

7/27/16 view

## HOSPITAL HAPPENINGS

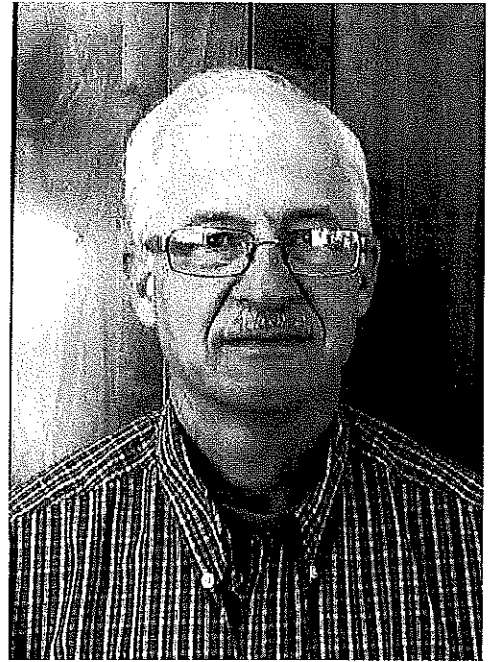
### *Thank you Dr. Brauer!*

Dr. Brauer will be pursuing new endeavors and his last day with Ferry County Public Hospital District is August 5, 2016.

Dr. Brauer started with the District in August of 2013. We would like to take this opportunity to graciously thank him for his dedication to both the District and his patients. He will be greatly missed and we wish him all the best for the future!

Please call Republic Medical Clinic for any questions or to establish with another provider at 775-3153.

*Prior Hospital Happenings available at <http://www.fcphd.org/news.html>*

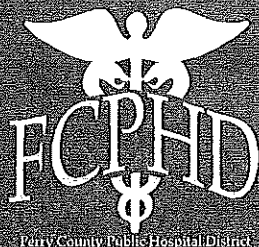


**Ferry County Public Hospital District**

*Improving Health – Saving Lives*



*View Extra*



## Ferry County Public Hospital District

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# Thank-You! Thank-You! Thank-You!

The Board of Commissioners of Ferry County Public Hospital District #1 would like to extend its heartfelt thanks to Terali Stonehocker, our Quality Assurance/Utilization Review Director.



In a time of need for the Hospital, Terali stepped up to the plate and stood as Acting Chief Executive Officer. She not only agreed to accept the assignment, but along with her executive

team, much needed leadership was established and the Hospital continued to provide excellent care.

Terali has held many positions at FCPHD over the years including, RN, Director of Nursing, Quality Improvement Director, Risk Management Officer, Compliance and Risk Officer.

Needless to say she has been a well recognized face in the hallways of FCPHD for many years and has served our district well.

Terali, thank you! Thank you! Thank you!

*Dave Iverson, Nancy Betschart, DiAnne Lundgren, Ron Bacon, Nancy Giddings*

## When to use the emergency room or the clinic

By Paul Schoenfelder, CNO, RN

When an illness or injury occurs, you need to decide how serious it is and how soon to get medical care. It pays to think about the right place to go. Treatment in the ER can cost 2-3 times more than the care in your doctor's office. The kinds of problems a clinic can deal with are those that are usually not life threatening; yet are concerning to you including: common illnesses (such as colds, the flu, earaches, migraines, low-grade fevers, and limited rashes, minor injuries, such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries, also follow-ups, routine check-ups, well exams). If you aren't sure - call your primary provider clinic or local hospital and ask. Sometimes your health insurance company can give you a 24 hr nurse hotline to call.

Call 911 to have the ambulance come to you for such emergencies as: choking, stopped breathing, head injury with passing out, fainting, or confusion, injury to neck or spine, electric shock, severe burn, severe chest pain or pressure, or seizures that lasted 3-5 minutes.

Go to the emergency room or call 911 for help for problems such as: Trouble breathing, passing out/fainting, pain in the arm or jaw, unusual or bad headache, (especially if it started suddenly), suddenly not able to speak, see, walk or move, suddenly weak or drooping on one side of the body, dizziness or weakness that does not go away, inhaled smoke or poisonous fumes, sudden confusion, heavy bleeding, possible broken bone, loss of movement,, especially if the bone is pushing through the skin, deep wounds, serious burns, coughing or throwing up blood, severe pain anywhere on the body, severe allergic reaction with trouble breathing, swelling, hives, high fever with headache and stiff neck, high fever that doesn't come down with medicine, throwing up or loose stools that doesn't stop, poisoning or overdose of drug or alcohol, suicidal thoughts, seizures.

If you have any questions or concerns, FCPHD is here to help! Please call 509-775-3333.

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### *Be prepared for your appointment*

*By Cindy Braley, Clinic Manager*

Being prepared to visit your provider from scheduling the appointment to checking-out is important.

When making your appointment, a brief explanation needs to be given to the receptionist. Appointment times are limited and this allows an appropriate time slot with adequate time allotted.

Every time you check in for an appointment, a lot of information is verified. Some of the information we verify every visit include name, address, contact phone number and date of birth. We also verify insurance information and eligibility. We need to make sure we have the right person. For example, some people have the same name. A reliable contact phone number ensures that the patient can be reached for test results and follow up care. Insurance updates are necessary so they are properly billed.

Some insurance companies also require the patient to pay a copay; which is the patient's portion of the visit determined by the insurance company. This is collected at time of check in.

Please bring a list of your medications or all your medications in their bottles for review. This helps keep your medical record up to date. This includes prescriptions, over the counter medicines, herbal remedies, and vitamins.

We want our patients to get the most from their healthcare visit. Your involvement with being prepared will help the entire process go smoothly.

Please contact Republic Medical Clinic at 509-775-3153 or Curlew Medical Clinic at 509-779-4049 to schedule your appointment.

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## County celebrates nation's independence

By Brenda Starkey

REPUBLIC - Locals and visitors to the area gathered Monday afternoon for an old-fashioned Independence Day celebration in Patterson Park.

Attendees played human foosball, ate lunch and even competed in a pie-eating contest.

Foosball, also known as table football, is normally an indoor game where little men on sticks are used to propel a ball into a goal. Multiply that by size into a yard game, and

you have human foosball.

Republic Chamber of Commerce President Jim Milner had hoped to have a human foosball game ready for Prospectors Days, but when that didn't quite work out, Independence Day seemed to be perfect for an inaugural lawn foosball match.

Players have to keep two hands on the poles (which are covered with PVC pipe so they can move side to side),

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## Fourth

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and the object of the game is to get the ball into soccer nets at either end of the court. The court boundaries were made of plywood.

The game attracted players

of all ages. It was popular early in the afternoon, was interrupted by the pie eating contest and then became a popular activity again.

Kurtise Anderberg and Covina Lobdell, both six year olds, won the little kid pie eating contest.

Niko Brown, 14, Republic;

Scott McIntyre, 14, Lake Havasu, Arizona; and Tristan Hall, 10, Republic, won prizes in the middle age kids group of pie eaters.

Teenage pie eating winners were Jeremiah Baker, Angel Christiancy and Charlie Brown. All three are 17 years old and live in Republic.

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## HOSPITAL HAPPENINGS

### *Patients play an important role*

*By Terali Stonehocker, Quality Improvement Director*

Starting July 1, 2016, Republic Medical Clinic and Curlew Medical Clinic will begin surveying clinic patients for their perception of the care they received during their clinic visits. The District has contracted with a third party vendor, Healthstream, to conduct Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. The purpose of the surveys is to help identify opportunities to improve the care provided in our clinics through patient feedback.

A randomly selected number of patients will receive telephone calls from the vendor, Healthstream. The questions the interviewer asks will provide an opportunity for patients to rate their clinic experience on communication with their healthcare professional, access to care and information, customer service and coordination of care. If selected, patients will receive the call within a set time frame following their visit.

All patients will be asked the same set of questions. The information received during the surveys is reported back to the District as aggregate information and will be used to identify improvement opportunities. No patient specific responses will be seen by the caregivers.

All calls made by Healthstream are made from their interviewing centers in the United States (Maryland and Tennessee). If you see "Healthstream" appear on your caller ID, please take the call. The area code for the call will be (615).

The District's goal is to provide quality care in all areas. Please help us reach this goal by answering the survey questions.

If you have any questions, please contact Cindy Braley, Clinic Manager, at 509-775-3153.

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