

# CRMC MAGAZINE

2021 YEAR IN REVIEW



Cheyenne Regional  
Medical Center  
We Inspire Great Health!

A SNAPSHOT OF *YOUR*  
COMMUNITY HOSPITAL

# WHAT'S INSIDE

CRMC MAGAZINE

READ ONLINE: [CHEYENNEREGIONAL.ORG/CRMCMAGAZINE](http://CHEYENNEREGIONAL.ORG/CRMCMAGAZINE)

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## A MESSAGE FROM OUR PRESIDENT & CEO

The Cheyenne Regional health system is committed to being here for our community, to provide trusted healthcare locally and to be a leader in our region and our state as we inspire great health. This past year has been a difficult one for Cheyenne Regional and for healthcare systems across our state, region and nation as we continue to take on the challenges brought on by COVID-19. At the heart of all we do are our employees and medical staff. They have been working tirelessly and heroically. Their dedication and commitment to providing great healthcare during this pandemic is nothing short of extraordinary.

And while the pandemic seems all-encompassing, so much more continues to go on at Cheyenne Regional. We became the first and remain the only ANCC Magnet Hospital in Wyoming, the highest distinction for nursing care. Interventional cardiologists from our CRMG Heart & Vascular Institute were also the first in Wyoming to perform a specialized procedure to close a small hole between the upper chambers of a patient's heart, to help prevent blood clots and the possibility of a cryptogenic stroke. Our focus on quality care also resulted in several other recognitions, which are listed in the *Awards and Accreditations* section of this magazine.

In addition to all our work on providing high quality care locally, we are also dedicated to being a leader in technology and innovation. This coming year we will open a brand-new Mother/Baby Unit to serve the over 1,000 deliveries that take place in our hospital each year. To better serve our oncology patients, we are installing a new linear accelerator (LINAC) to provide some of the most current technology in radiation therapy along with a new positron emission tomography (PET) scanner to help identify and detect cancer. Our total investment in capital, equipment and infrastructure will total well over \$100 million in the next five years.

I want to close by saying thank you. Thank you to the highly talented and dedicated women and men who work at Cheyenne Regional. And thank you to our community for standing by us and supporting us with the trust you place in our health system to take care of you.

Tim N. Thornell  
President & CEO  
Cheyenne Regional Health System



# HOSPITAL WEEK

Though busier than ever, our employees and providers took time in mid-May to celebrate and recognize one another and to also give back to our community during Hospital Week.



During a special ceremony, our employees and providers recognized the more than 600 COVID-19 positive inpatients who had been treated at CRMC up to that point—and to remember the 61 precious lives that had been lost. After the presentations—which included many heartfelt moments—employees and providers were invited to place heart-shaped clings on our lobby windows in recognition of all that we'd been through over the past 14 months and to honor and remember the many COVID-19 positive patients we had cared for.





It was a great week with many departments, units and clinics contributing food and personal hygiene items for the Laramie County Community College food pantry.

We also had a chance to let loose a little, getting outside to enjoy our Food Truck Festivals.

**“We have really upped our game this year, finding ways to give back to the employees and really just take some time to celebrate them and give some love back to them.”**

*J.J. Barley-Dunning  
Medical Imaging Flow Coordinator  
Chair of Hospital Week*





Other highlights were the Pet Therapy events and the many Cheyenne Regional “sock selfies” sent in showing our employees volunteering in the community or wearing the custom socks that every employee received.



On a more somber note, we received several hundred notes, photos and drawings from staff highlighting their thoughts and feelings about living and working through the COVID-19 pandemic. The submissions have been enclosed in a time capsule that will be opened in 25 years.

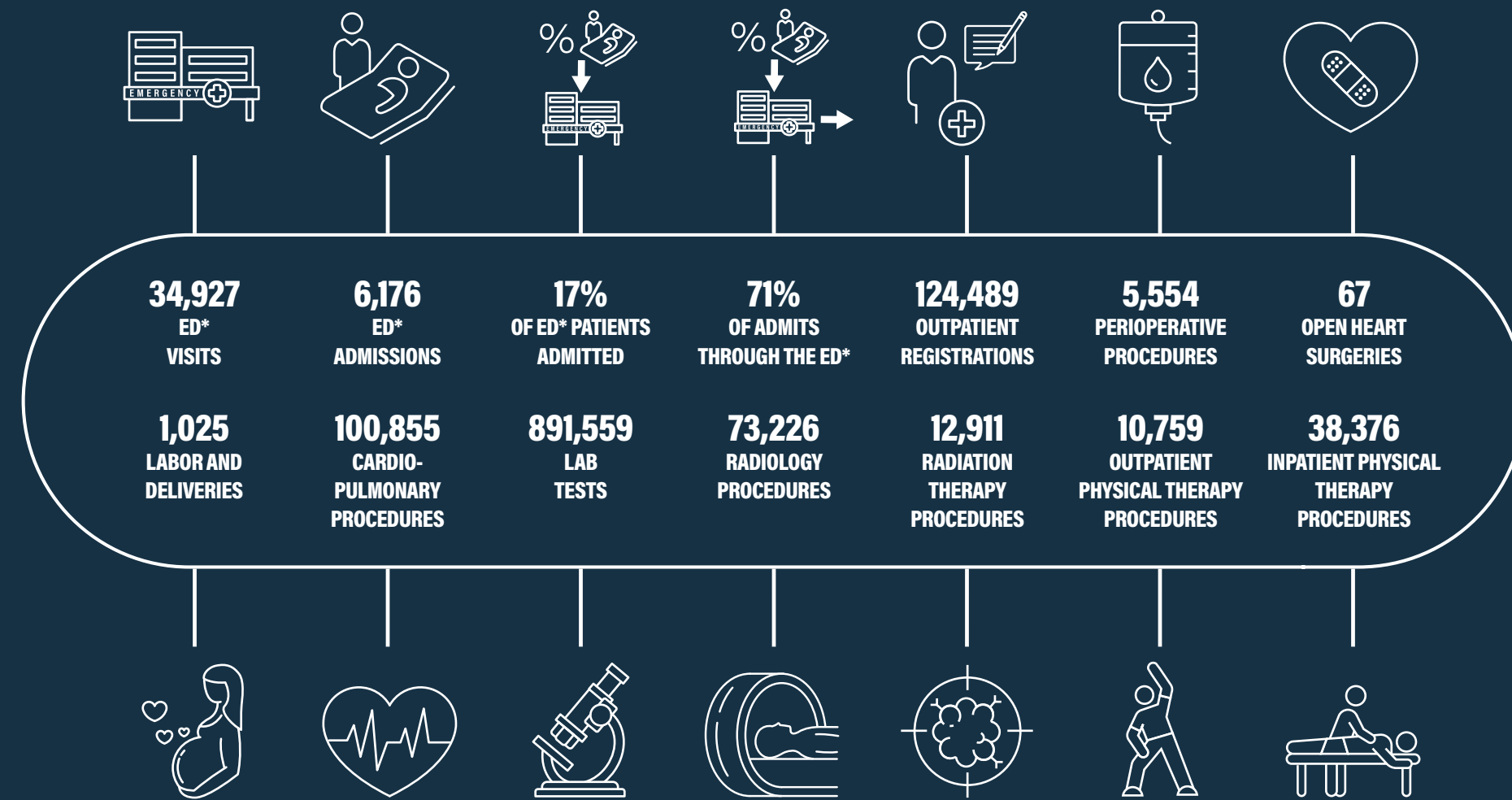




# BIG NUMBERS

## CHEYENNE REGIONAL HEALTH SYSTEM VISITS/ADMISSIONS/PROCEDURES/TESTS

(Reporting Period 12/1/2020 - 11/30/2021)



\*EMERGENCY DEPARTMENT

# AWARDS & ACHIEVEMENTS



## CRMC received top 5-star ratings from Healthgrades for the following services:

- Treatment of Heart Failure for seven years in a row (2015-2021)
- Treatment of Heart Attack for three years in a row (2019-2021)
- Coronary Interventional Procedures for two years in a row (2020-2021)
- Treatment of Sepsis for 11 years in a row (2011-2021)
- Treatment of Respiratory Failure for nine years in a row (2013-2021)
- Esophageal/Stomach Surgeries for three years in a row (2019-2021)
- Treatment of Bowel Obstruction for two years in a row (2020-2021)
- Treatment of Stroke for four years in a row (2018-2021)
- Hip Fracture Treatment for three years in a row (2019-2021)
- Treatment of Pneumonia for 10 years in a row (2012-2021)
- Treatment of Chronic Obstructive Pulmonary Disease in 2021



## AMERICA'S 250 BEST HOSPITALS

CRMC is the only hospital in Wyoming to receive this award for 2021, and this is the third year in a row for CRMC to be named a top 250 hospital.



## AMERICA'S 100 BEST

Healthgrades designated CRMC as one of "America's 100 Best Hospitals" for General Surgery and Coronary Intervention for 2021.



## EXCELLENCE AWARDS

CRMC received the following specialty quality awards from Healthgrades:

- Pulmonary Care Excellence Award for five years in a row (2017-2021)
- Stroke Care Excellence Award for three years in a row (2019-2021)
- General Surgery Excellence Award for three years in a row (2019-2021)
- Coronary Intervention Award for 2021



## Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll Achievement Award

Recognized CRMC's commitment to ensuring heart failure patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, with the goal of speeding recovery and reducing hospital readmissions for heart failure patients. This is the third year in a row for CRMC to receive a Gold Plus award for heart failure treatment.

## Stroke Gold Plus with Honor Roll and Target: Type 2 Diabetes Honor Roll Achievement Award

Program goal is to speed recovery and reduce death and disability for stroke patients. This is the fourth year in a row for CRMC to receive a Gold Plus stroke care award.



## MOST WIRED AWARD

This is the eighth year in a row for CRMC to be designated as a "Most Wired" hospital by the College of Healthcare Information Management Executives. The goal of Most Wired is to elevate the health and care of communities around the world by encouraging the optimal use of information technology.

### RENOVATIONS TO EMERGENCY DEPARTMENT LOBBY/ENTRANCE

Two separate entrances were created—one for patients who are experiencing fevers, coughs and other symptoms indicating a potentially contagious illness and the other entrance for patients experiencing non-contagious symptoms.

### MOTHER/BABY UNIT RENOVATION

CRMC began construction to renovate its Mother/Baby Unit as part of our health system's 10-year Master Facility Plan.



### CRMC PARTNERS WITH MDSAVE

To help increase access to healthcare for patients with high-deductible health insurance plans or who have no health insurance.

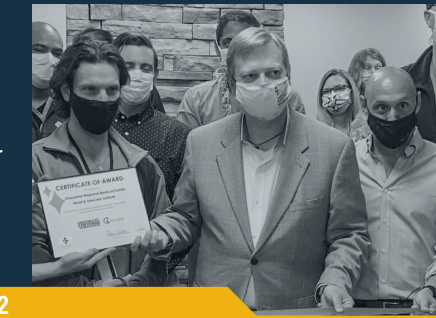


### LIFELINE MEDICAL AIR TRANSPORT SERVICE

CRMC partnered with UHealth to provide the LifeLine medical air transport service.

### CRMG HEART & VASCULAR INSTITUTE RENOVATION

Construction of the new space for our Heart & Vascular Institute was completed on the third floor of the Medical Office Building.



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### LYMPHEDEMA PROGRAM

CRMC's Cancer Center started a new program to prevent or reduce the development of secondary lymphedema.



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### PFO PROCEDURE 'FIRST' AT CRMC

This procedure was performed in CRMC's Cardiac Catheterization Lab on October 14, 2021.



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### ALZHEIMER'S & DEMENTIA CARE PROGRAM

CRMC began its new Alzheimer's and Dementia Care program to help patients and family members.



READ MORE ON PAGE 28



### THE JOINT COMMISSION

CRMC received three-year accreditation.

Primary Stroke Center – The Joint Commission also recertified CRMC as a Primary Stroke Center. This certification recognizes healthcare organizations that provide stroke-focused clinical programs across the continuum of care.

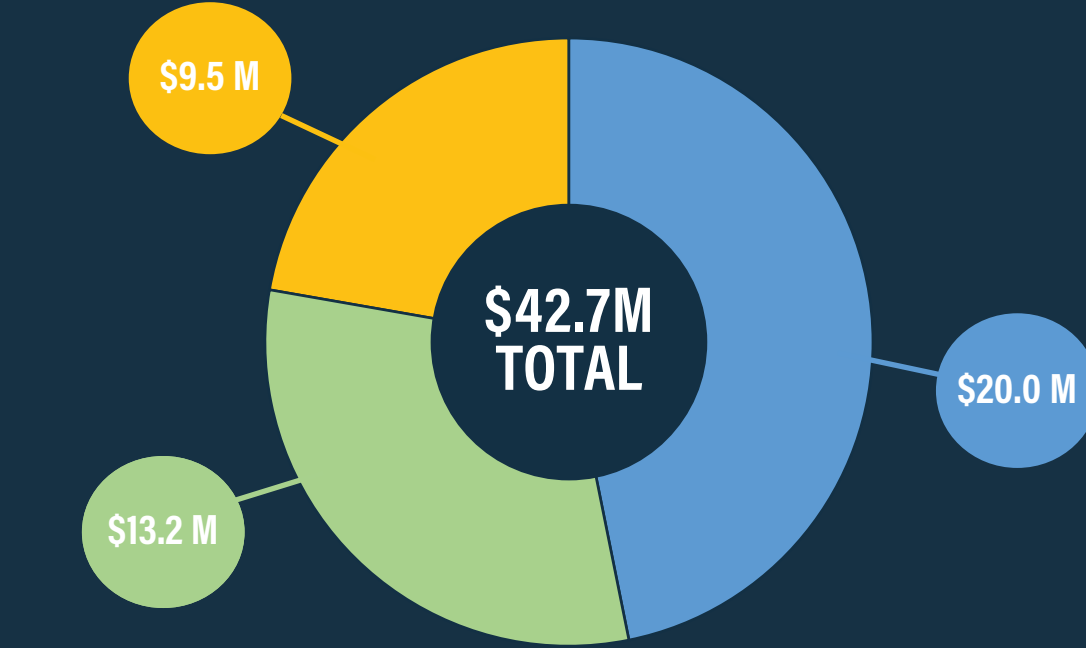






# COMMUNITY BENEFIT

Return  
Drug Collection



**TOTAL FINANCIAL SUPPORT TO OUR COMMUNITY IN FISCAL YEAR 2020:**  
(7/1/2019 - 6/30/2020)

- UNPAID COST OF MEDICARE
- BAD DEBT
- COMMUNITY BENEFIT PROGRAMS/SERVICES
  - Community Health Improvement Services
  - Health Professions Education
  - Subsidized Health Services
  - Community Partner Grants and In-kind
  - Community Building Activities
  - Community Benefit Operations
  - Financial Assistance
  - Government-Sponsored Healthcare

**\$23K+**



**PRESCRIPTION ASSISTANCE**  
Money allocated to help patients with prescription and oxygen needs.

**\$157K**



**HEALTH PROFESSIONS EDUCATION**  
Money allocated to Pastoral Care residency, internships and staff scholarships.

**\$5.5M**



**FINANCIAL ASSISTANCE**  
Money allocated to charity care and other unreimbursed services.

**\$8.9M**



**SUBSIDIZED SERVICES**  
Money allocated to services such as Trauma, Behavioral Health, Home Care, Hospice, Palliative Care and Diabetes Education.



# NEED HEALTH INSURANCE?

## THE DEADLINE TO ENROLL IS ALMOST HERE!

**GET STARTED AT ENROLLWYO.ORG**

**OR CALL 2-1-1 AND ASK TO SPEAK WITH AN ENROLL WYOMING NAVIGATOR.**

## POPULATION HEALTH

The Wyoming Institute of Population Health is a division of the Cheyenne Regional Health system. The purpose of the Institute is to help Laramie County and other Wyoming communities consider all the factors that impact an individual and a community's health. This means working to increase access to care through innovative methods like telehealth or home-based care to ensuring increasing access to nutritious food and affordable housing. We understand that these problems are complex and that we can't do it alone. The Institute helps convene our many partners across the county and state to implement evidence-based strategies that make our community healthier.

**LESS IS MORE**

**WHEN DRINKING OUTDOORS.**

# 60 seconds

is all you need to connect with resources for feeling sad or lonely—

light  
hope  
support

**& provide light, hope, and support for yourself or a friend.**

## THIS MINUTE MATTERS

Make the most of yours at [ThisMinuteMatters.com](https://www.thisminutematters.com)

**Need to talk to someone? Text WYO to 741741, or connect with the National Suicide Prevention Lifeline by calling (800) 273-8255.**



# TECHNOLOGY & RENOVATIONS

## New State-of-the-Art MRI, MRI Suite and Medical Imaging Care Unit

CRMC recently opened a new MRI suite and Medical Imaging Care Unit to enhance the level and quality of care we provide in our community and region. As part of this renovation, we also installed a new state-of-the-art Philips Ingenia Ambition 1.5T X MRI—the first MRI technology of its kind in Wyoming and the second one of its kind in the entire Western United States.

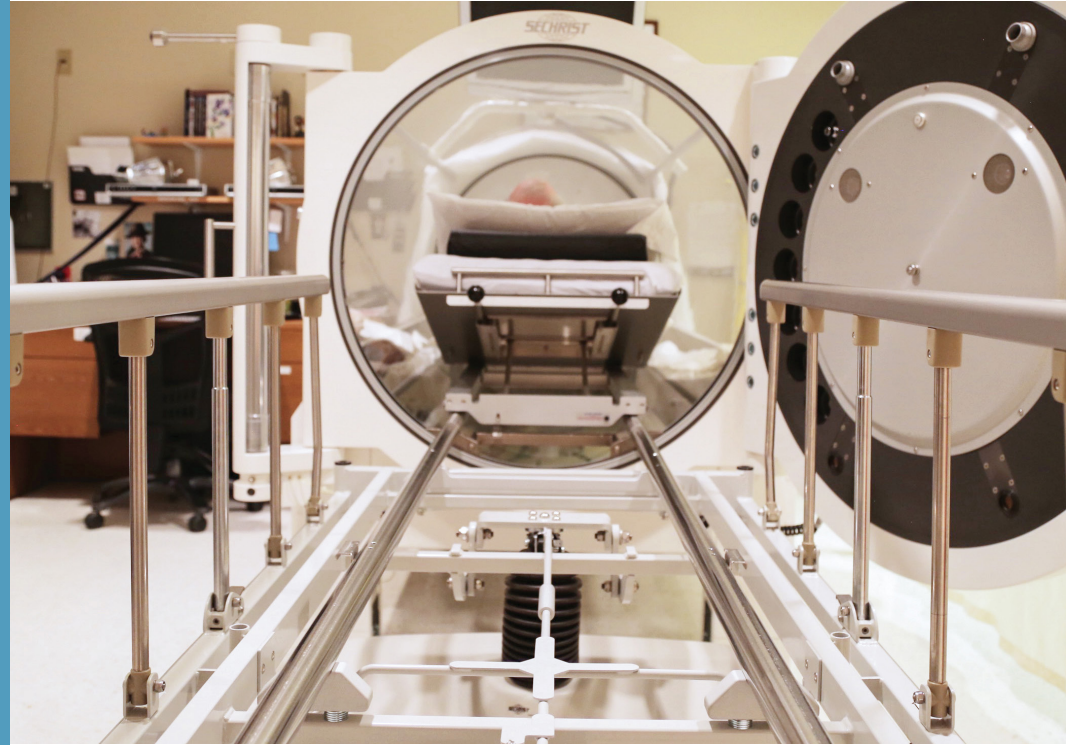


## New CRMG Heart & Vascular Institute, CRMG Podiatry and CRMC Cardiac & Pulmonary Rehabilitation Services

This summer we opened our all-new Cheyenne Regional Medical Group (CRMG) Heart & Vascular Institute, CRMG Podiatry Clinic and CRMC Cardiac and Pulmonary Rehabilitation Services on the third floor of our medical office building. The grand opening included a Greater Cheyenne Chamber of Commerce ribbon-cutting and open house. It was great being able to show everyone around and to share the level and extent of award-winning heart, vascular, podiatry and cardiac/pulmonary rehabilitation services that our health system provides.



# NEW TECHNOLOGY & RENOVATIONS ENHANCE QUALITY and Patient Experience



## Remodeled Wound Care & Hyperbaric Medicine Clinic

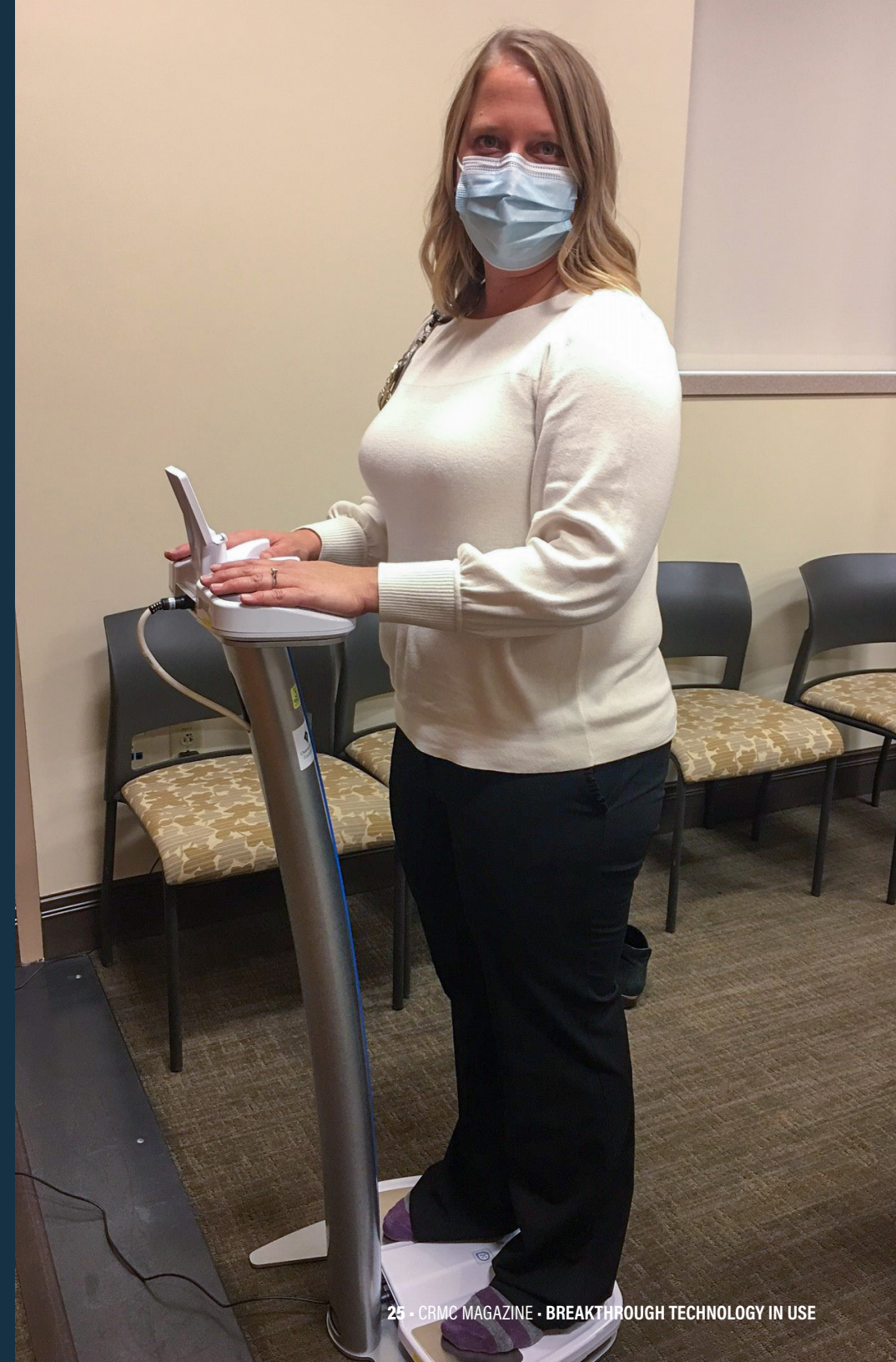
CRMC recently remodeled its Wound Care & Hyperbaric Medicine Clinic as part of our health system's focus on providing one-of-a-kind, innovative care. New clinic features include a larger reception and waiting area, with more room to store patient walkers and wheelchairs. Two new exam rooms were also added, bringing the total number to six, and the room housing the clinic's two hyperbaric oxygen chambers was updated with new paint, counters and cabinet tops.

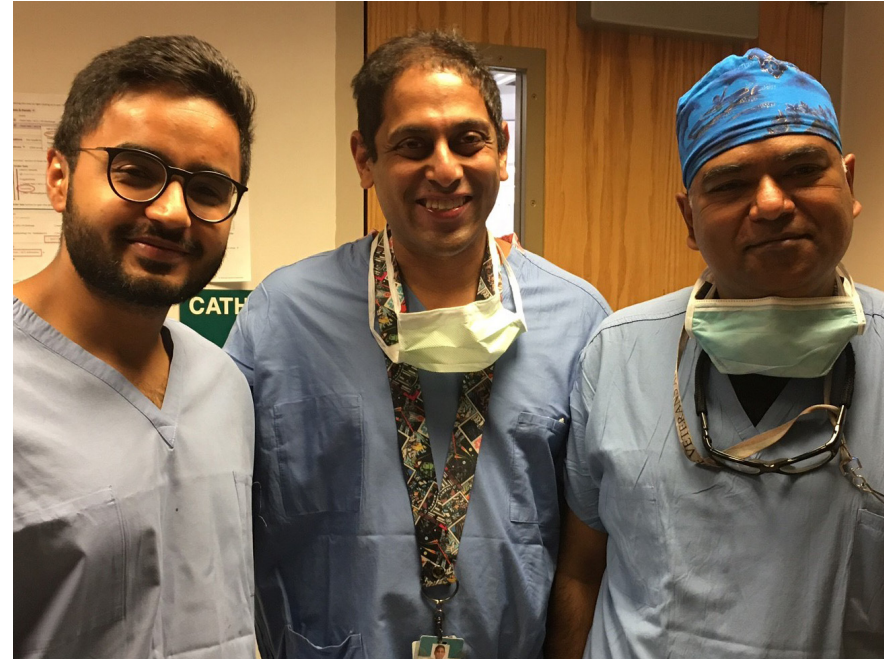
# BREAKTHROUGH TECHNOLOGY IN USE

## Lymphedema Program

CRMC's Cancer Center began a new program using SOZO technology to prevent or reduce the development of secondary lymphedema in cancer survivors.

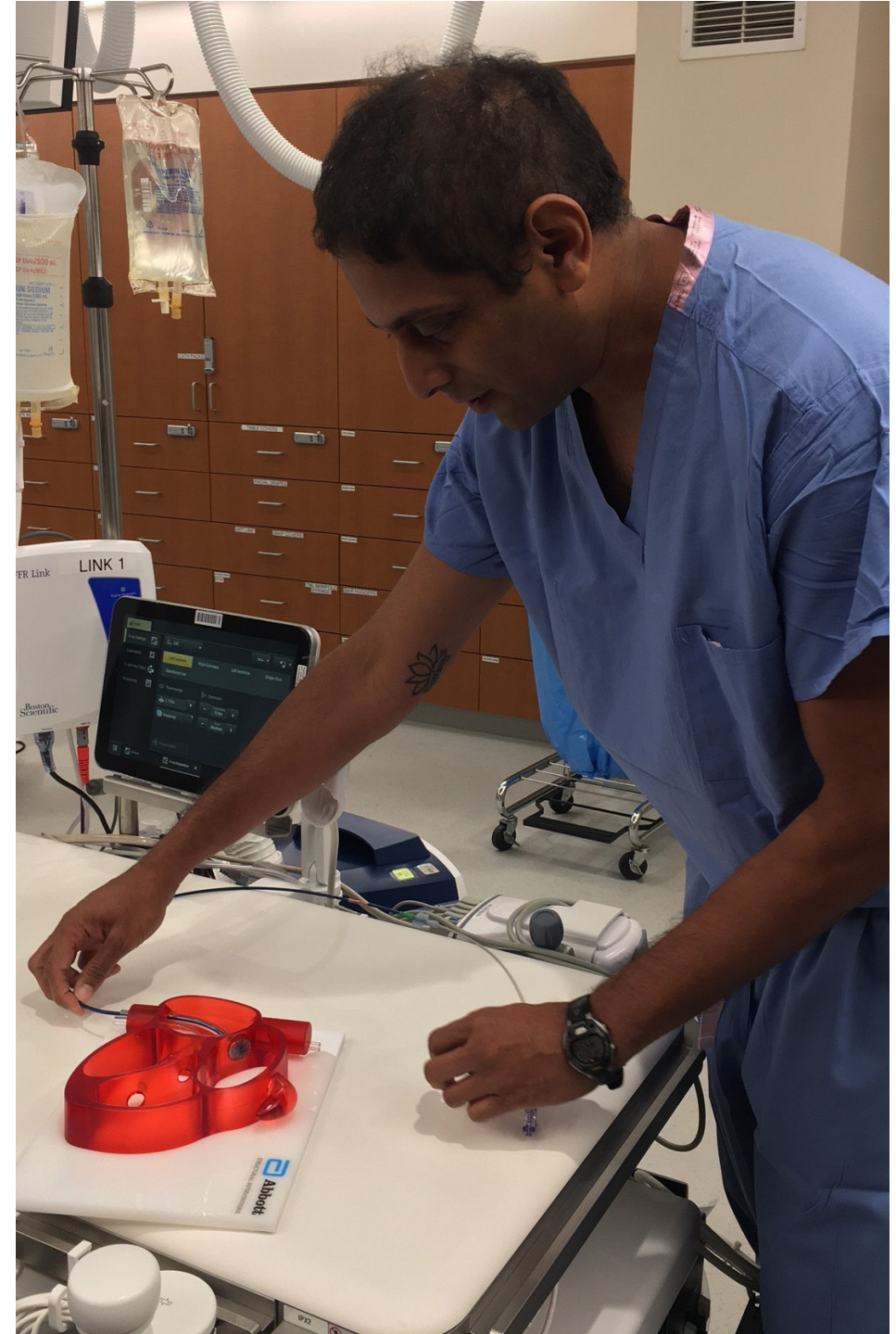
The Cancer Center's two new SOZO devices were funded by grants from the Wyoming Breast Cancer Initiative and the Cheyenne Regional Foundation. The CRMC Cancer Center is the first healthcare facility in Wyoming to offer this technology.





## PFO Procedure 'First' in Wyoming

This procedure was performed in CRMC's Cardiac Catheterization Lab on October 14, 2021—for the first time ever in Wyoming. The procedure uses a device to close a small hole between the upper chambers of the patient's heart. The hole is present at birth but is supposed to close after birth. It doesn't close in about 25% of people. The hole can allow blood clots to flow between the chambers of the heart and then to the brain, where they can cause what's known as a cryptogenic stroke. This kind of stroke tends to happen in younger individuals. Being able to close this hole is a game changer for individuals who have already had a cryptogenic stroke or who may be at high risk.



# NEW PROGRAM

## Alzheimer's and Dementia Care

Cheyenne Regional Medical Center began a new Alzheimer's and Dementia Care program in the spring of 2021.

The program is designed to help patients and family members address and manage the complex medical, emotional, behavioral and social needs of Alzheimer's disease and other types of dementia.

Another primary goal of the program is to provide ongoing support to families and caregivers, who can experience caregiver burnout or financial strain.

Services include in-person visits, follow-up phone calls and access for caregivers who need assistance and advice to avoid emergency department visits and hospitalizations.

With the aging population in our state and community, there is a growing need for this kind of service, which strives to help patients maintain their dignity and, as much as possible, their independence.



**“Our dementia care specialists work closely with each patient’s primary care provider to develop and implement a personalized care plan for the patient.”**

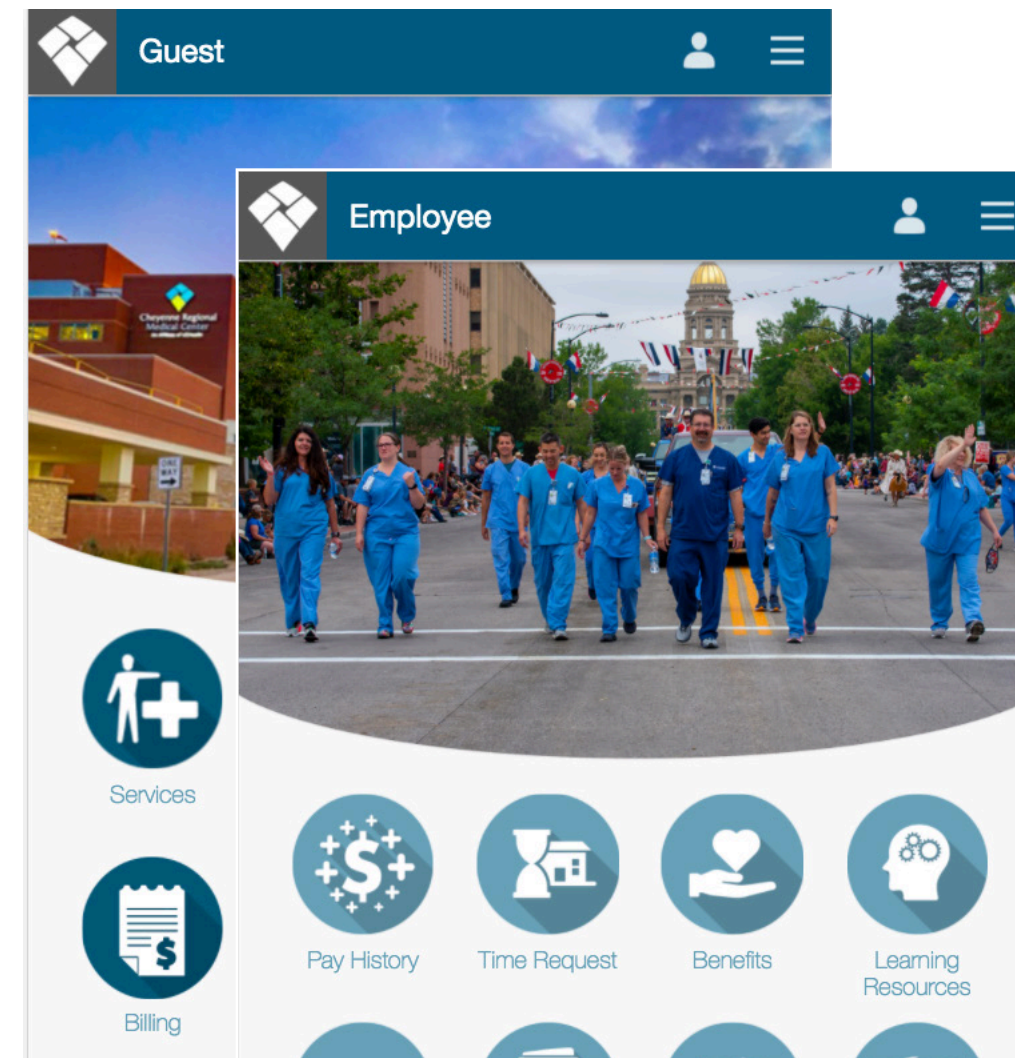
*Amy Shaw  
Certified Physician Assistant  
Dementia Care Specialist*

# NEW SERVICE

## ‘CRMC GO!’ Enhances Communication with Our Patients and Our Community

In December 2021 our health system launched a new app so that employees and guests can use their mobile devices to conveniently access information about Cheyenne Regional Medical Center and its affiliated medical group.

“CRMC Go!” allows visitors and guests to find local medical providers, hospital and clinic locations, health system news and information, Cheyenne Regional Medical Center’s Greenhouse Grill and café menus and the health system’s MyChart patient portal, SmartExam and Virtual ED.



**“We are always looking for ways to improve how we communicate to our staff and the community and to do this quickly and conveniently. We believe that ‘CRMC Go!’ is a great way to accomplish this.”**

*Hillary Hardy  
Director of Marketing and Communications*

# BRINGING BACK OUR LOVED VOLUNTEERS

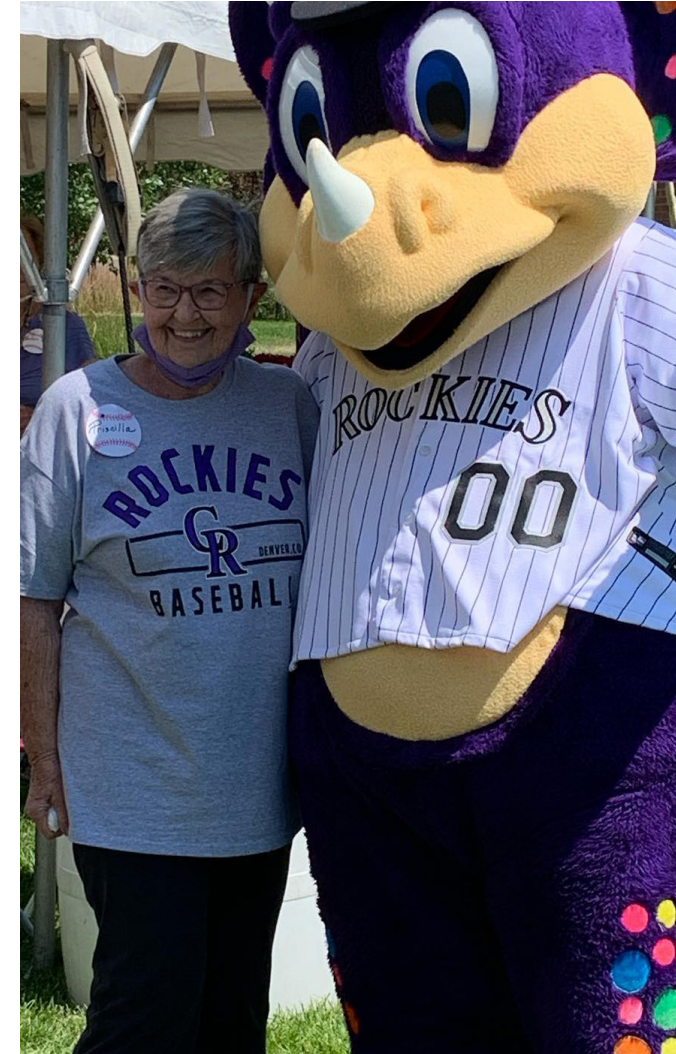
Our volunteers do so much for Cheyenne Regional, offering their creative talents, energy and time to serve our staff, patients and visitors in so many ways. Thankfully many of our volunteers have been vaccinated for COVID-19 and are now back on-site, helping us welcome and direct patients and visitors at our main information desk and at information desks in Same Day Surgery, the ICU and our Cancer Center.

**“My staff and I are tremendously happy for all the help the volunteers are now able to provide across the organization and in the Pink Boutique Gift Shop.”**

*Arlene Flood  
Volunteer Services Manager*







Thank you to the Colorado Rockies for lending us Dinger for the day! He really brought some cheer to our volunteer luncheon. And of course, a huge thank you to our outstanding team of volunteers. They work behind the scenes a lot, but they do so much for us, and we are so grateful to have them back on-site.





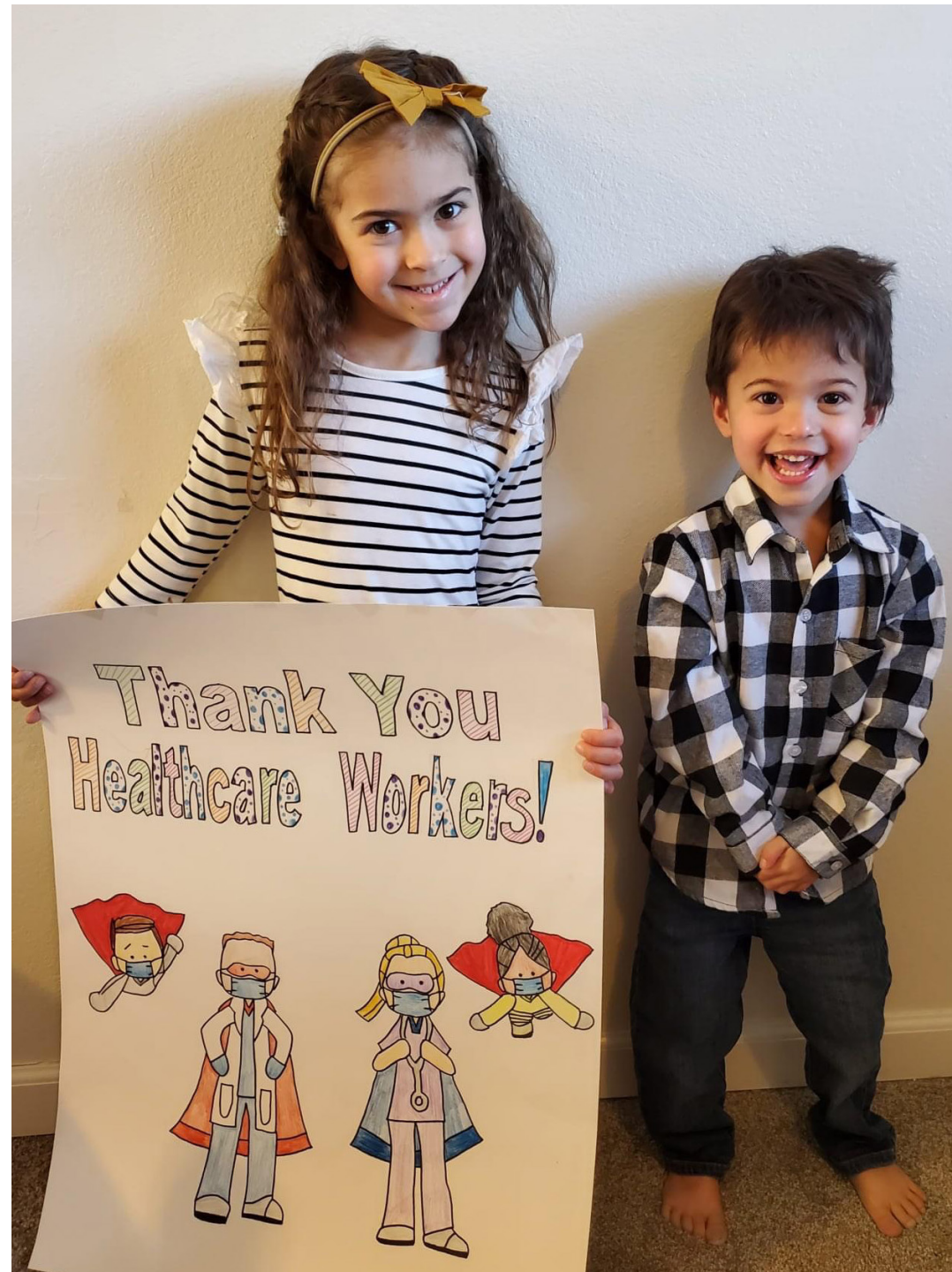
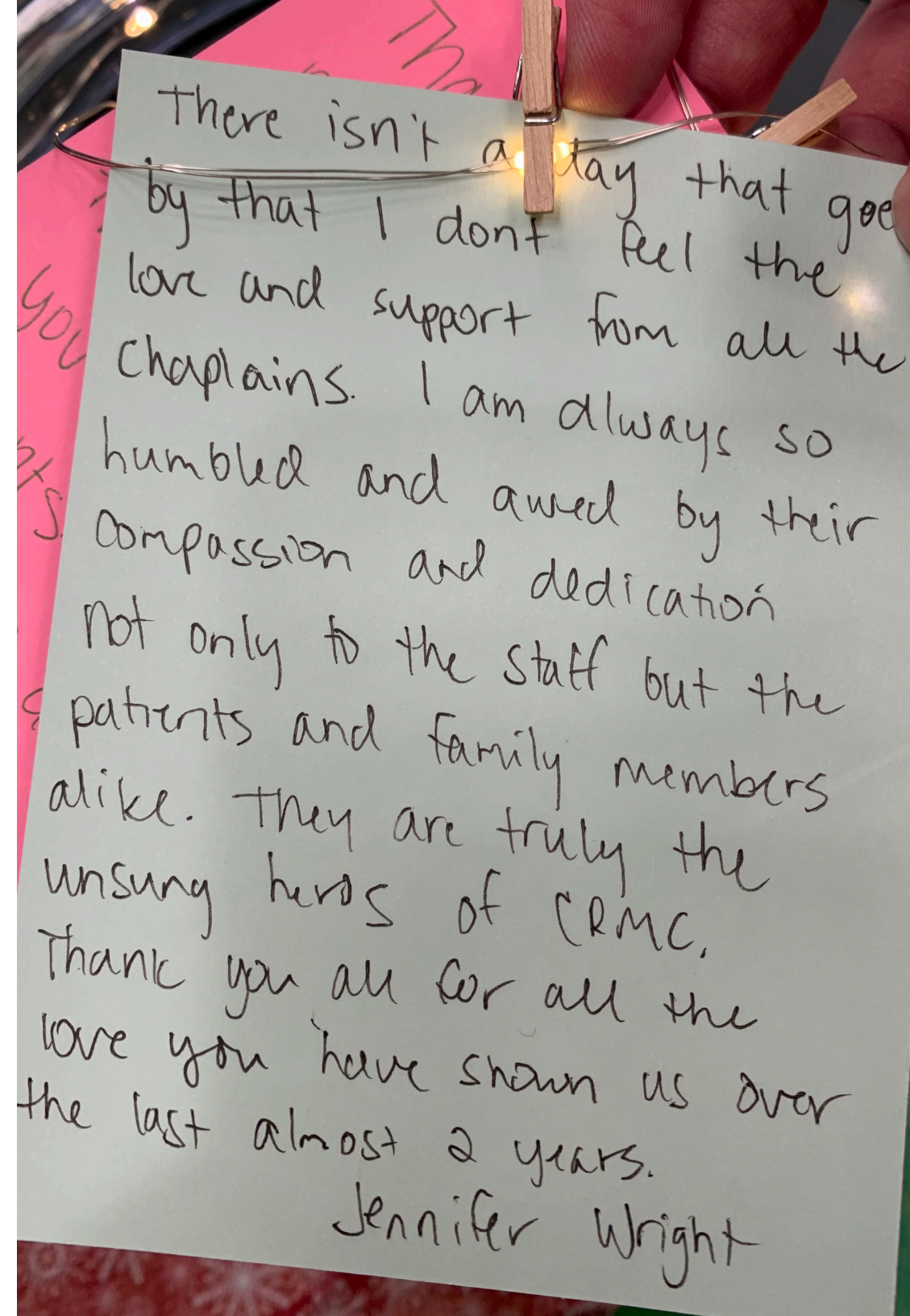
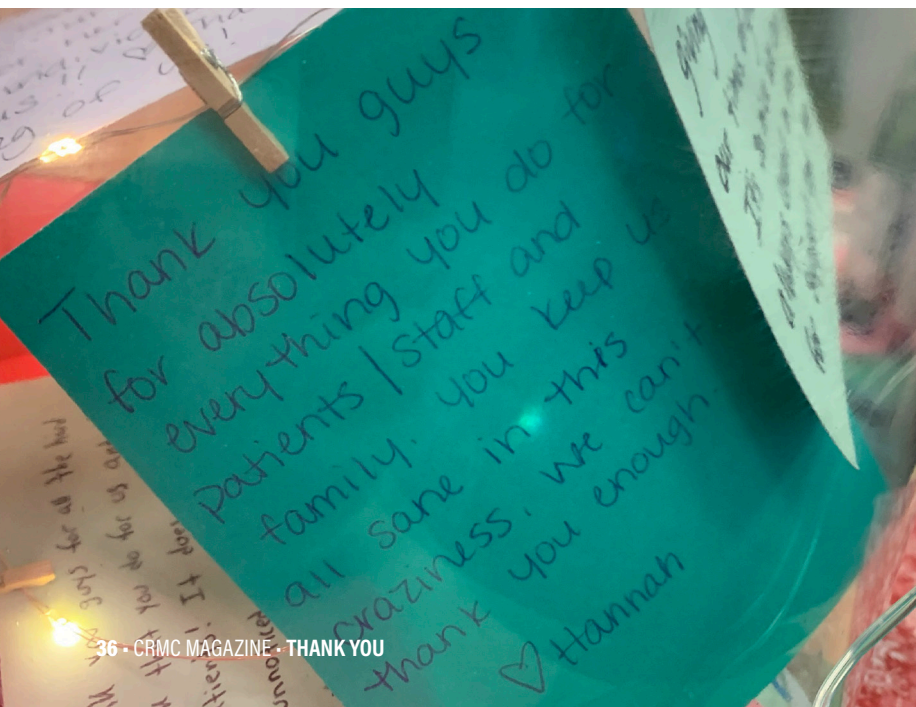
## A SPECIAL THANKS FOR YOUR DEDICATION

In March 2021, Winter Storm Xylia tested the strength and determination of our staff – with many having to find alternative and creative ways to get to work due to the amount of snow Cheyenne received. Our employees and members of the community came together to make sure our staff were able to get to work via snowmobile, snowcat (courtesy of Cheyenne Fire and Rescue) or even by cross-country skiing 4.5 miles! Our team is invincible!



# A SPECIAL THANKS TO OUR CHAPLAINS

In December our Emergency Department patient experience team and leadership joined with the Foundation to provide our chaplains with a catered meal to thank them for all that they do to support and comfort our staff and our patients and their family members. Many cards and notes of appreciation and encouragement from employees were also presented to the chaplains. Thanks to everyone who contributed to the surprise celebration and to our chaplains, who continue to go above and beyond to care for their colleagues and our patients and community.



# A SPECIAL THANKS TO OUR HEALTHCARE HEROES

We looked to our community to help lift the spirits of our employees as we entered the second year of the pandemic. Community members were asked to send a photo or video with a "thank you" message to our frontline employees. Here are a couple of the many wonderful submissions that we received.

# THANK YOU

We'd like to thank everyone in our health system for all that they've done through the pandemic and—despite the fear, trauma and uncertainty that we've experienced—for ensuring that our patients have received quality, compassionate, evidence-based care.



“There are many things that will remain in my mind about the pandemic, but the image I choose to take away was walking into an isolation room to see a patient who had severe COVID, paralyzed and sedated, and I stopped when I realized that a staff member that had been there that morning had taken the time to braid [the patient’s] hair. Even though our patients were in isolation, that simple fact, that little act of love, made me realize that they were never alone.”

*Dr. Sodiene Tetenta  
Critical Care Physician*



# Cheyenne Regional Medical Center

We Inspire Great Health!

214 E. 23rd St.  
Cheyenne, WY 82001

(307) 634-2273 | [cheyenneregional.org](http://cheyenneregional.org)

