



August 2017 Edition

SAFETY...EXCELLENCE...COMPASSION...INTEGRITY...DEVOTION...TEAMWORK

Box Butte General Hospital is an equal opportunity provider and employer.

PERSONNEL FOCUS

Admissions/Registration staff a vital department at BBGH

CONSTANT AND

consistent interactions between departments at Box Butte General Hospital (BBGH) are important for the overall care of the hospital's patients, none more so than the Registration Department, according to that department's Manager Meg Craig.

Ms. Craig took over as manager in June of 2017, after seven years as the office manager for the BBGH Diagnostic Imaging Department.

"I very much enjoyed managing the Radiology Department's office and decided I wanted to grow in that capacity when the Registration Department manager position became available in May," she said. "I'm glad I applied and I'm happy I was chosen as manager."

Ms. Craig manages a staff of nine employees who handle admissions for appointments to various departments in the hospital and emergent care in the Emergency Department.

"Registration is an entry level position at BBGH, and we try hard to hire individuals who are people persons," she said. "A registration clerk is almost always the first person a patient or family member sees when walking through the hospital's doors. First impressions are very important and we want our staff members to start the patient's experience at BBGH in a positive and helpful manner. We want our staff to help the patient or family member with whatever they need, ranging from getting a cup of coffee to getting them where they need to go."

She said her expectations of her staff starts with the fact that the patient comes first. "Our staff members, after inputting all the information needed when



**Meg Craig,
Manager**



Just about anyone having an appointment at Box Butte General Hospital will meet one of these Registration Department Staff members soon after walking through the main entrance or Emergency Department. They are, l-r: Gabby Conley, Karen Lockwood, Manager Meg Craig, Codi Lashley, Tammy Heckman, Natasha Keane, Brittany Keane; Inset photos, l-r: Kelly Keller, Lora Herian and Yenisey Heredia.

registering, are asked to personally take the patient to where they need to be, or if other patients are waiting to register, have a person from the department they have an appointment with come get them."

The duties of the staff include: greeting the patient; verifying the patient's information (up-to-date address, insurance and phone number); collecting up-front deposits if required; and taking the patient to their destination.

"If a physician or non-physician practitioner in a clinic thinks a patient has to be admitted to the Patient Care Unit for observation or treatment," Ms. Craig said, "the PCU staff contacts our staff with pre-registration information so that when the patient comes into the hospital all we have to do is ask our verification questions to make sure we have the right information for that patient."

Verification questions, which are asked every time a patient comes to the hospital, are very important. They include asking for the patient's name, address, phone

number, driver's license, and insurance card. If a patient forgot to bring their insurance card, the registration clerk will input the patient as self-pay, and ask the patient to either bring the insurance card in or fax it as soon as they can so that the clerk can update the patient's information. Repetition of those questions is important. "Patients sometimes get frustrated," Ms. Craig recounted, "Some ask us why we keep requesting the same information every time they come in, often saying 'I was just here last week. You should already have that in your system.' We know that can be frustrating, but those questions help us ensure we have the correct patient lined up with the correct information in our system. Not doing so can result in all kinds of problems, ranging from compromising the safety of the patient to billing problems that can cause a lot of frustration for both the patient and the hospital. That old axiom of garbage in garbage out really applies to our front-line

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INSIDE: 2 DAVID BRIGGS HONORED 3 NEW EMPLOYEES 4 PULSE IN PICS 6-7 AWESOMENESS!

◆ Registration/Admissions staff vital department...

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registration staff. Having the correct information right at the very beginning is vital.”

She said her staff is trained to be tolerant and considerate with the public, no matter what. “Nobody wants to visit a hospital just for fun,” Ms. Craig said. “You’re here because you either have a medical condition that needs to be diagnosed or treated or seeing a family member who has been admitted. We understand and try our best to interact in a positive manner in all personal interactions.”

Registration staff works with just about every department in the hospital. “We work with Rehab, Respiratory Therapy, Patient Care Unit, Stress Tests, Diagnostic Imaging, Laboratory, the clinics, Patient Finance, just about everything,” Ms. Craig said. “That takes a lot of training to make sure we do it right every time. That’s one thing I’m working on, is to standardize our training so that every staff member receives the same information. I’d also like to start seeing them shadow other departments, such as Patient Financial Services, so that they can see why getting the information correct up front in Registration

is so important. Again, garbage in, garbage out is what we want to eliminate.”

She said a new software system adopted by the hospital for admissions this past month will be a big help in making sure information is correct. “With this new system (called Relay), we’ll know within 30 seconds if something is not right, from insurance information to whether their address is wrong,” she said. “That’s going to be a huge help in our department. It’s already proven its worth.” She added that her department and the hospital are also looking at another software system that will simplify insurance verification to just one step.

Ms. Craig loves the interaction with all the departments in the hospital. “Having that interaction lets me see how all the departments work and how important it is to work together,” she said.

She and her husband Scott (a Carman for BNSF) are residents of Alliance and have six children (ranging from 18 to 22), three grandchildren and one on the way.

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TRUSTEES REPORT

DAVID BRIGGS HONORED FOR YEARS OF SERVICE

Renovation projects at BBGH smaller, but ongoing

LONGTIME Box Butte General Hospital (BBGH) Trustee David Briggs, CEO of WESTCO, was honored Monday evening with a plaque, kind words, well wishes and of course cake for those attending to celebrate his years of service on the board, most of which as Chairman. He had tendered his resignation at the end of the June Trustees meeting. A special part of the presentation was the attendance of many of the Trustees who served on the board with Mr. Briggs in



At center is David Briggs, CEO of WESTCO, shaking the hand of BBGH Board of Trustees Chairman Tom Furman, DVM, MS, after receiving his plaque recognizing his 13 years of service on the board, most of which as Chairman. Sitting are current BBGH Trustees, l-r: Randy Langemeier, John Annen and Linda Schneider. Many of the Trustees who served with Mr. Briggs during his tenure at BBGH are in the back row. They are, l-r: Larry Ring, John McGhehey, Joni Jespersen, Cork Taylor, DDS, and Ted Bohlen.

BBGH LEADERS

BOX BUTTE COUNTY COMMISSIONERS

Mike McGinnis, Chairman
Doug Hashman
Susan Lore

BOX BUTTE GENERAL HOSPITAL BOARD OF TRUSTEES

Tom Furman, DVM, MS, Chairman
John Annen, Secretary/Treasurer
Linda Schneider, RN
Randy Langemeier, CPA

BOX BUTTE GENERAL HOSPITAL CHIEF EXECUTIVE TEAM

Lori Mazanec, CEO
Bridget Miller, Chief Financial Officer
Tracy Jatzak, Chief Financial Officer Emeritus
Jim Borgen, Chief Operations Officer
Carolyn Jones, Chief Nursing Officer
Mary Mockerman, Chief Quality Officer

the past. They were present to honor his tenure with Box Butte General Hospital and to the communities it serves through his steadfast commitment to improving health care services offered by the hospital for area residents. Mr. Briggs expressed his thanks to those present.

COO Jim Borgen was present to update the board about ongoing landscaping and interior renovations at BBGH. “We may have completed our major projects but that doesn’t mean we’re finished,” he said. “We have a number of other smaller renovations occurring.” Those renovations

include landscaping improvements to the facility’s grounds, including a new Peace Garden; smaller landscaping projects taken on by various employees; red river rock being placed around mechanical equipment and other areas, more grass sod being laid, and crushed concrete placed to the north for overflow employee parking. Interior renovations continue as well, updating the original hospital facility hallways to match carpeting and flooring of the new facility, as well as room renovations being made to improve

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◆ Renovation projects at BBGH smaller, but on going...

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working conditions for HIM personnel and others. Mr. Bargen added that a lot of little things that might not be noticed are also being done, including new LED lighting throughout the original facility that will substantially improve electrical usage efficiencies. Of note was the planned installation of a special walkway next to the Rehab & Wellness Center entrance incorporating different textured surfaces. The walkway will help provide rehabilitation patients a real world experience for challenges they may have when walking on a variety of different surfaces. After the presentation, the board made a few suggestions for further improvements, including the possibility of connecting the Fitness Center to existing walking trails in the city, as well as looking into outside visual improvements for PCU patients located on the east side of the new facility.

The board also conducted the following business.

They recognized Environmental Services Manager Yvonne Robertson for being named the July Employee of the Month and Pam Lawrence for obtaining her certification as a Medical-Surgical Nurse. Also acknowledged was the mammography staff of the Diagnostic Imaging Department for their successful accreditation after a recently held Facility Certification and Inspection (MQSA) survey. The board also welcomed new employees Shae Brennan, Promotion Specialist; Tracy Stark, Maintenance Tech; Kaitlyn Jespersen, RN; Stephen Schlickbernd, RN; Brittany Keane and Gabrielle Conley, Patient Registration Clerks; Debra Kromis, RN; Marcus Bradford, Cook; Jacquelyn Mach, Administrative Assistant; Tonya Hickman, Nursing Assistant/Ward Clerk; Bailey Smith, RN; Ashley Johnson, RN; Kaci Bryant, Dialysis Tech, Rebecca Connealy, RN; and Terry Kelley as new Plant Manager.

After unanimously approving the consent calendar, Chief Quality Officer Mary Mockerman used her Quality Management and Safety report to focus on Discharge Planning by the Special Services Department to improve hospital readmission rates. The current readmission rate for 2017 is 9.6 percent for all patient types and causes. The hospital wants to reduce the overall rate by 12 percent, or below 8 percent. To do

so, she said discharge planning's goals are to identify and respond to patients' treatment goals at every point of care and determine patients' readiness to learn. A number of implementation steps were listed under each goal, ranging from identifying root causes of readmission to identifying barriers to self-care after discharge.

Chief Nursing Officer Carolyn Jones had some good news to report to the Trustees, telling them a recent Basic Level Trauma Center Survey of the hospital's Emergency Department resulted in no deficiencies being found. "As far as I can recall, that is the first time we've had no deficiencies as the result of the survey," she said. The survey team specifically mentioned Emergency Department Trauma Coordinator Larry Steele, RN, for his leadership in making sure the department met survey standards.

After unanimously approving all

credentialing requests, the Trustees adjourned at 7:50pm. The next board meeting will be held Monday, August 28, at 7:00pm in the Alliance Room. As always, the public is invited to attend.

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TRUSTEES REPORT



TO OUR AUG. EMPLOYEES!

- Lori Fields
- Delores Fritzler
- Kimberly Galyen
- Tonya Green
- Martin Heredia
- Genie Hood
- Mayra Lara
- Vaughn Lynes
- Sandy Mundt
- Darren Parks
- Stephanie Shannon
- Erica Smith

PLEASE WELCOME THESE NEW EMPLOYEES AND TRAVELERS TO OUR BBGH FAMILY!



Shae Brennan,
Promo Spc., Marketing



Ashley Johnson, RN,
BSN, PCU



Bailey Smith, RN,
ED



Brittany Keane, BBGH
Registration



Christin Batiz,
MLS (ASCP)-T, Lab



Darlene Farr,
Environmental Services



Debra Kromis, RN,
ED



Eva Stringer, RN-T,
OB



Gabriella Conley,
BBGH/ED Registration



Jacquelyn Mach,
Admin. Assistant



Kaci Bryant,
Dialysis Tech



Marcus Bradford,
Dietary



Rebecca Connealy, RN,
PCU



Shelby Grimes, RN,
PCU



Stephen Schlickbernd, RN,
OB

Pay It Forward Trophy to Admissions

The Emergency Department nominated and presented the Pay It Forward Traveling Trophy to the BBGH Admissions Department clerks for the work they do with the ED staff. All of the recent changes in Admissions makes the ED appreciate the clerks going above and beyond to answer provider calls as well as work all the different areas to help each other out. The Admission clerks are the true definition of teamwork. Your smiling faces as you greet patients are greatly appreciated!



Dana Dowler, who left BBGH after 26 years to take a new position as plant manager at Great Plains Regional Health Center in North Platte, took a lot of pies in the face during his farewell party July 6. He raised \$175 for the BBHF in doing so. Needless say, Jennifer D's shot was the best of the lot!



At the head of the table is Homeland Security's Greg Hollingshead, CPP, PSP, Proactive Security Advisory. He and a colleague evaluated BBGH security over a two day period. We would tell you his recommendations, but then we'd have to kill you. ;-)



37 Yr. BBGH employee Stephanie Farritor retired in July. A farewell party was held where a lot of hugs were exchanged like the one from Tracy Jatczak.

Another Reason Great Things
are Happening Here!

Celebrating

Winners who
Inspire a
New
Direction



Yvonne Robertson, Mgr.
Environmental Services Dept.
July Employee of the Month

**BOX BUTTE
GENERAL HOSPITAL**

The **G**reatest place to: receive care,
work,
practice medicine.

Yvonne Robertson is simply awesome! She goes above the job. Yvonne is always there for you, always pitches in and is always willing to help find correct info on products. She is a true leader who never asks anyone to do anything that she wouldn't do. Yvonne is always working side by side with her staff. She is a key member of our infection prevention efforts and researches best practices and products. Yvonne has an excellent orientation and competency program for staff that has been recognized by the CDC and ICAP program. She is a star at BBGH and we are lucky to have her. Congratulations Yvonne on being named our July 2017 Employee of the Month!



Quinn-Essential Nutrition

by Barbara Quinn, MS, RDN, CDE,
Box Butte General Hospital Dietitian

My friend Terry told me how—while holding her nose because it tastes so bad—she takes a spoonful of vinegar mixed in water every morning.

“Is there really anything to this?” she asked me. “I mean health-wise.”

Here’s what I found out, Terry:

Vinegar has been around for thousands of years, according to a 2006 review article on this topic in MedGenMed. It probably began when unattended grape juice fermented to wine which further fermented into vinegar. In fact, vinegar gets its name from the French word for “sour wine.”

Most any carbohydrate-containing food can be fermented to vinegar, including apples, berries, grapes and rice. The process of fermentation alters the chemical nature of food, say scientists, which contributes to its health value. For example, antioxidant compounds called polyphenols are produced during fermentation; these substances are currently being studied for their potential to prevent or improve conditions like diabetes, cancer and heart disease.

Perhaps the most evidence for vinegar’s effect on health involves its role in helping to lower blood sugar levels in people with or without diabetes. Studies on humans have shown that doses of vinegar (usually between 2 teaspoons to 2 tablespoons a day) helped slow the rise in blood sugars after a meal by as much as 20% compared to those who did not take vinegar. Researchers theorize this may be due to acetic acid in vinegar that keeps sugars and starches (carbohydrates) in food from being completely digested.

Other studies hint that vinegar may help control our appetites (maybe because we have to hold our noses to get it down?). In any case, when compared to a similar dose of unsweetened cranberry juice, volunteers who took 2 tablespoons of red raspberry vinegar daily for a month lost more weight.

Most studies on vinegar and cancer have been done with animals, namely rats. However, in laboratory studies on human

cancer cells, scientists were encouraged to learn that Japanese rice vinegar “Kurosu” and a vinegar made from sugar cane called “Kibizu” slowed the growth of certain cancerous cells.

As usual with health claims, experts say we need more well-conducted research before we can be absolutely sure about the health benefits of vinegar. For example, “mother” of vinegar refers to a harmless slime that grows on the surface of vinegar as it ferments over time. Claims that this is the good stuff for your health have not been substantiated.

In the meantime, vinegar is a great accompaniment to salads, meats and other foods we enjoy daily. Nutritionally, 2 tablespoons of apple cider vinegar has zero calories, zero fat, zero sodium and zero carbs. Splash it on salads, meats and other foods you enjoy. Or hold your nose and drink it.

Barbara Quinn is a registered dietitian and certified diabetes educator affiliated with Box Butte General Hospital. She is the author of *Quinn-Essential Nutrition: The Uncomplicated Science of Eating*, Westbow, 2015. Email her at bquinn@bbgh.org.



Box Butte General Hospital CEO Lori Mazanec (at left) is shown here on July 17 during her first BBGH wide Town Hall meeting she plans to hold every quarter to update staff on recent developments at BBGH as well as future projects or operational plans. The Town Halls will also allow staff to ask questions or express concerns they may have.

Eclipse info? Download
PIGGYBACK app
or go to **VisitAlliance.com**

Photo Credit: SkyglowProject.com

Our billboard for most of August just happens to focus on the biggest solar event of all time!!!! Well, okay, maybe not of all time, but still, it's pretty darn big. Ya ready for the eclipse? Get your info on the Piggyback App!

www.bbgh.org BBGH PULSE 5

CAUGHT BEING *Awesome*



Jeanette

I would like to recognize Jeanette Bolinger. Last month we had some issues with some of our automated payment processes that really affected our ability to close out the month. It was difficult to determine what the problem was and how to fix it but Jeanette dug in and figured it out and fixed it. This wasn't even her responsibility since it was a co-worker's insurance company. And on top of all this that person and several others were out of the office and so she had to figure it out on her own. Jeanette saved us and we were able to close out the month on time and correctly because of her expertise and willingness to jump in and get done what needed to be done even when it wasn't her responsibility. This is not the first time she has done something like this. She always takes initiative and gets things done when they need to be or when a co-workers needs a helping hand. She is an Awesome rock star!

—Carla Ridenhower



Surgery Department

I would like to recognize the surgery department for covering 35 shifts in the Specialty Clinic in the absence of Theresa Dykes who retired and so Tana Fillis could take vacation! You are all Awesome!

—Kaitlyn Stabnow



Environmental Services Dept.



Maintenance Department

I would like to recognize EVS and Maintenance staff for working late on a Friday to get the MAPs Lobby and Corridors ready for carpet replacement, working Saturday and Sunday to make sure the work went smoothly and then coming in Sunday after the carpet was installed to clean and get all the furniture back in place for Monday morning.

—Jim Bargaen



A few of the Emergency Dept. staff (in front holding treats and trophies)

I witnessed awesomeness! Recently I had the opportunity to watch the ER Nursing Team work together and provide care to a critically ill person. They were completely focused on the patient, calm, organized... EXCELLENT! Their manager was visible, supportive and able to step back and let her team do their jobs. I was especially impressed with their situational awareness; assertive, clear, concise communication. They assured the contingency and ancillary teams had the information they needed to do their jobs. And if you ask any of them about it they will likely tell you, "It's our job!" Incredible!

—Mary Mockerman

CAUGHT BEING Awesome



Kelly

Today, I had two different serious traumas arrive in my ER at the same exact time. When I heard the tones go off, we know about the two different MVA's but had no idea what to expect. I then called Kelly Keller and asked her to be on stand by for me. When I received word that the ambulances had arrived, I called Kelly back and asked her to report to the ER. She did in a STAT manner. As the traumas were coming in and new patients presenting to the ER to be seen and existing ER patients needing to stop at my desk and verifying demographic info, etc. (again all at the same time), Kelly was a great team partner. Asking me where I needed her, taking charge of her own tasks and communicating with me on other tasks she could help with. She stayed in the ER until the dust settled and then she resumed to her front post. Kelly, I appreciate your quick response and team work. It feels like an absolute gift to belong to an amazing team. We are under great leadership with many opportunities to grow and fly! We're only going up from here girls!

—Lora Herian



Deb



Julianna

I'd like to nominate Deb Nason and Julianna Escamilla for the Caught Being Awesome recognition. Together, in Cardiac Rehab, Deb and Julianna handled a difficult situation with professionalism and great people skills. Despite the incident being long and trying, Deb and Julianna kept their composure by providing excellent service without any hesitation or confrontation. Anybody at the hospital would have been extremely proud to see them navigate this testing situation with such professionalism.

—Tim J. Aanenson



Andy

Andy Leider just became certified to perform functional dry needling in our clinic. You're Awesome!

—Tim Devlin



Carl

Carl Gumby recently completed some coursework through ISSA (International Sports Sciences Association) and received his Fitness Nutrition Certification. You're Awesome!

—Tim Devlin



Shantel

Shantel Lurz helped the Special Services/Maintenance with a Do-It training.

—Mary Mockerman



Dale

Kudos to Dale Hamilton and Brittan Dominguez for assisting with all the leaks and water issues from the storms last week. They were "Johnny on the spot"

—James Koeteman



Brittan

Another kudos to Dale and Brittan for their vigilance about hospital security in the evenings.

—Bridget Miller

Maintenance fixed the cooling unit in our area –Woooo! You're all Awesome!

—Julie Sheldon



Maintenance Dept.

CALENDAR

AUGUST

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p>The Greatest place to receive care, to work, to practice medicine.</p>		1	2 Childbirth Education - 7:00pm - 9:00pm - Sandhills Room	3	4 Childbirth Education - 7:00pm - 9:00pm - Sandhills Room	5
	6	7 Auxiliary Meeting - 12:00pm - 1:00pm Alliance Room	8 Stroke and Brain Injury Support Group - 3:00- 5:00pm - Alliance Room Bariatric Surgery Support Group - 7-8pm - Newberry Room	9 Childbirth Education - 7:00pm - 9:00pm - Sandhills Room	10	11 Immunization Clinic - 12:00 pm to 3:00 pm - Medical Arts Plaza Suite 300
12	13	14	15	16	17	18
19	20	21	22	23	24	25 Immunization Clinic - 12:00 pm to 3:00 pm - Medical Arts Plaza Suite 300
26	27	28 BBGH Board of Trustees Meeting - 7:00pm - Alliance Room	29	30	31	



308.762.6660 Alliance, NE www.bbgh.org

Great things are Happening Here!