Kaweah Delta hosted open house for new Chronic Disease Management Center

Kaweah Delta Health Care District hosted an open house for its new Chronic Disease Management Center, which is helping Tulare County residents get care to manage the nation’s leading causes of death and disability.

The 12,000-square foot clinic is helping people manage chronic diseases such as heart failure, hypertension, and diabetes. Managing such diseases is often a struggle for patients for a variety of reasons, said Ryan Gates, Director of Population Health Management.

“They may not have access to care, they may need to be reminded to take their medications regularly or they may struggle with adopting recommended lifestyle changes. When they are not able to manage their disease, they end up in the hospital,” Gates said. “This is a chance to work with patients on an outpatient basis and keep them well.”

The center offers a multi-disciplinary approach where patients will be seen by nurse practitioners and clinical pharmacists in collaboration with the physician medical director, Harry Lively, M.D. The center is educating patients to develop self-care behaviors while helping coordinate and manage their care after discharge from the hospital or the emergency room, which can be a tenuous transition. Following care, they will return to their primary care physician. In addition, a community outreach worker and social worker are part of the center’s team. They assess the patients social and financial needs, do home visits and help patients navigate the healthcare system. If a patient does not have a primary care physician, the clinic will link them to one for care.

Furthermore, the center will offer infusion, on-site laboratory testing, cardiology services such as electrocardiogram, echocardiogram and treadmill stress testing, along with x-rays, IV therapy, education programs, pharmacy services and more. The clinic is expected to reduce unnecessary emergency room visits, reduce the length of stay for patients at Kaweah Delta Medical Center, and reduce 30-day readmission rates for patients.

*Angel Garcia, first patient at the Chronic Disease Management Center*
January 2016 Patients' Feedback: Collection date

INPATIENT

<table>
<thead>
<tr>
<th>Jan 16</th>
<th>FYTD</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scores</td>
<td>72%</td>
<td>74%</td>
</tr>
<tr>
<td>Percentile Ranking</td>
<td>63</td>
<td>69</td>
</tr>
<tr>
<td>Change in Percent Top Box from prior month</td>
<td>-1%</td>
<td>-</td>
</tr>
</tbody>
</table>

Surveys Received: 173

Highest Performing Unit

Labor Delivery & Mother Baby

Pacesetter Units

BP, 3 South, 2 North, 3 North

Top Priorities

1. Staff describe side effects of new meds
2. Staff consider post discharge preferences
3. Timely response to call button

More Outstanding Performance

2 South □ Urgent Care □ SPC – Ben Maddox □ SPC – Akers
Mental Health □ Hospice □ NICU □ Pediatrics □ Breast Center □ Cath Lab
Therapy Specialists-Sequoia □ Therapy Specialists-Exeter □ Hand Therapy

Thank you for your hard work and for your outstanding service to our patients!

Here are a few more nuggets from Colleen Sweeney on how we can better empathize with our patients:

1. Develop a relaxed smile. Patients think your every expression is an indication of their health.
2. Accept any criticism as a gift that will improve care for the next patient.
3. Identify yourself when answering the phone.
Flexible Spending Account (FSA)

Reminder: If you have an existing balance on your Flexible Spending Account, you have a grace period until March 15, 2016 to use your funds. The final date to submit any receipts to myCafeteriaPlan for the 2015 plan year is April 15, 2016. To check your existing account information, you can log onto www.myCafeteriaPlan.com

Benefits Changes due to Qualifying Events

Reminder: If you have a qualifying event that has occurred during the year, you have 30 DAYS from the event to make any changes to your benefits. A qualifying event is a status change, marriage, death, birth, divorce or adoption.

HealthAware is sponsoring an GIVEAWAY

For any person who fills out a HealthAware risk assessment between January 1 – March 31, 2016!

Employee of the Month

Kari Moreno
Nomination by: Todd Eshpeter
Month: February

Everyday, Kari shows up with a smile and a great attitude. Kari is someone who gives 110% every day, every time, not just to our patients but to her co-workers. Kari is kind, compassionate, empathetic, and has the ability to comfort even the most difficult patient. Just last week, we had a very difficult patient, that even the doctors were having difficulty dealing with, but Kari went in and worked her magic. The patient was so pleased with her that even when she moved off of the floor she still called Kari for advice and to advocate for her. This is not an uncommon reaction to Kari; her file is filled with patient compliments. Her enthusiasm and her ability to onboard her co-workers has resulted in improved team moral both during work hours and off. Kari is a key player in making sure the CDU is successful not only by her good work at the bedside but also by being a member of the UBC.
STARRS Camp Scholarship Application

Employee* Name: ___________________________ Employee ID #: __________________

Child’s Name: ___________________________ Child’s Birthdate: __________________

Grade(3rd through 8th only): __________________ Address: __________________

Employee Phone #: __________________ Cell #: __________________

CAMP FEES are $650 - STARRS will pay $550 / Employee will pay $100
(Checks must be payable to YMCA Camp Sequoia Lake)

☐ I understand that the scholarship process is a “lottery system”. If my child’s name is chosen, I will be notified by a STARRS committee representative.

☐ I understand that if my child is chosen, I will need to turn in the camp registration papers and a check for $100 by the deadline that is given by the STARRS committee representative. If I do not turn in the appropriate paperwork and funds by the deadline, I understand that another child will be chosen in my child’s place.

☐ I understand that Kaweah Delta Health Care District is only providing the funds for my child and is not liable in any other way. The registration paperwork is between myself and Camp Tulequio.

_________________________  ___________________________
Employee Signature  Child’s Signature

A 300 word essay written by your child on the reason they want to go to camp needs to accompany this application.

*Employee applying must be the parent or legal guardian of the child.
Urology North - Red Friday Winners!

Top: Maria Mendez, Catherine Cauthon, Barbara Lopez and Kaweah Delta Medical Foundation CEO Rick Strid. Bottom: Pico Griffith (Director of Clinical Services) and Claudia Rodriguez

Thank you to everyone who took the time to submit a staff photo for Red Friday on February 5th. The big winners were from Urology North (Visalia Medical Clinic). Their enthusiasm was infectious and they were even decked out in red again when they received their award and recognition. They even received a surprise visit and congratulations from Rick Strid, CEO and Pico Griffith, Director of Clinical Services. We appreciate the support of all of our campuses for these special awareness events.

Dr. Marty Prah, and his medical team

Events

- **Sunday, March 7**
  - **Resident's Appreciation Week**
  - **Sunday, March 7**
    - 7 AM - 4 PM
    - **Books Are Fun!**
    - Mineral King Wing Lobby
    - 400 W. Mineral King

- **Saturday, March 12**
  - 8 AM - 9 AM
  - **Walk With A Doc**
  - Blain Park
  - 3101 S. Court St., Visalia, CA 93277

- **Tuesday, March 15**
  - 8-5 PM
  - **Patient Safety Symposium**
  - Visalia Convention Center
  - 303 E Acequia Ave

- **Tuesday, March 15**
  - 5:30 -6:30 PM
  - **Wellness & You: Kidney Disease**
  - Sequoia Regional Cancer Center
  - 4945 W Cypress Ave.

- **March 30**
  - **Doctor's Day**
Residents Name: Kingwai Lui, D.O.
Desired Specialty: Psychiatry
Medical School: Western University of Health Sciences
Kaweah Delta Residency: Psychiatry
Practice Philosophy: Relax!
What do you like about living in Tulare County? Simple, low cost of living, everything is close by.
What’s the most important advice you have for patients? Always do your best! Take your medications.
What advice do you have for a student who would like to become a physician? Shadow one before you do it!

Residents Name: Sean Andrews D.O.
Desired Specialty: Emergency Medicine
Medical School: Western University of Health Sciences
Kaweah Delta Residency: Emergency Medicine
Practice Philosophy: Good medicine is a perfect balance between instinct, medical knowledge & experience.
What do you like about living in Tulare County? The people, the mountains & how rural it is.
What’s the most important advice you have for patients? The best medicine is a healthy lifestyle.
What’s something about you most people don’t know? I spent 3 weeks backpacking in the New Mexico desert.
What advice do you have for a student who would like to become a physician? New doctors need to be proactive in deciding how medicine will be practiced in the future, in addition to having their medical skills.
Residents Name: Gagandeep Randhawa M.D.
Desired Specialty: Psychiatry
Medical School: Government Medical College, Amritsar
Kaweah Delta Residency: Psychiatry
Practice Philosophy: Your patient’s health and safety is number one.
Who influenced you to become a physician and why? My father, he always inspired me to do the best I can and help others to the best of my abilities.
What’s the most important advice you have for patients? Patience is important. Treatment takes time and we are doing the best we are able to for you, please be honest and cooperative so we can work as a team for your health.
What advice do you have for a student who would like to become a physician one day? It takes time, dedication, and strength. You must be focused and commit to your goals.
New Leaders

Cherise Mosqueda
Environmental Svcs Supervisor
Environmental Svcs-Main Campus

Kevin Bartel
Therapy Manager
Hand Center

Susan Rasmussen
KDMF Support Services Manage
KDMF Administration

Keeping Marching Through March

- Must complete 3K during month of March.
- Limit one 3K certificate per person.
- Choose one campus 3K to walk (pick up a map at that campus).

Map/Certificate Distribution Sites:

<table>
<thead>
<tr>
<th>Site</th>
<th>Location</th>
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<tbody>
<tr>
<td>Main Campus</td>
<td>HR/SSB Reception Desk</td>
</tr>
<tr>
<td>West Campus</td>
<td>The Lifestyle Center Front Desk</td>
</tr>
<tr>
<td>South Campus</td>
<td>Carole Moore-Wilson, CHC Admin</td>
</tr>
<tr>
<td>VMC</td>
<td>Susan Rasmussen, Basement</td>
</tr>
<tr>
<td>Porterville</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Hanford Oncology</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Hanford Radiology</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Exeter</td>
<td>Building B Admin. Desk</td>
</tr>
<tr>
<td>Lindsay, Woodlake, Dinuba</td>
<td>Juan R. &amp; Teresa G. will deliver</td>
</tr>
</tbody>
</table>

- Walk the 3K and turn in your map to receive your certificate.
- Instructions to submit certificate to Humana will be on backside of certificate.

We are here to help!
E-mail questions to KDHCD Champion Helpers
HumanaVitalityHelp@kdhcd.org
Donate Life Event - April

Kaweah Delta Medical Center will join the thousands of supporters that will be sharing their stories, sporting the Donate Life blue and green colors, and spreading the message of donation in the Valley during April. On April 21, our hospital will hold a donation registration drive in partnership with Donor Network West, the organ procurement organization that serves Northern California and Nevada. Donor Network West works in close partnership with 175 hospitals to save and heal lives.

Kaweah Delta Medical Center has been a tremendous supporter of organ and tissue donation. Last year, it won a bronze medal award for holding engaging donation activities as part of the Health Resources and Services Administration Hospital Campaign.

One organ donor can save the lives of up to eight people and a tissue donor can heal more than 50 others. Anyone can register as a donor at DonorNetworkWest.org or at the DMV. For more information on donation or the registration drive, contact Marcella Corona at mcorona@dnwest.org.

Dru Quesnoy
Marketing & Public Relations Director
(559) 624-5987
dquesnoy@kdhcd.org

Please submit articles no longer than 500 words* by the 15th of the month.

* Exceptions to length are made on a case-by-case basis.