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An Update on Town Halls

By Monty Knittel, President, AHFR

Last week I led out in 14 town hall meetings across all the many Adventist Health Feather River locations. I was joined with our senior executives—Jackie Fullerton, Patient Care Executive; Ryan Ashlock, Finance Officer; and Dean Ward, Administrative Director of Clinics for the east side of our region. Norma Adams and Grant Ashlock from our Human Resources team were also present for many of the sessions. It’s extremely helpful and rewarding to speak directly with our wonderful employee team at their worksites. Our meeting at Hospice came minutes after their exit survey with the California Department of Public Health (CDPH) where they had just heard the results of their extremely successful routine state survey. Congratulations to them!

Each time I’ve done these Town Halls, I’ve been reminded of the diverse workplace that we have, as evidenced by the questions we hear. The questions that we heard most consistently across the organization related to our new payroll and timeclock system. While we all have experienced the challenges of learning a new system, there were some errors on the payroll side that were problematic. Many of us have either experienced personally or heard of someone who had an incorrect paycheck, or in very rare cases didn’t even receive a paycheck. Behind the scenes there has been a team of experts working hard to fix the problems. There have also been emergency mechanisms set up to make corrections as quickly as possible. On behalf of everyone involved in this effort, I want to convey our personal apologies and absolute commitment to making sure everyone receives the pay they are due. If you have any continuing questions on this topic, please reach out to our local HR department.

Often we hear of concerns that are specific to a particular area or work group. In this round of Town Halls, the biggest concern was from our patient care departments in the hospital. These concerns centered around the stress that has come from a sustained high census in the last few months combined with many open nursing positions. While we can look ahead to new hires (four experienced nurses and nine nurses going through our residency program) and a more “normal” census after the Winter and flu season, it is still difficult to deal with the heavy load we are carrying today.

Some Town Hall attendees asked about our plans to retain our new and current hires over the long run. This is a priority for us this year. The Coordinating Council and unit-based councils are a forum for nursing staff to suggest and collaborate on policy and working environment improvements. We encourage all nursing staff to be involved, if you so choose. We continue to evaluate our salary and benefits throughout our state and our region (as we have always done each year), and will make changes as warranted. Over the years we have approved continuing education expenses for professional growth, but we are currently evaluating options that may broaden that policy.

Essential to employee retention is a good working environment, with a great team and a supportive manager who listens to and addresses your opinions and feedback. The single biggest improvement area from our last employee engagement survey is the “my opinion counts” category. We must take time to listen to employee concerns and make meaningful changes. If your manager hasn’t shared the results of your department-specific responses with you, please ask them to do so.

I am fully aware that the last few busy months have taken its toll. The stress is evident, and is a message that came out loud and clear in the Town Halls. Our entire leadership team is committed to making the right improvements and we ask for your patience as we move forward.
Best In Class!
By Laura Henneker, MSN, NP

Adventist Health Feather River Outpatient Clinics is pleased to announce that our combined quality of care score was the highest of all Adventist Health Ambulatory Clinics in California for 2017.

Our highest scoring Primary Care clinicians for 2017 include **Dr. Benjamin Lai**, Family Practice at FRHC, **Debra Gordon**, FNP at FHC, and **Dr. Joan Harter**, Internal Medicine at FRHC. Their scores were calculated based on the percentage of patients seen by the provider who were up to date with various screening and health maintenance procedures including blood pressure control, influenza and pneumonia vaccination status, cancer screening, and diabetes control. When compared to national scores, these clinicians scored close to or higher than 80% of clinicians across the US.

While primary care clinicians shoulder most of the burden of discussing with patients the importance of routine health maintenance and control of chronic medical conditions, it takes our entire clinic team to keep our community healthy. Sincerest thanks to clinic staff who spent countless hours devoted to developing the processes that made 2017 a quality success.

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Can Paradise Become a Blue Zone?
Help us Find Out!

Adventist Health Feather River has a long history of inspiring well-being in our community. That’s why we are excited to be part of the Blue Zones Community® initiative for Paradise.

“Blue Zones” are places where entire communities live significantly longer, healthier, and more active lives. A National Geographic study identified the commonalities across the Blue Zones areas that have led to their longevity and vitality. In recent years, 42 communities like ours have started on a journey to become a Blue Zones Community, and we’d like our community to be next.

This transformation is a multi-year, multi-disciplinary effort that involves the entire community – schools, restaurants, grocery stores, government, businesses, faith-based organizations, and individuals – and it only works if all of us get behind it.

You are invited to participate in a presentation about how Blue Zones Project can help us transform the health and well-being of our community.

**Blue Zones Project Community Transformation Presentation**
Monday, March 19
6:00 pm Doors Open
6:30 pm Presentation Begins
Performing Arts Center
777 Nunneley Rd.
RSVP: go.bluezonesproject.com/paradise
You’re Invited
To help find a cure for cancer!

Every one of us has been touched by cancer in some way. Friends, relatives, caregivers, and survivors – we all bring a special passion to our mission to end this disease. If you enjoy food, fun, games, drive-in movies, contests, goofy relays, raffle contests, scavenger hunts, photo booths, dancing, zumba, live bands, or supporting an amazing cause, PLEASE JOIN US!!

We are excited to see the community come together to remember loved ones lost, honor survivors of all cancers, and raise money to help the American Cancer Society make an impact on cancer.

WHO
Anyone can join the Feather River Hospital Team to have fun and raise funds at this event. All ages are welcome!

WHAT
Relay for Life Butte County is a fundraiser for the American Cancer Society to take a stand against cancer.

WHERE
Pleasant Valley High School Soccer Field in Chico, CA

WHEN
10:00am May 5th to 8:00am May 6th

WHY
Cancer sucks and we can fight back as a community. The funds we raise as a team will go towards providing support to survivors and families, rides to-and-from cancer treatments, and finding a cure for cancer.

We invite you to join us on this very special weekend. We are looking for volunteers to join our team and walk for a 30-60min time slot, help out at our booth, donate funds, or to just stop by and enjoy the fun!

CELEBRATE. REMEMBER. FIGHTBACK.

To donate or join: Relayforlife.org - Search Teams - Feather River Hospital - Join Team! Please contact Mary Jo Lopez (lopezmj01@ah.org) or Mary Larson (larsonml@ah.org) to sign up or for more information. Thank you!!
Make an Impact!

You can make a tremendous impact in our community by supporting the Feather River Health Foundation with a small gift each pay period. See the following examples:

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<thead>
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<th>Total Amount</th>
<th>Amount per pay period (Starting March 15)</th>
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<tr>
<td>$500 annual gift</td>
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<tr>
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<td>$50 each, for four pay periods</td>
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<tr>
<td>Gift of Giving: $45</td>
<td>$2.26 each, for 19 pay periods</td>
</tr>
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</table>

Ways To Help:

AH Feather River Fund
Supports areas of greatest need.

Birth Day Place Campaign
Join us in refreshing this space to provide a better experience for our families.

Cancer Center Patient Assistance Fund
Assists with non-insurance-related costs like transportation, groceries, housing, and more for financially struggling patients.

Employee Assistance Fund
Established through contributions from AHFR employees, distribution of funds is made strictly based on need and availability of funds.

Diabetes Education Fund
Provides financial assistance for diabetic education classes and provider visits for the un- and underinsured.

Feather River Hospice
Become a Hospice Angel when you sign up for payroll deduction

Meals on Wheels
Provides hot, nutritious meals up to seven days a week to any person in Paradise and lower Magalia who does not have access to adequate nutrition.

We are happy to help! To sign up for payroll deduction, or for any questions, please contact Feather River Health Foundation at (530) 876-7166 or FRHFoundation@ah.org.

Golf Tournament

BENEFITING THE BIRTH DAY PLACE

MONDAY, APRIL 30, 2018
SHOTGUN START: 12:30 P.M.

Butte Creek Country Club
CHICO, CALIFORNIA

For more information contact:
Feather River Health Foundation
(530) 876 - 7166 | frhfoundation@ah.org
www.frhfoundation.org

Don’t forget!

Enter for your chance to win $1,000! Only $5 per golf ball and you don’t need to be present to win.
Tammy Vega is a highly skilled and competent phlebotomist. She was able to draw blood on the first stick from a difficult baby. Well done!!

My name means joy, and thanks to Dr. Pappas and the staff, they helped me feel joyous again. She has helped me overcome my shame of pain. Because of them, I am now helping others overcome their shame of pain. They are my angels on earth!

We have been seen at FRH for 27 years. Everyone we have had contact with has been very helpful and cheerful. We have been pleased with every aspect of care and services and the staff shows that they put the patient first.

My mother was a patient at the Hospice House last fall. She spent a lot of time in hospitals and rehab facilities. From Dr. An to the RNs to the LVNs to the CNAs, this facility blew our expectations away. This staff was first rate, the care and compassion my mother received was exceptional. I can’t stress enough the gratitude we have. Thank you from the bottom of our hearts. Your staff is like angels on earth. God Bless!

Outstanding care of our son. Courteous, professional, friendly, and they have a super nurse. Five stars!

Debra Farris was filling in for our usual Housekeeper and we got exemplary service. Our floors were mopped daily and the bathroom was kept very clean and tidy and well stocked. I know that the department has been short staffed at times, but I really appreciated the service as well as the friendly attitude. Thanks Debra!

If you know someone who deserves a kudos, fill out one of the “How Are We Doing” cards around campus, or send an email to Courtney Rasmussen (rasmusrc@ah.org).
Mission in Action: Hospice

Our sister, “Susan”, was a patient at Paradise Hospice House (PHH) in August 2017. I write this letter to you on behalf of my other sisters, and together we want to recognize the outstanding people and facility you have.

Our experience at PHH was extraordinary in many ways. While “Susan” was still an inpatient at Feather River Hospital, Kate McDonald and Sandy Galka went to great lengths to coordinate the move from the hospital to PHH. Kate provided thorough and detailed information about our two alternatives: Hospice Home Care and Hospice House. When the decision was made to go to PHH, Sandy was instrumental in getting “Susan” discharged from Feather River Hospital in a timely manner and managed all the details of discharge, transport, and the admitting process. It was seamless and comprehensive. Family members did not have to agonize over paperwork or worry about pain management. We are able to focus on our sister, “Susan”, knowing she was comfortable and experiencing no pain.

Kelsey Norton and Brandi Alexander are exceptional professionals. We have nominated each of them for a Daisy Award for their outstanding care and ability to communicate with family members. No matter how busy they were, Kelsey and Brandi listened carefully to our concerns, answered our questions fully, or got the answer we needed. Every time they assessed “Susan”, or provided patient care, they explained what they were doing. If they said they would be back in an hour, they were back in an hour. I can’t begin to describe how these simple acts bolstered our trust and confidence in the entire hospice operation.

As word spread of “Susan’s” decline, many family friends from the area stopped by PHH to see her. While we understood their need to be with “Susan”, this was also an excruciating time for immediate family members: husband, daughter, and three sisters. So while the visitors had the best of intentions, the visitations began to feel like a wake. Our sister was still alive and we very much wanted our own private time with her. At our request, the staff at PHH worked to limit the number of visitors and their time in the room with “Susan”. This simple screening process allowed the five immediate family members to sit privately with “Susan”. These were very emotional moments, that in retrospect, allowed us to acknowledge the coming death of our sister, wife, and mother, and to say goodbye in our own personal way. We needed this time.

Chaplain Rick is a unique asset to Hospice House. He presents with just the right amount of calm, thoughtful prayer and scripture. We will never forget his bedside singing that was comforting in a way words could not be. We were so moved by his presence that we asked him to officiate at “Susan’s” memorial service.

And, of course, there is Dr. Hyung An, the leader of PHH. I have told many people that he is the most compassionate health care provider I have ever encountered. I wish he could be cloned but at the very least, he should be heralded as an example of how to be a doctor. The first thing that struck me about him is the eye contact. He speaks directly and carefully and made me believe “Susan” was important to him, too. And while our sister was the patient, I also felt that he was treating the whole family. We welcomed his honesty about “Susan’s” condition and his compassionate delivery helped us to absorb bad news about “Susan’s” condition. What a relief and, again, it allowed us to focus on “Susan” who we loved and were about to lose.

Our sister lives in a small ranching town. She is active in the community and has been a hospice volunteer for many years. Her experience with PHH encouraged her to begin a discussion with her local hospital about setting up a hospice house in her community. There can be no better endorsement of your value to patients and their families. We want everyone to have the kind of experience we had with Paradise Hospice House.

“Susan’s” real name has been changed to protect the privacy of her family.
IMPORTANT NUMBERS

HP Contact Center 844-574-5686
Compliance Hotline 888-366-3833
Employee Hotline 530-876-2136
Public Information Hotline 530-876-7283
Compliance Officer (Mons Jensen) 530-876-2182
Privacy Official (Kathy Leppanen) 530-876-7132
Safety Officer (Erika Hughes) 530-876-7995 ext. 7938
Security Officer (Ryan Ashlock) 530-877-9361 ext. 8000

OUR MISSION

Living God’s love by providing health, wholeness, and hope

EXECUTIVES

Monty Knittel – President
Ryan Ashlock – Finance Officer
Jackie Fullerton – Patient Care Executive

EDITORS:

Maureen Wisener – Administrative Director, Marketing & Communications
Courtney Rasmussen – Senior Communications Specialist

Write us at: Marketing and Communications 5974 Peitz Rd Paradise, CA 95969 or call (530) 876-7208

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CALENDAR

Wellness Center Programs:
Smoking Cessation, Mondays, 3–5 pm
Sharing the Journey, Cancer Support Group, Alternate Tuesdays, 2:30–4:30 pm
LiveWell Prediabetes Prevention Class, Tuesdays, 3:30 – 5:30 pm

Blue Zone Public Meeting
Monday, March 19
6:30 pm. Doors open at 6
Paradise Performing Arts Center
RSVP preferred.

MARCH is:

Brain Injury Awareness Month
Colorectal Cancer Awareness Month
National Kidney Month
National Nutrition Month
Patient Safety Awareness Week
March 11–17
National Pulmonary Rehab. Week
March 11–17
American Diabetes Association Alert Day
March 27
National Doctors’ Day
March 30