

From a student intern to a full time pharmacist, Sal Camargo's story is one of determination and hard work
Story inside



Healthy Community report

YOUR HOME FOR HEALTH ● Fall 2017

A plan for the future

New vision for Kittitas Valley Healthcare

A healthcare system must meet the needs of many groups, including patients and their families, the local medical community, employees, and key partner organizations that also serve the community.

Charting a course for the future that addresses the needs of each of these groups requires careful planning and consideration.

For the first time in several years, Kittitas Valley Healthcare used a formal process to listen to each of these groups to understand how KVH can best serve them. The governing Board of Commissioners then drafted a new mission, vision, core values, and focus areas and circled back to ask these same constituent groups if they got it right.

In late August, the strategic planning process was completed and a final plan was approved.

You can find the full plan on our website at www.kvhealthcare.org/about-us.



KVH Commissioners (L to R) Bob Crowe, Matthew Altman, and Liahna Armstrong ask for community feedback on a draft of the KVH strategic plan during an Ellensburg Farmer's Market.

David Dick Photography

Mission

We are a community-focused health system providing outstanding, personalized care to improve the lives of individuals and families.

Vision

All patients, providers, and employees are proud to recommend Kittitas Valley Healthcare as a trusted source for personal health and community well-being.

The pathway ahead

Four major areas of development are outlined in the strategic plan: access to care, partnerships and collaborations, community engagement, and financial sustainability.

We appreciate the support of our community and take our responsibility to meet community needs very seriously.

We hope that you are already seeing positive changes that will help move KVH toward our vision for the future.

- Julie Petersen, CEO

Core Values

- Respect** We recognize the dignity of patients and staff, and treat them with compassion.
- Quality** We provide excellent, safe care for members of our community in a healing environment.
- Service** We promote a culture where patients come first in all we do.
- Transparency** We are principled, accountable, and do the right thing with openness and honesty.
- Collaboration** We work as a team, in partnership with the broader medical community, to ensure patients receive the best care.

Introducing Four New Services

Ouchless ER

The introduction of an Ouchless ER has just made a trip to the hospital Emergency Department a lot friendlier for children.

“Emergency care can be a scary unknown for children,” says Dede Utley, KVH Emergency Services director. “We want to make the experience as painless as possible.”

Utley worked with a number of community partners and The Foundation at KVH to bring Ouchless ER to Ellensburg, focusing on the environment, equipment, and education.

Environment

A local high school student transformed the walls of Room 8 into a bright and colorful mural, and medical equipment is now concealed from young eyes behind cabinetry.

Equipment

Newly purchased technology that aids in child-friendly medical care includes the J-Tip needle free injection system, an Accuvein for easy vein location if an IV is needed, and Buzzy, an ice and vibration device that blocks pain and looks like a bee or a ladybug.

When appropriate, other techniques that can reduce pain include the use of adhesive glue instead of stitches and topical pain control medications rather than injectable medications.

Education

All Emergency Department staff receive training from a child life specialist about age-appropriate techniques for reducing stress and anxiety in children.

Learn more at kvhealthcare.org/ouchlessER or attend the open house and children’s health fair at KVH Hospital on September 21 between 3 and 6 p.m.



Digital Mammography

With the support of The Foundation at KVH, digital mammography will be available in Ellensburg this fall.

Breast cancer is the second most common cancer in women, second only to skin cancer. Mammography is the most common screening method.

The upgrade from traditional film mammography to digital mammography has several benefits for patients:

- a lower dose of radiation
- better, clearer images with more efficient storage and transmission
- fewer return visits for image “retakes”

Digital mammography is better at detecting breast cancer in three particular groups: women under age 50, women with dense breasts, and women who have not yet gone through menopause or began menopause less than a year ago.

Recommendations for how often women should receive mammography screening can depend on individual health and family history of disease. **Talk to your healthcare provider about how often mammography screening is right for you.**

In addition to an upgrade of the mammography equipment, The Foundation at KVH is supporting a remodel of the mammography suite.

Learn more at kvhealthcare.org/mammography or attend an open house and women’s health discussion panel at KVH Hospital on October 19 at 6 p.m.



Workplace Health



KVH Workplace Health opened on September 11. The new clinic provides occupational medicine.

Occupational medicine is a healthcare specialty that focuses on the maintenance of health in the workplace. The goal of a comprehensive occupational medicine program is to promote and maintain healthy workers through disease and injury prevention. It also aims to reduce on-the-job injuries by ensuring that employees are physically able to perform tasks before they begin working. If workplace injuries do occur, **occupational medicine**

providers work in conjunction with Workers’ Compensation programs to treat employees and return them to work as quickly as possible.

In many cases, an employee’s relationship with KVH Workplace Health will begin even before their first day of work. KVH Workplace Health offers **pre-employment drug screening and examinations** that are required before beginning work like **fitness for duty tests or medical examinations required for commercial driver’s licenses** in Washington State.

Occupational medicine specialists are up-to-date on state and federal regulations for workplace health and safety. Treating workplace injuries is often more effective, and employees can be returned to work sooner, when using occupational medicine specialists.

KVH Workplace Health is open from 8 a.m. to 7 p.m., Monday through Friday. Walk-ins are accepted.

Employers who are interested in discussing potential KVH Workplace Health options for their employees may call (509) 962-7408.

A public open house and ribbon cutting will be held on September 29 at noon.

Outpatient Pharmacy

Earlier this year, KVH Pharmacy received certification as a community pharmacy from the Washington State Department of Health. Previously, the pharmacy was certified only as a hospital pharmacy. This limited the patient population for which prescriptions could be filled to individuals who were currently receiving care at KVH Hospital.

Now, anyone may choose to have their prescription sent to KVH Pharmacy, regardless of where they are being seen. The pharmacy remains located inside KVH Hospital, with a new outpatient window that serves the public.

With the expansion of services, KVH Pharmacy is the only pharmacy in Central Washington that is open to the public 24 hours a day, 365 days a year.

“This is an added convenience for patients, especially for those who are leaving the hospital,” said Rhonda Holden, Chief Ancillary Officer for Kittitas Valley Healthcare. “If someone has recently experienced a hospital stay or undergone a surgery, it can sometimes be difficult for them to easily get from place to place. Having their medications before they leave the hospital eliminates one extra errand.”

Patients will also have the ability to opt into a free text notification service to let them know when prescriptions are ready to be picked up or need to be refilled.

For more information about KVH Pharmacy, please call (509) 925-8484.



Award Corner: Sepsis and Stroke Care

Sepsis

The Washington State Hospital Association (WSHA) recognized Kittitas Valley Healthcare employees who participated in the KVH Sepsis Taskforce for their success in reducing sepsis in patients and their outstanding process improvement efforts.

In June, KVH employees received the Washington State Hospital Association 2017 Rural Quality: Everyday Extraordinary Award.

"It was important to the judges that the award winners have measurable results," said Linda Michel, WSHA Director of Rural Quality. "Kittitas Valley Healthcare's submission demonstrated their commitment to safe, effective healthcare for the communities they serve."

Sepsis is a bloodstream infection that can have serious and tragic results if not quickly diagnosed and treated.

Stroke

After two years of consistently high quality marks, employees who care for patients who have had a stroke were recognized for a job well done.

The American Heart Association/American Stroke Association awarded KVH Hospital the Get With the Guidelines®-Stroke Gold Plus Quality Achievement Award.

"Being honored for excellent patient care is the best recognition that a hospital can receive," said Vicky Machorro, Chief Nursing Officer at Kittitas Valley Healthcare.

The award recognizes the hospital's commitment to providing the most appropriate stroke treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

To receive the award, hospitals must achieve 85 percent or higher adherence to all Get With The Guidelines-Stroke achievement indicators for two or more consecutive 12-month periods.

From pharmacy student intern to full-time pharmacist



He hails from a small town in rural Mexico where opportunities are few. But long before KVH Hospital pharmacist Salvador (Sal) Camargo ever considered a pharmacy career, his father Salvador and his mother Carmen were teaching lessons that would pave the way. Among them: work hard – and get an education.

The first was taught by example; the second came as advice.

"In Mexico we were very poor," Sal says. "My father had a second grade education and took various jobs to help his parents, from herding cows to working in the corn fields." To forge a better future, the elder Camargo came to the U.S. and became a seasonal crop worker, earned legal residency and eventually brought his wife and two young sons, Sal, then two and a half, and Adam, a year younger, to the Wenatchee area.

Carmen joined her husband in the orchards, taking the boys with her and, after landing a job as a Head Start assistant, still picked cherries in the summer. When she became a naturalized citizen so did the boys because neither was yet 18.

"My brother and I started working really young," Sal recalls. "At the end of the day everyone would be worn out. My father would notice how tired we were and lean down and say, 'If you don't want to do back breaking work all your life, focus on your education.'"

Consider the advice taken. "My brother and I kind of set a goal," Sal says. "No one in our family had ever gone to college. My dad wanted us to break the mold."

After graduating from Cashmere High, Sal headed off to Wenatchee Valley College, uncertain of what he wanted to do. "But I took all the math and science I could get," says Sal, who eventually decided on a career in healthcare and began exploring options.

Adam, intent on becoming a pharmacist, suggested Sal consider the same field. The two brothers moved on to pharmacy school at Washington State University. The final year of the four-year program is spent doing rotations in hospitals and clinics. Nasser Basmeh, director of pharmacy at KVH Hospital, calls the training partnership between universities and healthcare organizations like KVH a win-win situation. Students bring cutting-edge knowledge to the medical organizations they work with while gaining real-world experience. "They learn from us. We learn from them," Basmeh says.

Sal's first stop? KVH Hospital where his determination, knowledge and willingness to learn impressed Basmeh. "I instantly liked it," Sal says. "I decided it was the right place for me within the first week. It was like a gut instinct. I liked the hospital. I liked the community. I felt like I fit into the pharmacy team."

Five other rotations followed, including one at a larger hospital, three at clinics and, when a planned rotation with one organization suddenly fell through, a second stint at KVH.

In May 2016, Sal's parents watched proudly as both sons graduated from pharmacy school, the couple's presence underscoring the significance of that achievement. "My father never misses a day of work," Sal says. "Even when he's sick he goes to work. But both our parents were there."

Even after graduating, Sal continued volunteering on a special project at KVH. In December 2016, he passed his pharmacy boards and was offered a position in February 2017. Sal says it felt like coming home.

"I come from a small town and I have small town values like responsibility, commitment, hard work and respect," he says. "I've been to big hospitals and to small hospitals. I have to say this is the best I've seen in terms of making changes to positively impact patient health. They're very progressive. It feels like the perfect place for me."

Welcoming our newest providers

Dr. Ginger Longo



KVH Women's Health will welcome Dr. Ginger Longo on October 2. Dr. Longo provides gynecology and obstetrics services. In the area of gynecology, Dr. Longo has a special interest in well woman exams, family planning, sexual health, breast health, menopausal treatment, and addressing menstrual irregularities. She also performs gynecologic surgeries such as hysterectomies. In the area of obstetrics, Dr. Longo sees patients with normal and high-risk pregnancies. She enjoys building relationships with patients and caring for them throughout their pregnancy, delivery, and beyond. Dr. Longo completed medical school and a residency in obstetrics and gynecology at the University of Texas Medical Branch in Galveston, Texas. Before attending medical school, she worked as a labor and delivery nurse for nine years. She is a fellow of the American College of Obstetricians and Gynecologists (ACOG). Dr. Longo is accepting new patients for gynecology and obstetrics. For more information about appointments in Ellensburg or Cle Elum, please call KVH Women's Health at (509) 933-8720.

Ryan Ahr, PA-C



The new KVH Workplace Health clinic opened its doors with physician assistant Ryan Ahr ready to greet patients. Ryan began his medical career as a combat medic and emergency medical technician for United States Army soldiers deployed in Somalia and Haiti. Since completing the MEDEX Northwest program at the University of Washington to become a physician assistant, Ryan has worked in the specialty areas of occupational medicine, urgent care, and neurosurgery. At KVH Workplace Health, Ryan sees patients for pre-employment exams, immunizations, and drug screening, mask fit testing, and respirator clearance examinations. He also assesses and treats work-related illnesses and injuries in conjunction with Worker's Compensation programs. KVH Workplace Health is open from 8 a.m. to 7 p.m., Monday through Friday. Walk-ins or appointments are accepted. For more information, call KVH Workplace Health at (509) 933-8830.

First Year Medical Residents



Dr. Andrew DeGiorgio



Dr. Benjamin Keggi

Each year, Kittitas County welcomes two first-year medical residents through the Central Washington Family Medicine Residency Program. This program is a service of Community Health of Central Washington. Residents are physicians who have graduated from medical school and are training in their chosen specialty. In our local program, residents are specializing in family medicine with a rural emphasis. Their training includes outpatient and inpatient family medicine, obstetrics, pediatrics, behavioral health and procedural training. Residents spend three years in the program, and see patients at Community Health of Central Washington - Ellensburg. For more information about the program contact Kyle West, residency coordinator at Community Health of Central Washington, at (509) 962-1413.

Upcoming events

Ouchless ER Open House and Children's Health Fair, September 21

Tour the new ouchless ER and visit the children's health fair. Learn about handwashing and see germs glow, visit the teddy bear clinic, and explore gardening for kids. KVH Hospital, 3 p.m. - 6 p.m.

Sidewalk CPR, September 23

Ellensburg Farmer's Market, 9 a.m. - 1 p.m.

KVH Workplace Health Ribbon Cutting, September 29

702 E Mountain View Ave, Suite 2, Noon - 1 p.m.

Walk With a Doc, October 4

Join Dr. Norm Wood at City Park in Cle Elum for a 1.5 mile walk on the Progress Path. Group departs at 5:30 p.m.

Women's Health Discussion Panel and Digital Mammography Open House, October 19

Dr. Ginger Longo and Megan Power, ARNP will answer questions commonly asked by women, followed by tours of the new mammography suite. KVH Hospital, 6:00 p.m. - 7:00 p.m.

Wilderness First Aid Presentation, October 24

Dr. Tom Penoyar and Chelsea Newman, PA-C will provide tips for handling an emergency in the wilderness. KVH Family Medicine - Cle Elum, 6:00 p.m. - 7:00 p.m.

You can help The Foundation at KVH earn donations just by shopping with your Fred Meyer Rewards Card.

Sign up for the program online at fredmeyer.com/communityrewards.

Search for us by our name or our non-profit number (87119).

The Foundation at KVH

Kittitas Valley Healthcare Service Directory		
Hospital	Clinics	Specialty Services
KVH Hospital 509-962-9841	KVH Family Medicine - Cle Elum 509-674-5331	KVH Home Health 509-962-7438
Critical Care Unit	KVH Family Medicine - Ellensburg 509-933-8777	KVH Hospice 509-962-7438
Emergency Department	KVH General Surgery 509-962-7390	KVH Occupational Therapy 509-933-8677
Family Birthing Place	KVH Internal Medicine 509-925-6100	KVH Physical Therapy 509-962-7386
Medical/Surgical Unit	KVH Orthopedics 509-933-8700	KVH Speech Therapy 509-933-8677
Surgical Services (Inpatient/Outpatient)	KVH Women's Health 509-933-8720	
Cardiopulmonary Services	KVH Workplace Health 509-933-8830	
Imaging Services	KVH Urgent Care - Cle Elum 509-674-6944	
Laboratory Services		

This Healthy Community Report is published by Kittitas Valley Healthcare, 603 S. Chestnut Street, Ellensburg, WA 98926. www.kvhealthcare.org

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