



Seneca Healthcare District

NEWSLETTER

NEW YEAR'S UPDATE FROM FINANCE

BY STEVE BOLINE, CFO

A great big new year's greeting from the finance department! Although 2022 did not provide the disruptions of an unprecedented pandemic or wildfire evacuations, it was not without its challenges. The good news is that we have emerged from the past couple years of ups and downs to now be back on track with our long-term goal of bringing a new era of healthcare to the Lake Almanor basin, the centerpiece of which will be a new hospital/healthcare facility.

With the passing of bond Measure B, this past November, we have taken the first step toward achieving this generational initiative. Our current hospital turns 70 years old, this year, so it has already spanned a couple of generations and is ready for retirement! Along with the overwhelming community support demonstrated through the Measure B results, we have also seen their support through the utilization of healthcare services at Seneca. In the most recent fiscal year (twelve months ended June 30, 2022), patient volume and the associated revenue returned to pre-pandemic levels, and we have seen a continuation of this into the current fiscal year.

Within the finance department, we also experienced transition and change during 2022. This past October, we hired Kristin Courtright as our Accounting Supervisor, replacing long-time Seneca employee Kelli Pettigrew. In her new position, Kristin will be responsible for the management of the accounts payable and payroll functions at Seneca. It was a short honeymoon for Kristin. As soon as she started, she joined Janelle Hardig in the financial accounting system conversion from CPSI/Evident to Multiview. On December 1st, Seneca went live on Multiview and the first accounts payable checks were issued shortly thereafter (great job Janelle!). Not to be out done, Sarah Linn and Sheri Kassel have been working on the Cerner implementation and revenue cycle initiatives to prepare for the May 1st go-live of the new Cerner system.

Fortunately, our update is not just about bond measures and computer systems. We are also using this update to pass along some good news for all employees. As most of you are aware, during the Fall of 2022, the State of California launched the Hospital and Skilled Nursing Facility COVID-19 Worker Retention Payment program to further stabilize and retain health care workers throughout California. The program will provide a payment of up to \$1,000 for full-time workers and \$750 for part-time workers. Seneca Healthcare District has been approved to participate in this program and has completed the application process, including submission of the required employee information needed to make individual payments (the entire amount for Seneca will be paid to us and then we will make the payments to each of you). At this time, we do not know exactly when the state will be releasing any payments, but they have said they are attempting to complete the process before the end of this month. As we get any information, regarding payment amount or timing of the payment, we will make sure that it is shared with all of you.

Thanks to everyone at Seneca for being part of a great 2022 and for joining us for what we believe to be a very bright future.

Best wishes for an enjoyable and prosperous 2023!

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NOTES & NEWS

Happy New Year!

Big congratulations to our 5, 10, 15, 30, and 35-year anniversary employees in 2022!

5 years:

Stephanie Angelis	Ann Holt
Shelley Beam	Corie Kribs
Debra Conley	Sarah Linn
Terri Farmer	Christine Matthews
Janelle Hardig	Adrienne Vaughn

10 years:

Kacie Broussard	Carolina Martin
David Garey	

15 years:

Lisa Adler	Dorathy Price
George Potter	

30 years:

Cathy Maxey

**35 Years:
Linda McCurdy!**

Christmas PARTY



JANUARY WORK ANNIVERSARIES

1 Year

January 3rd - Deborah Housen

2 Years

January 4th - Patricia Gallagher, Emily LaGroue
January 11th - Charlene Almocera

3 Years

January 20th - Rick Gullotto

4 Years

January 13th - Amy Jorgensen
January 30th - Lori Parent

6 Years

January 6th - Shelley Beam

8 Years

January 5th - Takara Trumpf

17 Years!
January 17th - Kristy Winegar

AWESOME NRC COMMENTS...

great job, staff! ★

We were extremely impressed at the service, the staff, the doctor, Rick, the nurse, the tech...all of the techs, everyone there was very professional, friendly. It was an unbelievable experience for a rural ER. Everyone there is excellent.

We're very lucky to have you here.

Julie Monday was very courteous and professional - thank you!

The staff were warm, comforting, and funny, easing any unease I might have had. ★

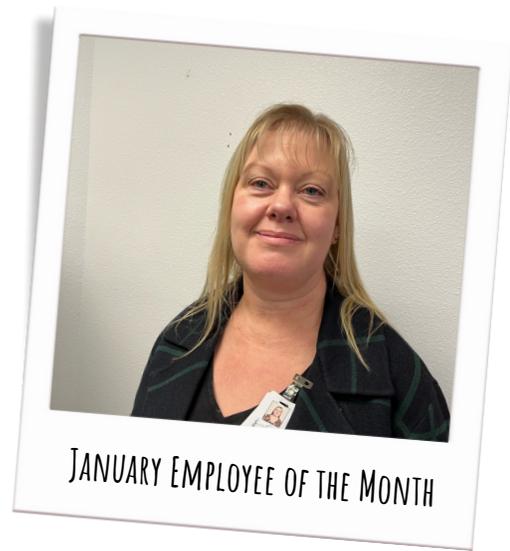
★ Everyone was kind and they treated me with respect.

Very professional, yet friendly and easy to understand.

The Staff Corner

Employee of the Month:

Sheri Kassel



It is with much appreciation and admiration that I wish to nominate Sheri Kassel as SHD's January Employee Of The Month. As most of us know, Sheri has a strength and resilience that makes not just a remarkable employee, but a true inspiration as a person. Regardless of the struggles that Sheri and her family face on daily basis, she comes in to be a part of the SHD team everyday with nothing less than a beautiful smile and a true dedication to her position with us. Not only does Sheri apply herself completely to performing her tasks as efficiently as possible but she also does not hesitate to assist her team members any time she's needed. Thank you Sheri for not only being part of the SHD team but also for being an example of true strength and dedication, and mostly, for just being YOU!

Nominated by: Kristin Courtright, Accounting Supervisor

Q&A with Sheri

1. As an employee of Seneca, you have demonstrated our Seneca Core Values. What would you recommend others to do to demonstrate these Core Values as well?

We just need to remember that we are all on the same team and working towards a common goal for our facility as well as our community. Be kind to patients, be kind to each other, help out when you can, reach out for help when you need it, and have fun. We are all human, show Grace when mistakes happen, make the corrections and move on.

2. What qualities do you possess that make you stand out as an excellent team member at Seneca?

No matter what is happening outside of the office, I try to come into work every day with a positive attitude and a friendly smile. I am always accessible, try to help out and answer questions and concerns as quickly as I can.

3. What is the most unique part about working here?

Working on a team that has such a large impact on the community and the vast skill sets that are required for SHD to operate.

4. Why do you love working at Seneca Healthcare District?

I love being able to work so closely to home, having the flexibility to be there for my family and attend sporting and school functions. Those things are important to me.

New Employees: December



Bonnie Brower
Clinic - Licensed Vocational Nurse

**WELCOME TO
SENECA HEALTHCARE
DISTRICT**

Please give a warm welcome to Bonnie!

A little bit about Bonnie: I was born and raised in San Diego. As a little girl, I dreamed of becoming a nurse and at 22 years old that dream came true. I am blessed to be married to Rev. Douglas Brower, and we have 4 daughters, 1 dog, 2 granddaughters, 2 grandsons, 2 grand puppies and 2 grand kittens. Our family is moving to Chester to start New Hope Community Church and move closer to our youngest daughter.

I am excited to become part of the Seneca family.

WELCOME

Departmental Updates

FINANCE

BY KRISTIN COURTRIGHT, ACCOUNTING SUPERVISOR

We'd like to wish our SHD team a very Happy New Year and a special Thank You to everyone for their part in making 2022 another successful year for Seneca! As most are aware, at the final quarter of 2022 the State of California launched the Hospital and Skilled Nursing Facility COVID-19 Worker Retention Payment program in order to further stabilize and retain health care workers throughout California. We immediately began the application process for this program on behalf of our workforce and we are happy to announce that SHD has been approved to participate in the program! As we get more information we will do our best to keep our staff updated as much as possible.

Again, thank you to all of you for your hard work and dedication to providing our community with the best care possible!

SNF/LTC

BY TESSA PARSONS, DON

We have a new Activities Coordinator in our Long-Term Care Unit - Deanna Latta! Please give her a warm congrats as she works on her training and orientation.

Upcoming Healthcare Holidays

January

- National Pharmacist Day - January 12
- National Certified Registered Nurse Anesthetists Week - January 22-23
- Sugar Awareness Week - January 16-20

February

- American Heart Month
- National Wear Red Day - February 1, don't forget to wear Red this day! *Three random employees who are caught wearing red will receive a Coffee Station gift card.*
- National Patient Recognition Week - February 1-7
- Women's Heart Week - February 1-7



2022 EMPLOYEE OF THE YEAR

BY JENNIE MATHEWS, DIRECTOR OF HR

We are really thrilled to award the 2022 Employee of the Year to Janelle Hardig. Janelle was Employee of the Month in July 2022, due to her exceptional hard work in the Finance department. Since becoming a Finance team member, her work in Accounts Payable has been exemplary and she has taken on so many projects and responsibilities. After we lost Kelli, Janelle jumped in head- and feet-first, covering all of the payroll processing duties while still performing her other finance job responsibilities. She took on an immense workload with grace and patience. In order to do this, Janelle has had to work extra hours, including weekends and holidays, to ensure that all Seneca employees received an accurate and timely paycheck. She has approached her payroll duties with the same quest for excellence that she had demonstrated with accounts payable. Janelle, we are so thankful for your hard work this year and appreciate all you do for us.

Congrats!



Compliance or Privacy Reporting

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

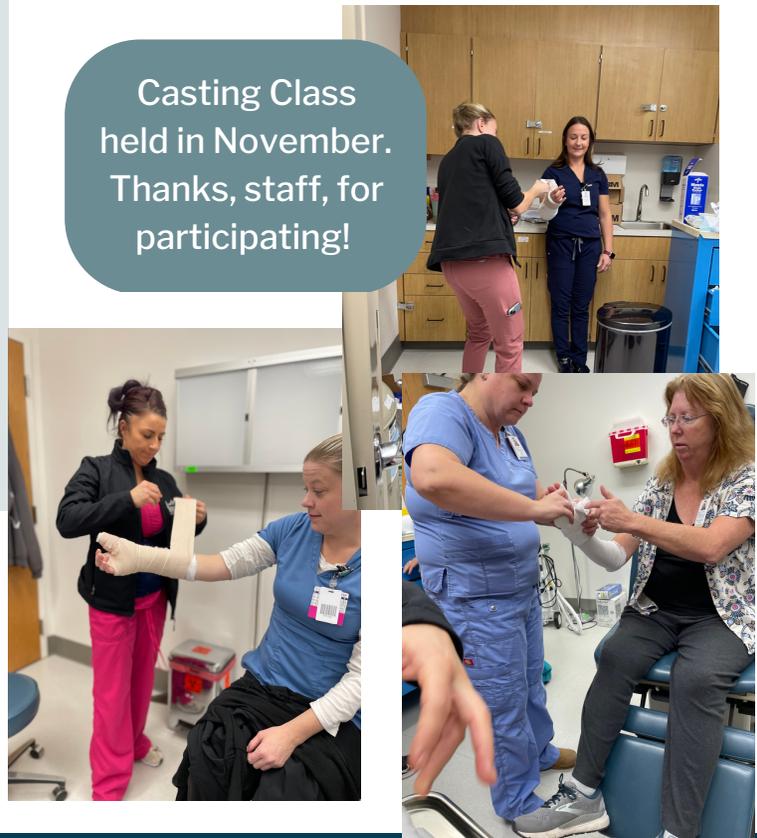
Charlene Almocera
(530) 258-0305/Internal Ext. 1002

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.

Casting Class held in November. Thanks, staff, for participating!

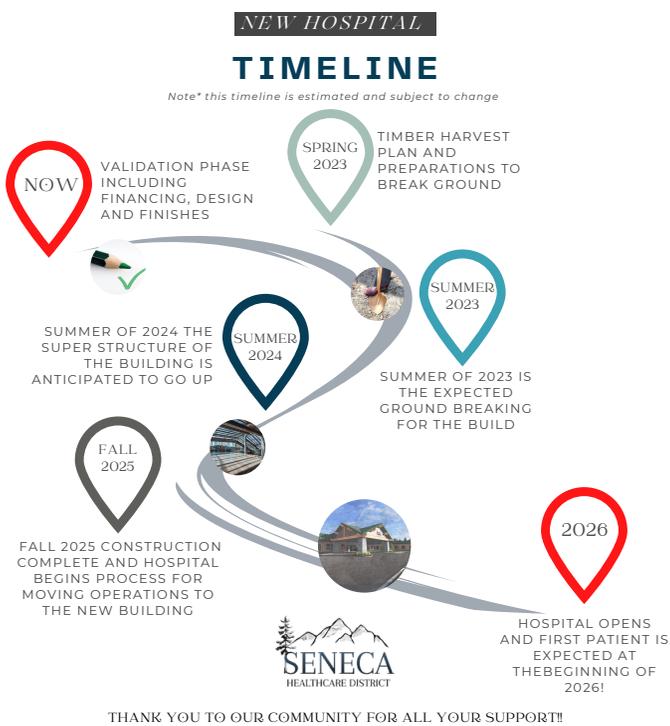


General Updates

New Hospital Build

The new build project is currently in the validation phase. Shawn, Judy, Steve, and the rest of the New Hospital Planning Team have been working diligently through this phase to finalize details with the construction team and make changes necessary to reach the budget needs for the new facility.

In addition to the validation phase, we are also fundraising for the new build. The bond measure will cover a large portion of the new hospital, but Seneca will be responsible for the difference or the gap in funding. For this, we are working on a combination of loans, grants, and philanthropic donations. If you or someone you know has questions on how to donate to the new facility, please direct them to Chelssa Outland or Deborah in Administration and she can connect them with Chelssa. Below is a preliminary timeline for the new build:



Core Value

BE PRESENT

BE... Compassionate, Empathetic, Respectful,
Accountable, Authentic



New Phone System

As many of you may know, Seneca is switching over to a new external phone number and system. The new number is **1(833)227-3743 or 1(833)careSHD!** All the mainlines that the public currently calls will transfer to this number which will be answered by an operator. When the operator is unavailable or after hours, they will hear the following phone trees:

Daytime: Monday – Friday 8am – 5pm

If the phone is not answered after 5 rings, it will go to the following Auto Attendant:

*Hello and thank you for calling Seneca Healthcare, all operators are assisting other patients.
If this is an emergency, please hang up and dial 911 or go directly to the nearest Emergency Room.
Please pick from the following menu:*

- For the Emergency Room, please press 1
- For Hospital Nurses Station, please press 2
- For the Skilled Nursing Facility, please press 3
- For Medical Records, please press 4
- For Billing, please press 5
 - For the Billing Office, please press 1
 - For Seneca Healthcare Finance, please press 2
- For Scheduling appointments or change of a previously scheduled appointment, please press 6
 - For Dr Wall's Office, please press 1
 - For Dr Ware's Office, please press 2
 - For Dr Jensen's Office, please press 3
 - For All other Dr's, please press 4
- To return to the main menu please press #
- To leave a message in the General mailbox please press 9
- For the Operator, please press 0

After Hours, Weekends and Holidays

*Hello and thank you for calling Seneca Healthcare, the Clinic and Business Offices are currently closed.
If this is an emergency, please hang up and dial 911 or go directly to the nearest Emergency Room.
Please pick from the following menu:*

- For the Emergency Room, please press 1
- For Hospital Nurses Station, please press 2
- For the Skilled Nursing Facility, please press 3
- For Medical Records, please press 4
- For Billing, please press 5
 - For the Billing Office, please press 1
 - For Seneca Healthcare Finance, please press 2
- To leave a message in the General mailbox please press 9

Holiday Messaging

*Hello and thank you for calling Seneca Healthcare, the Clinic and Business Offices are currently closed for the Holiday.
If this is an emergency, please hang up and dial 911 or go directly to the nearest Emergency Room.
Please pick from the following menu:*

- For the Emergency Room, please press 1
- For Hospital Nurse Station, please press 2
- For the Skilled Nursing Facility, please press 3
- For Medical Records, please press 4
- For Billing, please press 5
 - For the Billing Office, please press 1
 - For Seneca Healthcare Finance, please press 2
- To leave a message in the General mailbox please press 9

All extensions listed above are for external callers, staff will still be able to utilize internal extensions.