

ELEVATE

FALL 2016



BARRETT
HOSPITAL & HEALTHCARE





Letter From Our CEO

KEN WESTMAN

Chief Executive Officer

Dear Reader,

Welcome to the Fall 2016 issue of *Elevate*, the community magazine of Barrett Hospital & HealthCare. In this issue, we highlight some of our most valued services and people, and introduce impressive new and lasting features in our facility.

We lead off with the importance of our Patient Financial Experience Committee. From community education to competitive pricing, we focus on providing clarity so you, the reader, know and understand our goals, values, and standards. The Fall 2016 issue of *Elevate* also sheds light on our exceptional primary care and women's health/obstetrics departments. These healthcare services are vital for our community's health, and our dedicated providers work with each patient to offer the best care possible.

Because of the long distances to larger, tertiary medical facilities and because Montana's landscape can be tricky to navigate by ambulance when patients are in need, we uncover some details behind the air flight services with Dr. Greg Moore. He discusses differences between ground and air transport and how decisions are made to use these services.

Our employees are a shining part of our community here at Barrett. The employee spotlight describes Shara King's journey to Barrett and the exceptional job she performs on a daily basis. We also cover Melainya Ryan and her valiant effort to increase mental health awareness in our community. As a resident of Dillon, I am truly honored to see our community recognize the hard work and dedication exemplified at Barrett Hospital & HealthCare. I hope you enjoy the Fall 2016 issue of *Elevate* and get a chance to become more connected with us, as we become more invested in you.

Sincerely yours,

Ken Westman, CEO

We want to hear from you! Have a story idea or a community member who deserves recognition?

Email Stephanie Vinson at svinson@barretthospital.org.

FOCUS ON GETTING BETTER

PATIENT FINANCIAL EXPERIENCE COMMITTEE FOCUSES ON PATIENT EDUCATION PRIOR TO RECEIVING SERVICES

After receiving services at Barrett Hospital & HealthCare, the last thing a person should have to deal with is unexpected medical bills. That's why we're striving to relieve some of the financial stress by educating patients on what their expected out of pocket expenses will be on higher-cost services prior to receiving those medical services at Barrett Hospital & HealthCare.

"We want our patients to be able to relax knowing that there won't be any big surprises or hassles after the service. It will be business as usual and they can focus on their health," says Lori Huntsman, Registration/Financial Counseling/Pre-Certs Manager for the hospital.

This starts, says Huntsman, with education prior to a procedure or test. "We educate patients prior to services so that they can make informed decisions and balance healthcare needs with their budget."

Barrett Hospital & HealthCare has a beautiful facility and state-of-the-art equipment to provide high quality care in a compassionate, healing environment. However, Revenue Cycle Manager Stephanie Bingham says that a common misperception is that Barrett is more expensive than competitors.



STEPHANIE BINGHAM

In fact, according to Bingham, the hospital's pricing is "quite competitive. We routinely check the available data resources to be sure we are competitive while still covering our costs." Plus, Bingham adds, a factor people often forget is wear and tear—both on themselves and on their vehicles when they choose to travel long distance for their care.

As often as possible, the hospital tries to make its pricing all inclusive. "In most cases, when we quote a price," says Bingham, "it's for the full cost." Huntsman explains that if this ever is not the case, patients will be apprised of what services they can expect to be billed for from partner companies before their procedure. Further, the list of these companies can be obtained at the front desk of each service and at reception desks.

Both women hope educational efforts will be helpful in showing patients that we are in line with our competitors and patients will feel confident in their decision to seek care at Barrett Hospital & HealthCare.

"We want to give patients as much information as possible so that they can make educated decisions regarding their healthcare," says Bingham.

Primary Care of Primary Importance

KEEPING UP ON ROUTINE CHECKUPS KEY TO LONGER, BETTER, HEALTH

Any primary care is better than none. But Barrett primary care is better than most.

We've all heard the adage: an ounce of prevention is worth a pound of cure. It's true in a general sense, but there's a reason the sentiment is expressed in medical terms. One quick trip to a primary care doctor could save you time, money, and years down the line. You can stop health issues before they start with just a few small doses of prevention, starting with your annual checkup.

Regular visits to your primary care doctor ensure you are being screened for tests at appropriate times, they stop the progression of disease, and they can help establish a good, collegial relationship between you and your doctor.

"Our providers are not only trained to deal with the treatment of diseases and medication management, they're experts in preventative medicine," says Cynthia White, Director of Provider Services. The providers are the first line of defense against the progression of diseases and poor health, and early

screening and prevention is becoming increasingly important in this fight. "They look at patients as individual people," says White. "They'll discuss unique risk factors a patient might have, look at his or her medical history, and take into account whether or not the person is physically active."

Prevention, says White, is one of the reasons it's important for young people to start seeing a primary care doctor regularly—even if they feel perfectly healthy.

Barrett Hospital & HealthCare offers high quality, skilled family medicine providers. No matter your age or interests, says White, there's a provider for you. "They're a fun group to talk about," she says. "We have a member of ski patrol, a mother of busy triplets, one who enjoys junking for old car parts . . . they're a wonderful group of people."

The group is well balanced: "In primary care, we have 43% male, 57% female for family medicine providers, and about 25% male 75% female who practice in internal medicine," says White. "For some patients, gender is important. We are pleased to provide a balance of choice."

Worth the trip

It's not always easy to justify getting in the car and making the trip—especially when you feel absolutely fine—for the sake of going to a routine checkup. But it's worth it. "We take people's travel time into consideration," says White. "Many of our patients do live 15 or more miles away from us." She says the scheduling staff as well as the providers keep that in mind.

"We try to make it as convenient as possible," says White. "If you're coming in to shop for groceries, we schedule appointments then. We don't give very early appointments for people who have to drive far. Our providers try to get as much done in one visit as possible. They make sure to get prior authorization for any tests you might need so you don't have to come back the next day or the next week."

"This kind of consideration for patients' time has been very well received," says White. "It's these kind of things that our patients tell us are important. We really listen to that."

Make the call

Building a relationship with a primary care provider can save your life. It can also save you from having to get costly procedures in years to come. As such, White likes to remind people that all insurances have some degree of coverage for preventative measures like wellness visits and checkups.

"In most cases, health plans make prevention a priority," she says. "And in many cases, your whole visit is covered."



ACCEPTING PATIENTS

When this kind of prevention is so painless, there's no reason not to see a primary care provider.

Schedule an appointment today by calling **(406) 683-1188**. For more information, visit **www.barrethospital.org**.

By Ground or Air

HOW BARRETT HOSPITAL'S EMERGENCY PROVIDERS RELY ON PROGRESSIVE TRANSPORTATION TO SERVE OUR EMERGENCY PATIENT NEEDS

You're horseback riding with your daughter in the backcountry when her horse suddenly spooks, throwing her into some rocks. Your daughter strikes her head and seems dazed so you immediately take her to the emergency department. By the time you arrive she is unconscious and vomiting. The emergency department provider quickly orders a scan and finds a large collection of blood on the brain. Knowing the nearest neurosurgeon is over 2 hours away by ground, the provider quickly summons air transport to get your child to definitive care as fast as possible for surgical intervention.

Dr. Greg Moore, Medical Director of the Emergency Department and Outpatient Infusion Center at Barrett Hospital & HealthCare, knows that situations like that can be critically time sensitive and rapid transport to a center with highly specialized care is essential in providing the best possible outcome.

"The condition of the patient is the most critical factor when deciding the best transport option," Dr. Moore says. "A treating emergency physician has to decide not only what the most appropriate specialized facility would be to treat a problem that his/her home hospital is not equipped to do, but also which transportation will be the safest, quickest, and most appropriately staffed to get the patient there without jeopardizing his/her outcome."

"The condition of the patient is the most critical factor when deciding the best transport option."

- DR. GREG MOORE

"All these decisions have to happen simultaneous to providing stabilization for that critically injured or ill patient." Barrett Hospital, like most hospitals in the country, uses air transport companies to assist with medical care. Some of these services are still hospital based air ambulances but now, private companies operate many of these air medical services. The services closest to our geographic location include; Life Flight Network based out of Butte and Missoula, Reach Air Medical Services based out of Bozeman and Helena, and Air Idaho based out of Idaho Falls and West Yellowstone. Hospital-based services, such as Billings Clinic MedFlight, are also available depending on timing and circumstances.

Ground services are more commonly used at Barrett for both 9-1-1 emergency responses and inter facility transports. Beaverhead EMS provides over 600 patient transports per year, which includes trips to and from Barrett Hospital, while smaller outlying services in Sheridan, Lima, Grasshopper Valley, Wisdom and Wise River provide additional ground support.



Fortunately, Barrett Hospital's medical staff can care for most patients, but specialty services are occasionally required to provide optimal care. Air services are used for those critically time sensitive patient needs. Of the approximate 4,500 visits seen annually in Barrett's ED, on average only one patient per week requires air transport. Ground services are more commonly used at Barrett, averaging 1-2 transfers per week.

Transport decisions can also be complicated by uncontrollable factors such as weather, which could prohibit air flight, or availability of personnel, which can affect both ground and air availability. The emergency provider is trained to sort through these complicating factors to ensure the patient gets the best possible transport option.

"For any facility transfer within a 60 mile radius, ground transport is usually as fast as air," says Dr. Moore. "Locations outside this radius present more difficult decisions." Air transportation does come with a higher cost, which also has to be considered. Many insurers only cover a fraction of the costs, which may leave the family with a large balance. In general, "ground transport by advanced life support would be

approximately \$4,800 from Dillon to Missoula," says Dr. Moore. "Air transport could in some cases total over \$35,000."

A bill may be presented in the next legislative session to try to adopt a "hold harmless" plan for patients needing air transport that provides an arbitration process between insurers and air carriers.

Between his 48 hours a week of clinical work, 10+ additional hours of administrative work per month, and teaching medical students, PA students, and residents, Dr. Moore commits most of his time to providing exceptional healthcare for patients at Barrett Hospital. He loves his job at Barrett and the dedicated professionals with whom he works.

Dr. Moore and the emergency team at Barrett Hospital appreciate the highly trained personnel and sophisticated equipment of the air flight services and ground EMS services, and will continue to make important decisions in the best interest of patients.

Employee Spotlight

**Shara King,
LPN/CLC**



A Life Destined for Healthcare

How Shara King's hard work led her to Barrett

A self-proclaimed "people person," Shara King always knew she wanted to help her community. However, it took a few life experiences for the pieces to fall into place. Shara, LPN, CLC, Family Practice/Obstetrics Clinic Nursing Supervisor at Barrett Hospital & HealthCare, started in healthcare at a care center in her hometown of Salmon, Idaho. She obtained her CNA when she was 19 and provided home healthcare in the mornings before her care center shifts.

"I fell in love with many of those residents and enjoyed taking care of them," Shara says. "After a few years I decided I needed a change in jobs and started at the local radio station, but continued taking care of a few home health patients." When an outreach LPN program was offered in Salmon, Shara knew it was meant to be. Shara began working full-time and going to school two to three times per week, all while excelling as a single parent.

After nursing school at the College of Southern Idaho and the birth of her second daughter, Shara worked at the local nursing home before accepting a position in the Family Medicine Clinic at Barrett Hospital. She's been at Barrett for more than 5 years

now, and loves her job and colleagues. "We have a good team that works very well together, which makes coming to work easy," says Shara. "We are blessed to have such great providers."

From giving shots and setting up procedures to answering the phone and documenting electronic medical records, Shara does all she can to give patients the best experience possible.

"My favorite thing about Family Practice/Obstetrics is the wide age span of patients," Shara says. "The relationships/bonding that is established with our patients is so rewarding. From setting up that first prenatal visit, watching the pregnancy advance, and then being able to care for the baby, there is no greater feeling than getting to be a part of that!"

Outside of work, Shara spends her time hunting, fishing, sewing, working on the lawn and spending time with her family. She loves Dillon for the small town atmosphere, and because everywhere she goes, she always sees a familiar face. Shara continues to bring her positive attitude and passionate work ethic to Barrett on a daily basis, and loves being able to help people in any way she can.



Community Spotlight

Melainya Ryan

On a Mission to Improve Mental Health Awareness

ACEs, otherwise known as “adverse childhood experiences” are the leading cause of health and social problems in our nation. According to the ACE Study, ACEs tend to be held in the body and lead to mental, physical, and behavioral health problems throughout a lifetime. Such problems include everything from heart disease, drug abuse, depression, intimate partner abuse, mental health problems, and even suicide.

As a Licensed Clinical Professional Counselor with the Women’s Resource/Community Support Center, Melainya Ryan travels around Beaverhead and Madison counties providing training and education at public schools, colleges, and hospitals in an effort to increase awareness about domestic violence, sexual assault, child abuse, and suicide.

“If we talk about it, awareness will increase. When awareness increases, violence—whether domestic violence, sexual violence, child abuse or suicide—decreases,” Melainya says. “Community members are engaging in discussion; we’re seeing a shift in cultural norms because of the awareness so many of us have worked diligently at creating in our

communities.” In regards to domestic violence, Melainya says, “There’s a gap between what we, as victims/survivors of domestic violence, know and what we feel. Men and women love their partners, but it’s hard to separate love from violence if it’s taking place.”

“It’s all about helping people understand that the heart will say something different than the head. No one needs to be embarrassed or ashamed if there is violence within a relationship because violence has no boundaries,” says Melainya. “It spans across people of all ages, genders, sexual orientations, socioeconomic statuses, and races.”

She adds, “I am delighted to be a part of the movement in the mental/behavioral health field. Moreover, I am honored to have the opportunity to work with and serve the community from which my roots grow. It’s a wonderful place to live, to work, and to raise my daughter.”

Please call the Women’s Resource/Community Support Center in Dillon, MT at **406-683-6106** or the 24-hour crisis hotline at **1-800-253-9811** if you or a loved one is facing domestic violence or sexual assault.

Small town. BIG COVERAGE.

Women's health is front and center with Dr. Lifson and Dr. Smith

From urinary incontinence to contraceptive devices, Dr. Mick Lifson and Dr. Kelly Smith provide high quality women's health and wellness care at Barrett Hospital & HealthCare. Dr. Lifson has been a Board Certified Gynecologist for over 20 years. Dr. Smith is Board Certified in Family Medicine and has extensive OB experience since earning her Medical Doctorate in 2009, including completing a post-residency fellowship in maternity care.

Between them, they have many areas of women's health covered, joining Doctors Hallie Tipton and Casey Rasch to round out the women's care team at Barrett Hospital & HealthCare. "We provide a high level of care at Barrett," Dr. Lifson says. "We spend a lot of time with our patients and provide the latest technology, such as laparoscopic hysterectomies." With state-of-the-art facilities at Barrett Hospital and 24/7 exceptional care from the medical staff, it's a no-brainer to choose Barrett for your women's health needs.

"We are able to do a great job of providing comprehensive care within a small team of people who love taking care of women," says Dr. Smith. "We can provide personal care without having to travel outside of Dillon."

Dr. Smith specializes in family medicine and obstetrics, and provides services like checkups, acute care for medical problems, procedural care, general wellness care, and prenatal, delivery, and postpartum care. She also enjoys teaching medical students, residents, and physician assistant and nurse practitioner students.

Dr. Lifson specializes in treatment of conditions such as urinary incontinence, abnormal bleeding and pap smears, menopause and post-menopause, and many more. He enjoys the patient interaction he encounters on a daily basis. He's intrigued by the entire patient experience: evaluation, education on the issue, treatment, and resolution. He also loves working at Barrett. "The facilities are state-of-the-art," says Dr. Lifson. "My colleagues and patients are fabulous."

"We have a team of people that are passionate about providing good care," Dr. Smith says. "If something does not seem right, they try to get it right. Good people make this a great place to work."



Mick Lifson, M.D., FACOG

- Women's Health, Gynecology
- Board Member of the Women's Resource Center in Dillon
- Loves skiing, fishing, and photography



Kelly H. Smith, M.D.

- Family practice with obstetrics
- Has triplet daughters
- Enjoys running, backpacking, skiing, gardening, and baking
- Montana native

Cruzing into Barrett

A sudden change of plans leads to an improvised delivery

Zack and Terri Medina had planned to deliver their second child in Bozeman, just as they had done with their daughter Emeri (4). The morning of December 11, 2015, Terri had a doctor's appointment in Bozeman. At 39 weeks, their baby could be born at any time, but the doctors reported no change, no sign of him coming any earlier than his due date.

"Nothing had changed in the last two weeks," says Terri. "So even though I was ready, I didn't think the baby was!" But that night, Terri's water broke. "It was a surprise," she recalls. "It was 12:30 and my water broke. So we called my parents and told them we would meet them in Twin Bridges with Emeri and continue on to Bozeman."

It was the middle of winter, but the roads were clear that night, and Terri didn't start having contractions until halfway to Twin Bridges. "We were planning to continue on to Bozeman," says Terri. "But by the time we met up with my parents, I was having pretty intense contractions. All of us were like, 'Umm, no, maybe this isn't a good idea!'" After dropping

off Emeri, Terri and Zack called Barrett Hospital & HealthCare to tell them they were on their way. They turned around and headed back to Dillon to deliver their baby at Barrett. They arrived just as their nurse, Ashley Engesser, was finishing preparing Terri's room. "She got me in the jacuzzi tub," says Terri. "I was there for only about 15 minutes before I started having back labor and felt the urge to push."

The doctor was on the way as Nurse Ashley helped Terri to bed and put her at ease that everything was going to be just fine. After only seven minutes of pushing—for which Terri was grateful since there had been no time for painkillers, her son Cruz was born, delivered safely and without complication.

"The doctor was great, the nurses were amazing and the room was beautiful and comfortable. It was nice to have a place for my husband to stay with me. And everyone was so attentive. Nurse Ashley was amazing. She remained calm and had a sense of humor. We were very lucky to have her and Barrett there when we needed them."





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How Do You Know if the Health Insurance Marketplace is Right for You?

With the 2016-2017 open enrollment period approaching, it's important to know the facts to consider when entering the Health Insurance Marketplace. Here are answers to frequently asked questions about the Health Insurance Marketplace:

How do I know if I'm able to enroll in the Health Insurance Marketplace?

- If you're uninsured or underinsured, you can enroll. You also might be able to enroll if your current insurance is not affordable, you're on Medicaid, or you're a veteran.

How can I enroll for the Health Insurance Marketplace?

- You can apply for coverage online, over the phone, by mail, or in person.

When can I enroll?

- Open Enrollment for 2017 begins on November 1, 2016 and ends on January 31, 2017.
- You might qualify for a Special Enrollment Period in the case of a life-changing event like getting married, having a baby, or losing other coverage.
- There's no specific enrollment period for Medicaid or the Children's Health Insurance Program (CHIP).

HAVE A QUESTION REGARDING THE HEALTH INSURANCE MARKETPLACE? WE CAN HELP.

For more information about enrollment or other health insurance options, call one of Barrett's Patient Financial Services Representatives at 406-683-3034 or visit barrethospital.org.