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# The Monitor



July 2024

MEMORIAL HEALTH SYSTEM EMPLOYEE NEWSLETTER

## Heartland Health Care Clinic-Herington Celebrates Grand Opening Event in Conjunction with Ladies Night Out

By Haley Jones, Director of Development & Marketing



After several months of discussing, planning, building, organizing, decorating, Heartland Health Care Clinic-Herington (HHCCH) was able to celebrate with a Grand Opening on June 28. The celebration was held in conjunction with the annual Ladies Night Out event, which helped bring many visitors to view the new clinic.

Harold Courtois, Memorial Health System CEO, welcomed all guests including the following dignitaries: Abbi Rankin from Senator Roger Marshall's office, Dawson Maring from Representative Tracey Mann's office, Representative Scott Hill and his wife Lynette, and Senator J.R. Claeys. He continued his introduction by thanking all MHS employees involved who had a hand in getting the clinic up and running.

City Manager, Thatcher Moddie, shared his sentiments on behalf of the Herington community.

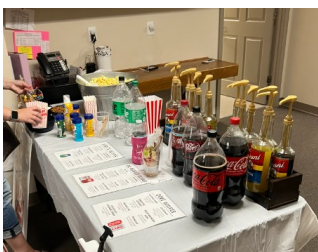
Dickinson County Economic Development Corps helped HHCCH celebrate the occasion in *true style* by providing the ribbon and enormous scissors to cut it with!

The event would not be complete without the amazing beverage bar and yummy treats provided by our very own MHS Food Services Department.

The evening was a success with a guest count over 70, many of which picked up a patient packet on their way out after their tour!

# HHCC-H Grand Opening and Ladies Night Out!

Heartland Health Care Clinic—Herington and Home Health and Hospice of Dickinson County welcomed many guests on Friday evening.



Participate in the statewide campaign!

# “We Put Our Hearts Into It”

We want pictures of heart-shaped hands. Get creative!

Please send to: [feedback@mhsks.org](mailto:feedback@mhsks.org)



Kansas Hospital Association is running a statewide public perception campaign called: **“We Put Our Hearts Into It”** MHS is joining hospitals across Kansas in these efforts. This campaign has two parts:

1. To change the public perception of healthcare
2. Provide more education to those interested in a healthcare career.



Several MHS employees attended the community unveiling ceremony of the World’s Largest ‘I LIKE IKE Button’ at Little Ike Park in Abilene.

# MHS says goodbye to TWO longstanding employees as they start their next journey into retirement.

**Renauda Rutz**  
Environmental Services  
14 years of service



**Linda Showalter**  
Food Services  
21 years of service



## Most Recent Green Belt Graduates

Congratulations



Top Row (Left to Right):  
Danette (Decision Support)  
Emilee (Cardiac Cath Lab)  
Kim (HR)  
Kristi (Employee Health)



Bottom Row (Left to Right):  
Kristen (Accounting)  
Pilar (HR)  
Chris (MHS)  
Jessica (MHS)

Congratulations to Chris Sare and Jessica Younkman

Congratulations to our latest Lean Six Sigma Green Belt graduates!. Elevate your skills and boost your career with SRHC's Lean Six Sigma Green Belt or Yellow Belt course. We offer training in three different ways: in-class, blended online, and fully online. Learn to practically use the Lean/PDCA methodology and Lean principles to improve the patient/family experience and outcomes, reduce costs and defects, and make your work easier. Contact our Registrar, Toni Schlabach ([tschlabach@srhc.com](mailto:tschlabach@srhc.com)) for more information.

## Jeans Day Donations for 2024

### January

Clover Cabinet  
\$1,045.00

### February

Community Meals  
\$1,020.00

### March

Tri-County Free Fair  
\$1,024.00

### March

Tri-County Free Fair  
\$1,024.00

### April

Community Baby Shower  
\$1,005.00

### May

Jaxon Armendariz  
\$1,075.00

### June

Herington Fire  
Department for individuals  
in Dickinson County who  
need CPR Training  
\$750.00

Thank you for your  
generosity!

## Monthly Jeans Day

### **MHS EMPLOYEES DONATE TO JAXON ARMENDARIZ**

By Billy Hansen, Public Relations Coordinator



*Employees of Memorial Health System (MHS) wore blue jeans at work, in May, for a “Jeans Day” fundraiser. Employees who made a donation of at least \$5 were allowed to wear blue jeans on Fridays in May. A total donation of \$1,075 was presented to Jaxon Armendariz and his family. Jaxon received a kidney transplant in July of 2021. Jaxon, now 14 years old, continues on his journey but has recently had some additional health issues that included numerous hospital stays. The Jeans Day was organized by the MHS Employer of Choice (EOC) committee. Pictured, from left, are: Traci Jurgensen, EOC committee member; Pam Schoemaker, EOC committee member; Jaxon, Laura, Isabel, Lancaster, and Bryan Armendariz; and Matt Mead, EOC committee member.*



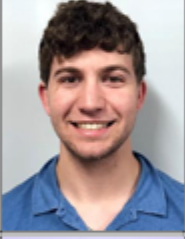


On behalf of VM, we would like to say a BIG Thank You to what we think was a very successful first year of an Alzheimer's walk. Multiple residents have stated that they had a wonderful time going around and meeting new people. We had roughly 45 people walk with a resident around the facility (but many did it several times with different residents again which was great) and with first count the event made around \$400.00 (way to go MHS!!!!).

Thanks again for all you do for your patients, residents, co-workers and community.

Andy Sutter



## Memorial Health System May 2024

Photo	Name	Hire Date
	Mary Cairns Env. Services/Associate	May 20
	Seren Jahn Food Service/Worker	May 20
	Dylan Reed Radiology/Aide	May 20
	Sheena Sage, RN/Surgery	May 6
	Shaylee Gomez Village Manor/CNA	May 20



Rachel Camese  
Director of Environmental  
Services

# WELCOME NEW EMPLOYEES!

### HAPPY BIRTHDAY!

REINERTSON, MORGAN J	7/1
COURTOIS, REGINALD H	7/2
SCHULTZE, ZEB I	7/6
CALLAHAN, KIMBERLY S	7/10
BERKLAND, AUDREY M	7/11
WRIGHT, LISA M	7/11
MORTON, MARIE M	7/11
WATTS, ELIZABETH C	7/11
ELLIOTT, DAVID S	7/12
THACKER, JIMMY R	7/12
NEWTON, ALLISON M	7/12
RICE, AMY D	7/13
MCCANN, PATRICIA	7/14
JOHNSON, AMANDA D	7/14
FORBES, ERICA L	7/15
STRODA, ALLISON R	7/15
ESPINOZA, SELENA	7/15
HAJEK, KRISTEN M	7/16
HARVEY-PFLASTER, MONA L	7/16
LARSON, ANITA M	7/17
GOMEZ, SHAYLEE K	7/17
SHIRACK, EMERSYN C	7/18
COLWELL, ALAYNA N	7/21
BRANTLEY, ANNA M	7/22
FINK, JILL M	7/22
REYNOSO, KINDRA M	7/23
DIERCKS, HEIDI E	7/24
JONES, JOAN D	7/25
HOLZHAUSER, HALEY D	7/26
PICKING, MICKI N	7/27
MEEKS, JAMIE K	7/28
SOULIGNE, BRIDGETT M	7/29
TYLER, JENNA M	7/29
MCMILLEN, LORETTA A	7/29
JENKINS, JENNIFER L	7/31



# Positives From Patients

## Comments have not been edited for grammar or punctuation.

*I was very impressed with the kindness and care and concern expressed by the entire staff with whom I came into contact.*

*Everything with visit was wonderful*

*The entire staff was welcoming and concerned about my problem. Matilda is really good at what she does, if you get her to start with, half of the battle is won!*

*Very satisfied with all my care.*

*Best er I've ever been in*

*Food was good.*

*Asked if I needed anything all the time.*

*Overall kindness & helpful.*

*Outstanding service today*

*I always feel like I get the best care possible when I come to the clinic.*

*Both Dr Thompson and her assistant, Lexi are very good! They were both very professional and attentive. I really like Dr Thompson*

*All was good, she remembered me from February and made a nice comment*

*Loved the PA she was right on my trouble took care of it and what to watch for*

*Dara's nurse was great. Always love seeing Dara and her team.*

*Great hospital & staff don't change a thing.*

*My surgery went well. My surgeon explained everything and the other medical personal were great.*

*Matilda is a friendly and great person who makes my day better*

*They very well knew what they were doing I had trust in them.*

*The tech who did bone density was very pleasant enjoyed her alot.*

*Matilda was very friendly and proffesional*

*Matilda is the best. Only know her from the desk but she always remembers me and other members of my family! Very kind, sweet sole! She is the best possible person to have at the front desk! She is awesome and puts a smile on my face!*

*The person who drew my blood did a good job.*

*Love the staff & The Dr Z was wonderful*

*Great appointment from check in to check out and Quality Care 5 Star Rating*

*Happy to have found such Qualified people in our region and providing Top Notch Medical Care !*

*Dr. Hinman is working diligently to handle prescription insurance issues with my provider.*

*Matilda is always smiling and friendly. She says hi to everyone and makes you feel welcome.*

*Elizabeth was absolutely wonderful. Very kind & comforting. Great communication, felt very safe.*

*Everyone was amazing as always!*

*Excellent! Techs were gracious, fun and professional*

*I was very satisfied with the registration process.*

*I would recommend this facility to all my family and friends.*

*Always above & beyond with explanation*

*He was amazing and caring*

*This clinic and hospital are amazing. I didn't have to wait as the ultrasound was scheduled right after my appointment! So I didn't have to make another trip.*

*It is so nice to have the option of the walk in clinic. I've seen Dr. Todd several times and he is very professional!*

*She answered all my concerns. Also suggested things I needed to do at home.*

*Erica was EXCELLENT*

*Never have any problems making contact either by phone or portal. Really like the portal.*

*Very good experience with both James (student) and dr Allison Thompson. Dr reviewed all my concerns AND gave me handwritten instructions. Very impressive!*



## More Positives From Patients

Dr. Ziegler is very good with both little boys.

She was good with both little boys

Always friendly and listening

Had an emergency they were able to get me in within 35 minutes. And gave me excellent care

Everyone from checking in to out was a pleasure.

Friendly staff with checking in, the nurse taking weight and blood pressure was friendly and Dr Thompson took a nice amount of time with me, did not make me feel like she was in a hurry.

Good procedure. Excellent care.

Felt I was in good hands all the way through!

Ericka is good.

Always good on the wait time.

Always friendly and listening

Everyone was knowledgeable and helpful

Clerks where very polite and acted very professionally and made sure all info was resolved

The staff very friendly.

# ALL GREEN FOR 9 STRAIGHT WEEKS!!!

Keep up the great work!

Site WIG Type	Service Line	Survey Question Reported as MEAN Scores (unless indicated as CAHPS - TOP BOX)	FYE 2023 Goal	FYE 2023 Mean	FYE 2023 %ile	FYTD 2024 Goal	FYTD 2024 Mean	FYTD 2024 %ile	Change from Last Week
SRHC ORG	Inpatient	INPATIENT: Likelihood to Recommend	89.70%	87.91%	44	89.70%	87.92%	45	+
SRHC ORG	ED	ED: Likelihood to Recommend	85.74%	83.53%	44	85.74%	83.06%	39	+
SRMG ORG	No Veridian	MEDICAL PRACTICE: Likelihood to Recommend (No Veridian)	94.57%	95.04%	56	95.05%	95.60%	62	+
SRMG ORG	Veridian Only	MEDICAL PRACTICE: Likelihood to Recommend (Veridian Only)	94.57%	91.49%	13	94.57%	92.95%	19	-
SRHC ORG	StatCare Urgent Care	URGENT CARE: Likelihood to Recommend	87.43%	86.44%	8	87.43%	86.99%	14	+
SRHC ORG	BHU	INPATIENT BHU: Likelihood to Recommend	94.11%	96.60%	95	96.61%	95.53%	91	-
SRHC ORG	AMBS Spec Proc	OAS-CAHPS: TOP BOX Likelihood to Recommend	82.23%	78.62%	16	82.23%	77.00%	13	+
SRHC ORG	Below*	OUTPATIENT SERVICES: Likelihood to Recommend	94.16%	94.59%	40	94.06%	95.41%	55	+
SRHC ORG	Inpt Rehab	INPATIENT REHAB UNIT: Likelihood to Recommend	92.54%	87.04%	6	92.54%	89.39%	16	+
SRHC ORG	Outpt Rehab	OUTPATIENT REHAB (PT, OT, ST): Likelihood to Recommend	96.20%	94.77%	21	96.20%	95.38%	24	-
LCH ORG	Inpatient	LCH INPATIENT: Likelihood to Recommend	94.79%	96.19%	96	96.20%	94.68%	91	+
LCH ORG	Clinic	LCH MEDICAL PRACTICE: Likelihood to Recommend	95.87%	96.83%	91	96.84%	96.61%	87	=
LCH ORG	ED	LCH ED: Likelihood to Recommend	94.90%	92.37%	90	94.00%	95.38%	97	+
LCH ORG	LCH Urgent Care	LCH URGENT CARE: Likelihood to Recommend	95.43%	97.22%	99	97.23%	95.08%	93	+
NCKMC ORG	Inpatient	NCKMC INPATIENT: Likelihood to Recommend	91.79%	91.88%	77	91.89%	90.25%	64	+
NCKMC ORG	ED	NCKMC ED: Likelihood to Recommend	86.45%	85.48%	55	86.45%	89.23%	76	+
NCKMC ORG	Clinic	NCKMC MEDICAL PRACTICE: Likelihood to Recommend	95.12%	94.99%	55	95.12%	94.95%	48	-
MHS ORG	Inpatient	MHS INPATIENT: Likelihood to Recommend	90.76%	88.24%	46	90.76%	91.92%	78	+
MHS ORG	ED	MHS ED: Likelihood to Recommend	83.73%	84.73%	51	84.74%	86.74%	61	+
MHS ORG	Clinic	MHS MEDICAL PRACTICE: Likelihood to Recommend	94.69%	93.23%	26	94.69%	95.13%	52	+
MHS ORG	Surgery	MHS OAS-CAHPS: TOP BOX Likelihood to Recommend	76.98%	76.24%	10	76.98%	80.17%	22	+
MHS ORG	Hospice & HH-CAHPS	MHS Hospice-CAHPS: TOP BOX Recommend Agency		86.00%	54	86.01%	100.00%	-	=
MHS ORG	Hospice & HH-CAHPS	MHS Home Health-CAHPS: TOP BOX Recommend Agency		91.00%	84	91.01%	100.00%	99	+
MHS ORG	Lab, Imaging, etc	MHS OUTPATIENT SERVICES: Likelihood to Recommend	93.20%	93.78%	27	93.79%	95.85%	67	-

This is YOUR employee newsletter, and we want you to help fill it!

- Fun things you are doing in your departments.
- Employee/Dept. recognitions and accomplishments
- Important information that needs to be shared

You can even submit a story of your own!

# GUESS WHAT?!?!?!?

EOC is finally throwing an End of Summer Bash!!! With careful use of the EOC budget, and your participation in the cooler raffle last year, we are able to have a party that you may invite all of your family to! ***Stay tuned for more party details coming soon!***

We hope to make this End of Summer Bash an annual thing, and with your help it can happen. EOC is hosting another fundraiser. Proceeds will go toward the party in 2025!

## The Next Fundraiser:

### ***“Back to School Employee Photo Contest”***

From NOW until July 26, you may submit a school photo of yourself to:  
MHSECOOfficers@mhsks.org

TWO WINNERS WILL GET A PRIZE!

1. The employee with the winning photo
2. “Guess Who” drawing. (Those who can guess who all the employees are in the kids photos will be entered into a drawing.)

Photos must be between Kindergarten and 5th grade. This is not a beauty contest. In fact, the more awkward the better. It’s fun to look back at those old kid pictures and have a good laugh!!! If you are a good sport, *and we hope that you are*, we want you to have fun with us and send us your photo.

Don’t tell anyone, or that will make the contest too easy!




Located in the  
hospital  
basement

## *Employer of Choice Blessing Box and Scrub Closet*

***Take what you need, give what you can!***

When giving, please be sure that non-perishable items are not expired, and scrubs are in good condition. If you wouldn’t take it for yourself, please don’t expect someone else to.

Also, did you know you can sign up for a payroll donation. Give \$5 a paycheck if you can! Every amount helps the blessing box fund, so that we can continue to help our fellow teammates.


***Thank you for your generosity.*** 

*Caring for you.*

# EOC Hygiene Drive

Help us collect items for the  
Blessing Box!

Items will be collected throughout  
the whole month of July.



Drop off at the EOC  
bulletin board next to the  
hospital cafeteria

- Feminine products
- Paper towels
- Toilet paper
- Shampoo/conditioner
- Toothpaste
- Toothbrushes
- Soaps/Body wash
- Laundry detergent
- Household cleaning supplies
- Diapers

## PLEASE NOTE!

While bulk items are welcome, it is not ideal. EOC would rather not have to unwrap the items and have to re-wrap in smaller quantities. Individually wrapped items are better. The goal is to help several employees rather than have a mass quantity of one item that only goes to one person.

Thank you for your help!!!

# On-the-Spot Award

These awards are given to our Rock Star employees who show up and work hard every day, or for an act of going above and beyond one's normal job duties!



"Maintenance Guys" is being honored with an On-the-Spot Award because:

I cannot thank the maintenance guys enough for all the things they did to make the MRI project run so smoothly. There were so many things they did (including putting up with me) haha.

Ryan you do a great job leading your awesome team! You guys are the best!

Katie Purdue is being honored with an On-the-Spot Award because:

Katie went above and beyond helping the Outpatient Wound Care to get organized. She created a notebook to help all staff know orders and anything pertinent for each patient coming to the department. What a time saver! Thank you Katie!!!

Stephanie Mikulecky is being honored with an On-the-Spot Award because:

Stephanie was recognized personally by a patient who appreciated & acknowledged her kindness. She is always kind to help patients & willing to listen.

Matilda is being honored with an On-the-Spot Award because:

She is always so professional, yet very personable when answering the phone. She gives the caller her full attention, and maintains a polite and positive tone of voice.

Erica Forbes is being honored with an On-the-Spot Award because:

She goes above and beyond for the patients of this clinic and affiliated facilities in making sure patient care is clear and understood. She takes her time and reviews everything thoroughly with all parties involved.

Tammy Everett is being honored with an On-the-Spot Award because:

Tammy is always super helpful & exceedingly kind to all of our patients here in the specialty clinic, but last week she went above & beyond to help assist a patient that was to see a visiting provider across the hall, however, the patient's appt was actually in Salina. Tammy, without hesitation, called their main office & helped the patient get clarification & rescheduled for their appt. This example is only one of many that we can give of Tammy's hardwork & dedication to our pts.

Susan Vaughn is being honored with an On-the-Spot Award because:

She helped a patient fill out paperwork, when he was having difficulty.

Dylan Robertson is being honored with an On-the-Spot Award because:

Noticing a resident exit the front door that was acting out of character and reporting it.

Tori Murphy is being honored with an On-the-Spot Award because:

Tori was such a great sport when having to reschedule several days of Sono. pts. (sometimes even twice). It was a big task & she tackled it with a great attitude. We appreciate all her help keeping scheduling running well.

Kaylee Machado is being honored with an On-the-Spot Award because:

She goes above and beyond for the patients of this clinic and affiliated facilities making sure care is being provided without a hitch or confusion

SRHC and the FUN TEAM are offering you and your family the opportunity to beat the heat at Salina's KENWOOD COVE minus the usual crowd!

SALINA REGIONAL HEALTH CENTER'S

**FUN**  
Team

Friends Unite Now To Encourage And Motivate

**Sunday, July 7**

6:30 p.m. - 8:30 p.m.

Employees and their family members (spouse, children, and grandchildren) are invited to enjoy a complimentary evening of fun at Kenwood Cove, courtesy of the FUN TEAM. The FUN TEAM has reserved the park exclusively for Salina Regional staff, including affiliates and volunteers, and their families. You're welcome to bring your own snacks and drinks (please avoid glass containers) and the FUN TEAM will provide cookies and beverages.

Simply present your name badge for entry into the park.

Please remember that any flotation devices must be Coast Guard approved.

# MHS Volunteer Corps Silent Quilt Auction

When: July 22-26

Mon-Thurs: 8:00am to 3:30pm

Friday: 8:00am to Noon

Place your bids at the Volunteer Information Desk in the hospital lobby.

