

Connections

WINTER 2014

A bright, new space

AFTER six months of construction, the new Potlatch Family Care Clinic opened for business in November.

The clinic, located at 156 N. 6th St., offers a more convenient place for family-care needs. Increasing patient volumes outstripped the capacity of the old clinic and the new building features 2,400 square feet of space and three exam rooms, for a better patient experience.

The clinic also represents a significant investment by Gritman in the future of rural Latah County.

“Towns in Latah County deserve modern, state-of-the-art family clinics, and Gritman is pleased to provide them,” said Trisha Quiring, Gritman’s Coordinator of Rural Clinics. “The new clinic is a sign that Gritman is firmly committed to providing high-quality care for rural residents, who are often underserved for health care.”

Along with more exam room



▲ Gritman’s Potlatch Clinic opened for business in November.

space, the larger clinic space improves the process of performing certified Department of Transportation physicals, said Quiring. The clinic also provides wellness checks; infant and senior care; pre-employment physicals; Medicare or Medicaid exams; chronic disease management; immunizations; pregnancy and reproductive health testing; and urgent care for coughs, colds and minor injuries.

The clinic provides ample parking with wider entry access for wheelchair- and walker-aided patients, said Quiring. The new clinic also provides easier ambulance and stretcher access for patients in need of transport.

The Potlatch Family Care Clinic will take the newest measures to provide



patient privacy and security.

“Privacy and confidentiality is always a priority, and the stand-alone building and floor plan further optimize this,” said Quiring. “There is an increase from two exam rooms to three exam rooms, with a separate, larger procedure room.”

To schedule an appointment with Jennifer Davis, PA-C, at the Potlatch Family Care Clinic, please call **208-875-2380**. The clinic is open from 9 a.m. to 5 p.m., Monday through Friday.

INSIDE



Manage your health online

3



Interested in becoming a GNA?

4



Going above and beyond

6

News connections

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A MESSAGE FROM OUR PRESIDENT AND CEO



Kara Besst,
President and CEO

At Gritman Medical Center, we take pride in providing excellent patient care to the people of our communities. For more than 100 years, we have been committed to our mission to make Gritman the best place for patients to receive care, for staff and volunteers to work, and for physicians and providers to practice medicine. Throughout this *Connections* newsletter, you will see the ways in which we continue to do just that.

The best place for patients to receive care. We are very excited to have the new Potlatch Family Care Clinic open to patients. This expanded space allows for easier patient access and increased clinical space, including a procedure room and a more comfortable waiting room.

We are passionate about the health and wellness of our community. From our annual Pink Tea, which raised over \$40,000 to provide mammograms for women who can't afford them, to our annual Colors of Hope run, which raised money to provide support services for individuals bravely fighting cancer, Gritman is honored to be a part of the lives of those who call this area home.

The best place for staff and volunteers to work. Gritman's employees and volunteers are the heart and soul of our organization. Environmental Services to Emergency Department, Family Birth Center to Fiscal Services, this hospital functions with the hard work and dedication of each of our staff members and volunteers who pour countless hours into making Gritman a great place to give and receive care.

The best place for physicians and providers to practice medicine. Gritman's partnership with physicians is key to our mission to provide excellent patient care. We are fortunate for our collaboration with so many great providers who practice medicine in our region. We are pleased to welcome to the team the many new physicians who joined our medical staff in 2014.

While healthcare continues to face many changes and unknowns, Gritman continues on in our commitments—our commitment to be the best place for staff and volunteers to work, our commitment to be the best place for physicians and providers to practice medicine, and our commitment to be the best place for you and your family to receive care.

Kara Besst, President and CEO, Gritman Medical Center

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know
what you
think

We always welcome public comment. Reach us at:



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Easy access to your health info



GRITMAN is pleased to work with RelayHealth to provide the public with online access to medical records generated at Gritman.

“Gritman wants to encourage patients to be more involved in their care,” said Kane Francetich, Gritman CIO. “The idea is that every patient should have easy, instant access to their health information at any time.”


Gritman patients, or those who have had a test or procedure at Gritman, can use the secure Internet portal to access their health information online, including lab or imaging test results, and they can also enter their own information about allergies, past procedures and existing health conditions. This will assist future healthcare providers who may care for the patient. The portal was designed with patient privacy as a priority and complies with all state

and federal privacy laws.

To reach the portal, go to **www.gritman.org/portal**. Some things to keep in mind:

- ▶ You will need an active email address to start the service.
- ▶ You will be prompted to enter your date of birth and verify your identity and demographic information, as well as create a user ID and security questions.

The portal is the beginning of larger efforts to give patients more access and control over their health records. In the not-too-distant future, people will also be able to access their treatment plans, contact their doctors and make appointments—all online.

 Portal assistance is available by phone at **866-RELAY-ME (866-735-2963)** or by email at **support@RelayHealth.com**.

Get ready for the big reveal!

OUR WEBSITE at **www.Gritman.org** is undergoing a reconstruction, and we will proudly unveil our new site in January.

“Gritman and the people who rely on the hospital deserve a modern, attractive and functional website,” said Gritman Community Relations Director Marty Johncox. “In the coming years, people will increasingly use a hospital’s website and mobile apps to help them manage their healthcare. This website is laying the foundation for that.”

In10sity.net, which has completed hundreds of hospital websites, carried out the redesign of the Gritman site. Johncox, who studied Web development at the College of Western Idaho and has created many websites himself, researched best and

emerging practices for hospitals and guided the redesign, along with the Gritman board and a focus group of community members.

New features of the website include:

- ▶ Easier navigation, including photo links to the most popular Gritman features.
- ▶ Fully responsive—the site rearranges itself to present the best layout for a desktop computer, smartphone or tablet.
- ▶ Access to the patient portal, which allows people who have been at Gritman to access electronic versions of their Gritman medical records.
- ▶ Compelling text, photo and video stories from people about how Gritman’s people and technology improved their lives.

▶ Parallax scrolling, a new design trend that gives the impression there is an “inside” or three-dimensional aspect to the website.

Some popular features will remain, such as the calendar, online bill pay, the baby nursery and help finding a doctor.

Gritman is also responding to regulatory trends. The Centers for Medicare & Medicaid Services is requiring all healthcare providers to meaningfully use electronic medical record (EMR) technology in the 2010s. Among other things, providers must use EMRs to improve the quality, safety and efficiency of healthcare; engage patients; improve care coordination; and maintain privacy and security of patient health information.

A high-tech solution

ADDING to its reputation as a hospital that adopts the latest technology, Gritman Medical Center is now using an emergency communication system by AtHoc, Inc., to keep its employees informed in the event of an emergency.

The system allows Gritman to quickly reach its staff, wherever they are, via email, text, telephone and the AtHoc Mobile Notifier. The technology is useful in the event of extreme weather, natural disasters, human threats to patients and caregivers, and IT outages for its locations in Latah County.

As a rural health system covering a wide geography, Gritman needs a fast, reliable and effective way of reaching staff during manmade and natural emergencies to protect themselves and patients, said Kane Francetich, Gritman's Chief

Information Officer.

"The key advantage that AtHoc brings to the table is the two-way communication platform that allows us to not only communicate important information to our staff and medical community quickly but also solicit feedback from those people at the same time," Francetich said. "That allows us to determine who is able to respond to a disaster or how many staff could help if child care could be arranged, for example. The solution was easy to install, learn and begin using, taking only a couple of days to begin realizing value."

We're a Most Wired Hospital—again!

The AtHoc acquisition is in keeping with Gritman's willingness to adopt new technology. Gritman Medical Center was named a 2014

Most Wired Hospital in July by Hospitals & Health Networks—the sixth time Gritman has received this honor. The Most Wired Hospital designation promotes the use of technology to improve patient care, assure patient safety and be more efficient by highlighting hospitals using innovative and best practices.

Malcolm Carson, Business Development Manager of AtHoc's Healthcare Group, said communication is especially important in a rural setting.

"We are proud to assist Gritman Medical Center in their mission to provide safety to its employees and patients as they provide critical healthcare services to the people of Moscow and the surrounding area," "Rural medical centers and hospitals make up the majority of healthcare facilities throughout the United States and are not isolated from the necessity to communicate with their personnel during emergent incidents."

Training the next generation

GRITMAN Medical Center proudly graduated 24 students from its Certified Nursing Assistant (CNA) training program in October and November.

Dozens of family and friends attended the graduation ceremonies. Gritman's training program graduates 12 students per class and up to 70 a year.

"For many of our graduates, this is their formal introduction into the medical profession, and many go on to nursing, medical school, physician assistant school, radiology or some other health-related field," said Deb Meshishnek, RN, BSN, who directs the CNA program at Gritman. "Others find a satisfying career as a CNA and work at Gritman or some other hospital or nursing home."

Gritman has the only CNA training program in the area. Usually, people wanting to enter the two-month CNA program are university students. Meshishnek said in order to give more people a chance, she reserves two or three slots per graduating class for people who aren't university students but still want to learn.

The program costs about \$1,200, but Meshishnek created a scholarship through the Gritman Foundation to pay for an applicant who has no financial means to pay. The scholarship is in the name of Joyce



▲ Each graduate received a pin from clinical instructor Stephanie Moore, RN, MSN (left), and classroom instructor Hollie Mooney, RN, BSN (right).

Drake, a former GMC nurse who taught in the program. The 2014 recipient is Brenda Whitlatch, who graduated and is now employed at Gritman's award-winning Family Birth Center.

For more information, visit www.gritman.org/services-education.html or email education@gritman.org.

HEALTH news

Free mammograms for those in need

In just one hour, over 540 generous community members raised over \$43,000 to help prevent breast cancer in Latah County.

Thirteen years ago, Patricia Kempthorne, then first lady of Idaho, started Pink Tea events throughout the state. Kempthorne's vision inspired Gritman employees to host their own Pink Tea and develop a Bosom Buddies program. Since then, the program has raised over \$300,000 to help more than 1,000 women detect, fight and survive breast cancer.

The emcee of this year's Pink Tea was Christin Reisenauer, MD, medical director for Gritman's Women's Imaging Center. Other speakers were Patricia Kempthorne; Geoffrey Stiller, MD, of Palouse Surgeons; and Moscow Mayor Bill Lambert. Keynote speaker Tina McClure shared a moving story about her journey through breast cancer and how that involved her family and community. McClure also spoke about the excellent care she received from the Palouse medical community.

Ticket sales for a raffle featuring a "Pink Tea Quilt for the Cure," made by Stitches & Petals, and a 1-carat pink sapphire pendant, donated by Johnson's Jewelry, added to the total amount raised for the Bosom Buddies fund. Other groups contributed to the fund-raising efforts prior to Pink Tea. ClearView Eye Clinic hosted a Ladies Night, in which they donated 5 percent of their profits, or \$488. The Genesee Volleyball and Troy Volleyball teams played a Dig for a Cure game at Genesee High School, where they raised funds for Bosom Buddies, and donated \$2,800. At the Pink Tea event, Chicks 'n Chaps Women's Rodeo Clinic presented a check for \$10,800 to the Gritman Light A Candle fund, which helps people facing financial difficulty because of cancer.

2014 corporate sponsors included Advantage Advertising, Allegra Print & Imaging, Alturas Analytics, Best Western Plus University Inn, Inland Cellular, Inland Northwest Blood Center, Jess Ford of Pullman, Latah County Title Company, Moscow Family Medicine, Moscow Medical, Moscow Realty, myRadio 102.5 FM, Palouse Surgeons, Paullucci's Men's Wear & Formal, PNW Farmers Cooperative, Re/Max Connections, Turn-Key Medical and the University of Idaho.



▲ People of all ages showed up to support the Light A Candle program at the Colors of Hope 5K fun run/walk on September 13, 2014.

These colors run—against cancer

Participating in the Light A Candle Colors of Hope 5K run/walk is more than just getting covered in color—it's running for a cause. Held annually in September, the Colors of Hope 5K supports the Light A Candle program, which is sponsored through Gritman Medical Center.

Over 100 participants came out to support the local cancer awareness event, raising \$3,000 for cancer patients in Latah and Whitman counties. Local politicians Shirley Green and Caroline Nilsson Troy participated, and a couple Moscow medical clinics had teams, including ClearView Eye Clinic and Moscow Family Medicine.

Among the crowd were also multiple generations of the Strong family, who ran in honor of their brother who passed away from brain cancer, said Becky Chavez, co-founder of the Light A Candle Program.

"They dedicated [the run] in memory of him and continue to donate to the Light A Candle Program yearly in his honor, and really do the run in honor of him too," said Chavez.

The run went off without a hitch this year. As this was the third annual Colors of Hope 5K, each year will get even better.

"I loved the color this year, and we are happy to say I believe we got the right mix of vibrant colors," said Chavez. "The volunteers, as usual, went above and beyond to help out, and I know we would never be able to do this race without all the helpers. It really does take a village, and I know Debi Dockins and I are so grateful for the community we have that supports this program and our fundraisers."

If you missed the race this year, there are other Light A Candle fund-raising events throughout the year: Hoops for Hope (February), Bowling for a Cause (March), Bunko for a Cause (March), Colors of Hope Fun Run (September) and Palouse Cares (December).

The Light A Candle Program raises funds for services, helping cancer patients improve their quality of life and easing some of the pressure that comes with facing cancer. Some of the services include housekeeping, gas cards, grocery assistance, massage and others as requested.

Donations to the Light A Candle Program are accepted at any time. You can send a check to the Gritman Medical Center Foundation for the Light A Candle Fund, 700 S. Main St., Moscow, ID 83843.

'A win-win situation'

Gritman teen receives Junior Volunteer of the Year Award from the Idaho Hospital Association

FOR some teenagers, summers are spent hanging out with friends, staying up late and sleeping in. For others, like former Gritman Junior Volunteer Tasha Paul, summers are spent working on habitat restoration in the Greater Yellowstone Ecosystem and serving in Nicaragua and Panama as part of a youth ambassador program.

Paul was recently named Junior Volunteer of the Year by the Idaho Hospital Association (IHA). The IHA cited her work ethic, her willingness to help others and the ability to see the impact of her work as contributing

factors for receiving the honor. Although she has worked on numerous service projects and held leadership positions within Gritman's Junior Volunteer program, Paul credits her parents with instilling in her the values of community service at a young age.

A dedicated volunteer

"My parents were very influential in making me interested in volunteering when I was younger, and then it became something I chose to do," Paul said. "For me, it's very rewarding to take a small portion of my time to help people."

Paul, who is now a freshman studying molecular biology and biotechnology at the University of Idaho, spent four years in the Gritman Medical Center Junior Volunteer program, from 2010 to 2014. During that time, she completed more than 350 volunteer hours—well above the volunteer average of 48.6 hours for Idaho residents as reported by the Corporation for National and Community Service.

"Volunteer work is very valuable for teens and young adults, because it allows us to become involved in our communities, meet and enjoy the company of new people, try new experiences and develop personal skills," Paul said. "Sometimes it requires hard work, but it's always a

win-win situation in the end."

Debi Dockins, director of Gritman Volunteer Services, commended Paul for "going above and beyond" the requirements of the Gritman Junior Volunteer program—picking up additional hours when needed and serving as the secretary/treasurer from 2012 to 2013 and president from 2013 to 2014.

Proud and thankful

"I have worked with many student volunteers, and it is a very rare occasion to receive someone as motivated and hard-working as Ms. Paul," said Dockins in a letter to the IHA Committee on Volunteers.

Paul reflects on her time as a Junior Volunteer with a sense of pride for the work she did and is grateful for the experience the program provided her. "I always enjoyed being part of the annual back-to-school supplies drive and seeing my efforts benefit local students," she said. "My last year as a Junior Volunteer was when I became most immersed in the program, because serving as president required me to fulfill many new responsibilities. I consider this as my most rewarding experience overall, because I was able to spend so much time with other amazing volunteers and learn so much about my abilities as a leader."

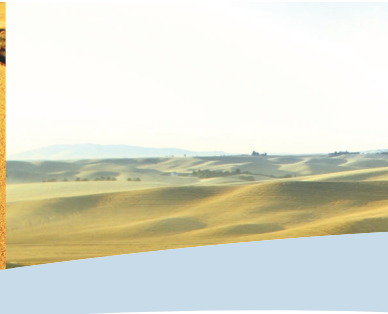


IHA Junior Volunteer of the Year Tasha Paul (left), Kara Best, President and CEO (center), and Debi Dockins, Director of Volunteer Services, pose for a photo inside the Gritman Administration office.



ANOTHER WIN AT GRITMAN: Chief Nursing Officer Sheryl Washburn (left) presents Danielle Engle, RN, with the DAISY Award for the first quarter of 2014. Engle was nominated for her professionalism and the level of care she provides to Family Birth Center patients.





EDUCATION, WELLNESS AND SUPPORT

Cancer Resource Center

Open Monday through Friday
10 a.m. to 4 p.m., FREE

Our supportive and knowledgeable volunteers help find resources to guide those in need through what can often be an overwhelming experience. We provide information on your diagnosis and can offer prostheses, wigs, hats and other items. We also offer American Cancer Society classes including Look Good... Feel Better and Reach to Recovery. Call 208-883-6030.

CNA Program

Are you interested in a career that offers rewarding work in a high-demand industry? If so, consider training to become a certified nurse assistant (CNA). Gritman Medical Center offers a two-month program that provides comprehensive training, giving you the confidence and skills needed to work in a healthcare facility. Cost: \$1,200. Scholarships available. Info: education@gritman.org.

Diabetes Wellness Classes

First Tuesday of each month, 4 to 5 p.m.
Gritman Conference Center, FREE

Diabetes affects 80,000 adults in Idaho. Learn how to live with diabetes by attending this free class. Speakers include local physicians, nurses, dietitians and others. Sponsored by Gritman Medical Center

Clinical Nutrition and Diabetes Care.
Info: 208-883-6341.

Heartsaver First Aid and CPR, AED

Gritman now offers online courses for certification in first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), basic life support (BLS), advanced cardiac life support (ACLS) and pediatric advanced life support (PALS). CPR and AED cover infant, pediatric and adult populations. You can then choose whether you need the adult or pediatric first aid component. Online courses are offered on an as-needed basis. Info: education@gritman.org.

Living with Loss Grief Support Group

First and fourth Tuesday of each month,
noon to 1 p.m.

United Church of Moscow, FREE
For information, call 208-882-3197.


Motherhood Connections

Every Wednesday, noon to 1:30 p.m., FREE
Are you a new mother? You and your baby are invited to join us for an ongoing class on infant care and development. Call Teresa Vazquez at 208-883-6399 for more information. Drop-ins welcome.

Moscow Allies for Autism Group

First Friday of each month, 4 to 5:30 p.m.
White Pine Room, FREE

Moscow Allies for Autism Group (MAAG) is an advocacy-centered and community-based group focused on autism and the families, allies and friends who are affected by it. Info: 208-874-7430.

 John Grauke, MD, from Moscow Medical, discusses the importance of healthy sleep at Gritman's Diabetes Wellness Class in October. Dr. Grauke is board-certified in sleep medicine and is the director of the Sleep Center at Gritman Medical Center. Diabetes Wellness is held monthly and sponsored by Gritman Clinical Nutrition and Diabetes Care.

Multiple Sclerosis Support Group

Third Saturday of each month, 2 to 3:30 p.m.
Gritman Conference Center, FREE

Find comfort and strength with your peers as you learn, cope, laugh, and celebrate the challenges and successes of living with multiple sclerosis. Family and friends are welcome to attend. Info: 208-874-3050

Fit and Fallproof

Monday through Friday
Martin Community Wellness Center,
510 W. Palouse River Drive, Moscow, FREE
Reduce your risk of falling by increasing your muscle strength and balance. Part of a statewide effort led by the Idaho Department of Health and Welfare and our local North Central District Health Department. Call 208-883-9605 for times.

Osteoporosis Exercise Group

Tuesdays and Thursdays, 9:30 to 11 a.m.
Gritman Cardiac Rehab Center
\$6.50 per session

One of the best ways to strengthen your bones and prevent osteoporosis is by getting regular exercise. Even if you already have osteoporosis, exercising can help maintain the bone mass you have. Join our ongoing exercise group and improve your bone strength. A physician referral is required. Info: 208-883-6088.



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Connections

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Did you know? *Gritman Medical Center is a not-for-profit 501(c)(3) hospital.*

Welcome, new doctors!

GRITMAN Medical Center is pleased to welcome the following physicians to the Palouse. Gritman employs four hospitalists who are all trained in general internal medicine: Dr. Paul Ammatelli, Dr. Janice Boughton, Dr. Kama White, and the recently hired Dr. Guillermo Modad.

Other area physicians work closely with Gritman Medical Center and provide services to our patients as needed.

▶ **Ronald Baldwin, MD,** joined Moscow Family Medicine as a physician certified by the American Board of Family Practice. He specializes in dermatologic procedures, mental health issues, behavioral health and evaluation of abnormal Pap smears (colposcopy). Baldwin received his medical degree from Indiana University School of Medicine in 1994.

▶ **Deborah Collins, MD,** is certified by the American Board of Family Medicine and works at Moscow Medical. Dr. Collins has years of experience in caring for adolescents and young adults, as well as those with multiple complex or age-related medical issues. She received her medical degree from Duke University School of Medicine in 2007.

▶ **Timothy Goodrich, DO,** joins Gritman Medical Center as a board-certified ear, nose and throat specialist with Palouse Specialties in January 2015. Dr. Goodrich received his medical degree from Arizona College of Osteopathic Medicine in 2003.

▶ **Isaac Grindelnd, MD,** a pathologist, joined the Gritman staff in May. He works at InCyte Diagnostics. Dr. Grindelnd earned his medical degree from the University of North Dakota School of Medicine and Health in 2004 and is certified by the American Board of Pathology.

▶ **Patricia Marciano, MD,** is a board-certified family practice physician who joined Moscow Family Medicine after moving from Indiana. She has special interest in dermatological procedures and IUDs. Dr. Marciano, who is fluent in Spanish, graduated from the Indiana University School of Medicine in 2001.

▶ **Guillermo Modad, MD,** is a hospitalist employed by Gritman, with training in internal medicine, emergency medicine and pediatrics. He focuses on caring for patients while they are admitted to Gritman. He earned his medical degree from the Loma Linda University School of Medicine in 2010.

▶ **Shawn Richards, MD,** came to ClearView Eye Clinic after receiving a medical degree from St. Louis University School of Medicine in 2007. He is certified by the American Board of Ophthalmology and has a keen interest in corneal disease, laser-assisted cataract surgery, LASIK, dry eye management and comprehensive eye care.



To see a complete list of Gritman physicians, visit www.gritman.org and go to the Physician Directory.