



Community Connection

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Edition 4

A Message from Our CEO:

Dear staff and friends of Ashley County Medical Center,

Summer 2018 has flown past us! I hope each of you have had a nice and safe summer with your family. We have had a lot of exciting events happening at Ashley County Medical Center since our last Newsletter went out.

Ashley County Medical Center has joined Arkansas Children's Hospital Nursery Alliance. The announcement took place in June with ACH President and CEO, Marcy Doderer, and others from ACH in attendance for the celebration. We are excited about this new partnership with ACH and the opportunities it will give our patients, staff, and doctors.

ACMC was selected to house one of four mobile hospitals in the state. ACMC participates in the state's emergency preparedness program. The mobile hospital that is housed in Crossett is a 25-bed mobile hospital with full hookups. These hospitals can be deployed and used if a hospital's infrastructure receives damage or is overwhelmed, the mobile unit can be used as an alternate site. The other three mobile units are located in Central Arkansas, Northeast region, and Northwest region of the state.

We had another wonderful MASH and CHAMPS program this year. Thank you, Shirley, Shawna, and others who work with the students every year. This is a great program that hopefully opens the eyes of our local students to the medical field.

Just a friendly reminder that all of our physicians in all clinics are continuing to accept new patients. The clinics accept all insurances- Medicare, Medicaid, and Private Insurances.

-Phillip Gilmore, Ph.D, FACHE CEO



Congressman Bruce Westerman Tours ACMC

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We were honored to have Congressman Bruce Westerman and other local business leaders for lunch at Ashley County Medical Center. Congressman Westerman took time to go over projects that he has been working on in Washington and also took a tour of our facility. Thank you Congressman for the visit and for your hard work for the Fourth District.





NURSERY ALLIANCE

Ashley County Medical Center Joins Arkansas Children's Hospital Nursery Alliance

Ashley County Medical Center (ACMC) announced today that it is joining Arkansas Children's Hospital Nursery Alliance, which coordinates care between neonatologists at ACH's Neonatal Intensive Care Unit (NICU) and physicians in Ashley County Medical Center's nursery to help further improve the quality of newborn care.

Ashley County Medical Center is the newest hospital member of the ACH Nursery Alliance, which was established in 2016 when Conway Regional Health System joined as the first hospital member. ACMC is the only Critical Access Hospital in the ACH Nursery Alliance.

"As a Critical Access Hospital, Ashley County Medical Center provides full services such as emergent care, primary care, labor and delivery and nursery services," said Phillip Gilmore, CEO of Ashley County Medical Center. "When it comes to improving the care of the children born here, whether it's caring for them here or ensuring the highest level of care for newborns, we always do what is best for our babies and families. Our relationship with the Arkansas Children's Hospital Nursery Alliance can really benefit our patients and Ashley County Medical Center."

Neonatologists at ACH will provide immediate consults to physicians at ACMC, educational support, quality data review, and implementation of best practices in collaboration with ACH for the purpose of improving neonatal care close to home and provide support as needed to help the babies at ACMC or at ACH get the best care possible. In addition, the Alliance offers development of opportunities to track and monitor outcomes and participation in ongoing research. Formal processes for coordinated care prior to transport when higher level of care is needed will be instituted, plus post discharge follow-up by monitoring and measuring late morbidities through an expanded High-Risk Newborn Clinic network.

"Arkansas Children's is creating a statewide network of care in order to deliver the right care at the right time close to home for the children of this state," said Marcy Doderer, President and CEO of Arkansas Children's. "Today, we're excited to welcome Ashley County Medical Center to the Arkansas Children's Hospital Nursery Alliance, the first nursery alliance in Arkansas that focuses specifically on neonatal care by partnering with local hospitals. Together, Arkansas Children's Hospital and Ashley County Medical Center will ensure Arkansas' newborns get better today and can be healthier tomorrow."

Arkansas Children's Hospital operates the state's only designated Level IV NICU (100 beds), the highest level of acute care, and has access to pediatric specialists from all disciplines.



Continued: Ashley County Medical Center Joins Arkansas Children's Hospital Nursery Alliance

Ashley County Medical Center's Labor & Delivery/Nursery Department, led by three Board-certified OB/GYNs, manages two labor and delivery rooms, one labor, delivery, recovery, and postpartum room, and three postpartum rooms. The Labor and Delivery/Nursery at ACMC also features a "locked unit" that focuses entirely on the critical first step in motherhood and offers state-of-the-art obstetrical and neonatal services. The Critical Access Hospital staffs two full-time Board-certified pediatricians.

Ashley County Medical Center joins a growing list of Arkansas Children's Hospital Nursery Alliance hospital members including Conway Regional Health System, Jefferson Regional Medical Center, and CHI St. Vincent in Hot Springs.

The neonatal period is specific to the first four weeks after birth (neonate or newborn), a time when changes happen rapidly. Many critical changes can occur in this period: Feeding patterns are established; bonding between parents and infant begin; the risk of infections that may become more serious are higher; and many birth or congenital defects are first noted. This care is usually centered around newborn infants with a range of problems, varying between prematurity, birth defects, infection, cardiac malformations and surgical problems.



ACMC Houses One of Four Mobile Hospital Units for State of Arkansas

Ashley County Medical Center (ACMC) serves an active role in the Southeast Regional Emergency Preparedness in Arkansas. ACMC was recently selected to house one of four mobile hospital trailers in the state. “We are privileged to house one of four mobile hospital trailers in the state of Arkansas,” says Phillip Gilmore, CEO of Ashley County Medical Center. “Having this piece of equipment is vital to our region. We never know when a disaster will hit, but we can do all we can to try and be prepared in case one happens. Having this mobile hospital will allow any hospital in the region and state to still provide medical care if their facility is damaged or inoperable,” explains Gilmore.

In 2014, the seven regions of the Arkansas Hospital Preparedness Program jointly purchased three mobile hospital trailers and recently purchased a fourth to be housed at ACMC. The mobile hospital trailers are designed as easily-transported units that can be deployed to supplement a hospital’s infrastructure. In the event of a disaster and a hospital’s structure receives damage and rendered inoperable, inhabitable, or is overwhelmed, the mobile hospital can be used as an alternate or secondary facility.

The mobile hospital is a 20-bed mobile unit. It has an inflatable structure with electricity and oxygen supplied at each bed. The system can be interconnected with the other three in the state to create a larger 80-bed setup if needed. The systems do not include pharmaceuticals or diagnostic equipment, although a reserve of mobile diagnostic equipment is accessible that can be deployed alongside the mobile hospital trailers if needed.

These mobile hospital trailers are jointly shared between all of the state hospitals but housed in different regions for faster activation when needed. Little Rock, Jonesboro, and Fayetteville house the other three mobile hospital trailers in the state.



How to Avoid Being Readmitted to the Hospital

Leaving the hospital sounds simple enough, but all too often people find themselves being readmitted to the hospital within a few weeks after discharge. With better planning and communication here are some proven ways to help avoid return visits to the hospital.

- **Speak up about how you're feeling before being discharged from the hospital.** While some signs of possible readmission can be monitored (such as vital signs and lab work), patients need to be sure to alert their doctors to things such as dizziness, trouble breathing, or debilitating weakness. Do not be afraid to converse with doctors, nurses, and pharmacists regarding questions and concerns you may have prior to discharge.
- **Ask what's expected after discharge and make proper follow-up appointments.** You should know when and with whom to follow up with. You may have a lot of questions during the first few days at home. Make sure you have phone numbers for people on the hospital team, home healthcare agency staff, primary care physician's office, and anyone else involved in your care. See your primary care provider or specialist as directed and be sure to bring your discharge instructions and medication list with you to all appointments.
- **Say it back.** Repeat the instructions you get in the hospital back to your doctors and nurses to make sure you understand them.
- **Two sets of ears are better than one.** Try to have a relative or friend with you to listen to your discharge instructions. It can be very overwhelming trying to understand all of the things that are being explained to you at discharge. You want to be sure that you completely understand all that you are responsible for in making the best decisions about your care.
- **Get it in writing.** Written instructions regarding your medications and any other treatment or follow-up exam information are great resources to carry with you. When you get home re-read over your instructions to be sure you have a good understanding of all that was presented to you. Take a copy of your discharge instructions to your follow up appointments and have a copy available for home health.
- **Know your medications and take them as prescribed.** Many people end up being readmitted to the hospital because of medication problems. The #1 thing patients can do to prevent readmission is to have a clear understanding of the medicines they need to take and to make sure they take them as prescribed. Get clear oral and written instructions on medications.
- **Make the pharmacy a priority.** Get your prescriptions filled as soon as possible after leaving the hospital, so there is no lapse in starting your new regimen.
- **Consider home healthcare services, at least for the short term, after discharge.** A visiting nurse may help you get started on the right medication routine and any other changes you need to make once you're home.
- **Know what to do if you do not feel well.** Know the danger signs for your condition and what you will do if you have symptoms of an acute flare up. Know whom to call during the day, night, and on weekends when offices are typically closed.



Skills Lab

Ashley Health Services participated in a Skills Lab last quarter. This exercise was to determine and validate the use of AIDET with a Promise and to ensure the patient experience is pleasant and meaningful. It was also beneficial in creating a teamwork atmosphere and using this tool to see other staff member's positions and how they deal with patients.

We began with a huddle to explain that we are not conducting this skills lab to criticize or belittle any employee, but to build our team to be the best it can be. We are to see what we do good and what we may can improve on. This was a coming together of staffs. We want our patients to know we appreciate them choosing us and that we are happy to be there for them.

At the end of the exercise, we huddled again for an analysis and evaluation of the patient experience. The observers completed a competency checklist and communication validation tool to better determine the areas we are excelling in and those that may need work. Our staff had a lot of fun creating the scenarios and staff "role playing" as well as learning at the same time.



Education Opportunities:



MASH is for students who have completed 10th, 11th, or 12th grade. It is a two-week program educating students on jobs that are available in the healthcare industry. The students also take a trip to UAMS. CHAMPS are students who have completed the 7th, 8th, or 9th grade, it is a one-week program educating students about healthcare careers.

MASH and CHAMPS is sponsored by UAMS, Farm Bureau, and ACMC. They are summer camps for students who are interested in the medical field. There are a lot of hands-on activities. We thank everyone who helped make this year's such a success. Students also received certification in CPR, First Aid, and AEDs.



Diabetes Education: If you or someone you know has diabetes, we have several learning opportunities for you! We offer: Diabetes Self-Management Education and Support Program, Diabetes Empowerment Education Program, and free monthly cooking classes. Please stay tuned to our website and Facebook page for dates.



CPR classes are available every month for staff and are also open to the general public. The cost for general public is \$25. Please contact Shawna Hawkins, RN at 364-0563.



Crisis Prevention Intervention, a Nonviolent Crisis Intervention Training Program class was held this summer. The focus of this class is prevention. The core training program equips staff with proven strategies for safely defusing anxious, hostile or violent behavior at the earliest possible stage. This has been setting the standard for crisis prevention and intervention training for over 35 years. The program helps reduce the risk of injury, comply with legislative mandates, meet regulatory/accreditation standards, improve staff retention, minimize exposure to liability, promote care, welfare, safety, and security.



Education Opportunities Continued:



Students who participate in SafeSitter will learn, but not limited to: life skills, safety skills, and child care training. This program is to educate all youth in order to build safer communities. Students need to have completed the 5th grade.



BEAT THE HEAT

Summer has definitely arrived.. The elderly, children and your pets do not have the same internal temperature control as an adult's and can warm 3X-5X faster.



- Drink plenty of hydrating fluids while in the heat.
- Stay indoors during hottest part of the day.
- Plan activities during coolest part of the day.
- Take advantage of community or city activities such as movie theatre, library or malls.
- Check on elderly family members or neighbors 2-3x per day.
- Pets also require shelter from the heat, water and special considerations.
- Know the warning signs of heat-related illness including headaches, dizziness, nausea, increased heart rate, chest pain, fainting or trouble breathing. Get to the nearest health care facility if you have these signs or symptoms.
- Never leave child unattended.
- Make a habit of looking in backseat.
- Ask childcare provider to call you if your child does not show up.
- Always lock vehicle so child can't open door.
- Call 911 if you see a child, elderly or pets alone in a parked vehicle; especially a locked, non-running vehicle with windows closed.



National Social Security Month Held Last Quarter



Images from socialsecurity.gov

MASH and CHAMPS 2018



ACMC Family Home Health:

- Mike Haygood, RN and Jade Huntsman, LPN recently attended a Wound Care Class from Vizient and both received their Wound Care Certification. This is great news for our agency, as they will be able to bring to the table a wealth of knowledge on ways to help improve the quality of care we are already giving.
- Roxanne Branch, Home Health Biller/Coder, turned in her resignation to follow where God is leading her. She and her Husband will be moving to Texas to be involved in a Youth ministry there. Roxanne has been a very loyal employee and worked hard to assist with the success of Home Health. She will be greatly missed by all who encountered her.
- Brianna Smith from Financial Counseling will be taking Roxanne's position. We would like to welcome her to our ACMC Family Home Health team!!!
- We are so proud of Brooke Jackson, LPN from Home Health for Nurse of the year and

Tips for Patient Registration

1. Have drivers licenses ready
2. Have insurance cards ready
3. Have doctor orders if your doctor has given you one.
4. Come 30 mins before your appointment.

Human Resources News:

- We would like to welcome Rebecca Shiver to our team! She has taken Linda Hatch's position. Linda retired in May. We are so thankful for her service to ACMC and wish her a great retirement!
- If you have worked for ACMC for 1 year and worked more than 1,000 hours, please see Shirley for 401K information.



May Birthdays

Patricia Barnett, Abbigail Bradshaw, Heath Breedlove, Brandi Buchler, Cheryl Carter, Josh Chambless, Ernestine Crain, Leasa Dolan, Chancey Farmer, Aaron Flemister, Emily Greene, Megan Hand, Joy Harcrow, Brittani Harrington, Tammy Hopstein, Ashley Kippen, Caitlin Martin, Magen Martin, Dr. Richards, John Roberts, Ashlee Stanley, Kaitlin Wade, Anita Wall, Tina Ward, and Jamie West.

June Birthdays

Amanda Autenreath, Vanessa Brantley, Tammy Carter, Brittany Carter, Kelsie Casculescu, Vikki Chambless, Dr. Gresham, Marcy Henslee, Tiffany Holland, Nicole Jeffers, Mattie Klippert, Kathy Launius, Tracey Longstreth, Donna McKenzie, Kimberly Moffatt, Shelby Moffatt, Jenny Murphy, Brooke Phippen, Sandra Ramirez, Janice Rodgers, Cathy Smith, Haley Strunk, Sherry Walker, and Dr. Brad Walsh.

May Anniversaries

Sharon Walters- 24 yrs., Jennifer Moon- 22 yrs., Carolyn Watt- 17 yrs., Kelli Brooks- 13 yrs., Lisa Jones- 12 yrs., Pam Stell- 11 yrs., Leslie Lauhon- 10 yrs., Desiree Spencer- 8 yrs., Roxanne Branch- 7 yrs., Katherine Tatum- 7 yrs., Allison Austin- 3 yrs., Zach Phippen- 6 yrs., Ashley Whitaker- 6 yrs., Ashley Kippen- 6 yrs., Sam Dumas- 5 yrs., Jerald Haygood- 5 yrs., Jo Whitten- 4 yrs., Jessi Pack- 3 yrs., Danielle Hughes- 3yrs., Elisa Mendiola- 3 yrs., Tracey Longstreth- 3 yrs., Caitlin Martin- 2yrs., Dr. MacDonald- 2yrs., Tina Dunn- 1 yr., and Dr. Murphy- 1 yr.

June Anniversaries

Betty Montgomery- 40 yrs., Pam Teague- 29 yrs., Jeannie Terrell- 28 yrs., Kayla Hill- 23 yrs., Jill Phippen- 23 yrs., Dana Outlaw- 22 yrs., Loretta Stell- 21 yrs., Sherri Hawkins- 19 yrs., Nancy Seal- 17 yrs., Donna Sasser— 14 yrs., Crystal Terrell- 14 yrs., Zanna Linder- 13 yrs., Jenny Grannon- 11 yrs., Coby Graves- 7 yrs., Lauren Glassco- 5 yrs., Jacqueline Bryant- 4 yrs., Jenny Murphy- 4 yrs., Alissa Keeth- 4 yrs., Lisa Roberts- 2 yrs., Lisa Middlebrooks- 2 yrs., Amanda Smith- 2 yrs., Donna Rainwater- 2 yrs., Shawn Guin- 2yrs., Kewona Stanford- 2 yrs., Connie Austin- 2 yrs., Patricia Sutton- 1yr., Brooke Avila- 1 yr., Brittany Solo- 1 yr., Cindy MacDonald- 1 yr., and Sophi Roberts- 1 yr.



July Birthdays

Meredith Funderburg, Cheryl Rabalais,
Deana Wright, Joyce Reed, Cassi Carter,
Stephanie Hollis, Kallina Johnson, Glynda
Andrews, Erica Ridgell, Desiree Spencer,
Ginger Stewart, Natasha Wright, Sarah
Cook, Kelli Brooks, Lisa Hunter, Denise
Russell, Debby Fields, Dr. Murphy, Debbie
McDonald, Betty Montgomery, Windy
Jones, Jazzman Tanksley, Patricia Sutton,
Greg Rabalais, and Jesse Harrington.

August Birthdays

Kelly Allen, Emily Bowden, Sandra
Dorman, Theresa Dupree, Jana Evans,
Deanna Foster, Lauren Glassco, Cedrix
Hampton, Teresa Hathorn, Jerald
Haygood, Kayla Hill, Ramona Hill,
Whitney Jackson, Lisa Jones, Laurie
Kilcrease, John Kinnaird, Jean Lee, Mary
Leleux, Samaria Lumsey, Wylma Martin,
Kim McFarland, Alice Morgan, Kayla
Noble, Vonda Russell, Cheyenne Smith,
Brianna Smith, Kewona Standford, Pam
Stell, Tai Tucker, and Kaylon Vail.

July Anniversaries

Dr. Gresham- 36 yrs., Dr. Ben Walsh- 35 yrs., Tammy
Carter- 30 yrs., Rose Mary Johnson- 21 yrs., Greg Ballard-
20 yrs., Dr. Malloy- 19 yrs., Gail Davey- 17 yrs., Janice
Rogers- 16 yrs., Heath Breedlove- 11 yrs., Monica Richards-
11 yrs., Debby Fields- 11 yrs., Darlene Roositer- 10 yrs.,
Shelly Martin- 10 yrs., Phillip Gilmore- 9 yrs., Dr. Brad
Walsh- 9 yrs., Errica Huntsman- 7 yrs., Chelsey Reed- 7
yrs., Kim Massey- 7 yrs., Samantha Webb- 6 yrs., Julie
Bays- 5 yrs., Krystal Watkins- 5 yrs., Brooke Phippen- 5 yrs.,
Maria Mondragon- 5 yrs., Kim Johns- 4 yrs., Travis Meeks-
4 yrs., Beverly Simpson- 3 yrs., Leah Johnson- 3 yrs.,
Carolyn Williams- 3 yrs., Debra Adkins- 3 yrs., Pam Keely-
3 yrs., Deanna Wright- 2 yrs., Liz Ferguson- 2 yrs., Krystle
Brooks- 2 yrs., Charlette Grice- 2 yrs., Kim McFarland- 2
yrs., *Family Clinic of Ashley County 1 year Anniversary
with ACMC!* Anna Austin- 1 yr., Glynda Andrews- 1 yr.,
Kallina Johnson- 1 yr., Brianna Smith- 1 yr., Haley Knight-
1 yr., Dorothy Woerheide- 1 yr., Karen Craig- 1 yr., Kendra
Williams- 1 yr., Leslie Meeks- 1 yr., Kisha Rucker- 1 yr.,
Samaria Lumsey- 1 yr., Marissa Scroggins- 1 yr., James
Harrington- 1 yr., and Tucker Carter- 1 yr., Ruth Bozeman-
1 yr., Amy Harrington- 1 yr.,

August Anniversaries

Patricia Barnett- 29 yrs., Dawn Burchfield-
26 yrs., Carol Murphy- 20 yrs., Sherri Rice-
23 yrs., Emily Bowden- 19 yrs., Cheryl
Rabalais- 19 yrs., Neil Harrington- 17 yrs.,
Shelly Jackson- 7 yrs., Robbbie Baldwin- 7
yrs., Emily Kelly- 6 yrs., Madelyne
Cockerham- 4 yrs., Dr. Richards- 4 yrs.,
Kelsie Casculescu- 4 yrs., Jereka Mason- 3
yrs., Cedrix Hampton- 3 yrs., Kelsey Webb-
2 yrs., Tammy Hopstein- 1 yr., Julie Boykin-
1 yr., and Stan Rankin- 1 yr.



September Birthdays

Sharon Burnett; Pam Teague; Shirley White; Nancy Seal; Neil Harrington; Jenny Grannon; Phillip Gilmore; Lauren Cannon; Katherine Tatum; Kim Massey; Belinda Holland; Dr. Stewart Rushton; Krystal Watkins; Hannah Mondragon; Jessi Pack; Beverly Simpson; Kellie Stacy; Connie Austin; Krystle Brooks; Carolyn Spaulding; Sharon Jackson; Karen M; Brittany Barahona-Soto; Julie Bays; Dorothy W; Kisha Rucker, Stan Rankin, Karen Wisecarver, and Dorothy Woerheide

September Anniversaries

Donna McKenzie- 42 yrs., Kelly Melanson- 29 yrs., Linda McDougald- 28 yrs., Ginger Stewart- 25 yrs., Jana Sled- 25 yrs., Jami Harthshorn- 16 yrs., Carla Jones- 15 yrs., Marcy Henslee- 10 yrs., Christie Williams- 8 yrs., Jessica Tippen- 8 yrs., Cassi Carter- 6 yrs., Carolyn Kelley- 6 yrs., Sarah Cook- 5 yrs., Brenda Perritt- 4 yrs., Jonathan Steadman- 4 yrs., Alicia Johnson- 4 yrs., Lisa Hunter- 2 yrs., Laci Luellen- 2 yrs., Terri McKnight- 2 yrs., Karen Halley- 2 yrs., Whitney Jackson- 2 yrs., Brandon Odom- 2 yrs., Julie Gilliam- 1 yr., Ashley Ziegler- 1yr., Jerry Williams- 1 yr., Magen Martin-1 yr., and Brittany Carter- 1 yr.



Happy Birthday to all of our employees! We hope you each had a wonderful day!

Happy Work Anniversary to all of our employees! We are so blessed to have you as part of our ACMC Family! Thank you for your years of service and dedication to Ashley County Medical Center.

