

# Kootenai Health

ISSUE 4 | 2016

## 'YOU WORKED ENDLESSLY FOR ME'

Five years after his  
miraculous rescue,  
Greg Nordfelt visits  
Kootenai Health  
again

## The secret to a happy life

It might be closer  
than you think

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Connor Quinn, M.D.



Jonathan Linthicum, M.D.



Joseph Bowen, M.D.







**6–7**

**Five years after his miraculous rescue, Greg Nordfelt visits Kootenai Health again.**

## Issue 4 | 2016

### **6–7** | RETURNING WITH GRACE

Greg Nordfelt went through a traumatic brain injury and an 11-day coma. Five years later, he’s back at Kootenai—and giving back.

### **8** | A SMALL EFFORT CAN SAVE LIVES

Screening for lung cancer can help prevent deaths.

### **9** | 3D MAMMOGRAMS

We’re offering 3D Mammography—and you benefit.

### **12–13** | THE SCIENCE OF BEING HAPPY

Things you can do to live a happier life.

### **15** | PROTECT YOURSELF FROM SKI INJURIES

Get ready for an accident-free skiing season.

### **16–17** | HOW HUCK HELPS CECE

Pet therapy is bright-eyed and bushy-tailed at Kootenai Health.

### **18–19** | A MAGNET FOR QUALITY

Kootenai Health professionals to present at the ANCC National Magnet Conference.





# Opening Thoughts

NOVEMBER 2016



Jon Ness, CEO

## THE POWER OF THANKSGIVING

Pausing to give thanks is good for the soul. People all over the world observe celebrations of thanks, including our own Thanksgiving. It feels good to count your blessings—especially when they include a wonderful meal and a good football game.

Often, the most powerful statements of thanks are those that are unexpected. This past summer, several Kootenai Health staff members experienced just such a thank-you. Greg Nordfelt and his wife, Laura, live in Salt Lake City. Five years ago,

they were on a motorcycle tour through our area, when Greg was in a terrible accident. Today, through outstanding medical care and years of hard work, Greg has experienced a miraculous recovery.

This past July, Greg and Laura made a special trip to Kootenai Health to meet their caregivers and say thank you. It was a rare treat for our physicians, nurses, therapists and others to meet their former patient, see Greg's outstanding progress and receive this unexpected thank you.

This Thanksgiving weekend, Greg and Laura will join our team as the spokespeople for the Kootenai Health Foundation's Festival of Trees Gala. They will be sharing their story of gratitude and thanks to raise awareness and philanthropic support for the expansion of our emergency and surgical departments; two areas that were critical to Greg's ultimate recovery.

On behalf of all of us at Kootenai Health, I invite you to join us in support of expanded emergency and surgical services in our community. It is care for which we can all be thankful.

Wishing you good health,  
Jon Ness

## KOOTENAI HEALTH

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# Bundling Up for Winter

EMERGENCY AND SURGICAL EXPANSION TAKES SHELTER

By Andrea Nagel

**Patients, visitors** and community members will start to notice a shift in the construction surrounding the emergency department and operating rooms as the steel framing and roof is completed and covered for the winter.

“We purposely completed as much of the exterior as possible so we could cover the addition and work on the interior with dry conditions,” said Derek Miller, director of Planning and Property Management at Kootenai Health. “The south entrance in the parking lot is starting to look like a building covered in plastic, much like the east expansion did about a year ago.”

Crews have made substantial progress on the surgical suites, now working on erecting drywall and installing wall fixtures for equipment.

“We actually had some of the more complicated wall assemblies built off-site in order to simplify the installation process,” Derek said.

## SO WHAT'S BEING BUILT?

The new surgical department is located on the second floor of the hospital, in what used to house the former Family Birth Center and 2 North (orthopedics and neurology). The first phase of operating room construction is set to be completed in May 2017. This phase will include three new operating rooms and a new waiting area, which connects to the North Entrance lobby.

Phase 2 of Kootenai Health's expansion is expected to be complete in the fall of 2018.



## FIND YOUR WAY AROUND

To learn more about the next phase of Kootenai Health's expansion and access current maps and directions, visit [KH.org/phase2](http://KH.org/phase2).





# Returning With Grace

## HOW GREG NORDFELT IS GIVING BACK

By Andrea Nagel

**Greg Nordfelt** is the luckiest man on earth, or so he says. On Aug. 15, 2011, he narrowly survived a life-threatening motorcycle crash while on vacation with his wife, Laura, and a family friend. Now, he travels the country as a motivational speaker, using his experience to help medical and corporate professionals.

Three years ago, *Kootenai Health* magazine published an article about Greg, telling the story of his traumatic brain injury (TBI), 11-day coma and miraculous recovery back in his hometown of Salt Lake City. This past August, Greg returned to Kootenai Health on the fifth anniversary of his crash to meet and thank his care team in person.

### FOR CARE RECEIVED

"You worked endlessly for me," he said to the group of physicians, nurses, therapists and hospital administrators. "I can't remem-

ber anything from my time in the hospital, but I've heard of the tremendous effort of the medical team who saved me. From the medical notes that I've read, and the stories I've been told, there was a clear outpouring of love and warmth to me and my family from the caregivers at Kootenai."

Greg now plans to return to Coeur d'Alene a third time as the spokesperson for the Kootenai Health Foundation's Festival of Trees Gala. As a patient, Greg knows firsthand the importance of high level emergency, trauma and surgical care, and how philanthropic investments greatly impact the high-tech and high-touch care patients receive.

### 'TO SHARE MY GRATITUDE'

"Over the past five years, I've focused on finding ways to give back to the brain injury community and mentor patients and caregivers," Greg said. "Speaking on behalf of Kootenai Health has become part of my identity as I

make motivational presentations to medical and corporate groups. The opportunity to assist the Kootenai Health Foundation and raise much-needed funds seemed like a natural extension of my desire to share my gratitude for all that was given to me here in 2011."

Proceeds from the 28th annual Festival of Trees will benefit the expansion of emergency and surgical services at Kootenai Health as part of a multiyear capital campaign underway with the Foundation.

### SERVING A NEED

"The emergency department expansion is essential for the community we serve," said Steve Malek, M.D., chair of Kootenai Health Emergency Services. "Our present department is designed to accommodate 32,000 annual visits, and we currently see over 50,000. We are the safety net for the community and need to have the capacity to respond to the rapidly expanding needs of the patients we serve."



Greg Nordfelt (center) survived a life-threatening motorcycle crash in 2011 and wanted to celebrate the fifth anniversary by meeting his care team for the first time since his hospital stay. Pictured are (from left): Rita McNeilly, physical therapist; Todd Putren, executive director of Critical Care and Emergency Services; Chauntae Peterson, RN; Joseph Bowen, M.D.; Greg and Laura Nordfelt; William Ganz, M.D.; and Kelsy Young, RN.

This response extends beyond the emergency room, into Kootenai's surgical services, which are also being expanded to accommodate a larger patient population.

"Kootenai Health has been in need of an operating room expansion for over a decade," Ed DeTar, M.D., chair of Kootenai Health Surgical Services, said. "Many of the existing operating rooms are simply too small. Robotic surgery, advanced endovascular techniques, advanced spine instrumentation and other surgeries require large rooms, most of which our current operating room cannot accommodate. With better work flow designs, larger rooms and more availability of these rooms, our patients will benefit from more timely surgery, lower risks of infection and access to advanced, state-of-the-art care."



Greg stayed at Kootenai Health for almost two weeks after a motorcycle accident.



Greg and his wife, Laura, before his accident while on a trip from Salt Lake City to northern Idaho.

**WE'RE GROWING** To learn more about the Emergency and Surgical Services expansion, visit [KH.org/phase2](http://KH.org/phase2). To learn more about the Kootenai Health Foundation and ways you can donate, visit [KH.org/foundation](http://KH.org/foundation) or call (208) 625-4438.



## HOW CAN I HELP?

Community members and businesses can kick off the holiday season and support the hospital expansion project by attending the Festival of Trees events. Visit [KH.org/foundation](http://KH.org/foundation) or contact the Foundation at (208) 625-4438.

### Schedule of Events:

#### Friday, Nov. 25

##### Friday d'Lights, 5 to 8 p.m.

Sponsored by Kootenai Health's Auxiliary.

- ▶ Open to the public; donations accepted at the door.
- ▶ Food and beverages available for purchase.

#### Saturday, Nov. 26

##### Festival Brunch, 9 to 11 a.m.

Sponsored by North Idaho Eye Institute.

- ▶ Advance tickets required (\$25 per ticket).

##### Festival Gala, 5 p.m. to midnight.

Sponsored by Mountain West Bank.

- ▶ Advance reservations required.

#### Sunday, Nov. 27

##### Family Day, 11 a.m. to 4 p.m.

Sponsored by Numerica Credit Union.

- ▶ Open to the public; donations accepted at the door.
- ▶ Children's Workshop, 11 a.m. to 4 p.m. Sponsored by Coeur d'Alene Pediatrics.
- ▶ Visit with Santa, Children's Workshop, 11 a.m. to 4 p.m.

#### Monday, Nov. 28

##### Luncheon Fashion Show, 11 a.m. to 1:30 p.m.

Sponsored by Friends of the Foundation, Robert Yuditsky, Scarlet Kelso, Matt DiNinno and Cory Baer.

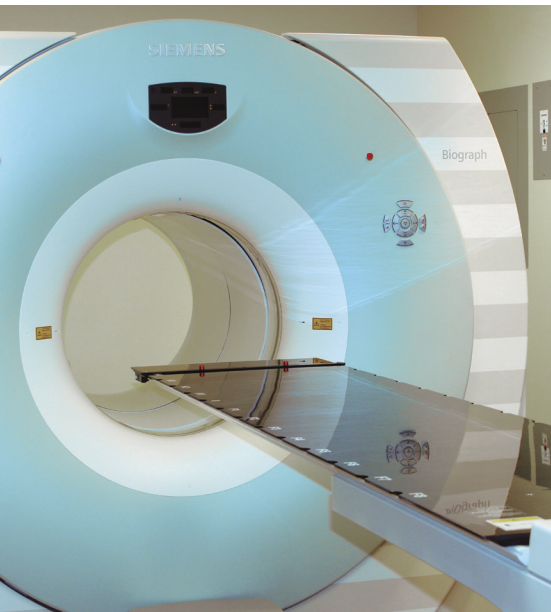
- ▶ Advance tickets required (price varies by seating).

##### Dinner Fashion Show, 5 to 8 p.m.

Sponsored by Mountain Power Construction.

- ▶ Advance tickets required (price varies by seating).
- ▶ Fashion Show Production. Underwritten by Wells Fargo.





# A Small Effort Can Save a Life

## KOOTENAI HEALTH LAUNCHES LUNG CANCER SCREENING PROGRAM



Todd Hoopman, M.D.

By Stacie Jones

**Lung cancer** claims more lives in the U.S., and in Idaho\*, than any other type of cancer—partly because it often goes undetected until it is in its advanced stages. Kootenai Health has launched a new lung cancer screening program that can help find the deadly disease before it's too late.

“Our goal with the lung cancer screening program is to identify lung cancer at an early stage, before it has spread, and in hopes of providing patients diagnosed with lung cancer with a greater survival and cure rate,” said Todd Hoopman, M.D., a pulmonary specialist with North Idaho Lung, Asthma and Critical Care. Dr. Hoopman worked with teams from Kootenai Health to start the screening program.

The screening is performed with a low-dose CT scan of the chest. The CT imaging technology offers a clearer view of the lung tissue than a typical chest x-ray, and it provides the detailed images a physician needs to examine suspicious or worrisome nodules or other abnormalities.

### WHO SHOULD BE SCREENED

Dr. Hoopman said that Kootenai Health, which is designated as an American College of Radiology Lung Cancer Screening Center, is the only facility in the northern Idaho region equipped to provide comprehensive lung cancer screening. The program is a much-needed service.

“Idaho ranks very poorly among states for the number of smokers,” Dr. Hoopman said, pointing to a 2015 United Health Foundation report that ranked Idaho 12th in the nation for its 15.9 percent of adults who smoke. “I believe that offering a screening program such as what we have available in our community is necessary due to a higher-than-the-national-average number of

adult smokers who are at risk for development of lung cancer.”

The program targets heavy smokers, who are more likely to be at risk of developing lung cancer. To qualify for the screening, a patient must meet the following requirements:

- ▶ Be between 55 and 77 years of age
- ▶ Show no signs or symptoms of lung cancer
- ▶ Have at least a “30 pack year” smoking history (e.g., two packs per day for 15 years or one pack per day for 30 years)
- ▶ Be a current smoker or have quit smoking within the last 15 years

If you meet these requirements, discuss screening with your doctor.

### SERVICES THAT CAN HELP

“The decision to pursue the low-dose CT screening is usually made by the patient’s primary care provider, although any provider may order the screening CT,” Dr. Hoopman said.

Kootenai Health’s lung cancer screening program involves more than a CT scan. It is a comprehensive program that is driven by a multidisciplinary team of radiologists, pulmonologists, oncologists, radiation oncologists, thoracic surgeons and clinical navigators who can help guide patients and families through the process. The program also includes smoking cessation counseling and community education events.

“Undergoing lung cancer screening is part of a comprehensive health plan for at-risk individuals,” Dr. Hoopman said. “We now have at our disposal the tools, the technology and the expertise necessary to diagnose cancer at an earlier stage and, in turn, save lives.”

\*Idaho Department of Health and Welfare



# 3D Mammograms

## AN ADDED DIMENSION TO IMAGING SERVICES

By Stacie Jones

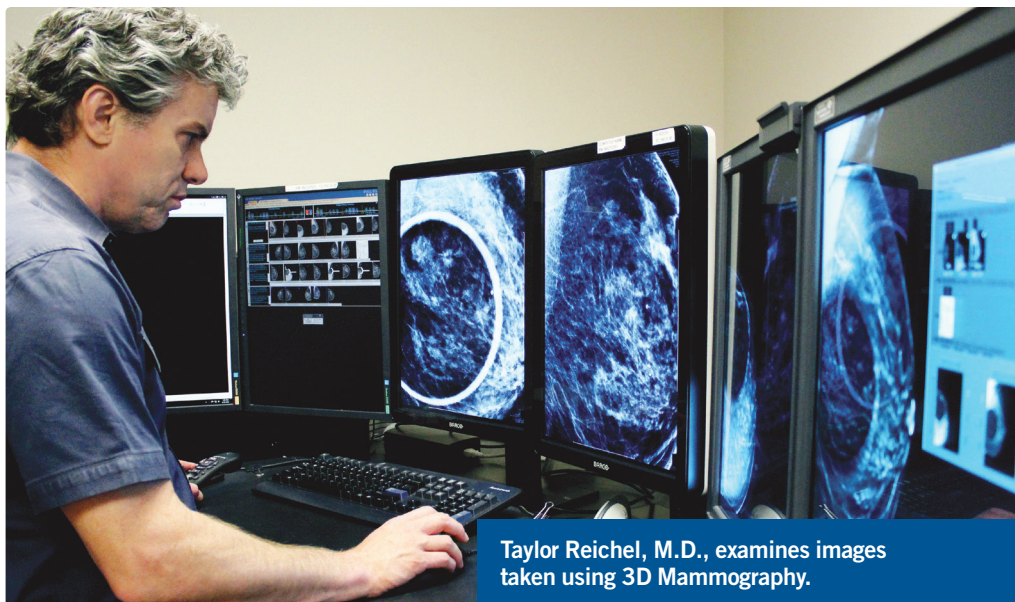
**Kootenai Health** is now offering the latest in breast imaging technology with the addition of 3D Mammography™. The advanced imaging tool has been shown to improve the early detection of breast cancer.

“Three-dimensional mammography is quickly becoming the expected technology in breast imaging, and because it is more effective in finding cancers at an earlier stage, it will probably soon become the standard of care for breast cancer screening,” said Jen Neely, Director of Kootenai Health Outpatient Imaging Services.

In a standard mammogram, an x-ray unit takes flat two-dimensional pictures from top to bottom and side to side. With 3D Mammography, the technology captures images of thin slices of breast tissue from multiple angles. Computer software reconstructs these images—each about a millimeter in thickness—to create detailed three-dimensional images of the breast, offering radiologists a clearer view of some cancers that would otherwise go undetected.

### SEEING WHAT REALLY MATTERS

“About 20 percent of breast cancers are not found by traditional mammography, partly because dense breast tissue can mask or hide an abnormality,” Jen said. “3D mammograms can help find



Taylor Reichel, M.D., examines images taken using 3D Mammography.

these difficult-to-detect cancers sooner, leading to more treatment options and better outcomes for patients.”

Statistics show that three-dimensional mammography, also called breast tomosynthesis, can detect up to 41 percent more invasive breast cancers and can reduce false positives, or false alarms, by up to 40 percent. In addition to being useful for screening women with dense breast tissue, the 3D mammogram is beneficial in the diagnosis of problems with the breast.

Jen points out that mammography in general—whether it’s with

3D or traditional technology—is still the most effective method for finding breast cancers.

“Idaho ranks low in the nation for women who have routine mammograms,” Jen said. “The bottom line is that we want women to get an annual screening mammogram, whether it’s with this new technology or not.”

The 3D Mammography technology is currently available at Kootenai Outpatient Imaging’s Coeur d’Alene location at the Interlake Medical Building. Jen said they also hope to install a 3D Mammography unit in the near future at the Post Falls Imaging Center.



**GET THAT GOOD LOOK** The American College of Radiology recommends that women get annual mammograms beginning at the age of 40. To schedule a screening, call Kootenai Outpatient Imaging at **(208) 625-6300**.





MEET  
OUR NEW  
PROVIDERS



**NATALIE COOPER, M.D.,**  
Kootenai Clinic Wound Care

**TELL US A LITTLE  
BIT ABOUT YOU AND  
YOUR FAMILY.**

My husband, Ted, is a cardiothoracic surgeon with Northwest Heart and Lung. We live in Hayden Lake with our German shorthaired pointer, who's named Bunk.

**WHY DID YOU PICK  
YOUR SPECIALTY?**

I was drawn to the idea of helping people regain their functional abilities following injury and illness. I especially enjoy working with the amputee population, because they are typically very determined and

motivated to get moving again. I also enjoy helping people with wound care because it can be such a frustrating process for folks once a wound develops. Helping them to get it healed is very satisfying for me.

**WHAT CAN PATIENTS  
EXPECT WHEN THEY SHOW  
UP FOR THEIR FIRST  
APPOINTMENT WITH YOU?**

I typically spend a lot of time in a first appointment trying to understand the whole picture of their functional abilities, home environment, family support, etc., so we can work together to define functional goals that I can help them achieve.

**WHAT ARE SOME  
OF YOUR HOBBIES?**

I love yoga, walking and wake surfing.

**WHAT DREW YOU TO  
KOOTENAI HEALTH?**

My husband and I both love the Coeur d'Alene and Hayden area. Kootenai Health is rapidly expanding to serve the region's needs, yet still has a community hospital feel, and I like that about it.



**NICOLE PELLY, M.D.,**  
Palliative Care

**TELL US A LITTLE  
BIT ABOUT YOU AND  
YOUR FAMILY.**

I grew up on a farm in Illinois and have a large extended family. Now, we have lived all over the U.S., but believe in going home for big holiday gatherings! Lots of horse-drawn sleigh rides and home-canned food. I am married with a 4-year-old son who reminds me daily how exciting the world can be. To him, an ambulance, fire truck or even seeing a pickup truck makes a day the best day ever.

**WHY DID YOU PICK  
YOUR SPECIALTY?**

Patients and their stories are the cornerstone of medicine for me. In palliative care, we help patients navigate their health journey to figure out what decisions make sense for them. We want their priorities to be quality of life and making each day really count. My background before practicing palliative care medicine was anesthesiology, so





helping people with pain control and symptom management incorporates easily in my practice.

### WHAT CAN PATIENTS EXPECT WHEN THEY SHOW UP FOR THEIR FIRST APPOINTMENT WITH YOU?

They will discover that I am working with their other doctors to take good care of them because I believe team communication benefits everyone. I spend a long time listening to them and asking lots of questions to paint a picture of who they are as a person before getting to medical discussions.

### WHAT ARE SOME OF YOUR HOBBIES?

I love to travel and once visited all seven continents in one year. I like picking a place on the map and going there because it reminds me that all things are possible. I have lived in Denmark and speak Danish, so all things Scandinavian make me feel at home, especially rye bread and pickled herring. I also love camping and cooking over a campfire.

### WHAT DREW YOU TO KOOTENAI HEALTH?

There is a sense of excitement about patient care at Kootenai Health and a commitment to excellence and continual improvement. I felt strongly that the patient comes first, and wanted to be a part of such a team. With a motto like Safety, Compassion and Engagement, I knew that palliative care would be supported across the health care system.



**NATHAN SPENCE, M.D.,**  
Kootenai Heart Clinics Northwest

### TELL US A LITTLE BIT ABOUT YOU AND YOUR FAMILY.

My beautiful wife, Laura, is also a physician. We were cadaver lab partners in medical school. We have two handsome, rambunctious twin boys that just turned 3. They are a handful, but a lot of fun. There's never a dull moment around the house.

### WHY DID YOU PICK YOUR SPECIALTY?

I chose the field of interventional cardiology because of the challenge and complex patients we get to take care of. My choice was also influenced by my desire to

make a significant difference in my patients' lives in a meaningful and durable way.

### WHAT CAN PATIENTS EXPECT WHEN THEY SHOW UP FOR THEIR FIRST APPOINTMENT WITH YOU?

To be treated as if you were my own family member. Every day I strive to treat others in the way I would want to be treated if I were the patient. I strive to maintain the highest standard of respect, compassion and medical expertise all while being able to engage patients and their families in the decision-making process to come up with the best possible course of treatment.

### WHAT ARE SOME OF YOUR HOBBIES?

I love music, film, reading, fly-fishing, traveling and spending time with my family.

### WHAT DREW YOU TO KOOTENAI HEALTH?

I really love the collaborative and patient-centered culture that is such an important part of this great organization.



# The Science Behind Being Happy

AS IT TURNS OUT, WE MAY HAVE MORE CONTROL THAN WE THINK



Eric Heidenreich, M.D.

By Andrea Nagel

**To many**, happiness is a state of being—you either are, or you are not. However, on the spectrum of happiness and discontent, there are varying degrees, and many factors that play into an individual's overall joy. While genetics can certainly play a part in an individual's tendency to be happy, DNA is actually only one of many forces that shape your mood and outlook.

## **MORE COMMON THAN YOU MAY THINK**

According to recent reports from the Centers for Disease Control and Prevention, approximately 25 percent of all U.S. adults have a mental illness, and nearly 50 percent will develop at least one mental illness during their lifetime.

With such high prevalence, mental health specialists nationwide are tracking trends and taking note of what affects us most. Some of the most common illnesses are attention-deficit/hyperactivity disorder, anxiety, depression and addiction.

“What we're finding is that the influence of severe trauma on an individual early in life can have more influence on their future happiness than what they're born with,” said Eric Heidenreich, M.D., Medical Director of Kootenai's Behavioral Health Services. “Individuals that experience trauma such as abuse, neglect or domestic violence, may experience a change in brain structure that impairs their ability to experience happiness later.”

In addition to such hardship and genetic predispositions, many individuals simply cite a lack of work-life balance as the cause of lower levels of happiness. Neuro-imaging studies from institutions

such as MIT and Stanford University show that feelings of inferiority to friends, family and those they follow on social media are common.

## **BRING BACK THE HAPPY**

When meeting with patients who have mental illness, substance addiction or severe life trauma, Dr. Heidenreich and his team bring a holistic approach to their treatment. In addition to therapy and treatments, he encourages patients to try other approaches to aid in reducing stress and increasing their overall happiness.

“There are a whole lot of things you can do to help with happiness,” he said. “When we talk to people here, we help them to recognize the problem and then look at what we can do about it. There are a lot of things you can do to protect your brain and nourish it.”

## **ZEN OUT**

Yoga and meditation help to relax the nervous system and promote healing. “Studies show that mindfulness and meditation can actually help regrow gray matter, and more gray matter is a good thing for happiness,” Dr. Heidenreich said.

## **WORK OUT**

According to Dr. Heidenreich, regular physical exercise does as much for treating depression as most of the medications on the market today.

“It's not to say that one is better than the other,” he explained. “But many studies show that exercise alone, or in conjunction with medical treatment, can have great effects on your emotional well-being.”





### FAKE IT TILL YOU MAKE IT

Body language can have a surprising effect on your mood. Dr. Heidenreich explained that purposefully smiling throughout the day, even if you do not actually feel happy, will actually boost your mood.

“One saying we have around here, especially in dealing with addictions is, ‘It is easier to act yourself into right thinking than to think yourself into right acting,’” Dr. Heidenreich said. “Meaning, doing healthy things brings about healthy thoughts and feelings faster than waiting to feel good enough to act.”

### SPEND TIME WITH YOUR PET

Cuddling with a puppy or kitten will melt anyone’s heart, but they aren’t just cute. Study after study shows that spending time with animals lowers blood pressure, slows your heart rate, promotes more regular breathing and eases muscle tension—all of which are signs of reduced stress. These have been shown to take effect faster than medication. (To learn more about the benefits of pet therapy, read about Kootenai’s therapy dogs on page 16.)

### CONSIDER THE WHOLE PERSON

Dr. Heidenreich said it is important to make sure all of a person’s basic needs are being met, what he calls a bio-psycho-social approach.

“People who are biologically healthy have a chance at thinking better and can make better choices when it comes to being physically healthy. When your bio-psycho-social needs are met, you are typically in a better state of mind,” he explained. “The challenge lies in learning to recognize those needs and in doing what you can to ensure they get met. It is not one’s vulnerabilities that are the problem; we all have those. Rather, it is vulnerabilities that aren’t recognized, accepted and addressed. A problem that is fixed is no longer a problem. Get help—it’s out there.”



### THINKING GOOD THOUGHTS

Learn more about Kootenai Health Behavioral Health Services by visiting [KH.org/behavioralhealth](https://www.kh.org/behavioralhealth). If you or a loved one experiences a crisis needing immediate attention, call the Northern Idaho Crisis Center at **(208) 625-4884** or visit [nicrisiscenter.org](https://www.nicrisiscenter.org).

# Collaborating on COPD

PHYSICIANS FROM ACROSS THE COUNTRY MET TO DISCUSS BEST CARE PRACTICES AT MAYO CLINIC

By Andrea Nagel

**Patients with** chronic obstructive pulmonary disease (COPD) can breathe a little easier knowing some of the top pulmonologists in the country are collaborating and discussing best practices and hospital readmission rates for COPD. Among them was Robert Scoggins, M.D., with North Idaho Lung, Asthma and Critical Care.

“Mayo Clinic created a collaborative event and invited Kootenai Health to attend as part of their membership in the Mayo Clinic Care Network,” Dr. Scoggins said. “Patients with COPD are chronically ill, and because of that, hospital readmission rates among that population are high. This program can help prevent a lot of those readmissions.”

## WORKING TOGETHER

Over the course of two days, attendees discussed common treatments, best practices, proper follow-up with patients and their primary care physicians, educating patients about their medications, and ways to standardize protocols.

“The goal was to develop a team of physicians to be involved with creating these protocols and figuring out the best way to track the results,” Dr. Scoggins said. “Tracking the results will allow us to adapt our treatments and care practices to better serve our

COPD patients.”

Because the Coeur d’Alene area is a popular retirement community, Kootenai Health provides care for a large COPD patient population.

## THE BEST THEY CAN GET

“We have a fairly large group of COPD patients, and our goal is to keep them out of the hospital and at home as much as possible,” Dr. Scoggins said. “This is definitely something our group wants to be involved in.”

Because patients with COPD are at a higher risk of developing other chronic health issues, such as heart disease and lung cancer, Dr. Scoggins believes proper management and education will be crucial in preventing hospital readmission.

“It’s a good thing for our community to develop a program that serves our COPD patients,” Dr. Scoggins said. “They deserve the best care they can get, and one way they can get that is through this collaboration with Mayo Clinic. It’s one of the best hospitals in the world.”



Robert Scoggins, M.D.  
North Idaho Lung, Asthma  
and Critical Care



## TAKE A DEEP BREATH

Learn more about Dr. Scoggins and North Idaho Lung, Asthma and Critical Care at [niladocs.com](http://niladocs.com) or by calling (208) 765-1252. Learn more about Kootenai Health and Mayo Clinic Care Network at [KH.org/mayo](http://KH.org/mayo).



# Protect Yourself From Injury This Ski Season



## PREPARING YOUR BODY BEFORE HITTING THE SLOPES MAY PREVENT INJURY

By Andrea Nagel

**Every year** locals and visitors alike flock to the ski hills of northern Idaho for exercise and time spent with family and friends. While most of these outings end happily and without complications, unfortunately some end with injury and a trip to the doctor's office or hospital.



Connor Quinn, M.D.  
Kootenai Clinic  
Orthopedics

"Unfortunately, as an orthopedic surgeon I see many ski-related injuries throughout the season," said Connor Quinn, M.D., Kootenai Clinic Orthopedics. "Some injuries are unavoidable, but some injuries can be prevented by properly conditioning prior to the season, warming up and stretching before your first run."

The most common injuries caused by skiing happen to the knee. Whether it is due to improper technique, ill-fitting equipment, falls or collisions, skiers' knees carry most of the burden. The most common injury in skiing is the medial collateral ligament (MCL) tear, followed by the anterior cruciate ligament (ACL) tear. The MCL is the ligament on the inner side of the knee, and injuries are most common in relatively new skiers.

MCL tears are most likely to happen when the skier is in the snowplow (or "pizza") position and he or she falls forward down the hill, or catches an edge, or when the foot is forced away from the body.

Counter to the MCL is the ACL, located inside the joint of the knee. The ACL plays a larger role in stabilizing the knee and

is often injured due to poor landings while jumping or improper weight distribution. Hyperextension is a common cause of ACL injuries, especially when the ski acts as a lever, adding more force to the knee.

Both of these injuries can be prevented by using equipment that fits correctly and by using proper technique.

"The MCL is located outside the knee joint and as a result has a good blood supply and can more often be treated nonoperatively in active individuals," Dr. Quinn said. "ACL injuries often require surgical reconstruction before patients can return to skiing or other pivoting activities. Luckily success rates from surgery are excellent, but typically require extensive rehabilitation and recovery time."

## STAY SAFE AND PREVENT INJURIES

- ▶ **Prepare.** Preparing your body before ski season will help build strength and endurance. Exercises like lunges, squats and planks will help ease your muscles into activity.
- ▶ **Check your gear.** Make sure you have all the right gear before heading up to the mountain. Check your skis, poles, boots and helmet to ensure they fit properly.
- ▶ **Use proper technique.** Stay within your experience level and focus on mastering basic techniques before advancing. Sign up for a lesson if you need a refresher.
- ▶ **Warm up.** Warm up your muscles before hitting the slopes to prevent tears and strains.
- ▶ **Be prepared.** Always ski with a friend or family member, and know how to contact ski patrol should you get hurt.



Want to know more about treating ACL/MCL injuries? Visit [KH.org/orthopedics](http://KH.org/orthopedics) or contact Dr. Quinn's office at (208) 625-6111.

# Doggone Good Therapy!

KOOTENAI HEALTH REHABILITATION SERVICES USES CANINE COMPANIONS TO HELP CHILDREN

*By Andrea Nagel*

**For years** we have been told of the health benefits pets bring to their families. In addition to companionship and comfort, pets are cited by the CDC to lower blood pressure, cholesterol and overall stress, and even help increase physical activity. Service animals not only serve as guidance for the blind but are now also trained to alert others of seizures, stroke and blood sugar levels. They also provide needed support for patients with anxiety, autism and other conditions.

Hospitals and rehabilitation centers nationwide are bringing the health benefits of dogs straight to their patients through therapy dog programs such as the one at Kootenai Health.



Cece Granger plays with Huck, the therapy dog, with assistance from her speech therapist, Linsey Willoughby.

Huck is a black lab who participates as a therapy dog at Kootenai.

“Since Huck has been a therapy dog, we have seen him bring joy to so many people at the hospital,” said Bob Reynolds, Huck’s owner. “We have had overwhelming response to his visits throughout the hospital, and we have daily requests for patients to spend time with him. Patients who are having a hard time or a bad day are instantly happy just from a visit from Huck. This is an inspiration to continue this program, because it is so rewarding for us to see him engage with so many people and make them happy just from a simple interaction.”

Speech therapist Linsey Willoughby and physical therapist Ilka Young are introducing therapy dogs, like Huck, to their pediatric patients at Kootenai Health Rehabilitation Services to help lower apprehensiveness and motivate patients, including 3-year-old Cece Granger.



## WAGGITY WELLNESS

“Cece was born with Down syndrome and benefits from outpatient therapy targeting gross motor development and communication,” Linsey said. “We’re using Huck to help build up her language by encouraging her to direct him and talk about things we’re doing with him.”

In addition to vocabulary development, Huck is helping Cece progress in physical therapy. This summer, she was working toward starting preschool and needed to be able to stand and walk independently.

“Cece has mastered the skill to stand on her own without hesitation, allowing her to start walking without assistance,” Ilka said. “She stands with a wide stance and will need to continue physical therapy to work on her quality of gait, strength, balance and coordination in order to facilitate a closer to normal pattern of walking.

“I enjoy working with Huck. He is a motivating factor for Cece. I am looking forward to using a

therapy dog during physical therapy sessions when appropriate. It is amazing how the children respond and it allows clinicians like myself to tailor treatment in a manner that will progress each child toward their individual functional mobility goals.”

Cece’s mother, Aimee Fahnstrom-Burley, has been bringing her to rehabilitation since she was an infant. She said she is excited about introducing Huck into Cece’s therapy and hopes he can help.

“We’ve been working with Linsey and Ilka for most of Cece’s life,” she said. “They understand what gets her excited and motivates her, and incorporate that into their work. Cece loves animals, especially dogs, so to have Huck here is great.”

## GROWTH THROUGH INTERACTION

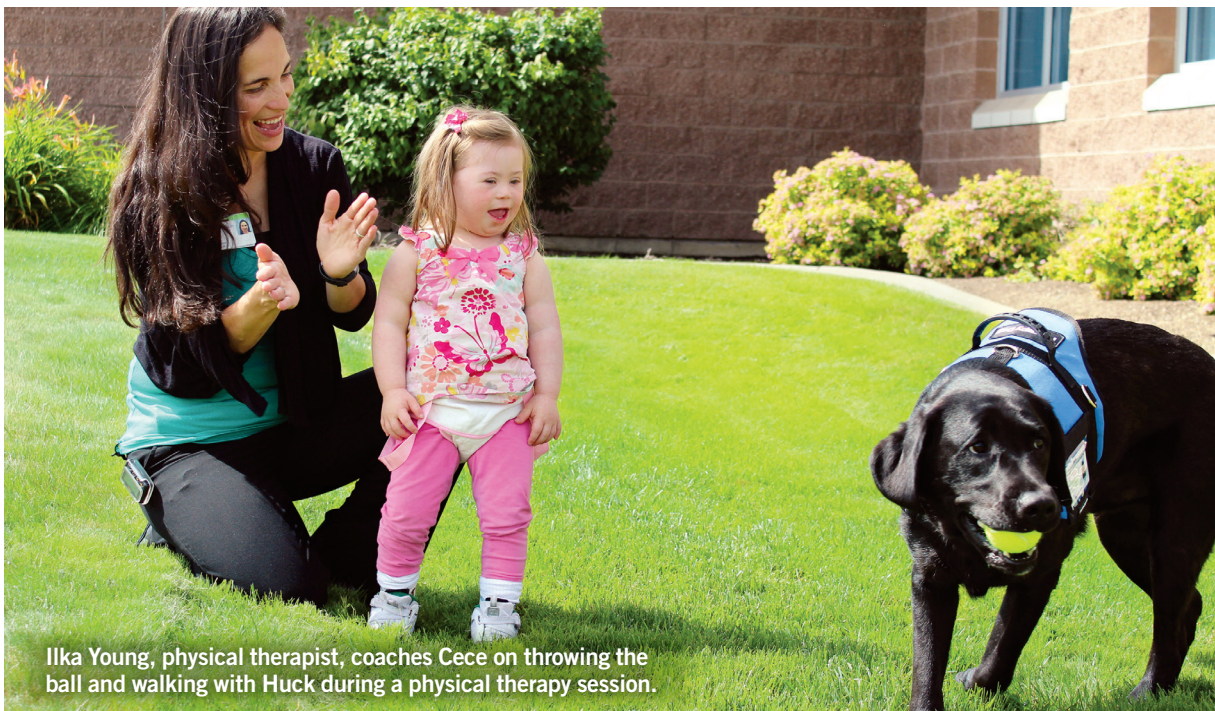
Linsey said she is currently incorporating Huck and another therapy dog, Buddy, into several patients’ therapy routines, three of which are children with autism.

“The goal with the therapy dog program for these children is to increase their engagement and awareness of other living beings, while encouraging appropriate interaction and language use,” Linsey said. “I am hoping to continue to use and expand the program with many of my pediatric patients. I believe the use of dogs in therapy can help pediatric patients learn vocabulary such as *paw*, *ear*, *fur*, *hairy*, *leash*; learn to direct by commanding the dog to sit, stay, shake, fetch; and attend to the needs of another being. With some practice, use of the therapy dog program may enable children with pragmatic delays (difficulty with social skills) to foster friendships by initiating appropriate conversation with others.”



## TO LEARN MORE

about Kootenai Health Rehabilitation Services, visit [KH.org/rehab](http://KH.org/rehab) or simply call (208) 625-5311. To learn more about pet therapy training through Bright and Beautiful, visit [golden-dogs.org](http://golden-dogs.org).



Ilka Young, physical therapist, coaches Cece on throwing the ball and walking with Huck during a physical therapy session.

# Magnet for Quality

## KOOTENAI HEALTH NURSES PRESENTED AT NATIONAL MAGNET CONFERENCE

By Tyler Wilson

**Billed as the largest** nursing conference in the United States, this year's American Nurses Credentialing Center (ANCC) National Magnet Conference was scheduled to feature research findings by Kootenai Health professionals. Although the conference was cut short due to Hurricane Matthew, one project, led by Coeur d'Alene School District school nurse and health care coordinator Cindy Perry, B.S.N., R.N., N.C.S.N., spotlighted one of Kootenai Health's foremost community outreach programs.

Cindy, a Kootenai Health employee, has worked with the school district since 1999 to expand the presence of in-school nurses. Her poster presentation at this year's conference focused on the impact

of a part-time nurse at Venture, Coeur d'Alene's alternative high school.

"We as a hospital believe this is important enough to support," she said. "We believe it is good for the community. I feel like other communities could benefit from that support."

### ABOUT MAGNET

The ANCC National Magnet Conference attracts over 9,000 nurses and other health care professionals from hospitals around the world.

"It's a great place for nurses to be energized, learn about the structure of the Magnet nursing model, collaborate with other nurses and bring that information back to their colleagues," said Robert Mendenhall, Kootenai Health's Magnet

Document and Communications Coordinator.

Obtaining Magnet Designation is a considerable achievement for health care organizations, and the requirements evolve and expand frequently. Kootenai Health was first designated in 2006, redesignated in 2011, and is now in the process of its third redesignation, based on the most recent Magnet manual updates. Kootenai's Magnet status is retained through the process.

"The team is optimized to apply best practices, to have everybody's voices heard and to have patient-focused care," Robert said.

Joan Simon, Chief Nursing Officer at Kootenai Health, said Magnet originated as a means for hospitals to draw and retain quality nurses.

## PUTTING SUCCESS ON DISPLAY

Kootenai Health Chief Nursing Officer Joan Simon said the hospital typically sends 10 to 15 professionals to attend the annual Magnet conference. Kootenai Health also sends professionals with research projects that showcase successful implementation of Magnet principles.

Although this year's conference in Orlando, Florida was cut short due to threats from Hurricane

Matthew, here are this year's Kootenai Health presentations that were scheduled for the ANCC national Magnet Conference:

- ▶ Cindy Perry gave the poster presentation, "Nursing at an Alternative High School: Improving Health for a Healthy Future."
- ▶ Claudia Miewald gave a poster presentation, "Effects of Education on Outlooks and

Beliefs of Medical-Surgical Nurses Caring for Psychiatric Patients"

- ▶ Together with Joan, Walt Fairfax, M.D., led a podium presentation entitled, "Making Harm Visible: Leveraging Transparency and Leadership Commitment for Improved Patient Outcomes."
- ▶ Carlana Coogle gave the poster presentation, "Improving Emergency Severity Index Score With an Email: Can It Be This Easy?"





**STRONGER TOGETHER:** From left, Connie Drager, B.S.N., R.N., the on-site nurse at Venture, and Coeur d'Alene School District School nurse and health care coordinator Cindy Perry teamed up to make sure students receive high-quality care.

## WHAT ATTRACTS EXCELLENCE?

“Back in the 1980s, there was a huge nursing shortage, and some of the nursing leaders at the time noted there were several hospitals that didn’t seem to have a problem recruiting nurses,” Joan said.

After researching those hospitals, certain constants were found that eventually became the foundation of the Magnet model.

“Magnet reviews its standards and makes them a little bit tougher each time,” Joan said. “It’s about sustaining good outcomes. You have to show what work you’ve done to improve patient outcomes.”

The Magnet Recognition Program is a nationally respected designation. *U.S. News & World Report* utilizes Magnet status as a primary competence indicator for its assessment of almost 5,000 hospitals.

A major part of the Magnet model is the focus on interdisciplinary collaboration for the benefit of patients. That starts with nurses having a voice through an entire organization.

“The people at the bedside are the leaders driving change,” Robert said. “Nurses are collaborating with other professionals to improve patient care.”

## A POWERFUL BOOST

Venture, which began in the district as Project CDA (Creating Dropout Alternatives), provides fundamental education and technical training for students who have previously struggled in more traditional classrooms.

Coeur d’Alene School District school nurse and health care coordinator Cindy Perry obtained a grant to fund a half-time nurse at the school, with the hope that the school’s smaller population would be ideal for measuring the nurse’s impact on overall health and attendance numbers.

“In the long run, it benefits everyone to have those kids in school and learning and becoming responsible, healthy citizens,” Cindy said.

The grant is now entering its third year, with Connie Drager, B.S.N., R.N., serving as the on-site nurse at Venture. Care includes the management of prescribed medications, assessment of day-to-day health complaints, development of chronic care programs, overall health advisement, and much more.

The results so far are encouraging, as attendance rates at Venture have climbed steadily since Connie’s hiring. Those findings are the subject of Cindy’s conference presentation, which she hopes will make an impact on other health care professionals attending the event.

“I would like to think other communities might be able to look at what Kootenai Health has done in providing nurses in the school district and maybe see that as a way to contribute to their communities,” Cindy said.

While Cindy is an employee of Kootenai Health, the school district has continued to expand its budget for in-school nurses under her direction. Perry said the district has been able to add a full-time or half-time nurse almost every year since she started in the position.

“Most schools now have a nurse at least half-time,” Cindy said. “The national recommendation is one nurse for every 750 healthy students. If we were doing that, we’d have two nurses in some of our schools. So it’s still not what’s recommended, but it’s better than what it was before.”

Cindy hopes her findings will increase support for in-school nursing programs nationally.

# The Doctor Will See You Now

## KOOTENAI CLINIC POST FALLS OPENS TO PATIENTS

By Andrea Nagel

**Post Falls residents** will start to see construction crews get smaller as work on the expanded Kootenai Clinic building comes to an end.

The second floor of the expansion is now open. Kootenai Clinic OB-GYN, Family Medicine and Kootenai Heart Clinics Northwest occupy this new space. All three clinics are now nearly double the size of their former locations, and Heart Clinics expanded to include space for stress tests, which were not previously offered

in the Post Falls location.

“We’ve done our best to minimize the effects of construction on patient care,” Derek Miller, Director of Facility Planning and Property Management, said.

“Having the additional space allows for a better workflow for our staff and provides a better experience for our patients.”

### EASE OF ACCESS

The new main entrance to the building is also open. Patients and their families can now drive

up under a covered drop-off area with easy access to the entrance before parking. This provides families and caregivers a much better option when arriving for appointments.

“Before construction, the parking lot was very long, and patients often had to walk from the back of the lot,” Derek said. “Having this drop-off area makes the building much more accessible and patient-friendly. We’re excited to be able to improve the patient experience at our Post Falls location.”







Derek Andersen, nurse manager at Kootenai Health, pictured with Julie Lowe, RN, works closely with his team to establish strong communication with their patients.

# Go for the Gold!

## KOOTENAI HEALTH AWARDED GOLD INNOVATION AWARD BY PRESS GANEY

By Andrea Nagel

**Kootenai Health** was awarded the Gold Innovation Award from Press Ganey for Improving Patient Experience by Serious Game Strategy. Kootenai was selected from more than 50 submissions nationwide for the award.

“Providing an exceptional patient experience at Kootenai Health is our highest priority,” said Joan Simon, Kootenai Health Chief Nursing Officer. “Kootenai Health leadership developed a strategic plan to address lower than desired patient satisfaction scores. Engaging our unit managers has been key to our success. Introduction of the Patient Experience Challenge has been a fun, innovative way of accomplishing our goal.”

The “Patient Experience Challenge” was developed and implemented in April 2015. To test the challenge, hospital units first focused on one area of improvement, communication with nurses. Unlike other friendly competitions or incentives designed to meet short-term goals, the Patient Experience Challenge was developed

to last over time and evolve to move participants to higher levels of competency and skill.

Applications for the Innovation Award were reviewed by an independent panel identified by Press Ganey using scoring criteria that include:

- ▶ Degree of actual improvement
- ▶ Scope of change
- ▶ Degree of innovation
- ▶ Ability to spread the idea externally
- ▶ Nature of barriers that had to be overcome

Innovation Awards were given at the Gold, Silver, and Bronze levels, as well as honorable mention. Kootenai Health received the Gold Innovation Award due to the high level of creativity and degree of improvement.

“It’s exciting to see our strategy be successful,” Joan said. “Managers began to engage by reviewing and monitoring their communication quality scores and sharing them with their staff. Each unit’s methods of communicating with patients were improved.”



**APPLY WITHIN!** Know someone looking to join a compassionate, innovative care team? Visit [KH.org/careers](https://www.kootenaihealth.org/careers) for a complete list of job openings.



Joseph Bowen, M.D.,  
Kootenai Clinic Orthopedics



# How to Live With Arthritis

**Q I have been diagnosed with arthritis. Does that mean I need a total joint replacement?**

Once the diagnosis of arthritis has been established, the thought of surgery can seem overwhelming. I like to start with questions that give me a sense of how much of an effect the arthritis has on a person's life. Once I have established the personal cost of arthritis, it is then good to understand the treatment options that are available.

Arthritis has been treated for centuries without surgery. The first treatments that people try are usually nonsurgical. Avoiding activities that make it hurt; using an aid, like a cane, a staff or braces; anti-inflammatories; ice; and physical therapy are all tools that will help ease the pain of arthritis. While these treatments do not fix the arthritis, they do help a person to live with it.

Many patients are concerned that this new onset of pain and dysfunction represents active damage to the joint. The pain, coupled with a new diagnosis of arthritis,

can make it seem like surgery is the only option. The good news is that a person can live with an arthritic joint for years if they choose. The hip or knee replacement to "cure" the arthritis is the same if a person has surgery now or waits five years.

## WHAT ARE YOUR PRIORITIES?

One of the tools that I use when trying to determine if surgery is the best option is to have my patients imagine a large circle. In that circle go all of the things a person does in life: hunting, fishing, hiking, gardening, work, playing with grandkids, etc. Arthritis makes the circle smaller so that there is not room for certain activities. Gradually, like a sailor on a sinking ship, a person will throw out the things they enjoy in order to keep their life afloat. Usually, if the arthritis is severe, all that is left are the necessities.

The best option to help you with this decision is to make an appointment with an orthopedic surgeon. There you will get an opinion about your arthritis, learn about the options for treatment, and develop an informed plan to deal with your arthritis.

**LEARN MORE** If you would like to learn more about Kootenai Clinic Orthopedics, visit [KH.org/orthopedics](http://KH.org/orthopedics). To schedule an appointment with Dr. Bowen, call **(208) 625-6700**.



# Events & Classes



## PRENATAL CLASSES

Classes meet in Kootenai's Health Resource Center unless otherwise noted. Space is limited. To register or for more information, call **(208) 625-6050**.

**Prepared Childbirth Classes | \$40**

**Bringing Baby Home | \$15**

**Breastfeeding Basics | \$15**

**Safe Kids Car Seat Inspections | Free**

**Thursdays, 1 to 4 p.m.**

Kootenai Health Rehabilitation Services, east entrance  
Call **(208) 625-4642** for an appointment.

## FITNESS AND WELLNESS

**Activity for Life | Varies**

Supervised open gym activity for those with cardiac or pulmonary conditions. Call **(208) 625-4690** for more information.

**Aquatics Classes | Varies**

**Weekdays**

McGrane Center pool  
Formats, times and prices vary.  
Call **(208) 625-5311** or go to **KH.org/rehab**.

**Balance and Fitness | Free**

**Mondays, 1 to 2 p.m.**

**Second, third and fourth Wednesdays, 1 to 2 p.m.**

Heart Center Classroom

This is a free exercise program for adults who want to improve their strength, balance, flexibility and mobility while decreasing their risk of falling. Call Donna Kalanick at **(208) 625-5722** for more information.

**Community Cardiac Education | Free**

**Thursdays, 9 a.m. and 1 p.m.**

Heart Center Classroom

**Weekly Topics:**

**First Thursday, Stress Reduction**

**Second Thursday, Nutrition**

**Third Thursday, Medication**

**Fourth Thursday, Nutrition**

**(208) 625-4690**

**Diabetes Classes | Varies**

Kootenai Clinic Diabetes and Endocrinology hosts several classes for people managing diabetes. For more information or to sign up, call **(208) 625-5500**. Individual education options are also available.

**Bimonthly, Wednesdays, Basic Class**

**Fridays, Gestational Diabetes Class**

**Bimonthly (call for dates), Diabetic Nutrition Course**

**Bimonthly (call for dates), Diabetes Refresher Course**

## SUPPORT GROUPS

Support groups meet at Kootenai Health unless otherwise noted.

**Women's Cancer Wellness Support**

**Mondays, noon to 1 p.m.**

Kootenai Clinic's Cancer Services Post Falls, 1440 E. Mullan Ave.  
Call **(208) 625-4938**.

**Cancer Support**

**Wednesdays, 1 to 2:30 p.m.**

For those whose lives have been affected by cancer.

Call **(208) 625-4713**.

**Type 1 Diabetes Support Group**

**Second Wednesday of each month, 6 p.m.**

For those managing type 1 diabetes. Call **(208) 625-5500**.

**American Cancer Society**

**Look Good...Feel Better**

**Second Monday of the month**

This free program helps women facing cancer with the appearance-related side effects of their cancer treatment. A cosmetologist will teach beauty techniques and help with head coverings. Call **(303) 912-0211**.

**Mended Hearts**

**Third Thursday of the month, 3:30 to 4:30 p.m.**

Former cardiac patients help support others with cardiac or pulmonary diseases. Call **(208) 625-4690**.

**Ostomy Support Group**

**Third Thursday of each month, 6:30 to 9 p.m.**

Join us for a presentation on ostomy support and wound care. Call Shari Gabourie at **(208) 625-6627**.

**Pulmonary Support Group**

**Second Tuesday of each month, noon to 1:30 p.m.**

Education and support to help improve your quality of life. Call **(208) 625-4691**.

**Parkinson's Tele Health**

**Second Monday of each month, 2 to 3 p.m.**

View presentations and ask regional experts questions via live streaming. Call **(208) 635-5243**.

**Follow Us**



**DISCOVER MORE**

Call **(208) 625-6050** for more information or to register.



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by John Gordon



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# Festival of Trees

## A Charitable Event

**The Coeur d'Alene Resort | November 25-28, 2016**

**Friday d'Lights | Nov. 25 | 5 - 8 p.m. (open to the public)**  
Sponsored by Kootenai Health Auxiliary

**Festival Brunch\* | Nov. 26 | 9 - 11 a.m.**  
Sponsored by North Idaho Eye Institute

**Gala\* | Nov. 26 | 5 p.m. to midnight**  
Sponsored by Mountain West Bank

**Family Day | Nov. 27 | 11 a.m. - 4 p.m. (open to the public)**  
Sponsored by Numerica Credit Union

**Children's Workshop | Nov. 27 | 11 a.m. - 3 p.m. (open to the public)**  
Sponsored by Coeur d'Alene Pediatrics

**Fashion Show Luncheon\* | Nov. 28 | 11 a.m. - 1:30 p.m.**  
Sponsored by Friends of the Foundation  
Robert Yuditsky, Scarlet Kelso, Matt DiNinno, and Cory Baer

**Fashion Show Dinner\* | Nov. 28 | 5 - 8 p.m.**  
Sponsored by Mountain Power Construction

**Fashion Show Production**  
Underwritten by Wells Fargo

***\*Advance Reservations Required***



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