




Advancement



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Message from
**Carmalee
Rose**
Foundation Chair

I'd like to thank all of you who attended this year's Denim 'N Diamond's Suitcase Party. It was a unique and enjoyable event, and its proceeds will truly enhance CRMC's neonatal intensive care unit (NICU). So thank you for your presence and your generosity.

A special thank you goes out to the committee chair, Marcia Graham, for devoting countless hours to organizing the event, along with Laurie Farkas and Mona Pearl, and of course the Foundation staff, Vicky Fry, Wendy Fanning and Ashley Breton. I also want to thank the numerous volunteers that helped pull the evening together. We could not have done it without you! If you missed it, you can read a recap of the event in this issue.

Cheyenne Regional continues to get better and better and we're proud to be a part of their success through nursing endowment scholarships to the funding of equipment and services. Your support truly does make a difference!

Please keep us in mind when making your end-of-year giving considerations. Together we truly are helping to provide high quality care to the residents of Cheyenne and beyond.

A special thanks to...

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Advancement

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Spirometer to Measure Lung Function

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On the cover:

Dr. Jonathon Medina, family medicine physician with Cheyenne Family Medicine, shares a smile with patient Brycen Segura.

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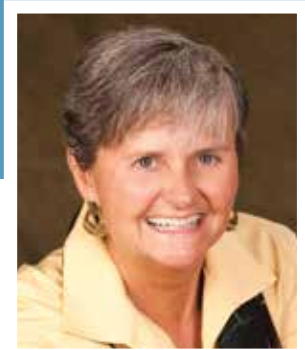
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AWARD WINNING MAGAZINE

If you have an address correction or are receiving multiple copies of *Advancement Magazine*, please let us know by calling (307) 633-7667.

A Minute with Margo



We've asked Dr. Margo Karsten, Cheyenne Regional's CEO to give us quick, real time answers to leading questions related to CRMC and here is what she has to say.



9:00 am

What's on your mind as you start your day?

I've been thinking about an editorial I am writing on volunteerism in this community, and how inspiring it is to live in such a giving community. Our own Dr. Jasper Chen plays jazz and classical music in his spare time at nursing homes. I am organizing the Walk to End Alzheimer's in Cheyenne and so many people are stepping forward to help.



3:00 pm

Is there a new piece of equipment at the hospital that you're especially pleased about?

Our orthopedic surgeons recently requested a Makoplasty robotic arm to perform precise partial knee resurfacings and total hip replacements. We are one of two hospitals along the Front Range that has this incredible piece of equipment. It really enhances quality of care.



11:00 am

What's something exciting that was presented in a recent meeting?

Our Chief Experience Officer, Kristin Truman-Allen, recently presented a strategic plan for CRMC that pulls together actions we can take to honor and enhance the patient experience. It's an excellent plan and a critical piece is how it unifies all of us around the patient experience.



5:00 pm

Who would you like to give an end-of-day shout out to, today?

I can't pick just one, I have four! One goes to Dr. Phyllis Sherard, our Chief Strategy Officer and VP Population Health—and Interim Director of the Foundation—for receiving the Woman of Influence award from the Wyoming Business Report. Another goes to the Davis Hospice team for the incredible support they give families and patients facing end-of-life care. Also, a special shout out to the PACE program for their vital work in supporting vulnerable elderly patients. Lastly, to Mona Pearl for receiving the Community Spirit Award. We are grateful for Mona's leadership on the Foundation board as well as the impact she makes on the City of Cheyenne.



1:00 pm

What have you witnessed lately at CRMC that makes you feel proud?

I was recently invited over to talk with a Cancer Center patient who wanted to tell about her experience at Cheyenne Regional. Her description of how every staff member from the physicians to nurse assistants went above and beyond to treat her with kindness and compassion is exactly what I want every patient and family to experience.

A BETTER WAY: Patient Centered Medical Homes

How many times have you thought, ‘there’s got to be a better way’ when it comes to healthcare delivery? Well, there is and it’s called Patient Centered Medical Homes or PCMHs. It’s what Cheyenne Regional now offers through all its primary care clinics. Consider it shorthand for affordable, effective healthcare.

“Becoming a designated PCMH is a highly rigorous process. We started changing our processes, meeting set standards and collecting data three years ago. Our motivation was to improve care for patients and to better meet their expectations while at the same time meeting requirements of the Affordable Healthcare Act,” says Phyllis Simpson Sherard, PhD, Chief Strategy Officer and Vice President of Population Health for Cheyenne Regional.

“The reason we became a PCMH was so we can provide better care by proactively reaching out to patients for routine health maintenance or better control of chronic diseases.”

— Dr. Jonathon Medina,
Cheyenne Family Medicine



At Cheyenne Family Medicine, patients are now surrounded by a PCMH Care Team. Pictured left to right: Tayea Vialpando, Dr. Jonathon Medina, patient Brycen Segura, and medical assistants Amy Lopez, Becki Eilers and Lynn Rainey.

PCMHs help solve some of the major downfalls of the healthcare system including high costs and patients who feel lost in the system and unsure how to manage their own care.

“The idea behind PCMHs is that patients will have a better experience and better outcomes – at a lower cost—if their care is well coordinated and well planned. This takes treating the whole patient,” says Greg O’Barr, Director of Business Development and Analysis.

Using Resources Appropriately

When people use healthcare services the way they are meant to be used, the system runs more smoothly and patients remain healthier. For example, when a person has a sore throat and goes to the emergency room (ER) that’s an inappropriate use of resources. It’s costly and displaces others with true emergencies. It adds to the high cost of healthcare.

continued on page 4

According to the CDC’s National Center for Health Statistics, in the early 2000s inappropriate ER use was rampant with only 20% of ER visits qualifying as emergent and many not even deemed urgent (33%).

You may ask why would anyone ever go to the ER for a sinus infection or skinned knee? Likely access plays in heavily. If it’s the middle of the night the ER is your only option. If you don’t have a primary care doctor, it may be the first place you think to turn. If you call a few offices and no one has an appointment, you might get desperate and go where you know you will get care immediately.

Increasing Access

“A requirement of becoming a patient centered medical home is providing enhanced access. We now have open access in our clinics, this means we keep some appointments available every day,” O’Barr says.

The clinics will continue to look at ways to increase access even more including referrals to urgent care clinics after hours, implementing extended hours or adding weekend hours in the future.

Another aspect of access is having access to your health records, lab and imaging

results and appointments electronically. The hospital’s solution is MyChart, which lets you manage your healthcare online.

“MyChart is available 24/7 and allows patients to connect via email with their providers. Support staff notifies the doctor that the patient has a question and relays the answer, or patients can talk directly to their provider. It’s a positive change and patients are loving it so far,” Sherard says.



With PCMHs, patients are surrounded by a care team that not only provides medical care, but social, emotional and logistical care to help them succeed.

Access also involves having enough primary care providers to meet the needs. CRMC recently added two nurse practitioners and another who will start soon to meet the ever-growing need for primary care in Cheyenne.

“What’s exciting is that we are seeing ER numbers going down and our primary care numbers going up. It reflects the hard work we’ve done to increase access,” says Matt Lahiff, Clinic Manager for the Children’s Clinic.

Empowering Patients to Manage Their Own Care

Besides access, another key to a better healthcare system is having an established doctor that knows you and your health history, and who you call when you have a medical need. Studies have proved that having a “medical home” reduces ER use significantly and increases the health of our community.

“We’ve had patients with chronic illnesses reducing their trips to the ER from multiple

A Better Way: Patient Centered Medical Homes
continued from page 4

times a week to a few every three months. What’s really interesting is that as our patients become more embedded in their medical homes they are becoming more involved in their own care,” Lahiff states.

When chronic illnesses are under control, patients’ lead more healthy and productive lives and have fewer ER visits and hospital stays. This all helps support a functional, affordable healthcare system.

Taking a Team Approach

With PCMHs, patients not only have access to their chosen doctor, but to a whole team who is working in coordination to keep them healthy—from social workers to care coordinators meeting with patients in clinics or going into homes to help people manage chronic illnesses. It’s a belief that healthcare doesn’t end with a medical exam and a prescription in hand.

“It’s the classic doorknob moment when the doctor says, ‘Is there anything else I need to know?’ and his diabetic patient says she’s not sure where her next meal is coming from. Well, he can talk glucose control all he wants, but if she’s food insecure it won’t help. In the past, he wouldn’t know how to respond. Now, he refers her to a care coordinator on site that helps set up a regular diabetic food box through the Food Bank and other services. You can treat her medical needs in the moment, but if you are not addressing the full patient you won’t have the outcomes you want,” O’Barr exclaims.

As you might imagine, having a chronic illness like diabetes, asthma or COPD can bring you down. Providers are finding that many people with chronic illnesses also suffer from behavioral health issues such as anxiety and depression.



Dr. Jonathon Medina enjoys his young patient Brycen while mom Ashley Segura stands by.

“We have embedded mental health therapists into our primary care clinics. They float amongst clinics, but are only a phone call away and for kids at the Children’s Clinic we have two dedicated therapists that are in the clinic every day so kids can be seen immediately,” Lahiff says.

Besides the team of doctors, nurses and care coordinators on the floor at the clinics, PCMHs have developed “medical neighborhoods” to support certain chronic illnesses. For example, for diabetics this includes an endocrinologist, diabetic educator, eye doctor, podiatrist and a nutritionist along with human service agencies that provide services such as meals, clothing, housing help, counseling and more.

It’s good to know that Cheyenne Regional is making a difference right here at home to improve the state of healthcare. More importantly, we’re better serving each individual patient that walks through our doors.

“By committing to the PCMH model for its clinics, Cheyenne Regional is showing its willingness to be on the cutting edge of healthcare strategy. It’s not just theory, it’s practice and it happens right here at our clinics,” O’Barr concludes.

With PCMHs, patients not only have access to their chosen doctor, but to a whole team who is working in coordination to keep them healthy—from social workers to care coordinators meeting with patients in clinics or going into homes to help people manage chronic illnesses.



Suitcase Party Wrap Up

AN ADVENTUROUS EVENING!

On behalf of all us here at the Cheyenne Regional Foundation, thank you to everyone who made this year's Denim N' Diamonds Suitcase party an unforgettable night! With new adventures, in-flight "turbulence" can happen and we acknowledge that we must make some significant modifications when planning next year's event. However, the poignant comments and testimonials we received from the NICU staff and parents and the brilliant photos of the babies and the party itself shone a spotlight on what this event was about - the need to raise money to upgrade the NICU. We invite you to read a personal reflection by Nickee Searls, Cheyenne Regional NICU Nurse and mother of two NICU babies that speaks to this great need (www.janellerosephotography.com/kids/guest-blog-in-her-own-words-cheyenne-regional-medical-center-nicu-nurse-nickee-searls).

Denim N' Diamonds chair, Marcia Graham highlighted this so well, "Tonight is about a meaningful donation to our moms and babies... and just maybe you'll whisk off in that private plane for travel rather than an infant flying off to Denver for care!"

There were many wonderful moments from the evening including the fabulous trip, all captured through the amazing photos and our Facebook page. Two couples and two friends had the incredible experience of flying away that evening to a luxurious resort nestled in the Ojai Valley of Southern California.

"Thank you so much to the Cheyenne Regional Foundation for hosting this event. It was an unforgettable experience to be whisked off in a private jet and the Ojai Valley Inn and Resort was pure luxury! We made new friends and lasting memories. I cannot wait to see what the trip will be next year," said Gina Vining, one of the winners of the trip.

The Suitcase Party and all of the DND Committee work would not be possible without our sponsors. A warmest thank you to the Cheyenne Regional Volunteers for their most generous contribution and partnership, their dedication to our community hospital is eternal. Thank you to our entertainment sponsor, Union Wireless, who supported the event for the second year in a row! Heartfelt thanks also go out to our media sponsor CBS Channel 5; our venue sponsor Cheyenne Regional Airport; our flight sponsors Coldwell Banker The Property Exchange, Jonah Bank of Wyoming, and Mountain Aviation; and our ticket sponsor Cheyenne Frontier Days. Your support has been incomparable. And we are so grateful to all of our sponsors at every other level, which have now become too numerous to list here!

Finally, a thank you to you, our community who contributed by donating, bidding on an auction item or purchasing tickets!



Bob Jensen lucky winner of a case of wine



Private jet sponsored by Caldwell Banker The Property Exchange and Jonah Bank of Wyoming



John and Cathy Balsler



Right to left: Kristin Truman-Allen, Danielle Allen, Corley Melnice



Dandies



Cowgirls of the West

Visit our Facebook page for more Denim 'N Diamonds photos!
(www.facebook.com/CheyenneRegionalMedicalCenterFoundation)

BOARD HAPPENINGS

Endowment Committee Highlights

Did you know the endowment committee of the Foundation Board gives away approximately \$450,000 each year to the hospital for much needed equipment and services? This spring, the committee approved 33 grant requests from various departments. Below are two highlights:



Members of the Foundation Board's Endowment Committee, left to right: Mrs. Ernie Shriner, Dr. Sandra Surbrugg, Committee Chair, Mrs. Carmalee Rose, Dr. Bud Davis, Mrs. Fran Naler, Mr. John Gross, Mr. Bill Dubois, Mrs. Jacqueline Ferrall (Dr. Rick Davis not pictured).

Bladder Scanner for Oncology

If you've ever experienced catheterization you know an alternative would be welcome, especially when you are not feeling well. Now, thanks to supporters like you, cancer patients on the oncology unit do not have to experience unnecessary catheterization when having trouble urinating—sometimes a side effect to medications. Nurses on the unit requested a portable bladder scanner that allows them to check the function of the bladder easily at the bedside.

Bladderscan® BVI 9400 | Cost: \$13,070



Radiometer for Neonatal Intensive Care

When the smallest of us are sick, we want the best of care. A radiometer continuously monitors both carbon dioxide levels and oxygen levels in infants. No more drawing of blood gases or placing the infant in a machine. This non-invasive, accurate monitor measures levels instantly, helping the neonatologist and nurses to act quickly.

"With the radiometer, providers know levels immediately rather than having to wait 30 minutes for lab results as in the past. Most importantly, it saves babies from continually needing a needle stick," Surbrugg says.

The committee is proud to act as good stewards of your donations, ensuring they go to the best possible use. The committee audits all grants given by visiting departments and seeing the equipment's application.

TCM CombIM | Cost: \$18,210



Meet the 2015 Nursing Scholarship Recipients

The Walter Scott Nursing Endowment was established in 2001 at the Foundation to provide scholarship assistance to Cheyenne Regional Medical Center nurses seeking advanced degrees. Over the years, the scholarship has expanded to include CNAs, LPNs and RNs. This year the Foundation is pleased to award four recipients \$2,000 scholarships to continue their nursing studies.

Landi Hoard, RN

Landi is an RN for Women and Children's Services. Landi frequently works in the NICU due to her respiratory therapy experience. Taking care of critically ill infants is a responsibility that Landi cherishes. Landi also enjoys orientating nursing students. Landi has been employed by CRMC for 10 years and is currently taking classes at LCCC with hopes of completing her Bachelor's of Science in Nursing (BSN). Landi's career goal is to be Neonatal Nurse Practitioner and to continue to work in the NICU.

Jon Gerber, CNA

Jon is employed as a CNA in Pediatrics. He became a CNA after the premature birth of his nephew opened his eyes to the desire to help children in life-threatening situations. Jon is a member of the Hospital's Unit Practice Council and Education Council. He has been admitted at LCCC to start his Associate Degree in Nursing this fall. Jon said in his essay that life's setbacks have kept him from pursuing nursing and that his desire to provide the type of care given to his nephew has driven him to act now. He stated, "By maintaining a deep passion for this pursuit in life, I hope to serve as an example for how a great change in life can happen at any time and it is never too late."



2015 nursing endowment scholarship recipients, from left to right: Heather Hill, Amy Halsey, Jon Gerber and Landi Hoard.

Amy Halsey, CNA

Amy has been employed as a Resource CNA for the hospital for 2.5 years. Amy enjoys working in the resource pool because she is able to take care of patients with a variety of medical conditions. Amy became a CNA after a life threatening kidney infection 11 years ago while she was pregnant. While taking care of her patients, Amy strives to always smile, be compassionate and do everything in her power to make sure her patients have a positive experience at Cheyenne Regional. Amy is enrolled at LCCC and anticipates graduating with her Associate Degree in Nursing in December 2017.

"Thank you to the people who made this possible. I hope one day I, too, will be able to perform a generous act towards helping others."

— Amy Halsey

Heather Hill, Clinical Care Coordinator for Cardiac Imaging

Heather has been employed at CRMC for 4.5 years and is currently the Clinical Care Coordinator for Cardiac Imaging. Heather realized early on in life that she wanted to be a nurse. Heather is enrolled at the University of Texas at Arlington with hopes of receiving her BSN in 2016. Heather loves where she works and her goals are to buy a house here in Cheyenne and to give top quality patient care each and every day.

Donor Profile

We Have a Good Neighbor in Union Wireless

Since the day it was founded in 1914, Union Wireless (formerly Union Telephone Company, DBA Union Wireless) has been there for its neighbors. It's a part of the Woody family's belief system: if you're fortunate enough to have wealth and opportunities, you'd be remiss if you didn't pass it on to others.

"Giving back is a part of who we are as a company. It goes back to our roots with John D. Woody bringing four "rancher" lines together allowing neighbors to talk to each other; forming the Union name. He realized he could help his neighbors and develop a company at the same time," says Terri Denhof, Marketing Director for Union Wireless.

In the early years, John strung and maintained the phone lines while his wife Mary operated the switchboard. The Woody family is still very involved in the company. There are six members of the Woody family in leadership positions, spanning four generations.

"Howard Woody is our president and he's 93 years old. He still shows up to work every day. He reads voraciously and tells us exactly what's trending in the industry," Denhof adds.

After World War II, Howard was determined to make the company profitable and secured a loan from the Rural Electrification Administration (REA) in order to upgrade the physical plant, equipment, and expand into other unserved communities. It was a huge gamble, but the investment paid off and eventually resulted in the formation of Union Wireless.

Supporting their Neighbors

If you spend even just a little time talking with leaders at Union Wireless it's obvious that this philosophy of giving runs deep and perpetuates the entire way the company does business.



Union Wireless' Community Engagement Manager Lynda Sidwell (left) enjoys the Denim 'N Diamonds event with Jean Pinter. Union Wireless was a major sponsor of the event.

"We are committed to the communities that we live in and serve. We believe in knowing our customers and meeting with them one-on-one, neighbor-to-neighbor," says Brian Woody, CEO and great grandson of John D. Woody.

Union Wireless supports a broad spectrum of community causes. They focus on three giving areas: education, health and community awareness. Charities are selected every month of the year.

Union Wireless Snapshot

Close to **300 employees**



Has **60,000 subscribers**



Owens **550 transmitters**



Broadcasts in over **400 locations**



Covers nearly **80,000 square miles**



Recent Union Wireless Recipients

Health

Cheyenne Regional Foundation, Denim ‘N Diamonds Event, 2015 – Sponsored bands for event & provided funds for NICU

Cheyenne Regional Foundation, Denim ‘N Diamonds Event, 2014 – Created a charging station for the Cancer Center

Primary Children’s Hospital, Salt Lake City - Ongoing

Education

Feeding America Backpack Program – Filling backpacks with food for the weekend for at-risk kids

ArtMobile, University of Wyoming

Business school marketing/advertising opportunities, University of Wyoming

Engineering and IT scholarships, UW, BYU, University of Utah, among others

US Department of Education, STEM Program in Wyoming high schools

Community

Urban Renewal Ball, Evanston, Wyoming – revitalization of Evanston’s Historic Business District

Fun Run, Rawlins, Wyoming

4-H Wyoming

Hands & Voices, Casper – support for children with hearing issues

Wyoming Coaches Association

“With the charging station, our hope was to take a small worry off the plate of patients as they receive treatments. If using their electronics makes their experience lighter then we’ve achieved our goal.”

— Lynda Sidwell,
Community Engagement
Manager

“We strive to add value to the communities we live in.”

— Terri Denhof,
Union Wireless

About the Company

The company’s mission is “to become the premier telecommunications provider in the Rocky Mountain region.” This is a big charge as they are up against much larger companies, but their aim is true. They have stores and agents throughout Wyoming and in Colorado, Montana and Utah. Wyoming store locations include Cheyenne, Saratoga, Laramie, Rawlins, Casper, Lander, Dubois, Big Piney, Afton, Jackson, Gillette, Mountain View, Rock Springs and Torrington.

When asked what sets them apart from their competitors, Denhof doesn’t hesitate: “There’s a sense of family here. We really care about each other and our customers. It’s neighbors taking care of neighbors in our stores, building personal relationships. We live alongside our customers, so their perspective and business are truly valued by us,” Denhof concludes.



HEALTH TIP

Navigating Health Insurance in Early Retirement

Did you know that at age 65 every United States citizen is eligible for Medicare? It's true—whether you paid Medicare taxes through work or not. So that's good news looking forward to retirement.

What if you want to retire early, but you are concerned about losing your health insurance coverage? What are your options? If you are near age 65, start by asking your employer about how much health insurance would cost under COBRA, a federal law that requires most employers with over 20 employees to continue health insurance for employees who quit for up to 18 months.

If you plan to retire before age 65, consider exploring options on the Health Insurance

Marketplace (Healthcare.gov). While open enrollment is from November 1, 2015 through January 31, 2016, losing a job-based health plan at any time makes you eligible for a Special Enrollment Period.

“Getting insurance on the marketplace can be a good option for people who want to retire early. You are not penalized for having a pre-existing condition and a variety of

affordable plan designs are available,” says Tracy Brosius, Wyoming Institute of Population Health (Institute) Operations Director.

For example, she explains that in the past premiums rose sharply for those ages 55 and over. With the marketplace, the pool of enrollees is much larger which allows the costs to be

contained—which is good news for Wyoming. While it isn't cheap, the cost is often doable, especially for those in a low- to mid-income range.

“People assume Healthcare.gov does not offer commercial insurance, but both Blue Cross Blue Shield and WinHealth offer plans in Wyoming,” she adds.

It's easy to get an estimate of costs by going to Healthcare.gov. You simply enter your zip code, enter your age and any other people you want on the plan, answer a few questions about your health and you can view a wide range of plans from the most affordable (and high deductible) bronze plans to the more costly and comprehensive gold plans. It literally takes a few minutes. From the Healthcare.gov homepage click on Get Coverage and then Get Started. You are also welcome to contact Enroll Wyoming through Wyoming 2-1-1 if you have questions or need assistance with enrollment.

For example, a couple ages 62 and 60 who don't smoke and who expect to make \$50,000 a year together in retirement, can expect to pay premiums starting at \$129 a month for a bronze plan and \$803 for a gold plan.

“You might find that it's less expensive than your COBRA plan and it can allow you to retire early and remain insured,” Brosius says.

The Institute received a grant to enroll people in the marketplace and has navigators who can sit down with people and answer questions. If interested in exploring your early retirement options with a person in the know, call Enroll Wyoming at 307-432-3626.

“If you are curious about early retirement we can help you wrap your head around what the costs might be,” she concludes.



This article is advice only and does not represent medical opinion and/or diagnosis. We do not assume any liability for the information contained in this article.

Contributions

2nd Quarter: April 1 - June 30, 2015

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Did you know that donating to the Foundation has never been easier? We accept donations online day and night. The donations are fully customizable so you can quickly and easily make the donation in memory or in honor of a loved one. You will receive confirmation of your donation within minutes.

Online donations may be designated to the following funds:

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Cheyennegiving.org
 To make a donation online visit:
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Your Dollars at Work: Spirometer to measure lung function

Dr. Alejandro Munoz, endocrinologist with Cheyenne Regional Medical Center wanted to bring leading edge care to area diabetics: breathable insulin. It just received a fresh stamp of approval by the FDA, and it's available here in Cheyenne and is easily available to patients, thanks to generous supporters of the Foundation.

"Breathable insulin is quick acting making it really convenient, and it's administered via a small inhaler that makes it discreet," says Munoz who is excited to bring this new evolution in insulin delivery to his patients.

That means diabetics who need insulin with their meals no longer have to wait a long time to eat, nor do they have to hide in a restaurant bathroom stall to administer a shot. It's easy to do right at the table and fits in a pocket.

"Studies show it's just as effective as the subcutaneous shot and it takes half the time to act—approximately 15 minutes rather than 30," he adds.

So far, patients are a little hesitant to try it because it's so new and hasn't been advertised. There is only one brand on the market in the U.S. and it's called Afrezza®. To learn more you can visit www.afrezza.com.



How does the Foundation fit in? Through its grant program it purchased a spirometer for the CRMG Clinic to

test lung function of patients before and after taking breathable insulin. People who smoke or have a lung disease shouldn't use breathable insulin.

"Having the spirometer on site let's us measure on-the-spot rather than sending patients to the respiratory lab for a full set of lung function tests. It means higher quality of care for our patients—they don't have to wait, go elsewhere for the test or pay for more than they need," Munoz explains.

The spirometer is a simple, non-invasive test. The Foundation purchased the spirometer during its Spring 2015 grant process for the Clinic.

"We so appreciate having this support from the Foundation to get the tools we need that we would otherwise go without.

It significantly improves care for our patients," Munoz concludes.

