



Cheyenne Regional
Foundation

SPRING 2021

Advancing Premier Regional Community Healthcare

advancement



pg. 12

ENVIRONMENTAL SERVICES: WORKERS KEEP HOSPITAL CLEAN AND SAFE

pg. 10

DECADES OF
DONATIONS

pg. 16

WHEN SNOW SHUTS
COUNTY DOWN,
COMMUNITY STEPS UP

{2020}

donor impact

BY THE NUMBERS



BOTTOM LINE

\$2.04
million

TOTAL REVENUE
(DONATIONS & GRANTS)

\$959
thousand

TOTAL PROGRAM SERVICES
PROVIDED TO CRMC

STEWARDING
\$23.4
million
IN FUNDS

GRANTS

\$721
thousand

AWARDED IN 92 GRANTS TO
CRMC DEPARTMENTS

HOSPICE ENDOWMENT

\$85
thousand

TRANSFERRED TO CRMC FROM
HOSPICE ENDOWMENT FOR
OPERATING EXPENSES

DENIM & DIAMONDS

\$430
thousand

RAISED FOR 2020 DENIM & DIAMONDS
PROJECT SUPPORTING ICU RENOVATION

\$5.1
million

IN 702 GRANTS (2009-2020)

\$335
thousand

(2017-2020)

\$6.4
million

(1990-2020)

COVID-19 SUPPORT

8,577
homemade masks
DONATED BY COMMUNITY



food &
snack
DONATIONS TO CRMC TEAMS

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Cheyenne Regional Foundation

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 Foundation Executive Director

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Tim N. Thornell

PRESIDENT & CHIEF EXECUTIVE OFFICER, CHEYENNE REGIONAL HEALTH SYSTEM



BRIGHTER DAYS AHEAD

To start, I'd like to highlight how well the COVID-19 vaccination clinics being offered at Cheyenne Regional and other locations around town have been going. Many community members have thanked us for the kindness and caring that have been shown and for how well run the clinics have been. I'd like to give special thanks to the many Cheyenne Regional nurses who have stepped up to administer vaccinations and organize the clinics. After nearly a year of isolating and hunkering down to protect ourselves and our loved ones, these clinics are providing a much-needed ray of hope to our families, friends, neighbors and community.

I'd also like to compliment our entire staff for the way they have endured and overcome this past year. It's been a long, long time since our state, nation and world have experienced anything like COVID-19, and despite the many risks, our employees and providers have gone above and beyond to ensure our patients and community have been extremely well cared for.

This high level of care was validated in February when the national hospital review/ratings organization Healthgrades recognized Cheyenne Regional Medical Center as one of America's 250 Best Hospitals for 2021. This is quite an achievement—and especially given that this is the third year in a row for us to receive this distinction.

I want to extend a heartfelt thanks to our Foundation staff and board of directors for all that they've done this past year to support and encourage our team. You have been right here with us in the thick of things, and we want you to know how much we appreciate you!

Part of the Foundation's support has included continued publication of Advancement magazine, so that even during the pandemic, our community has continued to receive in-depth news about what's happening at Cheyenne Regional. For instance, in this issue, Advancement highlights our Environmental Services team and their enormously important job of keeping our facilities clean and safe. EVS team members are also part of the face of CRMC as they often interact directly with our patients and visitors. Their work here is truly indispensable!

Another feature focuses on our Intensive Care Unit (ICU) and what a typical day might look like for our ICU team. The article also highlights the vital importance of renovating our ICU and increasing its capacity so that it can better meet the needs of our community. This need was made crystal clear this past fall as our ICU team had to care for spiking numbers of patients who were critically ill with COVID-19 at the same time that they were called on to care for patients who had suffered strokes, heart attacks, severe traumas and other life-threatening emergencies.

In closing, I'd like to thank each of you for your ongoing support and encouragement. At the end of a long and tiring day, it's tremendously uplifting for our staff to be able to read a note of encouragement or to hear how much you appreciate and believe in them.

Here's to brighter days ahead!

DID YOU KNOW?

DENIM & DIAMONDS

Celebrate the Wild, Wild West with us on Friday, November 19, 2021, IN PERSON at Little America!

Sue Mecca

BOARD CHAIR
CHEYENNE REGIONAL FOUNDATION



Scott Fox

EXECUTIVE DIRECTOR
CHEYENNE REGIONAL FOUNDATION



OUR HEARTFELT THANKS

This time last year, we were trying to figure out what the future held as the COVID-19 pandemic raged. Now, almost halfway into a new year, the light at the end of the tunnel is bright and we are pressing forward with plans and events to support Cheyenne Regional.

New to her role as board chair, Sue Mecca is excited to take the helm and guide our dynamic team of volunteers and staff through these next two years. We can't thank David Cook enough for his dedication and confident leadership over the past two years. He led us to amazing successes, including two record-setting Denim & Diamond fundraising years totaling \$313,000 for the Mother-Baby Unit and \$430,000 for the Intensive Care Unit renovation projects. He also holds the distinction of being the first board chair to lead us through a pandemic—thank you so much for everything!

We also welcome a new member to our board, Linda Finnerty, and at the same time thank John Metzke for his dedicated service. Community volunteers like Linda and John make our efforts to support Cheyenne Regional in their mission to inspire great health possible. Thank you both!

We'd like to offer a special thanks to our Foundation staff as well as the entire team at Cheyenne Regional for their extraordinary efforts throughout this unprecedented time. Accolades to Tim Thornell, who probably never imagined his second year as CEO in Cheyenne would be so dramatically different than his first. His calm, steady leadership was crucial to the hospital's and our community's success—thank you very much!

This year Denim & Diamonds ... as an IN PERSON gala ... is back! On Friday, November 19, we look forward to gathering together and raising a lot of money to provide even better critical care through the renovation of CRMC's ICU.

Finally, we would be remiss if we didn't offer our heartfelt thanks to you ... our donors, our friends, our community. When CRMC needs you, you are always there.

REMEMBERING JACQUELINE FERRALL



Sadly, we lost a longtime member of our Cheyenne Regional family earlier this year. From the moment she started working at the hospital until her last days as an emeritus member of our board, Jacqueline Ferrall epitomized the idea that support and advocacy can truly improve the quality of life in our community. Dear friend, we will never forget you!





ICU staff members Hayley Wasserberger, Kenny Dunn, Neal Cashman and Katey Kor wear personal protective equipment in the unit recently.

Community Keeps ICU Strong

When the COVID-19 pandemic hit Cheyenne, the Intensive Care Unit geared up to treat patients, creating isolation rooms and wearing personal protective equipment. At one point, COVID-19 patients filled all 15 ICU beds while other critically ill patients were shifted to the Telemetry floor.

ICU charge nurse Roz Weiler recalled waiting outside the doors of the isolation rooms, ready to support staff working inside. “We were their runners and also helped them out of the protective gear.”

COVID challenged everyone, and it’s not over, added Weiler, who has worked in the ICU for over 19 years.

The ICU sees the most critical and unstable patients from around the region, including Wyoming, Nebraska and Colorado. COVID-19 required isolation from other patients and the need for staff to have a direct view into their rooms.

“We have never experienced a crisis like COVID before. It was heartbreaking to see the toll it took on patients, their families

and the staff,” explained Barb Smith, ICU clinical manager. “The recovery of COVID-19 patients can be very long, weeks to get better.”

Due to safety restrictions, families couldn’t see patients in the ICU, so staff would call them a couple of times a day with updates. If feasible, the nurse would set up Facetime calls.

Despite stressful conditions, the ICU team remains strong, Weiler said. “We are a family. We all have to work well together to care for patients during the worst time in their life.”

Weiler thanked the Cheyenne community for continually showing its support through donated meals and children sending cards.

“It can be easy to feel isolated working in ICU, especially during the pandemic,” Weiler said. “Sometimes, the support from the community was the bright spot in our day.”

The pandemic also heightened the need for more private rooms, storage space and a larger staff breakroom.

The upcoming renovation project will address these needs and more. The ICU will be moving to the former home of the Mother-Baby Unit, growing from 15 beds and three semi-private rooms to 18 private rooms.

The larger patient rooms will be much more comfortable for patients, accommodating more equipment, having a private toilet and including better space for family members.

“The ICU staff does an amazing job caring for our patients in our well-used unit,” Weiler added. “Imagine what we will do with a new unit that reflects the level of care we provide to our critical care patients.” ✨



Above: ICU nurses Maddie Bertsh and Lis Grimm show off a sign in the unit that reads, “Nurses are stronger than you think they are.”



Foundation Golf Classic

SUPPORTING
The ICU Renovation Project

WHEN
Friday, September 10

WHERE
Cheyenne Country Club

Includes morning &
afternoon flights.

*This popular tournament
fills up fast!*



Great Bison Shuffle 2021

SUPPORTING
The Emergency Department

WHEN
Saturday, September 11

WHERE
Terry Bison Ranch

This is our fifth annual run/
walk on the 27,500 acre ranch.
Join us in multiple races,
including a kids' run, 2K, 5K,
10K and half marathon.

DENIM & DIAMONDS

WILD · WILD WEST

PRESENTS

DENIM & DIAMONDS 2021

· THEME ·

Celebrating the Wild, Wild West

· SUPPORTING ·

The ICU Renovation Project

· WHEN ·

Friday, November 19

· WHERE ·

Little America, Cheyenne

The Denim & Diamonds gala has been one of the most popular events in our community, raising more than \$6 million for CRMC since its debut in 1990. We can't wait to see you in person at this special event!

TICKET INFORMATION
AND MORE:

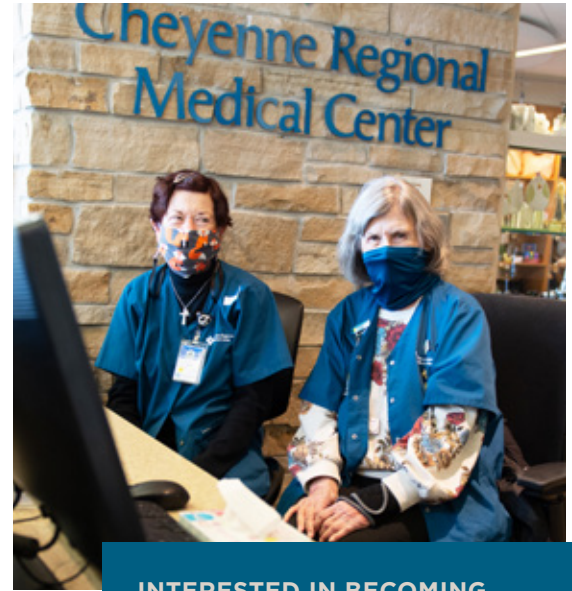
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PHOTOS BY KELLY ETZEE DOUGLAS



INTERESTED IN BECOMING A VOLUNTEER?

Call Vicki Wilkins at (307) 633-7776.

Volunteers Return to CRMC

In a year when we couldn't always see each other's smiles, some were especially missed—those of the Cheyenne Regional Medical Center volunteers. COVID-19 restrictions meant volunteers couldn't offer their usual support to staff and patients, but as the vaccine rollout continues, they are making their way back.

"We've missed them a lot," said CRMC Volunteer Coordinator Vicki Wilkins. "They bring so much enjoyment for everybody. They're always smiling, willing to help and eager to do things. The staff absolutely love and miss them."

With 150 active volunteers, their return will be gradual. Volunteers who are fully vaccinated against COVID-19 will take up their spots working in the Pink Boutique gift shop, guiding patients and visitors, serving snacks in the same-day surgery

area or helping patients get ready for treatment in the Cancer Center.

The volunteers are also a major fundraising force for CRMC. Carol Moench, president of the volunteers group, noted they have given millions of dollars to CRMC over the years, mainly raising funds through the Pink Boutique. Everything they earn returns to CRMC, through donations for things like hospital transport chairs, new ICU beds and generous support for the Cancer Center construction project.

Beyond the financial benefit of the Pink Boutique, Moench said the gift shop offers a respite to hard-working staff and people who have loved ones in the hospital.

"The gift shop takes the visitors who come in and frees up their mind from what they're dealing with," she said.

Wilkins said anyone who is interested in joining the volunteer team fills out

an application and then meets with a volunteer coordinator. Following a background check, training takes place with experienced volunteers showing new volunteers the ropes until they are comfortable with the job. Wilkins noted the volunteers get to know each other well and enjoy one another's company.

"It's a win-win as far as we're concerned," Wilkins said. "It's a win for them because they just love being around people, and they enjoy one another. It's a win for the staff because they are always so excited to see them." ✨

Top Left: Volunteer Pam Winter, left, and Volunteer Services Manager Arlene Flood help customers make a purchase at the Pink Boutique gift shop in March.

Top Right: Binney Stevenson, left, and Susan Lee volunteer at the Cheyenne Regional Medical Center information desk on March 24. Both women returned to volunteer at the hospital the week of March 22, after 13 months away due to the COVID-19 pandemic.

OUTGOING BOARD MEMBER



JOHN METZKE

Thank you for your inspired service and dedication to Cheyenne Regional and your tireless efforts to inspire great health in our community!

We are still raising funds for the renovation of the Cheyenne Regional Intensive Care Unit! As demonstrated during the COVID-19 pandemic response, the ICU is a critical component and provides lifesaving care daily.

DID YOU KNOW?

A GIFT FOR GRIEVING FAMILIES

A scrap of an old work shirt. The buttons from a favorite dress. A patch from an old military uniform. These are the mementos sewn into bereavement bears—a gift made for families whose loved one spent their final days at Davis Hospice Center.

Volunteers use materials provided by the patient’s family members and turn them into stuffed bears as a gift for the grieving family.

“For a bear I made recently, the family provided a beautiful wool Pendleton shirt,” volunteer Susan Parkins said. “I was a bit apprehensive about cutting into such an expensive shirt, but it turned into a very pretty bear.”

Joan Schroeder has been a volunteer bear maker since 2013 and estimates she has sewn 260 bears.

“As I’m working on them, they all seem to develop their own personality,” Schroeder said. “It always seems that one ear is higher than another, or the nose is lopsided or one foot looks pigeon-toed, but they always make me smile. I hope they bring a smile to someone who is grieving.”

Volunteer bear maker Mary Lee Dixon said it takes her about six hours to create a bear, including both hand and machine sewing. She said she knows the bears help with the grieving process after making them for her own family when her sister died at a young age.



Joan Schroeder, left, and Susan Parkins sew bears for the families of Davis Hospice Center patients.

PHOTO BY KELLY ETZEL DOUGLAS

“I love knowing these bears, hopefully, bring a sense of peace and sweet memories of the loved one who has passed,” Dixon said. “We want everyone to know every bear is special and has its own personality. No two are alike and they take on a life of their own as we work on finishing them.”

Volunteer Coordinator Shirley Soto said she has always been a pragmatic person, and at first she thought the

bear program was a little silly. However, seeing the heartfelt reaction of a family member when they received their bear changed her mind.

“I took it out of the bag and she just sobbed,” Soto recalled. “It meant so much to her. The minute I saw that family member pick up that bear I was converted.” ❄️



BEAR PHOTOS BY JOAN SCHROEDER

LINDA FINNERTY

COMMUNICATIONS DIRECTOR, WYOMING DEPARTMENT OF EDUCATION

“The Cheyenne Regional health system is such an asset to southeastern Wyoming and the Foundation helps ensure that as patients, we can get what we need right here in Wyoming. I’m very proud to have a role in supporting that process.”



KNOW YOUR NEW BOARD MEMBERS

When you donate to the CRMC Foundation, 100% goes to the area you identify. Cheyenne Regional covers the Foundation's administrative costs, so your gift will have maximum impact in the area you specify!

DID
YOU
KNOW?



2

NEW MACHINES BENEFIT FAMILY CLINICS

1

A Foundation grant for \$10,790 recently bought two electrocardiogram machines for Family First and Cheyenne Family Medicine, improving patient care.

The two primary care clinics regularly use EKGs for their patient population, which ranges from birth to the oldest adults, to diagnose chest pain or an irregular heart rate or perform preoperative clearances. Only the very young patients are sent to the pediatric specialist for EKGs. The rest are handled in-house.

Unfortunately, the EKG machine at Family First broke and was out of commission for eight months. The loaner machine kept breaking down as well. The machine at Family Medicine had thick lines instead of a crisp, clear display, making a correct interpretation difficult.

“The situation was very frustrating for the providers at the clinics and the patients,” said Jodi Willoughby, who manages both clinics as the director of practice operations. “It became a patient care issue.”

When the EKG machines were not working, the clinics were forced to send their patients to a different clinic or the hospital and then wait for the results.

Having the equipment breakdown was unexpected, and the clinics couldn't wait for the next capital budget cycle to ask for new machines. Willoughby turned to the Foundation for help.

“I just feel blessed that we were able to get these machines for our patients,” Willoughby added.

WEEKLY PILL ORGANIZERS HELP PATIENTS AT HOME

The Transition Across the Community Team helps high-risk patients avoid hospital readmissions through education, resources and follow-up care. Thanks to a recent grant from the Foundation, TACT purchased 100 pill organizers to help patients correctly take their medications.

“Something as simple as pillboxes with large letters and large containers can make a big difference in our patients' lives,” said Josh Fillbrandt, director of care management for CRMC.

Absorbing all the information about the disease process, treatment and medications can be very difficult for patients. That's where TACT plays an important educational role.

After the patient is discharged from the hospital, TACT conducts a home evaluation, making sure the patient understands the follow-up instructions and why and when to take medications. A TACT nurse will give the patient a pillbox and show them how to use it.

If the patients have the tools and training, they can take care of themselves at home and help avoid hospital readmissions, Fillbrandt said.

Most TACT patients are considered high risk for hospital readmission or need extra assistance to succeed once released from the hospital. Many have common diagnoses, including diabetes, hypertension, COPD, dementia and stroke. Those uninsured or underinsured need extra assistance from TACT to find resources.

Fillbrandt expressed his gratitude to the Foundation. “The donors have always been a key piece for us being able to get equipment to the patients to make their life better. The pill organizers aren't fancy, but they work.”



3

FLAGS FOR VETERANS

A powerful presentation takes place each time a veteran passes at the Davis Hospice Center.

Caregivers place an American flag, which has flown above the U.S. Capitol, over the body of the veteran. Family members are invited to walk with their loved one as they are transported from their cottage room by funeral home and hospice staff.

“We stop in front of our serenity room for a moment of silence,” Davis Hospice Center Chaplain Rev. David Stratton said. “Then the funeral home staff will do the honor of folding the flag and presenting the flag to a family member.”

Although Stratton said he has not discussed with family members what this service means to them, he said each time he takes part in the ceremony he can feel its importance. “It’s so powerful.”

The Cheyenne Regional Foundation pays \$41.80 per flag, which is purchased through the offices of Wyoming’s two U.S. senators. Each year, 36 flags are ordered and almost all of them have been distributed by year’s end. If you are interested in supporting this effort, you can make a donation to CRMC Foundation, designating that funds be used for Hospice Program Services.

Stratton said the staff appreciates helping veterans and their family members during this part of the journey of life. “How blessed we are, as the Davis Hospice Center staff, to be able to honor these veterans and their families with this caring act.”

“To stand in this moment with each veteran and their family with the gratitude of a very grateful nation is beyond description,” Stratton said. “It is truly a very sacred and blessed moment.”

2020 GRANTS

The Foundation board granted the following 92 requests from the listed departments at Cheyenne Regional in 2020. The Endowment Committee meets biannually to review and approve grant requests.

92 GRANTS TOTALING \$721,164

Acute Rehab Unit: Rehab Facility Equipment	\$1,855	Intensive Care Unit:	
Anesthesia:		Befour WH-1070 Tilt & Roll Handrail Scale	\$1,143
Epidural Guidance Instrument Package	\$6,250	Laerdal Suction Unit with Disposable Canister	\$995
Cancer Center:		Laboratory:	
ARJO Patient Lift	\$7,650	Accu-Scope EXC500 Microscope	\$7,577
Cancer Survivor Picnic	\$3,000	Diffcount III - 12 Channel	\$797
Chemotherapy Graduation Memorabilia	\$2,960	Olympus CX53 w/Phase Contrast and Polarizer	\$7,101
Coffee Bar - Patient Waiting Area	\$3,700	Ortho Workstation	\$4,100
NU Step Recumbent Stepper 400 T4R	\$1,990	Tube Rocker BENM2100	\$303
Resource Library Upgrades	\$467	Marketing & Communications: Digital Signage	\$12,000
Temporal Thermometers	\$943	Medical Imaging:	
Cardiac Rehab:		9 Bedside Scanners	\$6,645
Cardiac Software Licensing & Interfacing	\$7,290	Environmental Monitoring	\$5,577
Chanl Health Services Agreement	\$5,000	Ice/Water Machine	\$3,420
NuStep Recumbent Cross Trainers	\$10,146	Medical Imaging - Vascular Access:	
Cardiopulmonary:		Sonosite IV Access Probes	\$8,290
Aerogen Pro-X Nebulizer	\$1,497	Sonosite Ultrasound IV	\$28,875
Philips V60 Non-Invasive Ventilator	\$51,971	Medical Specialty Clinic:	
Care Management:		SonoSite Ultrasound Machine	\$40,302
Homeless Patient Care Packages	\$2,515	Neonatal Intensive Care Unit:	
King Soopers Gas Cards	\$500	HALO Fleece Sleep Sacks	\$500
Weekly Pill Organizers	\$799	SENSE Materials	\$2,808
Cheyenne Children's Clinic:		Operating Room:	
Drager Jaundice Meter	\$14,375	InVita Tissue Tracking System	\$33,500
Migali Pharmacy	\$3,165	LED Lights	\$9,682
Cheyenne Family Medicine: EKG Machine	\$5,396	Outpatient Occupational Health:	
Clinical Education Office:		E-Link Upper Limb Exerciser	\$7,093
BLS Manikin	\$5,500	Outpatient Physical Rehab:	
Heart Night Out Education Event	\$500	Lymphedema Treatment Supplies	\$6,148
Consultants in Surgery:		Physical Therapy supplies	\$611
Automatic Door Operators	\$6,850	Thera Canes & Foam Rollers	\$445
Emergency Department:		Patient Transport Services: 2020 Ford Explorer	\$44,060
EMT Basic Course Scholarship	\$8,000	Pharmacy:	
IC200 Tonometer	\$5,040	ASHP Teaching Certificate Program (2)	\$790
Kid Friendly ED Rooms	\$3,000	14 Anesthesia Syringe Label Printers	\$17,101
Respiratory Station	\$6,495	Medication Freezer	\$2,771
Supply Carts	\$7,200	Proprietary Bayesian Modeling Software	\$20,460
EPIC: iPads for Telehealth	\$31,687	Population Health:	
Family First: EKG Machine	\$5,396	Enroll Wyoming Promotion Funding	\$2,500
Food & Nutrition Services:		Same Day Surgery: Rover Monitor	\$12,463
Reach-in Cooler	\$14,777	Stroke Program:	
Transport Vehicle	\$35,258	Stroke Education Materials	\$2,331
Heart & Vascular Institute:		Swag Giveaways for Educational Materials	\$1,284
Wake Up to Heart Health Event	\$2,500	Telemetry: Bariatric Recliners	\$4,500
Home Health:		Trauma Program:	
Home Health Medical Equipment	\$730	2 New Trauma Manikins	\$9,200
Home Health Medical Supplies	\$702	Trauma Tourniquets	\$3,000
Hospice:		UW Family Medicine:	
“Last Wishes” Walmart Gift Cards, 2 Grants	\$8,000	Pediatric Advanced Life Support	\$5,980
Bereavement Newsletters, 2 Grants	\$8,000	West Campus: Code Blue Carts	\$15,794
Bereavement Support Luncheons	\$1,056	Women & Children Services:	
Kitchen Items	\$2,500	Footstools	\$500
Landscaping	\$2,300	Infant Bassinets	\$7,200
Mattress Comfort Cover	\$4,440	Laptop for Lactation Telehealth Team	\$646
Stedy Lift	\$2,500	Wound Care:	
Veteran Flags	\$1,505	Blanket Warmer	\$2,815
Whirlpool Tub - Rhapsody	\$15,951	Periflux 6000	\$56,414
Inpatient Behavioral Health:		Personal Catheterizing & Self Exam Mirror	\$79
New and Updated Security Systems	\$10,810	Wyoming Orthopedics & Sports Medicine:	
Inpatient Physical Therapy:		iPad for Language Line	\$866
Amplifier & Wrist Weights	\$60		
Assessment Tool & Exercise Bike	\$273		



Decades of Donations Continue to Help Medical Community

When Linda Doering’s husband Dick needed hospice care, she knew Davis Hospice Center would provide the compassion and dignity he deserved. She said Davis provided exactly that, and now she makes a yearly donation to the center in his honor.



“I just don’t want someone to feel like they are going to be turned away from there because they can’t afford it.”

Linda Doering has donated to CRMC for more than 30 years.

“The dignity and respect they showed him from the moment they brought him in to when he left—I couldn’t have asked for anything better,” Doering said. “Everybody worked with me to get him there the day after I called them. I don’t know what I would have done without them.”

She said everyone at Davis Hospice Center treated her family with so much compassion that she wants to make sure anyone who needs hospice care has access to it.

As a certified public accountant with her own business, Doering understands finances. She knows some people may not be able to afford the care they need, so she wants to help.

“I just don’t want someone to feel like they are going to be turned away from there because they can’t afford it.” Doering said. “I know insurance and Medicare pays, but there’s some other expenses that go along with it, and Davis can’t continue to operate without outside help. I just don’t want anybody to have a bad experience when mine was so good.”

According to Cheyenne Regional Foundation Director of Major Gifts & Planned Giving Victoria Fry, donations like Doerings’ supply funds for medical equipment that provide comfortable end-of-life care, help maintain the grounds and gardens and make bereavement support for family members possible.

“Linda is a great person and her donations really help Hospice be the comfortable and amazing place it is,” Fry said.

Doering is a long-time donor to the Foundation, donating yearly for more than three decades. Before her husband passed away, the couple donated together. She said they started by donating to the nursing program and nursing scholarships, and then started giving to the areas of greatest need.

“My husband and I always thought it was important to donate to the hospital before they started Davis because we need that here in Cheyenne,” she said. “I don’t like to go out of town for hospitals or doctors or anything else. I’d just as soon keep it here, and I think it is important that the community support that.” ❄️

PHOTO BY KELLY ETZEL DOUGLAS



FOUNDATION GOLF CLASSIC

On the heels of last year's "best ever" event, join us on Friday, September 10 at the Cheyenne Country Club to raise money supporting the CRMC ICU renovation! Sponsorships are available.

DID YOU KNOW?

GIFT TO HOSPICE IS A PLEASANT SURPRISE

In July 2015, Cheyenne educator Kay Schliske passed away at the age of 75. Although she didn't receive care from the Davis Hospice Center, she had quietly decided that the center would be the recipient of a significant portion of her estate, a gift of just over \$1 million.

Schliske's estate gift is the second largest donation to support the Davis Hospice Center, behind only the initial lead gift from Amy Davis and her family's foundation, Cheyenne Regional Medical Center Foundation Executive Director Scott Fox said.

Why Schliske chose the center for her generous donation remains somewhat of a mystery. The only clue that staff have to go on is a modest donation she made five years before her death.

"In 2010, she had a conversation with a Foundation staff member about the Davis Hospice Center, and made her first donation of \$12.50 in memory of a friend who had been cared for at the Davis Hospice Center," Fox said.

Many estate donors work with a foundation to develop an estate plan and specify how their gift will be used.

"Estate gifts are relatively larger meaning quite simply they give the Foundation more money, which can be used to do more great things," said John Metzke, a former Cheyenne Regional Foundation board member and local estate planning attorney. "They also provide opportunities for the Foundation to make

deeper connections with donors and their families because the gifts can be more targeted to the unique wishes of the donor which the Foundation can implement, often resulting in creative collaboration."

Schliske's gift didn't come with many strings attached.

She simply left her estate in the hands of the Foundation to provide funding for the Davis Hospice Center in-person care facility, which means her generosity will likely be used for purchasing medical equipment, replacing furnishings as needed and making any necessary repairs or upgrades to the building. However, Fox said, it could even be used, if needed, to add additional suites to accommodate the growing need for hospice services in the area.

Today, with the help of 40 staff members and 80 volunteers, the CRMC Hospice Program serves about 40 patients and their families each day, in addition to providing ongoing bereavement support to more than 400 family members each year.

Inside the Davis Hospice Center's family room, Schliske's piano allows patients and their families to play their favorite tunes, just as her estate gift will allow the Davis Hospice Center team to provide care and comfort to patients and families when they need it most.

Fox said Schliske's humble generosity is a tremendous legacy. "A gift of this magnitude will support the Davis Hospice Center, and the care they provide community members, for years to come." ✨



If you are interested in leaving a lasting legacy to support important programs like the Davis Hospice Center, Cheyenne Regional Foundation's Director of Major Gifts & Planned Giving Victoria Fry is always available to help individuals and their estate planners create their plan for that legacy support.

She can be contacted at (307) 996-4510 or Victoria.Fry@crmcwy.org



ENVIRONMENTAL SERVICES

Workers Keep Hospital Clean and Safe

The sign near the top of the building says “Cheyenne Regional Medical Center” in large white letters. But it’s really Berenice Guerrero’s home. It’s Juanita Olague’s and Mary Lou Gonzales’ place, too, as well as the homes of about 60 other employees in Environmental Services.

Guerrero, Olague and Gonzales are among the hospital’s housekeepers. They work hard to give the building the same tender loving care they use for their own homes.

Housekeepers clean, sanitize and disinfect patient rooms and all other parts of the hospital with meticulous attention to detail. Their work and their training protect patients, employees and visitors from dangerous viruses and bacteria and creates a culture of clean.

“They treat the hospital as if it’s their own homes and the patients as their families. The housekeeping is definitely the foundation of the entire hospital. The hospital couldn’t run without them, said Autumn Becerra, assistant director of CRMC’s Environmental Services.

“The first thing we want is for the patient to feel safe and feel like they are in the right place to get better,” Guerrero said recently as she summed up her job.

“When we clean the rooms we think, ‘how about if one of my family members were coming in the room?’ We don’t want them coming into blood or dirty things,” Guerrero said.

Juanita Olague agreed. “We want the patient to know that we will do a good service for them,” she said.

Housekeepers are staffed round-the-clock and each housekeeper cleans up to 24 patient rooms a day. They empty trash cans, dust, disinfect high-touch areas like TV remote control units, bedrails and door handles, clean the entire restroom and finally sweep and mop the floors.



Environmental Services Technician Berenice Guerrero uses a cart to clean rooms in the Oncology Department. Guerrero has been with Environmental Services for 6 years.

PHOTOS BY KELLY EITZEL DOUGLAS



They mop and sweep hallways, and clean and disinfect the Emergency Department, nurses' stations and procedure rooms.

They also set up a new kind of disinfection system in empty patient rooms. Three large metal tubes contain ultraviolet lights, which, when heated, kill germs that cause some pneumonias and staph infections. The machines are also used to kill the COVID-19 germs.

When a patient is discharged, housekeepers disinfect and deep clean the entire room, following a method called "10 steps of clean," Becerra said.

Every weekday, Guerrero stocks a cart that travels with her throughout the hospital. She fills it with disinfectants, toilet brushes, brooms, mops, bleach wipes, floor cleaners and plenty of rags.

The job isn't for the faint-hearted, however. Workers clean up anything and everything that can occur in a hospital.

Their work is on display "the first time you walk through the door," said Heather Gray, director of

Environmental Services. Their efforts are evident throughout the hospital, from the high polish in the hallways to sparkling sinks and counters.

Although they kept the hospital clean and sanitized long before the COVID-19 pandemic, the virus has put their work in the spotlight. "They're selfless. I have such admiration for them. They're the number one defense against infectious diseases," Gray said.

Just a few weeks ago, Olague was cleaning rooms on a floor that temporarily was used for COVID-19 patients. She wore the long sterile gown, procedure face mask, special gloves, eye shields and booties. She said it was difficult at first, but that she wanted to help her patients. That COVID-19 unit since has been closed because of a drop in cases.

“
The first thing we want is for the patient to feel safe and feel like they are in the right place to get better.”

The type of cleaning that housekeepers do during the pandemic isn't much different from pre-COVID days, Gray said. The workers always have followed a strict cleaning regimen, but are doing more of it now. Gray said precautions are taken to make sure patients and employees remain safe.

The pandemic has brought workers closer to some patients as those with COVID-19 can't see their family and friends. "It's sad to see that," Guerrero said of patients being alone. She added that she and her co-workers are happy to talk if patients want the contact. "We have to have a lot of compassion," Guerrero said. "We want them to know we're here for them."



Environmental Services Technician Juanita Olague moves Surfacide ultraviolet lights from a hospital room on March 3. The lights are used to sterilize a room.

PHOTO BY KELLY ETZEL DOUGLAS



Environmental Services Director Heather Gray, second from right, meets with the morning shift before they start work for the day in March.

PHOTO BY KELLY ETZEL DOUGLAS

The work that Environmental Services employees do directly reflects on other departments. “They are vital for our success.”

HALF-CENTURY AT CRMC

Mary Lou Gonzales, 80, has been a housekeeper there for 51 years. While she once worked full-time, now she works a couple days a week, cleaning some floors, public restrooms, the information technology area and the mailroom.

Gonzales is known for her quick wit and sense of humor, which she uses often to lighten up the day. “I have cleaned so many toilets over the years that it’s enough to bowl you over,” she said, and laughed.

Many things have changed for her over the years. For example, women are no longer required to wear dresses on the job. But the focus remains on the patients.

Gonzales keeps working because she cares about the people there. “I love the people,” she said, adding that she has made great friendships with employees.

Gonzales proves it’s possible to have a little fun at work. Over the years, she has brought hundreds of costumes and props for employees to wear on various holidays, like St. Patrick’s Day. She snaps their photos in these costumes and puts them on the bulletin board.

The work that Environmental Services employees do directly reflects on other departments. “They are vital for our success,” said Casey Robinson,



Mary Lou Gonzales

administrator of cardiac and imaging services at CRMC. Robinson’s department includes Radiology, MRI, Ultrasound and Cardiac Catheterization Services.

Robinson said EVS employees keep patient waiting rooms clean, which creates a good first impression for patients. They also keep patient procedure rooms sterile and clean.

Patients make her job worthwhile, Guerrero said. “A lot of the patients appreciate what we do. I feel like I have done something for the community. We want the community to know we work hard for them. ✨

PHOTO BY HEATHER GRAY



Rachel and Jeremy Bridges were among dozens of community members who helped after the storm.

WHEN SNOW SHUTS COUNTY DOWN, COMMUNITY STEPS UP



PHOTO BY RACHEL BRIDGES

Cheyenne Regional Medical Center’s Emergency Management team began preparing for what could be a record-breaking snowstorm days ahead of the event. Sleeping rooms were assigned. The hospital prepared food, medication and linen supplies. Everything was ready.

Then almost 31 inches of wet, heavy snow blanketed Laramie County and the region over the weekend on March 13 and 14. It was one of the most challenging events CRMC Emergency Manager Candis Pickard has seen in her 28 years at the hospital.

“The intensity and duration—this wasn’t a typical Wyoming snowstorm that just goes away. This was just too heavy,” Pickard said. “Everyone was stuck. There was no one immune to this disaster.”

Most of CRMC’s departments operate 24/7, Pickard said, so the hospital had a full complement of staff. The next shift change was due Sunday morning, but no one could make it out of their driveway, much less to work.

CUE THE SNOW MACHINES

Cheyenne takes pride in its citizen volunteers, who were mobilizing to tote emergency personnel where they needed to go. Two of those personnel were Dr. Eli Kfoury and Dr. Jeremy Gates. They hitched a ride to the hospital in Laramie County Fire District 2’s tracked vehicle to perform an emergency surgery that Sunday. Kfoury stayed for three days.

“I was in the hospital, we had multiple vascular emergencies during that time that we took care of in the Operating Room and Interventional Radiology Suite,” Kfoury said.

“We’re lucky we have a great community,” he added.

One tracked vehicle wasn’t enough. On Monday, March 15, Cheyenne/Laramie County Risk Management posted an unusual request on Facebook. “Calling all Snow Mobiles and tracked vehicles!” it began, asking for volunteers to shuttle emergency responders for shift changes.



PHOTO BY ELI KFOURY

“We answered it and gave them our number,” Rachel Bridges said. Bridges and her husband, Jeremy, had an all-terrain vehicle with tracks instead of wheels and wanted to help.

The Bridges’ first call was to pick up a sheriff’s deputy for his shift at the county jail. The next call was to bring Pickard to the hospital. Then a surgeon, then a resident doctor. When they weren’t shuttling workers, the Bridges went around helping stranded drivers, which usually meant pulling them out of stuck trucks and bringing them home.

“We had a blast with it ... it was a lot of fun for us and fun to meet a lot of cool people,” Rachel Bridges said.

They drove around for three days. By Thursday the area began to recover, and the Bridges finally dug out their own residence.

The Bridges put 350 miles and about 20 hours on their tracked vehicle, which isn’t a small thing when you find out that it’s for sale. They are planning to buy a boat.

Above: Laramie County Fire District 2 Chief Jason Caughey and Firefighter Ellie Calvert take Dr. Eli Kfoury and Dr. Jeremy Gates to CRMC in a tracked vehicle on March 14. The fire district ran its Hagglands BV206 tracked vehicle for 28 hours straight during the storm, bringing staff to and from the hospital, rescuing stranded drivers and responding to medical emergencies.

90% of planned gifts take the form of bequests. A donor can make a charitable bequest via a trust, will or estate plan. Contact Vicky Fry, (307) 996-4510, at the Foundation for more info.

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