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ISSUE 3 | 2017

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Kootenai Health

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August 2017



Jon Ness, CEO

Thank You for Your Patience

For those of us who call northern Idaho home, it's no surprise to hear our community is growing. What is surprising is to hear that growth quantified as a statistic. Recently, the Idaho Department of Labor's regional economist, Sam Wolkenhauer, forecast that in the 10 years between 2015 and 2025, northern Idaho's population will grow more than 14 percent. That's more than 31,000 new friends and neighbors!

At Kootenai Health we are working to be ready. As your community hospital and the regional referral center for all of northern Idaho, it is our responsibility to provide the care you—and our 31,000 new friends and neighbors—need to maintain good health. That is one of the important reasons we have invested so much in the expansion of your hospital.

As the CEO of Kootenai Health, I am impressed and humbled by the patience and understanding you continue to show through our expansion work. You and our community have been and continue to be gracious throughout our east expansion, parking area improvements, Kootenai Clinic Post Falls development, surgical suite expansion and emergency department growth. You have been the best traveling companion we could ask for on our journey to expand care options in northern Idaho. Thank you!

While many of these projects are in our rear-view mirror and others are well underway, there will be more to come. Although change always brings temporary challenges, when change is required to meet the needs of our rapidly growing community, we know it is a change we can all embrace.

Wishing you good health,
Jon Ness



Open for Business

The first phase of the Surgical Services expansion is now open

By Andrea Nagel

Patients coming to the hospital for surgery have a different view these days. The new Surgical Services lobby, located directly above the main North Entrance lobby, provides a large, comfortable reception and waiting area with 85 seats.

By the time the project is complete in 2018, the surgical department will grow from 17,350 square feet to 38,811 square feet.

“The increased space and functionality being added to the surgical department is astounding,” said Derek Miller, director of Planning and Property Management at Kootenai Health.

“Patients will now have private pre-op rooms, and the operating rooms themselves are nearly double the size of the existing ones.”

Three of the new operating rooms are now being used. In order to maintain the desired level of functionality, the project is being completed in four main phases to avoid limiting the number of patients being served.

“Both the emergency and surgical departments expansions are unique in that we need to maintain a certain level of patient care throughout the process,” Derek said. “Multiple phases are helping us maintain the level of care our patients expect.”



Watch us grow!

Track Kootenai Health’s expansion progress at KH.org/expansion.

Phase 2 Project Highlights



Construction began in May 2016 and is estimated to be complete in the summer of 2018.



\$45.2 million

Emergency department



Addition of 7,000 square feet in the emergency department

38

Increase the emergency department to 38 rooms



New emergency entrance, drop-off area and updated waiting room



A new “results waiting area” that will provide a comfortable space for patients who are waiting for test results



A newly designed ambulance drop-off area that can handle five ambulances

Surgical services



The department will grow from 17,350 square feet to 38,811 square feet.



Three additional operating rooms will be added for a total of 11.

17

The post-anesthesia care unit (PACU) will grow from 11 bays to 17 bays.



Pre-op/post-recovery unit will also be expanded from eight bays to 20 rooms.

Helping Staci Fight on

**Staci Armes
tackles cancer for
a second time**

By Andrea Nagel

In 2014 Staci Armes was diagnosed with breast cancer. After discovering a lump and burning sensation in her left breast, the then 39-year-old, single mother of three worked with her care team to develop a treatment plan.

"We made the decision to do a double mastectomy with reconstruction because I didn't want the cancer to come back," Staci said. "It was a long process from start to finish, but the reconstruction went well, and I felt it was worth it."

In addition to surgery, Staci received 12 rounds of chemotherapy and five-and-a-half weeks of radiation therapy. Following her treatment, Staci said she

felt good and was able to get back to her favorite activities. As a former high school and college volleyball player, sports and outdoor recreation play a big part in her life.

"I still play in a volleyball league," she said. "My two girls play volleyball, and I like to ride dirt bikes with my son. It was good to start to feel normal again."

Then, in September 2016, just short of her second anniversary of completing her treatment, Staci noticed a strange feeling in her eye.

"I asked my co-worker if I had something in my eye, and she said she didn't see anything," Staci said. "Ten minutes later I had a seizure on the sidewalk outside our office."

Staci's co-worker took her to the hospital where they discovered that her cancer had metastasized to her brain. Six tumors, ranging in size from 5 millimeters to just over an inch, lined her brain.

"Staci developed lesions on her brain because breast cancer can metastasize anywhere in your body," explained Jodi Schmidt, clinical navigator with Kootenai Cancer Services. "The brain is a prime spot, because chemotherapy doesn't easily cross the blood-brain barrier, so cancer cells can find refuge there. Staci had 15 radiation treatments to treat the lesions in her brain."

Throughout the process, Staci has found support from her mother and aunt, both cancer survivors, as well as her children.

"I feel like the second time around has hit me more emotionally," Staci said. "The first time around, my kids were pretty young, but now my oldest is 12 and has a better understanding



Staci Armes with her children, J.T., Hailey and Samantha, at Tubbs Hill in Coeur d'Alene in 2016.



of what's going on. When I told them about my second diagnosis, he looked at me and said, 'Mom, I know you'll beat this. I know you're strong and you'll beat this.'"

In addition to family support, Staci has been able to work with the Kootenai Clinic Cancer Services social services team to put together payment plans and research additional assistance options.

"The first time around, I didn't want to ask for help—I'm not the type of person to ask for help," Staci said. "But I so appreciate their support. Some of my friends and co-workers also organized a fundraiser with local

businesses in Rathdrum, and it turned out really well. It's amazing the amount of people that will come out to support you, especially in a small town."

Today, Staci is doing well and being maintained on a daily hormone-blocking pill called an aromatase inhibitor. Jodi said she has no evidence of disease anywhere else in her body, and she will get periodic scans to monitor for any potential issues.

"I have always been impressed by how well Staci has done through all of this," Jodi said. "She has always had an attitude that seems to be of acceptance and making the best of the situation for herself and her family."

Support Local Cancer Patients

You can help support local cancer patients, like Staci, by attending these upcoming events or donating to the Kootenai Health Foundation's Cancer Patient Support Fund. Be sure to visit the Kootenai Clinic booth to learn more about our services and ways to support patients and their families.

Chicks 'N' Chaps

Friday, Aug. 25, 1 to 5:30 p.m., North Idaho Fairgrounds
Join us for the ninth annual women-only rodeo clinic. Proceeds will benefit the Fair Foundation and Kootenai Health Foundation. Join us later that day for Paint the Fair Pink and the Gem State Stampede PRCA Rodeo. Learn more and register at northidahostatefair.com.

Race for the Cure

Sunday, Sept. 17, 9 a.m., North Idaho College
Learn more and register at komenidaho.org.



Your support matters

Donate to the Cancer Patient Support Fund by contacting the Kootenai Health Foundation at **(208) 625-4438** or visit KH.org/foundation for more information. To learn more about Kootenai Clinic Cancer Services, visit KH.org/cancer.

We've Got Your VBAC

Family Birth Center now offers vaginal birth after cesarean

By Andrea Nagel

Pregnancy and birth are deeply personal experiences. Every woman has her own way of navigating her journey into motherhood and planning for the birth of her child. Kootenai Health's Family Birth Center is proud to offer expectant parents as many options as possible for their birth experience. Recently added to this long list of options is VBAC, or vaginal birth after cesarean.

While VBAC is a good option for many women who delivered via C-section previously, it is considered high-risk and is not appropriate for everyone.

"Good candidates for VBACs are patients who have had a VBAC before or someone who previously had a C-section that was done for breech presentation or fetal distress in labor," said Brenna McCrummen, M.D., Kootenai Clinic OB-GYN. "The baby should be in the head-down position and be an appropriate size. Ideally, labor for these patients will start spontaneously, though there are some instances where induction may be appropriate."

Women consider delivering via VBAC for many reasons: Delivering vaginally allows them and their partner to actively participate in the delivery, it may help reduce risks associated with having multiple C-sections, and it offers a shorter recovery time.

"I had a C-section with my first baby and was hoping for a better recovery process the second time around," said Sarah Donahoe, one of Kootenai's first VBAC patients. "I knew I didn't want to do that again. Luckily, everything went very smoothly, the recovery was

much easier and it was one of the best hospital experiences I've had."

To accommodate VBAC deliveries and prepare for potential emergency C-sections, the Family Birth Center staff needed to make sure several safety measures were in place.



“Kootenai Health is now well-equipped to offer VBACs safely,” said Dr. McCrummen. “We now have 24-hour dedicated anesthesia care, two available C-section operating rooms and OB physicians who have committed to being on-site at the hospital for the entire duration of a patient’s labor while she is attempting VBAC.”

If you think you may be a good candidate for a VBAC delivery, start the conversation with your OB-GYN provider.



**Brenna McCrummen, M.D.,
Kootenai Clinic OB-GYN**



**Looking
for an
OB-GYN?**

Visit [KH.org/obgyn](https://www.kh.org/obgyn)
to see a list of Kootenai
Clinic providers.



Meet
our new
providers



Alicia Ogram, M.D.
Kootenai Clinic Dermatology

Starts: Aug. 28

Tell us a little bit about you and your family:

I am originally from the Washington, D.C., area, where I spent most of my life until I met my husband (Matthew Bean), who is from Coeur d'Alene. We recently spent a busy five years in Phoenix where my husband did his residency, and we have three children: identical twin boys, now 4 years old, and a 2-year-old girl.

Why did you pick your specialty?

There are so many reasons! I love that the skin can show clues about internal health. I feel like a detective every time I am examining someone's skin. I also enjoy getting to know families and forming relationships over time.

What can patients expect when they show up for their first appointment with you?

I am very thorough, careful and, as my patients tell me, cheerful. I read a lot of dermatology literature and enjoy sharing what I learn with my patients so we can come up with a treatment plan together.

What are some of your hobbies?

I love to bake, hike and run around with my kiddos! I also love to dance with my husband; we have been learning to dance swing, two-step and cha-cha.

What drew you to Kootenai Health?

I was drawn by the Kootenai Health mission to serve the needs of a growing community, as well as the high caliber of the other physicians and staff I will collaborate with. As Kootenai Clinic's first dermatologist, I have an exciting opportunity to design and build a unique practice.

What is your favorite health tip?

There are so many ways to improve your skin, but one of the simplest and most effective ways is to make sunscreen use a part of your daily routine. Choose one that is SPF 30 or higher, and keep it next to your toothbrush so it becomes part of your morning regimen. Keep an extra in the car, just in case.

To schedule an appointment, call **(208) 625-4260**.



Matthew Bean, M.D.
Kootenai Clinic
Family Medicine

Started: July 10

Tell us a little bit about you and your family:

I grew up in Coeur d'Alene. I am married to the love of my life (Alicia Ogram), and we have three small children: twin 4-year-old boys and an almost 2-year-old daughter. We are thrilled to be moving back to the area.

Why did you pick your specialty?

I initially chose family medicine because I loved delivering babies and practicing women's health and sports medicine. I now love family medicine because of the relationships that I develop with my patients and their families. I love how I am able to help patients over the broad scope of medicine and life: from kids, to sports medicine, to women's health, to mental health, to living and being healthy.

What can patients expect when they show up for their first appointment with you?

I want to get to know you beyond your medical history. What do you enjoy? How many kids do you have? What makes you you? Medically, I will advise you based on what the evidence has shown and come to a shared decision with you about your care.

What are some of your hobbies?

Running, biking, swimming, skiing and reading.

What drew you to Kootenai Health?

I have always enjoyed teaching. When I heard that Kootenai Health had an opening in its family medicine residency (training for new doctors), I had to apply. The high quality of people working at Kootenai Health and the program made me want to work here.

What is your favorite health tip?

Exercise is medicine. It pretty much makes everything better.

To schedule an appointment, call **(208) 625-6000**.



Ramsis Benjamin, M.D., M.P.H.
Kootenai Clinic
Neurology

Started: April 17

Why did you pick your specialty?

In 1990, President Bush designated the '90s as "Decade of the Brain." The Library of Congress and the National Institute of Mental Health received a large amount of federal funding for research. Because of this, I went to the National Institute of [Mental] Health in 1993, where I worked on G-protein mutations on McCune-Albright disease.

What can patients expect when they show up for their first appointment with you?

I work with my patients to cover every detail of their medical history, because anything, however trivial, can be used to make the proper diagnosis.

What are some of your hobbies?

I love history and would like to know more about Abscam and the congressional "Private Bills" of the 1970s, as well as the group of artists that created Fauvism in the early 1900s. I'm also looking forward to riding the Hiawatha Trail.

What drew you to Kootenai Health?

The great team of physicians that I'll be working with, including Drs. Britt, Schreiber, Lavy and Hampton.

To schedule an appointment, call **(208) 625-5100**.



Magdalena Greene, M.D.
Kootenai Clinic Internal Medicine

Started: July 10

Tell us a little bit about you and your family:

I am married and have three children. I grew up in Hayden, and I am incredibly excited to be practicing medicine in my hometown.

Why did you pick your specialty?

Internal medicine allows me to be involved in prevention, as well as management of chronic illness. I am excited to be able to spend time with my patients, get to know them well and work together to achieve their best health.

What can patients expect when they show up for their first appointment with you?

I will be prepared to find out a thorough history that will provide important background for future visits. Establishing this foundation at the first appointment is imperative to our doctor-patient relationship.

What are some of your hobbies?

I enjoy running, biking and playing the piano.

What drew you to Kootenai Health?

Kootenai Health is making incredible strides to be in tune with and take care of the needs of the community. It is evident in the goals of the organization and in the leadership's work toward those goals.

What is your favorite health tip?

Prevention is key. Also, small changes in habits can lead to big results.

To schedule an appointment, call **(208) 625-4515**.



Jonathan Stabler, M.B.Ch.B.
Kootenai Clinic Internal Medicine

Joining this fall

Tell us a little bit about you and your family:

My wife and I have three children. We lived in New Zealand and Australia before moving to Idaho.

Why did you pick your specialty?

I enjoy the diversity seen in internal medicine and the possibility of seeing patients over extended periods of time.

What can patients expect when they show up for their first appointment with you?

Patients can expect to find a physician and health care team that's compassionate, interested and dedicated to working with them to improve their physical and mental health.

What are some of your hobbies?

Unfortunately, between residency, marriage and three children, all my hobbies took a backseat. I'm looking forward to hockey, enjoying the outdoors and fishing—new hobbies to replace those I've had in the past.

What drew you to Kootenai Health?

I rotated on two occasions to Kootenai during my internal medicine residency. I thoroughly enjoyed working with the providers and patients here and knew it was an organization that I wanted to continue to be involved with.

What is your favorite health tip?

You can try all the diets and supplements you want, but nothing will work or produce lasting benefits as well as eating a healthy diet and exercising regularly.

To schedule an appointment, call **(208) 625-4965**.

When Waiting a Day Won't Do

Same-day care now available at Kootenai Clinic Orthopedics

By Andrea Nagel

When your favorite activities take you down, Kootenai Clinic Orthopedics builds you back up.

Living in an area known for outdoor recreation and sporting events, we know that injuries to the knees, ankles and shoulders are plentiful. To help provide timely care for our active community, Kootenai Clinic Orthopedics now provides same-day appointments for patients with acute injuries.

"The same-day clinic will create improved access to orthopedic care for our community," said Joseph Bowen, M.D., of Kootenai Clinic Orthopedics. "It's important to address injuries like fractures in a timely fashion and for people to feel like they don't have to leave the area to receive care."

Same-day appointments are available for:

- Sports-related joint or muscle pain
- Sprains
- Tears
- Fractures
- Dislocations

"The launch of this clinic represents many months of hard work for Kootenai



Joseph Bowen, M.D.



Connor Quinn, M.D.



Jonathan Linthicum, M.D.

Clinic," Dr. Bowen said. "Access is really what it is all about. There is potential for people to get hurt in the time between their injury and when they see a provider, and the same-day clinic

meets this need. Some of my favorite patients are those who have had a difficult time getting an appointment and come in for a quick visit so we can address the problem."



When you need care right away

If you or a family member has an acute injury and needs to be seen promptly, please call our one-call scheduling phone number at

(208) 625-6636 to make an appointment with one of our providers.

To learn more about Kootenai Clinic Orthopedics, visit

KH.org/orthopedics.

Keen on Kidney Care

Nephrology Clinic joins Kootenai's family of specialty services

By Stacie Jones

There is a direct relationship between nutrition and kidney health. For Emily Petersen, M.D., who originally set out to become a nutritionist, it was this connection that steered her toward nephrology in medical school, and it's now central in her approach to patient care.

Simple changes matter

"As nephrologists, we focus a lot on the role of nutrition and exercise in the management of kidney disease and hypertension," said Dr. Petersen. "Sometimes simple alterations in diet and lifestyle—like avoiding animal protein and increasing activity level—can reverse many issues, without the need for more medications."

Dr. Petersen is one of three nephrologists at Kootenai Clinic Nephrology, the newest addition to Kootenai Clinic's comprehensive network of specialty clinics. Brendan Mielke, M.D., and Kristie E. Jones, M.D., also practice at the clinic. The three providers are board-certified in nephrology by the American Board of Internal Medicine.

What is nephrology?

Nephrology is the branch of internal medicine that focuses on the diagnosis and treatment of kidney disease.

"We manage patients with chronic kidney disease who have impaired kidney function, as well as patients with kidney failure who are on dialysis," Dr. Petersen said. "We

also provide post-transplant care and treatment for patients suffering from severe hypertension issues."

The clinic offers treatment for adults with a range of kidney problems related to diabetes, hypertension, acute injury, inflammation of the kidneys and autoimmune diseases. Kootenai's nephrologists also care for

hospitalized patients who have developed kidney failure related to other illnesses, such as severe sepsis or heart failure.

Currently, more than 150 patients seek dialysis care through the clinic, with dialysis units located in Coeur d'Alene, Post Falls, Hayden and Moscow.

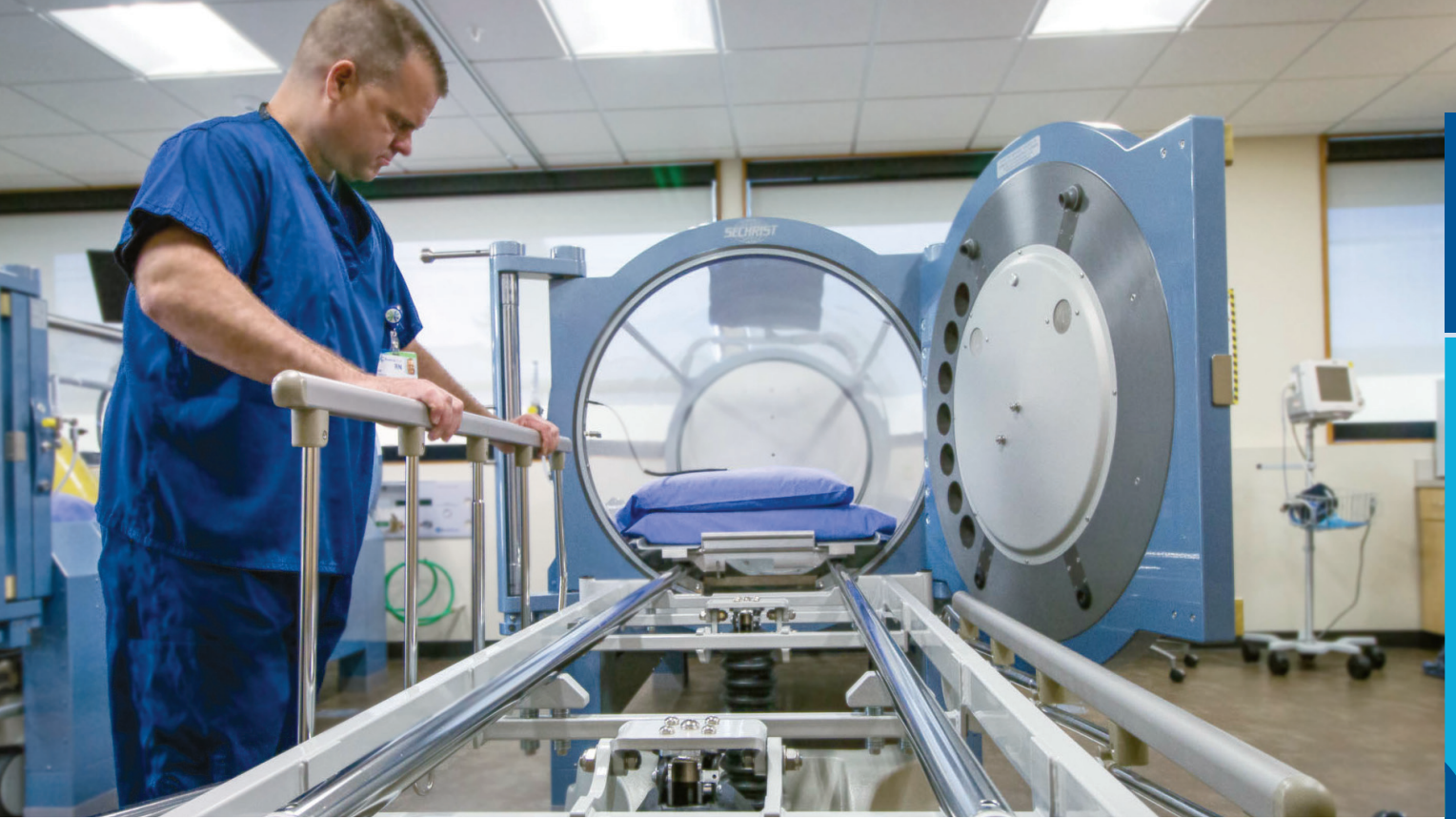


Kidney concerns?

Find out how Kootenai Clinic Nephrology can help at [KH.org/nephrology](https://www.kootenaihealth.org/nephrology).



From left: Calista Comstick, PA; Brendan Mielke, M.D.; Kristie Jones, M.D.; and Emily Petersen, M.D.



Jeffrey Smith, Kootenai Clinic Wound Care clinical supervisor, demonstrates how the hyperbaric chambers operate. Hyperbaric oxygen therapy helps accelerate healing as well as the body's ability to fight infection.

The Healing Power of O₂

New clinic provides advanced wound care

By Stacie Jones

Slow or nonhealing wounds

may lead to serious problems, like bone infection, sepsis and even amputation. At Kootenai Clinic Wound Care, patients receive specialized treatment to heal chronic wounds quickly and avoid further pain, illness and other medical consequences.

"While we provide knowledge and care to help patients with any kind of wound, we focus primarily on chronic wound care, particularly diabetic foot wounds, which are a big medical problem in our community," said Natalie

Cooper, M.D., a provider with Kootenai Clinic Wound Care.

In a healthy body, most wounds—such as cuts or burns—heal on their own within two to three weeks. But for some patients with certain health conditions, even minor wounds require extra medical attention.

"If a wound hasn't healed after one month with conventional treatment, it's really important to seek care from a specialist," Dr. Cooper said. "This is especially important for patients who have other health problems that slow healing, such as diabetes or vascular disease. The earlier we start treating

these wounds, the better the outcomes."

The clinic is one of just a few wound care facilities in the region to offer on-site hyperbaric oxygen therapy, in which patients lie in a sealed, pressurized chamber while breathing 100 percent oxygen. The technique temporarily raises oxygen levels in the blood, allowing it to carry 15 to 20 times more oxygen to the damaged tissue, which can accelerate healing and the body's ability to fight infection.

In addition to wound care, the clinic expanded recently to include specialized care for infectious diseases. Sean Cook, M.D., an infectious



Natalie Cooper, M.D.

disease specialist, joined the clinic in June and began seeing patients in July.



Wound won't heal?

Take the first steps toward care by calling Kootenai Clinic Wound Care at **(208) 625-6944** or visiting **[KH.org/wound-care](https://www.kh.org/wound-care)**.



Understand YOUR BILL

There's more to medical
billing than meets the eye

By Andrea Nagel

In the world of health care, few processes are more complex than billing. Driven by physician documentation, insurance coverage and government regulations, it's difficult for the average person to fully understand the bill that arrives in the mail. Aside from the bill itself, patients are also expected to understand what their health plan covers and the difference between co-pays, deductibles, out-of-pocket expenses and co-insurance.

"Every benefit plan has its own nuances," said Kathleen Dahlgren, executive director of Kootenai's revenue cycle. "Each plan has different descriptions and criteria for doctor visits, testing, procedures and just about everything else that a patient would encounter throughout the health care process."

Even though not everyone can be a medical billing expert, it is important for patients to be familiar with the process, the terminology and their insurance plan. Here is an overview of the steps in a typical medical billing cycle.

Medical Billing Cycle



Referral. A physician, nurse practitioner or physician assistant refers a patient for care with a specialist, hospital or laboratory.



Scheduling. The hospital or clinic providing the care schedules the appointment for the patient. The patient's basic demographic information (name, date of birth, insurance if available, etc.) is entered into the electronic health record system.



Preregistration. For prescheduled services, this process verifies the patient's insurance benefits and financial obligation. The patient is provided an out-of-pocket estimate prior to care.



Financial counseling. Services are always provided, regardless of the patient's ability to pay. Financial counseling and assistance is offered to the patient if he or she cannot pay for the service up-front.



Registration. This face-to-face check-in is to validate the patient's information and that the patient received the preregistration call. For walk-in patients, this time is used to gather and verify their personal information and insurance.



6

Clinical care provided to patient. The patient receives the service or procedure requested.

7

Physician/clinical documentation. The physician enters information in the patient's health record, documenting the care provided, the patient's outcome and the plan of care going forward.

8

Charges. As the patient receives care, charges are applied to the patient account.

9

Coding. Certified coders review all physician documentation and translate the written diagnosis, condition and procedure into a billing code. Coding has many regulatory requirements, and codes can only be assigned based on physician documentation.

10

Claims submission/billing. After the service is provided, charges are applied to the account and the appropriate codes are assigned, the claim is sent electronically to insurance payers. The average time for payers to reimburse on an account is 55 days.

11

Account follow-up and collections.

Within 20 days of the claim's submission to insurance, the account representatives in the billing department review accounts to ensure the claim is processed in a timely manner.

12

Payment posting.

Once insurance pays on the account, the payments are electronically sent to the hospital or clinic billing department for reconciliation.

13

Payment denials and follow-up. If the insurance company denies a claim, the account representatives provide supporting documentation or update account information and appeal the payment denial.

14

Patient statements. After the account has been accurately settled with the insurance company, a patient statement is created, stating an amount owed, and mailed to the patient. There are a series of four statements and phone calls made to the patient to obtain payment. At this point in the process, it

is the patient's responsibility to contact the hospital or clinic billing department to make a payment on the account. The full amount owed does not have to be paid immediately, but it is important to talk with someone about your plan to make payments. If the patient does not follow up with the billing department within 120 days, then the account balance is sent to a debt collection agency.

What Do They Mean?

Know these common insurance terms:

Premium. The amount that must be paid for health insurance. The individual and/or an employer usually pays the premium monthly.

Co-pay. A fixed amount (for example, \$20) paid by an enrollee for a covered health care service, usually paid when the individual receives the service.

Deductible. The amount an enrollee owes for health care services before the health plan begins to pay. For example, if an individual's deductible is \$1,000, the health plan won't pay anything until he or she has paid \$1,000 out-of-pocket for covered health care services. The deductible may not apply to all services.

Co-insurance. The percentage of costs of a covered health care service the patient is responsible for paying (20 percent, for example) after meeting the plan deductible.



Take action

If you have a question or an outstanding bill you'd like to take care of, visit KH.org/pay-my-bill, or call **(208) 625-6199**.





Pioneering the Future of Family Medicine

The first class of Kootenai Clinic’s residency program graduates

By Andrea Nagel

On June 24, the first class from Kootenai Clinic Family Medicine Coeur d’Alene Residency graduated, half of whom are planning to continue practicing in Idaho immediately following their completion of the program.

Blazing a trail

“They are definitely pioneers,” said Richard McLandress, M.D., program director. “Each of our six graduates has the spirit and energy to help us make something new, and they’ve done a great job.”

The residency was developed in response to a shortage of primary care physicians in our region. Between faculty members and residents, the Family Medicine Residency has 26 providers treating patients in northern Idaho.

Putting down roots

“We’re able to improve access to care for residents in Kootenai County, as well as in the rural communities that surround us,” Dr. McLandress said. “The residency has brought over 20 new physicians to our area. Each

of these new providers is living here, buying or renting homes here, paying taxes here—so the program is benefiting our community in many ways.”

As part of the program, residents are able to do rotations in rural and wilderness medicine; inpatient rotations where they see adult, pediatric, emergency and obstetric patients; as well as rotations with specialty clinics.

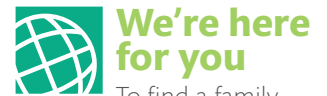
“Our program gives the residents a wide breadth of training to pull from,” Dr. McLandress said. “We’re grateful for the specialty

providers that volunteer to have the residents in their clinic and in the hospital.”

More on the way

As the first class graduates and moves on from the comfort of the residency, a new class of medical professionals is just getting started.

“Our subsequent classes are phenomenal and come from all over the country,” Dr. McLandress said. “They’re connected with our mission and vision for the program and very smart. This is an investment by Kootenai Health in the growth and wellness of our community.”



To find a family medicine physician or learn more about our program, visit **KH.org/family-medicine** or call our appointment center at **(208) 625-6767**.

First class: Faculty members Crystal Pyrak, M.D.; Johnathan Shupe, M.D.; Ryan Giles, M.D.; and Rebecca Siemers, M.D.; residency graduates Daniel Henbest, M.B., B.S.; Devin Laky, M.D.; Douglas Borst, M.D.; Julie Sefcik, D.O.; Lauren Olsen, M.D.; Hollie Mills, M.D.; faculty member Brittany Burns, M.D.; and residency director Richard McLandress, M.D.

Officially a Great Place to Work

By Andrea Nagel

Kootenai Health was named a Gallup Great Workplace for 2017, recognizing Kootenai as one of the most engaged and productive workforces in the world. The award, created by Gallup, Inc., recognizes organizations for their ability to create engaged workplace cultures and to take unique approaches to achieving engagement success.

"We are honored to be recognized for creating an environment that encourages employees to do their best work every day," said Daniel Klocko, Kootenai Health executive vice president of human resources. "We believe that when employees are connected to and take pride in their work, it creates better outcomes for our patients."

What is an engaged workplace?

Gallup defines engaged employees as involved in, enthusiastic about, and committed to their work and workplace. When employees are engaged, they are passionate and creative, and their enthusiasm fuels growth and innovation.

These employees are emotionally connected to their work and deeply invested in their company's future. As a result, they help lead their company to greater levels of performance.

Gallup research has consistently found that engaged employees produce better business outcomes than other employees—across industry, company size and nationality, and in good economic times and bad.

How we rank

The Gallup Great Workplace Award is open to a select group of organizations that meet a highly defined set of criteria. Out of 37 organizations to receive the award this year, Kootenai



Health is one of only seven health care-related organizations.

Gallup's rigorous scientific research links employee engagement to nine integral performance outcomes:

- Customer ratings
- Productivity
- Staff safety incidents
- Absenteeism
- Patient safety incidents
- Profitability
- Turnover
- Shrinkage
- Quality

Since implementing its employee engagement strategy in 2012, Kootenai has experienced increased patient satisfaction scores, improved financial performance and improved employee retention.

"Kootenai Health's recruiting team focuses its efforts on filling positions with people who are not only qualified to perform the work, but will also be a good fit for our culture and become an engaged member of the team," Daniel said. "Making good hiring decisions lays a foundation on which the employee, department and organization can all realize success."

You reap the benefits

Nearly five years after implementing

its engagement strategy, Kootenai Health's commitment to engagement is now a cultural point of pride for employees.

The employees and leadership at Kootenai understand that when employees are engaged, they are passionate and creative, and their enthusiasm fuels growth and innovation. These employees are emotionally connected to their work and deeply invested in their organization's future. As a result, they provide superior patient care.

"Research consistently shows engaged employees produce better outcomes across all industries," said Jon Ness, Kootenai Health CEO. "For us, these outcomes are transferred over to our patients who benefit most from having engaged, compassionate health providers."



Want to work at a Great Workplace?

Check out our career page at jobs.KH.org.



Ron McIntire Named Visionary Leader

The Kootenai Health Foundation recently honored Ron McIntire with the Visionary Leadership Award for his service to the Foundation and community.

“Ron McIntire has given and continues to give such important support to Kootenai Health and our community, it is a pleasure to recognize the legacy he has built here by giving him the Visionary Leadership Award,” said Jon Ness, CEO of Kootenai Health. “Health care in our community truly would not be where it is today without Ron’s involvement.”

The Visionary Leadership Award honors those whose insightful leadership and innovative thinking significantly improved Kootenai Health and health care in our community. Recipients of the award helped to lay the foundation for today’s advancements, and their determination continues to encourage and inspire the community.

Committed to serving his community

“Ron McIntire has a remarkable commitment to the mission of Kootenai Health and to the people of our region,” said Peter Wagstaff, chairman of the Kootenai Health Foundation board. “He made significant contributions during his two years as

Foundation board chairman, including a focus on emergency services and cardiac care. Ron’s six years of board service were marked by his willingness to mentor his colleagues in the field of health care giving. His continued exemplary support of the annual Festival of Trees, to benefit Kootenai Health, is recognized throughout our community.”

McIntire joined the Kootenai Health Foundation board of directors in 2006. In 2010 he was named chairman of the board, and he served until 2012. McIntire, his family, and his business, Super 1 Foods, are recognized as steadfast supporters of Kootenai Health and have been generous donors to the Kootenai Health Foundation since 1995. In addition, McIntire served as the mayor of Hayden from 2000 to 2016.

As a community leader and a loyal advocate for expanding health care services to meet the community’s growing needs, McIntire was a major benefactor of Kootenai Health’s Heart Center in 2004 and its Family Birth Center in 2014.

McIntire is known as a gentle, humble man. His selfless dedication to his family, his church and his community is a source of inspiration to all who know him.

“In our careers, few people have a great impact on the business community. In our lives, few people consistently show genuine, deep compassion. Ron is that rare person who does both,” said Liese Razzeto, chair of the Kootenai Health board. “It really is an honor to be able to recognize him with Kootenai Health’s Visionary Leadership Award.”

Thanks for your support!

The Kootenai Health Foundation held its 28th annual golf tournament at Circling Raven Golf Course in May. This year’s tournament raised \$51,500 to benefit the Kootenai Health Emergency and Surgical Services expansion.



How to help You can make an impact by contacting the Kootenai Health Foundation at (208) 625-4489 or visiting KH.org/foundation.





2017 Kim Svee scholarship recipients include (from left) Audrey Bird, Sarah Conrad and Abigail Childress. Not pictured is recipient Mason Magee.

but feel pride and excitement for them.”

Graduating teen volunteers with over 200 hours of service qualify to apply for the scholarship. The students interview with a scholarship committee and, if selected, are honored with the scholarship at their school’s senior awards night.

The first scholarship given in the spring of 1985 was for \$100. With the selection process for 2017 completed, 73 scholarships totaling \$56,266 have been awarded to teen volunteers. The scholarship originated with, and continues to be funded through, memorials for Kim Svee; other memorial gifts; direct donations from family friends, and the community; and funds raised by the Kootenai Health Teen Volunteers.

“To be able to have this program continue and have the scholarship in Kim’s name to help these dedicated young adults pursue their next step in life is humbling,” Laurie said. “We as a family feel honored to be a small part of the process and success.”



A memorial scholarship fund was established in Kim Svee’s honor for her service as a teen volunteer from 1983 to 1984.

In Memory of Giving

Kim Svee Memorial Scholarship honors teens who give through volunteering

By Andrea Nagel

Each year, over 150 teen volunteers dedicate their time to assisting Kootenai Health staff, patients and visitors. The program has a strong history of helping these teens build important skills they can use throughout their future careers.

And while staff build relationships with these teens throughout their time at Kootenai, nobody has felt the impact of the program more than Laurie Thomas, who lost her younger sister, Kim Svee, in 1984 due to a car accident.

“From the time Kim started in the program under Betty Mills, it was a

program that spoke to kids,” Laurie said. “The values and work ethic the program provides to young adults truly impacts them and our community and reflects Kim’s personality.” Following Kim’s passing, the Svee family, hospital administrators and the Kootenai Health Foundation worked together to create a memorial scholarship in Kim’s name.

“For our family, the scholarship is truly a way to honor Kim,” Laurie said. “When you read the essays from the volunteers on what they gained from the program—compassion, communication, leadership, confidence—the message has been consistent since 1985. You can’t help

If you would like to donate to the Kim Svee Memorial Scholarship fund, contact the Kootenai Health Foundation at (208) 625-4438.



Rebecca Siemers, M.D.,
Kootenai Clinic Family
Medicine

How can I set my student athlete up for success?

Having children involved in athletics is a great way to help them meet the recommended 60 minutes of “active play” a day for optimum health. To help them have a successful season, be sure they’re eating properly, getting plenty of sleep, staying hydrated and playing safely.

Nutrition

Growing children and adolescents need adequate nutrition to perform at their best. Many athletes take supplements and associate supplements with optimum nutrition, but it is important to remember that nutrients are best absorbed when they are from real food and not pills and powders.

Instead, aim for a variety of vitamins and minerals, in addition to protein and healthy fats. This is best achieved by eating a whole-foods diet that focuses on fruits and vegetables, lean sources of protein, whole grains, dietary sources of calcium (milk, yogurt, kefir,

Ask the Expert

cheese, leafy green vegetables) and healthy fats (like nuts, avocados and healthy oils, like olive oil).

Most children (and adults) will benefit from a vitamin D supplement, and some may need to take additional iron. Talk with your physician if you have questions about adding vitamins or supplements to your child’s diet.

Sleep

Sleep is necessary for the body to heal, recover and be prepared for activity the next day. Children ages 6 to 12 years are recommended to sleep 9 to 12 hours a night, and teens ages 13 to 18 should achieve 8 to 10 hours a night.

Hydration

Adequate hydration is also important to maximize athletic performance. Dehydration can decrease athletic performance and increase the perception of effort. Drinking beverages with carbohydrates and electrolytes during prolonged activity has been shown to improve exercise performance. Studies have shown improvement in 20-meter sprint time and an increase in overall running distance in soccer when athletes used beverages with carbohydrates and electrolytes, compared to a placebo.

Injury prevention

It is important to use proper protective equipment and

appropriate training regimens to help minimize the risk of injury. Warming up, stretching and using proper technique are all important in helping to reduce your child’s chance of being injured.



Care at any age

Dr. Siemers is a family medicine physician and faculty member with Kootenai Clinic Family Medicine Residency. If you’re looking for a family medicine provider, call our appointment center at **(208) 625-6767** or view a complete list of our providers at **KH.org/familymedicine**.



Events & Classes



PRENATAL CLASSES

Prepared Childbirth Classes | \$40

Bringing Baby Home | \$15

Breastfeeding Basics | \$15

Classes meet in Kootenai's Health Resource Center unless otherwise noted. Contact our class schedulers for more information at **(208) 625-6050**.

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 | \$32 for 12 one-hour visits

Monday through Friday,

7 to 8 a.m. or noon to 1 p.m.
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, noon

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, Basics Class

Fridays, Gestational Diabetes Class

Bimonthly (call for dates), Diabetic Nutrition Course

Bimonthly (call for dates), Diabetes Refresher Course

Follow Us



SUPPORT GROUPS

Support groups meet at Kootenai Health unless otherwise noted.

Women's Cancer Wellness Support

Mondays, noon to 1 p.m.

Kootenai Clinic 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 the 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,

2:30 to 4 p.m.

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

Ostomy Support Group

Third Thursday of the month,

6:30 to 9:30 p.m.

For those seeking support for ostomy and wound care. Call Shari Gabourie at **(208) 625-6627**.

Pulmonary Support Group

Second Tuesday of each month,

1 to 2:30 p.m. No meeting in August.

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

Alzheimer's Support Group

Third Saturday of each month,

1:30 to 3:30 p.m.

Call Arlene Sleight or Connie Clark at **(208) 666-2996**.



Discover more

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



Fresh Cherry and Corn Salad

Makes 8 servings.

Ingredients

DRESSING

- ½ medium shallot, finely chopped
- 3 cloves garlic, minced
- ¼ cup extra-virgin olive oil
- ¼ cup balsamic vinegar
- Salt and freshly ground black or white pepper to taste

SALAD

- 5 ounces baby arugula or baby spinach
- 3 cups thawed frozen corn or 4 ears cooked fresh corn, kernels sliced off cob
- ½ cup finely sliced red onion
- ¾ cup feta cheese
- 1 pound fresh dark cherries, pitted, sliced in half*

Directions

- In small mixing bowl, combine all dressing ingredients. Whisk well.
- In large salad bowl, combine arugula, corn and onion.
- Drizzle with dressing and toss to coat.
- Arrange salad on individual dishes, and sprinkle with feta. Top with cherries, and serve.

*Frozen cherries, thawed, may be used.

Nutrition information

Serving size: ⅛ of recipe.
 Per serving: 215 calories,
 10g total fat (3g saturated fat),
 29g carbohydrates, 6g protein,
 3g dietary fiber, 167mg sodium.

Source: American Institute for Cancer Research

Orthopedics

Same-Day Care

Kootenai Clinic Orthopedics provides same-day appointments for acute injuries Monday through Friday.

If you or a family member has an acute injury and needs to be seen promptly, please call our one-call scheduling phone number to make an appointment with one of our providers.

Same-day appointments available for:

- Sprains
- Fractures
- Sports-related joint or muscle pain
- Ligament Tears
- Dislocations



Two Convenient Locations:

- Coeur d'Alene 1110 W. Park Place, Suite 202
- Post Falls 1296 E. Polston Ave.

To schedule a same-day appointment, please call (208) 625-6636.

Please note, same-day appointment availability rotates locations based on provider availability.

