

September 15, 2017

PFAC - What is it?

By Larry McDermott



RCH

PATIENT & FAMILY
ADVISORY COUNCIL

PFAC (Patient and Family Advisory Council) is a group of volunteers meeting monthly “to create a forum where patient and family members serve as advisers to improve the quality of service and safety, improve systems of care, and educate health care professionals

and staff on the patients' perception of their health care experience at Rooks County Health Center. By working together in active partnership with our health care providers the Patient and Family Advisory Council will: *Strengthen communication and collaboration among patients, families, caregivers and staff; *Promote patient and family advocacy and involvement *Propose and participate in programs, service, and policies.” (PFAC Mission Statement). PFAC volunteer members are: Candace Rachel, Ann Ochampaugh, Stephanie Vohs, Deb Clark, Larry McDermott, Deb Becker and Kenda Ross; RCHC Staff Coordinators: Jolene Whitehair, Jan Jones, Jill Chestnut and Casey Arnold.

PFAC meets monthly throughout the year at 10:00 a.m. each second Friday of the month. At these meetings we discuss the business of the council and receive presentations from representatives of the various RCH departments educating the council members on the many and varied benefits provided by the health center. It is easy to rightly conclude that RCH is an amazing place filled with amazing professionals who want only to heal and to serve. Rooks County Health: **Reaching Caring Healing.**

Under the capable leadership of Eric Sumearll, PFAC members spent time learning the physical layout of the facility enabling them to offer tours for the open house celebrating the arrival of the new MRI. It was a joy being able to “show and tell” others much of what RCHC offers in health care.

This initial newsletter article is offered as an introduction to our council and the work we are trying to accomplish. It is our goal to have a short monthly article keeping you informed of our progress.

Stop by some second Friday at 10:00 a.m. for a visit. We would love to see you. The welcome light is lit.

On Wednesday, August 30, Tiffany Christensen and Chuck Duffield were at RCH for a Patient and Family Advisory Council (PFAC) visit. Tiffany is a patient advocate / Patient and Family Engagement Specialist from the North Carolina Quality Center. She is a cystic fibrosis patient and has had 2 double-lung transplants. She works with the Kansas Healthcare Collaborative

(KHC) in Topeka to assist Kansas hospitals in forming PFAC's. Chuck is a Performance Improvement Manager with KHC. They were at RCH for a targeted site visit and to have an action plan check-up.



Left to right: Casey Arnold, Tiffany Christensen, Jolene Whitehair, Stephanie Bjornstad and Chuck Duffield.

RCH is fortunate to have an active PFAC with 11 members. Our PFAC is unique in having only 4 staff members: Casey Arnold, Jill Chestnut, Jolene Whitehair, and Jan Jones and 7 volunteers: Ann Ochampaugh, Candace Rachel, Deb Becker, Deb Clark, Kenda Ross, Larry McDermott, and Stephanie Vohs.

Many other PFAC's in Kansas are still higher in staff members than volunteers - which should not be the goal! Tiffany and Chuck were very impressed with our facility, staff and the activities that the PFAC have been working on. They also gave us some great ideas on how to proceed further.



The 2017-18 Flu vaccines will be given to the employees at our competency fair on October 11th. There are no VIS changes for the 2017-18 vaccines. All RCH employees will be required to have the flu vaccine by end of day on Sunday, October 15th. Any employee not receiving the vaccine by this date will be required to wear a mask at all times while in the hospital until April 1st - or for 2 weeks post vaccination after the Oct 15th cut off. If an RCH employee receives a flu vaccine at another site, bring a copy of vaccination proof to Stephanie. Flu vaccines will be offered to immediate

household members of RCH employees for \$20. They will need to register and pay at admissions prior to vaccination. All flu vaccines given by RCH will be entered into Kansas Web IZ. Contact Stephanie x433 if you have questions or concerns.

RCH's DOULA OFFERS NEW SERVICE

The benefit of offering doula support for expectant mothers who plan on giving birth at Rooks County Health Center (RCH) now expands to include monthly “Meet the Doula” events held 9 a.m to 1 p.m. the third Thursday of the month to aid in education about the service for expecting families. Meet the Doula requires no appointment, is open to the public and is held at Rooks County Health Center, 1210 N. Washington Street.

RCH began offering Doula services as a courtesy to expectant mothers in 2015 but with the limitation of one doula on staff, the service has been limited to four births per month requiring parents to be proactive in scheduling a Doula for their birth plans. Recently, Kylie Jo Smith, CD (DONA) replaced Avry St. Peter as RCH's Doula while St. Peter leaves on a mission to Haiti to help expectant mothers there. RCH has plans in progress to add more Doula providers in the future in hopes of providing the service to more than four families a month.

“No worry, no fear is the message I want mothers to hear,” stated Smith. “We trust the mothers to make informed decisions about their bodies and their birth experience. I'm a big believer in including the active participation of the mother's partner in the experience.”

Doulas act as an advocate for the mother's needs and wishes for her birthing experience, recognizing the importance of the mother's emotional support during labor, birth and postpartum. RCH's Doula meets with the mother and her partner prior to the birth to create a birth plan and discuss any preferences, concerns or needs. RCH's Doula stays with the mother from their home for pre-labor planning to labor and delivery in one of RCH's Labor and Delivery suites. A Doula's role does not replace that of medical staff. RCH's Doula cares for the mother and enhances the communication and understanding between the mother and medical staff, who can remain focused on a safe delivery of the baby while assessing the medical condition of the mother. The Doula certification process is conducted by DONA International, which is recognized as a leader in evidence-based doula training, certification and continuing education.

Through Meet the Doula, Smith's goal is to, “Educate women using evidence-based research and encourage them so that they can have a satisfying labor, birth and postpartum experience, all while seeking to empower them to make informed decisions for the well-being of themselves, their families and our community. I truly believe that the most positive birth experience possible for mother and baby affects not just the family, but also the entire community.”

RCH's Doula service will be further enhanced when Elizabeth Hyde, currently a certified nurse's aide at RCH, receives her DONA certification and joins Smith as part of RCH's Doula team. For more information on RCH's Doula services or RCH's Labor & Delivery services, contact Nancy Sterling at 785-688-4482.

EMPLOYEE OF THE MONTH



Congratulations to Pam Harmon.

She is the September Employee of the Month!

Pam was nominated by Kim Brown. Pam has worked at RCH since January 2011 as the Chief Nursing Officer.



JOB OPENINGS:

- Cook
- Administrator/Chief Executive Officer
- Housekeeper

CHANGES IN EMPLOYEES:

Vicki Roberts will be retiring in October.

The next round of BLS classes for RCH employees will be held on **Wednesday September 27 from 8am-10am and 10:30am-12:30pm**. In order to be put on the schedule, please sign a BLS Agreement and turn it in to Aimee, Pam, or Michele. Once Aimee receives the agreement she will sign you up and notify you of your class time. She will fill classes starting with the earliest. Any questions please contact Aimee at ext 602 or at agardanier@plainville.hpmin.com.

BLS agreements are in a manila envelope hanging on the door at the nurse's station.

 **Lunch Menu** 

Sunday, Sept 17

Roast beef, mashed potatoes/gravy, buttered corn, roll, peach pie

Monday, Sept 18

French dip, steak fries, tossed salad, Turtle brownies

Tuesday, Sept 19

Ham/Noodle bake, broccoli, tossed salad, Toll House Cookie Bar

Wednesday, Sept 20

BBQ ribs, tater tots, tossed salad, cake

Thursday, Sept 21

Chicken Phillies, tossed salad, sweet potato fries, lemon delight

Friday, Sept 22

Taco salad, Choco Taco

Saturday, Sept 23

Smothered pork chop, mashed potatoes/gravy, green beans, tossed salad, assorted pie

Update from the Gift Shop:

New RCH shirts and fleece jackets should be ready during the first part of October.