

## Minneola Healthcare Establishing Patient and Family Engagement Practices

Minneola healthcare is taking steps to provide a better quality health care, more efficient care, better patient and employee satisfaction and improved population health.

Minneola Healthcare is one of eight hospitals that is participating in the state wide project called "The Patient Satisfaction Learning Community 2018 Project".

We are focusing on improving communication with patients and families so their priorities and choices drive the delivery of care. By involving patients and families, Minneola Healthcare will improve safety, outcomes, patient satisfaction and employee engagement and retention.

*"As we continue to focus on placing our patients at the forefront of our decisions and incorporating them into our care planning process, this project gives us the tools to do so in a series of steps that produce impactful results for all involved"*, said Debbie Bruner, CEO.

Those who truly benefit are the consumers who choose proactive organizations like Minneola Healthcare for their health care needs.

### AIDET

AIDET is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes. The acronym AIDET stands for five communication behaviors:

**A**cknowledge  
**I**ntroduce  
**D**uration  
**E**xplanation  
**T**hank You

### Lab Week

MDH Medical Laboratory Professionals Week, April 30 – May 4, 2018, is an annual celebration of laboratory staff that plays a vital role in healthcare and patient advocacy. This is a great time to generate new awareness and excitement.



## Let's Talk About It



These letters were refurbished for inside the front entrance of the hospital after doing 62 years of service on the outside of the hospital.

### Bucklin Community Clinic

The Bucklin Community Clinic has been open since 1990. It provides excellent healthcare in and around that community. Several of our providers alternate to that facility as well. The receptionist that works there is Stacy Stein. Stacy started at the clinic in October of 2017. She has been involved in healthcare for 20 years.

Mary Knowles is our LPN that works in the Bucklin Community Clinic. She has been an LPN for 7 years and has worked at the Bucklin Clinic for 1 year.

### Minneola Healthcare

Minneola Healthcare's mission is to deliver personalized, patient centered care in an atmosphere that promotes the healing process and enhances the quality of life for the communities we serve.



### Minneola Healthcare

212 Main Street  
PO Box 127  
Minneola, KS 67865  
Phone: 620-885-4264  
Fax: 620-885-4602

June 2018 Newsletter

# Long Term Care Unit News

# Grand Reopening

# Dr. Conard's Missionary Trip

The residents of the Minneola Long Term Care have had a very fun interactive couple of weeks.

Mother's Day was celebrated on the 11<sup>th</sup> with a tea party with lemon bars and personalized gifts were given out.

Nursing home week with a theme of "Celebrating Life's Stories" was celebrated the 14<sup>th</sup> through the 18<sup>th</sup>. This included tee shirts paid for by a generous donation made by Dr. Luna. There were 4 kinds of homemade ice cream, show and tell which included tea pots, hand crafted items and dolls and plenty of life stories being shared. There were games during the week including guess who is in the picture and truth or dare where residents could have the staff or other residents tell a story or do a silly trick.

We had a resident birthday party this week with a resident turning 101!

Our week concluded with a BBQ for residents and staff together with prizes being awarded for the games.

It was a busy fun week that was enjoyed by the residents and staff.

11 of our residents had pen pals from the fourth grade that wrote letters, cards and colored pictures and sent back and forth though the school year and on May 10<sup>th</sup> the fourth graders came to visit and meet our residents for the 1<sup>st</sup> time. They shared treats and refreshments. It really made our residents happy and they looked forward to seeing them. They all really enjoyed the visit.

In celebration of Minneola Healthcare's (MHC) construction project coming to an end, CEO, Debbie Bruner cut the ribbon on May 8<sup>th</sup> for the grand opening. There was a large turnout for the event and it is safe to say many people are excited about the remodel and MHC's future.

Grand opening guest, Twila Pottenger states, "The building turned out beautiful. I am so impressed on how well the hospital was organized and that we didn't have to shut down to complete the remodel. We have the best people working here. I always tell people all about Minneola Healthcare."



## Welcome New Hires

Brad Pollington- Materials Tech/Surgical Tech

Consuelo Espino- LTC CNA

Linsey Teeters- LTC & Hospital CNA

Kara Dugan-Clinic Vaccine Coordinator

Samantha Sprouse- Hospital Housekeeping

Elizabeth Katz- Hospital CNA

Lenna and Abigail Conard were invited to the Minneola Clinic on May 15, 2018 to share the experience of their mission trip to Hungary. Dr. Conard takes many missions trips, and always takes two of his children. This time; however, he took 3 of his children including Lenna, Abigail, and Eli.

The Conards like to go this time of year, as it is the off season (less tourists) in Hungary. This missionary trip was for any Christians of any denomination. Hungarian and English are the most spoken languages, but the missionaries came from all over Europe.

The trip began in Wichita, and included three stops along the way. The family flew into Budapest, Hungary, but stayed at Lake Balaton Siofok, Hungary. The girls stated the family stayed in a very large hotel. Breakfast and lunch were included in the hotel stay. The girls reported the traditional Hungarian food was very good; however, the American food was not so good.

Dr. Conard had one room at this hotel where he saw patients day or night. The patients were the missionary families, which consisted of 400 or more people. Patients were able to knock on the door and walk in to be seen. Several of the patients would bring x-rays to go over, but most of the patients came just to talk. This one room contained all of the supplies and was locked at the end of every day. The metric system was the measuring system of choice in Hungary. Dr. Conard's children helped babysit 0-2 year olds. The hours of the daycare were 8-12 with a one hour lunch break and then from 1-4. The girls stated they have pen pals that they continue to skype and keep in touch with.