

Seneca Healthcare District

NEWSLETTER

Spring BREAK

BY SHAWN MCKENZIE, CEO

This month's message is one of resilience and thanks. Over the past two years, we have taken on a variety of projects from improving the look and feel of our facilities to changes in workflow, culture, systems, technology and the design of our future hospital. In order to get a feel and understanding of the many accomplishments, we have included a list of completed, continuous and future projects below. Suffice to say that it has been a very busy time at Seneca, and we can all be very proud of the team effort.

Completed Plant Projects:

1. Hospital Roofing
2. Campus Painting
3. New Fencing
4. Generac Generator for PT
5. Flagpole Installation
6. Clinic Waiting Room
7. Conference Room
8. Brentwood Living Quarters
9. Reynolds House
10. Patient Room Privacy Curtains
11. Train Car Removal
12. MRI Shore Power
13. Brentwood Drive Repaving (County)
14. Repair ER Physicians Sleep Room Roof
15. Repair Hospital Entrance Roof Vestibule
16. Generac Generator Install for Education Bldg.
17. Install Emergency Room Sign at the front of Hospital
18. Security Cameras (completion this month)

Culture Projects:

1. Project Welcome Mat
2. Project Lockjaw
3. Project Bullhorn
4. Project Southwest Airlines
5. Community Transparency
6. Core Values

Technology - Systems

1. New Servers and Switches
2. New Phone System
3. New Computers
4. Multiview Launch on 12/1/22

New Medical Devices:

1. New Hill-Rom beds, mattresses, and overbed tables for Acute
2. LUCAS CPR device for the Emergency Department
3. Panda Infant Warmer
4. New Anesthesia Machine
5. Electrocautery unit for Surgery
6. Monitor Screen for use during training events in the Education Building
7. AED for Education Building (replacing the last of the Zoll M series defibrillators)
8. IV Contrast Injector

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Seneca Healthcare District NEWSLETTER

Spring BREAK, cont.

BY SHAWN MCKENZIE, CEO

Projects Underway:

1. Cerner Electronic Health Record - April 2023
2. Outdoor Directional Signage - Hospital and Clinic
3. Long Term Care Renovation
4. Acute Care/ER/PACU/Imaging Flooring
5. Clinic 2nd Floor Boneyard Cleanout (completion this month)
6. New Hospital!

I bring this list forward to refresh our memories of the pace we have all endured and to bring attention to the next few months. In April of this year, we will be transitioning to the Cerner Electronic Health Record. **This is a major transition!** As such, this go-live will cap off the two-year wave of large projects.

We will be taking this summer to slow our roll a bit as we adjust to our new Cerner world. Smaller projects will continue as we should always be in a state of evaluation and improvement. But, so far as large transformative projects go, we will be taking a breather through the summer as we watch our new hospital site begin to take shape.

Let's push through to April and look forward to Spring BREAK.



Our new entrance rug and new metal logo in the Hospital entrance - it looks fantastic!

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NOTES & NEWS

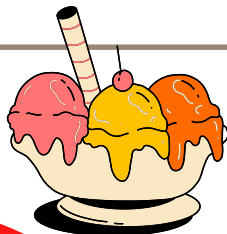


FRIDAY, MARCH 3RD

On Employee Appreciation Day, Shawn, Judy, and Steve will be handing out ice cream sundaes to our amazing employees - YOU!

We appreciate all of you and your hard work here at Seneca.

Ice Cream Sundae Bar:
Friday, 3/3 - noon-1pm in the LAC conference room



KEEP CALM WE GOT A NEW PHONE NUMBER



Please reach us at:
1(833) 227-3743
1(833)-CareSHD

FEBRUARY WORK ANNIVERSARIES

1 Year

February 10th - Lisa Phillips, Timothy Rhinehart
February 17th - Tracey Hugo

5 Years

February 5th - Elizabeth Gurnee

4 Years

February 25th - Ramona Kittleson

16 Years!

February 6th - Dorothy Price



AWESOME NRC COMMENTS...

great job, staff! ★

The doctors, nurses and the team are very caring. Thank you!

Tracy in Admitting was fabulous. It was a quick in/out - which I appreciated!

Very comforting and professional. Put me at ease and I was very appreciative of that.

Very nice facility and caring staff. For needing to be seen as a walk in, I didn't wait all that long.

★ Excited to see the expansion project begin. ★

Everyone was very nice from the time we walked in the front door to the time we left. I was very impressed by the professionalism of everyone.

Thank you to everyone that was there!

HAPPY
Valentines
DAY

The Staff Corner

Employee of the

Month:

Laura Seely



FEBRUARY EMPLOYEE OF THE MONTH

Laura is a team player and always willing to help where its needed. She goes above and beyond to take care of our residents and truly cares about their well-being.

Nominated by: Tessa Parsons, DON

What is your favorite part about working at Seneca?

Laughing with the residents and feeling that my coworkers genuinely care about them.

How have you grown professionally over the last several years?

Enhancing my skills and becoming more confident as a nurse.

What is one thing you wish people knew about your job?

This job requires patience, responsibility, and strong need for dependability, and you must be in it for the right reasons.

Q&A with
Laura

What do you think makes our company culture unique?

Seneca has a personal touch that not all places do.

As Employee of the Month, you have clearly demonstrated our Core Values. What is one Seneca Core Value that you feel like you strongly represent?

I try to enter work with a positive, focused mindset and be present and aware within myself and others.

What is one thing on your bucket list?

An Eat Pray Love moment minus the emotional and spiritual crisis.

New Employees: January

Hello! My name is Quixtlah. My husband and I decided we needed a new adventure! I have a feeling Chester will provide me with that along with many new experiences. I was born in California and raised in Texas. On my free time, I like to read and occasionally write poetry. I want to be a Spanish teacher in the future. However, I decided to pursue a career in healthcare because in the midst of the pandemic, many things became virtual. Working in healthcare allowed me to experience working in a people-filled environment. Allowing me to help those around me. I look forward to meeting you all and becoming a part of the team!

My name is Vivian DeGarmo-Baker. I lived as a housewife /stay-at-home mom with my husband on the coast of Mendocino County for over twenty years. I am a widowed mother of two daughters, my youngest to be 18, and my eldest to be 22 soon. We moved up here after my husband passed and we sold our store/property we owned. Before my family, I had lived in Santa Cruz, Ca. In all of my jobs I have interacted with people and I am considered to be kind and generous. I'm looking forward to meeting more of you soon.

Hi there! My name is Megan. I have worked in Psych as a CNA for three years, took a break and then came back to healthcare. I enjoy caring for others and am very close with my family and friends. I am new to the area and can't wait to go fishing this year!

WELCOME TO
SENECA HEALTHCARE DISTRICT



Quixtlah Ruelas
Clinic Medical Assistant



Vivian DeGarmo-Baker
Kitchen Helper/Diet Aide



Megan Budmark
SNF Certified Nurse Assistant

WELCOME

Departmental Updates

PHESI Program: Incoming!

BY JENNIE MATHEWS, HR

Starting on March 6th, we will be welcoming high school students from Chester High School, Plumas Charter School, Westwood High School, and Greenville High School to our campus for our first-ever Seneca PHESI (Plumas Health Education Spring Institute) program. The students are currently learning about healthcare in their classroom time, and then will be coming onsite to do rotations through different Seneca departments. You will see them around campus on Monday afternoons through May. Please give them a warm welcome when you see them, they may ask you questions about working at Seneca or healthcare in general. We are excited to have them on campus!



Thanks to our awesome employees - Daphne Gallego, Keri Alward, and Kelly Temple for wearing red for "National Wear Red Day" for American Heart Month. They were the lucky recipients of Coffee Station Gift Cards!



Staff Updates

The Environmental Services dept. and the Purchasing/Materials dept. are excited to announce that Marty Robie has joined their staff as the new **Materials Management and Plant Operations Assistant**. She will be assisting both departments and helping everything to run smoothly. Please give her a warm congrats when you see her around campus!



Compliance or Privacy Reporting

If you have privacy or compliance concerns to report, please call:

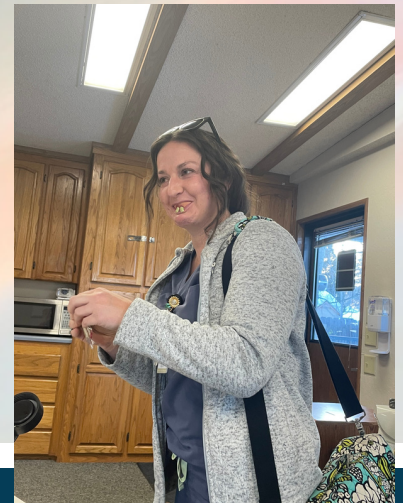
Charlene Almocera
(530) 258-0305/Internal Ext. 1002

To report anonymously, please leave a message at:

Compliance Hotline
(530) 258-1166 / Internal Ext. 1013

We also have blank compliance forms for you to complete and drop into one of the Compliance Drop Boxes next to each Time Clock. Concerns or reports submitted are all investigated without fear of retaliation to the reporting employee. We prefer that you leave your name so that Compliance can respond to you timely with the status of your report as some issues may take longer to investigate and work through remediation.

CNA CEU class on oral care. Thanks, staff, for participating!

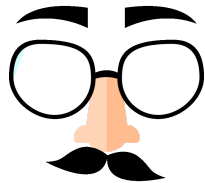


General Updates

Radio Spots & Public Appearances

This past month we have had several employees make guest appearances at the town hall and on JDX Radio. CEO Shawn McKenzie was a panel member at the local town hall where he answered questions regarding the new hospital and bond measure. Our CNO Judy Cline joined JDX radio for a live interview where she discussed information regarding the new build, our timeline, and more. The most recent radio appearance was with Ashli Pleau and Jennie Mathews. They worked together on a guest spot at JDX to talk about our upcoming CNA program. Thank you to our staff that has willingly participated in these outreach programs.

Just For Fun!



The staff has been working hard to clean out the extra storage area above the clinic. If you didn't get a chance to see it, our dummy dolls seem to have sprouted legs and decided to peek at everyone through the windows. I really want to make a chucky reference here.....



New Phone System & Number

As many of you may know, we have upgraded to a new phone system, added a phone operator position, and a new number which went live Monday morning. We have encountered a few issues that we have corrected or are working to correct. Please connect with Linda McCurdy to report any issues you or a patient encounters. The old phone numbers are being ported to the new line.

The following press release was sent out to the community.

Seneca Healthcare has a New Phone Number

The telephone number for Seneca Healthcare District (SHD) has changed. The majority of Seneca's publicly published numbers for the hospital, clinic, doctor's offices, and more will be directed to a new number.

Seneca has a new toll-free number: 1(833) 227-3743 or 1(833) careSHD. The number has changed as part of a transfer to a new telephone system with the addition of a new telephone operator position. Seneca will now have a live person answering the phones Monday through Friday from 8:00 am to 5:00 pm. If the phone is not answered within 24 seconds, the call will automatically redirect to a phone tree where individuals can select the department they need. The phone tree setting will also be active on nights and weekends. A general voicemail will be available as well.

Seneca is hopeful that the new operator position and the upgraded phone system will help improve the patient experience. The intent is to have an onsite employee available for patients and the community when they call. The existing numbers for the healthcare district will remain active as Seneca works to inform the public and colleagues of the new number.

Direct dial numbers for select departments, such as the Emergency Room, the Skilled Nursing station, Almanor Physical Therapy and Sierra Hospice will remain the same. The staff at Seneca appreciates everyone's patience through this process.

1(833)227-3743 or 1(833)careSHD!

Holidays coming up in March!

- National Hospitalist Day - March 2, 2023 (First Thursday in March)
- Dress in Blue Day - March 3, 2022 (First Friday in March) (Set up in 2009 by The Colon Cancer Alliance to bring National Awareness to Colon Cancer)
 - **We will give out 3 gift cards to the best/most effort in dressing in blue.**
- National Napping Day - March 13, 2023 (Monday after Daylight Savings Starts)
- Well-Elderly or Wellelderly Day - March 20, 2023 (Third Monday in March)
- National Doctors Day - March 30
 - **We have some fun gifts for our providers this year. Talk with Deborah in Admin if you would like to sign their card.**



Core Value
BE CREATIVE

(Be) Innovative, Resourceful, Inspired, Curious,
Excellent

