

Employee Healthbeat

From the desk of Jamey Keen, RN, employee health



Job burnout

Job burnout is “a state of physical, emotional or mental exhaustion combined with doubts about your competence and the value of your work,” according to the Mayo Clinic. Take action before job burnout affects your health. Ask yourself the following questions:

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started once you arrive?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits or appetite changed?
- Are you troubled by unexplained headaches, backaches or other physical complaints?

If you answered yes to any of these questions, you might be experiencing job burnout.

Burnout results from various factors:

- Lack of control. An inability to influence decisions that affect your job – such as your schedule, assignments or workload – could lead to job burnout. So could a lack of the resources you need to do your work.

- Unclear job expectations. If you’re unclear about the degree of authority you have or what your supervisor or others expect from you, you’re not likely to feel comfortable at work.

- Dysfunctional workplace dynamics. Perhaps you work with a bully, you feel undermined by colleagues or your boss micromanages your work. This can contribute to job stress.

- Mismatch in values. If your values differ from the way your employer does business or handles grievances, the mismatch can eventually take a toll.

- Poor job fit. If your job doesn’t fit your interests and skills, it might become increasingly stressful over time.

- Extremes of activity. When a job is monotonous or chaotic, you need constant energy to remain focused – which can lead to fatigue and job burnout.

- Lack of social support. If you feel isolated at work and in your personal life, you might feel more stressed.

- Work-life imbalance. If work takes so much of your time and effort that you don’t have the energy to spend time with family and friends, you may burn out quickly.

Those at risk:

You might be more likely to experience job burnout if:

- You identify so strongly with work that you lack a reasonable balance between your work life and your personal life
- You try to be everything to everybody
- You work in a helping profession, such as health care, counseling or teaching
- You feel you have little or no control over your work
- Your job is monotonous

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Consequences:

Ignored or unaddressed job burnout can have significant consequences, including:

- Excessive stress
- Fatigue
- Insomnia
- A negative spillover into personal relationships and home life
- Depression
- Anxiety
- Alcohol or substance abuse
- Heart disease
- High cholesterol
- Type 2 diabetes, especially in women
- Stroke
- Obesity
- Vulnerability to illnesses (Continued on pg. 2; *image courtesy of shrm.org*)

Employee Healthbeat

From the desk of Jamey Keen, RN, employee health

Job burnout (From p. 1)

Remember, if you think you might be experiencing job burnout, don't ignore your symptoms. Consult your doctor or a mental health provider to identify or rule out any underlying health conditions.

Handling burnout:

If you're concerned about job burnout, take action. To get started:

- Manage the stressors that contribute to job burnout. Once you've identified what's fueling your feelings of job burnout, you can make a plan to address the issues.
- Evaluate your options. Discuss specific concerns with your supervisor. Perhaps you can work together to change expectations or reach compromises or solutions. Is job sharing an option? What about telecommuting or flexing your time? Would it help to establish a mentoring relationship? What are the options for continuing education or professional development?
- Adjust your attitude. If you've become cynical at work, consider ways to improve your outlook. Rediscover enjoyable aspects of your work. Recognize co-workers for valuable contributions or a job well-done. Take short breaks throughout the day. Spend time away from work doing things you enjoy.
- Seek support. Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope with job stress and feelings of burnout. If you have access to an employee assistance program, take advantage of the available services. Speak to your health care provider or a mental health specialist.
- Assess your interests, skills and passions. An honest assessment can help you decide whether you should consider an alternative job, such as one that's less demanding or one that better matches your interests or core values.
- Get some exercise. Regular physical activity can help you to better deal with stress. It can also help you get your mind off work and focus on something else.
- Get some sleep. Sleep restores well-being and helps protect your health. Aim for at least 7-8 hours each night.

Keep an open mind as you consider the options. Don't let a demanding or unrewarding job undermine your health.

Cost to the organization:

According to Garton (2017), "The psychological and physical problems of burned-out employees, which cost an estimated \$125 billion to \$190 billion a year in health care spending in the U.S., are just the most obvious impacts. The true cost to business can be far greater, thanks to low productivity across organizations, high turnover and the loss of the most capable talent."

Employer contribution:

Further, according to the Society for Human Resource Management, or SHRM, "Burnout can result in lower productivity and engagement as well as higher absenteeism and turnover." SHRM's suggestions for employers to help combat burnout include:

- Hold walking meetings
- Take mental health days, value vacation (encourage employees to use their allotted vacation time), try Work-From-Home Wednesdays
- Be proactive
- Promote balance – don't just promote work/life balance, live it. Shut down early for the holiday and have "unplugged" initiatives companywide.
- Create fair workloads
- Monitor scheduling
- Don't add stress – include your team members in any decisions that are relevant to their work. Ignoring employees when making important choices relating to their assignments will negatively affect their commitment and will lead to burnout.
- Weigh priorities – help the employee identify their top three priorities and focus on them.
- Provide training to managers to keep them engaged and motivated.
- Kill arbitrary rules – don't force all employees to come in at the same time. Some individuals work best at 8 a.m., while others are more productive at 10 a.m.



- Solicit ideas – give employees a measure of control over their work. Allow flexible schedules and deadlines that fit the task.
- Cultivate fairness and balance – build an employee engagement plan.
- Encourage friendships
- Get personal – get to know each and every employee.
- Make the little things count – make all employees, regardless of their job, feel they belong and are an important part of the company (e.g., celebrate birthdays, be approachable, etc.).

While job burnout can be a challenge that many are faced with each day, it is important to keep in mind that when changes are abounding (change is both necessary and inevitable in health care), you can ensure that you do not get consumed by stress. Something you can do to ensure you prevent burnout is to become ENGAGED.

1. Recognize the difference between partial and full engagement.
2. Understand that multitasking is the enemy of extraordinary.
3. Know your purpose, and let that be the driving force behind your decisions.
4. Prioritize your values, and set strong boundaries with yourself and others.
5. Be intentional by linking your current behaviors with your future aspirations and purpose.
6. Stay in the present moment by mastering energy management.
7. Maximize your ability to empathize and show appreciation for others. ●●●

Employee ENGAGEMENT

The mission of my organization makes me feel my job is important.

I have a best friend at work.

My fellow employees are committed to doing quality work.

This last year, I have had opportunities at work to learn and grow.

At work, my opinions seem to count.

I know what is expected of me at work.

I have the materials and equipment I need to do my work right.

At work, I have the opportunity to do what I do best every day.

Someone at work seems to care about me as a person.

There is someone who encourages my development.

www.ipra.org / @ipraofficial

Did you know? NCH Water Aerobics to start June 5th!

Who is ready for pool time this summer!?! Norton County Hospital will once again offer its summer water aerobics at the Norton Aquatic Center! More details are below. Please join us!

- Tuesdays and Thursdays beginning June 5 - August 2
- No aerobics during fair week
- TIME: 7-8 p.m.
- 2 levels offered
 - Low-Mid combined impact & High impact
- Cost is \$25 for the summer.
- Register the first night of aerobics!

Questions? Contact our Rehabilitation department at 785-874-2222. ●●●

In the Spotlight: Employee Profiles



Featuring Dorothy Misk: Environmental Services

Dorothy is originally from North Dakota and has been married to her husband for 32 years. They have two daughters and two granddaughters. Dorothy enjoys spending time with her granddaughters and hanging out with friends. One of her pet peeves is starting something and not finishing it. She has a fur baby named Scarlett (corgi). Her favorite color is blue, and her favorite vacation spot is Montego Bay, Jamaica!



Featuring Shannan Hempler: Human Resources

Shannan was born in Nebraska and moved to Kansas as an infant. Her childhood was spent in Cawker City, KS later moving to Downs, KS in late grade school and graduating from Downs High School. Shannan attended Kansas State University and received a bachelor's degree in business management, with a secondary focus in industrial labor relations. Shannan is married and has four daughters. She also teaches Sunday school for age 3 through kindergarten. Her favorite thing to do is being with family. She also likes working in the yard and tending to her flowers in the summer. Shannan's biggest pet peeve is a roll of toilet paper put on the wrong way. She wants others to know Norton County Hospital is a great place to work.



Featuring Gary Hembd, Nurse Anesthetist

Gary is a nurse anesthetist at Norton County Hospital. He enjoys cuddling with his new baby boy! One of his pet peeves is drivers who fail to yield. He chose his profession because he loves helping people. Gary feels very lucky and blessed to be a part of Norton County Hospital and our amazing community! ●●●

Evidence-Based Practice Beyond the Educational Setting

From the desk of Jamey Keen, RN, quality improvement

New nursing graduates are about to take the stage!

They are prepared, determined and ready to make the world a better place! Theoretically, academia has studied and discussed the best way to educate and prepare future nurses for the last several years. In a high demand, and often challenging career, nursing school dignifies and pulls the humility out of each and every attendee all at once. This is not a feat for the weak, but a rewarding one at best. Some students may be fresh into their career with little known knowledge, some may have worked as a nurse aide and wanted to further their career, and some go back after many years of experience.

Do you ever wonder when you graduate nursing school if you will retain half of what you have learned? Yet, you are privileged with being held accountable with the very fragility of the human life. You are prepared. You are ready. You can do this. You are needed. You are enough!

According to Kohn (2014), "Research on the forgetting curve (Figure 1) shows that within one hour, people will have forgotten an average of 50 percent of the information...within 24 hours, they have forgotten an average of 70 percent of new information, and within a week, forgetting claims an average of 90 percent of it."

But, there is hope...practice! Continuous use of new gained knowledge and skills will help provide experience and help with retention of knowledge. In addition, continuous practice that involves scholarly review with the implementation of best practices will drive a new nurse toward success.

Rely on your resources. There will, almost always, be a seasoned nurse who is more than willing to share his or her knowledge and dispel any fears. In addition, tap into scholarly articles. In a longitudinal study

regarding the use of evidence-based practices five years after nursing graduation, research showed that using evidence in personal nursing practice varied. This is both positive and not so positive. Nurses can use evidence-based methods more frequently to improve their practice. Rudman et al. (2012) pointed out that providing evidence-based practice is "one of five core competencies" that all health care professionals should possess to meet the needs of future health care challenges (p. 1494). The patient has a moral and ethical right to be cared for using the most current evidence-based practices; therefore, nurses must stay abreast of these recommendations.

Becoming a member of a nursing organization, such as the American Nurses Association, will also help nurses stay abreast of current literature, practice and politics that affect their profession. Finally, holding up the practice and advocating for the future of nursing is key to bettering the lives of nurses and the patients for whom they care. Personally, as a newly prepared baccalaureate nurse myself, I pledge to apply these very things to my own nursing practice. I pledge to keep learning as my path in nursing has expanded and will continue to expand. I encourage you, as my fellow colleague, to do the same.

Congratulations graduates, and welcome to the profession of nursing under your new role! The best is yet to come. Ever upward!

Respectfully,
Jamey ●●●

Congratulations from Human Resources and the entire NCH staff to these individuals!

Colby Community College Graduates

Congrats to the following employees who graduated from the CCC nursing programs in May. Best wishes on your state boards this summer.

LPN - Claire Wellhouse
RN - Bethanie Christensen, Kyle McClurg, Desiree Schrader and Devaney Wells

Congrats also to Jamey Keen, RN, who is graduating with honors from Excelsior College June 15th with a Bachelor of Science in Nursing!

Recent Milestones

March

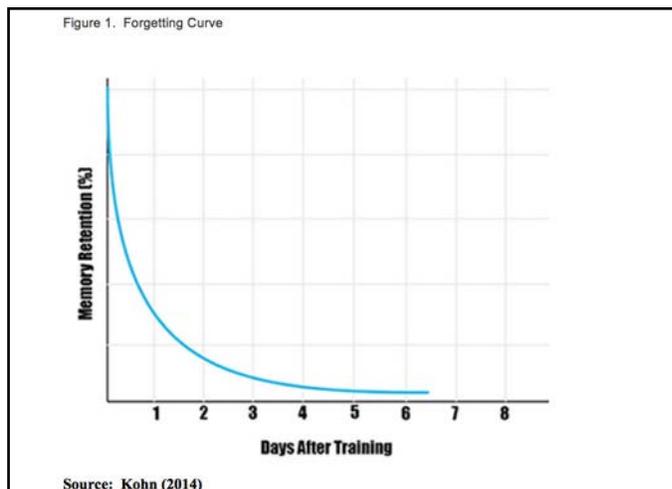
Mary Boyce	26 years
Allison McChesney	8 years
Jamey Keen	2 years
Josie Logemann	2 years
Margi Nielsen	2 years
Lucy Gosselin	1 year
Sheri Land	1 year
Kevin Pinkerton	1 year

April

Jeanette Lacy	23 years
Charla Sprigg	22 years
Dan Dole	20 years
Jennifer Schoenberger	19 years
Jan Long	12 years
Gary Hembd	8 years
Julia Thompson	6 years
Megan Juenemann	4 years

May

Cheryl Mann	37 years
Jeanne Pharis	30 years
Jennifer Wildeman	14 years
Paul Gosselin	9 years
Haley Jones	9 years
Charli Enfield	8 years
Jonna Inman	7 years
Sierra Black	6 years
Jonathan Fick	5 years
Nicole Henry	2 years
Lynne Hoover	2 years
Lynnette Rutherford	2 years
Melisa Fowler	1 year
Tamara Haussermann	1 year
Rachel Jones	1 year
Jody Roe	1 year



Nursing Education

From the desk of Jamey Keen, RN, quality improvement

Did you know?

There are multiple levels of nursing education. This chart explains each in detail:

Type	Education & Requirements	Duties
Licensed Practical Nurses and Licensed Vocational Nurses	The LPN/LVN education is the shortest of the nursing programs. Training can last anywhere between a year or two, depending on the school, and focuses on the hands-on care that the LPNs/LVNs will be giving the patients. LPNs/LVNs must pass a nation-wide licensing exam, the NCLEX-PN, to be certified to work in their state.	The LPN/LVN works under the supervision of doctors or registered nurses to perform basic health care and assistance for patients who are sick and injured as according to their scope of practice. Some LPNs/LVNs are certified in particular IV insertion and medication administration.
Under-graduate	General Description	A student pursuing an associate or bachelor's degree
Registered Nurses	General Description	Registered nurses have completed either a diploma, associate's degree, bachelor's degree or a master's degree in nursing, and have written and passed the national licensing exam, or NCLEX-RN. Registered nurses have more in-depth education than do LPNs/LVNs and are taught assessment and critical thinking skills in addition to the tasks nurses must perform. RNs provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members within their scope of practice. RNs can practice independently within their scope.
Associate's Degree	Nurses who attend a two-year college degree program for an associate's in nursing.	Provide and coordinate care, educate patients and the public about various health conditions, provide advice and emotional support to patients and their families.
Bachelor's Degree	Nurses who attend a four-year college degree program for a bachelor's in nursing.	Provide and coordinate care, educate patients and the public about various health conditions, provide advice and emotional support to patients and their families. Bachelor's prepared nurses also teach in nursing schools and often hold leadership positions.
Graduate	General Description	A student who has completed his or her bachelor's degree and is not pursuing a master's or graduate's degree.
Master's Degree	Nurses who attend one to three years of additional coursework for a master's in nursing.	Specialize in a particular area, such as advanced clinical training or research.
Advanced Practice Nursing Overview & Types	Certificate program and board exam	Advanced practice nurses have more clinical authority and autonomy. Some master's nursing programs may have a special focus or "track" for certain medical specialties or types of nursing, such as a focus on forensic nursing or a clinical nurse specialist track to name a few.
Nurse Practitioners	Certificate program and board exam	A nurse practitioner is a registered nurse who has higher education and training in a particular area, such as pediatrics or family practice. Nurse practitioners have a master's degree known as a MSN, as well as board certification in their specialty. Nurse practitioners diagnose, treat, conduct tests, document, and manage health and well-being for the population among their specialty.

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Nursing Education

From the desk of Jamey Keen, RN, quality improvement

From p. 5

Type	Education & Requirements	Duties
Certified Registered Nurse Anesthetist	Certificate program and board exam	Involves preparing and administering anesthesia to patients in collaboration with surgeons, anesthesiologists, dentists, podiatrists and other qualified health care professionals
General Nurse Practitioner	Certificate program and board exam	Independent practice
Gerontological Nurse Practitioner	Certificate program and board exam	Care of the elderly population
Psychiatric Nurse Practitioner	Certificate program and board exam	Mental health care under a psychiatric physician who counsels patients regarding mental health conditions
Certified Nurse Midwife	Certificate program and board exam	Obstetrics, labor and delivery, and prenatal care
Family Nurse Practitioner	Certificate program and board exam	FNPs typically perform many of the same functions as an MD, such as patient consultations, assessments, prescribing medications and treatment, and more.
Informatics Nurse	Certificate program and board exam	Integration of nursing and communication technologies to promote public health
Clinical Nurse Specialist	Certificate program and board exam	Work in specialized units and diagnose and treat various conditions
Nursing Administrator	Certificate program and board exam	Often a master's degree in health care administration is required to deal with the backstage operations of nursing, from budgeting and staff management to HR functions.
Nursing Educator	Certificate program and board exam	Train nurses and facilitate continuing education
Neonatal Nurse Practitioner or Neonatal Clinical Nurse Specialist	Certificate program and board exam	Care of newborns
Critical Care Nurse	Certificate program and board exam	Specialize in life-and-death matters and emergencies
Health Policy Nurse	Certificate program and board exam	Advocate, research, analyze, develop policy, implementation and evaluation
Doctorate of Nursing Practice (DNP) or Doctor of Nursing Science (DNSc/DSN/DNS)	Three to four additional years after obtaining a bachelor's degree	The highest degree one can earn in nursing is a doctorate level degree.

Human Resources

From the desk of Shannan Hempler, human resources

Find a provider with UMR—United Healthcare Choice Plus Network

It is vitally important to check if a provider you want to see and use with our 2018 group health insurance is an in-network provider. This can be found on the UMR website at <https://www.umar.com/tpa-ap-web/>. We have recently found that Dr. Hinze, podiatrist, and High Plains Mental Health are not in the United Healthcare Choice Plus Network. UMR is looking into possibilities for network application, but the decision the providers make is unknown. Watch the NCH Beat for updates.

You should check provider networks for all new insurances you enroll in such as Delta Dental, Superior Vision, etc.

Delta Dental Premier Network: <https://www.deltadental.com/us/en/find-a-dentist.html>

Superior Vision National Network: https://www.superiorvision.com/member/locate_provider ●●●

Disasters don't plan ahead, but you can

Hurricane Preparedness Week was May 6-12. The IRS reminds taxpayers to prepare for hurricanes and other natural disasters now. By taking a few steps before disaster strikes, taxpayers can reduce their stress when it comes time to file claims or rebuild after the catastrophic event.

Here are some things to consider:

- Update emergency plans. Because a disaster can strike any time, taxpayers should review emergency plans annually. Personal and business situations change over time, as do preparedness needs.
- Create electronic copies of documents. Taxpayers should keep documents – including bank statements, tax returns and insurance policies – in a safe place. Doing so is easier now that many financial institutions provide statements and documents electronically. Even if original documents are available only on paper, people should scan them into an electronic format and store them on DVD, CD or cloud storage.
- Document valuables. It's a good idea for people to photograph or videotape the contents of the home, especially items of higher value. Documenting these items ahead of time will make it easier to claim insurance and tax benefits after a disaster strikes. The IRS has a disaster loss workbook, which can help taxpayers compile a room-by-room list of belongings. Photographs can help prove the fair market value of items for insurance and casualty loss claims.
- IRS is ready to help. In the case of a federally declared disaster, affected taxpayers can call 866-562-5227 to speak with an IRS specialist trained to handle disaster-related issues. Taxpayers can request copies of previously filed tax returns and attachments, including Forms W-2, by filing Form 4506. They can also order transcripts showing most line items through Get Transcript on IRS.gov, by calling 800-908-9946, or by using 4506T-EZ or 4506-T.

More information about Hurricane Preparedness Week is on the National Weather Service website: <https://www.weather.gov/safety/hurricane>

Additional IRS Resources:

Preparing for a Disaster: <https://bit.ly/2pAiyIR>

Publication 584-B, Business Casualty, Disaster, and Theft Loss

Workbook: <https://bit.ly/2IK4sC6>

Publication 547, Casualties, Disasters, and Thefts: <https://bit.ly/2LuO5qT>

<https://bit.ly/2LuO5qT>

(HR information continues on p. 12) ●●●



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In the News

From the desk of Katie Allen, communications and foundation

Norton County Hospital celebrated Occupational Therapy Month, offers new service

April was Occupational Therapy Month, and Norton County Hospital recognized its occupational therapist on staff, Margi Nielsen. According to The American Occupational Therapy Association, Inc., occupational therapy practitioners enable people of all ages to live life to its fullest by helping them promote health and prevent – or live better with – an injury, illness or disability.

Nielsen, who is part of NCH's rehabilitation team that also includes in-house physical therapists and physical therapy assistants, has worked in Norton since 2016. In March 2018, Nielsen completed training to become a Certified Lymphedema Therapist (CLT). This means NCH will now offer lymphedema therapy for patients.

The Mayo Clinic defines lymphedema as swelling, generally in the arms or legs, which is commonly caused by the removal of or damage to lymph nodes as a part of cancer treatment, surgery or other injury. Lymphedema results from a blockage in the lymphatic system, part of the immune system, which prevents lymph fluid from draining well that can lead to swelling.

Lymphedema can develop within weeks or even years after the symptoms first appear. Treatment includes manual lymph drainage by gently massaging the swollen areas to redirect the fluid. Additionally, compression wraps can help keep the fluid out of the area and reduce the amount of stagnant fluid that builds up.

Prior to Nielsen becoming a CLT, patients with lymphedema would have to travel outside of Norton County to receive treatment. Providing this service is another way NCH can help patients by keeping their health care services close to home.

Lymphedema is often a life-long condition, so having an expert in Norton can be helpful to many people. In addition to providing the treatment herself, Nielsen will also work with patients to develop a home exercise program to help them carry on treatments themselves.

"I am excited to be able to offer this unique service in this community," Nielsen said. "Complete decongestive therapy – manual, bandaging and home exercise program – is a very effective way to evacuate chronic fluid accumulation."

Individuals will need a prescription for therapy for this service through occupational therapy. If you have questions, contact the hospital's Rehabilitation department at 785-874-2222. ●●●



National Walk @ Lunch Day April 25th

Staff and a board member with Norton County Hospital were among individuals and groups across Kansas and nationally who participated in National Walk @ Lunch Day® April 25th.

National Walk @ Lunch Day encourages people to take a walk during their lunch break and start a healthy routine. Blue Cross and Blue Shield of Kansas and its employees hosted organized walks in 11 locations across the state.

According to Blue Cross and Blue Shield of Kansas, "the path to better health begins with just one step." Walking is an easy and effective form of exercise; in fact, a brisk, 30-minute walk five times a week can:

- Reduce stress and anxiety;
- Lower blood pressure; and
- Be a positive influence on heart disease, diabetes and osteoporosis.

A person doesn't have to be a power walker to receive the health benefits of walking. It is just important to move and eventually make walking a regular part of daily activity. ●●●



Hospital Week 2018: “Caring is Our Calling”

Hospitals in Kansas and across the U.S. celebrated National Hospital Week, May 6-12. This annual observance celebrates the men and women who, day in and day out, support the health and well-being of their communities through dedication and compassionate care. Celebrated since 1921, National Hospital Week emphasizes the valuable contributions hospitals make in our communities, 24 hours a day, seven days a week and 365 days a year.

The theme for National Hospital Week 2018 was “Caring is Our Calling.” Norton County Hospital hosted various celebrations among staff during the week, and patients stopped by the hospital and Norton Medical Clinic on Thursday, May 10th for Patient Appreciation Day.

Norton County Hospital is a 25-bed critical access hospital and Level IV trauma center, has the Norton Medical Clinic and has a foundation, the Norton Regional Health Foundation. The hospital and its clinic currently staff about 130 employees, including three physicians, three mid-level providers and one nurse anesthetist. The hospital offers many levels of inpatient care, a wide range of outpatient services and several visiting physician specialty clinics.

Averages from the last five years show that Norton County Hospital will annually witness nearly 3,000 days of patient hospital stays; deliver 60 babies; see 18,500 patients for outpatient visits; and care for 2,200 patients in the Emergency department.

According to a 2018 report, “The Importance of the Health Care Sector to the Kansas Economy,” Kansas State University researchers identified three primary ways health care influences local economic development: health care attracts and retains business, attracts and retains retirees, and creates local jobs.

Kansas hospitals account for \$13.3 billion in total sales for Kansas each year, said the report. Hospitals in the state generate nearly \$3.2 billion in local retail sales for the Kansas economy, as well as more than \$205 million in sales tax for Kansas, which is primarily used to fund state programs such as education and transportation. Additionally, Kansas hospitals contribute more than \$6 billion in direct labor income to the Kansas economy each year. For every dollar of income generated in the hospital sector, another \$0.56 is generated in other business and industry.

The report also states that Kansas hospitals employ 86,324 people, which is 4.4 percent of all job holders in the state. The report calculated economic multipliers, or “ripple effects,” and estimated that hospitals account for 75,659 additional jobs throughout all other businesses and industries in the state. Therefore, hospital sector employment has a

total impact on state employment of approximately 162,000 jobs.

National Hospital Week reinforces the essential role hospitals play in their community’s overall health. National Hospital Week as an opportunity to thank all of the dedicated individuals – physicians, nurses, therapists, engineers, food service workers, volunteers, administrators and so many more – for their contributions.

KHA information contributed to this report. KHA is a voluntary nonprofit organization existing to be the leading advocate and resource for members. KHA membership includes 218 member facilities, of which 127 are full-service, community hospitals. Founded in 1910, KHA’s vision is Optimal Health for Kansans. ●●●



In the News

From the desk of Katie Allen, communications and foundation

Norton County Hospital seeks new doctor

Norton County Hospital recently hired Delta Physician Placement to assist in its recruitment process for a new family medicine physician to add to its medical staff.

“The search process for an additional provider for family practice and labor and delivery services has been underway through word-of-mouth, networking and other informal methods for some time now,” said Gina Frack, NCH’s chief executive officer. “Unfortunately, we just haven’t been able to successfully recruit a new provider this way. It is time we get more aggressive and intentional with the process.”

Frack said adding the physician would spread out the on-call hours covered for emergency and labor and delivery services, and also would give patients another primary care provider option to see at Norton Medical Clinic.

According to Todd Turrentine, Delta Physician Placement vice president, several factors contribute to the need for the right doctor to join the medical staff in Norton:

1. Family medicine physicians in communities like Norton have difficult jobs. They are required to care for patients in the clinic and the hospital, care for an average of six patients in the Emergency department daily, deliver babies and perform cesarean sections when needed.

2. Physicians must be “on-call” for patients in the hospital, patients in the Emergency department and expecting mothers. In today’s world of medicine, the leading cause of physician turnover is burnout. Adding another doctor in Norton would help lower the risk of burnout.

3. With increased patient access to health care due to the Affordable Care Act, more patients are seeking medical care. This increases the volume of patients at primary care clinics such as Norton Medical Clinic.

Turrentine said Delta Physician Placement specializes in recruiting to rural and remote areas across the United States. In the past 20 years, the company has placed more than 140 physicians in small towns across Colorado, Nebraska and Kansas, including placements in towns such Norton, Hill

City, Dighton, Great Bend, Kinsley, Atwood, Liberal, Ulysses and most recently, St. Francis.

The Delta Physician Placement team met with NCH administrators and medical staff recently to obtain more information about the facility and to help find the right doctor. Turrentine said as a starting point, his team has compiled a list of family medicine physicians who are licensed to practice medicine in Kansas, have a Kansas address, attended medical school in Kansas and are trained in a Kansas-based family medicine residency.

“Additionally, we will purchase physician contact information to advertise directly to them with targeted campaigns, such as emails and U.S. mail,” Turrentine said. “We will be targeting physicians in states bordering Kansas. Our recruiters average over 100 phone calls per day, and they will be calling on behalf of Norton County Hospital.” ●●●

Dr. Kriley to leave Norton County Hospital

After two years of dedicated service to Norton County Hospital and Norton Medical Clinic, Dr. Thomas Kriley has resigned effective Aug. 1, 2018. Dr. Kriley has served as a key member of the medical staff through

his practice of family medicine, obstetrics and endoscopy procedures. The hospital’s Board of Trustees, administration and staff would like to thank Dr. Kriley for his work in Norton County and wish him the best in his future endeavors. ●●●

Community Health Needs Assessment begins for Norton County

Community Health Needs Assessments and implementation strategies are required of tax-exempt hospitals every three years. 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 citizens.

The 2018 Community Health Needs Assessment is now open and available to the public. Any Norton County resident age 18 and older is asked to complete the short, anonymous survey, as the feedback will be valuable and will chart the course for local health care priorities in the future. Surveys can be completed online at <https://bit.ly/2reEsEe>, or paper copies are also available at any registration area of Norton County Hospital and Norton Medical Clinic, as well as the Norton County Health Department and a few other locations (Continued on p. 11)



2018 Community Health Needs Assessment for Norton County

Participate in the survey:
<https://bit.ly/2reEsEe>



***Community Health Needs Assessment survey results are being collected by Wichita State University’s Center for Applied Research and Evaluation.**

Community Health Needs Assessment (From p. 10)

throughout the county. Paper copies can also be obtained by contacting Norton County Hospital at 785-877-3351.

The Community Health Needs Assessment results are being collected by Wichita State University's Center for Applied Research and Evaluation, a third-party unbiased entity; researchers will also formulate the results into a meaningful packaged report. The hospital's foundation, the Norton Regional Health Foundation, has provided the funding for this project.

"The Norton Regional Health Foundation is involved in this project, because it aligns with its mission – 'to support the enhancement of quality health care for the residents of Norton County,'" said Katie Allen, Norton Regional Health Foundation's executive director. "We need to hear from local citizens on how we can provide health care to our highest potential and use our resources wisely. For example, our Foundation can use the feedback to prioritize funding for projects our citizens believe to be most important."

Ultimately, health care affects us all, Allen said, and the sustainability of health care services in Norton County directly relates to the sustainability of the county's rural towns: "We need to hear from Norton County citizens their ideas to make health care better for them. Then we need to set goals and figure out ways to achieve these goals so citizens feel comfortable receiving health care services in Norton County. These services are not only important to those receiving them; they are important to those of us at the hospital and other health care entities in the county who provide them."

Gina Frack, Norton County Hospital's chief executive officer, said the compiled data and community input will allow numerous entities in the county to develop a direction for the future.

"The process of determining where we are and then where we need to be will be the framework for our hospital's strategic planning," Frack said. "We plan to share the data we gather broadly so others may be able to understand and use it, too."

Frack added that these types of assessments must be completed on a

routine basis due to the continuously evolving health care system in the United States: "Our traditional health care system focuses on one patient at a time and only within the walls of our facilities. However, a majority of our citizens' lives are lived outside those walls. It is there that the greatest influencers on health exist, and it is our hope that the results uncover commonalities for those health issues in and out of the traditional health care setting."

The hospital, clinic and health department have always had supportive relationships, said Leslie Pfannenstiel, Norton County Health Department's administrator, and have worked together in the past on Community Health Needs Assessments.

"Collaboration occurs on a daily basis in the provision of care to clients and the communities we serve," Pfannenstiel said. "The Community Health Needs Assessment assists us in knowing the needs of Norton County residents and also better equips us in pursuing grants and meeting grant requirements – an important component of keeping rural health care accessible."

Following the survey portion, the data will be presented in "town hall" type meetings to allow for further discussion. Those dates and times will be communicated once details are finalized. The final step will be the development of a health care strategic planning process for Norton County. The theme for the 2018 Community Health Needs Assessment and strategic planning process is "Your Health Matters." ●●●

Norton County Hospital receives Emerald Awards

The Kansas Association of Health Care Communicators (KAHCC), an allied organization of the Kansas Hospital Association, annually invites Kansas hospital and health care providers to enter their communication projects for a chance to win Emerald Awards. Award

categories include: Internal and External Communications, Special Events, Digital Media Projects, Videos, Websites, Advertising, Writing, Media Relations/Crisis Communication, Small Budget-Big Results and Wildcard.

This was the first time Norton County Hospital participated, and it won Emerald Awards in both categories entered: Internal Communications and Websites. The Internal Communications Emerald Award was given for the hospital's employee quarterly newsletter by Katie Allen, NCH's communications director and the Norton Regional Health Foundation executive director; Jamey Keen, RN, who oversees NCH's infection prevention, employee health and quality improvement; and Shannan Hempler, NCH's human resources director. The Website Emerald Award was given for the hospital's website redesign by Katie Allen.

Out-of-state judges scored the entries. Awards were given on a tiered scoring system. Entries that scored within the top tier received Emerald Awards, and those that still scored well but didn't quite make the top tier received Certificates of Merit. The awards were presented during the KAHCC Spring Conference in Emporia on April 20th. Awardees were given an opportunity to present about their projects so health care communication professionals statewide had a chance to ask questions and get ideas to take back to their facilities.

The KAHCC is a group of health care communications professionals dedicated to improving communication. ●●●



Meet the Team!

Norton County Hospital Human Resources is pleased to announce our new employees. Please say hello, and welcome them!

	<p>Adam Jolly Environmental Services Full Time</p> <p>Adam joined our Environmental Services team on March 5th.</p>
	<p>Shelby Siebert Nursing—CNA Scrub Tech Part Time Night Shift</p> <p>Shelby joined our Nursing Team on March 19th.</p>
	<p>Charissa Simoneau Nursing—CNA Scrub Tech PRN</p> <p>Charissa joined our Nursing team on March 19th.</p>
	<p>Ashlie Lozar Nursing—CNA Scrub Tech Full Time Day Shift</p> <p>Ashlie joined our Nursing team on April 2nd.</p>

	<p>Judy Wenzl OB—RN PRN</p> <p>Judy joined our OB team on April 2nd.</p>
	<p>Marla Persinger OB Baby—RN PRN</p> <p>Marla joined our OB team on May 8th.</p>

Human Resources

From the desk of Shannan Hempler, human resources

Five ways to kiss your college debt goodbye

In Kansas, about 6 in 10 recent graduates averaged \$28,776 in student debt, according to College Insight. If your student loans are like a dark, rainy cloud hanging over your head, here are a few tips to help you kiss your college debt goodbye.

1. Get organized. Depending on how much money you borrowed, you might have more than one student loan – each with a different interest rate, due date and repayment period. First, organize your paperwork. Then, make a list of all your loans. Be sure to include the lender, loan amount, balance, payment amount, term, interest rate and due date.

Note: You can view/track your federal loans online through the National Student Loan Data System or review your credit report for your private student loans. More on organizing your student loans: <https://bit.ly/2xnK04X>

2. Make a plan, and look at your options. Choose a repayment method (<https://bit.ly/2IVk5CV>) to prioritize your loans, and make your plan of attack. You may have more than one repayment method available, including payments with fixed amounts, gradual increases or based on your income. Keep in mind, Federal Student Aid (<https://bit.ly/1BBhqcd>) lets you change your payment plan any time, for free. If you have a Perkins Loan, check with your school for repayment options. For private loans, ask your loan servicer about other payment options.

3. Pay more than the minimum. You'll save money in interest charges and be on track to pay off your balance sooner.

4. Consider refinancing or consolidating if you have more than one loan. Refinancing may lower your interest rate or your monthly payment. (Continued on p. 13)



College debt (From p. 12)

Consolidating can be a good option if you would like a single monthly payment. But it may increase the payment period, raise your interest rate, or cause you to lose credits/rebates or cancellation benefits.

5. Check Out Rural Opportunity Zones (ROZ). Are you interested in relocating? What if it could help pay off your student loans? If you move into one of the 77 Kansas counties considered a ROZ, you may be eligible to receive student loan repayment assistance and/or state income tax waivers. The benefits include up to \$15,000 to help repay your student loans or tax waivers up to 5 years. Learn more about Kansas' Rural Opportunity Zones Program: <https://bit.ly/2JfHxOB>

While you're chipping away at your student debt, be sure to think about your other goals, too. Remember to keep your budget up to date and continue socking away money in your emergency fund and retirement savings. If you do, you'll be ready for any expense that pops up and on track to reach your financial goals.

Source: College Insight. Based on 2015-16 data of graduating seniors' student debt, including average debt of graduates and percent of graduates with debt.
<https://bit.ly/2sfjuRU>

Get your due dates and your cash flow on the same page

After you've made a list of your student loans, look at when all of your bills are due. Are they all spread out? Do they leave you feeling strapped for cash after pay day? You may want consider changing your due dates. This may help you:

- Make your payments on time.
- Avoid getting slammed with a late fee.
- Have enough money in the bank when you need it.
- Boost your credit.

If your due dates aren't working for you, be sure to check with your lender or utility company to see if you can pick one that works for you. More information: <https://bit.ly/2H0ttmX>

You might qualify for loan forgiveness as a public employee

This program (<https://bit.ly/1LFEoSD>) forgives what's left of your balance on your Federal Direct Loans after you have made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer. If you think you might want to apply for Public Service Loan Forgiveness now or in the future, fill out this certification form (<https://bit.ly/2dXnViu>) right away to see if you qualify. *Source: KPERS Benefitwise Newsletter* ●●●

Legal News May 2018, from LegalShield

Shut down robocalls and text message scams

If it seems like you have been receiving more robocalls lately,

it's because you are. It was reported that Americans received an estimated 3.4 billion scam phone calls in April 2018, a huge increase over the previous year. Beyond the nuisance of spam phone calls and text messages, it is important to recognize the dangers, including theft, identity theft and malware. Here are some critical tips for limiting the number spam calls you receive and avoiding scams.

- Never engage with a scammer or click on links in a spam text message. Pressing a button to speak with someone on a scam phone call or clicking on a link in a scam text message is asking for trouble. Links may lead to viruses and malware software that could infect your phone. Automated calls are also becoming more sophisticated; they may be programmed to sound like a real person and respond to what you say. The best thing to do is hang up the phone.

- Check your smart phone settings. Most iPhones allow you to set your phone to do not disturb for any callers that are not already in your address book. This will send the caller straight to voicemail. Some Samsung and Google phones will alert you to a potential scam call. You should contact your carrier; most of the major carriers offer some tools to combat robocalls. If you receive repeated calls or texts, you may also block them individually from your phone.

- Register for the Do Not Call List. U.S. residents may register by calling 888-382-1222 from the phone you want to register or by visiting donotcall.gov. Canadians may register at lnnte-dncl.gc.ca. Be sure to register both your land line and cell phone.

- You may still receive some calls. Unfortunately, the worst scam robocall offenders just ignore the Do Not Call List and may call you anyway. The Do Not Call List is designed to stop unwanted sales calls. Any company you have done business with, legitimate debt collectors, political organizations and charities may still contact you. If you do not want to receive these calls, ask them to remove you from their list, and note the date and time of your conversation.

- Report illegal sales calls. If you continue to receive sales calls after registering for the Do Not Call List, report the company. In the U.S. you may click here (<https://bit.ly/2k7NWPm>) to report illegal sales calls. In Canada, agents are available to take your call Monday - Friday between 8:30 a.m. and 4:30 p.m. Call toll-free: 866-580-DNCL (866-580-3625). If you receive frequent calls from the same business, contact your phone company and ask to block calls from that number.

- Consider 3rd Party Apps. There are a number of apps currently on the market designed to filter robocalls. Some will make your phone appear out of service to numbers known to be associated with scam calls.

If you are a LegalShield-IDShield member, have been the victim of malware and believe your personal information has been compromised, contact IDShield right away. Members may also download the IDShield App from the iTunes or Android store. If you do not yet have an IDShield membership, visit www.idshield.com to learn more. If you have any legal questions, contact your LegalShield provider law firm. Your provider law firm information can be located on your LegalShield mobile app or through the "Ask Erin" feature on www.legalshield.com. ●●●

Celebrations

Thank you, Callie!

We enjoyed having Callie Uehlin work with us this past year on a work-study program through Nex-Generation Round Up for Youth! She worked in every department of our hospital and clinic to gain skills that will help her in her future endeavors. We will miss her smile around here! She has been fantastic to work with, and we were glad to celebrate her. Good luck at college, Callie!



Foundation sponsors prescription drug disposal

Our Norton Regional Health Foundation is a sponsor of this prescription drug disposal unit (at left), manufactured by MedSafe and located at Moffet Drug in Norton.

Kicks on the Bricks 5K results

April 7th was our "Kicks on the Bricks" 5K. It was a cold, snowy and icy morning...so we moved activities indoors. We had a blast with all the participants, who did running and walking in the gym, jump rope, Zumba and Yoga. Thanks to all who came and made this a fun event. It felt great to get some exercise in on a Saturday morning!



Working women feature

Each year, Norton County Hospital and Norton Medical Clinic have an opportunity to feature women on staff in the Norton Telegram's "Working Women" feature. This year, our own Jennifer Schoenberger had a highlighted feature. As noted in the article: Jennifer's "compassion, kindness and extensive knowledge has made it possible for patients at the Norton Medical Clinic to experience the highest possible level of quality care. A registered nurse who is cheerful, outgoing, and possesses a heart drawn to caring for the sick, troubled, and injured, it's no wonder she's well-respected amongst her colleagues and adored by her patients." Congrats, Jennifer!



Celebrations

New podiatry clinic at NCH

Norton County Hospital is pleased to have a new monthly podiatry clinic that started in April. Dr. Robert Hinze specializes in all problems of the foot and ankle at High Plains Podiatry in McCook. He has been in practice for 14 years and has seven clinic locations in Nebraska.



Emergency preparedness

Julia Thompson, NCH's emergency preparedness coordinator, along with Cami Cornelius, recently completed a course called HSEEP (Homeland Security Exercise and Evaluation Program). It was an introductory course to teach how to plan, conduct, and evaluate various types of drills and exercises for emergency preparedness. According to Thompson: "By conducting effective drills and exercises, we are able to test how our staff, facility and emergency response plans work during an emergency situation. Evaluating these drills and exercises will allow us to look for areas for improvement to better our facility and emergency response plans."

Good news for mammography

NCH passed the MQSA (Mammography Quality Standards Act) inspection recently, giving our hospital a three-year accreditation. According to Mitch Bartels, Radiology supervisor: "This is no small feat and is 100 percent a testament to Allison McChesney and the pride and dedication she gives to the mammography program!"



Happy EMS Week!

Thanks to Julia Thompson for organizing ways to honor local EMS staff during National EMS Week, May 20-26!



Happy Nurses Week!

Nurses Week was celebrated the same week as Hospital Week, May 6-12! Thank you to our nursing staff for all you do to care for our patients!



March Madness

Our NCH Employee Committee hosted a March Madness Bracket Challenge among employees. This year's winner was Katie Allen, who had Villanova and Michigan picked for the final game and chose Villanova as her winner! Katie won a gift card to Pizza Hut, which was presented by Eva Harrington representing the Employee Committee. Thanks to the organizers and all who participated! ●●●



Engage the Community

Car seat checks

The Norton County Hospital / Norton Medical Clinic car seat program is renewed for another year as an inspection station. We have three certified child passenger safety technicians who can assist anyone needing a car seat checked.

May is Child Passenger Safety Technician Month! It is a time for us to celebrate the more than 41,000 technicians nationally who serve their communities and educate families about how to travel safely. Our technicians do a lot of community events as well. Most recently, Klare and Cami attended a family night in Almena to raise awareness about our program and recognize Week of the Young Child!



Patient appreciation

Our staff presented balloons and a carnation to our hospital patients May 10th as part of Patient Appreciation Day during Hospital Week! Additionally, we offered patients treats at all the registration areas that day. See photos of Hospital Week 2018 on p. 9 of this newsletter.



Free school physicals

Our Norton Medical Clinic staff did about 350 student sports physicals last week for middle and high school youth in our county. This is a free service to our communities! Thanks to the schools for such great organization and our dedicated staff who do this every year.



Free session offered on advance directives

In March, the Norton County Hospital and Norton Regional Health Foundation sponsored a free community educational session covering advance directives. The session took place Thursday, March 8th at the Norton County Hospital conference room and was 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 learned about types of advance directives, why these legally valid documents are important for all adults so that health care wishes are known, where to properly store documentation and how to begin completing advance directives. ●●●