

BALANCE

Spring 2024



SEE WHAT'S INSIDE

COLLABORATIVE
CARE

NEXT GENERATION
OF VOLUNTEERS

QUESTIONS TO ASK
YOUR PROVIDER

ALWAYS IMPROVING

The offseason. Many athletes use this time to reflect on what went well last season and to better themselves for next season.

My 16-year-old son loves running cross country in the fall and then running track in the spring. In between the two sports, over the winter months, he and I started working on strength training together at The Centre in Rolla. This invaluable time allowed us to take part in a healthy activity together, while also giving him an opportunity to hone his track skills.

At Phelps Health, we are always striving to be better.

Our improvements have been recognized as we ended last year with some exciting accomplishments. Phelps Health was named a Great Community Hospital by *Becker's Hospital Review*. We also were included on *Forbes* list of America's Best Employers By State for 2023. Read about these recognitions and what they mean to our employees on page 3.

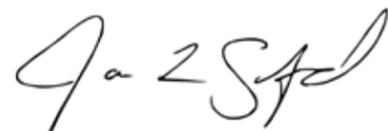
Also in this issue, patient Sheldra Thomas shares her story of how Phelps Health Advanced Nurse Practitioner Steve Ballard, who specializes in cardiology, has helped her manage her heart condition. Learn more by turning to page 5.

Before some of our staff joined our team, they first volunteered at Phelps Health through the VolunTEEN program. Becoming a VolunTEEN allows 14- to 17-year-olds the chance to volunteer at Phelps Health while learning valuable skills. Find out more about this opportunity for high school students on page 7.

I'm excited to see what 2024 will bring and to share more great success stories with you.

Please enjoy this issue of *Balance*.

Sincerely,



Jason Shenefield, President and CEO



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FIND US!



FIND OUR PHELPS HEALTH ELVES!

Cornelius and Clarice, the Phelps Health elves, are hiding in this issue of the *Balance* magazine. Can you find them? Once you locate them, go online to phelpshealth.org/balance and complete the "Find the Elves" form by April 30 for a chance to win a Phelps Health tote bag full of goodies.

AT PHELPS HEALTH, WE LOVE HEARING FROM OUR PATIENTS AND VISITORS.

My 5-year-old son and I came to the Walk-In Clinic because he had a sore throat. Tina Zamora was so patient, kind, understanding and composed. She took her time to figure out what to do to help my son.

- Kyleigh Landreth

I had two knee replacements at separate times and underwent physical therapy at Phelps Health after both surgeries. Taylor Luebbering is very professional and caring. She tries to get to know her patients.

- Glenn Gibson

Tracy and Katrina helped my mother with pain management after surgery. They were very approachable, friendly and extremely professional. They could answer all of my questions and were pleasant and hardworking. I appreciate them being so patient and caring with my mother.

- Denver Bates

These letters, which were edited for length and clarity, were sent from patients and visitors about their experience at Phelps Health.

If you would like to nominate a Phelps Health employee who made a difference, visit bit.ly/3Tm2d7K or scan the QR code below.



Rachel Jang, FNP-C

Ask a Provider

What You Should Know About Superfoods

What are superfoods and why should we eat them?

Superfoods are foods that offer maximum nutritional benefits for minimal calories. These foods typically contain a high volume of the following:

- **Minerals:** These essential nutrients, such as calcium, potassium and iron, help your body perform at its highest level.
- **Vitamins:** If possible, getting these organic compounds from natural foods – like superfoods – rather than from supplements (manufactured products, such as multivitamins) is preferred.
- **Antioxidants:** These natural compounds protect your cells from damage and may lower the risk of heart disease, cancer and other diseases.

What are examples of superfoods?

Common examples of superfoods include any type of berries, leafy greens, fish (especially salmon), dark chocolate, nuts, avocados, tomatoes, onions and sweet potatoes.

Can superfoods help with weight loss?

Yes, most definitely. Most superfoods are low in calories and high in fiber. Because of this, superfoods cause you to feel fuller for longer, which can help with weight loss.

SUPERCHARGE YOUR DIET

Discover the power of superfoods and begin transforming your health today. Fuel your body with minerals, vitamins and antioxidants to enhance overall well-being. For more information on nutrition, talk with your healthcare provider.

Can I get my superfoods in a supplement form?

A word of caution from the US Food and Drug Administration (FDA): While the benefits of some supplements are well established, others need more study.

Before buying or taking any dietary supplement, talk with your healthcare provider about the benefits and risks. Keep in mind that supplements should not take the place of the variety of foods that are essential for a healthy diet.

Are superfoods usually expensive or hard to find?

Not necessarily. Superfoods, such as mushrooms, spinach, lentils (beans, peas, etc.), sweet potatoes, nuts and seeds, can be found at your local grocery store. **Bottom line:** Any fruit or vegetable is essentially a superfood. They don't need to be exotic, expensive or hard to find.



FORBES, BECKER'S RECOGNIZE PHELPS HEALTH

EMPLOYEES SHARE WHAT HONORS MEAN TO THEM

By Paul Hackbarth

2023 was a year marked by many accomplishments at Phelps Health, but two of those achievements particularly stand out.

Phelps Health was not only included in *Becker's Hospital Review* 2023 list of Great Community Hospitals but also recognized as one of *Forbes* America's Best Employers By State for 2023.



Keri Brookshire-Heavin

"We have made a large push to change the culture in our organization over the last couple of years, and these awards are a great validation that change is really happening," said Senior Vice President, Chief Nursing Officer and Chief Operating Officer Keri Brookshire-Heavin.

Several Phelps Health leaders and employees say they're proud to work for an organization that achieved these honors. So, what do these recognitions really mean? We asked our staff.

FORBES LISTING

America's Best Employers By State 2023, presented by Forbes and Statista Inc., were identified based on 2.1 million employer recommendations from staff working for companies with more than 500 employees in the United States. Organizations cannot pay for inclusion on this list.

Evaluation was made on a state-by-state basis and based on three distinct criteria: in-state indirect recommendations, national in-industry indirect recommendations and direct recommendations.

Employees also were asked to give their opinions on a series of statements surrounding work-related topics, such as working conditions, diversity, salary, potential



for development and company image regarding their current employer.



Preston Hodapp

Preston Hodapp, director of Patient Access, named three reasons why he feels the organization is among the best employers in Missouri.

"We have competitive wages, we care about our employees and we grow people within our organization," he said. "Working at Phelps Health, I don't feel like I'm just a number."

Preston said when he was previously a customer service liaison at Phelps Health, the CEO knew him by name.

"At other organizations, I didn't even know the senior leadership, nor did I feel they knew me," he said.



Brenda Bradshaw

Another way Phelps Health is among America's Best Employers is the investment leaders make in the well-being of employees, said Brenda Bradshaw, a lead patient experience liaison.

"In the industry I previously came from, work-life balance would not be in a conversation," she said.

Brenda is a member of the Phelps Health Wellness Committee that looks at ways to prevent burnout and reduce stress levels in the workplace.



Brendan Williams

"Being involved in a process that will have an impact on the entire organization is a reflection of the dedication from the top down," she said.

For Brendan Williams, Epic training manager, his coworkers are what make Phelps Health a top employer.

"I enjoy coming to work every day because I know I'm with a group who, when times get tough, will have your back," he said.

BECKER'S LISTING

Phelps Health also was included on *Becker's* 2023 list of Great Community Hospitals. A total of 153 hospitals across the United States were named to the list, and



Jason Shenefield

Phelps Health was one of three hospitals recognized from Missouri.

"A Great Community Hospital to me means that we're doing things that are not common at all community hospitals," said President and CEO Jason Shenefield.

At monthly Phelps Health Board of Trustees meetings, Jason shares what he calls "mission moments" with the board.

"These are letters or recognitions from patients, family of patients or other employees about some of the amazing things we do at Phelps Health," Jason said. "I get so many of these and only have enough time to read a couple each month."

Hospitals on *Becker's* list are known for clinical excellence, compassionate care, economic impact on their communities and more. These hospitals are leaders who show above-and-beyond commitment to their communities. Their expertise helps expand care access to patients who would otherwise face barriers such as cost or distance.



Emily Buckley

For Emily Buckley, director of Surgical Services and Anesthesia, a Great Community Hospital is "one that is looking towards the future, is rooted in evidence-based practice and matches or exceeds care given at top organizations."

Whether it be staff committees

who look at bringing needed technology or novel products to Phelps Health, or utilizing Epic and MyChart to improve the patient experience, Emily said employees are always looking for innovative ways to improve patient care.

The *Becker's* Hospital Review editorial team selected hospitals for inclusion based on analysis of ranking and award agencies, including *U.S. News & World Report's* 2022-23 rankings, *Healthgrades*, CMS star ratings, The Leapfrog Group safety grades and The Chartis Center for Rural Health. *Becker's* also accepted nominations for this list. Organizations cannot pay for inclusion on this list.

Overall, earning these awards means a lot to employees.



Hannah Maedgen

As Hannah Maedgen, director of Emergency Services in the Emergency Department, said, "Receiving these recognitions reinforces a sense of accomplishment for us as an organization and encourages continued dedication to the tasks at hand."

READ THE FULL LISTS

Scan the QR codes to see the entire lists of *Forbes' America's Best Employers By State 2023* and *Becker's 2023 list of Great Community Hospitals*. Organizations are listed in alphabetical order.



Sheldra Thomas, Cheerleader for Collaborative Care at Phelps Health



By Stefanie Van Wyk

As a Chicago, Illinois, native, Sheldra Thomas is accustomed to a certain level of care. So, when she moved to Steelville, Missouri, she shopped around before selecting Phelps Health for her healthcare needs.

Sheldra first visited the healthcare organization for primary care in 2011, but quickly became familiar with the Phelps Health Heart and Vascular Center and Cardiologist Tim Martin, MD, FACC.

“I was hospitalized with chest pain,” said Sheldra, age 59. “This is when I met Dr. Martin.”

After running different tests on his patient, Dr. Martin determined that angina was causing Sheldra’s chest pain. (Angina is chest pain caused by reduced blood flow to the heart.) He also sent her to have an MRI (magnetic resonance imaging) to see if she needed a stent. Thankfully, she didn’t, and the cardiologist instead put her on medication to manage her condition. She now sees Dr. Martin on an annual basis.

“I do a yearly stress test, but it always comes back that my heart condition is mild,” Sheldra said. “I don’t really have anything wrong with my heart, besides the angina.”

In between her yearly checkups with Dr. Martin, she sees Steven Ballard, a board-certified advanced nurse practitioner who specializes in cardiology and collaborates with Dr. Martin. In fact, Sheldra and Steven’s birthdays are 6 months apart, so at her 6-month checkups, they are often wishing each other happy birthday.



Sheldra Thomas

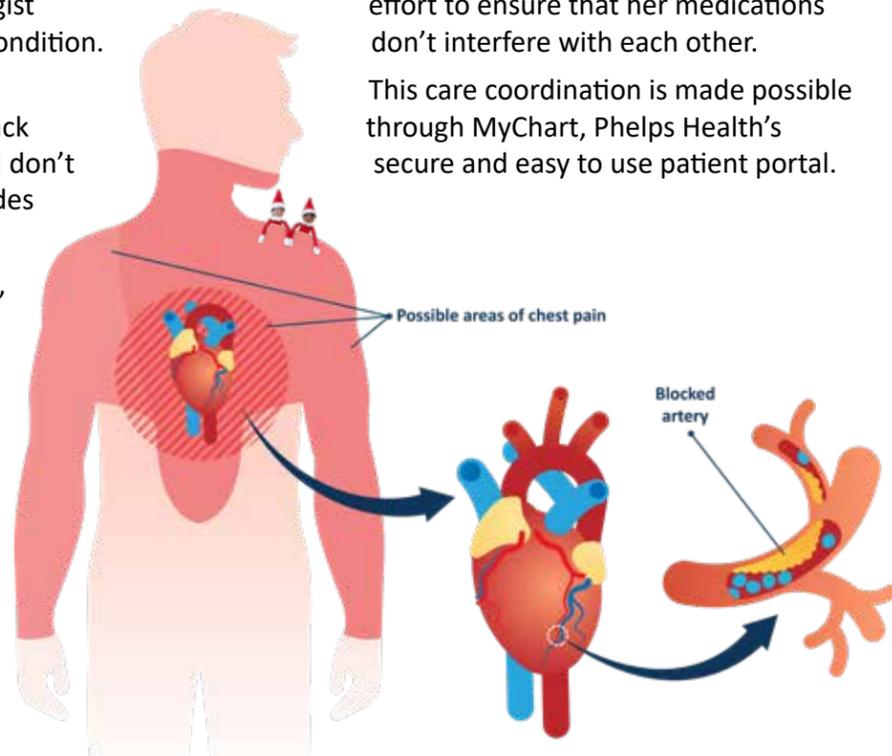
“I just love my doctors, because they’ll go into great detail to explain things to me,” she said. “If they have to draw a diagram, they will. And if they don’t know something, they’ll refer you to someone who does. I also love Annette [Wells, practice manager of the Heart and Vascular Center]. They all know I’m a goof, that I like to poke fun and they’ll joke with me.”

In addition to her heart condition, Sheldra also has type 2 diabetes. To help manage her diabetes, she sees Internal Medicine Physician Chad Vail, DO, FACOI, her primary care provider, and Adult Geriatric Nurse Practitioner Candy Sadler, AGNP, WOCN, for wound care.

“Everybody knows everybody,” she said. “They’ll say, ‘Let me check out Dr. Vail’s notes, let me see what Steven Ballard put in, what was his recommendation?’ And when I see the dermatologist, even though he’s not at Phelps Health, he phones over to Candy in the Wound Ostomy Center to go over different suggestions. I like that everybody’s on board with my healthcare, and that they all work together.”

Sheldra added that all of her providers are equally aware of her diabetes and make every effort to ensure that her medications don’t interfere with each other.

This care coordination is made possible through MyChart, Phelps Health’s secure and easy to use patient portal.



Phelps Health Cardiologist Tim Martin, MD, FACC, has been practicing cardiovascular medicine since 1992. In July 2000, he joined Phelps Health.

“I love the MyChart app,” Sheldra said. “I get the [test] results immediately. I can do my [prescription] refills on MyChart. And I can always ask questions, send a message and check my upcoming appointments. If I need to cancel or reschedule my appointment, I can do that, too.”

Along with keeping her connected, MyChart has been a great source of reliable information for Sheldra.

“MyChart explains what my medications are for,” she added. “I also get a summary from every doctor’s visit, and it’s very detailed. I can compare my labs from a year ago and see different trends. And if I don’t understand a medical term, I can click a button to go to another screen, where the information is in layman’s terms. The nurses are great about following up on MyChart, too, whether I have a small or big concern.”

After 13 years of coming to Phelps Health, Sheldra is in a good place, when it comes to her health.

“They [my providers] challenge and encourage you,” said Sheldra. “It’s your health, and they want you to be an active participant. So, it’s important that you have input. They may say, ‘Sheldra, let’s talk about your weight. You need to get out and do this more, etc.’ but they also know my limitations.”

“I AM CONFIDENT IN MY HEALTHCARE.”



“I’m not down in the dumps about my health. I feel good, comfortable. I’m confident in my healthcare. Overall, my health has improved,

with the help of different medications. If I’m ever concerned about my meds, they’ll [my providers] listen to me and go over them with me, to see if there’s something I do – or don’t – need.”

Throughout her Phelps Health journey, Sheldra also has had positive experiences with Urologist Joel Leon Becerril, MD; Nephrologist Nurelign Abebe, MD; the Emergency Department; the Delbert Day Cancer Institute and the Pain Management Center. To describe her as one of Phelps Health’s most enthusiastic cheerleaders wouldn’t be a stretch.

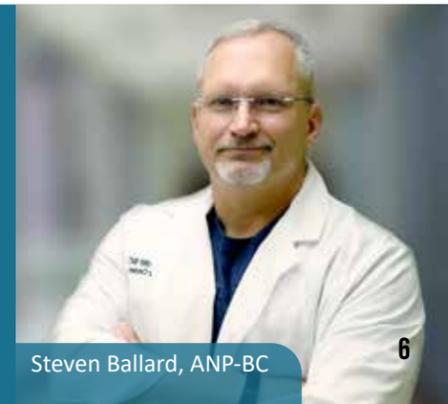
As an advocate for the healthcare organization, Sheldra has recruited her family as fellow patients, including her granddaughter and her son.

“I’m trying to bring the whole family in,” she said, laughing.

COMPREHENSIVE, COLLABORATIVE CARE



Life doesn’t happen in isolated moments, and neither should your healthcare. To start your journey to better health at Phelps Health, scan the QR code to view our list of doctors and providers who are accepting new patients. To make an appointment, call (573) 364-9000.



Steven Ballard, ANP-BC

VOLUNTEENS: THE NEXT GENERATION OF HOSPITAL HELPERS

SUMMER PROGRAM ALLOWS HIGH SCHOOL STUDENTS TO EXPERIENCE HEALTHCARE FIRSTHAND

By Paul Hackbarth



Courtney Harrop, a patient transfer coordinator at Phelps Health, always dreamed of working in healthcare.

"My grandmother told me about her being a 'candy striper' when she was my age, 15 or 16 at the time," Courtney said.

A candy striper was a term used

to describe a young volunteer at a hospital. These volunteers wore red-and-white striped uniforms, similar to the pattern of candy canes, hence the name.

After some encouragement from her grandma, Courtney applied to the Phelps Health VolunTEEN program.

"I decided this would be the perfect opportunity to pursue this dream of mine," Courtney said. "Through this program, I got to know the hospital and made some new friends in the process."

Carmen Phenix, a recruiter with the Phelps Health Human Resources Department, also wanted to learn about healthcare.

"I was curious to see Phelps Health from a different perspective since my only experiences at that time had been as a patient," she said.



Carmen Phenix

She applied to be a VolunTEEN to learn more about the various health system departments, including how they operated and worked together.

"Spending several hours each week over the summer with friends while being able to earn volunteer hours was certainly an opportunity I couldn't ignore," Carmen said.

WHO QUALIFIES TO BE A VOLUNTEEN?

The VolunTEEN program at Phelps Health is open to 14- to 17-year-olds who have not yet completed high school. (You must be 14 by June 3 this year to apply.)

In previous years, students from Rolla, St. James, Salem, Bland, Cuba, Newburg, Vienna, Dixon and Waynesville have participated in this program, according to Crystal Lorah, director of the Phelps Health Auxiliary and Volunteer Services, which oversees the VolunTEENS.

Teens must complete an application, which includes one reference letter, a health history form and a recent copy of their report card (showing a GPA equivalent to grades of C+ or better).

VolunTEENS also are required to show proof of MMR (measles, mumps and rubella) immunizations and complete a TB (tuberculosis) skin test. Phelps Health's Occupational Health and Wellness Department offers free TB skin testing.

THE FUTURE BEGINS WITH YOU

For more information about the VolunTEEN program, visit pelpshealth.org or contact Neal Fallesen, specialist with the Phelps Health Auxiliary and Volunteer Services, at nfallesen@pelpshealth.org or (573) 458-7948.



Students chosen for the program must attend an orientation, where they will become familiar with hospital procedures and policies, acceptable VolunTEEN behavior and other important topics.

WHAT DOES A VOLUNTEEN DO?

Teens will volunteer for at least two 3-hour shifts per week in different areas throughout Phelps Health. They may assist at information and wayfinding desks or at the Lily Pad Gift Shop or Repeat Boutique resale shop. They help with office projects and sanitize wheelchairs, too.

As a VolunTEEN, Courtney enjoyed seeing the patients, handing out drinks and making people smile.

The young volunteers also get opportunities to visit and hear presentations from different departments.

In the past, VolunTEENS have learned about the following areas: Human Resources, Marketing, Obstetrics, Surgery, Medical Imaging, Sleep Lab, Respiratory, Laboratory, Phelps Air (medical helicopter), Ambulance, Organizational Development and Learning, and the Delbert Day Cancer Institute (DDCI).

Watching a surgery was a highlight for Courtney. "I really enjoyed watching the process from beginning to end," she said.

Carmen liked learning more about the healthcare industry and the countless career paths available.

"Typically, when someone thinks of a healthcare organization, they think of only doctors and nurses," Carmen said. "The VolunTEEN program showed me that while these employees are needed, so many people, outside of patient-facing employees, play an integral part in the success of Phelps Health."

Due to confidentiality rules and regulations, including HIPAA (Health Insurance Portability and Accountability Act) requirements, VolunTEENS are unable to help in certain departments.

WHY SHOULD YOU APPLY?

Being a VolunTEEN comes with many benefits. The program is a great way for teens to meet other students from area schools. In addition, students can include their volunteer experience on college, scholarship, National Honor Society (NHS) and job applications.

"I think every teenager should consider applying for the VolunTEEN program, whether or not they're interested in healthcare," Carmen said.

Both Carmen and Courtney said while they didn't know it at the time, being a VolunTEEN played an important role in their futures.

When Carmen was looking for an internship to gain experience in a human resources department, she remembered her time volunteering at Phelps Health.

"I had such a positive experience as a VolunTEEN, prompting me to consider returning for an internship," Carmen said. She became an intern and now works at Phelps Health.

"Working as a VolunTEEN paved a path for me," Courtney said. "The VolunTEEN program offers you many opportunities to get to know departments and job shadow."

IMPORTANT DATES TO REMEMBER FOR 2024 PROGRAM

- Application Deadline: May 10
- TB Skin Test: May 28
- VolunTEEN Orientation: May 30
- VolunTEEN Session: June 3-28



WHAT DOCTORS WISH PATIENTS KNEW

10 THINGS YOUR HEALTHCARE PROVIDER WISHES YOU WOULD ASK

By Paul Hackbarth

Do you ever wonder what's going on inside your healthcare provider's mind? We were curious, so we asked them.

Two Phelps Health providers shared the top 10 things they want you to know, so you can take charge of your health and get the most out of your appointments.

1. GO AHEAD. ASK QUESTIONS.

Phelps Health Interventional Cardiologist Stilianos Efstratiadis, MD, FACC, FSCAI (or "Dr. E"), and Jordan Priest, DNP, FNP-BC, who specializes in family medicine, both encourage their patients to discuss any concerns they have during their visits.

"I want patients to feel comfortable asking questions regarding their care," Jordan said.

Some of the questions they wish patients would ask include the following:

- ▶ **How can I quit smoking?**
- ▶ **How can I manage my medical conditions between visits?**
- ▶ **How can I achieve a healthier life?**

Dr. E advises his patients to write down their questions in a notebook because remembering everything during an appointment can be difficult sometimes.

2. WE DON'T MAKE YOU WAIT ON PURPOSE.

Doctors and providers must follow many steps and ensure several tasks are finished before a patient can be seen safely.

"We attempt to stay within each patient's appointment time slot, but unfortunately, with our many job requirements and desire to make each patient feel heard, we can become behind schedule," Jordan said.

Providers are responsible for evaluating and treating patients, while also updating patient charts, responding to patient messages and phone calls as well as checking medication refills and lab results.

Depending on your provider's specialty, they also

may have emergencies arise, making their schedule unpredictable at times.

3. REPEATING YOUR INFORMATION TO DIFFERENT STAFF LEADS TO MORE ACCURATE CARE.

Involving different healthcare staff during your visit is important. According to Dr. E, your care team can collect more information if you discuss your concerns with multiple people.

"While we, as providers, are asking questions the nurse may have already asked, we are collecting your critical history to ensure we are making accurate diagnoses," Jordan said. "We also may need to gather more in-depth information."

4. BE CAREFUL GETTING MEDICAL ADVICE ONLINE.

"Information shared on social media sites may not be reliable or verified," Jordan said, warning patients to be careful when searching for medical advice online. "Information should be obtained from a reputable site, such as Phelps Health conditions and treatments pages."

Dr. E also recommended patients visit the Mayo Clinic and Cleveland Clinic websites for helpful information that is easy to understand.

5. ASK ABOUT SIDE EFFECTS OF MEDICATIONS.

Dr. E and Jordan both agreed that the most important question patients should ask about their medications is,



Jordan Priest, DNP, FNP-BC, specializes in family medicine and sees patients in St. James and Vienna.



Phelps Health Interventional Cardiologist Stilianos Efstratiadis, MD, FACC, FSCAI or "Dr. E," meets with patients in his clinic.

"What are the possible side effects?"

"If you're ever taking a new medication and experience an adverse (unwanted) effect, stop taking the medication and contact your provider's office," Jordan said.

She also recommended patients ask about 90-day prescriptions, which could reduce their trips to the pharmacy.

6. GETTING A SECOND OPINION IS OK.

"A second opinion maybe warranted in a patient who needs a big surgery," said Dr. E, who noted that minimally invasive, alternative treatments are sometimes available and could potentially reduce your recovery time.

"In family medicine, we appreciate the collaboration with specialists who can provide patients with second opinions," Jordan said. "Phelps Health has amazing specialty providers who can further diagnose and treat suspected diseases evaluated by your family medicine provider."

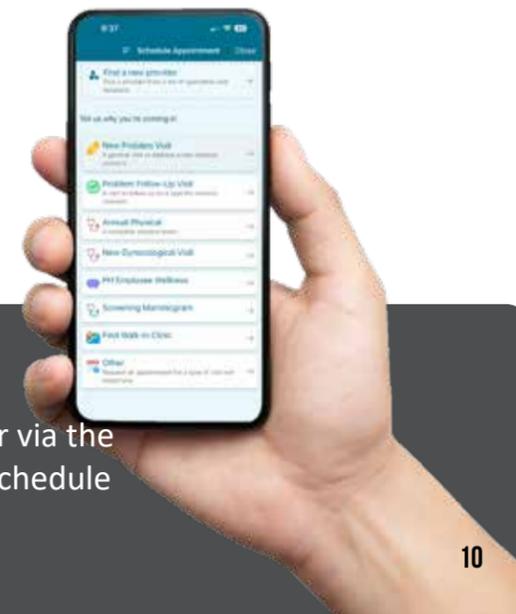
7. ASK YOUR PROVIDER IF A TEST IS NECESSARY.

If your doctor or provider orders you to undergo a certain test or procedure, you should ask the reasoning behind their request.

"Having a clear understanding of the necessity and thought process behind ordering the test allows

TALK WITH YOUR PROVIDER VIA MYCHART

Did you know? You can communicate with your healthcare provider via the MyChart app. Send messages to your care team, request refills or schedule an appointment. Visit phelpshealth.org/mychart to learn more.



for patients to feel more comfortable and better understand the diagnosis or evaluation," Jordan said.

8. TAKE NOTES OR BRING A RELATIVE OR FRIEND TO YOUR VISIT.

Medical information can feel overwhelming at times. That's why Phelps Health providers suggest you either bring a notebook to write down information you receive and/or bring a friend or loved one along with you to your appointments. This person can help you remember important information and also may ask questions that you wouldn't think to ask, ensuring a better care experience, Jordan said.

9. USE MYCHART TO COMMUNICATE WITH YOUR PROVIDER.

Phelps Health offers the MyChart patient portal for patients to send messages to their care team. Using MyChart can cut down on missed calls and voicemail messages requesting a call back.

You can still call your doctor's office, too. "Use whatever is easier for you," Dr. E said.

10. WE WANT TO BUILD LONG-TERM RELATIONSHIPS WITH OUR PATIENTS.

Establishing care with a primary care provider can help you in your long-term wellness journey.

"Being treated and evaluated by the same provider allows for us to build an ongoing relationship and enables us to better diagnose and treat you," Jordan said.



QUICK READS

Learn about activities, programs and other exciting events happening at Phelps Health

MEET OUR NEW PROVIDERS

Please help us welcome our new providers to Phelps Health:



Lincoln Shenje, MD, PhD, MRCP
Cardiology/
Interventional Cardiology



Stilianos Efstratiadis, MD, FACC, FSCAI
Cardiology/
Interventional Cardiology



Paige Alvarado, CNM
Obstetrics/Gynecology
and Midwifery



Sarah McKee, FNP-BC, CNM
Obstetrics/Gynecology
and Midwifery



Sara Bayless, CPNP
Pediatrics



Megan McBride, FNP-C
Family Medicine



Kate Finley, DNP, WHNP-BC
Obstetrics/Gynecology



These providers are accepting new patients! Learn more by scanning the QR code.

HEARTFELT DIFFERENCES: HOW HEART DISEASE SYMPTOMS DIFFER IN WOMEN



Phelps Health Interventional Cardiologist **Lincoln Shenje, MD, PhD, MRCP**, discusses common heart disease signs and symptoms in women.

Women should be aware that their heart disease symptoms can differ from those typically seen in men. Women's symptoms may be less obvious and more easily mistaken for other conditions.

Women may experience less frequent chest pain compared to men. They are more likely to describe this feeling as a dull ache or discomfort, or atypical (unusual) chest pain, back ache or right-sided chest pain.

COMMON HEART DISEASE SYMPTOMS IN WOMEN MAY INCLUDE THE FOLLOWING:

- Chest pain or discomfort that can feel like pressure, squeezing, fullness or pain in the center of your chest. This feeling may last for more than a few minutes or come and go.
- Shortness of breath that can occur with or without chest discomfort and may worsen with activity
- Unusual or extreme fatigue that doesn't improve with rest
- Pain in other areas, including the arms, back, neck, jaw or upper abdomen
- Nausea or vomiting that could be mistaken for indigestion
- Dizziness or lightheadedness: You may feel like you're going to faint, or that the room is spinning.
- Fast or irregular heartbeat: Your heart may feel like it's racing, skipping beats or fluttering.
- Sweating: You may experience a cold, clammy sweat even when you're not hot.
- Swelling in the feet, ankles, legs or abdomen: Swelling can be a sign of fluid buildup due to heart problems.

Learn more about the difference between men's and women's symptoms for heart disease at phelpshealth.org.

QUICK READS

CARES AWARD WINNERS

The Phelps Health CARES Award is presented to employees and departments who embody the Phelps Health values of CARES (Compassion, Accountability, Respect, Excellence, Service). Congratulations to all of our winners! You are outstanding role models for Phelps Health staff and patients.

October

CARES Award:

Jennifer Carnelson, Epic

We Caught You Caring Award:

Donna Minnich, Medical Oncology

Department Award:

Obstetrics and Nursery

November

CARES Award:

Nicholas Lewis, Home Health and Hospice

Daniel Phillips, Home Health and Hospice

We Caught You Caring Award:

Dom Shelton, Behavioral Health

Department Award:

Pulmonology Clinic

December

CARES Award:

Edward Roberson, Public Safety

We Caught You Caring Award:

Noelle Bou,

Patient Financial Services

Department Award:

Single Billing Office



To nominate an employee who demonstrates our CARES values, scan the QR code with your smartphone.



Visit phelpshealth.org to nominate a Phelps Health employee for an award today.

DAISY AWARD WINNERS

Congratulations to the following individuals for being recent DAISY Award winners:

Amber Nelms, RN
Emergency Department



Emily Buckley, DNAP, CRNA
Anesthesia and Surgical Services



Emily Grimm, LPN
Medical Oncology



The DAISY Award at Phelps Health is sponsored by the family of Vicki B. Allen through their philanthropic gift to the Phelps Health Foundation.

LEADERSHIP

Spotlight

Each issue, we highlight a Phelps Health leader.

Somer Overshon, Associate Vice President of Strategic Communications, Learning and Outreach

FUN FACTS ABOUT SOMER OVERSHON

- I am a lifelong avid reader. The first book I read on my own was Charlotte's Web by E.B. White. I usually read two to three books at any given time and enjoy almost all genres (except romance, sorry).
- I have a photographic memory of dates, like anniversaries or birthdays. Try me and prepare to be astounded.
- I am the least graceful person you probably will ever meet. To be able to trip on a flat surface like I can is a true talent.
- Seinfeld is my favorite TV show to binge-watch. The puffy shirt? Elaine dancing? Kramer on The Merv Griffin Show? The marble rye? Yes, to all of it! This show never gets old.
- If I didn't work in healthcare, I would be a college English professor, complete with a tweed, elbow-patch jacket. I'd surround myself with good coffee and talk about books every day.



PHELPS HEALTH SUPPORT GROUPS

Diabetes Support Group

Second Tuesday of each month | 4:00-5:00 PM
Phelps Health Delbert Day Cancer Institute
1060 West 10th Street, Rolla, MO
Call (573) 458-7314

Parkinson's and Caregivers Support Group

Third Tuesday of each month | 2:30-4:00 PM
Phelps Health Delbert Day Cancer Institute
1060 West 10th Street, Rolla, MO
Call (573) 458-3007





ITALIAN WEDDING SOUP

This warm, comforting soup is full of nutritious vegetables, including onion, carrots, celery and spinach. Chicken meatballs also are a good source of protein, which is an essential macronutrient.

EQUIPMENT

Large pot or Dutch oven

INGREDIENTS

- 4 tablespoons extra-virgin olive oil, divided
- 1-1/3 cups chopped yellow onion
- 2/3 cup chopped carrot
- 2/3 cup chopped celery
- 2 tablespoons minced garlic
- 6 cups unsalted chicken broth
- 6 ounces orzo, preferably whole-wheat
- 1-1/2 tablespoons chopped fresh oregano
- 1/2 teaspoon kosher salt
- 24 cooked chicken or turkey meatballs (12 ounces)
- 4 cups baby spinach
- 1/4 cup grated Parmesan cheese

PREPARATION

Prep time: 20 minutes

1. Heat 1 tablespoon oil in a large pot or Dutch oven over medium-high heat. Add onion, carrot, celery and garlic; cook, stirring occasionally, until the onion is translucent, for 4 to 5 minutes.
2. Add broth, cover and bring to a boil. Add orzo, oregano and salt; cover and cook, stirring occasionally, until the orzo is just tender, about 9 minutes.
3. Stir in meatballs and spinach; cook until the meatballs are heated through and the spinach is wilted, for 2 to 4 minutes.
4. Serve sprinkled with cheese and drizzled with the remaining 3 tablespoons oil.

NUTRITION INFORMATION

Servings: 6 | Serving Size: 1-1/2 cups

Calories: 415	Calcium: 165mg
Fat: 19g	Sodium: 728mg
Carbohydrates: 36g	Vitamin C: 20mg
Cholesterol: 101mg	Magnesium: 68mg
Sugars: 5g	Potassium: 681mg
Protein: 26g	

Source: eatingwell.com

HAVE A HEALTHY RECIPE TO SHARE?

Submit your healthy recipe (including ingredients used and directions on how to make it) with a high-quality photo online at pelpshealth.org/balance and your recipe may appear in a future issue of the *Balance* magazine.

FOR YOUR HEALTH: LOOKING AFTER HEART HEALTH REDUCES CANCER RISK, TOO

By Dr. Graham A. Colditz, Siteman Cancer Center

Heart disease is the number one killer of men and women in the US, causing nearly 700,000 deaths each year. More positively, there are ways to reduce your risk, and your family's. Eighty percent or more of heart disease cases could be avoided with healthy lifestyle changes and preventive healthcare. And most steps may already be familiar, including making healthy food choices and being more physically active.

On top of these heart-health benefits, such steps also have the added bonus of lowering the risk of cancer, which is a close second to heart disease in overall impact.

Fifty percent of all cancers could be prevented with healthy behaviors. And 50% or more of breast cancers — and up to 75% of colon cancers — could be avoided.

Steps that can lower the risk of both heart disease and cancer include:

- Being tobacco-free — or getting tobacco-free. Visit smokefree.gov for help.
- Keeping weight in check.
- Being physically active. Any amount of activity is better than none.

- Eating a diet rich in fruits, vegetables and whole grains, and low in red and processed meat.
- Limiting alcohol. Not drinking is best.
- Getting screening tests for certain cancers and heart disease risk factors. Talk with a doctor about which apply to you.

As important as these healthy behaviors are, it can still take some effort to put them in place, and making a plan can improve our chances of making it happen.

“Choosing a behavior that can be integrated into everyday life is key,” said Erika Waters, a professor at Washington University School of Medicine in St. Louis, who specializes in behavior change research. “Then, make a small goal for change.”

This approach helps set the stage for success that we can then build on. Being detailed about a goal helps even more.

“Specify what, when, where and for how long,” added Waters.

One common goal for many of us is to get more physical activity, and Waters outlined an example of

using this approach to help do that. Here are some questions we might ask ourselves, and some potential answers:

- What will I do? Take a walk.
- When will I do it? Right when I get home from work.
- Where will I do it? Down to the corner and back.
- How long will I do it? For just 10 minutes.

It may feel unfamiliar to have such a specific plan for something like a short walk. But having a realistic goal and plan for reaching that goal can really help us be successful in making healthy changes and maintaining them over time. Every positive change we make, however big or small, can have benefits — and can build on each other.

Now is a great time to think about steps we can take to lower our risk of heart disease, cancer and other chronic diseases.

“Changing behavior isn't always easy,” Waters concluded. “But having better health and well-being will make it worthwhile!”

IT'S YOUR HEALTH. TAKE CONTROL.

View the **8IGHT WAYS** series about reducing cancer risk at 8ightways.org.

The Phelps Health Delbert Day Cancer Institute is part of the Siteman Cancer Network.



Dr. Graham A. Colditz, associate director of prevention and control at Siteman Cancer Center at Barnes-Jewish Hospital and Washington University School of Medicine in St. Louis, is an internationally recognized leader in cancer prevention and the creator of the free prevention tool YourDiseaseRisk.com.



Phelps Health

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PHELPS HEALTH, KEYCARE PARTNER TO OFFER VIDEO VISITS

Phelps Health has partnered with KeyCare, the nation's first Epic-based virtual care company, to deliver high-quality virtual care from licensed providers to patients anywhere, anytime in the US.

Patients can now receive care wherever and whenever needed by conducting a KeyCare video visit through their Phelps Health MyChart patient portal. With KeyCare video visits, people can access on demand care 24 hours a day, 7 days a week, in all 50 states plus the District of Columbia.

KeyCare provides care for conditions appropriate to on demand virtual care such as sinus infections, sore throats, rashes and other minor illnesses. The cost per visit is \$59 effective March 2024. This platform is self-pay only and does not go through insurance at this time.

KeyCare visits are not intended for individuals with government-payer programs. Patients can still call their Phelps Health doctor or provider's office to schedule a telehealth visit, if their provider offers this service. Patients also can use the Phelps Health Walk-In Clinics or another clinic closest to them.

Learn more about video visits by KeyCare at phelpshealth.org.

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