Beginning this pay period, Oct. 23-Nov. 5, 2016, the systemwide career and compensation changes will be in effect. If your title and/or pay scale changed, you’ll see this reflected in your Nov. 10 paycheck.

Over the last month, managers have been meeting with employees to discuss the career and compensation changes, which standardize job titles, descriptions and pay throughout the Adventist Health system. The standardized system supports consistency across the organization. Instead of approximately 6,000 job titles, there are now about 2,200 titles. Employee pay has not decreased due to these changes. Pay may have increased based on local markets.

With the new structure, you’ll be able to understand the experience, skills and education needed for any job in our system. Standardization also makes it easier for you to collaborate with others who have similar jobs, sharing experiences and solutions to common challenges.

To learn more about the changes, read the project overview and frequently asked questions documents that are available on Connect. If you have additional questions or concerns, please contact your manager.

Adventist Health is committed to better serving you, our valued employees, and our patients and community.

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**Health Plan Open Enrollment**

**October 3 - November 13, 2016**

Open Enrollment is October 3 – November 13! If you want to make changes to your existing health plan coverage, now is the time to do so. Open enrollment comes around just once a year. This year, re-enrolling is not required if you are staying with your current medical, dental and vision coverage.

2017 open enrollment deadline is **November 13**

How to enroll or make changes:

1. Review the open enrollment packet mailed to your home. This should have arrived close to October 3. Contact Human Resources immediately if you didn’t receive one.
2. Visit the Employee Resources tab on the Connect intranet portal or adventisthealth.org/healthplans.

Questions? Contact Human Resources.
Winter Survivorship Celebration

It’s safe to say that cancer is a disease everyone hates. Most people have been affected by it one way or another, whether you have just been diagnosed, are a strong survivor, or have known family, friends, or loved ones with the disease. Making the best of a bad situation is not always easy but the words of Martha Washington speak to a positive, empowered future, “I am determined to be cheerful and happy in whatever situation I may find myself. For I have learned that the greater part of our misery or unhappiness is determined not by our circumstance but by our disposition.”

In the spirit of coming together for a common good, Feather River Hospital is hosting its annual Winter Survivorship Event on December 6. Survivorship celebrations act as significant marks and milestone in the midst of treatment, at the end of treatment, or anywhere in between. Hope in the journey is so important to all who are affected by cancer and this is a wonderful opportunity to do it together. Everyone is invited who has been touched by cancer in anyway and wants to join together in hope and celebration. We would love to see you there.

**EVENT INFO:**
Tuesday, December 6 2016
5:00 pm - 6:30 pm
Paradise Adventist Church
5720 Academy Dr.
RSVP: www.frhosp.org/ccws
or (530) 876-3157

Gift of Giving

A huge THANK YOU to each employee, volunteer, and provider who has already given to our 11th annual Gift of Giving campaign!

Gift of Giving began 11 years ago to provide boxes of Thanksgiving dinner ingredients to needy families on the Ridge. Last year, FRH employees, volunteers, and providers gave 212 boxes! Our goal this year is 256 - the maximum the cold storage truck can hold!

We are still accepting gifts for this year’s program - so if you haven’t already made a gift, now is the time! A $45 tax-deductible gift provides ingredients for an entire Thanksgiving feast - feeding up to eight people - and includes everything from the turkey to the pumpkin pie and whipped cream.

Ways to give:
- Payroll Deduction each pay period
- Swipe your badge at Feather River Café or the Canyon Café for $5 increment gifts
- Online gifts at www.givetofrh.com
- Checks payable to Feather River Health Foundation
- Call the Foundation Office at 530-876-7166

We partner with the Family Resource Center, Youth for Change, Care Net, Counseling Solutions, and the Magalia Food Bank to identify families. FRH employees and providers also make referrals. FRH employees in need may be confidentially referred to Chaplain Brad Brown. In addition to a full Thanksgiving feast, these organizations are able to provide aid and resources to these families throughout the year.

We’re still looking for box packing and delivery volunteers!
- November 18th - 1:45-4 p.m. to pack boxes
- November 20th – 11 a.m. – 1 p.m. to deliver boxes
- Contact Erik Mirabal at 876-7995 ext.8138 or erik.mirabal@ah.org to sign up!

Thank you for making a difference for these families this Thanksgiving. You are heart and hands fulfilling Feather River Hospital’s mission - to share God’s love by providing physical, mental and spiritual healing.
Chaplain Services is collecting stuffed animals to have for patients who need a little extra comfort during their stay here at the hospital. Both new and used stuffed animals are great. There is a bin located in the mail room on the lower level of the hospital by EVS.

Thank you to all employees who help us fill the bin and bring joy to someone in need!
Dr. Richard DeFrancisci: FRH Physician of the Year

Each year, Adventist Health selects one exemplary physician from each of its hospitals to receive the Physician of the Year award. Exceptional work takes place every day in our hospital and clinics but it’s important to recognize the physicians which go above and beyond and continue to inspire others to provide remarkable patient care. Richard DeFrancisci embodies the type of doctor we want we want treating our patients on the ridge. He is one of the most positive and supportive physicians on our medical staff. Not only does he provide excellent clinical care, but he is always upbeat and encouraging to both the clinical and administrative staff.

Join us in congratulating Dr. DeFrancisci on earning this prestigious award and setting the bar high for our staff here at Feather River Hospital.

Goodbye ICARE, Hello AIDET

In an effort to improve our interactions with patients and customers, and to align with other Adventist Health hospitals, Feather River Hospital is switching its patient communication model from ICARE to AIDET. Both models are very similar, and accomplish the same thing. We need to make sure our patients feel welcomed and that we truly understand their situation. The AIDET model is a framework to make sure that happens each and every time, patient after patient, customer after customer.

A communications plan is being implemented across the organization, and “superstars” have been identified to help with the process. Thank you to our AIDET superstars (Norma Adams, Melissa Barnard, Randy Cardwell, Kathryn Henninger, Tammi Kemp, Robin Linares, and Rebecca Williams) who will be leading this effort as we make this change. In the meantime, if you have questions about AIDET, contact your supervisor.
Join us in welcoming our
NEW EMPLOYEES
to Feather River Hospital

STARTED
October 10 2016
Lisa Bloomquist
Home Health Aid
Home Health

Jean Kanehl
EVS2 Room Attendant
EVS

Shannon Laird
CNU
CNA/Unit Secretary

Miranda McNicol
RN
Emergency Services

Allie Moore
Contract Scribe
Emergency Services

Robert Pratt
EVS2 Room Attendant
EVS

Amber Webb
RN
OB

STARTED
October 24 2016
Jacob Bullis
ER Tech
Emergency Services

Erin Haley
Contract Music Therapist
Hospice

Stephanie Huff
LVN
FRH Women’s Health

Lindsey Keillor
RN
Hospice

Charlene Lee
EVS2 Room Attendant
EVS

Tushia Perry
Pharmacist
Pharmacy
NEW VOLUNTEERS
to Feather River Hospital

STARTED
October 2016

Nancy Baranek    Penny Kibler    Patty Knittel    Cathy Little

Exie Lockett    Georgia Bernoudy    Tawny Bernoudy

NEW POSITIONS

The CIS department at Feather River Hospital has some new faces. The changes were made to better serve our physicians and nurses by providing the right resources when and where they need them.

Dawn is the Clinical Nurse Educator and responsible for assisting with the new-grad residency program, clinical skills lab, competency validation, new hire orientation, supports clinical departments with educational activities, and consults with clinical leaders for staff learning needs.

She has worked at FRH for 12 years.

Kristi Flesher, RN-BSN, is the CIS Physician Educator responsible for onboarding new physicians with the EMR and providing support to existing physicians with CPOE and EMR documentation. Kristi is also responsible for implementation of EMR and CPOE changes affecting providers. She has worked at FRH for 23 years.

Beckie Versteeg, RN-BSN, is the CIS Nurse Educator, responsible for onboarding of new clinical staff with the EMR and providing support to existing staff with EMR documentation. She is also responsible for implementation of EMR changes as well as any new clinical applications. Beckie will also assist with clinical staff education as needed. These three individual report to Randy Cardwell, Director of Education and Training.

We are grateful to have such amazing people on the CIS team who all have a passion to help others learn. If you need anything from them, please don’t hesitate to let them know.
Want to recognize a coworker? Perhaps there is someone who is always friendly and you’d like to thank them for brightening your day. Fill out a KUDOS form on the Connect homepage.

Jeremy and Kyla are superb. They even changed my radiation time so I could go on a 2-day camping trip with 30 others. They understand that I’m more than a “cancer” pt. and encouraged me to get on with life when I can. A great big thank you to them both.

A very special THANK YOU to Bobby Hudson for staffing the FRH booth at the 2016 Family Resource Fair. If it wasn’t for Bobby, there would not have been an FRH booth this year.

She [Heidi Corter-Parklyn] goes above and beyond for every referral that she does. She is very pleasant to work with and speak with. I just want her to know that her efforts are seen and appreciated.

After my father-in-law had a heart attack, we were overwhelmed with the amount of bills that came in from his ER visit and hospital stay. Julie Gebbia was amazing! She helped up with insurance payments and all of our other questions. She has been a true blessing and we are beyond grateful for all of her help.

Veronica Beltran and Rocio Lopez are being recognized for their efforts to pull the inpatient admissions from the Emergency Department into their units. They are proactive in assisting the ER staff to get the patients from the Emergency Department to their inpatient units. Thank you!

Matt was very helpful to my needs. He listened to what I was saying. Jen Ray, the trainee, was also good. Enjoyed working on neck problems with both.
My husband took me to the ER. I thought I was having a heart attack. We passed Oroville Hospital (yucky and dirty) and headed to Paradise. From the first, walking thru, the door we were met with friendly and professional staff. My doctor was fantastic. I felt he really cared. We talked about anxiety chest pain (no heart attack!!). He was confident though. We had two nurses; the male nurse (handle bar mustache) was so focused on my care, he figured out my blood pressure cuff was too small. He kept me on task, kept me focused and I just will say he was exactly what I needed!

Today I came in bummed because I could not see Dr. Jones one week after my back MRI. Well, I was here, so I thought I would check for any cancelations—none! Kayla got my info and went to the back and came back after pulling some amazing strings for me. So I can now see Dr. Jones this next Friday!! Woo! Woo! She is so awesome!! Thank you Kayla again and again. Happy! Happy! Joy! Joy!

Our Hospice Chaplain, Rick Aldridge, was visiting a patient when he noted that the home was uncomfortably warm due to the elderly mom’s (100 years old) request of no air conditioner. Rick remembered seeing YouTube videos on how to make an ‘El Cheepo’ air conditioner and decided that this was a perfect opportunity to try it out. He saw a need in this patient and put together this homemade ‘cooler’ with ice in a bucket and a fan on the top so the patient could enjoy a reasonable temperature during his last days. Thank you Rick for providing such a wonderful example of the caring difference of the Hospice team!
Light Up A Life

Neil* and Lois* had recently celebrated their 67th wedding anniversary. In all those years, they’d spent less than a dozen nights apart. When Neil needed additional care, Paradise Hospice House became their home. Lois slept on the fold-out bed right next to Neil each night. As Neil’s last days became apparent, a nurse helped Lois slide into bed next to him. As she did she exclaimed “this bed feels like I’m lying on a cloud.” Neil turned his head, smiled, kissed Lois on the cheek, and took his last breath. How comforting those words must have been for Neil to hear as she snuggled up next to him - just as she had for the past 67 years.

Neil and Lois’ story reminds us how important our Hospice House beds are to patients and families. Reducing pain and providing comfort is a top priority and these beds are used 24 hours a day, seven days a week to meet that need.

We need your help! Our current mattresses at Paradise Hospice House must be replaced. Our electronic bed frames are exceeding their life span and we’ll need to begin replacing them in the coming year. Light Up A Life is our only fundraising event for Paradise Hospice and we count on your support to meet the needs of our community. Our goal this year is to raise at least $20,000 for these integral items. A gift of $750 will purchase a mattress and $6,000 provides a much needed frame.

HOW YOU CAN HELP

Your gifts will truly bring comfort and peace throughout the year. Please consider a gift today.

• $35 donors will receive a memorial star on our Christmas tree and a shining luminary, honoring someone special to you. We are happy to mail your star to you after the season, upon request.

• $100 donors, in addition to a star and luminary, will enjoy Seattle Porcelain Company’s Angel with Dove keepsake ornament as part of our Angel series. Ornaments will be mailed upon receipt of your gift.

• Sponsorship gifts of $250 or more will be recognized in our Light Up A Life program and on the Hospice House appreciation boards in addition to your star, luminary, and ornament. Please make your gift by November 18, 2016 to be included in the program.

Ways to give:

• Payroll deduction each pay period

• Make your gift to Light Up A Life online at www.givetofrh.com

• Checks payable to Feather River Health Foundation

• Call the Foundation Office at 530-876-7166

JOIN US

We are pleased to invite you and your family to our annual Light Up A Life fundraising event. Join us, regardless of weather, for an evening of shimmering luminaries, light hors d’oeuvres, music, tributes, and memories as we remember and celebrate our loved ones.

EVENT INFO:
Thursday December 1
2016 @ 5:30 p.m.
The Church of Jesus Christ of Latter-Day Saints
1275 Billie Rd, Paradise

Thank you for your support! From everyone here at Hospice, we have been so blessed by the patients and families we have met over the years. Ours is a sacred work and we are humbled to be entrusted to care for our community.

*real people, changed names.
Privacy breaches are an unauthorized disclosure of personal confidential information that violates state or federal privacy laws. Recently these breaches have become an almost weekly occurrence and are a growing concern for personal and national security. I remember my first privacy breach. My grandparents’ phone was a simple rotary dial phone connected to a party line. I picked up the receiver as a child to place a call home. To my utter dismay I was listening in on a conversation between two neighbors. I had unassumingly committed a privacy breach. My grandparents explained a party line is a telephone line or circuit shared by two or more subscribers. Privacy breaches in those days did not require sophisticated technology from big brother, just a nosy neighbor catching the latest wisps of gossip.

Today, telephone communication has transformed. It’s common for people to have a cellphone as their only source of communication. In fact, new statistics from the Centers for Disease Control and Prevention (CDC) released reveal 47 percent of homes only use cellphones. Americans have become a mobile society and our need for communication in this mobile environment is expanding. Many cellphones are smart phones with seemingly unlimited capabilities. It’s common to keep private information on your phone, including credit card, banking, even password information and protect it all with a password. The world can be accessed at the touch of a screen. With the advent of smart phones has come certain challenges including protecting your private information and keeping track of your phone. The experience of losing your phone can be equated to losing car keys or a wallet, with owners frantically searching until the phone is found or disconnected for security reasons.

About a month ago, into the hospital strode a gentleman with a desperate demeanor. He had inadvertently left his smart phone at our hospital during a procedure and was on an anxious search to recover it. As the typical American cellphone user, this smart phone was his only phone and it contained private information.

I led the search party as we tramped through the hospital, beginning unsuccessfully in our Environmental Services departments lost and found. Next stop was the EVS director’s office where we struck out again. This was followed by a visit to Nuclear Medicine where the patient had received a scan. Brian Slusarenko, a tech lead, confirmed the smart phone had been seen. However, Brian had been informed from his staff that a friend of the patient called the phone, the staff answered, and the friend, after learning the situation, committed to delivering the phone to its owner.

The patient was relieved to know his phone was now safe and promptly left the hospital to connect with his friend and cellphone. A couple of minutes after the patient’s departure, Brian stopped me in the hall and proceeded to inform me the information he had been given was incorrect, the cell phone had not been picked up and now there was no way of communicating this information to the patient. Brian, realizing the dilemma and understanding the patient’s anxiety, volunteered to hand deliver the cellphone to the patient’s house on his way home.

How many hospitals do you know have staff hand deliver a lost and found item to a patient on their own time? Feather River Hospital employees are like that. They live out our mission daily. It may not always include returning a cellphone, but the FRH staff support this patient community by similar unselfish acts of kindness. I am proud of Brian and the staff at FRH for going beyond the call of duty to help make our community a better place...one hand delivered cellphone at a time.
IMPORTANT NUMBERS

Compliance Hotline
888-366-3833
Employee Hotline
530-876-2136
Public Information Hotline
530-876-7283
Compliance Officer (Jennifer Niswonger)
530-877-7030
Safety Officer (Martin Wiedemann)
530-876-7995 ext. 7938
Privacy Official (Laura Keller)
530-876-7132
Security Officer (Gary Kemske)
530-877-9361 ext. 8000

OUR MISSION
To share God’s love by providing physical, mental and spiritual healing.

Monty Knittel - President & CEO
Jackie Fullerton - V.P. of Patient Care
Gary Kemske - CFO/V.P. of Finance
Anthony Nasr, MD - V.P. of Medical Affairs
Keith Stilson - V.P. of Ancillary Services
Hugh Gilbert - Assistant V.P., Clinic Operations
Maureen M. Wisener - Assistant V.P., Foundation & Communications
Courtney Rasmussen - Marketing Coordinator
Claudio Rivero - Communications Specialist

Feather River Hospital is a member of Adventist Health.
Write us at:
Marketing and Communications
5974 Pentz Rd
Paradise, CA 95969
or call (530) 876 - 7208
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CALENDAR

GIFT OF GIVING
Donation Deadline - November 4
November 18th - 1:45-4 p.m. to pack boxes
November 20th – 11 a.m. – 1 p.m. to deliver boxes

THANKSGIVING DAY
Thursday, November 24
See Rapids for department closures

VOLUNTEER HOLIDAY LUNCHEON
Thursday, December 1 at noon
Elks Lodge, Paradise

LIGHT UP A LIFE
Thursday, December 1 at 5:30 pm
The Church of Jesus Christ of Latter-Day Saints
1275 Billie Rd, Paradise

WINTER SURVIVORSHIP CELEBRATION
Tuesday, December 6
2016 @ 5:00 p.m.
Paradise Seventh-day Adventist Church
5720 Academy Dr., Paradise

DURING THE MONTH OF NOVEMBER WE RECOGNIZE:
National Home Care & Hospice Month
National Hospice/Palliative Care Month
Medical-Surgical Nurses Week (1-7)
National Patient Transportation Week (1-7)
Allied Health Professionals Week (6-12)
National Medical Staff Services Awareness Week (6-12)
National Radiologic Technology Week (6-12)