

# On the *horizon*

CAVALIER COUNTY MEMORIAL HOSPITAL & CLINICS | SUMMER 2020

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# LETTER FROM OUR CEO

JEFF STANLEY  
CHIEF EXECUTIVE OFFICER



## I'm excited about what's *On the horizon...*

In our last spring publication, I was introduced as the new CEO of Cavalier County Memorial Hospital (CCMH) and Clinics. Since then, I've had the opportunity to meet some of you and to get to know our incredible staff.

I am both honored and humbled to lead such a dedicated team of professionals. I can honestly say that everyone at CCMH is committed to bringing you the highest quality care, and the most innovative technology and treatments available.

Just as important, I've noticed a genuine sense of caring at CCMH that you simply don't find in bigger cities. I call it "close-knit community compassion" because you tend to go the extra mile for someone you run into at the grocery store, in church or along the sidelines of your kids' sporting events.

In this issue, you'll get to meet a few of our amazing staff members and learn about some new programs and services we offer. You'll get an inside look at our newly renovated facility. (I think you'll be proud of your "new" community hospital!) And we'll share an update on how local veterans can benefit from our recent contract with Optum.

These are exciting times for CCMH and the communities we serve. We look forward to delivering the highest level of care—now in a more modern facility—designed with our patients in mind!

*Jeff Stanley*



# Renovations Are Complete

## SEE WHAT'S NEW AT CCMH!

Come see the renovations at Cavalier County Memorial Hospital (CCMH), all done to provide an even better patient—and visitor—experience.

Facility improvements include easier accessibility to our facilities, a more comfortable guest experience, updated technology and services, and more to ensure that you and your family continue to receive the quality care you deserve.

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*“Every improvement was made with our patients and their families in mind. We are not only committed to providing exceptional care at CCMH, but also providing that care in a modern facility that is warm and welcoming, and reflects the innovative services we provide.”*

*- CEO JEFF STANLEY*

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### Renovation highlights:

- Updated **technology** and **equipment**.
- The most current **telemedicine technology** that allows patients to access their very own hometown provider and more than 60 specialists from the convenience of their home or the clinic.
- **State-of-the-art radiology tests** with the least exposure to radiation and faster results.
- An **updated registration area** with an improved registration process to maintain your privacy.
- A **coffee bar**—something warm and welcoming to be enjoyed by patients and visitors.



Call **710-256-6100** to learn more—and stay tuned for updates on when you can stop by to see what's new!

keeping you

## Medicare Wellness and Chronic Care Management

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### **TWO SERVICES. ONE GOAL: KEEPING YOU HEALTHIER**

You've probably heard the saying, "An ounce of prevention is worth a pound of cure." The phrase has been around for decades. Why? Because it's true.

Preventive care can, and often does, save lives. At the same time, properly managing chronic conditions can help improve your quality of life. But let's be honest—it's not easy to keep track of preventive screenings or diagnose health risks on your own. And if you have a chronic condition, it's even more difficult to take charge of your health by yourself.

Fortunately, you don't have to. Enter: Population Health Nurse **Emily Balsdon**.

Emily joined CCMH in May 2019, driven by a passion to help people be proactive, rather than reactive, about their health. "I want to help keep our patients healthy and our community as a whole," says Emily. "So two of my main focuses are the Medicare Annual Wellness Visit and chronic care management."

#### **What's a Medicare Wellness Visit?**

If you're a Medicare recipient, you can receive a free annual Medicare Wellness Visit to help you create—and follow—a customized preventive care plan.



# healthier

“Preventive medicine, like regular checkups, lifestyle changes and mammograms/colonoscopies can save the patient time, money and stress in the long run,” says Emily. “It can also help them stay healthier by identifying potential health risks sooner rather than later. For example, if someone is going to get cancer, we want to catch it at Stage 1 vs. Stage 3 or 4.”

The wellness visit does not replace an annual exam with a primary care physician. Instead, it’s another opportunity to take proactive steps to prevent illness based on your current health and risk factors. The visit typically includes services like checking your vital signs, assessing safety risks, evaluating potential cognitive concerns, and reviewing your medications. If needed, you may be referred for screenings, such as breast cancer, colorectal cancer, diabetes, osteoporosis, prostate or lung cancer.

Word is quickly spreading about the importance of having an annual Medicare Wellness Visit. When Emily joined CCMH, only 30 patients had scheduled an appointment. By the end of last year, nearly 300 annual wellness visits were conducted.

“The visit is an opportunity to have an extra conversation about your health,” says Emily. “You get to talk with a nurse at length, and then your provider comes in to follow up with everything. It’s free to all Medicare recipients, so I really encourage anyone who is eligible to call the clinic and make an appointment.”

## **Chronic Care Management**

Emily is also a strong proponent of chronic care management to help patients take charge of their health conditions.

“As a chronic care management nurse, I’m here to help identify personal barriers to proper care,” says Emily. “I also want to help motivate patients

to successfully care for their chronic conditions, such as diabetes, so they’re able to live the healthiest, most independent life possible.”

Patients with chronic health concerns can ask their provider for a referral to receive chronic care management services from CCMH. A program can then be developed around a patient’s specific needs.

“I usually check in with a patient once or twice a month,” says Emily. “If they’re in the hospital or recently discharged, I can check in with them weekly; it’s up to them. Whatever a patient needs, I’m a resource for them and a liaison between them and their doctor.”

Emily also wants people to know that she and her team are here for caregivers as well as patients. “If you’re caring for a loved one and find yourself struggling once in a while, we’re here for you,” says Emily. “Sometimes it’s reassuring to know that you have a second set of eyes and ears to help make sure nothing falls through the cracks.”

When Emily says she’s here to help patients—and the community—be healthier, she means it.

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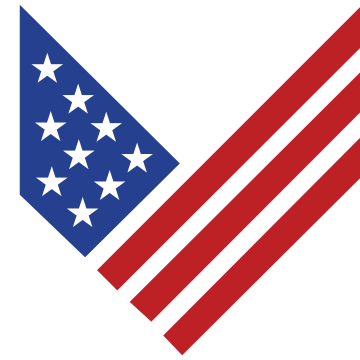
*“We are here to help with any of your needs. If we can’t help you directly, we can connect you to someone who can.”*

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# Serving the Veterans Who Served Our Country

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## CCMH ACCEPTS VA BENEFITS FOR INSURANCE



Cavalier Community Memorial Hospital (CCMH) is committed to providing excellent care to the members of our community and considers it a privilege to serve our local veterans. We are proud to participate in the Community Care Program, which allows veterans to have access to timely, quality healthcare close to home.

In March, Community Care switched their claims processing intermediary from WPS/TriWest to Optum. In order to continue to serve the veterans in our area, CCMH recently signed a contract to participate with Optum.

If you're an eligible veteran who is interested in participating in the Community Care Program, contact your VA primary care provider and request the Community Care Referral. The VA and Community Care will handle it from there.

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*The CCMH staff thanks our  
local veterans for their service.  
We are honored to continue  
to serve you!*

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# Helping You Quit the Habit

## INTRODUCING THE TOBACCO TREATMENT CESSATION PROGRAM

**“I quit!”** Those two words are music to the ears of **Sheila Beauchamp, LPN** and the tobacco treatment specialists (TTS) at Cavalier Community Memorial Hospital (CCMH) and Clinics.

In May of last year, CCMH introduced a new Tobacco Treatment Cessation Program based on Mayo Clinic guidelines. The program is designed to help individuals quit smoking, vaping or using other tobacco products.

“When someone makes an appointment, we talk about how they’d like to do their ‘quit,’” says Sheila. “We’re not here to force anyone to quit. We’re here as a resource for them and to provide support.”

CCMH has five tobacco treatment specialists who work one-on-one with individuals:

- Sheila Beauchamp, LPN
- Nancy Boe, LPN
- David Kavish, RPH
- Liz Sillers, FNP-C
- Megan Overby, FNP-C

This allows the TTS and patient to build a strong relationship. Just as important, it gives the TTS flexibility to customize a program around a patient’s individual needs and goals.

“Some people want to be held accountable, so they like to meet in person,” says TTS Sheila Beauchamp. “Others, especially younger people, may prefer to get a phone call or text.”

Patients can also receive nicotine patches, gum or lozenges through the program. “Mayo Clinic taught us that in the past, most people were not adequately dosed with nicotine replacement therapy,” says Sheila. “So the quit rate in our program may actually be higher because we know how to dose to fit a patient’s nicotine needs.”

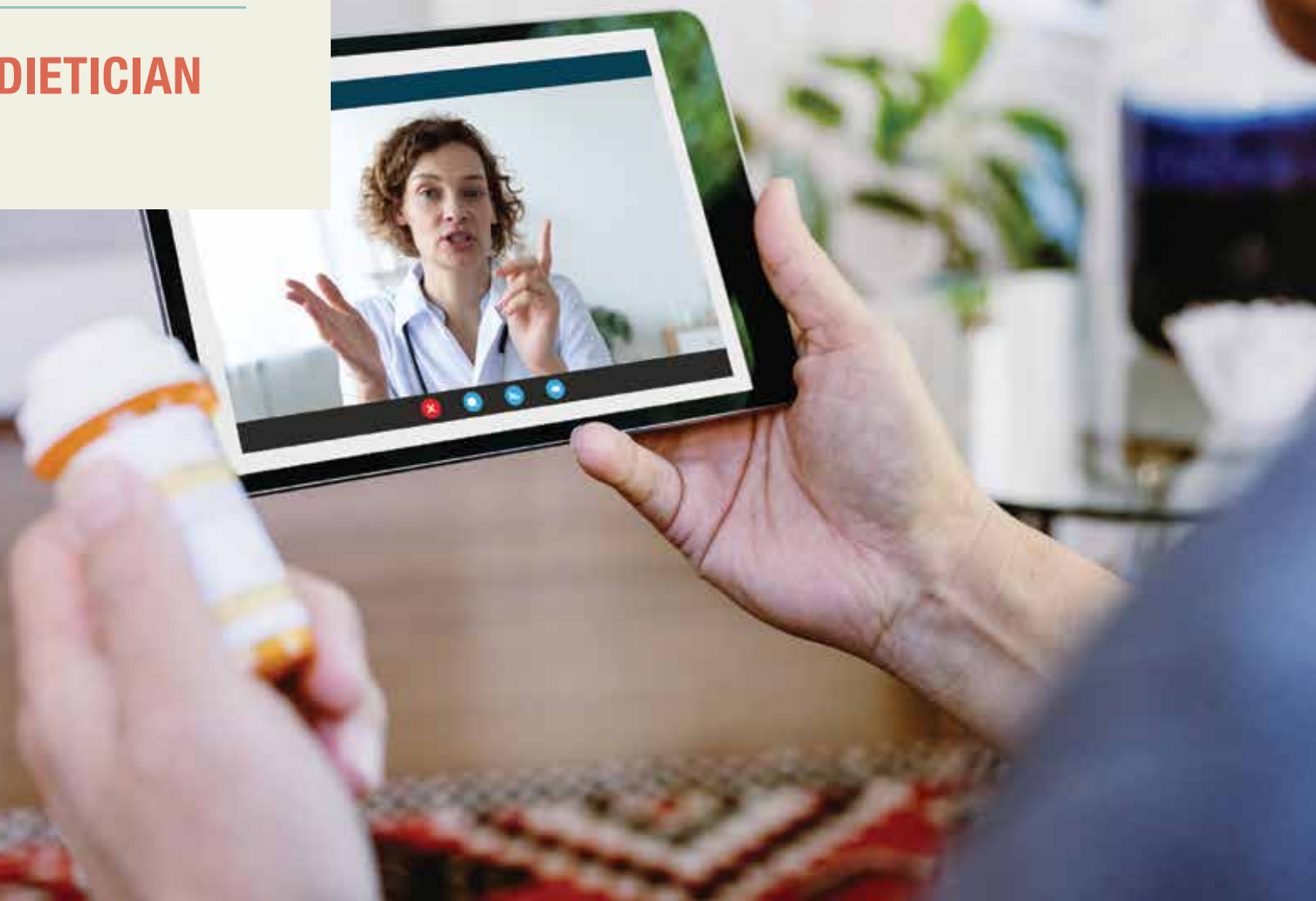
After 10 years of smoking, Tracey Finall enrolled in the program at CCMH and shortly after, was able to say, “I quit!”

“I think there is a misperception that once you go to the first appointment, you have to immediately quit—and that can be scary,” says Tracy. “But there are many different ways to quit; some faster, some slower. There is no judgment; no shaming—just support and encouragement to help you through the tough parts.”

# NEW: VIRTUAL OPTIONS

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**FOR PRIMARY CARE, DIETICIAN  
AND THERAPY**





Just a few months ago, COVID-19 was a term we had never heard before. But a global pandemic changed all that. The coronavirus rapidly spread across our country and into our close-knit corner of the world. CCMH responded in multiple ways—with the health and safety of our patients, our staff and our community at the forefront of our actions.

In addition to implementing critical new processes related to COVID-19, CCMH fast-tracked our ability to offer virtual appointments that do not require an in-office visit. Now patients can connect with any of our providers, including our dietitian and physical therapists, without leaving home.

### Primary care telehealth visit

- Call one of our clinics and schedule an appointment with your provider.
- A nurse will call you back and “room” you, similar to an in-person visit.
- After discussing your medical issue with the nurse, simply go to our website, [cavaliercountyhospital.com](http://cavaliercountyhospital.com).
- From the homepage, select “CLICK HERE FOR TELEMED SERVICES” and select your provider to be placed in a virtual waiting room where you will be joined by your provider for a virtual face-to-face visit in real time.

### Therapy telehealth visit

- Call the Therapy Department: **256-6184**.
- Either Sarah or Jessica will send a link to your phone or computer.
- Click the link to begin your appointment to discuss your treatment plan.

### Dietitian telehealth visit

- Contact your provider at the CCMH Clinic for a referral.
- Kaci will then contact you and send a link to your smart phone or computer for your virtual session, or you can click on the link on our website or Facebook page.

### Virtual check-ins (phone visits)

You can schedule a brief (15-minute or less) phone conversation. Simply call your provider’s office to schedule an appointment.

Visits cannot be related to a medical visit within the last seven days or lead to an appointment within the next 24 hours.

### Learn more or make an appointment

Telehealth services are covered by Medicare, Medicaid and most commercial insurances, and co-pays and cost-sharing may be waived. If you have questions regarding coverage, please contact your insurance carrier. To learn more or to make an appointment, visit [cavaliercountyhospital.com](http://cavaliercountyhospital.com) or our Facebook page, or call the hospital or a clinic.

## COVID-19 UPDATES AND REMINDERS

CCMH is monitoring new developments related to the Coronavirus and continues to stringently follow CDC guidelines.

Visit [cavaliercountyhospital.com](http://cavaliercountyhospital.com) for updates and steps to take if you think you have COVID-19.

#### And don’t forget to:

- Follow social distancing guidelines.
- Wash your hands often.
- Avoid touching your face.
- Take a walk, bike, hike, do yardwork ... for the health of it!



# Together for Tomorrow

## HELPING TO BUILD A BETTER COMMUNITY

“Together for Tomorrow.” It’s more than a slogan for Cavalier County Memorial Hospital Foundation. It’s a reflection of the pride we all share in our community and a unified commitment to enhance the quality of life in Langdon, Walhalla and the surrounding areas for years to come.

“We don’t look at our funds as the ‘Foundation’s money’,” says McKinzie Sivertson, who joined the Foundation as executive director in 2019. “We view the funds as the ‘community’s money.’ We’re doing what we’re doing to better the health and wellbeing of our community by having our great hospital and clinics fully and efficiently functioning.”

Together with the community, the Foundation raised more than \$385,280 last year. The first annual Mardi Gras Chili Feed ‘n’ Fixins was attended by over 100 people. With community support, \$2,000 was raised which was used to purchase needed medical instruments and equipment for our Walhalla Clinic.

Another successful event was the Lights, Stars & Diamonds Fundraiser. Many community members, both past and present, and hospital staff made a donation in remembrance of those who passed away and also in honor of those special people who are still with us. A light, star or diamond was hung in the hospital’s front window in remembrance of each loved one. It was a shining tribute to those who are gone but never forgotten.

In the true spirit of “togetherness,” \$7,000 was raised to purchase a new gurney, crash cart and laryngoscope for the Walhalla Clinic. “But it’s not always about raising funds for equipment,” says McKinzie. “It’s also about our community and the people who live and work here.”



Evidence of this are the programs and services the Foundation helps support and fully fund, including:

- Students' sports physicals throughout the year.
- A meal program for patients upon discharge from the hospital.
- The annual scholarship program. This year, the Foundation will present a \$1,000 scholarship (previously \$500) to two high-school seniors from the Langdon, Walhalla, Munich and Edmore school systems who are planning to pursue a healthcare career.

Foundation Mission

The Cavalier County Memorial Hospital Foundation is committed to raising philanthropic dollars to help ensure quality and personalized healthcare close to home now and for future generations in Cavalier County and surrounding communities.

Since its inception in 1986, the CCMH Foundation has been rooted in philanthropy and sustained by generous community support. Often, that support comes in the form of a bequest. This is especially true for individuals who would like to make a significant charitable gift but also want to temper their generosity with financial responsibility for themselves and their loved ones.

Put simply, a bequest allows individuals to direct—in their will—that certain money or property be transferred to CCMH Foundation. While an attorney should be consulted to create a bequest, it is relatively easy to do. Those who choose this option are able to leave a legacy that can help save lives and strengthen the community for generations to come.

“All of our supporters are truly what makes our rural community healthcare facility flourish,” says McKinzie. Without that support, I don’t think any of us would be here. There are never enough thank-yous to go around.”

Learn more about our foundation at [www.cavaliercountyhospital.com/foundation](http://www.cavaliercountyhospital.com/foundation). For details about gifting options and upcoming events, contact McKinzie Sivertson at the Foundation Office: **701-256-6139**, or email [foundation@ccmhnd.com](mailto:foundation@ccmhnd.com) for general Foundation information.

## Foundation scholarship program recipients



### Elise Ramberg

- Born and raised in Langdon
- 2020 graduate of LAHS
- Pursuing her dreams of becoming a Women’s Health Nurse Practitioner.
- Starting at LRSC in Devils Lake to begin her Nursing Program then plans to transfer to UND after to further her education and her “calling” of becoming a Nurse Practitioner.



### Regan Hoffarth

- Born and raised in Langdon
- 2020 graduate of LAHS
- Plans to pursue a future and career in Radiology Technology at Northland Community & Technical College in East Grand Forks, ND.
- She would love to see herself come back to Langdon some day and serve her local community she knows and loves!



## EMERGENCY!

If you call 911, you can breathe easier knowing CCMH now has a paramedic on staff 24/7. Paramedics can perform tasks beyond that of EMTs, including advanced life support (ALS) services.

**Chris South**, CCMH's new ambulance squad director, says ALS will help save more lives. Chris should know. He's been in the EMS field for over 25 years.

"I started on this career path after my mom passed away from an overdose," shares Chris. "When I found her, I didn't know what to do. I vowed that I would never be in that situation again."

Chris' passion for helping others is reflected in the way he leads his squad; not as a boss but as a coach. "I can teach someone all about EMS," says Chris. "But they also have to have a caring personality. We have a great, highly trained squad, but what really sets us apart is that everyone truly cares."

