



Cheyenne Regional
Foundation

SUMMER 2020

Advancing Premier Regional Community Healthcare

advancement



pg. 4

SAFE SCREENING
FOR PATIENTS,
STAFF

pg. 12

ICU FOCUS OF
FOUNDATION
FUNDRAISING

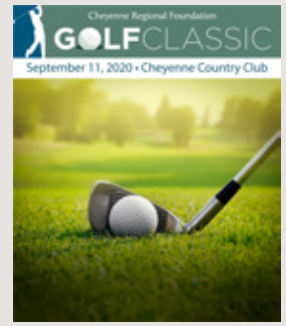
pg. 6

COMMUNITY SUPPORT
DURING A PANDEMIC

{2019}

donor impact

BY THE NUMBERS



Register online at give.cheyenneregional.org

BOTTOM LINE (UP FRONT)

\$861
thousand
TOTAL REVENUE
(DONORS & GRANTS)

\$1.01
million
TOTAL PROGRAM SERVICES
(PROVIDED TO CRMC)

STEWARDING
\$20.2
million

GRANTS

\$594
thousand
AWARDED IN 85 GRANTS TO
CRMC DEPARTMENTS

HOSPICE ENDOWMENT

\$85
thousand
TRANSFERRED TO CRMC FROM
HOSPICE ENDOWMENT FOR
DAVIS HOSPICE CENTER EXPENSES

DENIM & DIAMONDS

\$313
thousand
RAISED FOR 2019 DENIM & DIAMONDS
PROJECT SUPPORTING MOTHER-BABY
UNIT RENOVATION

\$4.5
million

IN 610 GRANTS (2009-2019)

\$251
thousand

(2017-2019)

\$6
million

(1990-2019)

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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



LOOKING AHEAD

Let me start by applauding our Foundation and community for their unwavering support of our health system this past winter and spring, as we came together to respond to the COVID-19 pandemic.

The outpouring of goodwill from individuals, businesses and corporations has been astounding. Here at Cheyenne Regional, our Foundation has overseen all the donations, including thousands of face masks, face shields, gowns and gloves; meals, beverages and snacks sent to thank and encourage our employees and providers; large quantities of hand sanitizer; and several sizable financial contributions that are being used to purchase critical supplies needed to protect our employees and medical staff as we anticipate an ongoing battle against the novel coronavirus.

This spring Cheyenne Regional Health System started an Employee CareFund through the assistance of the Foundation. The fund is being used to help Cheyenne Regional employees who've experienced a catastrophic financial hardship. To their immense credit, our Foundation's board of directors committed to a dollar-for-dollar match to the first \$50,000 raised.

Then, at their most recent meeting, the board of directors increased that matching commitment to \$75,000. As of late May, the fund totaled more than \$88,000, enough to start providing grants to Cheyenne Regional employees in need of assistance.

I want to personally thank our Foundation staff, board members and donors for the caring and generosity they've demonstrated during this most difficult time.

I must also take a moment to thank and praise our employees and medical staff. Over these past few months, they've continued to focus on the needs of our patients and community, fully understanding the risk this might pose to their own well-being. Their compassion, steadfastness and strength of spirit have truly been an inspiration. April 8 marked one year for me at Cheyenne Regional. And while COVID-19 has made this a challenging time, there is no other place I would rather be than here at Cheyenne Regional working side-by-side with the most amazing group of people.

WHAT DOES THE FUTURE HERE AT CHEYENNE REGIONAL LOOK LIKE?

The novel coronavirus will be an ongoing risk for months, and possibly years, to come. For Cheyenne Regional, that means we will regularly assess our protocols and—based on the most current scientific evidence—do what's needed to help ensure the health and well-being of our patients, visitors, employees and medical staff. That may well mean continuing some form of limited-visitor guidelines, screening those entering our facilities and requiring the use of face masks. No matter what, we are committed to doing what's safest and best for our patients and those who work here. We strive to lead and be

a role model for our community during these challenging times.

We will also continue to rely on the foresight, thoughtfulness and generosity of our Foundation. In April the Foundation decided to postpone this summer's "Celebrating the Wild, Wild West" gala until 2021. For the sake of everyone involved, thank you for making this tough call. And thank you for donating funds to support the banquet staff of the Little America Hotel & Conference Center to help offset the impact of this difficult decision. Your contribution is a wonderful example of how our community must continue to pull together and look out for one another as we move forward.

Due to the negative financial impact caused by COVID-19, many of Cheyenne Regional's capital projects, including the renovation of our Mother-Baby and Intensive Care units, will be delayed for six to 12 months. Make no mistake, the projects will take place; we will build a new Mother-Baby Unit and a new ICU that our community so deservedly needs, just after a postponement of a several months. The good news is that the Foundation and its many wonderful donors will be there to help when we are finally able to "break ground" on these much-needed and highly anticipated projects.

As we look to the future, there is one more thing I know for sure: our health system, our community and our state will rebound from this. We've been tested—beyond measure—and have responded with courage, innovation and resilience. And while we are not yet done with the challenges and risks posed by COVID-19, I firmly believe that we will come out on the other side of this global pandemic better—and stronger—than ever.

David Cook

BOARD CHAIR
CHEYENNE REGIONAL FOUNDATION



Scott Fox

EXECUTIVE DIRECTOR
CHEYENNE REGIONAL FOUNDATION



How many of us would have guessed 2020 would bring the challenges we've seen? The community response to the COVID-19 pandemic has been, choosing just three words: immediate, overwhelming and humbling.

More than 8,400 masks were made and donated to Cheyenne Regional and continue to protect staff and patients every day. We also saw almost endless donations of food and snacks to keep the staff energized and at the top of their game. Finally, the thank-you cards and community recognition were greatly appreciated. Our Foundation team has been proud to share the community's messages of support and donations with the Cheyenne Regional team—from them, and us, THANK YOU!

If this were a normal year, we would be putting the final touches on our Denim & Diamonds gala right now, but the situation drove us in a different direction this year. Because we couldn't guarantee a safe and healthy environment in June, we made the tough decision to postpone the gala until June 18, 2021 and pivot our 2020 efforts to occur later in the year. We also know many, if not most, of you are dealing with a lot right now and reaching out for donations, table purchases and auction items didn't seem like the right thing for the situation.

We are still raising funds for the Intensive Care Unit project, which has proven its importance daily during our pandemic response. We are excited about our annual golf tournament and Great Bison Shuffle (including our first-ever half marathon) and will add a virtual event that includes an online silent auction and more. Stay tuned for details.

It is also time to thank board members who completed their terms and welcome our new members. Kathy Emmons, Tighe Fagan, John Gross and Stephanie Meisner-Maggard each

completed their terms and made their own, powerful mark on the Foundation's mission and the health of our community.

Each of you are appreciated, and we wish you the best in the future. Dr. Rick Davis also completed his service as our longest serving board member—15 years! Dr. Davis graciously shared his amazing ideas and was a primary driver behind the Foundation's continued success. We are proud to congratulate him on his selection as an emeritus member of the board.

We are also proud to welcome four new members to the board: Dr. JJ Chen, Alexandra Farkas, Phyllis Sherard and Barbara Stafford. We are excited to have them as part of our team and are already seeing their positive impacts.

Finally, we want to make sure you know that 2019 was an amazing year from a financial perspective. Through your generous contributions, we were able to contribute \$313,000 to the CRMC Mother-Baby Unit renovation project—the largest single year D&D contribution. With that, the total project resulted in \$559,000 to buy medical equipment and furnishings for the new unit.

Thanks to each of you. Stay safe, stay healthy, and remember that even behind a mask, you can still smile!

**DID
YOU
KNOW?**

TEXT TO GIVE

You can now make a direct donation to the Cheyenne Regional Foundation from your smartphone. Text "CRMC" to 269-89, and you'll receive a link to the Foundation's donation page. You can choose to make a one-time, monthly or round up donation to the area of your choice.



Working the entrance to Cheyenne Regional Medical Center-west in May are, from left, Respiratory Therapist Tasha Schell, Security Officer Hannah Dreiling and ICU Nurse Rachel Vaporis.

IF ANY OF THESE APPLY TO YOU:

- Fever, Cough, Shortness of Breath or Sore Throat
- Exposure to someone diagnosed with COVID-19
- Cruise in the last two weeks
- Travel in the last two weeks to:
 - China
 - Iran
 - Malaysia
 - South Korea
 - Europe

PLEASE TELL US immediately so we can escort you to the screening location.

Safe Screening

HOSPITAL CONTINUES TO CARE FOR ALL PATIENTS DURING PANDEMIC

Changing the way everyone enters a large building is a daunting task at any time. Making changes quickly and effectively during the COVID-19 pandemic was a task that Cheyenne Regional Medical Group (CRMG) took on bravely and executed with compassion.

The hospital is always prepared for emergencies with its Incident Command system, an inter-agency process that includes information dissemination and resource allocation, said Robin A. Roling, CRMG chief operating officer.

“CRMG conducts drills on this process and as part of that practice we also ‘debrief’ so we can learn what we can do to improve in the future,” Roling said.

As part of the COVID-19 response, Incident Command tasked the hospital’s legal team to assemble a COVID Resource Pool of employees. A few departments and

clinics were identified right away as they had stopped services or were expecting a significant decrease in volume. As her department slowed down, Cardiac and Pulmonary Rehab Manager Carrie Nix came forward to lead the brand-new COVID Resource Pool.

The task was enormous. The COVID Resource Pool scheduled employees as screeners for those entering Cheyenne Regional Medical Center’s east and west campuses, the Primary Plaza, the Cancer Center and the Davis Hospice Center. These buildings also needed extra cleaning and upkeep; they scheduled that too. And they scheduled staff to help in departments that had extra work due to the pandemic.

Everyone from office staff to ICU nurses came to help.

“CRMG is fortunate not only to have the people who signed up to staff the desks, but we have been very fortunate to have Carrie Nix take on this leadership role. In addition to caring for her own department and their needs, Carrie stepped up and has spent considerable hours coordinating schedules, recruiting for needs and troubleshooting. She has demonstrated our mission to inspire great health and putting service before self,” Roling said.

During the effort, CRMG has given out an average of 75 community-donated masks per day. Together, employees have worked about 1,200 hours a week on the COVID-19 response. ✨





Denim & Diamonds

Gala Postponed

The Cheyenne Regional Foundation has announced the postponement of the annual Denim & Diamonds fundraiser until June 2021.

This year's "Celebrating the Wild, Wild West" gala was scheduled for June 26 at Little America Hotel & Conference Center. The fundraiser sought to raise funds for medical equipment and furnishings for Cheyenne Regional Medical Center's anticipated renovation to the Intensive Care Unit (ICU).

"Due to the challenges of COVID-19 and being mindful of everyone's health, we have made the difficult decision to postpone the event until June 2021 when the ICU team can celebrate their hard work with us," said Cheyenne Regional Foundation Executive Director Scott Fox.


The Foundation board of directors and staff have also recognized the impact that the COVID-19 response is having on local business and is working on ways to include support for those businesses in the fundraising and recognition activities planned for the remainder of 2020. This includes donating funds to help support the banquet staff at Little

America Hotel to offset the impact caused by the postponement of this year's gala.

In addition to its community outreach, the Foundation team continues to raise funds to help support Cheyenne Regional's plans to expand and remodel its ICU with a virtual auction during the week of November 16-20, 2020.

"COVID-19 has highlighted the importance of having a well-equipped ICU with highly skilled medical professionals ready to help," said Barbara Smith, clinical manager of CRMC's ICU.

"Thanks to previous Denim & Diamonds proceeds, our ICU staff has been able to train for various scenarios on high-fidelity simulators, including what needs to be done to safely care for patients with COVID-19. Our ICU team continues to work together seamlessly to assist COVID-19 patients as well as our trauma, cardiac and other ICU patients. We look forward to coming together with the Foundation in June 2021 for a night of fun to benefit our ICU expansion and remodel."



Please visit
give.cheyenneregional.org
to make a donation to the
CRMC Foundation's
ICU project.



COMMUNITY SUPPORTS HOSPITAL DURING PANDEMIC



From prayers to pizza, Cheyenne Regional's staff recieved amazing community support during the COVID-19 pandemic. Our team is strong because of the help we receive from you. For these and many other gifts, we'd like to extend a heartfelt thank you!





DID YOU KNOW?

Donations to the new "Employee CareFund" provide financial assistance to Cheyenne Regional employees who experience a financially devastating tragedy or an unforeseen event or disaster.

Social distancing & golf go great together! Help us raise funds for the Intensive Care Unit renovation at the annual Foundation Golf Classic at the Cheyenne Country Club on September 11!

DID YOU KNOW?

1

OneScope HELPS TWO DEPARTMENTS

Anesthesiologists work in many hospital departments. Having the tools they need at their fingertips not only better equips them, but also helps patients. The Cardiac Cath Lab and Medical Imaging departments received three hand-held OneScopes for intubation, thanks to a grant from the Foundation last year.

Previously, the departments had to borrow intubation units from the Operating Room.

“This is an emergency, patient-safety piece of equipment that you don’t always need, but when you need it, it’s best you’re not searching around the hospital to find one,” said Jean Hamann, Operating Room manager.

Hamann worked together with Medical Imaging Manager Michelle Sprankle, Cath Lab Charge Nurse Minh Ho and Manager of Biomedical Engineering Perry Phillipps to plan the grant and test the OneScopes.

“When the rep approached me, I immediately thought of Michelle,” Phillipps said. “Money was an issue [and] the cost-saving is a big benefit. These are about 40 percent of the cost of what we were paying for other intubation tools.”

The Cath Lab uses its OneScope three to four times a week. Ho sees many benefits to the hand-held device.

“It’s lightweight, and the blades help with infection control,” he said. “The camera has a bigger screen with a live video monitor.”

“Some anesthesiologists only use the unit if they are having trouble intubating,” Sprankle said. “Others use it because they believe it will be a less traumatic intubation whether difficult or not. It’s just better patient care.”

2



LIFESAVING AEDS

Two grants totaling slightly more than \$2,700 for two automated external defibrillator (AED) units were awarded last October, one for Outpatient Physical Rehabilitation Services and the other for Wyoming Orthopedics and Sports Medicine.

Previously, if a patient experienced a heart attack at these locations, personnel would have to call 911 and wait for an ambulance, said Amber Carroll, physical therapist and supervisor at Outpatient Physical Rehabilitation Services who wrote the grant.

“There’s so much research on how much better outcomes are if you can get an AED to a patient faster. We thought it was silly that we didn’t have one,” Carroll said. “We see elderly and all types of patients [and] we realized the grant was a great opportunity for us to get that in our clinic and have it available if we ever need it.”

An AED monitors a person’s heart rate and then talks the operator through how to place the patches on the patient’s chest and if and when to administer a shock to the individual’s heart. It also “tells us when to go back to CPR,” she said. The staff receives CPR training, which includes instruction on AEDs; this unit was recommended by those trainers, she added.

“Thank you to the Foundation for helping us make patients feel safer and helping us feel more capable of caring for patients in a life-threatening situation and help give them the best outcomes we can,” Carroll said.

Dr. Steven Reeb and ICU nurse Kenny Dunn demonstrate the pupillometer.



3

CHECKING EYES AT THE ICU

Last year, the Intensive Care Unit (ICU) received a grant for a pupillometer, a hand-held device with an infrared light that doctors and nurses use on a patient to determine pupil size and how the pupil reacts.

“Pupil size can be a first sign something’s going wrong somewhere in the head,” said Barbara Smith, clinical ICU manager. “There’s a lot we use it for.”

That includes head injuries from trauma, patients who have experienced a stroke, those suffering a subdural hematoma from a fall or post-operative brain tumor patients.

“We have to check their pupils about every hour,” she said. “Any little change in your pupils can mean something.”

Having a pupillometer can lead to early detection of a serious problem, she added.

“If the right one is larger than the left one, that’s not a good sign,” Smith said. “Knowing that can lead to earlier treatment, like getting someone to a CAT scan right away. If the pressure in your head is going up, we can give medicine to decrease the pressure. You have better [neurological] prognosis and outcomes if you can catch something early.”

The pupillometer takes the guesswork out of determining pupil size by providing medical staff an accurate measurement.

“I could look at a pupil and think it’s a three; someone else could look at the pupil and think it’s a four,” Smith said. “A pupillometer gives you accurate, reliable and objective pupil size and reactivity.”

2019 GRANTS

The Foundation board granted the following requests from the listed departments at Cheyenne Regional in 2019. The Endowment Advisory Committee meets biannually to review and approve grant requests.

TOTAL: \$593,736

Acute Rehabilitation:			
iPad & Case	\$404		
Adjustable Tables	\$900		
Rehab therapy equipment	\$1,218		
6 Vital Monitors and Stands	\$10,188		
Blood Bank: Laxco SeBa Pro4 Microscope	\$11,130		
Cancer Center:			
4 Infusion Chairs	\$10,756		
5 Visitor Chairs Infusion Room	\$2,657		
5 Visitor Chairs Waiting Room	\$6,060		
Chemotherapy Education	\$795		
4 Vitals Towers and 2 Temporal thermometers	\$7,488		
1000 Cancer Center Brochures	\$518		
5 Lobby Waiting Chairs	\$5,979		
2 Visitor Chairs - Chemotherapy Infusion	\$1,063		
10 Visitor Chairs - Chemotherapy Infusion	\$3,126		
Cardiopulmonary, Neurology & EKG:			
Respironics V60 Non-invasive Ventilator	\$51,988		
Care Management:			
Bereavement Resources Brochures	\$209		
Weekly Pill Organizer	\$400		
Clothing	\$400		
Discharge Planning Visual Management Boards	\$1,350		
Gas Cards for Patients	\$300		
Knit Hats, Scarves & Gloves	\$400		
Thermal Blankets	\$320		
Cath Lab:			
Handheld Sedation Intubation Systems	\$4,765		
AC3 Optimus Intra-Aortic Balloon Pump	\$14,700		
Central Supply: New Delivery Carts	\$450		
Cheyenne Regional Medical Group: Smart Exam	\$32,600		
Clinical Education Office:			
Vascular Access Equipment	\$4,887		
Neonatal Resuscitation Equipment	\$5,000		
Ear, Nose & Throat: Exam Chair & Endoscope	\$9,695		
Emergency Department:			
Foot Supports & Stirrups	\$6,517		
Patient Experience Expectation Posters	\$1,059		
T-Piece Resuscitator	\$8,255		
Pediatric Scenarios in Seconds	\$2,538		
Food & Nutrition Services:			
Alta Wireless Temperature Scanner	\$2,625		
Forensic Nursing: Pediatric Clinical Training	\$5,080		
General Surgery:			
Breast Cancer Treatment Handbooks	\$1,121		
Ultrasonic Cleaner	\$797		
Hospice:			
Davis Hospice Security	\$30,000		
Sound System	\$3,000		
Bereavement Luncheon	\$1,075		
Plumbing and Snowmelt Pump	\$25,036		
Medicine Cabinet	\$20,000		
Bereavement Newsletters	\$4,000		
Teen and Children Bereavement Support	\$3,500		
Hospice cont'd: Carpet Replacement		\$25,514	
Loveseat Hideabed Replacements		\$48,680	
WalMart Gift Cards		\$3,000	
Water Feature		\$11,755	
Window Repair		\$265	
Bedside Music Therapy		\$15,600	
Tent Weights		\$125	
American Flags		\$1,505	
Intensive Care Unit:			
Butterfly IQ Ultrasound Ipad Mini		\$2,867	
Pupillometer		\$3,595	
Laboratory:			
Quidel Triage MeterPro		\$10,199	
ABL-80 Analyzer - Primary		\$9,775	
Hettich EBA 200S Centrifuge		\$2,629	
Occupational Health: Blood Draw Chairs		\$700	
Operating Room:			
Solar Lytbot UV Disinfection System		\$51,000	
Outpatient Occupation Therapy:			
Pediatric Swallowing Equipment		\$425	
Outpatient Physical Rehab:			
Compression Garments for Lymphedema		\$3,671	
NuStep TSXR		\$6,594	
Pediatrics:			
Black Out Shades		\$6,001	
Nosefrida		\$1,600	
Physical Rehab: Sara Steady Lift		\$2,899	
Plastic Surgery: Ultrasonic Cleaner		\$797	
Population Health:			
Cancer Survivor Day		\$2,770	
Marketing for Enroll Wyoming Grant		\$2,500	
Service Excellence:			
Community Volunteer T-Shirts		\$3,750	
Charging Stations		\$1,348	
Telehealth: Telemedicine Mobile Cart System		\$26,000	
Trauma Services:			
Truman Trauma System Mannequin		\$6,500	
Trauma kits, bleeding limbs, and tourniquets		\$4,000	
Women & Children Services:			
NICU Swings		\$1,278	
Advanced Life Support Obstetrics		\$12,000	
Fetal Monitoring Course		\$6,000	
Lactation Support		\$3,000	
Wound Care: Anatomical Foot Skeleton		\$334	
Wound Care & Hyperbaric Medicine:			
Cast Saw		\$980	
Ostomy Anatomical Apron by Joy		\$199	
Otoscope set Welch Allyn		\$620	
Vital Sign Monitor		\$2,237	
Electric Razor		\$168	
Wyoming Orthopedics and Sports Medicine:			
Graston Technique 6 piece Instrument Set		\$1,795	
Zoll AED Plus		\$2,714	
ERA Certification Course		\$2,000	



Congratulations & thank you to our newest Emeritus Board Member

Dr. Rick Davis Honored as Emeritus Board Member

A longtime Cheyenne cardiologist and community supporter has received a special honor from the Cheyenne Regional Foundation’s board of directors.

Dr. Robert J. “Rick” Davis, who served on the volunteer board from 2005-19, recently was elected as an emeritus member. He will continue to participate in board meetings but will not vote and will also continue working with board projects.

The Foundation board is a critical part of the workings of the hospital, Davis said. One of its many functions is to offer competitive financial grants to hospital departments. Employees of these departments apply to the board for money to buy equipment or operate new programs that benefit hospital patients.

Dr. Harmon “Bud” Davis II, a pulmonology specialist and past chairman of the Foundation board of directors, nominated Dr. Robert “Rick” Davis for the emeritus honor. The men have known each other for 41 years as partners at the medical group.

Achieving emeritus member status is an honor given to retired members that recognizes their extensive participation, according to Dr. Harmon Davis.

“He is an excellent physician,” Dr. Harmon Davis said of his friend and colleague.

Dr. Rick Davis grew up in Wyoming, Ohio, where in kindergarten he met Ibby, his high school sweetheart and future wife. He earned his undergraduate degree from the University of Pennsylvania and his medical degree from the University of Cincinnati. He completed all his post-graduate work at the University of Rochester in Rochester, N.Y., in an internal medicine and cardiology specialty.

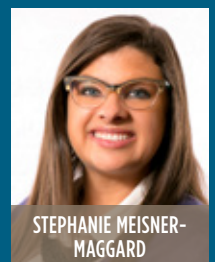
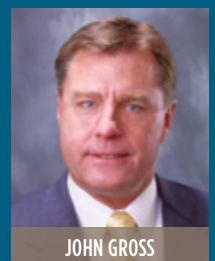
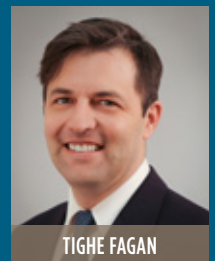
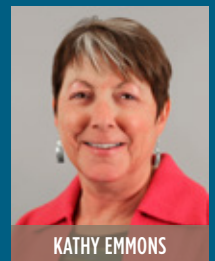
He served in the United States Air Force for two years at F.E. Warren Air Force Base in Cheyenne. He and his wife returned here two years later when he joined the Cheyenne Internal Medicine Group practice. Drs. Darryl Bindschadler and Don Hunton, both internists, invited him to practice here.

Dr. Rick Davis joined Cheyenne Internal Medicine Group in 1973 and remained until he retired in 2005. He established a cardiac lab at Cheyenne Regional Medical Center and was an active member of the medical staff. He also serves on the Cheyenne Symphony board of directors and is active at St. Mark’s Episcopal Church.

“I love medicine and taking care of people,” he said. “Cheyenne has been a very good community to us. It’s been an excellent place to be and to make friends. ✨

OUTGOING BOARD MEMBERS

Thank you for your dedication and commitment to Cheyenne Regional as well as your tireless efforts to inspire great health in our community!





MRI technologists Jennifer Harrell and Heather Sheets stand with the new machine.

This MRI is the first in Wyoming and only the second in the entire western United States.

NEW MRI PROVIDES AMBIENT EXPERIENCE, MORE ACCURACY

With the delivery of its new MRI machine in January, Cheyenne Regional Medical Center can make patients much more comfortable, as well as provide a scan that's clearer and more accurate.

"Our new MRI and MRI Department provides an experience and technology that is like nothing else in Wyoming," said Casey Robinson, CRMC cardiac and imaging services administrator. "In addition, we have largely reduced our MRI pricing, so we are comprehensively meeting the needs of all of our patients and providers."

The new Philips Ingenia Ambition 1.5T X MRI machine produces much higher resolution images, has a 40 percent reduced scan time, noise reduction and allows for patients up to 550 pounds to comfortably fit inside the machine. The MRI also features an ambient experience, which provides a variety of videos and sounds that each patient can choose prior to the scan.

This MRI is the first in Wyoming and only the second one in the entire western United States. Patients can currently schedule their scan using the new MRI. ✨



Signs outside the MRI machine warn visitors of the powerful magnet inside the MRI.



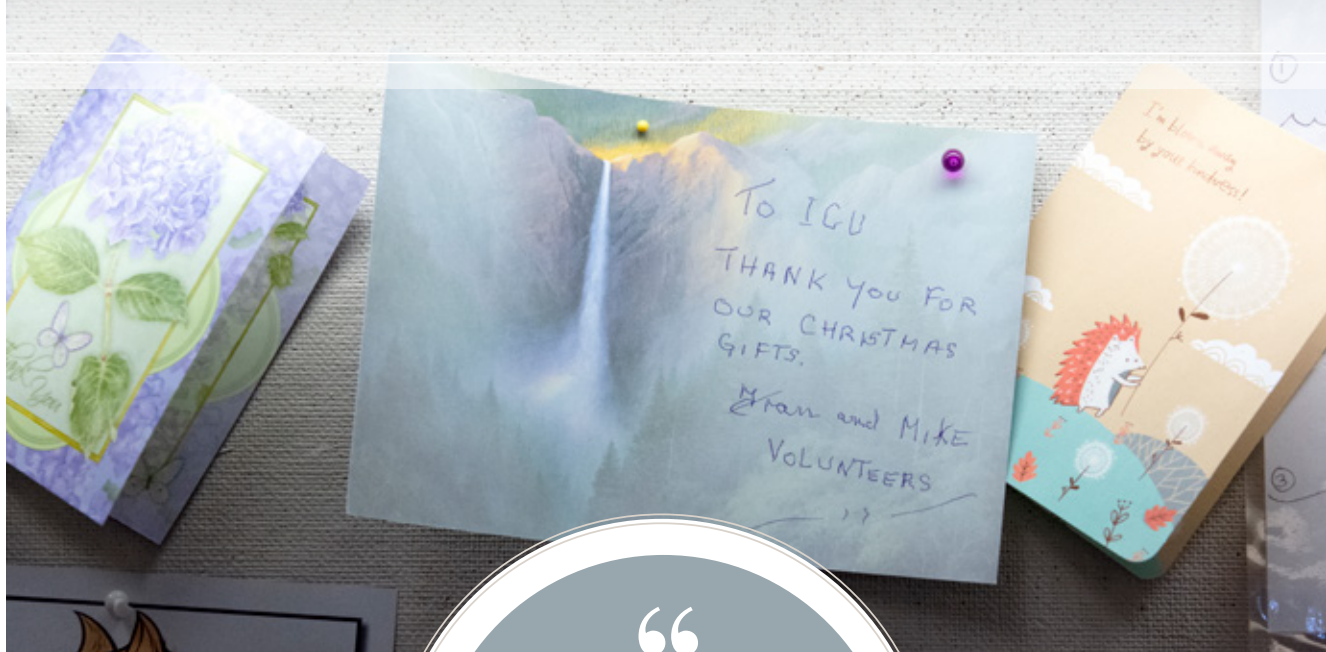
CRITICAL CARE

ICU Focus of Foundation Fundraising in 2020 & 2021

After 52 years of having a house in Cheyenne, Hazel Edeen found herself suddenly feeling quite at home somewhere else—Cheyenne Regional Medical Center (CRMC). Her husband, Don, who had undergone open heart surgery, had been in the hospital for a total of four weeks, with three being spent in the Intensive Care Unit (ICU).

On their last day at CRMC before her husband moved to a rehab facility, Edeen said she had spent six to eight hours every day in the ICU with her husband. In that time, the care Don received and the kindness they encountered made the unit feel like a home away from home.

“Every nurse, every doctor, every therapist, every person who has seen us has just been wonderful,” she said. “My husband had a lot of problems, but the nurses were there. We never had to look for nurses—they were just there all the time. When you are here as long as we have been, you really notice the kindness and the people who jump up to help you.”



“
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were just there
all the time.”

For families like the Edeens who spend hours in the ICU, the Cheyenne Regional Foundation’s new fundraising effort will help make difficult days in the ICU more bearable. Funds raised at the Foundation’s events will be donated to the ICU this year and next.

ADDING MORE BEDS, PRIVACY

The ICU will be moving to the former home of the Mother-Baby Unit and will incorporate improvements for providers and patients.

According to ICU Clinical Manager Barb Smith, the unit will go from 15 beds to 17, and each room will have a private toilet. There will be a waiting room that is only for the ICU guests. There will also be a much larger break room for those doing the extremely demanding work of the ICU.

CRITICAL TEAM

Smith said the ICU sees the most critical and unstable patients from around the region, including Wyoming, Nebraska and Colorado. From victims of car wrecks who get transferred from the Emergency Room to those with respiratory distress caused by illness, the ICU takes on the task of grabbing people back from the clutches of death.

“We’ve had some miracle saves—people you think could never live to get out of here—are productive people in the community now,” Smith said.



Registered Nurse Rosa Williams looks back at a computer screen while she and Dr. Sodienye Tetenta perform a procedure in the ICU.

Smith said it is the continued good teamwork done by the ICU that has kept her nursing for 35 years with the last five years as the ICU manager. Her career began at DePaul Hospital, and in addition to the ICU at CRMC, she has worked as a rapid response nurse in the facility.

“It’s just been a good hospital,” she explained. “If I didn’t feel like we were doing good things, I wouldn’t have stayed.”

Great employees and low turnover keep the ICU running smoothly, Smith said. Each nurse typically has extra training and only one or two patients at a time, which is a lower ratio than the rest of the hospital. There is an intensivist in the ICU at all times, and other specialists take turns in the ICU as well. →

Registered Nurse Mallory Timm, ICU Charge Nurse Vickie Scarce, Environmental Services Tech Asusena Ramos, Patient Liason Brenda Jacoby, Respiratory Therapist Crystal Tiller, Certified Nursing Assistant Jenny Chong, Dialysis Charge Nurse Joyce Osborn, ICU Clinical Manager Barbara Smith and Registered Nurse Rosa Williams are some of the staff who work in the ICU.



Modeling PAPRs just outside the isolation rooms are ICU nurse Virginia Duffy, left, and CNA Airrica Emerick.

ICU Responds to Pandemic

◀ “These guys do amazing care,” Smith said. “They’ve got their eyes on all the time. This is the scariest place in the hospital, and these guys make you feel like things are going to be ok.”

Smith said many patients and their family members end up feeling like the Edeens—that the ICU is a second home with new family members.

“There’s a lot of connection with the patients and families,” Smith said, adding that former patients stop her in the grocery store to thank her—some 25 years after they were in the hospital.

“I am proud every day to see what these guys do—the people who leave this hospital and live productive lives because of what everybody did to help them and the care and support we were able to give them,” she said.

When the COVID-19 pandemic came to Wyoming, Cheyenne Regional Medical Center’s ICU executed a plan to treat patients within its walls.

ICU Clinical Manager Barb Smith explained how the isolation area works. Staff who work in isolation rooms wear personal protective equipment called PAPRs, or powered air purifying respirators. They stay in that area, which has all the supplies and equipment they might need. Doors into the rooms are kept shut to create negative air flow. The ICU initially created four isolation rooms, then added five more in the following months.

The heavy plastic walls were soon decorated by workers in the ICU. “Staff wrote all sorts of sayings on the temporary plastic walls to their co-workers and also to the staff on the other side of the plastic sheeting,” Smith said. “Working on the COVID side was very stressful for the staff so some of the messages were quite funny and uplifting.

“The ICU staff embraced all the changes and made that little isolation unit top notch with everyone’s safety in mind.” ✨



WONDERFUL OUTCOMES

ICU Medical Director Dr. Sodiénye “Tet” Tetenta is also gratified when he sees patients make it against all odds—especially when they come back in to say thank you.

“Seeing them walk back in makes you realize it was definitely worth it,” Tetenta said. “It’s the ones who shouldn’t make it home and do—that’s what it’s all about. It’s humbling.”

He said critical care doctors often have to ask themselves if they should take the next step of care for their patients.

“You always say yes—take that next step, and the next, and the next,” he said. “We look after our patients the way we would have other providers look after us. We don’t stop because it’s just too hard. If you only bat for the ones you are sure you are going to save or win with, then that’s not really what we’re here for.” →

“

You always say
yes—take that next
step, and the next,
and the next.

Vascular Surgeon Dr. Eli Kfoury
looks at a touch-screen tablet
in an ICU patient room.

DID
YOU
KNOW?

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.



Pharmacists Part of ICU Team

Six clinical pharmacists at Cheyenne Regional Medical Center work closely with the Intensive Care Unit (ICU) staff to provide top notch and seamless critical care.

A pharmacist from the pharmacy department is assigned to the ICU for eight hours a day to offer direct medication care to patients. “We oversee inpatient drug therapies for ICU patients, like electrolyte management,” said Pharmacist Brad Reuer.

If a patient’s potassium is low, for example, a hospital pharmacist would review the individual’s electronic medical record and determine the best way to provide the medication, according to Jason Terwilliger, the clinical pharmacy specialist.

Reuer and Terwilliger are two of the hospital’s six pharmacists. The others are Tim McInerny, Candice Tippitt, Linzi Barton and Angi Crotsenberg.

A pharmacist goes on daily rounds with the critical doctor to see ICU patients. They are part of a team that makes the rounds, and includes ICU nurses, physical and respiratory therapists, dietitians, nutrition professionals, chaplains and social workers. Any professional who helps deliver care to ICU patients participates in daily rounds.

“Everybody gives recommendations and we talk about it with their critical care doctor,” Reuer said. The team agrees and moves ahead with the best recommendations.

“We review their charts for all kinds of medication issues before the round occurs,” Reuer said. It’s all based on what is the best treatment for the patient for that day.”

If a “code” (also known as a cardiac arrest) occurs in ICU, pharmacists can pull up medication doses on a code cart that is taken directly to a patient’s bed. Pharmacists mix specific

intravenous medicines and different infusions right at the bedside, he added. “There is no delay in getting the medicine to the patient.”

They mix the medications and hand them to the nurse who administers them to the patients.

Pharmacists also verify orders for medicines and make sure the recommended doses are appropriate. They work behind the scenes, too, so that appropriate supplies of medication are on hand, Terwilliger said.

Reuer said this type of face-to-face contact with ICU staff makes the process streamlined and decreases communication barriers that might occur if the work is done over the phone.

Pharmacists at Cheyenne Regional have been stationed at the ICU for several years now. An increasing number of hospital pharmacies are doing that, which helps with the swift and accurate delivery of the medications, Terwilliger said.

COVID-19 PROTOCOLS

Cheyenne Regional’s pharmacist team made some changes to their workflow as a result of the COVID-19 pandemic. They continue to enter patient rooms in the ICU, but not isolation rooms, Terwilliger said, noting that only a few staff members may enter isolation units.

They are also working to stay ahead of the pandemic. Some medications used to treat COVID-19 symptoms are in demand across the nation, so the ICU pharmacist now reviews their stock of medications every day and orders replacements early. The pharmacy team also wrote a plan to use blood plasma from recovered COVID-19 patients for treatments, but has not had to use it. ✨

✦ Tetenta attended medical school in Nigeria, and then traveled the world receiving more training. He has studied and practiced in Australia, New York and Connecticut, and he came to Cheyenne in 2009.

He said the ICU is on hand to help people when they are their most vulnerable—whether that is a case of sepsis or after an accident. He said he has also seen a noticeable uptick in the number of drug overdose and self-harm cases they are treating in the last few years.

No matter who they are treating, Tetenta said the most challenging aspect is when they have a patient who is running out of options.

“The young person with advanced liver failure who has young kids, and there’s nothing left that you can do—that’s hard,” he said.

Even amidst these ICU-specific challenges, the unit’s providers and staff work together to give the best care, and the community reaps the benefits.

“This nursing staff is the best,” he said. “They are exceptional people. Each and every day they put their patients first. We have wonderful outcomes to show for that.” ✨

DID
YOU
KNOW?

Though start of construction for the Mother-Baby Unit is delayed due to the COVID-19 pandemic, the renovation will still occur and the \$559,000 donated by individuals and organizations across our community will help thousands of families each year going forward!

UPDATES FOR EXCELLENCE

Master Facility Planning Phase Concludes

With the planning recently complete, Cheyenne Regional Medical Center is ready to begin the construction phase of its \$30 million project to improve facilities at both campuses this year. The construction will take place, but it will be delayed due to the COVID-19 pandemic.

“Social distancing is one way to stop the spread of this highly infectious virus. We need to protect the health of our community, our patients and our staff, so we’ve implemented a ‘no visitors’ policy. These restrictions include construction workers,” said Robin A. Roling, CRMC chief operating officer. “Additionally, we want to ensure we are good stewards of our financial resources. Due to this global pandemic our current revenues have declined such that we need to delay the start of this project—potentially up to a year. We look forward to starting construction as soon as we can.”

The 10-year master facility plan will provide more space for patients and their families, while improving the work environment for staff.

The first phase of the plan incorporates the creation of a new Mother-Baby Unit and then a new space for the Intensive Care Unit (ICU) on west campus. On the east campus, formerly DePaul Hospital, plans include

renovating the basement for educational classrooms, conference rooms and business activities, as well as creating new space on the first floor for the Behavioral Health Department.

The CRMC board approved developing a new master facilities plan in January 2018, and the updated plan was completed in January 2019. Much of last year was spent on the design phase and gathering input from users.

As part of the design process, CRMC created mockup rooms to give the medical staff a good feel for how large the spaces were and where the equipment was going to be. Based on the input received, some changes were made to the construction documents, which will be reviewed by the state of Wyoming.

“I’ve appreciated the participation from our staff and medical providers in this planning process,” Roling said. “They invested a tremendous amount of time and energy in helping to guide the design development.”

The CRMC Foundation and donors have been really terrific in providing dollars that will help pay for new equipment in these spaces, Roling said. So far, the community has raised \$560,000 for the Mother-Baby project and \$250,000 for the ICU. “We are very grateful for our community’s ongoing support. Thank you!” ✨



Scholarships Help Nurses Improve Craft

Five CRMC employees received the Walter Scott Foundation scholarship and are using the funds to further their training.

To donate to the scholarship endowment, visit give.cheyenneregional.org or call 307-633-7667.



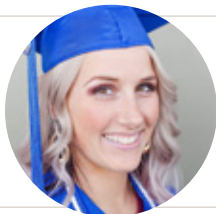
AMY BOULEY has been in nursing since 2000 and is on her way to becoming a nurse practitioner through the University of Northern Colorado. She said she loves being able to inspire trust for her patients, which she has done in Medical Surgical, Pediatrics, Case Management and the Intensive Care Unit. For the last six years she has worked in the Quality Department, and she is looking forward to returning to bedside care when she graduates in 2022.



Cardiac Rehab RN **LILLIAN DEVINE** received a BSN from the University of Wyoming in 1998 and graduated from Walden University with an Adult Geriatric Primary Care Nurse Practitioner degree in May. Prior to obtaining her Nurse Practitioner degree, she worked with CRMC for 24 years, most recently serving CRMC and its patients in Cardiac Rehabilitation. She is thrilled to set off upon the next chapter of her career as a nurse practitioner.



After 13 years as a certified nursing assistant (CNA) in long-term care and pediatrics, **JENNIFER FOREST** is now a CNA II who is pursuing her associate degree in nursing at Laramie County Community College. She plans to continue her education with nursing school and a bachelor's degree. She credits this and other scholarships with empowering her to be student-debt free. She said she had been toying around with the idea of becoming a nurse for some time, but encouragement from other CRMC nurses helped her take the plunge.



APRIL OJEDA earned her associate degree in nursing from Nightingale College last year, earning a 3.85 grade point average. She is currently enrolled in Western Governors University where she has completed her Bachelor of Science in nursing and will start her Master of Science in Leadership and Management in Nursing. She is proud to now wear the blue scrubs of a registered nurse.



AMY SMITH is well on her way to earning a Master of Nursing Education in 2021 through Western Governors University's Associate Degree to Masters program. She graduated with distinction in May from nursing school at Laramie County Community College after working and attending school full time. She is a nurse resident in the Ortho/Neuro Department and said she is excited to continue learning and growing in her role as a registered nurse as she looks forward to the opportunities her next degree will provide.

KNOW YOUR NEW BOARD MEMBERS



BARBARA STAFFORD
PRESIDENT, TASK GLOBAL LLC

"I am so pleased to be asked to be a member of the CRMC Foundation board. What a vibrant group of people doing such great work supporting the hospital. The CRMC Foundation staff are some of the most talented professionals in Cheyenne and I look forward to getting involved with a few of their exciting projects."



WDS Works to Trash Cancer

To order, contact WDS at (307) 635-7168.

That pretty pink dumpster at Cheyenne Regional Medical Center isn't simply an attempt to spruce things up a bit. It's an important element of the CRMC Cancer Center and Wyoming Disposal Systems' partnership to Trash Cancer.

That idea is made clear by the bold statement "Live each Day with Courage" emblazoned on the side of the dumpster.

The Trash Cancer idea came from Tatiana Grant, marketing director for WDS. The company has donated to the Cheyenne Regional Foundation on other campaigns, including providing toys for children undergoing treatment in the hospital.

"Tatiana came up with the idea of having a pink dumpster for Breast Cancer Awareness Month and donating to the Cancer Center," said Cheyenne Regional Foundation Director of Major Gifts and Planned Giving Victoria Fry.

WDS now offers both dumpsters and 95-gallon poly carts in bright pink, and a percentage of the proceeds from those rentals is donated to the Cancer Center.

"Companies can order the 30-yard roll-off dumpsters for construction sites," Grant said. "And we're now offering the 95-gallon poly carts for residential use."

“ The pink containers are sure to become more common around Laramie County

What I've heard from patients is that they really like the pink dumpster, and it's very uplifting.

and the city of Cheyenne, and for anyone battling cancer, just the sight of these pink receptacles is heart-warming.

"What I've heard from patients is that they really like the pink dumpster, and it's very uplifting," Fry

said. And Fry should know. She herself is a cancer survivor. She was undergoing treatment as the Trash Cancer campaign was being rolled out, and she finished the treatments in February.

"I can tell you every time I see it, it makes me smile," she said. ✨

ALEXANDRA FARKAS
DIRECTOR OF MARKETING AND COMMUNICATION, GREATER CHEYENNE CHAMBER OF COMMERCE

"The hospital is a major economic driver in our community and the quality of healthcare CRMC provides is both essential and exceptional. I am proud to help our hospital achieve continued success through the Foundation's efforts to raise community awareness and financial support."



**KNOW YOUR NEW
BOARD MEMBERS**



5 STARS ★★★★★

Cheyenne Regional Receives Accolades

Cheyenne Regional Medical Center has received two prestigious accolades from different hospital rating organizations.

“The federal Centers for Medicare & Medicaid Services (CMS) awarded CRMC a 5-star rating among 4,500 hospitals evaluated across the country. Only 407 hospitals nationwide received this high rating. Additionally, CRMC was designated one of the best 250 hospitals in America by Healthgrades, a leading online resource for helping people make informed choices about hospitals and physicians.

“The Centers for Medicare/Medicaid Services, and the federal government in general, has been promoting not just taking care of people but improving quality and value,” said Dr. Jeffrey Chapman, chief medical officer. “Much of their focus relates to good outcomes ... the mandate of how we improve the value and

care we deliver. In other words, spending the government’s money in a value-added fashion. These awards are indicative of the commitment and effort Cheyenne Regional Medical Center has put forth to improve the value of the care we deliver to our patients day in and day out.”

Four categories make up 88 percent of the rating: readmissions, safety, patient experience and mortality. Other categories are also evaluated; there are 50 measures in total.

“We had always been either a two or a three [ratings-wise],” said Eric Dalton, data quality manager. “We jumped straight from a three to a five.”

He believes there are two primary reasons why CRMC is highly regarded.

“Clinical quality and big improvements in through-put [the efficiency of moving patients through their transition of care],” he said.

“The sooner you get [patients] to the definitive treatment that they need, the better their overall outcome is, and the better they will do long-term,” said Tracy Garcia, chief nursing officer.

CRMC plans to focus on patient experience in the future with various initiatives, she added.

Regarding the Healthgrades evaluation, CRMC is among “a pretty select group of hospitals,” Dalton said. This is the second year in a row the hospital has received this recognition and is the only hospital in Wyoming so designated for 2020. CRMC is also the only Wyoming hospital with a 5-star rating from the Centers for Medicare/Medicaid Services.

“We are very happy about [the awards], and we’re paying attention to our processes,” said Dr. Chapman. ✨

KNOW YOUR NEW BOARD MEMBERS



PHYLLIS SHERARD, PHD
RETIRED HOSPITAL EXECUTIVE

“Joining the Foundation board provides an opportunity to draw on my background in community health improvement and evidence-based healthcare delivery to build bridges between our hospital and healthcare providers and communities, and continue supporting a health system that leads the region in innovating healthcare delivery.”

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The Great Bison Shuffle includes a half marathon in addition to the 10K, 5K, 2K and kids' run. Come out to the Terry Bison Ranch on September 12 and support Cheyenne Regional's Cardiac and Pulmonary Rehab program!

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"I endeavor to optimize innovative pathways to catalyze the highest quality patient experiences possible!"





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