

NewsLetter

ISSUE | 10 | October 2023

The Pulse



**Gove County
Medical Center**
Committed to Others. Always.

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Gove County Medical Center

Welcome to the Pulse Newsletter. Here you will find the latest news from the hospital including opportunities and trends.

Gove County Medical Center provides a comprehensive range of healthcare services, quality and compassionate care in our hospital outpatient clinics, and telemedicine.



Technology Trends

The latest in technology trends for healthcare



Employment Opportunities

The perfect job match could be waiting just inside

The Pulse

Events



Calendar of Events



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OCTOBER

- | | |
|-------------|-----------------------------------|
| 2ND | <i>Insurance Open Enrollment</i> |
| 3RD | <i>Insurance Open Enrollment</i> |
| | <i>PFAC 4:30pm</i> |
| 10TH | <i>DM Meeting 1pm</i> |
| | <i>Charge Nurse Mtg. 3pm</i> |
| | <i>Nursing All Staff Mtg. 4pm</i> |
| 11TH | <i>Orientation 8am</i> |
| | <i>Body Mechanics 11am</i> |
| | <i>Active Threat 12:15pm</i> |
| 17TH | <i>Recruit/Retent. Mtg. 12pm</i> |
| 26TH | <i>CPR 8am & 1pm</i> |
| 27TH | <i>Board of Dir. Mtg. 8am</i> |
| 31ST | <i>QEC Day 8am</i> |



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Our Providers



Michael E. Machen, MD



Douglas J. Gruenbacher, MD



Shelly L. Gruenbacher, MD



Anna Rempel, MD



Scott Rempel, MD



Glenda Wheeler, APRN-BC



Cardiology
Dr. Wagle



Podiatry
Dr. Hinze



Cardiology
Dr. Hagley



General Surgery
Dr. Schultz



General Surgery
Dr. Gabel



Diabetic/Dietitian/Nutrition
Janette Burbach, MS RD CDE



Orthopedics
Dr. Harbin



Anesthesiology
Melissa Albers, CRNA

The Pulse

Board of Trustees

Quote of the Month

"I can't change the direction of the wind, but I can adjust my sails to always reach my destination."

Jimmy Dean

Hospital Stats for August 2023

Inpatient - 29 Apartment Tenants - 4
Outpatient - 902 Inpatient Meals - 640
Swing Bed - 12 Apartment Meals - 255
Newborn - 12 Laundry Washed - 5267

MISSION STATEMENT

Gove County Medical Center is committed to providing exceptional healthcare services delivered in a spirit of compassionate care.

VISION STATEMENT

Gove County Medical Center will be a prominent healthcare provider in Northwest Kansas offering services which encompass the complete life cycle of our patients, residents and their loved ones.

THE 4 AGREEMENTS

- ~ Be impeccable with your words.
- ~ Don't take anything personally.
- ~ Don't make assumptions.
- ~ Always do your best.

CORE VALUES

Respect
Compassion
Quality Healthcare
Innovation
Accountability
Community



Dave Polifka
Chairperson



Terry Ostmeyer
Vice-Chairperson



Cheryl Remington
Treasurer



Deana Zerr
Member



Greg Beougher
Member

GCMC's Board of Trustees is a leadership team that is comprised of a diverse group of individuals passionate about providing access to healthcare regardless of the challenges that come with rural hospitals.

Employee Recognition

For the month of October, we want to recognize the employees from Respiratory Therapy, Physical Therapy, Dietary, Maintenance, and Medical Supply and thank them for their dedication and service to our patients and employees at GCMC. You are appreciated and we recognize you.

Respiratory Therapy left to right: Nicki Graham, Rache' Wentle. Not pictured Sudden Carroll, Pam Lindsay



Medical Supply: Renee Horton



Physical Therapy front row left to right: Liz McDonald, Nicole Walt, Star Hooper. Back row left to right: Kyle Cooksey, Renee Johnson, Callie Kuntz, Andrew Tom. Not pictured Abby Weber

Maintenance:
Darren Flax, Bill Schneider, Steve Smith



Dietary: Jerry Gallentine, Gina Carman, Jill Gallentine, Patty Gallentine-Johnson, Nadine Hargitt, Lynn Heinrich, Pam Horton, Don Johnson, Charlene King, Rene Ramsey, Issachar Scofield, Dana Tinkler, Autumn Wertz, Evy Wilson

Congratulations

GCMC Board Chairman Dave Polifka Recognized by KHA



Exemplary Trustees Recognized by Kansas Hospitals

(Sept. 19, 2023) – It is with pleasure that the Kansas Hospital Association recognizes hospital trustees who provide an exemplary contribution through their leadership and governance. Hospitals across the state nominated individuals for the Trustee of the Year Award because they routinely go above and beyond the call of duty. Four trustees from hospitals and health systems across Kansas were nominated as Trustees of the Year:

- Anthony Geiger, Memorial Health System, Abilene
- Nancy George, Girard Medical Center, Girard
- David Polifka, Gove County Medical Center, Quinter
- Sister Agnes Weber, Ascension Via Christi Health, Wichita

Based on the recommendation from a committee of KHA member CEOs and hospital trustees, the KHA Board of Directors selected David Polifka, Gove County Medical Center in Quinter, as the 2023 Trustee of the Year. He was recognized during the KHA Awards Ceremony on Sept. 7. A donation will be given to the Gove County Medical Center Foundation in his honor.

The Kansas Hospital Association is a voluntary, non-profit organization existing to be the leading advocate and resource for members. KHA membership includes 239 member facilities, of which 123 are full-service, community hospitals. Founded in 1910, KHA's vision is Optimal Health for Kansans.



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**WELCOME TO
THE
TEAM**

Chris Dover

INTERIM CHIEF FINANCIAL OFFICER

Please help us in welcoming Chris Dover to our team at GCMC. Chris lives in Plano, Texas and has been in healthcare finance and operations for 22 years. He has been a CPA for 20 years and was licensed as a Certified Healthcare Finance Professional by the Healthcare Financial Management Association.

The
Pulse
Service Spotlight



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Snoring hurting your relationship?

**Snore / Sleep Apnea, and Restless Leg therapy
included in our Sleep Study program**

Ask Your Doctor For a Referral Today



(785) 754-5179

The Pulse Quality Corner

Why Does Customer Service Matter in Healthcare?

For the most part, customer service matters in the healthcare industry because it sets the benchmark of quality of healthcare. This is because even if your healthcare facility has the most experienced and skilled providers and nurses, it won't matter if you are unable to provide consistent yet high-end customer service for the patients.

More consumers are looking for a healthcare provider that can offer them the best experience for their money and needs. This is reflected in the industrywide shift toward value-based care, and it makes sense. Think about how many options you have for a local coffee shop. Chances are, you're going to go to the shop that has good reviews, extra amenities, and a reputation for great customer service. If you have a bad customer experience, you're probably not going to return to that coffee shop no matter how well they make your morning latte.

Increasingly, hospitals are being held to the same customer service standards found in other industries. A poor patient experience risks losing a customer who might have returned for additional health care needs, which directly impacts a hospital's revenue. Enough poor patient experiences could lead to a diminished customer base — and while that's not good news for a hospital's bottom line, it also fails to support the hospital's mission.

Customer service at the hospital level isn't just about the dollars. It's got a lot to do with good sense. The patient should be at the center of care, and that means healthcare professionals should be concerned not only with providing treatment but also ensuring the patient has a positive experience. This has implications for the health care outcome, too. Patient-centered care results in higher patient engagement, which is associated with better patient-perceived health outcomes.

Unlike most other customer service-focused industries, a hospital's customers — its patients — don't usually choose to be there. Understanding this is crucial to providing customer service in a hospital setting because it means that often, the hospital staff is interacting with customers who are scared, uncomfortable, or unfamiliar with the procedure. In these cases, providing excellent customer service means making patients feel at ease and comfortable.

Healthcare customer service best practices:

- Being responsive to patient needs.
- Striving to do your best.
- Providing personal attention.
- Quality healthcare.

In the end, customer service can be a small detail — the difference between delivering an analgesic shot with a smile and delivering it without — that can cast a positive light on a painful situation.
By Harry Sturgeon, RN, GERO-BC, Quality Nurse



The
nurse
Specialty Clinics



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Specialty Clinics

YOUR HEALTH IS OUR PRIORITY

This Month's Clinics

- ✓ Holistic Pain Mgmt. Oct. 2nd
- ✓ Mammograms Oct. 3rd
- ✓ Diabetic Clinic Oct. 4th
- ✓ Surgical Clinic Dr. Schultz Oct. 5th
- ✓ Orthopedic Clinic Dr. Harbin Oct. 6th
- ✓ Cardiology Clinic Dr. Hagley Oct. 9th
- ✓ Holistic Pain Mgmt. Oct. 10th
- ✓ Holistic Pain Mgmt. Oct. 16th
- ✓ Diabetic/Surgical Clinic Dr. Gabel Oct. 18th
- ✓ Podiatry Clinic Dr. Hinze Oct. 19th
- ✓ Cardiology Clinic Dr. Wagle Oct. 23rd
- ✓ Holistic Pain Mgmt. Oct. 24th

**DOCTORS
AVAILABLE**



CALL US NOW!

785-754-5154

WWW.GCMC.ORG

COMMITTED TO OTHERS. ALWAYS.

Enhancing lives through person-centered care.

Providing the right care, at the right time, in the right setting -

Close to home

The Pulse

Awareness Month



NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH



October was first declared as National Domestic Violence Awareness Month in 1989. Since then, October has been a time to acknowledge domestic violence survivors and be a voice for its victims. Domestic violence is prevalent in every community, and affects all people regardless of age, socio-economic status, sexual orientation, gender, race, religion, or nationality. Physical violence is often accompanied by emotionally abusive and controlling behavior as part of a much larger, systematic pattern of dominance and control. Domestic violence can result in physical injury, psychological trauma, and even death. The devastating consequences of domestic violence can cross generations and last a lifetime.

Although there has been substantial progress in reducing domestic violence, an average of 20 people are physically abused by intimate partners every minute. This equates to more than 10 million abuse victims annually. 1 in 3 women and 1 in 4 men have been physically abused by an intimate partner, and 1 in 5 women and 1 in 7 men have been severely physically abused by an intimate partner. Millions of Americans live in daily, silent fear within their own homes. In addition, every year millions of children are exposed to domestic violence. Domestic violence incidents affect every person within a home and can have long-lasting negative effects on children's emotional well-being, and social and academic functioning.

There are four signs that you are experiencing abuse.

1. Your partner threatens or tries to control you.
2. Your partner controls your money.
3. Your partner isolates you.
4. Your partner physically abuses you.

National Domestic Violence Awareness Month Timeline

2010

Domestic Violence Victims Total 10 million Per Year

According to a CDC survey, 20 Americans experience intimate partner violence every minute. That totals around 10 million victims per year.

1994

Major Legislation was Passed

The U.S. Passed two additional Violence Against Women Acts in 2000 and 2005.

1987

First National Domestic Violence Awareness Month

The push for change began.

1978

The National Coalition Against Domestic Violence was Established

The NCADV, a nonprofit, was established to serve as the voice of victims and survivors.

1850

Tennessee Outlawed Violence Against Spouses

Other states followed suit shortly thereafter.

The Pulse

Suicide Prevention and Awareness Walk

The Suicide Prevention and Awareness Walk was a great success. Community members showed up to support those that have been lost to suicide and for those struggling. Over 100 people registered for the walk and there were several vendor booths supporting mental health treatment. Ruth Blackwill organized the event along with a committee of employees, providers and Senior Life Solutions. GCMC plans to host this event yearly moving forward as it is a key element in the hospital's Community Health Needs Assessment and its Strategic Plan. Thank you Ruth Blackwill and all the committee members for their dedication to make this event a success. The event raised over \$7,000 for Operation Hope. Here are pictures from the walk.



Cybersecurity and Data Breach Prevention

Healthcare organizations handle and store thousands of sensitive patient data, making them prime targets for cyber attackers. As a result, it is essential that healthcare providers take the necessary steps to protect their systems and data from malicious attacks.

In 2023, general data protection regulation would not be enough to protect organizations from data breaches and cybercrime. Medical institutions would need to invest in the latest technologies, such as blockchain-based solutions and comprehensive cybersecurity practices to ensure the safety of their patient data.

To stay ahead of cyber threats, healthcare use a multi-layered approach that includes encryption, two-factor authentication, application firewalls, and more. Additionally, they use rigorous identity and access management protocols to give users secure health systems access.

When it comes to future-proofing an organization's healthcare systems, data security is essential. With the right measures in place, any healthcare organization will be well-equipped to protect its patients' data and stay ahead of cybercriminals.

One of the biggest causes of healthcare data breaches is that workers and employees aren't educated about cyber risks and do not have the necessary training to recognize threats. Any organization, from small providers to large hospitals, needs to provide adequate cybersecurity education so that the staff can be the first line of defense against attacks.

Healthcare organizations should provide cybersecurity training to new staff and continue reinforcing best data protection practices to relevant employees with access to sensitive data. The training should be updated as the newest cyber threats or vulnerabilities emerge. Cyber education and training should include data security practices like:

- How to create secure passwords
- Safe internet browsing practices
- Recognizing potential phishing attacks
- Not connecting to an unsecured Wi-Fi network with work or personal devices
- Setting up two-factor or multi-factor authentication
- Never providing social security numbers or credit card information over unsecure channels
- Securing physical devices.

The best safeguard against cyber attacks is better data security and limiting human error.

EMPLOYMENT OPPORTUNITIES

IN SYMPATHY

We would like to extend our condolences to our employee Allyssa Brungardt on the loss of her grandfather James (Jim) Bradford and our employee Ruth Blackwill on the loss of her sister-in-law, Sherry Minear. We pray that each of the families will find peace during this difficult time.

ACUTE CARE

**Patient Care Technician - FT
Nights**

RADIOLOGY

Radiology Technologist - FT

LAB

**Lab Manager - FT
MT/MLT – FT Days**

EARLY LEARNING CENTER

**Early Childhood Education Lead
Teacher I - PRN**

ADMINISTRATION

Chief Financial Officer - FT

PUBLIC TRANSPORTATION

Transportation Van Driver - PRN

MAINTENANCE

Maintenance Specialist - FT



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October Birthdays

Nicki Graham	10-6
Don Johnson	10-9
Kilee Zeman	10-11
Amber Ladwig	10-12
Aubrey Roesch	10-12
Patty Gallentine-Johnson	10-17
Katie VanCampen	10-17
Brad Mullins	10-18
Shawna Koehn	10-20
Rache' Wente	10-20
Jamie Ruf	10-22
Cara Hudson	10-25
Brittany Chapin	10-26
Shelby Schamberger	10-26
Lauree Johnson	10-27

October Anniversaries

22 YEARS
Roy Litfin
21 YEARS
Angie Walt
19 YEARS
Heather Zerr
15 YEARS
Doreen Wente
11 YEARS
Nadine Hargitt
9 YEARS
Carrie Ringer
7 YEARS
Harry Sturgeon
6 YEARS
Dana Tinkler
4 YEARS
Charlene King
3 YEARS
Andi Johnson
2 YEARS
Michaela Depenbusch
1 YEARS
Alana Fuller

The Pulse

Recognizing Employees



Meet Your New Co-Workers



Kelsey Kinderknecht

Position: Lead Teacher 1

Start Date: 9-13-23

Kelsey formerly worked as a cosmetologist but wanted to work with children. She says she came to GCMC because her heart is in childcare development and she couldn't pass up the opportunity to work for GCMC.



Amber Ladwig

Position: Housekeeping

Start Date: 9-19-23

Amber formerly worked for American Family Insurance and Walgreens. She recently moved to the area from Washington State and came to GCMC because it was close to home and the position allows her to be more active.



Kelsey Billinger

Position: Acute RN

Start Date: 9-18-23

Kelsey started out as a CNA in the GCMC Long Term Care in 2006 and eventually obtained her BSN around 10 years later. Kelsey is Dr. Shelly's nurse at Bluestem and took a PRN position with GCMC to work in other areas that she loves.

