

Seneca Healthcare District

NEWSLETTER

SUNSHINE AHEAD!

BY JUDITH CLINE, MSN, RN, PHN
CHIEF NURSING OFFICER

Springtime is my favorite time of year, as it means winter is ending, and summer is on its way! Spring is truly the time of rebirth and inspiration. Each spring, I look forward to our beautiful perennials making their way back through the soil to be greeted by longer days of sunshine.

Did you know? Daffodils are the birth flower of March! The daffodil symbolizes new beginnings. It's one of the first flowers to bloom at the end of winter, announcing the beginning of spring and the end of cold dark days. This lovely simplistic and resilient flower also represents creativity, energy, forgiveness, and vitality.

But oh, my goodness, it's been a long, long, long, long winter....

On "Groundhog's Day", we received the very disappointing prediction by Punxsutawney Phil, that we would have another six weeks of winter. FYI...Phil does not have a strong average, but unfortunately, this winter he was correct! Darn you, Phil—my shovel and I blame you for frozen pipes, sore muscles, and never-ending ice dams!

Hang tight, Seneca, our sunny days and daffodils are just around the corner! Please continue to bring your strength, resilience, creativity, and inspiration forward, as we still have a little heavy lifting to do this spring. The good news? For most of you, while at work, this will not require an actual shovel! Two big spring projects include 1) the schematic design of our new hospital, and 2) the implementation of our new electronic health record system, "Cerner Community Works".

Schematic Design: This month, our leadership teams have been working with our schematic design and build teams—designing every inch of space in our new hospital. We have experienced "virtual reality" as the design teams showed us VR mock-ups of our new operating rooms, our emergency department, acute care unit, and our long-term care unit. It's an exciting and creative process and we are designing the new hospital to be as modern and functional as possible. This is a proud time in Seneca's history!

Cerner Community Works: In April, we will "go-live" in our new electronic health record (EHR), "Cerner". This critically important project may be compared to shoveling never ending snowfall! Regardless, it's imperative we remain actively engaged in this part of Seneca's future, as ultimately, we know this will serve our patients and our community in a very positive way.

So, as we venture through this winter for a bit longer, know there are some beautiful flowers just waiting to peek out of the soil. Rest assured, your creativity and resilience will result in a job very well done.

There is sunshine ahead, Seneca!

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NOTES & NEWS



COMMUNITY GRAND MARSHALL NOMINATIONS ARE OUT AND A MOUSE TOLD US THAT DR. WALLS HAS SOME VOTES... IF YOU AS A STAFF MEMBER WOULD LIKE TO SEE DR. WALLS AS THIS YEARS' GRAND MARSHALL, MAKE SURE TO COMPLETE THE NOMINATION FORM [HERE](#) OR AT WWW.LAKEALMANORAREA.COM/4TH-OF-JULY



MARCH WORK ANNIVERSARIES

4 Years

March 4th - Corina Ng

5 Years

March 19th - Steve Boline

6 Years

March 13th - Stephanie Angelis

9 Years

March 10th - Vanessa Paap

12 Years

March 7th - Ashli Pleau

14 Years

March 20th - Irene Urata

36 Years!

March 30th - Linda McCurdy

FIVE STAR GOOGLE REVIEW



great job, staff! ★

This is a wonderful hospital. Being a transplant city girl, I feel so welcome there. The receptionist, the triage nurse. All the nurses, the doctors, respiratory care specialists, x-ray technicians... are all wonderful.

Everytime I've gone there I have been pretty sick.

I was helicoptered out more than 3 times from Seneca. I kept saying can't you help me here?

No you need to go. Because all the folks at this hospital really do care about people.

The medical world would be better if these wonderful health professionals could be everywhere.

Thank you. To all the doctors nurses and entire staff at Seneca!

You truly are the greatest!!!

Dress in Blue Day Winners!



Sarah even wore blue eye shadow!



Chris Matthews may have topped you all! That's a real colon y'all! For Colorectal Cancer Awareness Day



Jim, like grumpy cat decided that one shade of blue just was not enough!

We had lots of staff wear blue. Thank you to all the staff the participated. We appreciate you all, we hope that you all enjoyed dressing up for Colorectal Cancer Awareness Day.

The Staff Corner

Employee of the

Month:

Trevor Hadley



FEBRUARY EMPLOYEE OF THE MONTH

Trevor has been the most reliable staff member anyone could imagine. He has never declined to come in on his days off to help when needed or to fill in when a staff member is unable to come to work. Trevor has been through a lot over this past year in his personal and professional life. Even so he continues to treat patients and the general public with respect and compassion, always attentive to their needs before his own. One example I can think of where Trevor shined, was when I recently approached him with a situation where I needed to have a very important and lengthy report done by end of day. I asked Trevor for his help, and even though he was in the middle of his shift taking care of patients, he was able to continue excellent patient care, and complete the task I asked of him before the end of his shift. His ability to multi-task is second to none. Trevor continues to take care of his family at home and his family here at work in a way that would be impossible for most people. We are lucky to have Trevor here at Seneca. Nominated by: Royce Raker, RN, MICN

Trevor is invaluable in gathering needed supplies and assisting with procedures. He anticipates and completes tasks prior to being asked. He is willing to train staff in locating or use of equipment. He takes pride in how the ED runs and is a team player with any of the nursing staff who asks him for assistance. He is always willing to jump in and help.

Nominated by: Ann Holt, RN, BSN, PHN

Q&A with Trevor

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?

Have "buy-in" to the institution. Take pride in your job and work to better yourself and facility.

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

Flexibility, the ability to multi-task, and being calm under pressure.

Who are some of your biggest inspirations within the company?

Watching how well the organization's staff work as a team, despite being assigned to different areas of the hospital.

What is the most unique part about working here?

Adapting to complex and complicated situations with limited resources.

How have you grown professionally over the last several years?

I have learned new and creative methods of problem solving within the establishment as well as continuing to expand my professional knowledge.

What are your career goals?

To continue to expand my resources, knowledge and skills to better the hospital.

Why do you love working at Seneca Healthcare District?

It is a small hospital with close ties to the surrounding community.

New Employee: February

Hello to all my new colleagues, my name is Vanessa Craven and I am excited to join the team that makes up Seneca. I have lived in the Chester area since 2005. I have 4 beautiful kiddos. We moved away twice but always came back to our amazing mountain town, it's home! I love being outdoors especially during the summer. Healthcare has always been a passion of mine and after getting my kids to a place where they are a bit older and not requiring me 100% of the time, I have taken the plunge into building a career for myself. I have been attending Butte College for the last 2.5 years. I just completed my EMT certification, and plan to go onto Paramedic in the next couple years. Being a first responder is something I have always dreamt about. However being bedside I feel is just as crucial, not only for patients but for growth and learning in the field. I am very happy to have found a spot in the ED, and hope to truly grow and learn from all the experienced staff. I look forward to working with you all.



Vanessa Craven
ED Technician

WELCOME

Departmental Updates

LTC/SNF

BY TESSA PARSONS, DON

- LTC/SNF has a New Resident: Donna Poole
- Room Renovations continue, done with Room 14, working on Room 12 and the breakroom right now.
- Patricia Gallagher has transitioned over from the Clinic and is now working in LTC/SNF!

Let's keep our breakrooms clean!

Please see the below information regarding the use of our staff refrigerator(s):

1. Housekeeping staff will clean the fridge when able, but cannot accomplish this when overstocked.
2. If you spill something, clean it up. (This goes for the tables, microwaves, etc.)
3. In the hospital breakroom, we now have both bins on the bottom that are broken and will be thrown out due to a spill of some sort that stuck the bins to the bottom.
4. Label your containers prior to putting them in fridge.
5. If able, dispose of outdated food in the dumpster outside so we do not have to smell it inside.

Please help us keep this shared space clean and accessible for multiple people to use! Thank you!



AIDET: Five Steps to Achieving Satisfaction

AIDET is a framework for you, as staff, to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable. It can also be used as we communicate with other staff and colleagues.

Acknowledge

Greet people with a smile and use their names if you know them. Attitude is everything. Create a lasting impression.

Introduce

Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.

Duration

Keep in touch to ease waiting times. Let others know if there is a delay and how long it will be. Be polite, helpful, and understanding.

Explanation

Advise others what you are doing, how procedures work and whom to contact if they need assistance. Communicate any steps they may need to take. Make words work. Talk, listen and learn. Make time to help. Ask, "Is there anything else I can do for you?"

Thank you

Thank somebody. Foster an attitude of gratitude. Thank people for their patronage, help or assistance. Use reward and recognition wording.

Working together and improving our own communication, we can provide the best patient experience here at Seneca, and communicate effectively with our coworkers!



ASK THE EXECUTIVES!

Do you have a burning question for our Executive Team?

Maybe something that you've always wondered about, but never got a chance to ask?

Now's your chance: your CEO/CNO/CFO will be answering YOUR questions each newsletter, you just need to submit them!

Send any questions to Deborah in Administration before the 1st of the month: dhousen@senecahospital.org

Compliance or Privacy Reporting

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

Charlene Almocera
(833) 227-3743/Internal Ext. 1516

To report anonymously, please leave a message at:

Compliance Hotline
(833) 227-3743 / Internal Ext. 1525

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.

HOSPICE 101



Presented in collaboration with Honey Lake, Plumas & Sierra Hospice

May 20th from 9-4

Lunch will be provided

Lake Almanor Clinic Conference Room

199 Reynolds Rd, Chester, CA

This free event will review the basics of hospice care including: how to care for the hospice patient, techniques to improve your communication, and basic symptom management

Please register by calling Sierra Hospice at 530.258.3412

SIERRA HOSPICE

SENECA HEALTHCARE DISTRICT

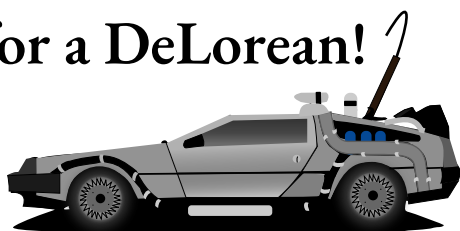
General Updates

Dr's Day - March 30th, 2023

March 30th is Doctor's Day, an annual observance to show appreciation for the physicians who help save lives everywhere—the holiday started in 1933 in Winder, Georgia. Since then it's been honored every year on March 30th.

Administration has cards for all the providers that work with Seneca throughout the year. If staff members would like to sign any of the cards for the providers, please connect with Deborah in administration.

Looking for a DeLorean!



This year's 4th of July parade theme is Reflections: past, present, and future.

Seneca Healthcare District would like to invite staff to go Back To the Future with Seneca. We plan to look at the old hospital built in the 1950s and glance at the future new hospital that is anticipated to be completed in 2026. Our parade planning committee met this last week and came up with ideas to complement this theme.

We would like to utilize a DeLorean or make something that looks like one to go with Shawn McKenzie's Doc Brown Costume.

We would also like to find a 1950s truck and a newer truck of the same model and color to be part of this float. We are hoping for a truck from the 50s and a newer one.

We also plan to invite both current and retired staff members to join us in this year's parade.

4th of July

Community Wellness Screenings

Information for the Community Wellness screenings went out to staff on Friday, March 10, 2023. The following week, information will be released to the public. This information will be shared on our website, posted around town, and shared with Plumas News, local churches, and more. If you have any ideas on where to share this information please contact Chelssa.



2023 Wellness Screening

Sponsored by Seneca Hospital Auxiliary

WHEN:	Tuesday, June 6,	7:00 am - 9:30 am
	Wednesday, June 7,	7:00 am - 9:30 am
	Saturday, June 10,	7:00 am - 9:30 am
	Tuesday, June 13,	7:00 am - 9:30 am
	Wednesday, June 14,	7:00 am - 9:30 am

WHERE: Please note, this screening will be offsite
372 Main Street, Chester, CA
The building directly behind the Wellness Center

WHAT: Blood draws
Low-cost imaging studies
Blood pressure tests
Covid Vaccines/boosters



Senecahospital.org /community
1(833) careSHD
1(833)227-3743

April Holidays:

- **April 1st** is not just April Fools Day, it is also
 - International Pillow Fight Day
 - National Fun Day
 - National Greeting Card Day
 - National Handmade Day
 - National Sourdough Bread Day



- National Public Health Week: April 1 – 7
- World Health Day 2023: April 7
- World Immunization Week: April 22 – 28
- Every Kid Healthy Week and Patient Experience Week: April 25 – 29



SENECA HEALTHCARE DISTRICT ORGANIZATIONAL CHART EXPLAINED

Executive Team



Shawn McKenzie

Chief Executive Officer

The CEO is the chief executive officer of the District, and they oversee the operations of the entire facility. Their job involves planning, staffing, budgeting and creating and implementing policies. Reports directly to the Board of Directors.



Steve Boline

Chief Financial Officer

The CFO is an officer of the organization that is assigned the primary responsibility for managing the company's finances, including financial planning, management of financial risks, record-keeping, and financial reporting. Reports to the District's Chief Executive Officer.



Judith Cline

Chief Nursing Officer

The CNO is an officer of the organization and a Registered Nurse who is responsible for planning, organizing and directing the overall operations of Nursing/Patient Care Services (i.e., Acute, OR, SNF, Dietary, Radiology, Lab, Employee Health/Infection Control, Education/QI, Social Services/Discharge Planning, Utilization Review), throughout the hospital and the clinic. Reports to the District's Chief Executive Officer.

Directors



Charlene Almocera

HIM/Admissions



Jennie Mathews

Human Resources



Linda McCurdy

EVS/Operations



Chelssa Outland

PR/Marketing



Tessa Parsons

DON - LTC/SNF



Takara Trumpf

Information Technology

Healthcare department directors are responsible for steering their healthcare facilities toward success. They ensure that the healthcare district continually provides the best available healthcare solutions for all patients and staff.

Directors are responsible for communicating with staff members, solving issues between departments, assisting in the hiring process for high-level facility managers, and other responsibilities that help push for operational improvements. They generally report directly to the executive team.

Managers/Supervisors



Jay Badeker

Maintenance



Kacie Broussard

Case Management



Kristin Courtright

Accounting/Finance



Diane Dowden

Respiratory Therapy



Jessica Gorbet

Employee Health



Jennifer Hall

Housekeeping



Heather Hemping

Care Coordination



Ann Holt

Acute Nursing



Andrea Kelly

Dietary



Todd Lane

Diagnostic Imaging



JoAnn Mahloch

Medical Staff



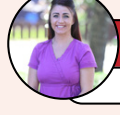
David Monday

Laboratory



Catie Neely

Infection Prevention



Ashli Pleau

Operating Room



Royce Raker

Emergency Room



Steven Stoops

Purchasing



Stefanie White

Nurse Education

Managers help facilitate and oversee the day-to-day operations of a company. They check in with their teams daily to ensure individuals complete tasks on time. Managers often report to directors or the executive team and they ensure employees follow company policies. Managers are able to help troubleshoot and resolve issues among staff.

Staff

Our employees are vital to the success of the organization and keep the District running smoothly. From patient care, admissions, medical records, housekeeping, dietary, IT, admin, and maintenance, all of our staff are incredibly important and key links so that we can ensure the best care for our community.

