

Health Highlights



Community Newsletter
Winter 2024



BeneVision N1 3-in-1

UPGRADING HOW WE MONITOR PATIENTS IN OUR CARE

To improve patient care, EPHC is upgrading its central monitoring system (CMS) throughout the hospital -- in its Emergency, Acute, and Endoscopy Rooms. The new CMS, called Mindray, will allow for a patient's heart rate and rhythm, respiration, oxygen levels, and other vital signs to be continuously monitored through telemetry. A small monitor attached to the patient transmits all of this information to the CMS and displays it for doctors and nurses, whether they are at the bedside, in another patient's room, or at the nurses' station.

These small monitors can also travel with patients for continuous monitoring when, for example, they go to the bathroom, for testing, or for therapy. For patients who are more active and ambulatory but still require monitoring, three extra small monitors, as small as a deck of cards, will be available that can be worn unobtrusively while sending continuous readings to the nurses' station.

In the patient's room, the monitor simply clicks into the in-room screen for a large display of patient vital signs for the medical team to track. A great advantage of Mindray is that it allows a nurse at one bedside to split the screen on their display to simultaneously monitor a patient of concern down the hall while still keeping protected health information private. This enables the speediest detection of any dangerous changes in a patient's

condition from wherever a nurse is working.

By providing real-time vital signs data at the bedside, Mindray also allows the medical team to spend more time engaging with their patients. Plus, if a nurse at the nurses' station receives a blood pressure reading that raises concern, they can push a button to repeat the reading, allowing nursing staff to keep a close watch on a patient's vital signs without disturbing the patient as often.

The Mindray CMS is proven to dramatically enhance medical team workflows and to improve patient care by giving healthcare providers immediate information for the most informed decision-making. EPHC is excited to be bringing this new, cost-effective, high-performing technology that meaningfully elevates the quality and delivery of patient care to our community.



THE THERAPY & WELLNESS CENTER Welcomes New Physical Therapist



MAX BARROSO, DPT, SCS, OCS

The Therapy & Wellness Center is excited to announce its newest team member, Max Barroso, DPT, SCS, OCS.

Max received his Doctor of Physical Therapy and Sports Residency training at the University of Southern California. He is a Board-Certified Clinical Specialist in Sports and Orthopedic care.

As well as a variety of other Physical Therapy diagnoses, he treats sports and orthopedics injuries across the life span in our outpatient clinic and those recovering from injury and illness inside Eastern Plumas Hospital.

"I am so excited to join the EPHC Therapy & Wellness team! I look forward to meeting new patients and serving the community of Portola and surrounding area," said Barroso.

His training and over 12 years of clinical practice allow Max to target orthopedic injuries and repairs as well as sport-specific injuries. Physical Therapy is very powerful because it helps to facilitate improvement in the ability for a patient to move, manage pain, or restore function.

"We are so pleased that Max said 'yes' to the opportunity of furthering his career at Eastern Plumas Health Care," stated Jim Burson, Director of Rehabilitation. "With his specialties in Sports and Orthopedics, Max will bring a whole new level of therapy to our outpatient services. In the short time since his hire, he's already proven to be a great team member."

If you need rehabilitation services, have your primary care provider make a referral for treatments offered at the center. For more information about the Therapy & Wellness Center visit the website, EPHC.org or call directly at 530-832-6502.

THE PLAY IN PEDIATRIC THERAPY



PEDIATRIC THERAPY

You know how the saying goes, "Choose a job you love, and you will never have to work a day in your life." This rings true for Jennifer Weissensee MS OTR/L who spends her days playing with kids.

For Weissensee, she knew right out of high school that she wanted to be a teacher. As a young adult she got a job at an elementary school, where they gave her a position as a one-on-one aide for a student with disabilities. It was then Weissensee realized, "I can work with kids, be creative, and can focus on one child at a time instead of thirty."

The rest is history. Weissensee went onto obtain a Master of Science degree in Occupational Therapy from the Dominican University of California. And now she gets to do what she's always loved, help children improve their life skills.

Pediatric Therapy is a unique service. It provides children and their families with the tools needed to improve their cognitive, physical, sensory, and motor skills, and to enhance their sense of accomplishments regardless of disabilities.

A key part of making therapy effective comes with play. Although Pediatric

Therapy looks like kids are randomly playing, there are many skills being worked on with "playing." Weissensee says, "creative, engaging games, and activities work on skills like problem solving, motor planning, and connects both hemispheres of the brain."

Helping children be children is the principle behind offering Outpatient Pediatric Therapy services at EPHC's Loyalton Skilled Nursing campus. With the anticipated availability of services in February, Weissensee is looking forward to changing lives and reaching milestones one child at a time.

Learn more about Pediatric Therapy, visit ephc.org or call the Therapy & Wellness Center at 530-832-6502.



Jennifer Weissensee MS, OTRL

TEAM EFFORT ENHANCES PATIENT CARE

This story is part of our series on EPHC's Emergency Department.

Donna Dorsey, RN, BSN has been with EPHC since 2001, for 23 years. She worked as a nurse in Acute, the ER (Emergency Room), Endoscopy, and Infection Control before becoming the ER Manager. As the ER Manager, Donna's main role is to support the clinical staff, making sure they have all the resources they need to deliver excellent patient care: whether that's training, a piece of equipment, extra staff, meeting regulations, or a system to improve processes.

So, if you are a patient in the ER and receive a survey asking about your care, please complete it. It's important feedback that Donna and her team use to constantly enhance patient care.

Donna wants the community to know that "My greatest accomplishment has been being part of gathering such an incredible staff. They are a family, dedicated to excellent care, this community, and each other. They are constantly working to prepare themselves for any emergency. Being this small means, you are it, so you have to be ready for rare and difficult things all the time."

All of our Registered Nurses maintain certifications in Advanced Cardiac Life Support and Advanced Pediatric Life Support. Many of them carry other certifications such as Trauma Nursing, Neonatal Resuscitation, and Wound Care.

The ER staff also have access to 24/7 onsite laboratory and x-ray, which are critical diagnostic tools. In the case of chest pain, lab results will reveal whether heart cells have died; and a CT scan can quickly analyze stroke symptoms, a necessity when time is of the essence for medications that can decrease a stroke's damage. These are



Donna Dorsey, RN, BSN

tools that help her team determine whether a patient can go home or needs to be transported to a higher level of care.

On average the ER sees 10-15 patients per day and transfers fewer than one patient per day to other facilities.

Most patients who come to the ER get the care they need there, often from familiar faces in the community that provide great comfort in frightening situations.

Raised in Calpine, Donna came back to the area to raise her family after completing nursing school, working in large and medium-sized medical centers in Idaho, and then a clinic in Reno. Donna was called to nursing, a profession that has allowed her to be of service and have a positive impact on her community.



ER Manager, Donna Dorsey, RN, BSN and Her Team

A NEW YEAR REFLECTION

by Doug McCoy, CEO



As we head into a new year with EPHC, it has been good to reflect on the past year and our efforts to improve our care and patient experience for the community. The implementation of our new Cerner clinical software system was a major undertaking and took the resources of our entire team for most of the year. Although there were a few 'bumps' in our Cerner journey, we hope that this has improved your access to medical information and our efficiency in care delivery.

We welcomed 100 new team members to the EPHC family including several new emergency room physicians. I am very excited to see the positive results that these new members have made in our organization alongside our other outstanding caregivers.

Our new EPHC Foundation Board members have brought a wealth of experience and ideas to the organization, and we are excited for their help and support in achieving our strategic goals over the next several years. The EPHC Auxiliary generously donated the funds for the purchase of a new laboratory analyzer which will be a benefit to all of the patients coming to our campus.

This year we will have had 45,000 patient care service opportunities with members of our community. We have received 2500 patient experience surveys in 2023 which help us to continuously evaluate how we can improve services for our community and reach our goal of 5-star status. We would like to thank you for your feedback and ask that you continue providing it in 2024.

From our EPHC family to yours, We hope you've enjoyed the holiday season and we look forward to serving you in 2024.

Sincerely,

Doug McCoy, CEO
Eastern Plumas Health Care

VOLUNTEER WITH NIFTY THRIFTY, EPHC'S POWERHOUSE AUXILIARY

For over fifty years, Eastern Plumas Health Care's Auxiliary has dedicated itself to improving healthcare in our community. Its primary volunteer focus is the Nifty Thrifty, the thrift store located at 116 Commercial Street in Portola. The net proceeds from the store are donated to the hospital.

FOR 25 YEARS

Over the last 25 years alone, the Auxiliary has contributed over \$2.3 million to EPHC. In addition to purchasing equipment for EPHC's hospital and clinics, Auxiliary

activities include organizing blood drives, providing scholarships to EPHC staff members who are continuing education in their fields, and participating in hospital outreach events such as EPHC's Annual Wellness Fair.

JOIN THE TEAM

If you are interested in joining the fun, friendly Nifty Thrifty team, please drop by the store to fill out an application. For more information you can also call store manager, Matt Hamilton, at 530-258-6200.



NIFTY THRIFTY VOLUNTEERS