

# 2013 Community Report



A portion of the KVH Patient and Family Centered Care Advisory Council - including patient Mary Holmgren

**KVH**  
Kittitas Valley Healthcare  
*Your Home for Health*

A Top ~~100~~  
Hospital

A Top 20  
Hospital

## Letter from the CEO: Looking Forward

Throughout almost 50 years of service to the residents of Kittitas County, KVH has successfully responded to tremendous external changes in how healthcare is provided. More importantly, we have been a leader in enhancing service to our patients and our community.

In the future, KVH will focus on wellness rather than illness. We will work with patients while they are healthy, in order to prevent illness, rather than waiting until they are sick and need a doctor or the emergency department.



*"KVH will increasingly design services to meet individual needs identified by our patients and their families."*

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Even though we intend to chart our own course, we know that there are many changes that will result from the national Affordable Care Act. Healthcare insurers can no longer deny coverage due to pre-existing conditions. Preventive services like immunizations and mammograms must be provided to those with health insurance. More Washingtonians than ever before now have insurance, due to the expanded insurance marketplace.

All of us in the KVH family look forward to a demanding and challenging future, with our community's health as the primary reason for every day's work.

*Paul Nurick, CEO*  
Kittitas Valley Healthcare

### *Safe Care in Action Award*

Awarded by the Washington  
State Hospital Association

*October 2013*

### *Get With The Guidelines® Silver Stroke Award*

Awarded by the American Heart  
Association/American Stroke  
Association

*November 2013*

## Administration

### 2013 Board of Commissioners

Michael Smith, President  
Joan Baird Glover, Vice President  
Liahna Armstrong, Secretary  
Jack Baker  
Pam Wilson

### 2013 Chief of Medical Staff

Timothy J. O'Brien, M.D.

### 2013 Senior Leadership Team

Paul Nurick, Chief Executive Officer  
Libby Allgood, Chief Financial Officer  
Cathy Bambrick, Chief Operating Officer  
Rhonda Holden, Chief Nursing Officer  
Dick Smith/Vicky Brown, Clinic Administrator  
Don A. Solberg, M.D., Chief Medical Officer

## 2013 Timeline

Organization receives a **new**  
**name:** Kittitas Valley Healthcare  
(KVH)

KVH Hospital named in **Top 100**  
critical access hospitals nationwide

January

February

March

# Patient Story: When Boy Meets Ground...



"He assured me that two weeks after the surgery I would be feeling fine - and I was."

- Jess Roberts, patient

He was a man on a mission - determined to ease an aching heart with a hard-charging ride on a dirt bike.

But when boy meets ground in unpleasant fashion, the experience can serve up its own brand of pain. Just ask Jess Roberts.

"My high school girlfriend and I had broken up," he says. "I was in need of speed."

His dirt bike wasn't working well so he borrowed a friend's and headed off across the Beverly Dunes near Vantage, going fast as he battled to make jumps and keep control of the bike in rutted sand. The bike began jumping around and he lost control.

"The bike flipped over and threw my shoulders and body into the ground," he says. "I kind of blacked out." Friends rushed up. Dazed and shaken, he remembers rotating his right arm and hearing a loud "pop."

"It turns out I'd shattered my collarbone into about six pieces," he says now. "You could feel the bone under my skin."

Friends drove him to the emergency room at KVH Hospital where he was given pain medication, had his shoulder x-rayed, was fitted with a "figure 8" splint (designed to hold the bone in place while it heals) and referred to Dr. Anthony Longo of KVH Orthopedics.

Longo told Roberts that he needed to have surgery so a small titanium plate could be attached to hold the shattered pieces of bone in place until they healed. He said the surgery would involve cutting some nerves that would cause some loss of feeling in the area and he eased Roberts' fear that a heart murmur he's had all his life might be a problem in surgery.

"I felt like he really cared and we were both on the same page. He was so good that on the morning of the surgery, I woke up exultant," Roberts says. "He assured me that two weeks after the surgery I would be feeling fine - and I was."

Six months later, Roberts was back on a bike, riding tentatively at first, then gaining confidence. "Now I do jumps ten times harder than I was doing that day," he says.

But his challenges weren't over. This past summer, when a friend placed his hand on Roberts' right shoulder, Roberts screamed and fell to the ground in agony. It turns out, he says, that his skin had begun adhering to the five-inch-long titanium plate used to keep the pieces of his collarbone in place while it healed. In July 2013, Longo performed surgery to remove the plate. Roberts keeps it in a small zip-lock bag and plans to have it mounted on his dirt bike.

As it turns out, Roberts' collarbone isn't the only thing that got patched up. He and his girlfriend, now a nursing student at Boise State, got back together. They're definitely serious, Roberts says.

"I'm thinking there's going to be an engagement in a year or two," he says and beams.

Read more KVH patient stories at [www.kvhealthcare.org/patient-stories](http://www.kvhealthcare.org/patient-stories)



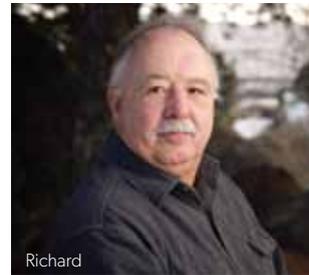
Eschelle



Jordan



Debi



Richard



Sydney

KVH Foundation hosts 10th **Magical Evening gala**, \$52,000 pledged in support of new orthopedic surgical equipment

Second anniversary of **Sexual Assault Nurse Examiner program** within KVH Hospital Emergency Department

KVH Women's Health expands to offer **obstetric services**

KVH Physical Therapy begins **neurosurgery consultations** in collaboration with Virginia Mason Medical Center

KVH receives **five separate awards** from the Rural Healthcare Quality Network

KVH hosts 32nd **barbecue** in rodeo season

April

May

June

July

Aug

# A Top 20 Critical Access Hospital

In February 2013, KVH Hospital was named in the Top 100 critical access hospitals in the nation. In November, the National Rural Health Association released an even shorter list for the very first time: the Top 20 critical access hospitals.

*KVH Hospital was named in the first ever listing of the Top 20 critical access hospitals nationwide*

KVH Hospital was included on the short list as well.

The results of performance in over 50 areas were considered when compiling the lists. Included were the quality of care, health outcomes after hospitalization, patient satisfaction, affordability, market share, and financial stability.

Over 1300 critical access hospitals were evaluated before the Top 20 were announced. These 1300 critical access hospitals comprise about twenty-five percent of hospitals in the United States. They are typically located in rural areas and are limited to 25 acute care beds.

*In April 2014, KVH Hospital learned that it was again named in the Top 20 hospitals nationwide.*

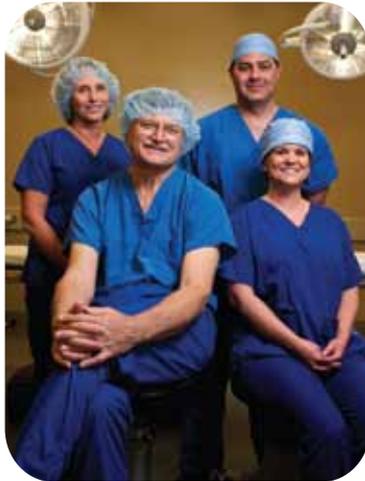
## The Foundation at KVH

The Foundation at KVH hosted its tenth Magical Evening gala on April 6, 2013. In one evening, the community pledged \$52,000 to support the purchase of new surgical equipment for orthopedic surgeries.

The surgical department at KVH Hospital was also the recipient of over \$150,000 in donations from The Foundation at KVH for the installation of a new dehumidification system in the surgical suites.

If you are interested in supporting The Foundation at KVH, more information is available at [www.kvhealthcare.org/the-foundation-at-kvh](http://www.kvhealthcare.org/the-foundation-at-kvh).

### 2013 Foundation Funding



## Services in 2013

### KVH Hospital

348

*births in the Family Birthing Center*

11,070

*Emergency Department visits*

4,026

*inpatient days*

### KVH Outpatient Services

61,613

*outpatient clinic visits*

8,084

*home health visits*

3 annual rodeo celebration of 550 attendees

Staff member **Jeanette DeFoe** receives national award for work with electronic health records

Commissioner **Joan Baird Glover** recognized by Washington State Hospital Association for outstanding leadership

KVH Hospital receives **Safe Care in Action** award from Washington State Hospital Association

KVH Hospital receives **Get With the Guidelines® - Stroke** award from the American Heart Association/American Stroke Association

KVH Hospital named in the **Top 20** critical access hospitals nationwide

August

September

October

November

December

## Patient and Family Centered Care

The KVH Patient and Family Centered Care initiative was launched last fall after more than a year of study and input from both staff and the public. Aimed at achieving high levels of quality care and increased patient satisfaction, it's built around the needs of the patient and family.

Family and patients are now actively involved in care and decision making, encouraging a team approach. There's purposeful emphasis on collaboration, on information sharing, on dignity and respect for the patient and family as well as on quality and safety.

Rhonda Holden, chief nursing officer and administrator of patient care services, heads the effort, and is part of KVH's 20-member Patient and Family Centered Care Advisory Council (a subset of the team is featured in the photo on the cover of this mailing).

Last year, each KVH department head was asked to identify one area for improvement, looking at the issue "through the eyes of the patient and family." For some of the projects that have stemmed from this exercise, see the sidebar to the right and the volunteer story below.

## Change In Action...

### *KVH Family Medicine - Ellensburg*

Recognizing that many patients of the anticoagulation clinic are older adults, a portion of the waiting room was remodeled so patients didn't have to walk so far for their frequent checks.

### *KVH Hospital*

When a patient isn't breathing or their heart has stopped, family members are now allowed to remain in the treatment room.

### *Patient Financial Services*

At the suggestion of former surgery patients, those who are having one of the more common orthopedic surgeries are now able to receive a cost estimate before the operation.

### *Environmental Services*

Cleaning staff now introduce themselves and explain what they will be doing when they enter a room.

### *Volunteer Bereavement Group*

## Volunteer Story: Peg Coble, Volunteer Bereavement Group



As a nurse, Peg Coble forged a long career helping others.

In retirement, she's still at it.

Only this time it's as part of KVH's Volunteer Bereavement Group, a small corps of specially-trained volunteers who work on-call providing emotional and spiritual support to families in crisis.

Because KVH Hospital is small, social service staff work during the day, when most patients are discharged from the hospital. "But we have families in crisis 24/7," says Rhonda Holden, chief nursing officer and administrator of patient care services at KVH. To fill that gap, last year KVH put out a call for volunteers, a call that was fueled by the Patient and Family Centered Care Advisory Council.

Coble signed on.

A former westsider, she'd come to Kittitas County with her family in 1980. By then, her career already included time at several hospitals, including five years at Harborview in Seattle. In Kittitas County, work in a nursing home would be followed by 20 years with Hospice.

"People that are in Hospice don't have a job, they have a calling," says Coble, a woman of deep compassion and strong faith.

For Coble, the Volunteer Bereavement Group provided a perfect niche. Volunteers take weekly turns on-call from 4 p.m. until 7 a.m. responding to the emergency room in the event of a death or traumatic event.

When a woman traveling through Ellensburg with her family suffered a heart attack at a gas station, Coble was with the family while the patient was stabilized at KVH Hospital before being transported to Yakima Regional's cardiac center. "I was able to help the family by explaining things, giving them directions to where she was going and information that would help them when they got there," she says.

When a woman was brought in with serious injuries, Coble was at the family's side as doctors battled three and a half hours trying to save her life. "Her son and his fiancée were visiting from California," Coble says. When the woman died, "I was able to counsel the son's fiancée about how to get him help with grief when they got back home."

Grief training prepares volunteers to provide appropriate support in the midst of trauma, Coble says. "It's called companioning. It's no time to preach. There's a term called 'therapeutic presence.' You may just sit silently with them, or just sit and listen, let them talk and cry, give them a hug. Sometimes they want you to pray with them.

"Each family really dictates what happens."



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(509) 962-9841

## Kittitas Valley Healthcare *Service Directory*

### *Hospital*

KVH Hospital  
(509) 962-9841

Critical Care Unit

Emergency Department

Family Birthing Center

Medical/Surgical Unit

Surgical Services  
(Inpatient/Outpatient)

Cardiopulmonary Services

Imaging Services

Laboratory Services

### *Clinics*

KVH Family Medicine - Cle Elum  
(509) 674-5331

KVH Family Medicine - Ellensburg  
(509) 933-8777

KVH General Surgery  
(509) 962-7390

KVH Internal Medicine  
(509) 925-6100

KVH Orthopedics  
(509) 933-8700

KVH Women's Health  
(509) 933-8720

KVH Urgent Care - Cle Elum  
(509) 674-6944

### *Specialty Services*

KVH Home Health  
(509) 962-7438

KVH Home Respiratory  
(509) 962-7438

KVH Hospice  
(509) 962-7438

KVH Occupational Therapy  
(509) 933-8677

KVH Physical Therapy  
(509) 962-7386

KVH Speech Therapy  
(509) 933-8677



[kvhealthcare.org](http://kvhealthcare.org)

a **Top 20** hospital  
plus **13** clinics &  
specialty services

