

January 2020

Healthy Times



The DAISY Award
Celebrating nursing

 Tri-County
Health Care
TCHC.org





Message from our President & CEO, Joel Beiswenger

“Over the past several months, I have reflected on how much change we have experienced as an organization. This is an extremely exciting time, not just for Tri-County Health Care but for the entire tri-county region. As we eagerly anticipate our new building, I am proud to share with you other recent accomplishments.

In this edition of Healthy Times, you will learn about TCHC's six core values. We have always worked hard to demonstrate and live out these values every day, so we decided to give a name to and define each one. By doing this, we can generate new energy and commitment from our team to ensure that Tri-County Health Care is the absolute best place for you to receive care, for our staff to work and for our providers to practice medicine.

You will also read about the presentation of our very first DAISY Award for Extraordinary Nurses. This is an international program that honors and recognizes the great work that nurses do every day. I am thrilled to recognize Patty Buntje as our first honoree.

I am also happy to announce the addition of two new providers who are excited to deliver high-quality care to

you and your family. Dr. Julie Meyer is a family practice physician, and Traci Jones, a nurse practitioner, is dedicated to our behavioral health department.

Recently, we partnered with the Minnesota Milk Bank for Babies to offer a breast milk depot at TCHC. This will make it possible for mothers to donate extra milk to an infant in need.

Lastly, our community health events went through several significant changes, with Women's Day Out and Men's Night Out merging to form Wellebrate. Now, we have decided to combine Wellebrate with our February Festival of Health. Our goal is to focus our resources on just one event in order to increase the quality of the services, education and experience for our community. We invite you to join us for this new event in March.

Thank you for taking the time to read this edition of Healthy Times and for your continued support. We will continue sharing more about our building project as it progresses. I hope everyone has a great winter as we look forward to spring!

ClearBalance a new way to pay

After coming in to see your provider or get a surgery, the last thing you want to think about is how you're going to pay your bills.

Tri-County Health Care is pleased to offer you ClearBalance, a user-friendly repayment option that allows you to set up a convenient payment plan customized for you.

Signing up is easy! Simply talk to one of TCHC's billing experts in person or by calling 218-631-7498 and tell them you would like to sign up. They'll set everything up for you. Soon, you'll receive a packet in the mail prompting you to make your first payment. That's it!

And it's easy to make payments. ClearBalance is available 24 hours a day, seven days a week, and you have multiple ways to pay: check, debit or credit card and by mail, phone or online at myclearbalance.com.

If you have multiple bills, ClearBalance will combine them into one, easy-to-understand monthly statement. Have bills for your spouse or dependents? Don't worry, those can be added as well.

Here are other features that make ClearBalance so convenient:

- Low monthly payment
- Zero interest
- No annual fees or prepayment penalties
- Doesn't impact your credit

TCHC and ClearBalance are committed to treating you with honesty, fairness and compassion. For more information, call 218-631-7498.



Welcome!

Traci Jones, PMHNP-BC, Psychiatry

Board certification: American Nurses Credentialing Center – Psychiatric Mental Health Nurse Practitioner

Other education: Grand Canyon University

What inspired you to get into medicine? I love medicine, and I like to do what I can to help others. Working in the medical field provides the opportunity to do what I love and provide needed mental health services to people in rural communities.

Off-duty interests and activities: I love trail riding and horse camping whenever we can. We like to keep the ranch looking good, and there is always a fencing project or some sort of ranch-related task to complete.



Julie Meyer, M.D.

Board certification: American Board of Family Medicine

Special interest areas: Obstetrics, pediatrics, preventive medicine, women's health

Medical school: University of Minnesota

Residency: Sioux Falls Family Medicine

What inspired you to get into medicine? I have always had a passion for helping people and animals recover from being sick. I ultimately decided to pursue medicine because of the satisfaction received from communicating and developing relationships with people.

Off-duty interests and activities: I enjoy singing in the church choir, accompanying various groups on the piano and flute, volunteering in 4-H at the county fair, flower gardening and traveling to national parks.



Minnesota Milk Bank for Babies

New milk depot offers mothers opportunity to donate to infants in need



Human milk is vitally important for premature and sick babies, who are more vulnerable to infections if they are fed formula. However, sometimes a mother can't produce enough milk to feed her baby. There are a number of reasons why this might be, but when it happens, donor milk can provide the benefits necessary to help babies grow and thrive. It can also help bridge the gap until the mother is capable of producing enough on her own. Research from the United States Food and Drug Administration shows that preterm babies fed human milk from screened donors have fewer infections, less severe complications and shorter hospitalizations, allowing families to be reunited sooner.

Tri-County Health Care recently partnered with the Minnesota Milk Bank for Babies to offer a breast milk depot, making it possible for mothers with extra breast milk to share the gift with an infant in need.

Safety comes first when donating milk. That's why every donating mother is screened by a phone interview, written application and blood tests prior to donation. All tests are free for the mother.

Proud Member of HMBANA

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ASSOCIATION OF NORTH AMERICA

Mobilizing the Healing Power of Donor Milk



Donor Requirements

- *Non-smoking household*
- *Store milk in clean, food grade containers*
- *Milk stored less than 12 months*
- *Plan to donate at least 100 ounces to the milk bank*

For questions or more information, visit TCHC.org/milkdepot or call Sarah Riedel RN, IBCLC, at 218-632-8741.



Tom Pint, chief nursing officer; Patty Buntje, LPN; Jessica Grimes, M.D. and Medley Shamp, clinic manager and DAISY committee member.

The DAISY Award celebrates nurses

Wherever there is patient care, you will find a nurse. They are a constant presence throughout a patient's health care journey, working tirelessly every day to answer questions, offer words of comfort, provide expert care, and do everything they can to make it an excellent experience.

In the spring, TCHC began participating in The DAISY Award for Extraordinary Nurses, an international program that celebrates the compassion and skill nurses bring to patients and families every day.

TCHC collected nominations from patients, family members and visitors throughout the summer. They received 48 nominations, and in September, they honored the very first nurse – Patty Buntje, LPN.

Making a connection

Patty became a nurse because she wanted to make a difference in people's lives. Before working at TCHC, she served for about 30 years in long-term care. She and her husband both grew up in the area and wanted to return after he retired – and they did just that.

"The support at Tri-County is unbelievable. It's amazing how much they work to have everybody succeed at what they do," she said. "One thing that I've heard the most since I've started here is that the patients come first. That, to me, speaks volumes."

Patty was nominated by a patient who was helping her teenaged son cope with anxiety and depression.

"Patty doted over my son, laughed at his oddball jokes and made him comfortable and at ease

while he was there," the nomination reads. "This is such a vital part of teens in mental health crisis! Patty helped Dr. Grimes to get my son to open up and try medication as an option."

As Patty thought back to her experience with this family, she said she was able to connect with them because she opened up about her own struggles.

"I don't think it hurts to share personal experiences so that people don't feel alone," she said. "I think everybody goes through a lot of what those particular patients were going through. I've never been afraid to put that in perspective and share personal things because it can make a difference for somebody else."

Later in the nomination, the mother wrote: "She also made me (as a nervous mom in the waiting room) at ease with the fact that my son was getting excellent, thorough care. Her competence, confidence, cheerfulness and empathy make her the best nurse I have ever had! Thanks for having her on staff!"

Patty remembers the moment well. As a mother herself, she identified with the situation and wanted to provide comfort and assurance.

"There's nothing more important to a parent than their child," Patty said. "At some point, the doctor talked to the teen alone, and I remember feeling like the mom probably was sitting out there scared. I walked out there and touched her hand and told her that it's going to be okay."

"Sometimes, we see people when they're really sick or not feeling well, and if you can make their day just a little bit better, it's worth it. Not every job has that type of reward. Nursing does."

Patty Buntje, LPN
DAISY Award Recipient



As for receiving the DAISY Award, Patty considers it an extra blessing on top of the reward she already gets by caring for her patients.

"It was such an honor. I feel super blessed. I have the best patients," she said. "Sometimes, we see people when they're really sick or not feeling well, and if you can make their day just a little bit better, it's worth it.

Not every job has that type of reward. Nursing does."

About the DAISY Award

A nurse deserving of the DAISY Award has a heart for creating a safe, positive experience for patients and lives out that purpose every day.

"I feel humbled because there are so many other people who also deserve that award," Patty said. "There are some truly incredible and caring nurses at Tri-County."

Along with Patty, the DAISY committee at TCHC recognized several other nurses whose nominations stood out: Rafael Pichardo, Jodi Hackler, Ayesha Bhogadia, April Kerkvliet, Val Sharp, Loree Allen, Molly Abraham and Rachel Peterson.

The DAISY Award was created in memory of J. Patrick Barnes, who died at age 33 of complications of idiopathic thrombocytopenic purpura (DAISY is an acronym for Diseases Attacking the Immune System). The Barnes family crafted the award to recognize and say thank you to the nurses who showed kindness, compassion and superior clinical skills during Patrick's care.

The award grew into a meaningful recognition program embraced by more than 3,600 health care schools and facilities around the world. Nearly 125,000 nurses have been honored, with more than 1.3 million nominations written.

DAISY Award honorees at TCHC are recognized at a public ceremony and receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled "A Healer's Touch."

If you would like to recognize and say thank you to an extraordinary nurse, please visit TCHC.org/DAISY to submit your story.



Tom Pint, chief nursing officer, presents Patty Buntje, LPN, with her award with assistance from Medley Shamp, clinic manager and DAISY committee member.



Several nurses throughout the organization were recognized with DAISY nominee pins. Attending the presentation (from left): Tom Pint, chief nursing officer; Rachel Peterson, Specialty Services; Ayesha Bhogadia, Ambulatory Care/hospital; Patty Buntje, Ottertail/Wadena clinic; Medley Shamp, clinic manager and DAISY committee member; Jodi Hackler, Wadena clinic; Rafael Pichardo, hospital; and Molly Abraham, Surgery. Not pictured: April Kerkvliet, Wadena clinic; Val Sharp, Wadena clinic; and Loree Allen, Wadena clinic.

Tri-County Health Care employees who recently participated in the Core Values Experience.



Core Values: At the heart of Tri-County Health Care

The past year has been a time of incredible change for Tri-County Health Care, for both its physical and invisible architecture.

The date of the new facility's groundbreaking grows closer as the design phase nears completion. The new building will provide a calming, cutting-edge environment where patients can receive safe and individualized care.

As for TCHC's invisible architecture, head values coach Joe Tye has been working hand-in-hand with leadership and a group of 24 employees over the past year. He is helping TCHC transform its culture and live out an attitude of ownership that will enhance the care it provides.

A shift in culture

Last January, Joe took TCHC under his wing and began to help the organization change the way it operates, starting with the culture. His values build upon what Florence Nightingale started back in 1854 when she founded the modern nursing profession and laid the groundwork for hospitals today.

Florence took ownership of the situation by staying positive, self-empowered, and fully engaged with her patients, and modern-day employees must do the same, not just to improve the culture but to improve each individual person and eventually the entire community.

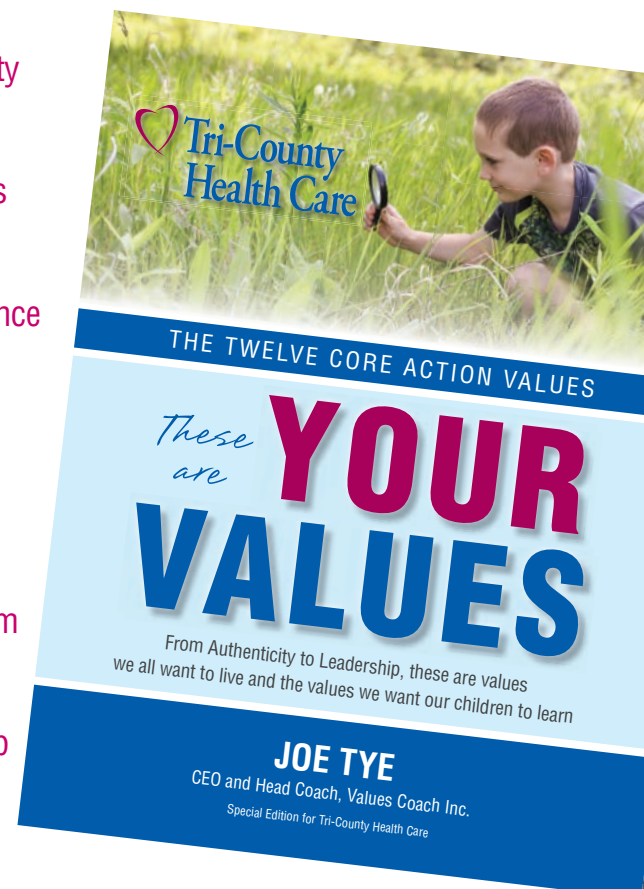
Joe understands that it's difficult for hospitals to keep up with changing trends in today's world, and he hopes that TCHC can become his flagship as an example to other hospitals on how to have a strong culture.

Throughout the summer, 24 TCHC employees met together and became what are known as core values coaches. Joe personally trained them for the task.

"We have prepared more than 1,000 people to be certified values coach trainers," Joe said of his company. "The 24 we trained at Tri-County Health Care were some of the most positive and enthusiastic, and I have high expectations for them."

The coaches created a two-day event for all employees and providers, which became known as the Core Values Experience. It began in August and will take place several times over the next year, exploring 12 Core Action Values:

- Authenticity
- Integrity
- Awareness
- Courage
- Perseverance
- Faith
- Purpose
- Vision
- Focus
- Enthusiasm
- Service
- Leadership



Because these values are embedded in the culture of TCHC, the goal of the Core Values Experience is to explore the values in depth and stress to employees the importance of striving to be the best people that they can be. At the same time, the coaches provided encouragement to continue providing excellent care and to take ownership of their work at TCHC. As a result, TCHC will become a better place to work and a better place for patients to receive care.

Getting to the heart of the matter

As the TCHC coaches dove deep into the Core Values Experience, the organization decided it was a perfect time to clearly define TCHC's own core values. It has a mission. It has a vision. The values are what tie everything together.

The next few months were spent figuring out which values are fundamental at TCHC. After exploring everything that TCHC stands for, six main values stood out.

INTEGRITY – *Do the right thing, even when it is hard.* Whether it means calling out a peer, suggesting a treatment a provider thinks is best, or being transparent in your care, TCHC does not compromise in upholding integrity.

JOY – *Find joy and create a meaningful experience.* Those who visit the hospital and clinic often don't feel their best. One small detail could make the difference in that person's entire experience and allow them to see a glimmer of joy.

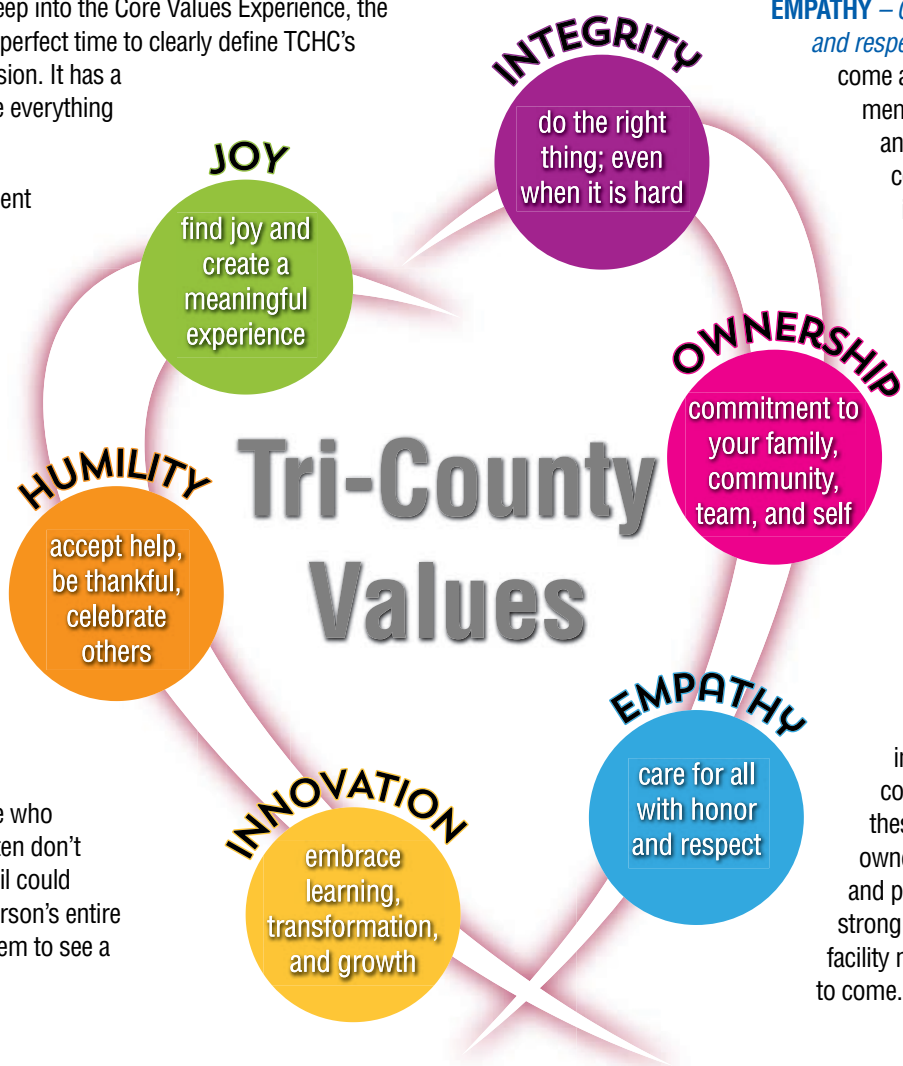
HUMILITY – *Accept help, be thankful, celebrate others.* It can be easy to take a big win and run with it as your own personal victory, but those at TCHC succeed because of the collaboration of others. For that, it is stronger.

INNOVATION – *Embrace learning, transformation, and growth.* Health care is constantly changing. By working hard to get the best technology and stay up on all of the trends and new best practices, TCHC can give the best care to patients.

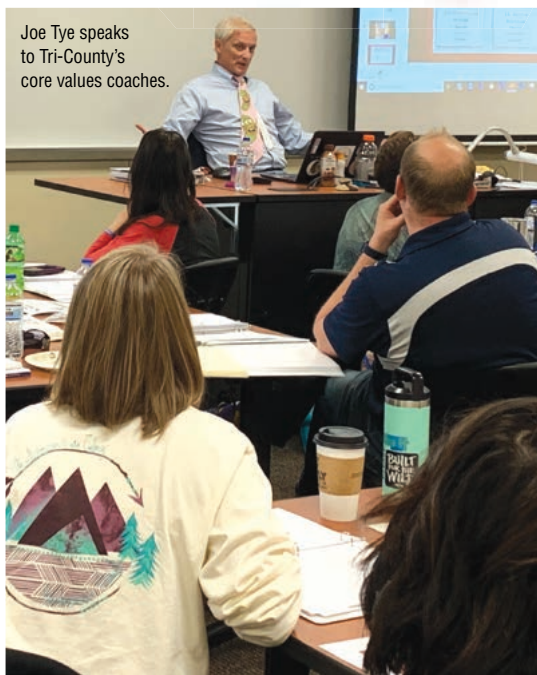
EMPATHY – *Care for all with honor and respect.* Those in health care come across patients and family members from all walks of life and all circumstances. Having compassion and empathy is important for helping these patients feel at ease.

OWNERSHIP – *Commitment to your family, community, team, and self.* Ownership means employees feel personally invested in the organization's performance and influence in the community. As a result, their work is guided by values rather than rules.

These values are at the heart of what TCHC does in improving the health of the communities it serves. And these values – and the culture of ownership shared by employees and providers – will provide a strong foundation for the new facility now and for many years to come.



Hands-on exercises help employees work together to achieve a common goal.



Joe Tye speaks to Tri-County's core values coaches.



Employees learn to develop strategies and strive to be the best that they can be.

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Tri Orthopedics hits 200!

The Tri Orthopedics team at Tri-County Health Care has hit a new milestone!

Nine months after it launched, the team performed its 100th total joint replacement in June of 2019.

Now, just seven months later in January 2020, they have performed the 200th!

Ben Robertson, M.D., and the Tri Orthopedics team strive everyday to provide safe, quality care and offer a full spectrum of orthopedic services including total joint replacements, fracture care, ACL repair and more.

For more information about Tri Orthopedics, call 218-631-3510 or visit TCHC.org/ortho.

 **TriORTHOPEDICS**

Wellebrate  **Tri-County Health Care**



Save the Date! Wellebrate is a free Tri-County community event that combines the best of Men's Night Out, Women's Day Out and February Festival of Health. Join us on Saturday, March 14, 2020 from 9 a.m. to 1 p.m. at MState Wadena to celebrate and promote wellness in our local communities. Watch for more details as they become available.