



# The Pipeline

The online newsletter of Geary Community Hospital  
Junction City, KS  
[www.gchks.org](http://www.gchks.org)

June/July  
2010

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Published by the  
Public Relations  
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Community Hospital,  
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Junction City, KS  
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## Two outstanding leaders honored at GCH



**(Above, left) Laura Reynolds**, director of patient access, is the co-winner of the 2010 Outstanding Leader award at Geary Community Hospital. Since joining the staff in May 2006, her confidence in herself and her staff have led her to make positive changes in the way patients are greeted and registered. Topping Reynolds' lists of priorities are patient satisfaction, registration privacy, and quality and quantity of service.

A strong and likable leader, her staff respects her and joins in her example of becoming certified in healthcare patient access. Two of her staff were certified last year and three this year.

**(Above, right) Julie Hatesohl**, director of patient financial services, is the other half of this winning pair. She started her job in October 2008 under the most difficult of circumstances. Her predecessor, Gayle Summers, has just passed away in a car accident. Respecting what came before her and allowing her staff to grieve, she slowly brought about waves of change and earned the trust and support of the staff.

One of the biggest changes she managed was the change in vendors for the medical assistance and patient billing programs. Customer satisfaction improved due to the

--See more on page 5--



Hospice volunteers at the luncheon were, front row, left to right: Jeane Huey, Mary Bird, Nellie Stone, Maxine Kroeplin, Syretha Goff and Celina Vincent. Back row, left to right: Terri Wahle, director of home care and hospice, Jan Hornbostel, Joanne Stanesic, Peggy Bennett, Dr. Joseph Miller, Virginia Day and Kelly O'Sullivan, hospice volunteer coordinator.

## Our Cherished Volunteers

*by Kelly O'Sullivan  
Volunteer and Bereavement Coordinator  
Hospice at Geary Community Hospital*

There are not words sufficient enough to thank our wonderful hospice volunteers for all they do.

The work of the hospice volunteer can be physically demanding; they sometimes do yard work, housework, run errands, make quilts, and so on. But more often it is emotionally challenging, although this never stops them from taking the effort and time to do the things that only truly compassionate people are willing to do. The volunteers sit vigil at bedsides, hold frail hands, speak comforting words, and make lasting memories with our hospice patients and their families. At a heart wrenching time in many peoples' lives, volunteers are the selfless, steadfast faces of care and consolation.

Hospice volunteer Dr. Joseph Miller (retired) recently said, "I volunteer because of the pay. However, it is not of the monetary form." In a society where the goal of many is to amass material wealth, the aim of volunteers is quite

different. They would rather give *and* receive joy and hope through unselfish acts of kindness.

On May 6, hospice staff held their annual Volunteer Appreciation Luncheon at Geary Community Hospital. Attendees were treated to a buffet-style lunch and dessert; gift baskets full of locally made foodstuffs; and perhaps best of all, a delightful comedy routine performed by Chapman resident Marjorie Chamberlin. Though the event was a success, it seemed a small gesture in comparison with the huge impact the volunteers have made and continue to make in the lives of so many in Junction City and nearby areas.

It has been said, "Don't ever question the value of volunteers. Noah's ark was built by volunteers. The Titanic was built by professionals." We thank our volunteers for keeping the hospice boat afloat!

# ☞ Around the hospital

*In case you missed it the first time around*

☞ **Dawn Engel**, obstetrics unit manager for the last 20 years, was promoted to assistant chief of nursing, succeeding Sandy Grant, who served in that position since 2007.

☞ **Patients registering for radiology service** (MRI, CT, ultrasound, x-ray, mammograms, etc.) can have their registration done right at the radiology check-in window instead of through one of the patient access registrars. Either way is acceptable. Patients who need multiple services, one or more of which include radiology exams, may register for all of their services at the radiology check-in window. However, if a patient needs services that do not include radiology, a patient access registrar should register them.

☞ **Grill kings Jeremy Bright, Elbert Richard and Chef Al Harris** have made the GCH cafeteria a popular breakfast and luncheon destination in Junction City. Located just inside the main entrance of the hospital, the cafeteria grill is open Monday, Wednesday, and Friday with menu favorites such as hamburgers, turkey burgers, kabobs, BBQ ribs and more. Omelets are made to order on Tuesday and Thursday mornings. Breakfast hours are 7:00 am-9:30 am and luncheon hours are 11:30 am-1:00 pm. There are also the more traditional hot food offerings, a full salad bar, sandwiches, yogurt sundaes, and decadent desserts.

☞ Keep up on Geary Community Hospital with regular visits to [www.gchks.org](http://www.gchks.org) and at our fan site on Facebook.



**AlphaCare™**  
The After-Hours Rural Health Clinic of Geary Community Hospital

**Wednesdays-Fridays:  
3 pm-10 pm**

**Saturdays:  
Noon-6 pm**

**Sundays: Noon-5 pm**

**Medical Arts I, Suite 105  
(Enter through the hospital's ER  
Entrance and follow the signs.)**

# ☞ AlphaCare update

AlphaCare will soon mark two months in operation since opening on April 1. Practice Management Director Mary Austin and Nurse Manager Sandy Bergman provided the following statistics:

- Average number of patients seen per week in the last six weeks (omitting the start-up week April 1-4): 56.5 patients
- Total number of patients in the first seven weeks: 356
- Every day is moderately busy, although Wednesdays and Sundays are slightly busier.

The most common illness and injuries seen to date include:

- Earache
- Fever
- Cough
- Nausea/vomiting
- Congestion
- Urinary Tract Infection
- Back pain
- Asthma
- Seasonal allergies
- Bug bites
- Poison Ivy
- Leg/knee pain
- Cuts on fingers and feet
- Pinkeye

Austin said that the staff has purchased the following equipment with the proceeds of Boots, Chaps and Cowboy Hats, sponsored by the Geary Community Healthcare Foundation on April 24:

- Wall-mounted oto/ophthalmoscopes for the exam rooms
- High quality procedure light
- ADA accessible exam table
- User licenses for the clinic software



*AlphaCare is an after-hours rural health clinic for primary care needs. The clinic is open Wednesday through Friday from 3:00-10:00 p.m., Saturdays from noon-6:00 p.m., and Sundays from noon-5:00 p.m.*

*To access the clinic, enter the hospital through the Emergency Entrance and follow the signs to the Medical Arts I, Suite 105.*



Preparing to cut the ribbon at the AlphaCare open house on May 12, GCH Chairman of the Board Larry Paquette, with scissors, was joined by, left to right: Florence Whitebread, Geary County Commissioner; Mary Austin, asst. administrator for physician services and practice manager of AlphaCare; Carissa Horton, certified physician assistant; David Bradley, chief executive officer, and Larry Hicks, Geary County Commissioner.

## ∞ May and June Employee's of the Month



**Ruth Dela Cruz**  
Medical  
Technologist  
Laboratory

Ruth has really stepped up to the plate in working with LabCorp to solve problems with the interface. Her dedication to GCH and her self-motivation should be inspiration for all to give 110 percent every day. She is friendly and never backs down from a challenge.



**Roanna Fultz**  
RT (R) (M) RDMS  
Rago Radiology

Roanna started at GCH as a student more than eight years ago and has since obtained multiple registries. She continuously strives to improve her skills and knowledge as well as her versatility in making the department current with the newest exams and techniques available.

## ∞ Events Calendar

June 8-9	Imagine Nation Books *
June 11	Night at the Ballpark **
July 8	Stone House Jewelry & Estate Jewelry *
Sept. 10	Fall Classic Golf Tournament **
Oct. 21	Beijo Purse *

\* Auxiliary-sponsored sales are held in the hospital's main lobby. \*\* Geary Community Healthcare Foundation events. For tickets, sponsorship, or general information, call 238-3787.



L to R.: Dennis Sewell, PA-C, and Brett Graham, CNA, inspect the colorful Children's Mercy Hospital helicopter.



## ☞ Radiographic/Fluoroscopy Unit to be installed

Crews will begin the two-week installation process of the new Siemens AXIOM Luminos TF unit around June 14.

The radiographic/fluoroscopy system will take digital x-rays and fluoroscopy studies. Fluoroscopy studies include gastrointestinal exams, providing real-time images of the stomach, esophagus and colon.

The images from this system will be accessible on the PACS (Picture Archive Communications System).

Geary Community Healthcare Foundation donors made it possible for the hospital to receive a \$300,000 gift from the foundation to replace the aging radiography/fluoroscopy unit. The total cost of the unit, including construction during the installation, is \$514,224.



**The new radiographic/fluoroscopy system will take digital x-rays and fluoroscopy studies of patients up to 500 pounds.**

## ☞ Wound care nurse hired

Dawn Julian, of Westmoreland, is an advanced registered nurse practitioner and was the wound care nurse at Mercy Regional Health Center in Manhattan for 30 years.

She was hired to fill the vacancy left by Georgania Bowling, who retired on May 31. Julian starts on July 6 in the GCH Rural Health Clinic, Medical Arts II fourth floor.

Julian is board certified in nursing administration and is a certified wound specialist. She is also certified as a wound, ostomy and continence nursing.

She is working on her doctorate of nursing practice with a leadership major and is scheduled to graduate in December 2010. She is an active member of the Kansas State Nursing Association.

To make an appointment, call 762-2585.

### **...Laura Reynolds continued from page 1**

She revamped how the patient access staff serves their customers, all despite a major computer system conversion, a deployed husband, and the raising of their active children. The patient access staff often gives a patient a first impression of the hospital in general. Reynolds recognizes this and because of her careful hiring and training, her staff has just the right blend of professionalism and friendliness.

Having earned the respect of everyone who knows and works with her, Reynolds has proven to be an excellent time manager and a valuable team member. She excels in getting to the heart of conflicts and coming up with workable solutions. She serves on many important hospital committees and gives her full-attention to each person or challenge she encounters.

### **...Julie Hatesohl continued from page 1**

more professional and reasonable payment plans. Hatesohl's department also went through a major computer conversion and put in many long hours learning a completely new way of doing business while trying to keep payments coming in the door.

She took the initiative to start and follow-through on many other patient-centered projects that in the end help the hospital get paid for the services provided in a more timely way. One such program included adding community services other than the hospital as part of the medical assistance plan. Hatesohl also rewrote the policy for charity care and educated her staff and others who serve as the front-line for patients who can't afford healthcare, but who could benefit from some of these help programs.