

Hospital seeks to fulfill community outreach goals

Under new direction, facility also expanding services

KERRI REMPP
Record Editor

There are exciting changes taking place at Chadron Community Hospital, with a new leadership team leading the charge.

Under the direction of new CEO Anna Turman, the hospital is expanding services and focusing more on community outreach. Prior to assuming the head role, Turman served as the hospital's chief operating officer for the last four years, and was CIO for a decade. The Hay Springs resident has a master's degree in health-care administration and has spent a total of 16 years working for Chadron Community Hospital.

Turman was named chief executive officer last year, succeeding Harold Krueger, who retired. There have been several other retirements, leading to the staffing changes, but Turman said the hospital is well suited to adapt, in large part because of the community it calls home.

"I love this community," she said. "They have that pioneering attitude. It's the right type of people to be working in healthcare."

Joining Turman on the leadership team is chief financial officer Jennifer Brown and chief patient care officer Jessi Grote.

The trio of women know that as the hospital rises to meet the new challenges of the healthcare industry they can be successful and provide the community access to quality care. The large geographic region the hospital provides services for necessitates a focus on wellness over the entire life span, Turman said.

The hospital's efforts earned the facility a Community Star award last November, a recognition by the National Organization of State Offices of Rural Health for National Rural Health Day. The hospital's home health and hospice program was highlighted in the 2017 edition for its dedication, innovation and collaboration in serving a five-county area in the Panhandle.



RECORD PHOTOS BY KERRI REMPP

Under new leadership of CEO Anna Turman, CFO Jennifer Brown and patient care officer Jessi Grote, from left, the Chadron Community Hospital has spent the last year expanding services and finding ways to do more community outreach.



Cressi Long prepares one of the newest additions to the Chadron Community Hospital—its onsite MRI—for use.

Chadron Community Hospital was also named to the 19th annual Health Care's Most Wired list, released in 2017 by the American Hospital Association's Health Forum. The list recognizes facilities that use smart phones, telehealth and remote monitoring to create better access to health care.

"The Most Wired hospitals are using every available technology option to create more ways to reach their patients in order to provide access to care," said AHA President and CEO Rick Pollack in a press release when the list was published. "They are transforming care delivery, investing in new delivery models in order to improve quality, provide access and control costs."

In addition to the organization-wide awards, individual staff members have been recognized as well. Alisha Obando was one of 66 employees statewide honored

by the Nebraska Hospital Association last October. She was received "The Caring Kind" Award, an honor that has been presented for 38 years to the state's hospital employees who have demonstrated compassion for patients, cooperation with co-workers and dedication to excellence on their job.

Diana Lecher, the director of the hospital's home health and hospice program, began a three-year term on the CIMRO of Nebraska Board of Directors last June. CIMRO's mission is to ensure the quality, effectiveness, efficiency and economy of healthcare services provided to Medicare beneficiaries.

The hospital is continuing to search for ways to expand services and improve access.

CCH was one of the first hospitals in the state recognized as a Safe Sleep Designated Hos-

pital through the Nebraska Department of Health and Human Services. The program aims to enhance the care of newborns, both inside and outside of the hospital, Grote said. Safe Sleep's main purpose is reducing the number of deaths from Sudden Infant Death Syndrome.

Outreach efforts continue on the other end of the life spectrum, as hospital staff work to increase awareness of the need for advance directives. Hospital staff created a video "12 Days of Illness" to enter into Athena Health's "My Hospital, My Community" contest in December. The video earned second place in the competition and the hospital was awarded a \$7,000 grant as a result. The funds will be used to encourage the community to sign advanced directives.

"We want to focus on the legacy we are leaving outside our walls," Turman said.

In the last year, Chadron Community Hospital has also opened its on-site MRI and has a functioning chemotherapy room now. Grote said the MRI and chemo room have been huge assets to patients, eliminating the need for travel and in some cases speeding up their treatment. In the case of the MRI, patients previously had to jockey for six slots a week when the mobile unit visited. With the hospital's fully functioning MRI in-house, most appointments can be accommodated within 48 hours.

The chemotherapy room was recently added and is utilized solely for chemotherapy patients. Previously, the IV therapy room was utilized as a dual purpose room. The change has ensured patient confidentiality and comfort during treatment.

A recent diabetes education grant will also allow the facility to move forward with another program, certifying the hospital's diabetes education program. Chadron Community Hospital is one of the few facilities in the state to have a certified diabetic educator on staff, and the grant will allow the program itself to be certified, too. The goal is to have the certification completed by the end of the year, Grote said.

Changes in the healthcare in-

dustry and advances in technology have created changes in how the hospital serves its community, but the "why" of what they do hasn't changed, Turman said.

"We really care about the community and our patients," she said.

In order to provide that quality care, the hospital also focuses on the education and well-being of its employees. An internal scholarship program gives employees the chance to continue their education, and seven employees have now graduated from the Leadership Institute, a collaboration between the Nebraska Hospital Association and Bellevue University.

A wellness program for staff also has strong administrative support, and Diane Lecher organizes the effort, which includes healthy snacks, exercise challenges and more.

"We also have to make sure they're healthy," Turman said of the employees.

The hospital is also keeping an eye on the future, offering scholarships to high school students who want to pursue a career in healthcare. The funding for the scholarships comes from current employees donating to the cause to wear jeans on certain days. The staff is investing in the community and the future healthcare providers, Turman said.

That's an important aspect given the challenges the healthcare industry is facing, she continued. The hospital needs to maintain agility, with an educated staff intentionally using data to create and carry out a strategic plan that meets the communities needs.

It's exciting to be part of an organization that has a unified goal and plans to meet that goal, Brown said.

"It's empowering to be a team together," she said.

Turman agreed, noting that meeting the hospital's "lofty" goals takes a good team, all working together. That's something she believes is in place at Chadron Community Hospital, from the housekeepers to the administrative team.

"They give everything they have," she said.

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Phill and Angela Lollar and their daughters Brianna and Ashley are enjoying the sense of community they feel in Chadron, having moved here in January after purchasing The New Leaf.

New Leaf re-creates home for Colorado family

Lollar family rediscover feeling of community

KERRI REMPP
Record Editor

The purchase of The New Leaf has allowed one family to turn over a new leaf of their own, embracing a new community and new careers.

Phill and Anglea Lollar new as soon as they drove through Chadron to look at The New Leaf that they had found their new home. Natives of Brighton, Colo., the couple were searching for the sense of community they knew as children, wanting to provide that same experience to their 8-year-old twins Ashley and Brianna.

"It's a community that we lost there. We're very community driven," Phill said. "We wanted to raise our children the way we were raised."

Having visited Lake McConaughy as kids, the couple rediscovered the area a

few years ago and bought a home there. When they decided to leave Colorado, they began searching for business opportunities in that area of Nebraska. When the purchase of a business in the region fell through, their realtor suggested The New Leaf, and they headed to Chadron to check it out.

"When we drove into town, something just sparked," Angela said.

"It felt like home right away," Phill added.

An Army veteran, Phill has a background in construction and served as general manager for a large construction firm in Colorado. Angela has spent her career as a buyer for a shipyard, doing interior design on yachts and working in the tech business. Even with her responsibilities as the new owner of The New Leaf, she is continuing her remote work for a healthcare company as an executive assistant.

With their hometown growing larger and their careers cutting into their family time, the couple

made the decision to leave it behind for a slower pace of life.

"My kids can be part of my everyday life (here)," Phill said of the move to Chadron.

After deciding to buy The New Leaf, Angela went to Denver Wholesale Flowers for training with a top-notch floral designer. With a naturally creative bent, Angela said her various career experiences should serve her well as they look to make their dream of having a business that provides the human connection they were missing in Colorado.

"I was looking for something I could throw my passion in to," Angela said.

The couple purchased the entire New Leaf entity in January and intend to continue to offer tuxedo rentals, tanning, flower arrangements and gifts, as well as bringing the nursery back to its full status, offering trees and lawn care, including seeding and spraying. Phill's construction

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