

NO-COST SCREENINGS

Learn how you and your family can benefit.

SEE PAGE 3 ▶



HEALTH

Currents

YOUR HOME FOR HEALTH ● WINTER 2015

Take two

JOHN AND DEVAN BARTLETT BELIEVE IN SECOND CHANCES—AND THEY'VE FOUND A SECOND HOMETOWN AT KVH

For John and Devan Bartlett, the road to love—and to jobs with Kittitas Valley Healthcare (KVH)—was paved in part by a speed bump caused by an errant dump truck driver.

Twenty-one years later, the couple laughs as they recall their beginning.

They'd met in Anchorage. She worked for an eye doctor. He worked for a computer company doing work in her office. She liked his red hair; he liked just about everything about her. He arranged a lunch date, but on his way to meet her, his car was rear-ended by a dump truck at a stoplight. By the time he found a phone, she'd left the restaurant.

Undeterred, he asked her out the following night. It was Cinco de Mayo 1994.

"That was the turning point of our lives," John says. "We consider it our anniversary. We never looked back, and we'll be



KVH employees John and Devan Bartlett

together as long as we live."

When John took a job with a Yakima hospital in 1996, Devan came with him. They married and have two children now in their teens. Over time, Yakima—his hometown—grew and lost its hometown feeling, the couple says. On trips, "We'd drive through Ellensburg and talk about how neat it would be to live and work here," Devan says.

A new home

In 2014, John traded his job as senior LAN analyst for a job as network administrator at KVH Hospital. Devan, a patient care technician who plans to become a registered nurse, soon followed. Formerly employed in the day surgery department at the same Yakima hospital as John, she's now a patient care technician in the medical/surgical

department and the birthing center at KVH Hospital.

Energized by diverse opportunities and training as well as an atmosphere that encourages active collaboration, Devan calls her time at KVH "a wonderful experience. Everybody here is so friendly and helpful, not just to patients but to each other," she says. "We learn from each other, and we're constantly talking about how to make the patient experience better. That's where the focus is.

"What I really enjoy is that KVH wants us to cross-train so we're equipped to go into different areas."

It pays off—occasionally in dramatic fashion.

Case in point: A one-car rollover accident last year sent three people to KVH Hospital, where a trauma

team response had been activated. Devan, who was among those called to help, recalls the calm pervading the emergency department that day.

"We all knew what we were supposed to do, and we helped each other," she says, noting that Dede Utley, KVH Emergency Services Director, was on hand to help coordinate the response.

Small organization, big advantages

Like Devan, John says teamwork and opportunity are key to the workplace climate.

Former colleagues worried he might be bored in a smaller organization. Hardly. "There's a lot of hats to wear and more large-scale projects," John says.

And then there's the camaraderie.

"Here, you care about people more," he says. "You want to know what's going on in their lives and share what's going on in yours. With bigger organizations, you lose that closeness."

For more KVH employee stories, visit www.kvhealthcare.org/employee-stories.

HEALTH TALK NEWS, VIEWS & TIPS

It's better together

Why healthcare takes a team

With a little teamwork, there's no telling what all of us can do—in everyday life and in healthcare too.

That's why our hospital and primary care partners are working hard to provide coordinated care to the community we serve. It's a smart way of doing medicine that has the power to help make healthcare better and more efficient.

In short, it can help people have healthier lives.

Together with you

Part of coordinated care is having a medical team to look out for you and help you stay well.

Your personal physician will head up that team, which may also include a nurse practitioner, a physician assistant or other healthcare providers. These medical professionals have special training and education and will take good care of you. Often, they can diagnose and treat health problems, as well as provide healthy lifestyle advice.

This team approach is particularly helpful if you have a chronic illness.

For example, a nurse or other provider may help you manage diabetes, heart disease or the lung disease COPD. That may keep your condition from getting worse. And it could help you avoid a hospital stay or unexpected trip to the emergency room.



TEAMWORK: From left, Melanie VanNortrick, RN, KVH Internal Medicine; Carol Wood, CMA, KVH Family Medicine – Ellensburg; and John Merrill-Steskal, MD, KVH Family Medicine – Ellensburg know the value of working together to boost your healthcare.

Communication is key

The members of your healthcare team communicate with one another about the procedures, tests or other services you receive.

Communication and collaboration among all your caregivers means more efficient care. For instance, when one member of your team orders a test for you, he or she will inform everyone else on the team about the

test and share the results. This helps avoid unnecessary duplicate testing.

Just remember, at the center of the team is you. That's always true when it comes to decisions about your health.

Feel free to talk to us if you have any concerns or questions about these changes. We'd be happy to tell you more about our efforts to help transform healthcare.



Top ratings—again—for KVH

At KVH, our everyday excellence earns national recognition

In September, Becker's Healthcare released their first-ever listing of the 50 critical access hospitals to know. KVH Hospital was included.

Becker's Healthcare is the second company to list the top critical access hospitals nationwide. The other company, iVantage Health Analytics, began naming the top hospitals in 2011. KVH Hospital has been included in their list of top hospitals each time.

Both companies consider a broad range of topics, including the quality of care, health outcomes after a

patient is hospitalized, patient satisfaction, the cost of care and financial stability.

"All employees should be proud of the role they played in earning this national recognition," says Jack Baker, President of the KVH Board of Commissioners. "And we should all be proud of the quality of care provided in our community."

There are about 1300 critical access hospitals nationwide. Critical access hospitals account for about 25 percent of hospitals in the United States. They are generally located more than 35 miles from another hospital and have no more than 25 inpatient beds. Most are located in rural areas.

We're listening

6 ways to tell KVH how you feel

Your feedback about how KVH is doing is important to improving its services. If you've ever wondered about how you can provide feedback, here's a quick list of options:

Patient satisfaction surveys. If you are a patient at KVH Hospital or a KVH clinic, you may be randomly chosen to fill out a

patient satisfaction survey. You may receive the survey on the phone or by email. Your answers can help pinpoint things that need to be improved. Survey answers are completely anonymous.

Compliments or concerns. If you have a compliment or a concern about any service that you received from KVH, you can contact our Quality Department in person or on the phone at 509-933-8719. Compliments or concerns can be anonymous.

Public board meetings. If you'd like to learn more about KVH, you can attend a meeting of the Board of Commissioners.

Since KVH is a public hospital district, all meetings are open to the public. Meetings are usually held at KVH Hospital on the fourth Thursday of the month at 4:30 p.m. Time is set aside for public comment.

Community Healthcare Roundtables. For the past 10 years, KVH has held Community Healthcare Roundtables to provide community members with an opportunity to engage with and learn from KVH. They also allow administrators and the Board of Commissioners to engage with and learn from the community about what is important for healthcare in Kittitas

County. To sign up for an upcoming Roundtable, visit www.kvhealthcare.org or call 509-962-7302.

Focus groups. An outside company conducts focus groups for KVH about once a year. Focus groups are an opportunity for community members to anonymously provide feedback about how they think KVH is doing. Community members are randomly selected for participation.

Social media. Follow the current news at KVH through social media on Facebook or Twitter.



Preventive care: Easy on your wallet

Many screenings are covered at no cost under the Affordable Care Act

We all want to do what we can to maintain good health. Of course, we have budgets to balance too. So it's good to know that many important stay-well services—like recommended immunizations, tests and checkups—are covered under the Affordable Care Act at no extra cost to you.

That means you typically don't have to meet any co-pays, co-insurance or deductibles when you get these services from an in-network provider.

What's covered?

We're talking about services that can help improve and, in some cases, save lives.

For example, is it time for a recommended mammogram or a cholesterol check? Covered. Are you ready to quit smoking? Help to do that is covered too.

In fact, there are actually dozens of preventive services that may be covered for adults and children. Some of them include:

- Blood pressure screenings.
- Breast, cervical and colorectal cancer screenings.
- Screenings for sexually transmitted infections, including HIV.

- Diabetes screenings.
- Many types of vaccinations.
- Well-woman checkups.
- Many children's screenings, including vision and hearing checks.

The preventive services covered under the Affordable Care Act have earned either an "A" or "B" rating from the U.S. Preventive Services Task Force—meaning they're likely to provide either substantial or moderate health benefits.

But whether a test or other type of preventive care is actually recommended for you (or your family) depends on your age, medical history, and whether you're a man or a woman. Your provider can tell you more.

See a full list of services

Remember, this is just a sample of the types of preventive healthcare services covered under the Affordable Care Act. You can read about all of them at www.healthcare.gov. Search for "Preventive Care."



It's always a good idea to check your health insurance plan for details about coverage.

If you're looking for healthcare coverage, you can visit www.wahealthplanfinder.org. Open enrollment for qualified health plans runs from Nov. 1, 2015 through Jan. 31, 2016. You can apply for Apple Health anytime.



HEALTH INSURANCE

Understand the lingo

Sometimes, health insurance policies feel like they're written in a foreign language. You read them and wonder, "What in the world does that mean?"

Understanding basic medical insurance terms is important—especially if you're shopping for a new policy. That knowledge can help you pick the plan that best fits your needs and may save you money.

The Affordable Care Act also provides plain-language definitions of many health insurance terms. You'll find a list of terms at www.healthcare.gov. Enter "glossary" in the search box.

You can also read definitions of some basic terms below.

Premium. The set monthly amount you pay for insurance.

Coverage. The health services your plan will pay for.

Deductible. The amount you're required to pay for medical care each year before your insurance begins to pay. If you have a deductible of \$1,000, you'll pay \$1,000 out of pocket for covered health services before your insurance pays anything. The deductible may not apply to all services.

Co-pay. This is short for co-payment. It's a set dollar amount (\$15, for example) you pay each time you see a provider, get a prescription or use another covered health service. Your co-pay can vary, depending on your plan and the type of service you get. Your insurance company pays the rest of the bill, up to the amount allowed by your plan.

Allowed amount. The most your plan will pay for certain healthcare services. If your healthcare provider charges more than your insurance will pay, you may have to pay the difference.

Co-insurance. The percentage of the cost of a service that you must pay after you've met your deductible. A common co-insurance ratio is 80/20. In other words, insurance pays 80 percent of the allowed amount for the service and you pay 20 percent.

Formulary. A list of prescription drugs that your health plan or prescription plan will cover. It's also called a drug list.

In-network/out-of-network. Providers—hospitals, doctors, specialists and therapists, for example—who accept your health insurance are called in-network providers. Ones that don't are called out-of-network providers. It typically costs you more to see out-of-network providers, so check carefully to see if the healthcare providers you use or are considering using are in-network or out-of-network.

HEALTH TALK NEWS, VIEWS & TIPS

Growing to meet your needs

KVH welcomes new providers

In the past year, Kittitas Valley Healthcare (KVH) has welcomed 11 new providers to Kittitas County. This includes three physicians and eight advanced practice clinicians.*

The growth of the KVH team is good news for county residents. The Association of American Medical Colleges predicts that the United States will face a serious shortage of physicians by 2025. The outlook for rural areas is even more concerning. A recent survey of physicians who will graduate from medical school this year shows that only 3 percent will want to practice medicine in a rural area.

Adding to the shortage, more people have health insurance than ever before. Insurance companies are now required to cover preventive services like annual exams and certain screening tests. While these things are good for patients, they mean that more people are seeking care. This increases the demand for healthcare providers. The continued addition of new providers will be critical to the health of our county.



Chelsea Newman, PA-C, KVH Family Medicine – Cle Elum

Dena Mahre, PA-C, KVH Orthopedics

Megan DeSelms, PA-C, KVH Family Medicine – Ellensburg

Cassie Gavin, ARNP, KVH Urgent Care – Cle Elum and KVH Hospital emergency department

Zoe Carlson, ARNP, KVH Family Medicine – Cle Elum

Kelly Noyes, DO, KVH Internal Medicine

WELCOME, NEW PROVIDERS

Not pictured: **Chris Bentley, PA-C,** KVH Urgent Care – Cle Elum and KVH Hospital emergency department; **Lori Drews, ANRP,** KVH Family Medicine – Ellensburg; **Vicki Macy, MD,** KVH Women's Health; **Tom Penoyar, MD,** KVH General Surgery; **Jennifer Simons, FNP,** KVH Urgent Care – Cle Elum and KVH Hospital emergency department

*At Kittitas Valley Healthcare, advanced practice clinicians are typically physician assistants or nurse practitioners. *Advanced practice clinician* is a term used to describe a healthcare provider who has received advanced certification or licensure and is able to diagnose and treat patients but is not a physician.

A Top 100 hospital, plus 13 clinics and specialty services

www.kvhealthcare.org

Kittitas Valley Healthcare Service Directory

<p>Hospital KVH Hospital 509-962-9841</p> <p>Critical Care Unit</p> <p>Emergency Department</p> <p>Family Birthing Center</p> <p>Medical/Surgical Unit</p> <p>Surgical Services (Inpatient/Outpatient)</p> <p>Cardiopulmonary Services</p> <p>Imaging Services</p> <p>Laboratory Services</p>	<p>Clinics KVH Family Medicine – Cle Elum 509-674-5331</p> <p>KVH Family Medicine – Ellensburg 509-933-8777</p> <p>KVH General Surgery 509-962-7390</p> <p>KVH Internal Medicine 509-925-6100</p> <p>KVH Orthopedics 509-933-8700</p> <p>KVH Women's Health 509-933-8720</p> <p>KVH Urgent Care – Cle Elum 509-674-6944</p>	<p>Specialty Services KVH Home Health 509-962-7438</p> <p>KVH Hospice 509-962-7438</p> <p>KVH Occupational Therapy 509-933-8677</p> <p>KVH Physical Therapy 509-962-7386</p> <p>KVH Speech Therapy 509-933-8677</p>
--	--	--

Health Currents is published by Kittitas Valley Healthcare, 603 S. Chestnut St., Ellensburg, WA 98926 www.kvhealthcare.org

Chief Executive Officer
Paul Nurick

Board of Commissioners
Jack Baker, President
Michael Smith, Vice President
Pam Wilson, Secretary

Liahna Armstrong
Jon Ward

Information in HEALTH CURRENTS comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider.

Models may be used in photos and illustrations.

2015 © Coffey Communications, Inc. All rights reserved.

HEALTH CURRENTS
WINTER 2015