

# On the *horizon*

CAVALIER COUNTY MEMORIAL HOSPITAL & CLINICS | FALL 2020

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# LETTER FROM OUR CEO

JEFF STANLEY  
CHIEF EXECUTIVE OFFICER



## **Proud to be among the Very Best** Quality and safety, always our priority.

So far 2020 has been a year that none of us will forget. Navigating an ongoing pandemic—while certainly not easy—has proven to bring people together and our community and healthcare team have been no different. It's been a humbling reminder of how fortunate I am to live and work with such wonderful people.

I am beyond proud of how the CCMH team responded to this remarkable time in our lives. Our staff's preparation, dedication and compassion has ensured that our patients continue to receive the high level of care they've come to expect, while they continually adapt to the latest policies and procedures to keep people safe. Our staff really stepped up.

2020 also brought something really wonderful for us to celebrate. CCMH was named a National Rural Health Association (NRHA) Top 20 Critical Access Hospital. This award is so well deserved and a true reflection of the exceptional care patients can expect to receive from our talented team.

In this issue of On the Horizon, we'll hear from many of our wonderful staff members about the exciting things going on and coming up at CCMH, including an introduction of one of our newest team members, Controller Chris Carter, and the excellent turn out we had for our community blood drive.

I also want to officially welcome back everyone for care at CCMH. No matter the services you need, we have the protocols in place to keep you safe and healthy. Postponing treatments and appointments can negatively impact your health and quality of life, which is why we're dedicated to providing the highest quality care in the safest way possible.

I hope you enjoy this edition of On the Horizon, and continue to follow along with all the exciting happenings at CCMH!

*Jeff Stanley*





## CCMH is honored to be recognized as a **Top 20 Hospital**

We have a big reason to celebrate at CCMH! This year we are honored to be named one of the Top 20 Critical Access Hospitals for Best Practice in Quality by the National Rural Health Association.

This award is based on in-depth evaluations of over 1,300 rural healthcare systems across many critical areas, including patient perspectives and

outcomes. Being a top hospital for quality is a direct reflection of the outstanding care our staff provides every day.

This achievement is more than just a reflection of CCMH. It's a reflection of the compassion and dedication of our entire community. We are thrilled to be a trusted resource that people can turn to

and are so proud to be part of this elite group of rural healthcare providers.

We want each and every person to know that in times of need you can turn to CCMH and know that you will get the highest quality of care available.

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*I really am so proud of our team and how hard they worked to get this recognition, and I know we'll be recognized again. We really want our patients to know that this is the kind of care they can always expect from CCMH.*

- JEFF STANLEY, CHIEF EXECUTIVE OFFICER

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# The Highest Quality of Care, the Safest Way Possible

## NEW PROTOCOLS TO ENSURE PATIENT AND STAFF SAFETY



At Cavalier County Memorial Hospital, our goal is, and always has been, to provide the highest quality healthcare in the safest way possible. And as we continue to navigate these remarkable times we want to remind our community members that we are dedicated to serving you and being your partner in good health.

Jamie Nienhuis, CCMH Chief Nursing Officer, shared that after a brief scaling-back of some hospital and clinic services that all services are once again available to the public so everyone can get the care they need.

“We want everyone to know they can come to us,” Jamie said. “All trucks are coming for outpatient care, stress tests are back as well as Saturday clinics. Everything an individual might require for care is available to them.”

To continue to ensure patient and staff safety, new protocols, such as universal masking, patient screening and additional cleaning, employed earlier this year all remain in place. Plus, additional care is being given to making these changes as simple and seamless for patients as possible.

Now is not the time to put off an annual wellness check-up or—worse—ignore care for a chronic condition or symptoms of a potential health problem.

### Questions?

For anyone who is concerned about visiting CCMH for care, we recommend calling with any questions you may have or utilizing our virtual or telehealth services.

Langdon Hospital: **701-256-6100**

Langdon Clinic: **701-256-6120**

Walhalla Clinic: **701-549-2711**



# pediatric

## Here For Your Child's Complete Health

### MENTAL HEALTH CARE FOR KIDS IS NOW HERE

For family nurse practitioner **Megan Overby, DNP**, the drive to find new ways to care for the health of our community comes naturally. So, when the opportunity for additional mental health care training from the REACH Institute was offered to her, she jumped in headfirst.

"I participated in a dynamic three-day interactive course that was called The REACH institute for Patient-Centered Mental Health in Pediatric Primary Care. It is a very innovative program that increases providers and clinicians' comfort with assessing, diagnosing, and treating pediatric mental health concerns," Megan shared. "I was excited to do this course because of the increased need for this kind of care in our rural communities."

After completing her REACH training, Megan is qualified to provide treatment for anxiety, depression, ADHD, bipolar disorder, and aggression in pediatric patients right here at CCMH. This allows her to address

emotional and behavioral issues in children early, which helps limit further development of mental health issues as they grow into adolescents and adults.

"This information is extremely beneficial to expanding the care I can give to our pediatric patients, and it's also useful in continuing that care into adulthood as needed to create the best health outcomes for each individual," Megan said.

"The most important part of providing proper treatment to our pediatric patients is an accurate diagnosis," Megan explained. "Several factors help to diagnose the patient, including a complete look at medical, social and family history, their educational background, and symptoms and then we combine that with the results of specific mental health screenings to diagnose and form a care plan."

With all the uncertainty the ongoing COVID-19 pandemic has brought to families in our community,

many children are experiencing more emotional and behavioral struggles. Social isolation, changes in routine, fear of the unknown and more can increase anxiety and worsen other mental health struggles. Because of this, we are thrilled that Megan's new training will allow her to directly address these issues without the need for families to travel.

"There are many patients in our clinics who travel many miles to other healthcare locations seeking appropriate diagnosis and treatment for their mental health concerns," Megan shared. "With the knowledge gained from this course, I feel there is a gap that I will be able to close for some of these patients within our community and surrounding communities."

For more information on pediatric mental health services or to schedule an appointment with Megan, call **701-256-6120** today. Options for both in-person and telehealth care are available.





# A Fresh Face to the CCMH family

Welcome Chris Carter

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We welcomed a new face into the CCMH family on June 29th—new Controller **Chris Carter**.

He stepped into his new role with enthusiasm, as he looks to dive into the world of healthcare finance.

“*I’ve got a bachelor degree in finance and have worked in finance for 31 years. My experience has run the gamut, and I’m excited to take on this new chapter.*”

And Chris knew right away when he spoke with the CCMH team, that this position was right for him.

“When I talked with everyone I really liked them and thought it would be a great place to work. Everyone sounded really friendly,” he said. “And I like hospital work—working with all the different departments and the professional challenges is very rewarding.”

Since he’s taken on his new role, Chris has been working hard to get up to speed on all things CCMH finance and make connections with his new work family.

“It’s been a great start,” he said, “Everyone has been really helpful and supportive.

I’m learning all the financial systems we have in place and what all the accounts are. It’s been a great learning experience.”

In his role as Controller, Chris leads the financial team as they work with all departments to track revenue and expenses. He works directly with the billing department, department heads, and many others regularly to stay on top of all financial matters. It’s an invaluable role within the hospital, and we feel extremely fortunate to have Chris join our team and take it on.

In his spare time, Chris has been enjoying many long drives around town as he gets acquainted with our community.

“I most recently came from a college town, but I grew up in a small town. It’s nice to be back in this type of community again,” he shared.

Outside of a passion for finances, Chris has a wife and three grown sons. He adores doing anything outdoors, but particularly loves fishing and riding his bike and motorcycle.





## Get the Care You Need, *Your Way*

Sometimes in life, you just need to find the silver lining. For CCMH, one positive aspect of the ongoing COVID-19 pandemic has been our ability to offer telehealth and virtual visits to care for patients safely. This has helped alleviate some patients' anxiety about visiting a healthcare setting while ensuring they keep their health a priority.

Darla Roder, COO, was thrilled that CCMH was able to care for patients in a virtual way.

"We need to be able to meet all our patients' needs," she said, "And that includes caring for patients who may be at a higher risk for infection and are safest staying home."

There are two types of telehealth visits offered at CCMH: virtual video visits and telephone visits. Having two options available makes it easier to meet everyone at the level of technology they are most comfortable using.

Virtual visits are available through Doxy.me, a secure third-party platform that allows patients to connect directly with their healthcare provider for a virtual "face to face" meeting. This can be done via a laptop or desktop computer or a smartphone directly from our website homepage.

Telephone visits are an even simpler option for people who may not feel as comfortable with certain technology or who simply don't feel it's necessary for their provider to see them. To set up a telephone visit, simply call as you would to schedule a regular in-person appointment.

"We understand that not everyone is comfortable setting up a video chat with their provider," Darla explains. "By having both options in place we're maximizing the amount of people we can continue to provide care for—even if they're not coming into the clinic in person."

An added benefit of the additional telehealth services now offered at CCMH is that patients can utilize them to get almost any type of care, unless it's an emergency situation.

"Our providers can offer everything from annual wellness checkups to chronic condition monitoring," Darla said. "They can help ensure people get the medication they need or even check in and see if they need any other services such as meal or grocery delivery. It's really about making sure people are taken care of."

So far nearly 150 telehealth visits have been completed since April, a great sign that people are utilizing them to stay on top of their health.

We encourage all patients to take advantage of this service. Call or visit us online to learn more!

# Moving Forward. TOGETHER.

## COMING TOGETHER IN TIMES OF UNCERTAINTY







DARLA RODER  
Chief Operating Officer

When we rang in 2020, no one could have predicted the course this year would take. After all, that tends to be the nature of something as remarkable as a worldwide pandemic. Yet we all came together to face it head on—proving once again that our small community bands together when times are tough.

That was never truer than early on the in pandemic, when much was unknown, and in an effort to keep people safe as we learned more, we limited some of the services at CCMH.

This posed a challenge for our team, and left us with tough decisions to make. Limiting services also meant the potential need to furlough some of our dedicated staff—an outcome no one wanted.

Fortunately, as Darla Roder, COO, shared, “Quick thinking paved the way for a plan that kept our team members working—even if it wasn’t quite business as usual. We have what we call PPP [Paycheck Protection Program] Projects.” Darla said.

*“Instead of furloughing staff, we took PPP funds and used them to keep our employees working on a variety of facility improvement projects around the hospital.”*

PPP projects spanned multiple departments and skills. Some people tackled waxing the clinic floors. Others painted the facility foundation. And there was always something to clean—from bathrooms and windows to walls and cupboards. To-do list items that were normally tackled if and when time allowed were being checked off one by one—all thanks to our extremely hardworking and flexible staff.

“I’d say the majority of staff chose to stay on and help out with these projects,” Darla shared. “They felt it was a good thing to do and signed up right away.”

The set up for the program was fairly simple. Employees had the option to reduce their hours or work on PPP projects for 16 hours every two weeks, so they’d spend one day of their week working on the project assigned to them. This allowed them to continue to make their regular wage and not have another layer of uncertainty added during an already challenging time.

“Every project we got done was wonderful,” Darla said. “And one of the biggest benefits of this extra time to tackle projects was for our lab team. They worked so hard on everything COVID-19 related, especially writing new policies for us to follow.”

Having dedicated staff leading the way for projects, meant that even during “down time” we were working hard to make CCMH an even better place to receive care.

*“This ties in directly to our values as a healthcare facility. Our values are ‘ICARE’—integrity, compassion, accountability, respect and excellence. Each and every employee who jumped headfirst into this program was demonstrating those values at the highest level.”*

The success of our PPP projects serves as yet another reminder why we are so grateful to serve as your healthcare provider. Our community works together to take care of each no matter the circumstances, and we are honored to be part of it.



# Supporting Each Other

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## One Donation at a Time

### Second Annual Community Blood Drive

On Monday, June 22 CCMH hosted our Second Annual Community Blood Drive, and we are so grateful to everyone who donated and to the CCMH Foundation for all their hard work organizing this event.

We had a great turnout—48 total donors and 15 who had never donated before!

**Billie Symons**, Laboratory Manager, shared, “This was an awesome turnout! Every donation spot was filled, and we hit our donor goal. Plus, it’s always wonderful to see new donors.”

The event, coordinated with Vitalant, one of the nation’s oldest and largest nonprofit community blood service providers, emphasized safety and generosity. This helped reassure donors who may have been anxious to donate due to the COVID-19 pandemic.

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*As a lab tech I have firsthand experience with people who need blood. It makes you realize just how important it is. When you donate blood, you’re helping save the lives of up to three people.*

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The success of our second annual blood drive makes us proud of our community and how we step up to support each other. There will always be a need for blood in healthcare, we’re so grateful to live and work with people ready and willing to donate blood for those who need it. For anyone interested in finding more opportunities to donate, you can visit **Vitalant.org** to learn more.



## CAVALIER COUNTY MEMORIAL HOSPITAL FOUNDATION



### CCMH Foundation Highlights Upcoming Events

2020 hasn't been the year the Cavalier Community Memorial Hospital Foundation (CCMHF) envisioned it would be, but as it begins to draw to a close, they are still working to bring the community together and support CCMH—safely.

**McKinzie Sivertson**, Foundation Director, shares the changes the foundation had to make this year and how they're moving forward as the year goes on.

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*First and foremost, I just want to say we're thinking of all of the business', families, and communities involved during these times of uncertainty. We want everyone to remain as healthy as possible, and that means we have to be smart with our choices.*

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The ongoing COVID-19 pandemic meant the cancellation of two of the foundation's most popular and successful events earlier this year: The 26th Annual Golf Tournament in June and Foundation Picnic in August. We're excited to bring these back for the much anticipated 2021!

“As unfortunate as it was to cancel these events, we know it was important to do so. Our main goal is to limit exposure and keep people safe,” McKinzie shared.

She also was happy to share that some events will still happen this year—with necessary changes and precautions in place.

### Lights, Stars and Diamonds Ceremony

Along with all the traditions the holiday season brings, this year the Foundation will once again have their Lights, Stars and Diamonds Event and Ceremony.

This event raises funds through the sale of lights, stars and (newly added) diamonds, which people purchase in honor or remembrance of a loved one. Typically, the event ends with the reading of each person's name at a ceremonial event. Be on the lookout for your donation coupon coming soon!

This year, however, the foundation is hoping to hold a virtual live ceremony that people can watch from the comfort and safety of their homes.



### Giving Hearts Day –Sneak Peak!

The foundation is also excited to participate in Giving Hearts Day for the first time. This event is a unique platform that lets non-profit organizations like CCMHF to reach a large network of donors across the country for 24 hours of giving.

“This event is really special, and it's a pretty big deal that a small community like Langdon gets to be part of it,” McKinzie explained. “We will be sharing more information on how you can participate in this event”

### Thank You from CCMHF

Throughout the challenges this year has brought, CCMHF has continue to do their best to raise funds and support the hospital—but all that wouldn't be possible without the generosity of our community.

“We want to thank everyone so much for their continued support,” McKinzie shared. “We know these are trying times for everyone, and your generosity means so much to us.”

To learn more about the Cavalier Community Memorial Hospital Foundation, visit [www.cavaliercountyhospital.com/foundation](http://www.cavaliercountyhospital.com/foundation) or call 701-256-6139.

We want to  
hear from you!

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## **YOUR OPINION MATTERS.**

**Providing our patients with the highest quality care means everything to us.**

After your visit, you may receive a survey. Please complete this survey so we can continue to improve our care for all your health needs. Thank you!

