

October 2023

# THE INSIDER

Employee news for Coffey Health System



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## NOTES FROM JOBEN

Coffey Health System is heading into an exciting time with new programs and initiatives to help us continue to thrive.

We were recently awarded a \$25,000 grant from the Trusler Foundation in Emporia to help us expand the hospital's surgery capabilities. The grant covers half the cost of a new surgery bed. This growth will also have ripple effects beyond our organization and into the Coffey County economy. We have already taken the first steps toward building a pillar of excellence in surgery by hiring a new general surgeon in January 2023. As general surgery volumes steadily increase, Coffey Health System is actively recruiting an orthopedic surgeon and the necessary surgery personnel. Ultimately, the economic impact of this project is three-fold:

1. New medical services for our patients at Coffey County Hospital. Patients can have procedures done here, eliminating the need to travel to urban hospitals for care, keeping those dollars for the patient and their family here at home.
2. New surgical services enhance Coffey Health System's revenue stream. As the second largest employer in Coffey County, CHS is critical to the county's economy.
3. Adding two physicians and supporting clinical staff brings potential families into our service area—this translates into students in our schools and a significant economic boost to our local businesses. The Kansas Hospital Association estimates that the salary for every healthcare worker multiplies 1.66 times within the community through housing, local purchasing, and services.

We also received grant funds to incorporate murals within the hospital. A committee is working on plans with local artist Jim Stuke. These colorful and inviting murals will be great accents in the clinic and surgery waiting rooms.

If you haven't driven by The Meadows lately, swing by and look at the brand-new roof. It looks fantastic! The old roof had extensive storm damage, so insurance covered the replacement cost.

We have many holiday activities coming up, so watch for details. I'm looking forward to seeing everyone's fun and creative Halloween costumes!

Joben Rieth  
Chief Executive Officer

The Insider is a monthly publication for the employees, volunteers, and friends of Coffey Health System, Burlington, Kansas.

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Joben Rieth                      Tracy Jones  
Chief Executive Officer      Director of Marketing

Submit ideas or items for consideration in The Insider by contacting the marketing office at (620) 364-4507 or [tcampbell@coffeyhealth.org](mailto:tcampbell@coffeyhealth.org).

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## November Town Hall Meetings

*Mark your  
calendar!*

Nov. 2  
AW2 | 6:30 - 7:30 p.m.

Nov. 3  
AW2 | 8:30 - 9:30 a.m.

Nov. 6  
AW2 | 4 - 5 p.m.

Nov. 7  
YCMC | 12 - 1 p.m.

Nov. 9  
AW2 | 9 - 10 a.m.

Nov. 14  
The Meadows | 3 - 4 p.m.

Nov. 27  
AW2 | 12:30 - 1:30 p.m.

Nov. 29  
AW2 | 6:30 - 7:30 a.m.

With a variety of dates  
throughout the month, please  
plan to attend one of the town  
hall meetings listed.

### On the cover

The board of trustees presented Jolleen Palmer with a lovely bouquet and her service award during their October meeting. Jolleen is retiring after 25 years of service, including graciously helping with meals at board meetings.

*Thank you everyone who helped with our health fair and DAISY Dash on October 5! Your time and effort are sincerely appreciated.*

*And we offer a special thanks to our community partners: Coffey County Cancer Support Group, Coffey County Fire Department, Coffey County Health Department, Coffey County Sheriff's Office, Coffey County Wellness, Crosswinds, Greenbush Education Service Center, Lions Club, Nuclear Regulatory Commission, Rotary Club, and SOS.*





## Want a little extra cash for the holidays?

Our annual discretionary leave (DL) sell-back period is open!

- Request forms are located on the portal (under Forms/HR) and must be turned in by Nov. 3, 2023.
- Payment is made in one lump sum with your Nov. 17 payroll. This payment is subject to all applicable state and federal withholdings.

The 80-80-80 concept applies:

- Full-time or part-time associates may request up to 80 hours of DL.
- You must have an accrual balance of at least 80 hours of DL remaining after the sell-back has been paid out.
- DL sell-back hours will be paid at 80 percent of your regular hourly rate.

### Clinical Positions

Chief Nursing Officer  
 Advanced Practice Provider ER  
 Advanced Practice Registered Nurse  
 or Physician Assistant - Clinic  
 CMA - The Meadows  
 CNA - Med/Surg  
 Medical Tech  
 Paramedic  
 Patient Care Coordinator/Front Office  
 Float  
 Physical Therapist/PTA (PRN)  
 RNs - Clinic, ER, Med/Surg, OB  
 Scrub Tech or LPN  
 Ultrasound Tech

### Non-Clinical Positions

Billing & Patient Access Supervisor  
 Billing Accounts Receivable Specialist  
 Cook - The Meadows  
 EVS Tech - Hospital  
 IT Tech  
 Maintenance Tech  
 Patient Care Coordinator/Front Office  
 Float

Visit [coffeyhealth.org/careers](http://coffeyhealth.org/careers) for detailed information and requirements. For more information, call Ext. 4254.

## New benefits: Roth is here!

The Voluntary 457(b) retirement plan now allows you to make Roth (after-tax) contributions!

### What's the difference between Traditional (pre-tax) and Roth (after-tax) contributions?

Traditional pre-tax contributions are tax-deductible in the year they are deposited, however those contributions and any investment gains will be taxable at ordinary income tax rates upon cash distribution.

With Roth, contributions are treated as taxable income in the year they are deposited to the plan, however those contributions and any investments gains will be tax-free upon distribution as long you meet the following Roth rules:

1. You must be over age 59 ½ when you take a distribution
2. There must be a period of at least 5 years from the date of your first Roth contribution

See "Savings Options" chart below for additional information about Roth vs. Traditional contributions and distributions.

### Frequently Asked Questions

Can I elect to make both Pre-tax and Roth contributions during the same year?

Yes! You may elect to contribute both pre-tax and Roth contributions to the 457(b) plan in the same calendar as long as the total contributions do not exceed the IRS contribution limits. For 2023, the limit is \$22,500 or \$30,000 if age 50+

### Which one is right for me?

Generally speaking, the more time you have between now and retirement, the more beneficial Roth can be. In many cases, those with 10 or more years until retirement will choose to have some or all of their retirement plan contributions made as Roth. In addition, you will want to consider your current tax situation. This is a subject that is best discussed with the person who files your taxes, such as a tax advisor.

### How do I get started?




Contact Human Resources to complete a new Salary Reduction agreement

If you have questions or if you would like to discuss if Roth contributions are right for you, contact one of our Gallagher Retirement Consultants at (785) 560-6001.

## Savings options – Your plan permits two ways to save

As an employee, you are eligible immediately to contribute to your retirement.

### Traditional Pre-tax vs. Roth Contributions

	Traditional (Before-tax)	Roth (After-tax)
	Pay taxes later, more take-home pay	Pay taxes now, less take home pay
	Tax-deferred potential earnings	Tax-free potential earnings*
	Taxable distributions	Tax-free distributions*



# Hospital is among top 1.5 percent for quality



Director of Nursing Suzanne Garcia, Chief Executive Officer Joben Rieth, and Chief Operating Officer Stacy Augustyn accept the Top 20 Award at a ceremony in Kansas City.

Coffey County Hospital was recently named one of the nation's top 20 critical access hospitals for quality. This is the second consecutive year the hospital earned the elite recognition.

The top 20 CAHs, including Coffey County Hospital, scored best among CAHs as determined by the Chartis Center for Rural Health for quality. The National Rural Health Association (NRHA) announces the rankings annually. An awards ceremony was held during NRHA's Critical Access Hospital Conference in September in Kansas City.

"To put that in perspective, there are 1,353 CAHs in the United States. This puts Coffey County Hospital's quality measures in the top 1.5 percent, according to The National Rural Health Association," said Chief Executive Officer Joben Rieth. "We are the only Kansas

hospital recognized in this category, and we've earned back-to-back awards."

NRHA works with the Chartis Center for Rural Health to assess performance in eight areas: inpatient market share, outpatient market share, quality, outcomes, patient perspective, cost, charge, and financial efficiency. If you think about it, quality is the basis for future success in every category. It means that we are moving in the right direction and taking the best possible care of our patients.

"This recognition can't be bought—it must be earned—making this honor a true reflection of our staff's commitment to our patients," Rieth added. "Every associate contributes something special to success, from the extraordinary care they give our patients, to the attention to detail they bring to their job, from teamwork

with colleagues to seeing all departments pulling together. That's what makes this place so unique. It's our people!"

NRHA is a nonprofit organization working to improve the health and well-being of rural Americans and provide leadership on rural health issues through advocacy, communications, education, and research. NRHA's membership comprises diverse individuals and organizations from across the country, all sharing the common bond of an interest in rural health.

Chartis is a comprehensive healthcare advisory firm dedicated to helping clients build a healthier world. Work is facilitated across the healthcare continuum with more than 600 clients annually, including providers, payers, health services organizations, technology and retail companies, and investors. Through times of change, challenge, and opportunity, Chartis advises the industry on navigating disruption, pursuing growth, achieving financial sustainability, unleashing technology, improving care models and operations, enhancing clinical quality and safety, and advancing health equity.

*Every associate contributes something special to success, from the extraordinary care they give our patients, to the attention to detail they bring to their job, from teamwork with colleagues to seeing all departments pulling together.*

CEO Joben Rieth

# Amy Osner elected CHS Health Care Worker of the Year

Amy Osner's passion for helping others comes through in her role as social service case manager. It is this passion that led to her election as Coffey Health System's Health Care Worker of the Year.

It's more than an 8-5 job for Amy. She is willing to come in and help with crisis situations, even if it is a weekend or at night. Her presence is invaluable when tragedies and unexpected emergencies occur. She never questions if or why she should come in; she comes because this is her calling, and she delivers whatever is needed for the situation. Sometimes it is her expertise in a mental health placement. Sometimes it is coordinating services for a family struggling with a loved one's health issue. Sometimes, it is supporting staff when the rigor of working in healthcare becomes hard to bear. But the "sometimes" don't matter. Amy is there every time and gives her all to help others.

Amy interacts with every department and many community organizations to ensure continuity and collaboration for patient care. Her passion for mental health shows in her tireless advocacy for improving the systems and processes for these individuals. But her dedication is also seen in small ways. For example, when staff need a little boost of "TLC," she donates gift baskets or other items that she keeps on hand to brighten someone's day.

But the true measure of Amy's compassion and empathy is regularly seen in the ER. Not only does she do everything possible to comfort patients and families coping with unspeakable loss, but she's also known to stay around and help staff.

Mental health visits in the ER have drastically reduced because Amy developed a rapport with the physicians who now bring her into clinic appointments to identify and address symptoms early—before something tragic happens. In addition, she brought a stronger focus on the signs of postpartum depression to our obstetrics program. These separate efforts are worthwhile, but the cumulative effort has already saved lives. We know this. During a baby's well-child checkup, the doctor felt something wasn't quite right, but he couldn't put his finger on it, so he called Amy. She visited with the mom and determined that she was in an early stage of postpartum psychosis. Amy's influence throughout CHS undoubtedly helped to avert tragedy.

Her dedication also extends into the community. Because of Amy's interest in the health and well-being of those who are

underserved, she gladly serves on several community and state-wide boards focusing on children's and mental health services.

In addition, she facilitates debriefings after significant crises, giving our team a safe space to talk about their experience, feelings, and thoughts. A colleague writes: "She handles her job with grace and love. Her door is always open. She provides great strategies to deal with trauma or difficult times and is there to listen whenever needed."



Amy was recognized at the Kansas Hospital Association's annual conference last month. She is shown here with CEO Joben Rieth and her husband Tyler.

*Congratulations, Amy!*





Active-duty military canines and their handlers are shown with care packages made possible last year by Friends of Coffey Health System. In addition to the care packages, our volunteers collect cards and letters from school children throughout the area. The 2023 care package project is underway now. To contribute, stop by the hospital gift shop.

# Volunteers Supporting “Christmas for Canines”

In the past 14 years, Friends of Coffey Health System have mailed 1,385 flat-rate boxes American soldiers and canine units overseas. When the pandemic forced changes in the program, the CHS volunteers found a way to keep it going.

“Again, this year, we are excited to support the US War Dogs program,” said coordinator Linda Booth. “This is an organization we have partnered with for several years to send care packages to overseas dog teams. Approximately 2,700 canine teams are serving to detect danger and protect people. 100 percent of donations go to fulfilling the wish list of the handlers and dogs.”

To kick-start the effort, CHS employees dedicate a portion of their annual “Jeaneosity Fridays,” in which employees contribute (at least) one dollar per week for the privilege of wearing jeans to work on Fridays.

With tremendous community support, last year’s collection raised \$4,430 to support 80 dog teams in the Middle East, Africa, and Southeast Asia. Led by former handlers, US War Dogs ensure that care packages meet the dogs’ unique needs,

such as training leashes, leather muzzles, goggles, and booties. They also include dog toys and special items for the trainers and handlers.

“As a former US Marine Corps dog handler, I remember fondly receiving gear and care packages from US War Dogs,” writes Chris Willingham, who now serves as the organization’s president. “What made them so special was the care taken to make sure the gear sent was of the highest quality and met our most urgent needs.”

Individuals and organizations are welcome to join the Support the Troops project. Monetary donations are accepted by October 30 in care of Friends of Coffey Health System, 801 N. 4th, Burlington, KS, 66839. To arrange a convenient pick-up, call Linda Booth at (620) 364-8015 or the Coffey County Hospital Gift Shop at (620) 364-2121 Ext. 4267.

Each year, schools throughout the area also create cards and letters to send to the soldiers in appreciation for their sacrifice. Educators—or community members who would like to participate—are encouraged to call the numbers above to have cards and letters picked up.



Please join us in wishing a long, fun-filled retirement to

*Carol Johnson,  
Joe Michaels  
Merri Michaels  
&  
Jolleen Palmer*

## October Observances

### Materials Mgmt. Week

Oct. 1-7

### Food Service Week

Oct. 1-7

### Physician Assistant Week

Oct. 6-12

### Quality/Compliance Week

Oct. 15-21

### Facilities/Engineering Week

Oct. 22-28

### Respiratory Care Week

Oct. 22-28

### Pharmacy Month Physical Therapy Month Ultrasound Month

## November Observances

### Radiology Week

Nov. 5-11

### Healthcare Marketing Week

Nov. 5-11

### Rural Health Week

Nov. 12-18



Mackenzie Jeffers, Jessica Jones, and Joan Kuhlmann gave a well-received presentation at the Kansas Organization of Skilled Care Professionals conference in Wichita on October 4.



Show us your best costumes and you could be the winner of the CHS costume contest!

- Dress in your best Halloween costume/ attire on October 31st. You may participate as an individual or as a department. **\*\* Please note:** Costumes must be appropriate, respectful, and not interfere with workplace operations. If you are unsure about your costume, please check with your supervisor.
- Arrive in Allen Woods 2 between 8-9 a.m. to have your photo taken. Outlying campus locations, please send your picture via email to [tcampbell@coffey-health.org](mailto:tcampbell@coffey-health.org) by 9 a.m.
- Like, share, and comment on Coffey Health System's Facebook Page. The person or department with the most likes on social media will win!

# Coffey Health System Service Awards

**Wednesday, Nov. 1, 2023**

Service award presentation  
at 12:30 p.m. in Allen Woods 2.  
Refreshments follow.

PLEASE JOIN US IN CELEBRATING OUR COLLEAGUES:  
CRAIG STUKEY, SUZANNE GARCIA, VICKI WARD,  
KELLY PETIT, LAUREL LOUDERBAUGH, ORIO RODRIGUEZ,  
DAVID DOUGLASS, RAYSHA RAZLAFF, AND LADONNA TRUE.



CHS recently provided a meal during the Coffey County OK Kids event at John Redmond Reservoir. Thank you to everyone who volunteered to help. Shown here are Becca Houston, Jesse Presley, and Terrie Strawder.



## EDUCATION CORNER

Workshop Presented by Overland Park Perinatal Outreach

### Perinatal Bereavement: Understanding and Supporting

Gain knowledge and insight necessary to provide high-quality care for families experiencing perinatal loss.

Wednesday, Nov. 15

Two sessions available: 9:30 - 11:30 a.m. and 1:30 - 3:30 p.m.

Allen Woods 2

Sign up on Paycom Learning or using the QR code



For some time, our volunteers (including Linda Booth pictured here) have been collecting plastic bags to be recycled into durable, eco-friendly park benches. This has turned into quite an operation, with multiple bags like this collected WEEKLY. Our materials department and local retail stores have also begun contributing plastic bags and appropriate packing material.

Keep those bags coming in, as Friends of Coffey Health System have plans for other benches! A collection box is located near the hospital gift shop.

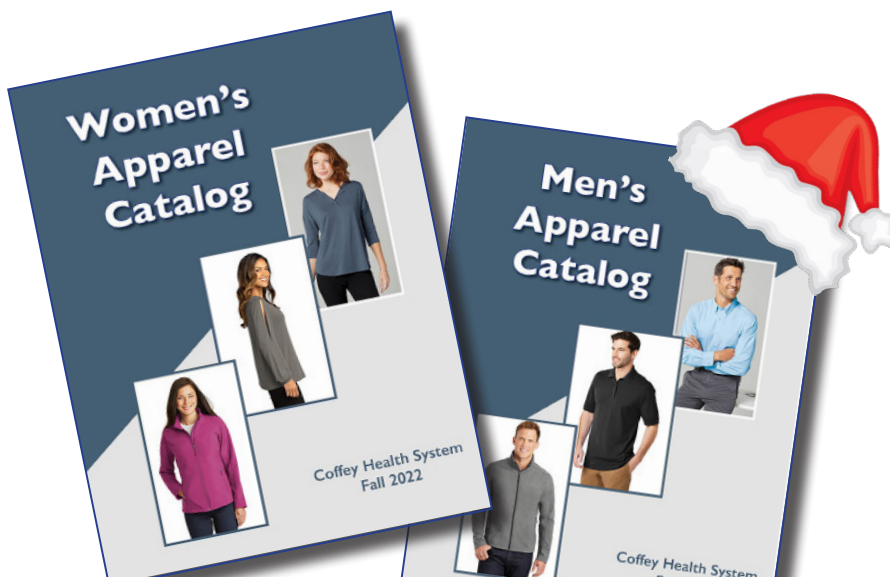
## Free shipping on CHS apparel ordered by Nov. 13

CHS apparel makes a great gift for your friends and colleagues—and shipping is free if you order by **November 13**. This will ensure orders placed will be back before the Christmas holiday.

Free shipping is only offered quarterly, so grab a catalog from the literature rack by the cafeteria or download it off the employee portal.

All quarterly orders will be placed with Rhonda Beets. Checks and credit cards are accepted. Payroll deduction is not available.

Items ordered individually are subject to shipping and can be submitted directly by emailing [jfcustomembroidery.com](mailto:jfcustomembroidery.com).



Contact Rhonda Beets at Ext. 4222 to place an order without shipping charges by Nov. 13!

All CHS associates are eligible for the DAISY or BEE Awards, and the nomination process is quick and easy! Use the QR code or

visit [www.coffeyhealth.org/patientexperience](http://www.coffeyhealth.org/patientexperience) and answer a few questions about how your nominee goes above and beyond for our patients, residents, and teammates!

If you have questions, please visit with Shelly Moss or Suzanne Garcia.



The **mammography team** passed their state survey with flying colors. Supervisor Scott Sutherland writes, "They presented our department very well and the State inspector was again very pleased with everything."

It takes a village to put on a health fair, and CHS really came through on October 5. Thank you to **everyone** who helped make the event a success for our community.

A patient's family writes:  
My Father was in the ER on Saturday August 12th. We had amazing care. Jessi (Workman) was outstanding and so very kind to our family. She answered questions in a way we would understand. She was so attentive to not only my Dad but to us. She gave my Dad the very best care right up to him boarding the life flight.

Sadly, he did not survive once in the IUC at KU Med. But I wanted Jessi, the respiratory therapist (**Anna Nicolette**) and **EMS** to know my Dad had outstanding care while at Coffey County ER. They worked tirelessly to make him comfortable. Jessi was amazing!! Please, pass this on to the staff.

**Erika Steffens**, clinic, stepped in to save a colleague who was choking by performing the Heimlich maneuver. Thank you so much, Erika!

As part of CHS's effort to re-engage in community activities post-COVID, **Scott Sutherland** has spoken about the hospital's new MRI at several meetings in Burlington and Gridley.



**Alivia Bangs**  
EVS Tech  
Hospital



**Ava Beyer**  
EVS Tech  
Hospital



**Paul Broyles**  
Director of IT  
CHS



**Kathryn Carlson**  
Radiology Tech  
Hospital



**Michael Danaher**  
Paramedic  
EMS



**Haley Denney**  
Cook  
The Meadows



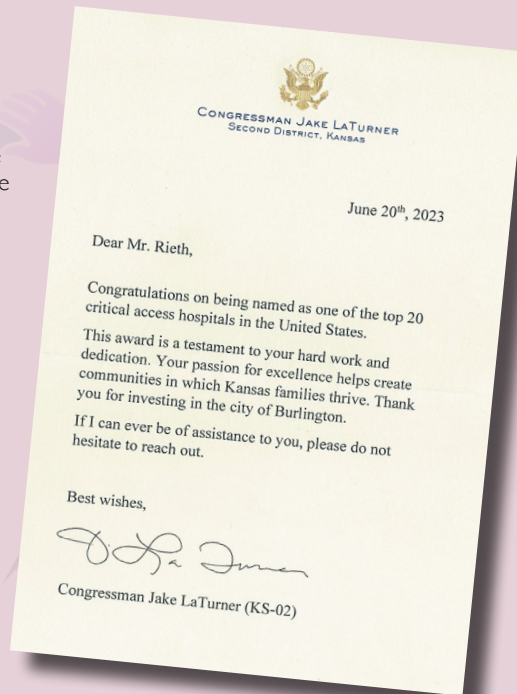
**Haley Estrada**  
Cook  
The Meadows



**Condolences**

Our former colleague, Ken Davis (environmental services), passed away on September 15. Please keep his family and friends in your thoughts.

Condolences to Paul Broyles, whose mother recently passed away. We are thinking of Paul and his family.



"All for one" is a monthly feature in *The Insider* to share information about news in the lives of the CHS family. We will share life's happiest moments and feature ways that we are pulling together to help colleagues in times of need. Please call Tracy at Ext. 4195 or send information to [tcampbell@coffeyhealth.org](mailto:tcampbell@coffeyhealth.org).



Kudos to you! Kudos to you! Kudos to you! Kudos to you!



**Vicki Fickes**  
RN  
ER



**Pamela Ratzlaff**  
Cook  
Hospital



**Lisa Heberling**  
Patient Access  
Registration



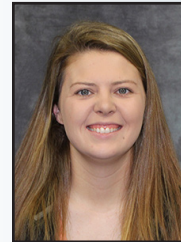
**Roy Rickel**  
EMT  
EMS



**Becca Houston**  
EMT  
EMS



**Amberly Sadler**  
EMT  
EMS



**Jessica Thomsen**  
EMT  
EMS



**Olivia Lyons**  
EVS Tech  
Hospital



**Laisen Stitt**  
AEMT  
EMS



**Makayli Walters**  
Radiology Tech  
Hospital



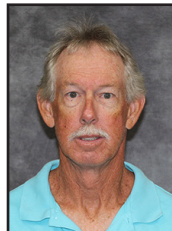
**Gabriel Mason**  
Paramedic  
EMS



**Nakia Stitt**  
RN  
Hospital



**Stephanie Matney**  
RN  
Med/Surg



**Roger Teal**  
Maintenance Tech  
Facilities



**Michelle Rickel**  
RN  
ER



**Melisa Thompson**  
EMT  
EMS

These colleagues  
joined (and re-joined!)  
the CHS family over  
the past several  
months.

Welcome!

## Anniversaries

Our employees are our greatest resource. Each month, we include a list of employees who will celebrate their anniversary with Coffey Health System. Here's to each of you, and thank you for your service to our patients!

### September

**Belinda Link** 44 years  
**Jolleen Palmer** 25 years  
**James Turner** 16 years  
**Melissa Davis** 13 years  
**April Cox** 12 years  
**Kelly Petit** 10 years  
**Laura Tovar-Ornelas** 7 years  
**Craig Stukey** 5 years  
**Ashley Cole, Bridget Cox, Ryan McAllister** 3 years  
**Terrie Strawder, Gaynel Ventura** 2 years  
**Rylee Mattheis, Nichole Shaver, Benjamin Smith, Tammy Brown** 1 year

### October

**Angela Blaufuss** 30 years  
**Michele Johnson** 27 years  
**Michelle McVey, Tracy Jones** 16 years  
**Angela Lankton** 15 years  
**Mayetta Taylor** 12 years  
**Keri Criqui** 11 years  
**Terri Johnson, Amy Louderbaugh** 9 years  
**Darwin Doerr, Leanna Meats, Jessica Jones** 7 years  
**Kristina Reeves, Samantha Kuhlmann** 6 years  
**Linsey Knipp** 4 years  
**Aubrea Baker, Kristin Baker, Arika Morrison** 2 year  
**Emily Rolf, Abby Johnson, Mariah Criss** 1 year



As healthcare workers, we are in the position to help families and impact lives. Social Worker Amy Osner is starting a Caregiver Support Group for local families. If you know of a personal or in-home caregiver who would benefit by this important service, please let them know. The group provides a safe place for caregivers to discuss challenges, stressors, benefits, and more when it comes to taking care of a loved one.

Meetings take place on the last Wednesday of each month in Allen Woods II Conference Room from 5:30 - 6:30 p.m.

For more information, contact Amy Osner at Ext. 4276.

Additional information will be distributed on social media and in the community.

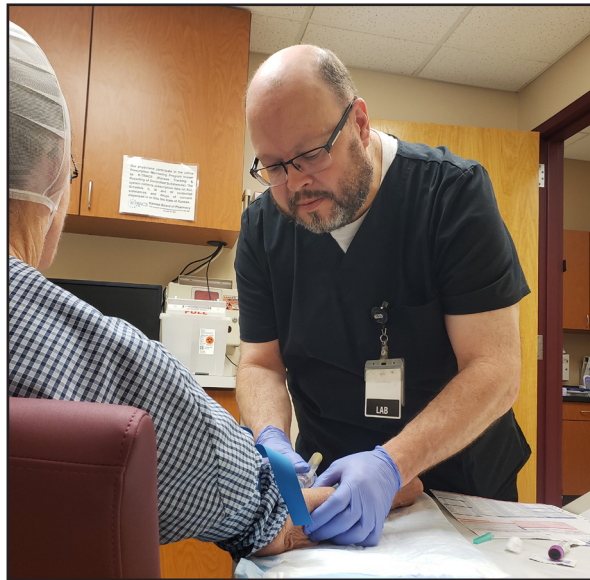
Here is what our hospital patients are saying.

# HCAHPS Scores

Domains & Questions	Top box %	Percentile RANK
Rate hospital 0-10	89%	96th
*Would recommend the hospital	84%	91st
Communication with Nurses	89%	95th
Response of Hospital Staff	77%	91st
Communication with doctors	86%	87th
Hospital Environment	78%	91st
Communication about medicines	67%	83rd
Discharge information	95%	98th
Care Transitions	66%	95th

\*Survey items in the top 10 priority index

## When I knew...



I knew I wanted to be a lab tech (medical technologist or medical laboratory scientist) very early in my life. My sister was a lab tech at a blood center when I was 4 years old. At the same time, I had a kidney disease that necessitated weekly blood tests for about 6 months. I have always wanted, from my earliest memories, to be in health-care. My father was a career Army nurse and my mother was a nurse. I have 4 other nurses in my family. But I knew I didn't want to be a nurse, so I decided to follow my sister and be a lab tech. I am very satisfied with the career path I have chosen.

I have worked in a laboratory since 1991 and as a lab tech, with my Bachelor of Science degree since 1993. I have been a laboratory director since 1995, having started my management career in Baytown, Texas. Along the way, I have had many mentors, but I have to say that my Dad was my biggest influence. His care and compassion inspired me to want to be a part of a team that cares for people. What brought me to southeast Kansas was the love of my life, my wife, Jamie. She is a registered nurse from Chanute who works in hospice care.

I am so glad to be a part of CHS. When the position opened up, I think I called the same day to talk to HR and apply. I have been here for almost 2 years and look forward to many more!

Gerald Fulton  
 Laboratory Supervisor