding for the trail was provided by the Dane G. Hansen Foundation, Norton County Community Foundation and dollars raised by Kristine Posson and Tonya Stover for the Norton Trails Fund, as well as other private donors. Dollars

were spent locally to purchase concrete and supplies for the trail from S&R Ready Mix and the Norton Homestore. The ribbon cutting ceremony also involved the Norton Area Chamber of Commerce and Norton Telegram.

Lastly, Live Well Norton and the Norton Regional Health Foundation organized this entire project to help members of the community have a safer way to walk, run and bike. Those individuals who played a major role in this process include Foundation Executive Director Katie Allen and the Foundation Board of Directors, as well as the following Live Well Norton volunteer members (present and past): Rita Speer, Karen Griffiths, Leslie Pfannenstiel, Bill Johnson, Chad Manning, Gina Frack, Kellen Jacobs, Emily Jacobs and Caryl Hale. ●●●



## Engage the Community

*From the desk of Katie Allen, communications and foundation*

### OK Kids Day

Thanks to our NCH staff volunteers who helped make OK Kids Day (Outdoor Kansas for Kids Day) on June 2nd a success! The local event was hosted at Prairie Dog State Park. Our staff saw more than 100 kids. Goodie bags were handed out to each child. Backpacks and recycling bags were donated by the Norton County Landfill. Also available were coloring books, handouts on personal safety and injury prevention, surgical hats, masks, gloves, first aid kits, hand sanitizer, balloons, bottled water and granola bars.

Activities included pinning the body parts on Anatomy Jack, drawing your own x-ray, coloring a book mark and viewing real x-rays. We also had a booth with information on car seat/booster safety, chronic care management and heart attack/stroke warning signs. (Photos top right)

### Kids' Cafe

Norton County Hospital employees volunteered for two weeks at Norton Kids' Café! The program ended on Aug. 10th. Anyone 18 years of age and younger was welcome to come to the Norton First United Methodist Church over lunch to get a free meal through the summer months. Live Well Norton helps support this community health project. (Photo bottom right)

### Community Health Needs Assessment Complete

The 2018 Community Health Needs Assessment survey portion wrapped up mid-June. The survey was conducted by Wichita State University and funded by the Norton Regional Health Foundation. On July 19th, the public was invited to go through the initial assessment data with researchers from WSU. Data from this discussion was used with the survey results to help determine the path for the future of health care in our county. The meeting was hosted at the Prairie Land Electric Basement in Norton, and about

20 people were in attendance. Lunch was provided thanks to a generous donation from Almena State Bank to the Foundation.

To access the complete assessment report, visit the "Community Health Needs Assessment" page on the NCH website. The hospital board approved funding the next step of the process, which involves developing an implementation plan and strategic plan for local health care. The goal is to complete the entire process by the end of 2018.

### Norton County Fair

Norton County Hospital had a booth at the Norton County Fair in July! Fairgoers could stop by the 4-H Building to pick up a lot of great health information from the hospital, Norton Medical Clinic, Norton Regional Health Foundation, Live Well Norton and the Kansas Heart and Stroke Collaborative. Additionally, many staff members worked at the fair throughout the week at one of the carnival rides. Thanks to those who dedicated their time to this event!

### Turn a Page, Touch a Mind

Norton Medical Clinic is proud to once again participate in the Turn a Page. Touch a Mind.®, or TAP-TAM program. Children routinely see their doctors or visit the health department for "well-child" visits and immunizations between the ages of 6 months and 5 years. At clinics and health departments that participate in TAP-TAM, during the well-child visit, the clinician gives the child a new book and discusses with parents the value of reading aloud daily. Our clinic gave 77 books to young children from January through June this year!

TAP-TAM was developed for pediatricians in Kansas by the Kansas Chapter, American Academy of Pediatrics. With the Hansen Foundation's support, the program is being expanded to family practice

clinics and also health departments in northwest Kansas.

### Medicare Events Coming

Mark your calendars! Melody DeWitt just received her certification in SHICK (Senior Health Insurance Counseling for Kansas). She, along with Glenna Clingsmith from the Northwest Kansas Area Agency on Aging, will be leading a Medicare training for the public on Sept. 25th from 2-4 p.m. in the NCH Conference Room. It will be called "Welcome to Medicare." On Oct. 18th, Melody and Glenna will take appointments for Part D enrollment at the hospital. Stay tuned for more details! ●●●



# Engage the Community

*From the desk of Katie Allen, communications and foundation*



## Norton Regional Health Foundation Participates in Second Annual Norton County Match Day

Donors made their donations go farther by participating in Norton County Match Day on July 18th at the Heaton Building, located in downtown Norton. Norton County Match Day was meant to support our county's charitable organizations, give back to those making a difference, and encourage the continual giving and recognition of those who make Norton County a great place in which to live, work and play.

The Norton Regional Health Foundation received \$7,233.18 as a result of this event compared to last year's total of \$2,153.40! In total, \$59,824.39 was given to local charities from this event compared to more than \$39,000 total given last year. The NRHF would like to thank those who contributed to support projects of the hospital and Live Well Norton, as well as the Norton County Community Foundation for organizing the event and for providing the matching funds. (Photo bottom right)

## Stop the Bleed

Julia Thompson, RN, and Jessie Dougherty, RN, are instructors for this important course. It is FREE and open to the community. Julia and Jessie have taught sessions at NCH through the summer and are happy to teach additional courses if community organizations would like to host the class! They also taught a session to students at Northern Valley USD 212.

***Information about Stop the Bleed, courtesy of the American College of Surgeons***

***Background:*** Motivated by the 2012 tragedy in Sandy Hook and multiple tragedies that have occurred in the ensuing years, what has become known as the Hartford Consensus was convened to bring together leaders from law enforcement, the federal government, and the medical community to improve survivability from manmade or natural mass casualty events. The resulting injuries from these events generally present with severe bleeding which, if left unattended, can result in death. The participants of the Hartford Consensus concluded that by

providing first responders (law enforcement) and civilian bystanders the skills and basic tools to stop uncontrolled bleeding in an emergency situation, lives would be saved. The first responder program has received very good response and is widely being used across the country. The next step is to focus on needs of civilian bystanders.

***Need:*** Civilians need basic training in Bleeding Control principles so they are able to provide immediate, frontline aid until first responders are able to take over care of an injured person. Due to many situations, there may be a delay between the time of injury and the time a first responder is on the scene. Without civilian intervention in these circumstances, preventable deaths will occur.

***Mission/Objective:*** The American College of Surgeons Committee on Trauma is leading the effort to save lives by teaching the civilian population to provide vital initial response to stop uncontrolled bleeding in emergency situations. This will be accomplished by the development of a comprehensive and sustainable bleeding control education and information program targeted to civilians that will inform, educate and empower the 300+ million citizens of the United States. (Photos of trainings at left, top right) ●●●

## In the News

*From the desk of Katie Allen, communications and foundation*

### Norton County Hospital Provides Updates on Medical Staff and Services



Norton County Hospital and Norton Medical Clinic want to keep the public apprised of changes in medical staff and services in the most transparent way possible. Dr. Hoa-Dung Nguyen submitted her resignation effective Nov. 16, 2018. Dr. Nguyen has provided services in obstetrics (OB) and family medicine for people of all ages in Norton since 2015.

“My husband and I would like to thank the Norton County Hospital and Clinic for the opportunity to serve the greater Norton County community,” Dr. Nguyen said. “It has been an exciting, challenging and humbling experience. We will miss Norton’s small-town charm and friendly smiles at every corner.”

This announcement came shortly after the announcement of Dr. Thomas Kriley resigning from Norton County Hospital and Norton Medical Clinic effective Aug. 1, 2018. With the loss of two physicians in the immediate future, changes had to be made regarding services provided, most notably labor and delivery services.

Norton County Hospital and Norton Medical Clinic believe the safety and care of mothers and newborn babies is the No.

1 priority throughout the entire pregnancy, especially at delivery. The hospital and clinic shared the following information with patients:

- OB delivery services are temporarily on hold after Aug. 1, 2018. OB patients will need to discuss their options with their OB provider at Norton County Hospital and Norton Medical Clinic.

- Although we as the hospital and clinic want to keep patient care at our facilities, we will work to transfer them, as appropriate, to another facility while attempting to keep them as close to home as possible.

- While delivery services specifically will be temporarily on hold, our hospital and clinic will continue to provide an array of maternal and infant care, including prenatal classes, prenatal lab, ultrasound, lactation consulting, postpartum care, car seat installation and checks, newborn hearing screenings and circumcision.

- We are honored that patients have chosen us to help welcome their children into this world. We value each and every patient who comes to our facility, and we will continue to work diligently to bring back OB services as quickly as possible. During this time without delivery service, members of our staff will continue to keep up their skills and train more staff in labor and delivery, while making other improvements to the OB program.

- We are committed to our OB services at NCH. Active recruiting for new family practice/OB physicians is still ongoing, and work is being done to secure temporary providers to fill patient needs (such as for clinic, emergency and outpatient services); this will allow for continuation of most health care services until permanent physicians are secured on the medical staff. We will do everything possible to ensure we can continue to provide safe, family-centered care at our facility.

OB patients can contact their provider or call labor and delivery supervisor Megan Juenemann, RN, BSN, with questions. Providers can be reached at the clinic by calling 785-877-3305, and Megan Juenemann can be reached at the hospital by calling 785-877-3351.

In October, the hospital and clinic will



be losing two other key staff members, Taylor Bieberle, physician assistant, and Natalie Bieberle, physical therapist.

Taylor joined the hospital and clinic medical staff in 2017, and his last day will be Oct. 28, 2018. Natalie joined the Rehabilitation department in 2016, and her last day will be Oct. 18, 2018.

Taylor and Natalie released the following statement: “We would like to thank the Norton County Hospital for giving us the opportunity to begin our careers. We value the experience we have gained and appreciate patients entrusting us with their health care needs. We will truly miss the Norton community.”

Remaining on the medical staff after Nov. 16, 2018, include: Glenda Maurer, MD; Kristin Vogel, PA-C; and Jonna Inman, APRN.

Norton County Hospital and Norton Medical Clinic thanks patients and staff for their understanding during this transition period. Norton County Hospital will keep the public informed of physicians temporarily working while recruitment continues for permanent medical staff. (See pg. 7 for more)

The hospital’s Board of Trustees, administration and staff would like to thank Dr. Nguyen and Taylor and Natalie Bieberle for their dedication to patients and wish them the best in their future endeavors. ●●●

## Norton County Hospital Welcomes Physicians on Temporary Assignment

Dr. SunMin Kim joined Norton County Hospital July 31st through Aug. 18th. Dr. Kim is a family physician who came to Norton to help meet the needs of patients and their families before a service opportunity abroad. He was born in South Korea and was raised in Japan.

Dr. Kim majored in biophysics at University of California Los Angeles, and attended medical school at University of California San Diego, where he also earned a master's degree in Clinical Research. He completed his residency in Family Medicine and fellowship in International Family Medicine at Via Christi Hospitals in Wichita in 2016 and 2017, respectively.

Dr. Kim's wife Angela is a Registered Nurse who currently stays home to take care of three children, Elias (age 3 years), Lenora (age 2 years) and Alina (age 2 months). Dr. Kim and his family (pictured below) are planning to serve in North Africa long-term.



Brian and Robyn Jennings are the next doctors to join Norton County Hospital and Norton Medical Clinic on temporary assignment from Aug. 20th through Sept. 2nd, and then

returning again Sept. 15th through Sept. 30th. Drs. Brian and Robyn Jennings are family medicine doctors from Connecticut. They attended medical school at the University of Connecticut, where they also met one another and married before graduation.

After completing residency in Greeley, Colorado, they moved to Wichita, where Brian is doing a year of training in International Medicine. Robyn is working part time in rural hospitals and spending more time with their two children, Emily, age 2 ½ years, and Jack, age 9 months. Next year, they plan to move overseas as full-time medical missionaries. Their hobbies include hiking, swimming, playing board games and traveling.



Drs. Brian and Robyn Jennings (pictured with family at left) said they are happy for the opportunity to serve the Norton community.

Norton County Hospital will keep the public informed of physicians temporarily working at its facility while recruitment continues for permanent physicians. ●●●

## CEO Questions and Answers - Gina Frack



**Q: What is being done to recruit new doctors to Norton County Hospital?**

**A:** Our provider recruitment is being done in many ways. We are addressing two areas of need with our recruitment. One aspect is to provide additional providers to prevent burnout of our existing doctor(s), nurse practitioner and physician assistant(s). The other aspect is planting the

seed of a working relationship that may mean one of these doctors temporarily helping us out could lead them to eventually choose to come back and work for us. Even if they don't return themselves, they will share their positive experience living and working in Norton with their peers and in a sense... they then recruit for us.

1. Recruiter: We entered into a contract with Delta Physician Placement in March 2018. This company provides us a nationwide platform for doctor recruitment. We have already received information on a couple of promising rural doctors. No solid commitments have been made yet.

2. Residency Locums: A "locum tenens" is a provider (doctor or mid-level) who provides coverage when a facility is short staffed.

a. KU has a locum program where 3rd year residents can provide this type of coverage for us. Some of these 3rd year residents have not yet secured their first place to work so they not only provide us with additional help, but they could also decide to join our team permanently should their work experience at NCH and reception from the community be positive.

3. Healthcare Fairs: As CEO, I have already signed up for the physician job fairs in Kansas City and Wichita in fall 2018 to recruit physicians leaving their training and looking for their first place to work.

4. Rural Recruitment Event (Lakin, KS): Benjamin Anderson is the CEO at Kearny County Hospital in southwest Kansas. From his prior experience of being a physician recruiter, he brings a unique perspective to the challenge of recruiting physicians to rural America. NCH plans to attend his next rural recruitment event this fall. The prior recruitment events have led to successful placement of physicians in other critical access hospitals (CAHs) in southwest Kansas.

5. International Family Practice Fellowship (Via Christi): NCH has signed on as a participating CAH for this program. As CEO, I met with the program director, Dr. Patrick Allen, in May 2018 to learn more about the fellowship participants' needs and to create a relationship with NCH. (Continued on pg. 8)

**CEO Questions and Answers**  
(Continued from pg. 7)

This fellowship provides doctors with extra training needed to prepare them as missionary doctors – going around the world to serve others in faith and health. NCH benefits, because these fellows need 400 hours worked at a CAH to complete their fellowship requirements. It is the rural environment that best prepares these doctors for the challenges they will face in the locations they will find themselves practicing medicine. NCH has already been blessed with a former fellow, Dr. SunMin Kim, as well as a current fellow, Dr. Brian Jennings. It is neat to see that NCH gets to be the CAH helping these amazing providers then go serve those in greatest need around the world.

6. Missionary Doctors: Gaining a relationship with Via Christi and its fellowship program means we have now found many doctors who are a part of a larger missionary doctor social network. Some are doctors working as husband and wife teams. While they are stateside, they are often looking for work. There is always good to be gained from seemingly bad situations. By NCH being short staffed with doctors, it is allowing these missionary doctors a place to find work, which is an answer to our prayers for more help.

**Q: What can I do as a community member to help our hospital/clinic get new doctors?**

A: The hospital/clinic cannot successfully recruit new doctors alone. Each and every one of these doctors coming to help us are doctors who may want to come back in a more permanent role someday. Or they may pass along to a colleague that NCH was a great place to work and community in which to live. As community members, your hospitality means a great deal. Recruitment is a community activity, and recruitment must involve the doctor’s entire family. The hospitality you give them can be the difference between making these doctors/families feel like they are just here for a temporary job or that they are being brought into an appreciative community that makes Norton feel like home. ●●●

**Upcoming Events**

KPERS Optional Group Life Open Enrollment September 1-30

NCH Red Cross Blood Drive  
October 12th

**Recent Milestones**

**Join us in celebrating these employees and their dedication to NCH!**

**June**

Jan Volgamore	38 years
Ruth Mizell	33 years
Tami Black	29 years
Shannan Hempler	20 years
Deanna Hawks	11 years
Klare Givens	9 years
Emily Swatzell	9 years
Devaney Wells	8 years
Whitney Criqui	7 years
Penny Otter	3 years
Natalie Bieberle	2 years
Brittany Porter	2 years
Corene Smith	2 years
Haley Branek	1 year
Bethanie Christensen	1 year

**July**

Ty Bruton	31 years
Pat Michael	29 years
Deb Bowen	26 years
Dr. Glenda Maurer	21 years
Lana Jones	18 years
Bill Campbell	10 years
Brenda Dole	4 years
Tami Elms	3 years
Katie Allen	2 years

**August**

Lynne Lewis	21 years
Mitch Bartels	16 years
Ashley Wonderly	15 years
Kim Green	11 years
Sherry White	10 years
Amy Griffey	9 years
Elsa Temmel	5 years
Dannay Rhein	3 years
Monica Dial	2 years
Anita Lyon	2 years
Karen VanSike	2 years
Taylor Bieberle	1 year
Sonya Cap	1 year
Alisha Simmons	1 year



*NCH Employee Committee presents...*

# POTLUCK PICNIC & KICK-BALL TOURNAMENT

FREE Hamburgers and Hot Dogs  
Please bring a side dish to share

The entire family is WELCOME to come out and play!  
Bring your favorite outdoor activities and lawn chairs.

SATURDAY  
SEPTEMBER 22<sup>ND</sup>

PICNIC STARTS  
AT 12 PM

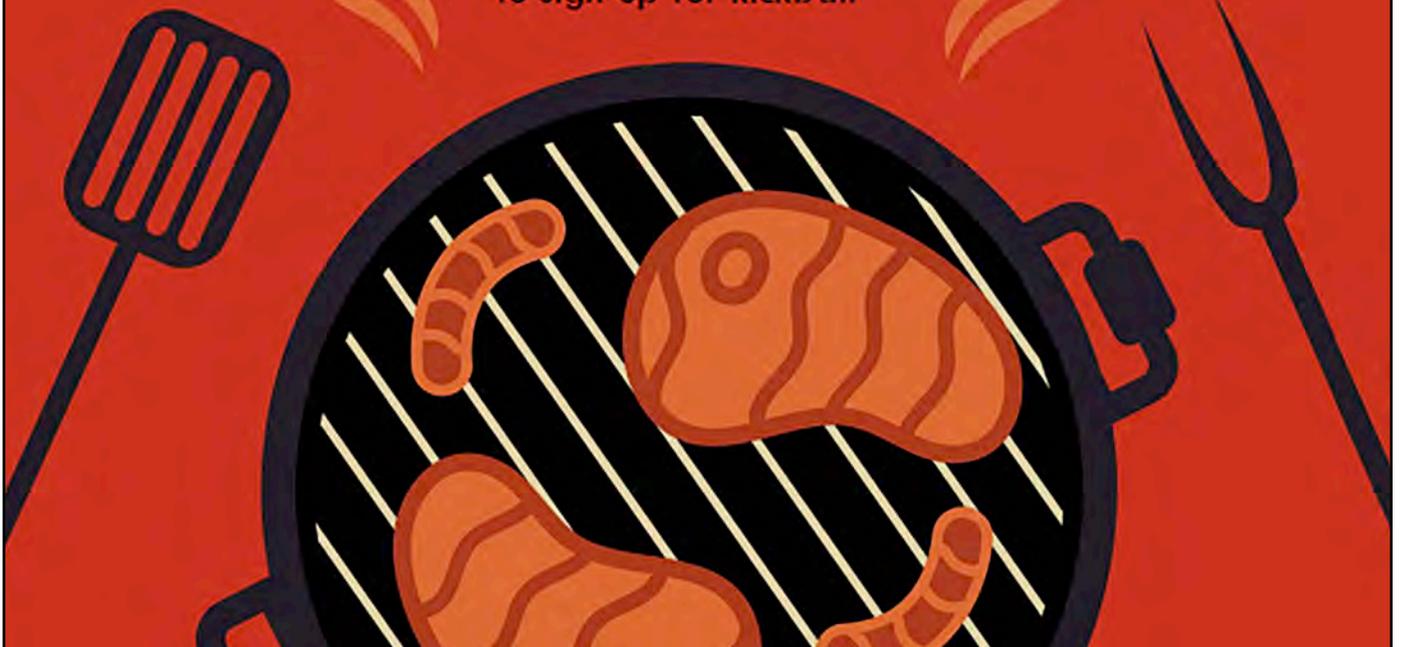
KICKBALL STARTS  
AT 1 PM

RAFFLE

ELMWOOD PARK & BUSCH FIELD  
NORTON, KS  
RSVP BY SEPTEMBER 4<sup>TH</sup>

PRIZES

Contact Katelin Koch  
to sign-up for kickball



# Meet the Team!

Norton County Hospital and Norton Medical Clinic are excited to announce our new employees. Please say hello, and welcome them to our team! (More on pg. 12)

	<p><b>Kyla Frickey</b> Nursing—CNA PRN</p> <p>Kyla joined our Nursing team May 29<sup>th</sup>.</p>		<p><b>Jordan Villarreal</b> Nursing—CNA Surgery Scrub Tech Part Time</p> <p>Jordan joined our Nursing team June 11<sup>th</sup>.</p>
	<p><b>Megan Kats</b> Norton Medical Clinic Reception—Full Time</p> <p>Megan joined our Clinic team May 29<sup>th</sup>.</p>		<p><b>Alasia Kenney</b> Nursing—LPN PRN</p> <p>Alasia joined our Nursing team July 9<sup>th</sup>.</p>
	<p><b>Maggie Malmberg</b> Nex—Generation Intern PRN</p> <p>Maggie joined our NHC team June 4<sup>th</sup>.</p>		<p><b>Meghann Obermeyer</b> Nursing—CNA Surgery Scrub Tech Full Time</p> <p>Meghann joined our Nursing team July 9<sup>th</sup>.</p>
	<p><b>Amber Graber</b> Nursing—CNA PRN</p> <p>Amber joined our Nursing team June 11<sup>th</sup>.</p>		<p><b>Faith Dulany</b> Environmental Services PRN</p> <p>Faith joined our Environmental Services team July 29<sup>th</sup>.</p>

# Human Resources

*From the desk of Shannan Hempler, human resources*

## You Can Make Your Workplace Enjoyable

*Excerpts from Top 10 Ways to Be Happy at Work  
By Susan M. Heathfield*

Feeling “happy” at work and enjoying your job and career choice is within your power each and every day. Does that mean everything is going to go your way and be wonderful if you just think it is? No, it means that each of us controls how we respond and react to our own surrounding each and every day. It is about how “I” decide to respond to what I am doing today. Here are a few things everyone can do each day to find happiness at work... or anywhere life takes you.

### **Choose to Be Happy at Work**

Happiness is largely a choice. You can choose to be happy at work. Sound simple? Yes. But, simplicity is often profoundly difficult to put into action. I wish all of you had the best employer in the world, but, face it, you may not.



So, think positively about your work. Dwell on the aspects of your work you like. Avoid negative people and gossip. Find coworkers you like and enjoy, and spend your time with them. Your choices at work largely define your experience. You can choose to be happy at work.

### **Do Something You Love Every Single Day**

You may or may not love your current job, and you may or may not believe that you can find something in your current job to love, but you can. Trust me.

Take a look at yourself, your skills and interests, and find something that you can enjoy doing every day. If you do something you love every single day, your current job won't seem so bad. Of course, you can always make your current job work or decide that it is time to quit your job.

### **Take Responsibility for Knowing What Is Happening at Work**

People complain to me daily that they don't receive enough communication and information about what is happening with their company, their department's projects or their coworkers. Passive vessels, they wait for the boss to fill them up with knowledge. And, the knowledge rarely comes.

Why? Because the boss is busy doing her job, and she doesn't know what you don't know. Seek out the information you need to work effectively. Develop an information network and use it. Assertively request a weekly meeting with your boss and ask questions to learn. You are in charge of the information you receive.

### **Avoid Negativity**

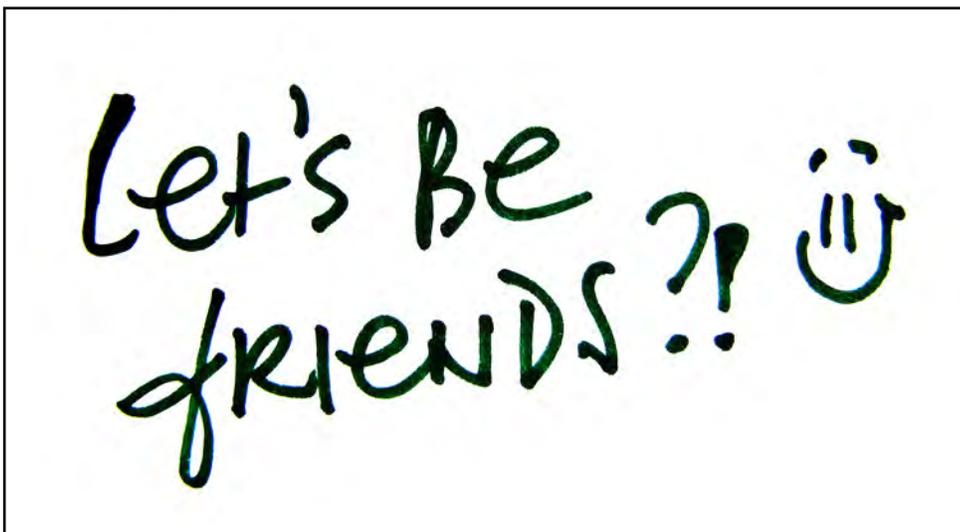
Choosing to be happy at work means avoiding negative conversations, gossip and unhappy people as much as possible. No matter how positively you feel, negative people have a profound impact on your psyche. Don't let the negative Neds and Nellies bring you down. And, keep on singing in the car on your way to work — or start.

### **Make Friends**

In their landmark book, *First, Break All The Rules: What the World's Greatest Managers Do Differently*, Marcus

Buckingham and Curt Coffman list 12 important questions. When employees answered these questions positively, their responses were true indicators of whether people were happy and motivated at work.

One of these key questions was, “Do you have a best friend at work?” Liking and enjoying your coworkers are hallmarks of a positive, happy work experience. Take time to get to know them. You might actually like and enjoy them. Your network provides support, resources, sharing and caring. ●●●



# More Meet the Team!

	<p><b>Jessica Madden</b> Laboratory–Phlebotomy Part Time</p> <p>Jessica joined our Laboratory team August 13<sup>th</sup>.</p>
	<p><b>Iris Reyes</b> Environmental Services Full Time</p> <p>Iris joined our Environmental Services team August 20<sup>th</sup>.</p>
	<p><b>Talia Lowry</b> Environmental Services Full Time</p> <p>Talia joined our Environmental Services team August 20<sup>th</sup>.</p>



## Human Resources

*From the desk of Shannan Hempler,  
human resources*

**Want Good Credit?  
Here's What You Need to Do.**  
*(Source: KPERS)*



Do you ever wonder how people with perfect credit got it? And how do they keep it? Healthy credit habits are key. Here are four habits they practice to keep their credit in shape.

***They Pay Their Bills on Time***

If you have a habit of paying bills late, you may be doing more damage than just racking up late fees. It can hurt your

chances of getting a loan or lower your credit score. Track when your bills are due, and check off when you've paid them with this monthly bill log: <https://www.kpers.org/benefitwise/2018/img/08/billtracker.pdf>

***They Check Their Credit Once a Year***

Lenders and potential employers look at your credit report. It includes your personal info (name, address, Social Security number), public record information, loans and credit card data, and any inquiries about your credit. You can check your report with the three major credit bureaus for free once a year at [annualcreditreport.com](http://annualcreditreport.com). You can also purchase your credit score from myFICO. Set a date each year to review your credit report, and check your score. If there are any errors, be sure to get them fixed ASAP.

***They Only Apply for the Credit They Need***

Remember the story of the boy who cried wolf? You could find yourself in a similar situation if you apply for more credit than you truly need. A free tank of gas or month-long store discount may sound enticing. But lenders might see a bunch of new applications as a red flag that you're overextended and deny you. Think about how much you need before you decide to apply for new credit.

***They Keep an Eye on Their Accounts***

Banks and credit card companies set a max on how much money they'll lend you – aka your credit limit. According to Bank of America, managing your credit limit is an easy way to boost your credit score. It may also make you more mindful of your spending. Check your accounts to make sure you don't go over your limit or forget to make a payment. (Continued on pg. 13)

## Want Good Credit? (Continued from pg. 12)

### *Just Starting Out (Under 35) Setup a Payment Reminder*

Even one missed or late payment can ding your credit. Set up payment reminders so you don't miss one. Pick one of these eight ways to help you remember your due dates: <https://www.thebalance.com/credit-card-due-dates-960274>

### *Somewhere in the Middle (Over 35) Reduce Your Debt*

Using less of your available credit can improve your credit score. That's because your percent of available credit is higher. With more credit at your fingertips and a better credit score, you might qualify for better loans or interest rates.

Prioritize your debts, and create a pay-off plan to cut your debt once and for all. ●●●

## Get Prepared for Tax Time (while there is still time to make adjustments in your withholding)

### *Taxpayers with children, other dependents should check withholding ASAP*

Taxpayers who have children and other dependents should use the [Withholding Calculator on IRS.gov](#) to perform a "paycheck checkup." The Tax Cuts and Jobs Act, which was passed late last year, includes changes that will affect 2018 tax returns that people will file in 2019.

Doing a checkup ASAP will help taxpayers determine if they need to adjust their withholding on their paychecks. The earlier they do this, the better. The sooner someone checks it, the more time there is for withholding to take place evenly during the rest of the year. Waiting until later in the year means there are fewer pay periods to make the tax changes.

The new law made changes to the child tax credit and personal exemptions. Taxpayers should do a "paycheck checkup" to determine if the tax law changes could affect their tax situation this year. Here is an overview of the changes to the law that could affect the withholding of parents and caretakers:

#### **Child tax credit**

- The maximum child tax credit increased from \$1,000 to \$2,000 per qualifying child.
- Taxpayers whose income was too high to benefit from the Child Tax Credit in prior years may now find they qualify.
- The credit now phases out at \$400,000 for couples and \$200,000 for singles, compared with 2017 amounts of \$110,000 for couples and \$75,000 for singles.



#### **Additional child tax credit (ACTC)**

- The maximum additional child tax credit increased from \$1,000 to \$1,400.
- The ACTC is a refundable credit for taxpayers who owe little or no federal income tax.

#### **Credit for other dependents**

- There's a new \$500 credit that can benefit taxpayers who support other dependents.
- The taxpayer will claim the credit when filing a tax return.
- For purposes of this new credit, other dependents include qualifying children or qualifying relatives, such as a college student or an elderly parent.

#### **Personal exemption**

- The new law removes the personal exemption that taxpayers formerly claimed for themselves, their spouse and dependents.

The Withholding Calculator allows taxpayers to enter their expected 2018 income, deductions, adjustments and credits – including the child tax credit. Users can click on definitions in the calculator for help in figuring out who qualifies for these expanded credits.

For information about how to use the calculator and how to

change withholding, taxpayers can check out the [IRS Tax Reform Tax Tips](#) on IRS.gov.

Taxpayers may also need to determine if they should make adjustments to their state or local withholding. They can contact their state's department of revenue to learn more. ●●●

## Human Resources

*From the desk of Shannan Hempler, human resources*

### **FSA Debit Card Information (Source: UMR)**

As an FSA debit card holder, you have the convenience of using your card for all eligible out-of-pocket medical, dental, vision, pharmacy and over-the-counter (OTC) expenses. The IRS requires that you retain all receipts for all expenses paid from your FSA.

The IRS has provided additional guidance as to how health care provider FSA debit card transactions (medical/dental/pharmacy/vision) need to be substantiated. To help keep your plan in compliance, your FSA debit card transactions are subject to the following substantiation processes.

#### ***Pharmacy and OTC expenses***

Use your card at an Inventory Information Approval System (IIAS)-compliant merchant for 213(d) eligible over-the-counter (OTC) items and prescriptions. Merchants who have this system in place will be able to accept your debit card for FSA-eligible expenses. Your purchase will be automatically substantiated at the point of sale. Please contact UMR customer service for assistance in identifying IIAS-compliant merchants. The IIAS is not required for your medical, dental and vision care providers.

#### ***Medical, dental and vision care providers***

You can also use your card for any out-of-pocket medical, dental and vision expenses that you or your eligible dependents have incurred during your FSA plan year. The IRS requires that all card transactions must be substantiated either by electronic or manual means. UMR uses all IRS-approved auto-substantiation methods in an effort to minimize your need for manual follow-up.

***There may be times when UMR requires your assistance in substantiating your card transactions. This may occur for several reasons:***

- The card swipe cannot be substantiated via any of the automatic methods applied for your plan.
- The card was used for a service not incurred during the plan year in which you used the card.
- Services incurred were for an FSA-eligible dependent not on your medical and/or dental plan with UMR. In this situation, you may be required to submit documentation for all card transactions that occur for dependents not on your UMR medical and/or dental plan.
- The card was swiped one time for multiple dates of service at your medical and/or dental provider. For the transaction to be substantiated via the automatic methods, the card must be swiped for the individual dates of service.

In the event UMR is unable to auto-substantiate a card transaction for you, a debit card request notification will be sent to your home requesting your assistance in providing an EOB or itemized receipt for the expense. If we do not receive appropriate documentation within 28 days of the first request, a second request notification will be sent. If documentation is not received within 28 days of the second request, a third

notification is sent advising you that your debit card privileges have been suspended.

When documentation is received from you, we have to make a determination based on what is received. If the determination is that the transaction is ineligible, or if additional information is still required, an ineligible letter will be mailed to you, and the card will suspend in 28 days from the ineligible notification. You still have access to your available FSA dollars by submitting paper claims with documentation; however, paper claims will be used to offset any transactions in an unsubstantiated/ineligible status.

Unsubstantiated and ineligible transactions can be cleared by:

- Submitting appropriate documentation
- Submitting a paper claim for offset
- Repaying the plan
- Having a merchant do a purchase return to credit the card

#### ***Card usage tips***

Here are a few tips to make using your FSA Debit Card easier while adhering to the IRS regulations. Save ALL receipts for all expenses paid from your FSA. Keep the receipts with your tax documents for the appropriate tax year.

In regard to eligible services and documentation requirements, the expense must be a health-related expense incurred by you or one of your tax dependents. This means amounts paid for the diagnosis, cure, mitigation, treatment or prevention of disease, or for the purpose of affecting any structure of the body. Expenses must be medically indicated and not for cosmetic purposes or general good health.

Please provide a copy of the documentation request notice along with the documentation you submit to UMR. Actual dates of service must be indicated on the documentation. Services paid for with the card must be incurred during the plan year in which the card was swiped.

Over-the-counter items in the following categories require a doctor's prescription to be eligible for reimbursement from the FSA. You will have to pay out of pocket for these items and submit a signed claim form, the itemized receipt and a copy of the doctor's prescription to request reimbursement: Acid controllers; Allergy & sinus; Antibiotic products; Anti-diarrheals; Anti-gas; Anti-itch & insect bite; Anti-parasitic treatments; Baby rash ointments/creams; Cold sore remedies; Cough, cold & flu; Digestive aids; Feminine anti-fungal/itch; Hemorrhoid preps; Laxatives; Motion sickness; Pain relief; Respiratory treatments; Sleep aids & sedatives; and Stomach remedies.

A letter of medical necessity (LOMN) is additional documentation needed when an item normally not considered eligible is needed to treat a specific medical condition. This letter would need to be completed by your provider stating which service or item is needed and for what type of condition. Generally, LOMNs are required annually and are needed for the following types of expenses: Vitamins or supplements, Health club memberships, Massage therapy, and Weight loss programs, including some food items.

If you are not sure if a service or item will be covered, please contact UMR customer service at 1-866-868-0145. ●●●

# Other Celebrations

## Health Info TV

NCH has implemented Health Info TV in some waiting areas to give it a try - those areas include the Outpatient Clinic and Medical Clinic. This service provides a looping video of content chosen by us. Contact Katie Allen at extension 1412 or [kallen@ntcohosp.com](mailto:kallen@ntcohosp.com) if you have suggestions for content that would be of interest to our patients. Examples of content include specific services provided, photos of medical staff with their bios and upcoming events.

## National Breastfeeding Month

August is National Breastfeeding Month; research shows that breastfeeding provides many health benefits for mom and baby, but new mothers typically have lots of questions about breastfeeding. Did you know NCH has a lactation consultant on staff? NCH wants to help mothers and babies get a great start! Contact Heather



Saville, RN, BSN, IBCLC by calling the hospital at 785-877-3351.

## Maggie, Nex-Generation Summer Intern

Our Nex-Generation Round Up for Youth summer intern Maggie Malmberg completed her internship with our hospital and clinic. We truly enjoyed having Maggie with us. Thanks to Maggie for her work and Nex-Tech for this program! (Photo top left)

## New NCH Commercial

Smoky Hills Public Television came on site in June to shoot a new NCH video commercial. The crew put together new commercials to run on PBS and with our cable advertising package. The commercials mainly feature lab and radiology services, as this is the first time we have been able to highlight those services with video. Thanks to all who participated in this project. (Photo bottom right)

## KLC State Tour Stop

Kansas Leadership Center hosted a road trip across the state to engage people who want to be a part of creating a different kind of leadership culture in Kansas. On June 27th, KLC made a stop in Norton at the Heaton Building, and NCH helped plan and advertise the event.

## Water Aerobics

Thank you to our Rehabilitation team for organizing and leading the summer water aerobics once again for 2018! This is a great way to encourage exercise in the community.

## “Being Our Best”

Norton County Hospital added Avera eEmergency services in 2016. This service was put into use recently with Brian, who experienced a severe wrist injury. Brian said he was very impressed with the NCH trauma team and eEmergency. He wanted to thank the team who helped him, including Dr. Kim (visiting provider), Julia Thompson, Haley Jones, Sierra Wahlmeier, and the following who are not pictured - Megan Juenemann, Kim Green and Charissa Simoneau. Deb Bowen has been working on Brian’s dressing changes as well. Way to go! (Photos middle right)

NCH would also like to recognize the following staff members for going above and beyond in their roles and living out the motto of “being our best” based on a recent patient survey and letter commending their work. These patients were traveling through the area and were grateful for the care received in an emergency situation. The staff included are: Taylor Bieberle, Melisa Fowler, Sherry White, Tamara Haussermann and Sarah Mohr. Great effort! (Photos middle & bottom left) ●●●

