



Community Connection

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2/18/2020

870-364-4111

A Message from Our CEO:

Dear staff and friends of Ashley County Medical Center,

I hope you and your family had a wonderful holiday season! We are already off to a busy New Year! We welcomed Dr. Lon Bitzer, Board Certified General Surgeon, to our ACMC Family January 6th. I am excited to have Dr. Bitzer join our team! You can learn more about Dr. Bitzer later in the newsletter

We are excited that Dr. Ira Murphy is back working with us at Ashley Women's Services. Dr. Murphy and Dr. Rushton are both accepting new patients.

Ashley County Medical Center was recently awarded over \$46,000 of grant money from Arkansas Blue Cross and Blue Shield, and the Arkansas Rural Health Partnership. The grant money is to go towards funding for ACMC to fully participate in the SHARE program. SHARE is an electronic medical record system. Read the full press release in the newsletter!

Our Engineering team has worked very hard to get the new CARTI clinic up and running, and it looks great! We will be having an open house soon for everyone to come by and check it out. The CARTI office is located at 313 Alabama Street, Crossett.

Dr. Felicia Brown was recently reappointed as the Ashley County Health Officer. A County Health Officer is nominated by the County Judge and appointed by the State Board of Health.

We have a number of nurse openings at ACMC. I would like to encourage you to share these openings with any friends or relatives who are nurses and may be working somewhere else. We are looking for more qualified, compassionate, and caring employees to join our ACMC team! They can apply on our website under the Careers page.

-Phillip Gilmore, Ph.D, FACHE, CEO

Gilmore Named President of State Board of Health

Congratulations to ACMC CEO, Phillip K. Gilmore, elected to serve as President of the Arkansas Department of Health Board, January 23, 2020, after serving as President-elect 2019. Gilmore was appointed by Governor Asa Hutchinson to the ADH Board January, 2018, and reappointed to serve through December 2023. "I am looking forward to serving the mission of the ADH Board and to advocate, protect and promote the health of all citizens of Arkansas. I want to thank the ACMC Team members for their support and for helping to facilitate the excellent quality health care for all the citizens in our region."



ACMC Welcomes New Board-Certified General Surgeon

Ashley County Medical Center welcomes Dr. Lon Bitzer to their team. Dr. Bitzer received his medical degree from the University of California College of Medicine- Irvine. His residency training in General Surgery was completed at the State University of New York (SUNY) at Buffalo Graduate Medical/Dental Education Consortium. Dr. Bitzer is certified by the American Board of Surgery. He has been a practicing surgeon at Jefferson Regional Medical Center, JRMC, for the past 25 years, and served as a surgical instructor for UAMS-South Central Family Practice Residency Program. Before his time at JRMC, Dr. Bitzer was at UAMS for four years. Dr. Bitzer is a member of the Arkansas Medical Society.

As a General Surgeon, Dr. Bitzer offers a wide variety of surgical services including lap and open cholecystectomies (gallbladder), lap and open appendectomies, placement of central lines, breast surgery- both benign and malignant, lower extremity amputations up to above the knee, amputation as needed for nonhealing wounds or infections from vascular disease or diabetes, repair of hernias, including recurrent hernias, hidradenitis excisions, pilonidal cysts, port placements, dialysis access procedures, colon surgeries, endoscopies, removal of skin lesions and cancers, drainage of abscesses, and more. He specializes in general surgery and digestive care (G. I. Services).

Ashley County Medical Center's Chief Executive Officer, Phillip Gilmore, says "I am pleased to announce the addition of Dr. Lon Bitzer, Board Certified General Surgeon, to our medical staff in January to further enhance the surgical care we will be able to render to all of our citizens. He will join our established General Surgery practice with board certified general surgeon, Dr. Sarahrose Webster. I believe we have been truly blessed by having these two join our excellent medical staff. There are currently only 320 board certified general surgeons in the state of Arkansas. Dr. Bitzer and Dr. Webster joined our team because of our culture and quality of medical care."

"I look forward to helping in any situation needed, and if I am unable to correct the condition myself, I will help find someone who can," says Dr. Lon Bitzer.



Ashley County Medical Center Receives Grant from Arkansas Blue Cross and Blue Shield and ARHP

The Arkansas Rural Health Partnership (ARHP), an organization that Ashley County Medical Center is a member of, was awarded \$817,000 from Arkansas Blue Cross and Blue Shield last month. The monies were awarded to help South Arkansas hospitals and clinics improve how they exchange patient information and ensure better continuity of care during patient transfers.

Ashley County Medical Center received \$46,226 of the grant money allocated towards full participation in the State Health Alliance for Records Exchange (SHARE), which is overseen by the Office of Health Information Technology, a division of the Arkansas Department of Health. Ashley County Medical Center was already participating in the SHARE program, but at a minimal level due to the high cost of the program.

SHARE will provide ACMC and other participating providers and hospitals with real-time patient results that will help them identify clinical strengths and areas that might need improvement. This program will also let users transmit and exchange clinical information such as medications, allergies, clinical care summaries, vital signs, continuity of care documents, immunization records, lab results, a transition of care documents, radiology reports, and discharge summaries. Providers will be able to send clinical information instantaneously so that providers have the information before the patients arrive.

SHARE's vision is a healthier Arkansas, allowing patients and providers access to complete electronic health records enabling better health decisions.

ARHP is a nonprofit organization that consists of 14 hospitals and 108 hospital-owned or affiliated clinics in the southern region of the state.



Hamburg Health Clinic Part of Grant Recipient- UAMS Receives \$2.3 Million to Reimburse Facilities that Provide Medication-Assisted Treatment for Opioid Use

The University of Arkansas for Medical Sciences recently received \$2.3 million from the Arkansas Department of Human Services (DHS) to compensate facilities across the state providing opioid use disorder patients with medication-assisted treatment.

The money will allow medical providers to offer treatment for opioid use disorder to patients without insurance or the ability to pay for services. This new effort is an offshoot of MATRIARC (Medication Assisted Treatment Recovery Initiative for Arkansas Rural Communities), a partnership between UAMS' Psychiatric Research Institute and DHS.

Facilities wanting to take part in the project have until Feb. 28 to submit proposals to UAMS. The funding is scheduled to be available until April 30, 2020.

The funds will cover expenses including the cost of medication, hiring peer support specialists, providing treatment services and even travel costs for patients using medication-assisted treatment.

"We are really the stewards of the money, our job is to give it away," said Michael Mancino, M.D., a professor in the UAMS College of Medicine Department of Psychiatry who oversees the MATRIARC program. "We're working with clinics planning to or already providing medication-assisted treatment to people below the poverty line so they don't have to turn anyone away."

Medication-assisted treatment is using medication to relieve cravings and withdrawal symptoms along with counseling and support to overcome the use of opioids.

The following agencies have been awarded grants to provide office-based medication-assisted treatment: Recovery Centers of Arkansas, Ozark Guidance of Mountain Home, Quapaw House of El Dorado, Western Arkansas Guidance & Counseling of Fort Smith, [Hamburg Health Clinic](#), WeCare & WeDeliver of Warren, UAMS Health Family Medical Center in Helena, UAMS Health Family Medical Center in Magnolia, UAMS Health Family Medical Center in Fort Smith, Harbor House of Fort Smith, Gold Cross Urgent Care of El Dorado, Spine Specialty Clinic of Heber Springs, Ouachita Behavioral Health and Wellness of Hot Springs, Counseling Services of Jacksonville, the Guinn Clinic of El Dorado, Northeast Arkansas Community Health of Jonesboro and Compassionate Care Clinic of Searcy.

Medication-assisted treatment includes methadone that can only be dispensed through an opiate treatment program, products containing buprenorphine that require a federal waiver for prescribers and injectable naltrexone, which does not require special qualifications for prescribing. Research has shown that a combination of medication-assisted treatment and behavioral therapy can successfully treat opioid use disorder and can help sustain recovery.



ACMC Recognized with 2019 Performance Leadership Award in Patient Perspective

As part of National Rural Health Day on November 21, Ashley County Medical Center today announced it has been recognized by The Chartis Center of Rural Health and the National Organization of State Offices of Rural Health (NOSORH) for overall excellence in Patient Perspective. Based on the results of the Hospital Strength INDEX from iVantage Health Analytics, the Performance Leadership Awards reflect top quartile performance among all rural hospitals in the United States in either Quality, Outcomes or Patient Perspective.

“Being recognized with the National Organization of State Offices of Rural Health for overall excellence in Patient Perspective is an honor for our hospital,” says Phillip Gilmore, CEO of Ashley County Medical Center. “It demonstrates the level of dedication and commitment to quality care that our patients, their families, and the community can expect at Ashley County Medical Center.”

The Hospital Strength INDEX is the industry’s most comprehensive and objective assessment of rural hospital performance. Leveraging data from publicly available data sources, the INDEX aggregates data from 50 rural-relevant metrics across eight pillars of performance. Celebrating its 10th anniversary in 2020, the INDEX serves as the data foundation for a number of industry-leading rural recognition programs and legislative initiatives.

“National Rural Health Day has come to symbolize not just the vital role healthcare providers play in rural communities, but the dedication and hard work that goes into overcoming the unique healthcare challenges that exist across rural America,” said Teryl Eisinger, Chief Executive Officer, NOSORH. “We are proud of the work of the State Offices of Rural Health, their partners and rural hospitals do to improve care across the nation.”

“Each year, National Rural Health Day serves as a terrific backdrop for celebrating the power of rural and recognizing rural providers who continue to demonstrate an unwavering commitment to delivering quality care within their communities,” said Michael Topchik, National Leader, The Chartis Center for Rural Health. “We are delighted to be recognizing these top quartile performers in partnership with NOSORH.”



Have a Problem With Your Bill?

ACMC works hard to improve our patient's experience; not just clinically but also from a business prospective. It is our desire that your registration and billing experience is of high quality. Insurance processes can be complex and we want to help make this process as easy as possible for you, our valued patients. If you have a question regarding your Insurance Explanation of Benefits or your hospital statement; it would be our pleasure to talk with you to answer questions and to resolve all billing issues that may exist.

Please contact our Financial Counseling office at 870-364-1250.

ACMC Family Home Health

To qualify for home health care, you must meet the following criteria:

- Be considered "homebound," (requires a tax in some private insurance do not require patient to be homebound)
- Require skilled care on a part-time or intermittent basis to improve, maintain, prevent, or further slow your health condition, Example of skilled care-Education and Teaching, Iv Therapy, Wound Care, IM Injections, New Ostomy Education, Medication management teaching
- Be under the care of a doctor, who completes and documents an in-person visit with you either

Custodial Care (Long-Term Care) is non-skilled personal care

Non-skilled personal care includes activities of daily living (ADLs) like bathing, dressing, eating, chores, and health-related care that most people do on their own, like taking insulin. Agencies that offer these services are referred to as home care agencies, not to be confused with home health care agencies which offer home health care services.

Please welcome our new Biller Martha "Marti" Murphy to ACMC Family Home Health. She has experience in billing and loves coding. We are so glad for her to join our team.



ACMC Goes Green!

Read & Recycle

Paper makes up 25% of generated trash each year. Recycled paper is used to make new paper products, saving trees and other natural resources. When you go shopping, look for products that are made from recycled paper. Be encouraged to reuse gift bags and tissue paper, and not discard them after a one use.



Ashley County Go Red for Women!

- GO RED Day will be on February 18, 2019 for free health screenings.
- GO Red Banquet will be on February 27th at the MMC. Doors will open at 5 and the banquet will start at 6. Dr. Michael Huber will be our keynote speaker. Tickets will be \$20.

January Birthdays

C. Wilson, J. Stell, B. Amos, J. Whitten, P. Breedlove, Dr. Gomez, C. Honour, D. Ward, R. Smith, P. Keely, L. Stell, D. Burchfield, A. Willink, C. Murphy, R. West, D. Rainwater, J. Boykin, H. Naron, L. Pope, A. Smith, M. Cockerham, B. Rabb, and O. Day.

January Anniversaries

Ronnie Dillion 31 yrs., Sharon Burnett 31 yrs., Dewey Ward 23 yrs., Kathy Launius 21 yrs., Kathy Smith 21 yrs., Shirley White 20 yrs., Brandy Stapleton 18 yrs., Lisa Vandiver 15 yrs., Angela Willhite 12 yrs., Charlayne Honour 9 yrs., Penny Breedlove 8 yrs., Debbie McDonald 7 yrs., Belinda Holland 8 yrs., Rebecca Amos 8 yrs., Shellye Timmons 8 yrs., Jesse Harrington 7 yrs., Barbara Scott 7 yrs., Brandi Buchler 6 yrs., Vanessa Brantly 5 yrs., Cathy Harcrow 4 yrs., Dr. Felicia Brown 4 yrs., Leasa Dolan 4 yrs., Laura Pope 3 yr., Hannah Rice 2 yrs., Juanda Tubbs 2 yrs., Jessica Gunter 1yr., Cindy Ballon 1yr., Devon Albritton 1 yr., Elizabeth Tucker 1 yr., Kelsey Hall 1 yr., Stacey Upton 1 yr., Rebecca Ledbetter 1 yr., and Candy Myers 1 yr.



February Birthdays

T. Meeks; A. Whitaker; S. Hawkins; B. Wright; K. Gill; M. Hampton; J. Harrington, L. Ferguson; C. Terrell; J. Hartshorn; B. Arnold; E. Kelley; M. Scroggins; D. Hughes; K. Craig; K. Hernandez; S. Burnett; D. Austin; D. Adkins; R. Ledbetter; M. McLelland; R. Moffatt; B. Morgan; C. Terrell; and C. Tyler

February Anniversaries

Jana Evans 17 yrs., Justin Burt 12 yrs., Dr. Rushton 8 yrs., Teresa Hathorn 6 yrs., Lewis Bivens 5 yrs., Vonda Russell 5 yrs., Rebecca West 4 yrs., Katie Hernandez 3 yr., Carolyn Spaulding 3 yr., Tiffany Holland 2 yrs., Robert Moffatt 2 yrs., Amanda Doss 2 yrs., Denia Keen 1 yr.

March Birthdays

J. Sled, S. McDaniel, T. McKnight, C. McGhee, J. Tippen, S. Dumas, Dr. Ben Walsh, B. Scott, S. Guin, T. Strebeck, M. Richards, T. Fitch, T. McClain, C. MacDonald, K. Gilley, R. Bozeman, C. Williams, L. McDougald, B. Odom, J. Burt, S. Roberts, C. Grice, L. Vandiver, D. Sasser, L. Middlebrooks, S. Timmons, H. Knight, B. Dodson, A. Kilcrease, S. Langley, M. Langston, K. Oden, B. Smith, and T. Smoke.

March Anniversaries

Sherry Walker 23 yrs., Shela Cone 17 yrs., Jean Lee 11 yrs., Vanessa Lloyd 7 yrs., Heather Naron 7 yrs., Gayla Williams 6 yrs., Tiara Jackson 5 yrs., Windy Jones 4 yrs., Aaron Flemister 3 yrs., Tanula Britton 2 yrs., Shelby Moffatt 2 yrs., and Gabbii Wilder 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 a part of our ACMC Family! Thank you for your years of service and dedication to Ashley County Medical Center.

